
News Release



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First Coast Service Options Wins New Medicare Contract – Plans to Add 75 New Positions

Jacksonville, Fla. – First Coast Service Options, Inc. (FCSO), today announced that it has been awarded a contract by the federal government to serve as a Qualified Independent Contractor (QIC) for the Centers for Medicare & Medicaid Services (CMS). To administer this new contract, FCSO will be adding approximately 75 positions to the company’s workforce over the next few months, mostly in Jacksonville.

The new QIC contract will position FCSO to process second level Medicare Part B claim appeals for the northern half of the country, including 36 states and three United States territories. This is the second QIC contract FCSO has recently won, having been awarded a similar contract by CMS last year to serve as the Medicare Part A QIC for 23 western states and the same three United States territories.

“This contract underscores FCSO’s strong commitment to CMS to deliver a wide range of quality services to Medicare beneficiaries and providers,” said Curtis Lord, chief executive officer, FCSO. “It also demonstrates our ability to win beyond our home base in today’s increasingly competitive Medicare contracting environment.”

In addition to FCSO’s QIC responsibilities, the company contracts with CMS and the Blue Cross Blue Shield Association to provide quality Medicare administrative services to more than three million beneficiaries and the health care providers who care for them in Florida and Connecticut. Services include claims processing, customer service, education and outreach activities and functions that help ensure the integrity of Medicare program payments.

FCSO has served as one of the nation’s largest Medicare administrators since the company’s launch in January 1999. The company is headquartered in Jacksonville, Florida and is one of the area’s largest employers with more than 1,600 staff in the city and in the company’s field offices in Miami, Orlando, Tampa, and Meriden, Connecticut. FCSO is a wholly owned subsidiary of Blue Cross and Blue Shield of Florida, and together have served as a Medicare administrator since the Medicare program was implemented in 1966.

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