

5010 Reject Code Lookup: User Guide

Introduction

First Coast Service Options' (First Coast) [5010 Reject Code Lookup](#) offers providers the opportunity to resolve data-based issues with their 5010 claim files more quickly by furnishing easy-to-understand descriptions of the reject codes listed in an **STC -- Status information** segment of their **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.

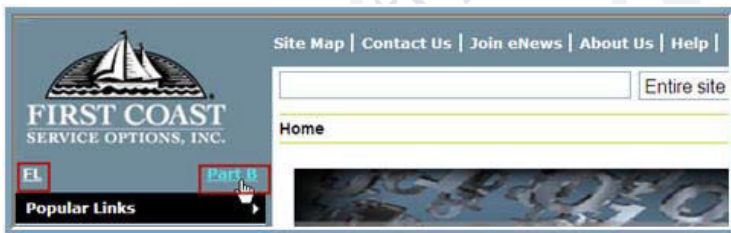
CSCC: CSC: EIC:

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

- **CSCC -- Claim Status Category Code (required)**: Indicates the general category of the status (e.g., accepted, rejected, additional information requested), which is further detailed in the **CSC** element.
- **CSC -- Claim Status Code (required)**: Conveys 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

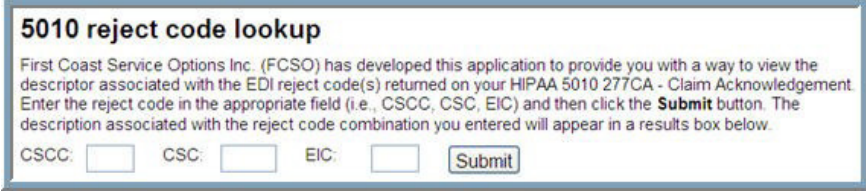
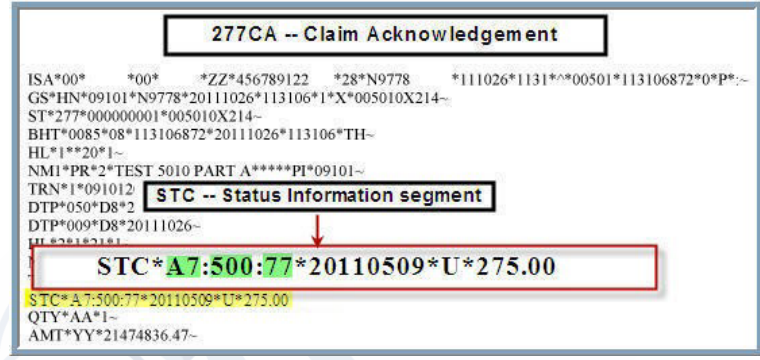
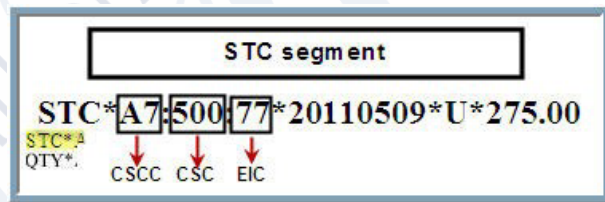
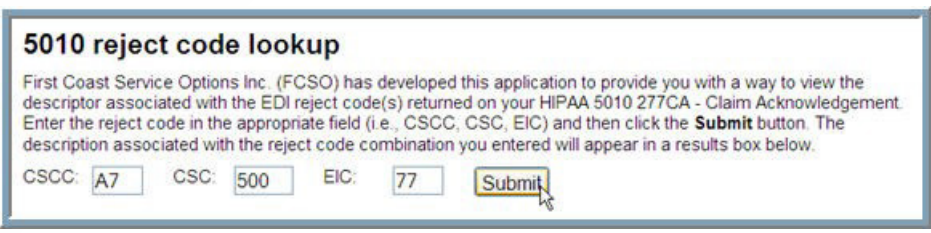
5010 edit information and associated *error code descriptors* generated by the [5010 Reject Code Lookup](#) may vary based upon the *line-of-business* and *geographic location* options selected medicare.fcso.com. Therefore, before utilizing the [5010 Reject Code Lookup](#), please check the *line-of-business* (**Part A** or **Part B**) and *geographic location* indicators, which are located on the top left of every page of First Coast's Medicare provider website.



