

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

***Information for Durable Medical Equipment, Prosthetics, Orthotics, and Supplies
(DMEPOS) Suppliers***

June 2010

The Centers for Medicare & Medicaid Services (CMS) will soon provide access to Internet-based Provider Enrollment, Chain and Ownership System (PECOS) to suppliers of durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) who are enrolled or who are eligible to enroll in the Medicare program. Internet-based PECOS is the on-line Medicare provider and supplier enrollment system that may be used by providers and suppliers to submit enrollment applications, view enrollment information, update enrollment information, complete the re-enrollment process, voluntarily terminate from the Medicare program, and track the status of an application submitted via the Internet.

Internet-based PECOS is an alternative to completing and mailing a paper DMEPOS supplier enrollment application (CMS-855S). We consider Internet-based PECOS to be faster and more efficient than the paper enrollment process.

In the fall of 2010, the enrollment data for all active DMEPOS suppliers will be moved from the enrollment system at the National Supplier Clearinghouse (NSC) into the Provider Enrollment, Chain and Ownership System (PECOS). This move will establish enrollment records in PECOS for all active DMEPOS suppliers. PECOS currently contains the enrollment records for Medicare Part A and Part B fee-for-service providers and suppliers (with the exception of the DMEPOS suppliers). When the DMEPOS supplier enrollment records are moved into PECOS, PECOS will contain the enrollment information for all Medicare fee-for-service providers and suppliers.

DMEPOS suppliers may begin using Internet-based PECOS in fall 2010

Internet-based PECOS will not have the capability to accommodate the submission of a DMEPOS supplier enrollment application any earlier than fall 2010. Until then, DMEPOS suppliers must continue to fill out the CMS-855S paper enrollment application and mail the application to the National Supplier Clearinghouse Medicare Administrative Contractor (NSC).

CMS is making information about Internet-based PECOS available to DMEPOS suppliers prior to fall 2010 so that they will have an opportunity to become familiar with the access procedures and the operations of the system well before the date on which they may begin to use it.

Obtaining Access to Internet-based PECOS by DMEPOS Suppliers

- **For DMEPOS suppliers who are individuals (i.e., sole proprietorships):**

Physicians and other practitioners who are DMEPOS suppliers may access Internet-based PECOS by using the User IDs and passwords that they established when they applied on-line to the National Plan and Provider Enumeration System (NPPES) for their National Provider Identifiers (NPIs). If they did not establish User IDs and passwords at that time (for example, they may have submitted paper NPI applications to the NPI Enumerator and had no reason to establish User IDs and passwords), they may do so now by going to <https://nppes.cms.hhs.gov/NPPES/> and follow the directions on the screens. If they have forgotten their User IDs or passwords, or otherwise need assistance in this regard, they may contact the NPI Enumerator at 1-800-465-3203 or customerservice@npienumerator.com.

- **For DMEPOS suppliers that are organizations:**

Obtaining access to Internet-based PECOS by DMEPOS suppliers that are organizations (e.g., professional associations, professional corporations, limited liability corporations) involves several steps, and the first step must be taken by the Authorized Official (AO) of the DMEPOS supplier.

The Authorized Official of the DMEPOS supplier must take these actions in order to use Internet-based PECOS:

1. The AO of the DMEPOS supplier will go to Internet-based PECOS at <https://pecos.cms.hhs.gov> to register in the PECOS Identification and Authentication system (PECOS I&A) and to be authenticated by the CMS External User Services (EUS) Help Desk. An AO must meet the regulatory definition of “authorized official” found at 42 CFR § 424.502. (Although CMS assumes the AO will not personally submit enrollment applications but will delegate this work to another individual who is either employed by the DMEPOS supplier or by a different organization, an AO may submit enrollment applications once the identification and authentication process is successfully completed.)
 - 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. User IDs cannot be changed. *Do not use dates of birth or Social*

Security Numbers or any other personal identification information as or within a User ID or password.

