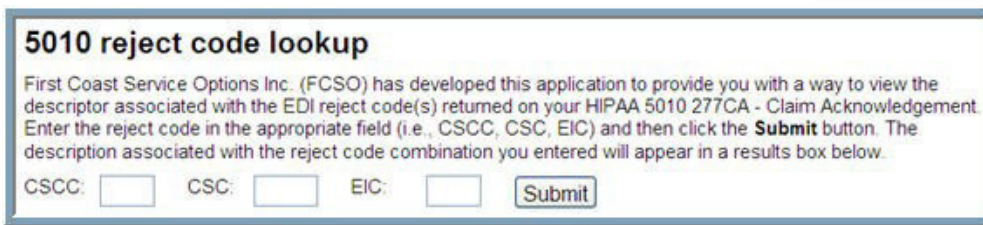


# 5010 Reject Code Lookup Application: User Guide

## 5010 Reject Code Lookup Application – Overview

First Coast Service Options' (First Coast) [5010 Reject Code Lookup](#) is a Web application that offers you the opportunity to resolve data-based issues with your 5010 claim files quickly and easily.

The application provides easy-to-understand descriptions of the reject codes listed in an **STC -- Status information** segment of your claim's **277CA -- Claim Acknowledgement**.



**5010 reject code lookup**

First Coast Service Options Inc. (FCSO) has developed this application to provide you with a way to view the descriptor associated with the EDI reject code(s) returned on your HIPAA 5010 277CA - Claim Acknowledgement. Enter the reject code in the appropriate field (i.e., CSCC, CSC, EIC) and then click the **Submit** button. The description associated with the reject code combination you entered will appear in a results box below.

CSCC:  CSC:  EIC:

You may enter the following information from the **STC** segment of their **277CA**:

- **CSCC -- Claim Status Category Code (required)**: Identifies the general category of the claim's status:
  - *Accepted*
  - *Rejected*
  - *Additional Information Requested*
- **CSC -- Claim Status Code (required)**: Indicates the status of an *entire claim* or a *specific service line*.
- **EIC -- Entity Identifier Code (when applicable)**: Unique codes used to identify an entity (e.g., organization, facility, provider, physical location, individual).

### Verify Your Location and Line of Business Before You Begin

The **5010 edit information** and associated **error code descriptors** generated by the [5010 Reject Code Lookup](#) may vary based upon the *line-of-business* and *geographic location* options selected on [medicare.fcso.com](http://medicare.fcso.com).

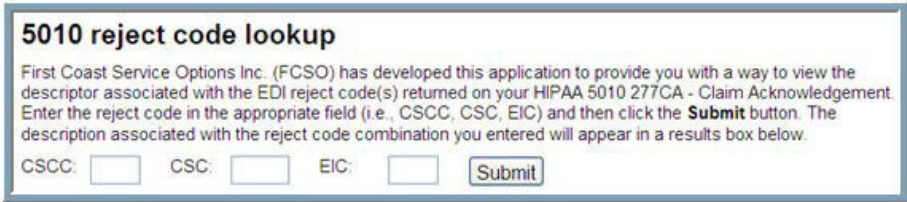
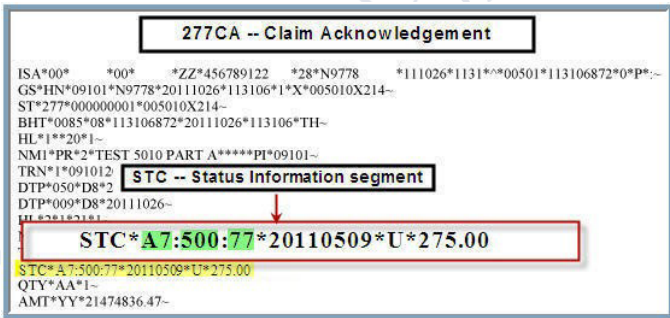
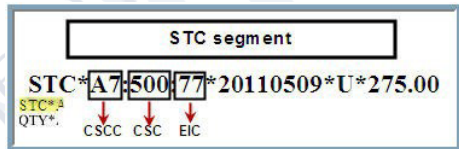
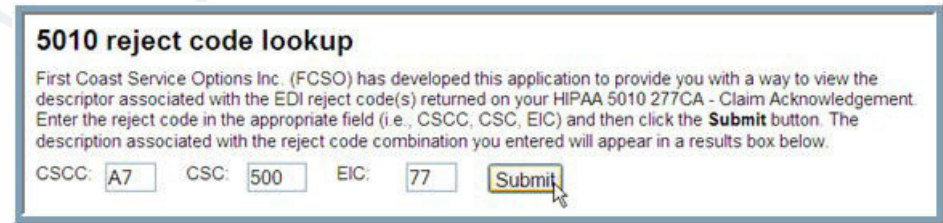
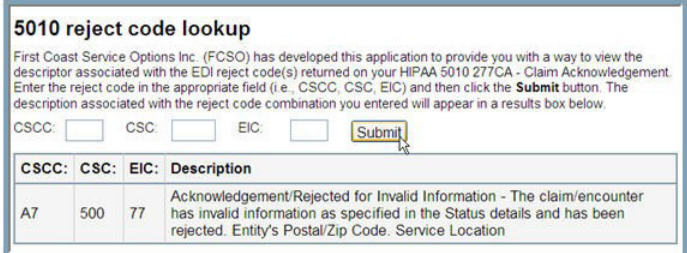
You can verify your *line-of-business* and/or *geographic location* selections at the top of every page on [medicare.fcso.com](http://medicare.fcso.com):