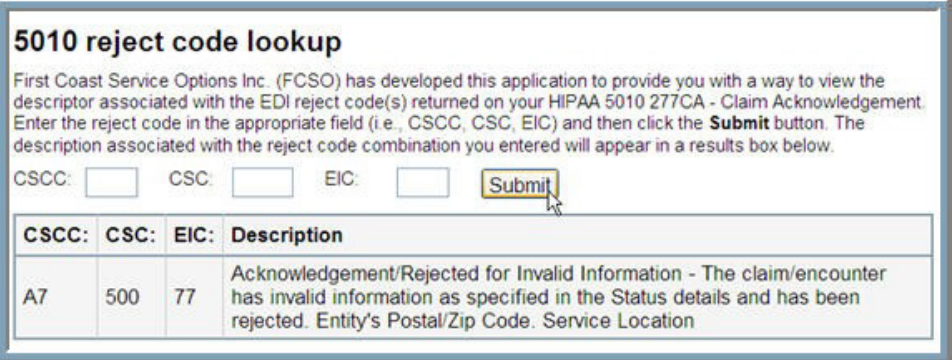
Note: If you need to change the *line-of-business* and/or *geographic location* option(s) selected, click the corresponding link(s) located beneath the First Coast logo. Once you have verified that the **correct** *line-of-business* and/or *geographic location* option(s) have been selected, gather any applicable 277CA—*Claim Acknowledgement notice(s)*, and proceed to the [5010 Reject Code Lookup](#).

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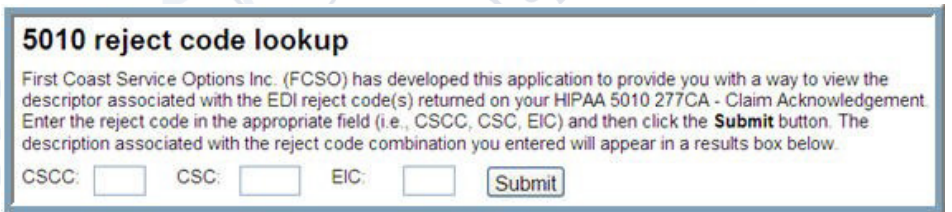
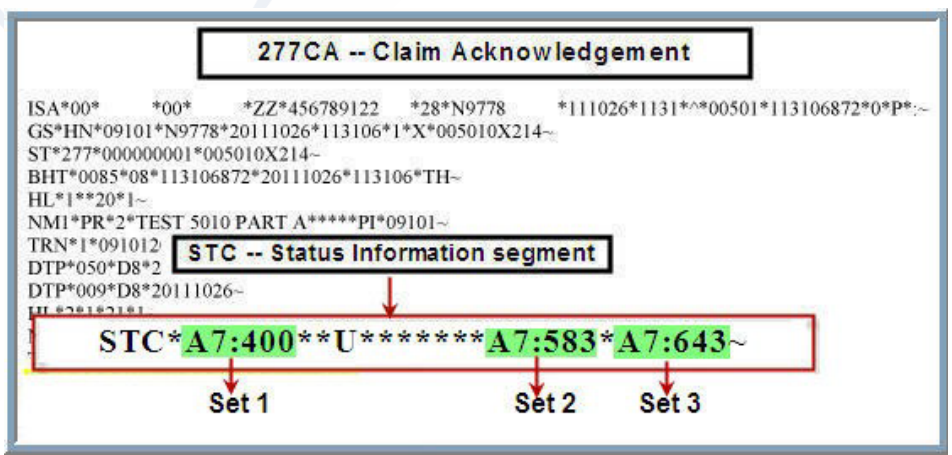
How to Use the 5010 Reject Code Lookup: Single Reject Code Set

