



## Guidance on Using Internet-based Provider Enrollment, Chain and Ownership System (PECOS) – JA0914

**NOTE:** Suppliers of durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) do not (at this time) have the option of using Internet-based PECOS. The availability of Internet-based PECOS to DMEPOS suppliers will be announced at a future date.

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**Key Words** SE0914, Internet-based, PECOS

**Contractors Affected**

- Part A/B Medicare Administrative Contractors (A/B MACs)
- Medicare Carriers
- Regional Home Health Intermediaries
- Fiscal Intermediaries

**Provider Types Affected**

Physicians, non-physician practitioners, and organization providers and suppliers who are enrolled or wish to enroll in the Medicare program



- Special Edition (SE) 0914 article provides information to physicians, non-physician practitioners, providers and suppliers to assist those providers and suppliers who wish to use Internet-based PECOS for enrollment in Medicare and/or to maintain the currency of the enrollment data they have on file with Medicare.
- Since the processes for physicians and non-physician practitioners differ somewhat from those used by provider and supplier organizations, this article provides a high-level overview of these processes.
- It also directs physicians, non-physician practitioners, providers, and organization providers and suppliers to other sources available via the Medicare Learning Network (MLN) that will enable them to learn more.

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### Benefits of Using Internet-based PECOS

- For all physicians, non-physician practitioners, and organization providers and suppliers, the Internet-based PECOS speeds up the completion of their initial Medicare enrollment application as well as the update of their enrollment information when changes occur.
- The Centers for Medicare & Medicaid Services (CMS) timelines for Medicare contractors to process Internet-submitted enrollment applications are more stringent than those for paper:
  - Contractors must process 90 percent of web-based applications (e.g., initial enrollments and changes of information) within 45 days of receipt of the signed and dated Certification Statement and supporting documentation.
  - Contractors must process 80 percent of initial paper applications within 60 days, and 80 percent of paper changes of information within 45 days.
- With the temporary exception of the DMEPOS suppliers, physicians, non-physician practitioners, and organization providers and suppliers can use the Internet to:
  - Enroll in Medicare,
  - Update their existing enrollment information;
  - View their existing enrollment information; or
  - Voluntarily terminate their Medicare enrollment.
- Once a provider or supplier submits an application via the web, the provider or supplier can view the status of that application beginning 15 days after the submission.
- The 15-day time frame allows sufficient time for the Medicare enrollment contractor to have received the signed and dated Certification Statement and begin action on the application.

Provider Needs to Know...

### Pre-requisite Requirements for Using Internet-based PECOS

- **There are certain pre-requisites that must be met before one can use Internet-based PECOS.**
  - Physicians, non-physician practitioners, and organization providers and suppliers must first have an enrollment record in PECOS if they want to use Internet-based PECOS to:
    - Update their Medicare enrollment information;
    - View their Medicare enrollment information; or
    - Terminate their enrollment in Medicare.
  - If a physician, non-physician practitioner, or organization provider or supplier enrolled in Medicare more than 5 years ago and has not submitted any updates or changes to their enrollment record over the past 5 years, it is very likely that the provider or supplier is
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not in PECOS.

- If one of these providers or suppliers accesses Internet-based PECOS attempts to view or update the enrollment record, there will be nothing there to view or update.
- Providers and suppliers who find themselves in this situation will have to revalidate their enrollment with Medicare.

### **Enrollment Revalidation**

- In order to revalidate, the provider or supplier has to furnish all the information necessary to initially enroll in Medicare.
- This will get the provider or supplier into PECOS and will ensure that their enrollment information, which may have changed over the years, is current.
- If the provider or supplier has never submitted the CMS-588 Electronic Funds Transfer Agreement, they will have to do so as part of the revalidation.
- Providers and suppliers can revalidate their enrollment via Internet-based PECOS or they can fill out the appropriate paper CMS-855 Medicare provider enrollment forms and mail them to the appropriate enrollment contractor.

### **What Physician or Non-physician Practitioner Need for Initiating Medicare Enrollment Using Internet-based PECOS**

- Before a physician or non-physician practitioner initiates a Medicare enrollment action using Internet-based PECOS, he or she will need the following:
    - An active National Provider Identifier (NPI);
    - A National Plan and Provider Enumeration System (NPPES) User ID and password;
    - Personal identifying information, which includes the physician's or non-physician practitioner's legal name on file with the Social Security Administration, date of birth, and Social Security Number;
    - Professional license and certification information, which includes information regarding the physician's or non-physician practitioner's professional license, professional school degrees or certificates;
    - Practice location information, which includes information regarding the physician's or non-physician practitioner's medical practice location;
    - The legal business name of a solely-owned Professional Association (PA), Professional Corporation (PC), or Limited Liability Company (LLC) on file with the Internal Revenue Service (IRS) and appearing on the IRS CP575 form;
    - A photocopy of the CP-575 form;
    - The NPI of the PA, PC, or LLC; and
    - Any federal, state, and/or local (city/county) business licenses, certifications, and/or registrations specifically required by that business to operate as a health care facility; and
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- If applicable, information about any final adverse action that impacts the physician or non-physician practitioner.