**Note:** If you need to change the *line-of-business* and/or *geographic location* option(s) selected, click the corresponding link(s) located beneath the First Coast logo.

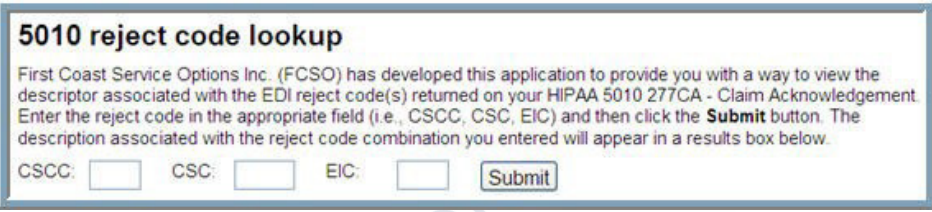
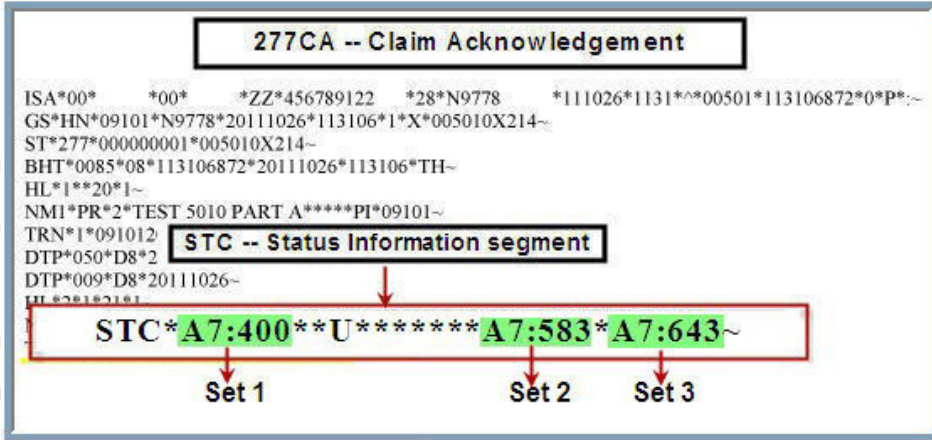
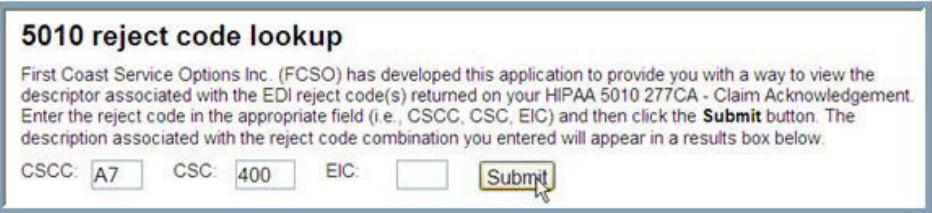
# 5010 Reject Code Lookup Application: User Guide