Note: The AO is also involved in approving the individual (or individuals) (i.e., the user) who will use Internet-based PECOS on behalf of the DMEPOS supplier. 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 to approve a user.

An individual who will use Internet-based PECOS on behalf of a DMEPOS supplier that is an organization must take these actions in order to use Internet-based PECOS:

1. An individual who will use Internet-based PECOS on behalf of a DMEPOS supplier that is an 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 DMEPOS supplier on whose behalf he or she will be submitting enrollment applications. (If the individual is employed by the DMEPOS supplier, then the information entered for the employer would be the same as that entered for the DMEPOS supplier.)
 - 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 DMEPOS supplier.
3. If the Security Consent Form has not already been generated and approved, the user will download and print 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 DMEPOS supplier 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 DMEPOS supplier). (If the individual is employed by the DMEPOS supplier itself, then the information entered for the employer organization would be the same as that entered for the DMEPOS supplier, 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 DMEPOS supplier 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 DMEPOS supplier is not already identified and authenticated 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 DMEPOS supplier and the employer organization whose employee(s) would submit enrollment applications on behalf of that DMEPOS supplier.* More than one individual may request access to Internet-based PECOS for a given DMEPOS supplier, but the Security Consent Form is generated and completed only by the first individual. A Security Consent Form must be completed, signed and dated, and mailed to the CMS EUS Help Desk even if the user is employed by the DMEPOS supplier.

The process described in the steps above may take several weeks to be completed. Therefore, if a DMEPOS supplier that is an organization has an urgent need to submit an update to its enrollment information and the process described above has not been initiated, it may be best for the DMEPOS supplier to submit the updates by filling out a paper CMS-855S and mailing it to the NSC.

Navigating through Internet-based PECOS to Initiate an Enrollment Application for a DMEPOS Supplier

A PECOS user is either a DMEPOS supplier who is an individual, such as a physician, or is an individual who has registered in and been authenticated by PECOS I&A, and who has been approved by the AO of the DMEPOS supplier organization to perform enrollment work for that DMEPOS supplier.

The PECOS user would follow these steps when using Internet-based PECOS to submit an enrollment application to the NSC for a DMEPOS supplier:

1. The user logs on to Internet-based PECOS at <https://pecos.cms.hhs.gov>.
2. From the “My Home” or “My Enrollments” pages in Internet-based PECOS, the user initiates an enrollment application by selecting an existing enrollment or an initial enrollment. Since Internet-based PECOS is scenario-driven, the system will present a series of questions to gather only the information needed to process the specific enrollment scenario.
3. Once Internet-based PECOS determines the scenario, the “Enrollment Overview” page summarizes the task the user is about to begin and allows the user to confirm that it is the correct task. To complete the task, the user enters the required information by moving through the screens that are presented.
4. At the end of the data entry process, Internet-based PECOS:
 - Ensures that all required data have been entered.

- Provides the user the option of printing a copy of the enrollment application. We suggest the copy be printed and retained at the DMEPOS supplier.
- Displays a list of any required paper documentation that must be mailed to the NSC (e.g., the IRS-generated CP-575, the CMS-588 Electronic Funds Transfer Authorization Agreement). Note: The NSC will notify you if any additional information is required. To ensure timely processing of your enrollment application, please furnish the NSC with the information requested.
- Prompts the user to print the 2-page Certification Statement. The Certification Statement must be printed, signed (an original signature, with blue ink recommended), and dated by the DMEPOS supplier who is an individual or by the Authorized Official of the DMEPOS supplier that is an organization. **It is imperative that the user mail the signed and dated Certification Statement to the NSC immediately, ideally not later than 7 days after submitting the application over the Internet.** Any required supporting documentation may be sent along with the Certification Statement.
- Displays the name and mailing address of the NSC.

Note: The NSC will not begin to process an Internet-submitted enrollment application until it has received the signed and dated Certification Statement. Failure to timely send the signed and dated Certification Statement to the NSC may result in the application being rejected or its processing delayed.

