

Top Five Self-Service Tools and Resources

FCSO and CMS offer a variety of self-service tools and educational resources to help you better understand and bill the Medicare program. Here are the top five ways to stay up-to-date.

1. Interactive Voice Recognition System (IVR)

This automated phone system is your key for obtaining claim status and beneficiary eligibility. CMS requires that providers utilize the IVR whenever possible in order to maintain the cost effectiveness of the Medicare Program.

A detailed operating guide is available on the FCSO Web site: www.fcso.com, click on “Florida Providers” and select the “Reference” tab across the top of the page. Click on “IVR” under the “Quick Find” menu on the left column.

2. FCSO and CMS Web sites

The FCSO Web site at www.fcso.com is your one stop for accessing the latest Medicare communications such as: news alerts and articles; tip sheets on avoiding common billing errors and inquiries; answers to frequently asked questions; publications; and so much more.

To access FCSO’s provider education site, go to www.fcso.com and click on “Florida Providers”. We also invite you to take our tutorial to learn how to better navigate the Web site. Just click on “Help” in the top-right corner of FCSO’s provider education site.

The Centers for Medicare & Medicaid Services (CMS) Web site is located at www.cms.hhs.gov. Here you can locate many helpful tools like:

- Medicare Learning Network (MLN) – the brand name for official CMS national provider education products designed to promote national consistency of Medicare provider information. <http://www.cms.hhs.gov/MLNGenInfo/>
- Internet-Only Manuals (OIM) – CMS guidelines and criteria for the Medicare program. <http://www.cms.hhs.gov/Manuals/IOM/list.asp>

3. eNews

Joining FCSO’s eNews mailing list is an easy, convenient way to receive the latest Medicare news. You will also obtain periodic messages advising you of updates to the FCSO Web site and key program alerts, education schedules, educational tips, critical program changes, etc.

Sign up today by clicking on “Join eNews” located on the top-right corner of FCSO’s provider education site.

Top five Self-Service Tools Resources

4. Educational Events

A convenient way to participate in FCSO's educational events from your office is through FCSO's Provider Outreach and Education team's monthly teleconferences and webcasts. During these virtual events, known as Hot Topics and Ask-the-Contractor Teleconferences, our Medicare experts engage with providers to discuss changes to the Medicare Program, review new or revised Local and National Coverage Determinations, and offer tips for avoiding common billing errors.

Another popular instructor-led event is the Medifest Symposium, FCSO's annual educational seminar. Medifest brings together Medicare experts, providers, billing staff, and suppliers throughout Florida to learn the latest on the Medicare program and to network with their peers.

To learn more about upcoming educational events, visit FCSO's Provider Outreach and Education page. From www.fcsso.com, click on "Florida Providers," then select the "Provider Outreach and Education" tab across the top of the site.

5. FCSO's eLearning Site: Learning Management System (LMS)

FCSO's eLearning site, the LMS, is your gateway to access our educational offerings as well as to register for webcasts, teleconferences, online training courses and other events conducted by our Provider Outreach and Education team.

The LMS also helps you manage your own educational development on the Medicare program with downloadable student transcripts and course progress tracking reports.

To learn more about the LMS, visit the site at www.fcsomedicaretraining.com. You can also access it from the FCSO Web site: from www.fcsso.com, click on "Florida Providers," then select "eLearning" in the top-right corner of the site.