Instructions	Screen Print
<p>1. Action: Navigate to the 5010 Reject Code Lookup.</p>	 <p>5010 reject code lookup</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 Submit 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>2. Action: Review your 277CA—<i>Claim Acknowledgement notice</i>.</p> <p>3. Action: Locate the STC segment.</p>	 <p>277CA -- Claim Acknowledgement</p> <p>ISA*00* *00* *ZZ*456789122 *28*N9778 *111026*1131**^*00501*113106872*0*P*:- GS*HN*09101*N9778*20111026*113106*1*X*005010X214~ ST*277*000000001*005010X214~ BHT*0085*08*113106872*20111026*113106*TH~ HL*1**20*1~ NMI*PR*2*TEST 5010 PART A*****PI*09101~ TRN*1*091012 DTP*050*D8*2 DTP*009*D8*20111026~ HL*2*1*21*1 J STC -- Status Information segment</p> <p>STC*A7:500:77*20110509*U*275.00</p> <p>STC*A7:500:77*20110509*U*275.00 QTY*AA*1~ AMT*YY*21474836.47~</p>
<p>4. Action: Identify reject code data contained within the STC segment.</p>	 <p>STC segment</p> <p>STC*A7:500:77*20110509*U*275.00</p> <p>STC*^a QTY*: CSCC CSC EIC</p> <p>Note: In this example, the STC segment contains CSCC, CSC, and EIC reject code data.</p>
<p>5. Action: Enter available reject code data (i.e., A7, 500, and 77) in the corresponding fields (i.e., CSCC, CSC, EIC) of the 5010 Reject Code Lookup.</p> <p>6. Action: Click the <i>Submit</i> button.</p>	 <p>5010 reject code lookup</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 Submit 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="500"/> EIC: <input type="text" value="77"/> <input type="button" value="Submit"/></p> <p>Note: Although CSCC and CSC are required fields, the EIC field should only be used when EIC data is included within the STC segment. In this example, the STC segment contains CSCC, CSC, and EIC reject code data.</p>

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Instructions	Screen Print								
<p>7. Action: Review the <i>reject code description</i>.</p> <p>8. Action: Implement <i>appropriate adjustments to claim file</i> (based upon the <i>reject code description</i>).</p> <p>9. Action: Resubmit corrected claim to First Coast for adjudication.</p>	 <p>5010 reject code lookup</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 Submit 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> <table border="1"> <thead> <tr> <th>CSCC:</th> <th>CSC:</th> <th>EIC:</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>A7</td> <td>500</td> <td>77</td> <td>Acknowledgement/Rejected for Invalid Information - The claim/encounter has invalid information as specified in the Status details and has been rejected. Entity's Postal/Zip Code. Service Location</td> </tr> </tbody> </table>	CSCC:	CSC:	EIC:	Description	A7	500	77	Acknowledgement/Rejected for Invalid Information - The claim/encounter has invalid information as specified in the Status details and has been rejected. Entity's Postal/Zip Code. Service Location
CSCC:	CSC:	EIC:	Description						
A7	500	77	Acknowledgement/Rejected for Invalid Information - The claim/encounter has invalid information as specified in the Status details and has been rejected. Entity's Postal/Zip Code. Service Location						