5. The user electronically submits the enrollment application. (The user who electronically submits an enrollment application using Internet-based PECOS should not mail a copy of the printed application to the contractor.)
6. The user receives an e-mail from Internet-based PECOS indicating that the enrollment application was successfully submitted to the NSC. (The user still needs to ensure the timely mailing of the 2-page Certification Statement to the NSC in order for the NSC to begin to process the application, and any required supporting documentation.)

Once the Internet-based PECOS application is electronically submitted, it is “locked,” meaning the data cannot be edited by the user until the NSC processes it or returns it to the DMEPOS supplier electronically through Internet-based PECOS for corrections.

Checking the Status of an Enrollment Application of a DMEPOS Supplier that was Submitted Using Internet-based PECOS

If desired, **15 days or more after the electronic submission of the enrollment application**, the user may log on to Internet-based PECOS to check the status of the application. One of these statuses will be displayed:

“Submitted” – A user submitted an electronic enrollment application to the NSC. *Note: The NSC will not begin to process an electronically-submitted enrollment application without receipt of the signed (original signature, preferably in blue ink) and dated Certification Statement.*

“In-Process” – The NSC is reviewing the enrollment application.

“Returned for Corrections” – The NSC has returned the application to the user for corrections. The user should respond to any requests from the NSC as soon as possible within 30 days of the request. A user who does not respond timely to the NSC’s request for information will cause the application processing to be delayed or cause the application to be denied or rejected.

“Resubmitted” – The NSC has returned the enrollment application for corrections and the user has made the corrections and has resubmitted the enrollment application to the NSC.

Final Status – The NSC has processed the enrollment application and the final status will be displayed. Final status includes “Approved,” “Denied,” “Rejected,” “Withdrawal of Application in Process,” “Voluntary Withdrawal from Medicare.”

Frequently Asked Questions

Q1. What are the advantages of Internet-based PECOS?

The primary advantages of Internet-based PECOS are to:

- Reduce the time necessary for DMEPOS suppliers to enroll or make a change in their Medicare enrollment information;
- Streamline the Medicare enrollment process for DMEPOS suppliers;
- Allow DMEPOS suppliers 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.

Q2. What information will a DMEPOS supplier 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 DMEPOS supplier using Internet-based PECOS. This information is similar to the information needed to complete the paper Medicare enrollment application (CMS-855S).

- The Legal Business Name for the DMEPOS supplier;
- The Taxpayer Identification Number for the DMEPOS supplier;
- The National Provider Identifier (NPI) for the practice location;
- If enrolled, the NSC Number for the practice location;
- Current practice location address(es);
- Accreditation information;
- Information about the products and services you will offer and the applicable business and professional license(s);
- Information about any final adverse action(s), including felony convictions, previous Medicare revocations, and exclusions.

- Surety bond information;
- Ownership information
- Liability insurance information;
- Bank account information for the Electronic Funds Transfer Authorization Agreement if your supplier is not already receiving payments via electronic funds transfer.

Q3. Are DMEPOS suppliers required to complete and submit enrollment applications via Internet-based PECOS?

No. They continue to have the option of completing and mailing the paper Medicare enrollment application to the NSC.

Q4. Who do I call if I have a general DMEPOS supplier enrollment question?

Contact the National Supplier Clearinghouse (NSC). The NSC is the Center for Medicare & Medicaid Services' designated national enrollment contractor for DMEPOS suppliers.

Q5. Are there any processing limitations for Internet-based PECOS for DMEPOS suppliers?

While Internet-based PECOS supports most Medicare enrollment application actions, there are some limitations. A DMEPOS supplier **cannot** use Internet-based PECOS to:

- Change a DMEPOS supplier's name or Social Security Number, or
- Change an existing business structure. For example, Internet-based PECOS cannot be used to:
 - Change the business structure from a professional association, professional corporation, or limited liability corporation to a sole proprietorship; or
 - Change the business structure from a sole proprietorship to a professional association, professional corporation, or limited liability corporation.
 - An enrolled sole proprietorship cannot be changed to a solely-owned Professional Association, Professional Corporation, or limited liability corporation.