## Single 5010 Reject Code Set: Application Instructions

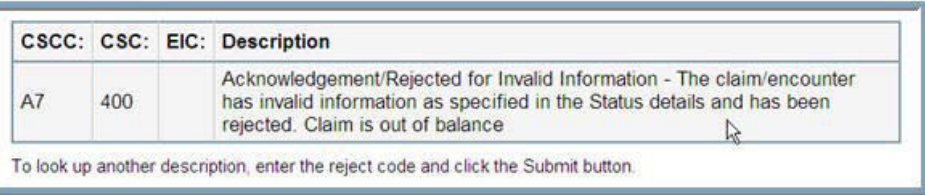
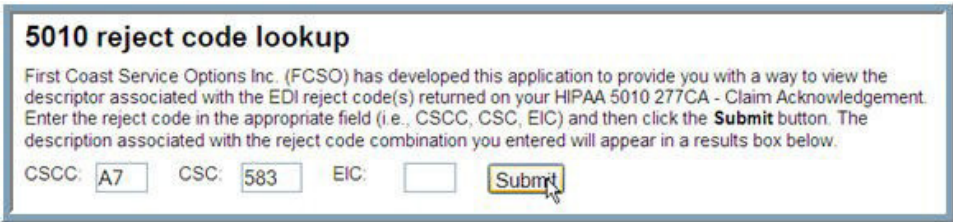
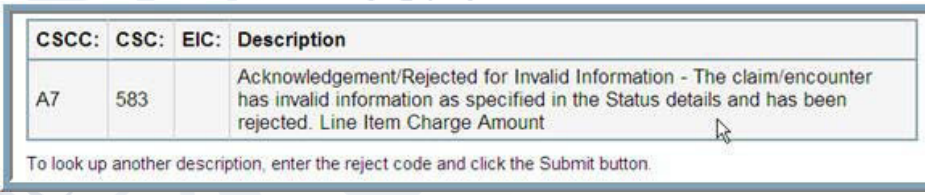
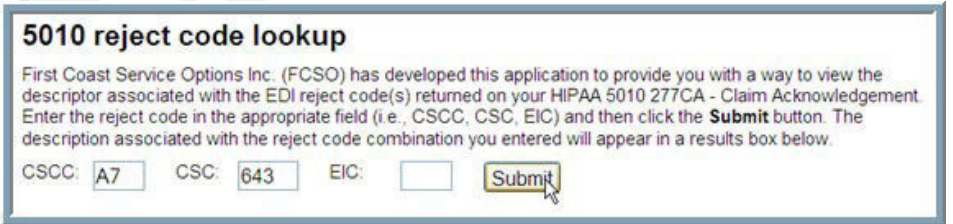
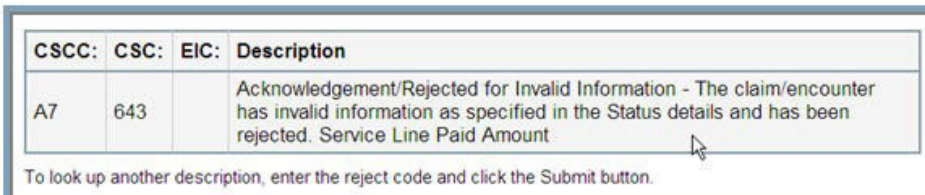
Instructions	Screen Print
<p>1. Visit the <a href="#">5010 Reject Code Lookup</a> page.</p>	
<p>2. Review your 277CA— <i>Claim Acknowledgement notice</i>.</p> <p>3. Locate the <b>STC</b> segment.</p>	
<p>4. Identify <b>reject code data</b> contained within the <b>STC</b> segment.</p>	 <p><b>Note:</b> In this example, the <b>STC</b> segment contains <b>CSCC</b>, <b>CSC</b>, and <b>EIC</b> reject code data.</p>
<p>5. Enter your <i>reject code data</i> in the <b>CSCC</b>, <b>CSC</b>, <b>EIC</b> fields.</p> <p>6. Click the <b>Submit</b> button.</p>	 <p><b>Note:</b> The <b>EIC</b> field should only be used when <b>EIC</b> data is included within the <b>STC</b> segment.</p>
<p>7. Review the explanation for your claim's status in the <b>Description</b> column.</p> <p>8. Adjust and resubmit your <b>corrected</b> claim file.</p>	