#### How Physician or Non-physician Practitioner Can Access Internet-based PECOS

- A physician or non-physician practitioner can access Internet-based PECOS with the same User ID and password that is used for NPPES.
- If the physician or non-physician practitioner does not have an NPPES User ID and password and needs help in obtaining one, he or she may contact the NPI Enumerator at 1-800-465-3203 or send an email to [customerservice@npienumerator.com](mailto:customerservice@npienumerator.com) on the Internet.
- **Although the NPES User ID cannot be changed, CMS recommends that a physician or non-physician practitioner change his/her NPPES password before accessing Internet-based PECOS for the first time and at least once a year thereafter.**
- If the physician or non-physician practitioner needs help in changing their password, they may contact the NPI Enumerator at 1-800-465-3203 or send an email to [customerservice@npienumerator.com](mailto:customerservice@npienumerator.com) on the Internet.

#### How Physicians and Non-physician Practitioners Can Complete An Enrollment Action

- For physicians and non-physician practitioners, there are three basic steps to completing an enrollment action using Internet-based PECOS.
  - Use his/her NPPES User ID and password to log on to Internet-based PECOS at <https://pecos.cms.hhs.gov/pecos/login.do>;
  - Complete, review, and submit the electronic enrollment application via Internet-based PECOS; and
  - Print, sign and date the Certification Statement and mail the Certification Statement and all supporting paper documentation to the designated Medicare contractor within 7 days of electronic submission.

**Note:** A Medicare contractor will not process an Internet enrollment application without receipt of the signed and dated Certification Statement. In addition, the effective date of filing an enrollment application is the date the Medicare contractor receives the signed Certification Statement that is associated with the Internet-submitted application.

- The physician or non-physician practitioner enrolling or making changes to enrollment information must sign the Certification Statement.
  - The physician or non-physician practitioner signatures must be original and in ink (blue ink recommended). Copied or stamped signatures or dates will not be accepted.
  - The physician or non-physician practitioner assumes full and complete liability for new and updated Medicare enrollment information that is transmitted to the enrollment contractor via Internet-based PECOS once the enrollment contractor receives the signed and dated Certification Statement.
  - While CMS encourages physicians and non-physician practitioners to print and retain a
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copy of the Internet-submitted enrollment application for their records, physicians and non-physician practitioners should only mail the Certification Statement and supporting documentation to the designated Medicare contractor.

- **A copy of the enrollment application should not be mailed to the designated Medicare contractor. To do so, may delay the processing of the application.**
- For more information about Internet-based PECOS, along with questions and answers (Q&As), physicians and non-physician practitioners may go to the Downloads section at [http://www.cms.hhs.gov/MedicareProviderSupEnroll/04\\_InternetbasedPECOS.asp#TopOfPage](http://www.cms.hhs.gov/MedicareProviderSupEnroll/04_InternetbasedPECOS.asp#TopOfPage) on the CMS website.

### **What Provider and Supplier Organizations Need for Initiating Medicare Enrollment Using Internet-based PECOS**

- Before a provider or supplier organization can use Internet-based PECOS, the **organization's Authorized Official (AO) must take the first step.**
  - Below is the process that occurs for an organization provider or supplier to gain access to Internet-based PECOS:
    1. The organization provider/supplier's AO goes into the PECOS Identification and Authentication (I&A) system and registers. As part of this process, the AO must mail a photocopy of the CP-575 to the CMS end-user (EUS) Help Desk, so that the Help Desk can verify the organization provider/supplier.
    2. The Help Desk verifies both the organization provider/supplier and the AO, and approves the AO's registration. The AO receives a system-generated e-mail indicating that the registration has been approved.
    3. Once the AO receives this notification, the AO can let the end-user know that he/she can register in PECOS.
    4. The end-user goes into PECOS I&A and registers. The registration request will be directed to the AO of the provider/supplier organization.
    5. The AO must approve or reject the end-user in PECOS I&A.
    6. Once the end-user has been approved in PECOS I&A by the AO for access on behalf of the organization provider/supplier, the end-user will receive a system-generated e-mail indicating that he/she has been approved.
    7. The end-user then logs into PECOS and downloads the Security Consent Form. He or she fills it out, obtains the signature/date of signature of the AO, and mails the completed Security Consent Form to the CMS EUS Help Desk at P.O. Box 792750, San Antonio, TX 78216.
    8. The Help Desk verifies the information on the Security Consent Form and calls the AO to verify that the AO did sign the Security Consent Form.
    9. Once the information on the security Consent Form has been confirmed, the Help Desk approves the Security Consent Form in PECOS and an e-mail is sent to the AO notifying the AO that the end-user's organization has been approved to use Internet-based PECOS on behalf of the organization provider/supplier.
    10. It is the AO's responsibility to notify the end-user's organization that the end-user
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can now use Internet-based PECOS. An e-mail is sent to the AO (step 9) because the AO is ultimately responsible for the enrollment information and who has access to that enrollment information. It is the AO's responsibility to inform the end-user that the Security Consent Form has been approved.

