



Premiere of new Medicare Spanish provider Web site

Two sites: Better service for FCSO's provider community

With the recent launch of its redesigned provider Web site medicare.fcso.com, First Coast Service Options Inc. (FCSO) has been able to offer providers the benefit of more intuitive navigation, enhanced search capabilities, and brand-new features to help save valuable time. FCSO is pleased to announce the debut of a brand-new Medicare provider resource, especially designed for the Spanish-speaking members of the provider community, on March 1: medicareespanol.fcso.com.

The new Medicare Spanish provider site, medicareespanol.fcso.com is a perfect reflection of its English counterpart in every respect but one: the language selected for its interface is español. FCSO's newest site offers Spanish-speaking providers the convenience of a navigation system as well as a wealth of Medicare information and resources presented in their preferred language. To further facilitate understanding of important Medicare changes and alerts, medicareespanol.fcso.com also offers translated summaries of articles from the CMS *Medicare Learning Network* (MLN).

The foundation of the user-friendly navigation system for both provider Web sites is the opportunity for visitors to set their location (Florida, Puerto Rico, or the U.S. Virgin Islands) as well as their line of business (Part A or Part B) when they first enter the site's welcome or homepage. Plus, it's easy to switch from one site to the other; just click the language link located in the banner navigation area at the top of every page.

Best of all, once you have selected your location and line of business (unless you make a change or close your browser window), the site will "remember" your choices throughout the duration of your visit and will display information in accordance with those preferences. Now you'll be able to find the information you want without having to search through content that does not directly pertain to either your line of business or to your location.

A new era of opportunity begins

FCSO is proud of the distinguished reputation it has built with the Centers for Medicare & Medicaid Services (CMS) as a trusted Medicare administrator since the program's inception in 1966. For more than four decades, FCSO's mission has been to safeguard the integrity of the Medicare program and to furnish the highest quality service for its providers.

Throughout its tenure, FCSO has researched industry trends, listened to provider feedback, and utilized the latest technology to ensure that providers not only have the Medicare resources they need but also can choose when and how they will receive them. From scheduling more frequent eNews communications to redesigning the provider Web site to make it easier to use, FCSO consistently strives to offer providers the advantage of convenient access to the most current program information as well as the cutting-edge tools they need to submit Medicare claims efficiently as well as successfully.

March 1 begins an exciting new era in FCSO's service to the Medicare program as it assumes the role of Medicare administrative contractor (MAC) for jurisdiction 9 (J9), which encompasses Florida, Puerto Rico, and the U.S. Virgin Islands. The extended provider community, created by the transition, presents challenges as well as opportunities for FCSO to discover innovative ways to meet the needs of those it serves.

We welcome your feedback

We invite you to explore medicare.fcso.com and medicareespanol.fcso.com and to share your comments and suggestions. Many of the changes we have implemented were inspired by ideas offered by providers, and we welcome your feedback on our newest endeavors. Just visit your preferred site and select "Web Site Feedback" from the Quick Find Box drop-down menu. We look forward to hearing from you.

Icon Legend

 Adobe file (PDF)  Compressed file (ZIP)  External PDF file  External Web site  Flash content

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