# 5010 Reject Code Lookup Application: User Guide

## Multiple 5010 Reject Code Sets: Application Instructions

Instructions	Screen Print
<p>1. Access the <b>5010 Reject Code Lookup Application</b>.</p>	 <p><b>5010 reject code lookup</b></p> <p>First Coast Service Options Inc. (FCSO) has developed this application to provide you with a way to view the descriptor associated with the EDI reject code(s) returned on your HIPAA 5010 277CA - Claim Acknowledgement. Enter the reject code in the appropriate field (i.e., CSCC, CSC, EIC) and then click the <b>Submit</b> button. The description associated with the reject code combination you entered will appear in a results box below.</p> <p>CSCC: <input type="text"/> CSC: <input type="text"/> EIC: <input type="text"/> <input type="button" value="Submit"/></p> <p><b>Note:</b> If the <b>STC</b> segment contains <i>multiple sets</i> of <b>CSCC</b> and <b>CSC</b> codes, each set must be entered <b>separately</b>.</p>
<p>2. Review your 277CA— <i>Claim Acknowledgement notice</i>.</p> <p>3. Locate the <b>STC segment</b>.</p> <p>4. Identify <i>each set</i> of <b>CSCC</b> and <b>CSC</b> codes.</p>	 <p><b>277CA -- Claim Acknowledgement</b></p> <p>ISA*00* *00* *ZZ*456789122 *28*N9778 *111026*1131*^*00501*113106872*0*P*~</p> <p>GS*HN*09101*N9778*20111026*113106*1*X*005010X214~</p> <p>ST*277*000000001*005010X214~</p> <p>BHT*0085*08*113106872*20111026*113106*TH~</p> <p>HL*1**20*1~</p> <p>NM1*PR*2*TEST 5010 PART A*****PI*09101~</p> <p>TRN*1*091012</p> <p>DTP*050*D8*2 <b>STC -- Status Information segment</b></p> <p>DTP*009*D8*20111026~</p> <p>STC*A7:400**U*****A7:583*A7:643~</p> <p>Set 1 Set 2 Set 3</p> <p><b>Note:</b> <i>In this example</i>, the <b>STC</b> segment contains <i>three sets</i> of <b>CSCC</b> and <b>CSC</b> reject code data (i.e., A7:400, A7:583, and A7:643).</p>
<p>5. Enter <i>first set</i> of <b>CSCC</b> and <b>CSC</b> reject code data (i.e., A7, 400) in the appropriate fields (i.e., <b>CSCC</b> and <b>CSC</b>) of the <b>5010 Reject Code Lookup</b></p> <p>6. Click the <b>Submit</b> button</p>	 <p><b>5010 reject code lookup</b></p> <p>First Coast Service Options Inc. (FCSO) has developed this application to provide you with a way to view the descriptor associated with the EDI reject code(s) returned on your HIPAA 5010 277CA - Claim Acknowledgement. Enter the reject code in the appropriate field (i.e., CSCC, CSC, EIC) and then click the <b>Submit</b> button. The description associated with the reject code combination you entered will appear in a results box below.</p> <p>CSCC: <input type="text" value="A7"/> CSC: <input type="text" value="400"/> EIC: <input type="text"/> <input type="button" value="Submit"/></p> <p><b>Note:</b> Although <b>CSCC</b> and <b>CSC</b> are required fields, the <b>EIC</b> field should only be used when <b>EIC</b> data is included within the <b>STC</b> segment.</p> <p><i>In this example</i>, the <b>STC</b> segment for the <i>first set</i> does <b>not</b> contain <b>EIC</b> reject code data.</p>

