

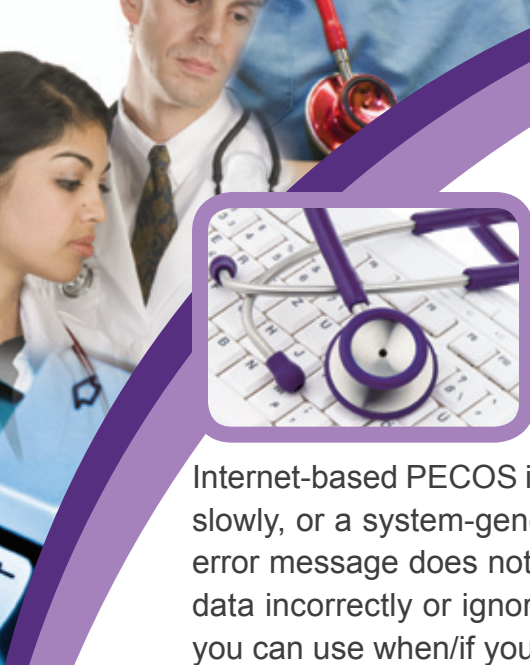
DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Medicare & Medicaid Services



Internet-based Provider Enrollment, Chain and Ownership System (PECOS) Contact Information

PROVIDER-SUPPLIER ENROLLMENT FACT SHEET SERIES





The Centers for Medicare & Medicaid Services (CMS) has established an External User Services (EUS) Help Desk to assist you if you encounter an application navigation or access problem with Internet-based PECOS. A navigation problem occurs when you are unable to determine how to use Internet-based PECOS. An access problem occurs when

Internet-based PECOS is not operating properly (i.e., system is not operational, operating slowly, or a system-generated error message prevents data entry). A system-generated error message does not include messages or warnings that are created when you enter data incorrectly or ignore system prompts. This fact sheet provides contact information you can use when/if you encounter these problems.

- To report an application navigation or access problem with Internet-based PECOS, contact the CMS EUS Help Desk at 1-866-484-8049, or send an e-mail to EUSSupport@cgi.com.
- For help in establishing a National Plan and Provider Enumeration System (NPPES) User ID and password or assistance in changing an NPPES password, contact the National Provider Identifier (NPI) Enumerator at 1-800-465-3203 or TTY 1-800-692-2326, or send an e-mail to customerservice@npienumerator.com.

NOTE: CMS recommends that you change your NPPES password before accessing Internet-based PECOS for the first time and at least once a year thereafter. Your NPPES User ID cannot be changed.

- If you have a valid NPPES User ID and password, but are unable to access Internet-based PECOS, contact the CMS EUS Help Desk at 1-866-484-8049, or send an e-mail to EUSSupport@cgi.com.
- To ask a provider enrollment question, contact the Medicare enrollment contractor for your State. Medicare provider enrollment contact information for each State is available at <http://www.cms.gov/MedicareProviderSupEnroll> on the CMS website under the “Downloads” section.

Enrollment Process Enhancements

Filing and tracking Medicare enrollment records and specialty status in Internet-based PECOS has never been easier!

Recent enhancements provide an improved submission process, simpler directions for signing up, a clearer process for follow-up, and a **15-day submission** time frame to submit signed paperwork (instead of 7 days).

A **new application status module** has been added for checking whether enrollment applications have been:

- Received by the Medicare enrollment contractor;
- Reviewed by the Medicare enrollment contractor;
- Returned for additional information; or
- Approved or rejected.



Resources

- For more information about the Medicare enrollment process, visit the Medicare Provider-Supplier Enrollment web page at <http://www.cms.gov/MedicareProviderSupEnroll> on the CMS website.
- To access Internet-based PECOS, visit <https://pecos.cms.hhs.gov/pecos/login.do> on the CMS website. To report an Internet-based PECOS navigation, access, or printing problem, contact the CMS EUS Help Desk at 1-866-484-8049, or send an e-mail to EUSupport@cgi.com.
- Please contact the designated Medicare enrollment contractor for your State about any additional questions regarding the Medicare enrollment process. Medicare provider enrollment contact information for each State can be found at http://www.cms.gov/MedicareProviderSupEnroll/downloads/contact_list.pdf on the CMS website.



This fact sheet was current at the time it was published or uploaded onto the web. Medicare policy changes frequently so links to the source documents have been provided within the document for your reference.

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