

**Getting Started
With
Internet-based Provider Enrollment, Chain and Ownership System
(PECOS)**

Information for Provider and Supplier Organizations

June 1, 2009

The Centers for Medicare & Medicaid Services (CMS) has included a variety of information in this document to assist provider and supplier organizations who wish to use Internet-based PECOS.

What Are Provider and Supplier Organizations?

Provider and supplier organizations are entities that meet the Medicare definitions of “provider” and “supplier” and have business structures of corporations, partnerships, professional associations, or limited liability companies. Provider and supplier organizations do not include business structures that are sole proprietorships or “disregarded entities” as defined by the Internal Revenue Service (IRS).

The Employer Identification Number (EIN) issued by the IRS is the Taxpayer Identification Number (TIN) of an organization provider or supplier. Examples of providers and suppliers that are usually organizations as defined in this document include hospitals, medical group practices and clinics, portable X-ray suppliers, ambulatory surgical centers, hospices, skilled nursing facilities, and others.

Provider and supplier organizations must enroll in Medicare and keep their enrollment information up to date in order to be eligible to receive Medicare payments for covered services furnished to Medicare beneficiaries.

Medicare Enrollment Application Submission Options

All eligible provider and supplier organizations can apply for enrollment in the Medicare program, make a change in their enrollment information, or voluntarily withdraw from Medicare by using either:

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

or

- The paper enrollment forms (i.e., the CMS-855A or the CMS-855B forms).

Notes:

- 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.
- Some enrollment scenarios cannot be accommodated by Internet-based PECOS at this time. 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*,” available from the Downloads Section of this web page.

Steps that Must Be Taken Before A Provider or Supplier Organization Can Use Internet-based PECOS

Before any enrollment action can be taken by an individual using Internet-based PECOS on behalf of a provider or supplier organization, a number of processes must be completed. These processes will register and authenticate the Authorized Official (AO) of the provider or supplier organization and the individual(s) who will be using Internet-based PECOS on behalf of the provider or supplier organization. In addition, these processes will establish the relationship between the provider or supplier organization and the organization whose employee(s) will use Internet-based PECOS on behalf of the provider or supplier organization. ***Note: These processes begin with the AO of the provider or supplier organization, and they may take several weeks to be completed.***

Authorized Official of the Provider or Supplier Organization:

1. The AO of the provider or supplier organization will go to Internet-based PECOS at <https://pecos.cms.hhs.gov> to register in the PECOS Identification and Authentication system (PECOS I&A). The AO must meet the regulatory definition found at 42 CFR § 424.502. (CMS assumes the AO will not personally submit enrollment applications, but will delegate this work to another individual who is employed by the provider or supplier organization or who is employed by a different organization.)
 - a. The AO will create a PECOS User ID and password as part of this registration process. ***Note: User IDs and passwords are secure data and should not be shared.***
 - b. The AO will provide the requested information to CMS.
 - c. The CMS External User Services (EUS) Help Desk will verify the information furnished by the AO.
2. If the AO is authenticated by the CMS EUS Help Desk, he or she will receive an e-mail notification to that effect from the CMS EUS Help Desk.
3. For security reasons, the AO should change his or her PECOS password periodically—at least once a year.

Note: The AO is also involved in approving the individual (or individuals) who will use Internet-based PECOS on behalf of the provider or supplier organization. Therefore, after the AO has been authenticated by the CMS EUS Help Desk, the AO should periodically check his or her e-mail to take the requested actions in PECOS I&A.

Individual Who Will Use Internet-based PECOS on Behalf of a Provider or Supplier Organization:

1. An individual who will use Internet-based PECOS on behalf of a provider or supplier organization will go to Internet-based PECOS at <https://pecos.cms.hhs.gov> to register in the PECOS Identification and Authentication system (PECOS I&A).
 - a. The individual will create a PECOS User ID and password as part of this registration process. ***Note: User IDs and passwords are secure data and should not be shared.***
 - b. The individual will provide the requested information to CMS. This will include information about his or her employer and about the provider or supplier organization on whose behalf he or she would be submitting enrollment applications. (If the individual is employed by the provider or supplier organization, then the information entered for the employer would be the same as that entered for the provider or supplier organization.)
 - c. The individual will receive a system-generated e-mail indicating approval or disapproval of his or her request.
 - d. Once the individual's request for access is approved, he or she is considered a PECOS "user."
2. As a PECOS user, he or she will log on to Internet-based PECOS to submit an enrollment application on behalf of the provider or supplier organization.
3. If the Security Consent Form has not already been generated and approved, the user will download the Security Consent Form. He or she will ensure the form is completed and will obtain the signature, and the date signed, of the AO of the provider or supplier organization and of the representative of the individual's employer (referred to as the "Employer Organization" in the Security Consent Form and who, by virtue of its representative signing and dating the Security Consent Form, is requesting approval to submit enrollment applications on behalf of the provider or supplier organization). (If the individual is employed by the provider or supplier organization, then the information entered for the employer organization would be the same as that entered for the provider or supplier organization, and the AO would sign and date the form in two places.) The individual will mail the completed, signed, and dated Security Consent Form to the CMS EUS Help Desk.
4. If the Security Consent Form is approved by the CMS EUS Help Desk, the AO of the provider or supplier organization will receive an e-mail notification to that effect from the CMS EUS Help Desk. ***Note: The Security Consent Form cannot be approved if the AO of the provider or supplier organization is not already verified by PECOS I&A.***

5. For security reasons, the user should change his or her PECOS password periodically—at least once a year.

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.