# 5010 Reject Code Lookup Application: User Guide

Instructions	Screen Print
<p>7. Print and review the <b>reject code description results</b> for the <b>first set</b> of reject codes.</p>	 <p>To look up another description, enter the reject code and click the Submit button.</p>
<p>8. Enter <i>second</i> set of <b>CSCC</b> and <b>CSC</b> reject code data in the corresponding fields.</p> <p>9. Click the <b>Submit</b> button.</p>	 <p><b>5010 reject code lookup</b></p> <p>First Coast Service Options Inc. (FCSO) has developed this application to provide you with a way to view the descriptor associated with the EDI reject code(s) returned on your HIPAA 5010 277CA - Claim Acknowledgement. Enter the reject code in the appropriate field (i.e., CSCC, CSC, EIC) and then click the <b>Submit</b> button. The description associated with the reject code combination you entered will appear in a results box below.</p> <p>CSCC: <input type="text" value="A7"/> CSC: <input type="text" value="583"/> EIC: <input type="text"/> <input type="button" value="Submit"/></p> <p><b>Note:</b> Although <b>CSCC</b> and <b>CSC</b> are required fields, the <b>EIC</b> field should only be used when <b>EIC</b> data is included within the <b>STC</b> segment. <i>In this example</i>, the <b>STC</b> segment for the <i>second set</i> does <b>not</b> contain <b>EIC</b> reject code data.</p>
<p>10. Print and review the <b>reject code description results</b> for the <b>second set</b> of reject codes.</p>	 <p>To look up another description, enter the reject code and click the Submit button.</p>
<p>11. Enter <i>third</i> set of <b>CSCC</b> and <b>CSC</b> reject code data.</p> <p>12. Click the <b>Submit</b> button.</p>	 <p><b>5010 reject code lookup</b></p> <p>First Coast Service Options Inc. (FCSO) has developed this application to provide you with a way to view the descriptor associated with the EDI reject code(s) returned on your HIPAA 5010 277CA - Claim Acknowledgement. Enter the reject code in the appropriate field (i.e., CSCC, CSC, EIC) and then click the <b>Submit</b> button. The description associated with the reject code combination you entered will appear in a results box below.</p> <p>CSCC: <input type="text" value="A7"/> CSC: <input type="text" value="643"/> EIC: <input type="text"/> <input type="button" value="Submit"/></p>
<p>13. Print and review the <b>reject code description results</b> for the <b>third set</b> of reject codes.</p>	 <p>To look up another description, enter the reject code and click the Submit button.</p>

# 5010 Reject Code Lookup Application: User Guide

## Instructions

14. Review descriptions of **all three CSCC and CSC data sets**.
15. Adjust your claim file and resubmit for adjudication.

## Screen Print

### Description Results for Set 1: CSCC and CSC data set

CSCC:	CSC:	EIC:	Description
A7	400		Acknowledgement/Rejected for Invalid Information - The claim/encounter has invalid information as specified in the Status details and has been rejected. Claim is out of balance

To look up another description, enter the reject code and click the Submit button.

### Description Results for Set 2: CSCC and CSC data set

CSCC:	CSC:	EIC:	Description
A7	583		Acknowledgement/Rejected for Invalid Information - The claim/encounter has invalid information as specified in the Status details and has been rejected. Line Item Charge Amount

To look up another description, enter the reject code and click the Submit button.

### Description Results for Set 3: CSCC and CSC data set

CSCC:	CSC:	EIC:	Description
A7	643		Acknowledgement/Rejected for Invalid Information - The claim/encounter has invalid information as specified in the Status details and has been rejected. Service Line Paid Amount

To look up another description, enter the reject code and click the Submit button.