Q6. What types of enrollment applications can DMEPOS suppliers submit using Internet-based PECOS?

DMEPOS suppliers can do the following types of enrollment applications using Internet-based PECOS:

- Establish a new enrollment record – This occurs when the DMEPOS supplier does not have an existing enrollment record in PECOS.

- Make a change to information in an existing enrollment record – This occurs when the DMEPOS supplier has an existing enrollment record in PECOS and is reporting a change of information to that record.
- Complete the re-enrollment process.
- Reactivate enrollment – This occurs when a DMEPOS supplier reactivates an existing enrollment record that had been deactivated in PECOS.
- Voluntarily withdraw from Medicare – This occurs when a DMEPOS supplier takes the action to withdraw from the Medicare program.

Q7. What is a “reportable event”?

A reportable event is any change that affects information in a Medicare enrollment record, including a change in ownership, change in practice location, licensure, accreditation, surety bond, or a final adverse action. A reportable event may affect claims processing, claims payment, or a DMEPOS supplier’s eligibility to participate in the Medicare program. DMEPOS suppliers are required to report changes within 30 days of the reportable event.

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

Q8. What days and times will Internet-based PECOS be available?

Internet-based PECOS is available from 5:00 a.m. to 1:00 a.m. Eastern Time, Monday through Saturday.

Q9. What is the Certification Statement?

The 2-page Certification Statement lists additional requirements that DMEPOS suppliers must meet and maintain in order to bill the Medicare program. This is similar to the information in Section 14 of the CMS-855S. Read these requirements carefully. By signing and dating the Certification Statement, the DMEPOS supplier is attesting to having read the requirements and understanding them.

Q10. Is there additional information that DMEPOS suppliers need to send to the NSC other than the electronically submitted application?

Yes. The signed and dated 2-page Certification Statement must be mailed to the NSC. In addition, a DMEPOS supplier may need to submit certain supporting documentation, such as a copy of the CP-575 that was issued by the Internal Revenue Service. (note: Supporting documentation is the same whether a supplier submits a paper enrollment application or an Internet-based PECOS application.)

When the user submits the Medicare enrollment application for the DMEPOS supplier, 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 NSC in order to

complete the enrollment action. *Note: The signed and dated 2-page Certification Statement must be mailed to the NSC immediately, ideally within 7 days after submitting the application over the Internet. The NSC 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 NSC for an enrollment application that has been successfully submitted to the NSC via Internet-based PECOS. The signature must be an original signature (not copied or stamped); we recommend that blue ink be used.*

Q11. 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.

Q12. How will I know if I have successfully submitted the enrollment application for a DMEPOS supplier?

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 NSC for processing. The “Submission Receipt” page reminds the user that the Certification Statement must be signed and dated by the Authorized Official of the DMEPOS supplier or by the DMEPOS supplier who is an individual (e.g., a physician), and that the Certification Statement and the supporting documentation must be mailed to the NSC. 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 NSC immediately, ideally within 7 days after submitting the application over the Internet. The NSC 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 NSC for an enrollment application that has been successfully submitted to the NSC via Internet-based PECOS. The signature must be an original signature (not copied or stamped); we recommend that blue ink be used.*

Q13. I entered an address in Internet-based PECOS and 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.

Q14. 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.

Q15. 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 DMEPOS supplier's records when using Internet-based PECOS. If the user submits the enrollment application to the NSC using Internet-based PECOS, do not send a paper copy of the enrollment application to the NSC. The copy that the system allows you to print is intended to be for your records.

Q16. 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 25 consecutive minutes. The system will warn users of the inactivity and if no response is received for an additional 5 minutes, the user is logged off automatically. 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.

Q17. 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.