Frequently Asked Questions

Q1. Is Internet-based PECOS available to provider and supplier organizations in all States and the District of Columbia?

Yes. However, suppliers of durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) will not be able to use Internet-based PECOS until a later date.

Q2. What are the advantages of Internet-based PECOS?

The primary advantages of Internet-based PECOS are to:

- Reduce the time necessary for provider and supplier organizations to enroll or make a change in their Medicare enrollment information;
- Streamline the Medicare enrollment process for provider and supplier organizations;
- Allow provider and supplier organizations to view their Medicare enrollment information to ensure that it is accurate; and
- Reduce the administrative burden associated with completing and submitting enrollment information to Medicare.

Q3. What information will a provider or supplier organization need before beginning to complete the enrollment via Internet-based PECOS?

The list below shows the type of information needed in order to complete an initial enrollment application for a provider or supplier organization using Internet-based PECOS. This information is similar to the information needed to complete a paper Medicare enrollment application.

- The provider or supplier organization's active National Provider Identifier (NPI);
- Other identifying information, to include the Legal Business Name and the Taxpayer Identification Number of the provider or supplier organization;
- Bank account information;
- Practice location address(es);

- Business license(s); and, if applicable
- Information about any final adverse actions.

Q4. Are provider and supplier organizations required to complete and submit enrollment applications via Internet-based PECOS?

No. They continue to have the option of completing and mailing paper Medicare enrollment applications to Medicare contractors.

Q5. My skilled nursing facility has been enrolled in Medicare for many years. But when I access Internet-based PECOS to view its enrollment record, I can't find the facility. Is this an error?

Even though a provider or supplier organization may be enrolled in Medicare, its enrollment record might not be in PECOS. If the provider or supplier organization enrolled in Medicare more than 5 years ago and has not reported any changes or updates to its enrollment record in the past 5 years, the provider or supplier organization probably does not have an enrollment record in PECOS. A provider or supplier organization that does not have an enrollment record in PECOS will have to submit an initial Medicare enrollment application, either via Internet-based PECOS or by using the paper application process.

Q6. Who do I call if I am unable to access Internet-based PECOS even though I have a PECOS User ID and password?

You should contact the Centers for Medicare & Medicaid Services (CMS) External User Services (EUS) Help Desk at 1-866-484-8049 or EUSsupport@cgi.com.

Q7. Who do I call if I have a general provider enrollment question?

Medicare contractors (fiscal intermediaries, carriers, or A/B MACs) answer general enrollment questions.

Q8. Are there any processing limitations for Internet-based PECOS?

Yes. While Internet-based PECOS supports most enrollment scenarios for provider and supplier organizations, there are some limitations that will not be available until a future date. For example, changes of ownership, consolidations/acquisitions, and mergers cannot be accommodated in Internet-based PECOS at this time. Limitations are described in the document entitled, "Overview of Internet-based PECOS – *Information for Provider and Supplier Organizations*," which is available in the Downloads Section of the Medicare provider/supplier enrollment web page: www.cms.hhs.gov/MedicareProviderSupEnroll.

Q9. What types of enrollment applications can provider and supplier organizations do by using Internet-based PECOS?

Provider and supplier organizations can do the following types of enrollment applications using Internet-based PECOS:

- Establish a new enrollment record – This occurs when the provider or supplier organization does not have an existing enrollment record in PECOS.
- Make a change to information in an existing enrollment record – This occurs when the provider or supplier organization has at least one existing enrollment record in PECOS and is reporting a change of information to that record.
- Reactivate enrollment – This occurs when a provider or supplier organization reactivates an existing enrollment record that had been deactivated in PECOS.
- Voluntarily withdraw from Medicare – This occurs when a provider or supplier organization takes the action to withdraw from the Medicare program.

Q10. If a Medicare contractor requests that my hospital revalidate its Medicare enrollment information, can the hospital use Internet-based PECOS to do this?

Yes.

Q11. My facility's information has changed. Must that information be updated?

Yes. Following initial enrollment, a provider or supplier organization is required to report certain changes in the enrollment record. For more information about reporting changes, go to the Medicare provider/supplier enrollment web page (www.cms.hhs.gov/MedicareProviderSupEnroll) and review the applicable reporting responsibility fact sheet available in the Downloads Section.

Q12. What is a “reportable event”?

A reportable event is any change that affects information in a Medicare enrollment record. A reportable event may affect claims processing, claims payment, or a provider or supplier organization's eligibility to participate in the Medicare program.

For a list of reportable events, go to the Medicare provider/supplier enrollment web page (www.cms.hhs.gov/MedicareProviderSupEnroll) and review the applicable reportable event fact sheet available in the Downloads Section.