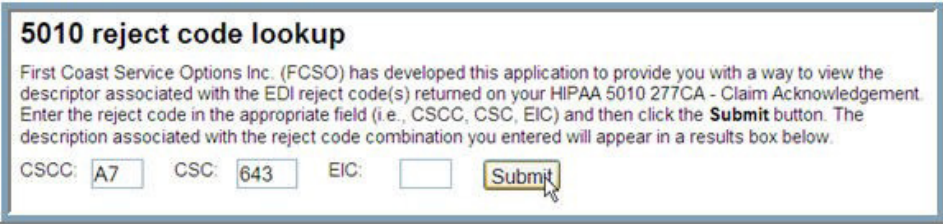
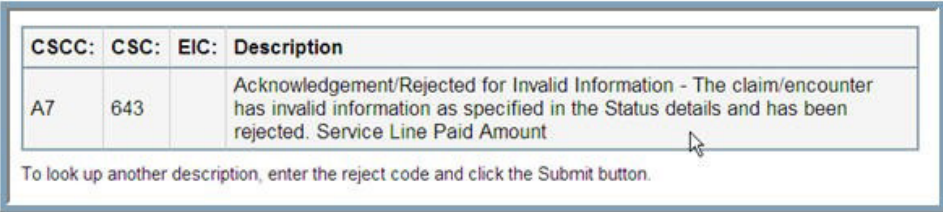
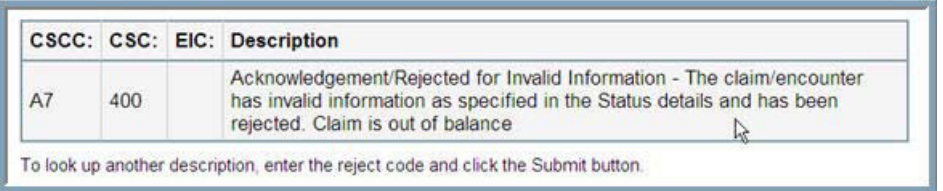
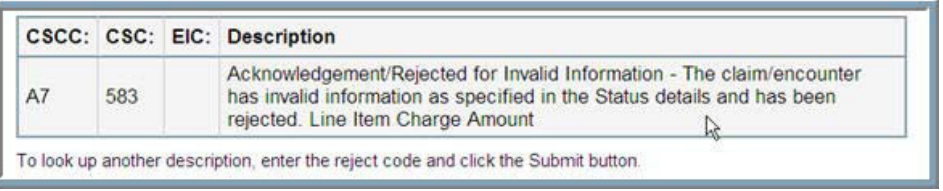
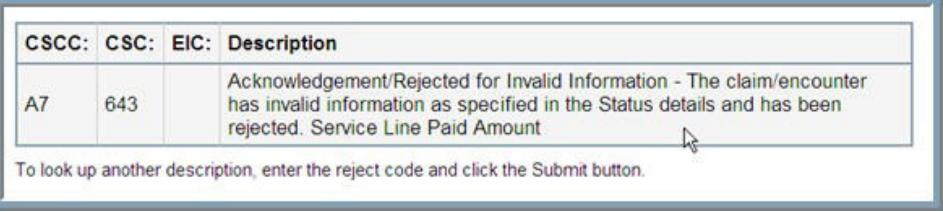
How to Use the 5010 Reject Code Lookup: Multiple Reject Code Sets

Instructions	Screen Print
<p>1. Action: Navigate to the 5010 Reject Code Lookup.</p>	 <p>5010 reject code lookup</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 Submit 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>Note: If the STC segment contains <i>multiple sets</i> of CSCC and CSC codes, <i>each set</i> must be entered separately.</p>
<p>2. Action: Review your 277CA—<i>Claim Acknowledgement notice</i>.</p> <p>3. Action: Locate the STC segment.</p> <p>4. Action: Identify <i>each set</i> of CSCC and CSC codes.</p>	 <p>277CA -- Claim Acknowledgement</p> <pre> ISA*00* *00* *ZZ*456789122 *28*N9778 *111026*1131*^00501*113106872*0*P*~ GS*HN*09101*N9778*20111026*113106*1*X*005010X214~ ST*277*000000001*005010X214~ BHT*0085*08*113106872*20111026*113106*TH~ HL*1**20*1~ NM1*PR*2*TEST 5010 PART A*****PI*09101~ TRN*1*091012 DTP*050*D8*2 DTP*009*D8*20111026~ HL*2*1*21*1 </pre> <p>STC -- Status Information segment</p> <p>STC*A7:400**U*****A7:583*A7:643~</p> <p>Set 1 Set 2 Set 3</p> <p>Note: In this example, the STC segment contains <i>three sets</i> of CSCC and CSC reject code data (i.e., A7:400, A7:583, and A7:643).</p>