**Note:**

- The Security Consent Form is completed only one time to establish the relationship between the provider or supplier organization and the employer organization whose employee(s) would submit enrollment applications on behalf of the provider or supplier organization.
  - More than one individual may request access to Internet-based PECOS for a given provider or supplier organization, but the Security Consent Form is generated and completed by the first (if more than one) approved user who logs on to Internet-based PECOS to submit an enrollment application for the given provider or supplier organization.
  - A Security Consent Form must be completed, signed and dated, and mailed to the CMS EUS Help Desk even if the employer organization is the provider or supplier organization.
- Providers and suppliers can find more detail about obtaining access to Internet-based PECOS in the document entitled, "Getting Started with Internet-based Provider Enrollment, Chain and Ownership System (PECOS) – *Information for Provider and Supplier Organizations*," along with Q&As at <http://www.cms.hhs.gov/MedicareProviderSupEnroll/Downloads/OrganizationGettingStarted.pdf> on the CMS website.

**Limitations of Internet-based PECOS for Provider and Supplier Organizations**

- Some scenarios that Internet-based PECOS cannot accommodate at this time are but will be provided at a future date are:
  - Changes in Taxpayer Identification Number - These must be done using the paper enrollment application (CMS-855).
  - Changes in Legal Business Name - These must be done using the paper enrollment application (CMS-855).
  - An enrolled Medicare Part A provider or supplier organization wants to enroll with a Medicare Carrier or A/B MAC to bill for Part B services. This must be done using the paper enrollment application (CMS-855).
- These scenarios are listed in the document entitled, "Overview of Internet-based Provider Enrollment, Chain and Ownership System (PECOS) – *Information for Provider and Supplier Organizations*," which is available at <http://www.cms.hhs.gov/MedicareProviderSupEnroll/Downloads/OrganizationOverview.pdf> on the CMS website.

**Other Available Learning Sources for Providers and Suppliers**

- Providers and suppliers may find the CMS External User Services Help Desk contact information for providers and suppliers using Internet-based PECOS at <http://www.cms.hhs.gov/MedicareProviderSupEnroll/Downloads/ContactInformation.pdf> on the CMS website.
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- The Help Desk hours of operation are Monday – Friday, from 6 a.m. to 6 p.m. Central Standard Time.
- The Help Desk toll-free number is 1-866-484-8049 and their e-mail address is [eussupport@cgi.com](mailto:eussupport@cgi.com).
- Questions about accessing and using Internet-based PECOS should be directed to the CMS EUS Help Desk.
- Providers and suppliers may view the overall CMS website, regarding provider and supplier enrollment at <http://www.cms.hhs.gov/MedicareProviderSupEnroll> on the CMS website.
- Physicians and non-physician practitioners should read and fully understand the document entitled, "*Medicare Physician and Non-Physician Practitioners - Protecting Your Privacy, Protecting Your Medicare Enrollment Record.*" which is available at <http://www.cms.hhs.gov/MedicareProviderSupEnroll/Downloads/MedPhysPrivacy.pdf> on the CMS website.

#### Background

- Internet-based PECOS has been available to physicians and non-physician practitioners since December 2008 and to organization providers and suppliers since April 1, 2009.
- There are certain pre-requisites that must be met before one can use Internet-based PECOS. In addition, the processes for physicians and non-physician practitioners differ somewhat from those used by provider and supplier organizations.
- Internet-based PECOS offers physicians, non-physician practitioners, and organization providers and suppliers a means of applying for enrollment and updating their enrollment information faster than the paper enrollment process that required the use of the paper CMS-855 series of forms.
- CMS is reaching out to assist those providers and suppliers who wish to use Internet-based PECOS for enrollment in Medicare and/or to maintain the currency of the enrollment data they have on file with Medicare.

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Reference  
Materials

The related MLN Matters® article can be found at <http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0914.pdf> on the CMS website.