Q13. What days and times will Internet-based PECOS be available?

We expect that Internet-based PECOS will be available from 5:00 a.m. to 1:00 a.m. Eastern Time, Monday through Saturday.

Q14. What is the Certification Statement?

The 2-page Certification Statement lists additional requirements that provider and supplier organizations must meet and maintain in order to bill the Medicare program. This is similar to the information in Section 14 of the CMS-855A. Read these requirements carefully. By signing

and dating the Certification Statement, the Authorized Official of the provider or supplier organization is attesting to having read the requirements and understanding them.

Q15. Is there additional information that provider or supplier organization needs to send to the Medicare contractor other than the electronically submitted application?

Yes. The signed and dated 2-page Certification Statement must be mailed to the Medicare contractor. In addition, a provider or supplier organization may need to submit certain supporting documentation, such as a copy of the CP-575 that was issued by the Internal Revenue Service. When the user submits the Medicare enrollment application for the provider or supplier organization, he or she will see the “Mailing Instructions, Print/Save Materials” page. This page lists the Certification Statement and the supporting documentation required to be mailed to the Medicare contractor in order to complete the enrollment action. *Note: The signed and dated 2-page Certification Statement must be mailed to the Medicare contractor immediately, but no later than 7 days after submitting the application over the Internet. The Medicare contractor will not process an application submitted using Internet-based PECOS until it receives the signed and dated Certification Statement. The effective date of filing of an Internet-based PECOS enrollment application is the date the signed and dated Certification Statement is received by the Medicare contractor for an enrollment application that has been successfully submitted to the Medicare contractor via Internet-based PECOS. The signature must be an original signature (not copied or stamped); we recommend that blue ink be used.*

Q16. What are the penalties for falsifying information when using Internet-based PECOS?

During the application submission process in Internet-based PECOS, the “Penalties for Falsifying Information” page, which has the same text as its counterpart on the paper Medicare enrollment application, informs the user of the consequences of providing false information on the enrollment application. The user must acknowledge the “Penalties for Falsifying Information” page by clicking the “Next Page” button before continuing with the Internet submission process.

Q17. How will I know if I have successfully submitted the enrollment application for the provider or supplier organization?

Once the application has been electronically submitted in Internet-based PECOS, the “Submission Receipt” page appears. This page informs the user that the Internet application has been submitted to the Medicare contractor for processing. The “Submission Receipt” page reminds the user that the Certification Statement must be signed and dated by the Authorized Official of the provider or supplier organization, and that the Certification Statement and the supporting documentation must be mailed to the Medicare contractor. Internet-based PECOS sends a notification reminder to each e-mail address listed in the Contact Person information section of the application. *Note: The signed and dated 2-page Certification Statement must be mailed to the Medicare contractor immediately, but no later than 7 days after submitting the application over the Internet. The Medicare contractor will not process an application submitted using Internet-based PECOS until it receives the signed and dated Certification Statement. The effective date of filing of an Internet-based PECOS enrollment application is*

the date the signed and dated Certification Statement is received by the Medicare contractor for an enrollment application that has been successfully submitted to the Medicare contractor via Internet-based PECOS. The signature must be an original signature (not copied or stamped); we recommend that blue ink be used.

Q18. I received an “invalid address” error. How do I resolve this error?

An “invalid address” error indicates that the address entered by the user in Internet-based PECOS was inconsistent with the United States Postal Service addresses. This page allows the user to continue by either saving the address that he or she entered, or by selecting the address that Internet-based PECOS is presenting.

Q19. What is the Special Payments address?

Because Medicare claims payments will be made by electronic funds transfer, the Special Payments address should indicate where all other payment information (e.g., paper remittance notices, special payments) should be sent.

Q20. Should I keep a copy of the enrollment application that I submit via Internet-based PECOS?

Yes. The user can print a copy for the provider or supplier organization’s records when using Internet-based PECOS. If the user submits the enrollment application to the Medicare contractor using Internet-based PECOS, do not send a paper copy of the enrollment application to the Medicare contractor.

Q21. Will I be timed out when using Internet-based PECOS?

As a security feature, you may be timed out if you are inactive (that is, you do not hit any keys) for a period of 15 consecutive minutes. If you are in the process of completing an application in Internet-based PECOS and find you need to tend to something else, you should save your work. If you do not save your work and are timed out, you will have to start over again.

Q22. How do I change my PECOS password?

You may change your PECOS password by going to PECOS at <https://pecos.cms.hhs.gov>, logging on, and following the instructions on the screens.

Note: CMS recommends that PECOS users change their PECOS passwords at least once a year. User IDs cannot be changed.

Q23. Who do I contact if I cannot remember the password I established to use for PECOS?

You should contact the CMS EUS Help Desk at 1-866-484-8049 or send an e-mail to EUSupport@cgi.com for assistance.

Q24. How long does it take to change a PECOS password?

In most cases, a password change can be made in less than 5 minutes.

Q25. Can I change my PECOS User ID?

For security reasons, you cannot change your PECOS User ID.