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Instructions	Screen Print								
<p>5. Action: Enter <i>first set</i> of CSCC and CSC reject code data (i.e., A7, 400) in the appropriate fields (i.e., CSCC and CSC) of the 5010 Reject Code Lookup</p> <p>6. Action: Click the Submit button</p>	<div data-bbox="565 338 1500 548" style="border: 1px solid black; padding: 5px;"> <p>5010 reject code lookup</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 Submit 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> </div> <p>Note: Although CSCC and CSC are required fields, the EIC field should only be used when EIC data is included within the STC segment. <i>In this example</i>, the STC segment for the <i>first set</i> does not contain EIC reject code data.</p>								
<p>7. Action: Review reject code description of <i>first set</i>.</p> <p>8. Action: Print results page for the <i>first set</i> (recommended).</p>	<div data-bbox="565 758 1500 947" style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">CSCC:</th> <th style="text-align: left;">CSC:</th> <th style="text-align: left;">EIC:</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>A7</td> <td>400</td> <td></td> <td>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</td> </tr> </tbody> </table> <p>To look up another description, enter the reject code and click the Submit button.</p> </div>	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
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						
<p>9. Action: Enter <i>second set</i> of CSCC and CSC reject code data (i.e., A7, 583) in the corresponding fields.</p> <p>10. Action: Click the Submit button.</p>	<div data-bbox="565 1031 1500 1241" style="border: 1px solid black; padding: 5px;"> <p>5010 reject code lookup</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 Submit 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> </div> <p>Note: Although CSCC and CSC are required fields, the EIC field should only be used when EIC data is included within the STC segment. <i>In this example</i>, the STC segment for the <i>second set</i> does not contain EIC reject code data.</p>								
<p>11. Action: Review reject code description of the <i>second set</i>.</p> <p>12. Action: Print results page for the <i>second set</i> (recommended).</p>	<div data-bbox="565 1440 1500 1629" style="border: 1px solid black; padding: 5px;"> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">CSCC:</th> <th style="text-align: left;">CSC:</th> <th style="text-align: left;">EIC:</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>A7</td> <td>583</td> <td></td> <td>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</td> </tr> </tbody> </table> <p>To look up another description, enter the reject code and click the Submit button.</p> </div>	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
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						

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Instructions	Screen Print								
<p>13. Action: Enter <i>third</i> set of CSCC and CSC reject code data (i.e., A7, 643).</p> <p>14. Action: Click the <i>Submit</i> button.</p>	 <p>5010 reject code lookup</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 Submit 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>15. Action: Review reject code description of <i>third</i> set.</p> <p>16. Action: Print results page for the <i>third set</i> (recommended).</p>	 <table border="1"> <thead> <tr> <th>CSCC:</th> <th>CSC:</th> <th>EIC:</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>A7</td> <td>643</td> <td></td> <td>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</td> </tr> </tbody> </table> <p>To look up another description, enter the reject code and click the Submit button.</p>	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
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						
<p>17. Review descriptions of <i>all three CSCC and CSC</i> data sets.</p> <p>18. Action: Implement appropriate adjustments to claim file (based upon reject code descriptions from <i>all three</i> data sets).</p> <p>19. Action: Resubmit <i>corrected claim</i> to First Coast for adjudication.</p>	<p>Description Results for Set 1: CSCC and CSC data set</p>  <table border="1"> <thead> <tr> <th>CSCC:</th> <th>CSC:</th> <th>EIC:</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>A7</td> <td>400</td> <td></td> <td>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</td> </tr> </tbody> </table> <p>To look up another description, enter the reject code and click the Submit button.</p>	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
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						
	<p>Description Results for Set 2: CSCC and CSC data set</p>  <table border="1"> <thead> <tr> <th>CSCC:</th> <th>CSC:</th> <th>EIC:</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>A7</td> <td>583</td> <td></td> <td>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</td> </tr> </tbody> </table> <p>To look up another description, enter the reject code and click the Submit button.</p>	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
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						
	<p>Description Results for Set 3: CSCC and CSC data set</p>  <table border="1"> <thead> <tr> <th>CSCC:</th> <th>CSC:</th> <th>EIC:</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>A7</td> <td>643</td> <td></td> <td>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</td> </tr> </tbody> </table> <p>To look up another description, enter the reject code and click the Submit button.</p>	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
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						