



PECOS TECHNICAL ASSISTANCE CONTACT INFORMATION

ICN 903766 May 2015

Please note: The information in this publication applies only to the Medicare Fee-For-Service Program (also known as Original Medicare).

When using Internet-based Provider Enrollment, Chain, and Ownership System (PECOS), you may unfortunately encounter technical problems that require support to solve. Knowing which Centers for Medicare & Medicaid Services (CMS) contractor to contact is the first step to a solution. This fact sheet describes common problems and tells you which contractor can best help solve them.

Common Problems and Who to Contact

Problem: Navigating/Accessing PECOS Website

A problem occurs when determining how to use PECOS. You're experiencing the following problems with PECOS: system-generated error message, question regarding how to navigate through the PECOS screens, issue accessing PECOS, or printing problems.

Or you have a valid Identity & Access Management (I&A) System user ID and password but cannot access PECOS because of a malfunction (for example, the website operates slowly or not at all, or a system-generated error message prevents data entry).

NOTE: A system-generated error message does not include messages created when you enter data incorrectly or ignore system prompts.

Solution: Contact CMS External User Services (EUS) Help Desk

Find information on frequent problems, ask a question, or look up previous support history on the EUS website.

Website: <https://eus.custhelp.com>

Phone: 1-866-484-8049 (TTY 1-866-523-4759)

Email: EUSsupport@cgi.com

Live Chat: Choose "Live Chat" in the menu on the right side of the screen on the EUS website.

Problem: Accessing the PECOS System

Before you can log in to PECOS, you need a valid I&A System user ID. You will be sent to the I&A System website if you need help establishing an I&A System user ID and password, changing your password, or retrieving a forgotten user ID or password for PECOS.

NOTE: Passwords expire every 60 days. An expired password simply means you cannot log in to the I&A System (and PECOS) until you reset your password. There is a password section on the “My Profile” tab in the I&A System that tells you the number of days until your password expires. If you attempt to log in to PECOS with an expired password, you will be redirected to the I&A System to reset your password.

Solution: Access I&A System or Contact I&A System Help

The I&A System website allows you to create an I&A System user ID to access PECOS or recover forgotten login information. Additionally, there are several resources on the I&A System website:

- “Identity & Access Frequently Asked Questions (FAQs)” at <https://nppes.cms.hhs.gov/IAWebContent/FAQs.pdf> helps you navigate common I&A System problems;
- “I&A System Quick Reference Guide” at https://nppes.cms.hhs.gov/IAWebContent/Quick_Reference_Guide.pdf provides step-by-step instructions – including screenshots – about I&A System features and tools to manage your I&A System account; and
- Videos available on the I&A System homepage at <https://nppes.cms.hhs.gov/IAWeb/login.do> walk users through creating an account, registering as an Authorized Official, and several other common processes on the I&A System.

HINT: On the I&A System website, choose the “Help” button in the upper right corner of any web page for more information on the topic of the web page.

Problem: Enrolling in Medicare via PECOS (Non-Technical)

While using PECOS, you have a question about provider enrollment or you experience problems enrolling and need guidance on how to complete a PECOS enrollment application.

Solution: Read Provider Enrollment Publications or Contact Your Medicare Enrollment Contractor

You can find the Medicare Learning Network® (MLN) suite of Medicare Provider-Supplier Enrollment National Education Products at https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/Medicare_Provider-Supplier_Enrollment_National_Education_Products.pdf on the CMS website. These publications focus on provider-specific Medicare enrollment and Medicare enrollment via PECOS.

For Medicare Enrollment Contractor contact information for each State, refer to https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/contact_list.pdf on the CMS website.

Problem: Not Sure Who to Call for the Particular Issue

Solution: Refer to the Provider Enrollment Assistance Guide

If you don't know who to call for assistance, refer to the "Who should I call? CMS Provider Enrollment Assistance Guide" at <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/CMSProviderEnrollmentAssistanceGuide.pdf> on the CMS website.

Resources

For more information about the Medicare enrollment process, visit the Medicare Provider-Supplier Enrollment web page at <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll> on the CMS website, or scan the Quick Response (QR) code on the right with your mobile device.



Resources

Resource	Website
Internet-based PECOS	https://pecos.cms.hhs.gov/pecos/login.do
MLN Connects® National Provider Call “Streamlined Access to PECOS, EHR, and NPES”	https://www.cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2013-11-15-NPC.html
MLN Guided Pathways (GPs)	Provider Specific Medicare Resources https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/Guided_Pathways_Provider_Specific_Booklet.pdf All Other GP Resources https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Guided_Pathways.html
National Provider Identifier	https://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProvIdentStand

The Medicare Learning Network® Disclaimers are available at <http://go.cms.gov/Disclaimer-MLN-Product> on the CMS website.

The Medicare Learning Network® (MLN), a registered trademark of the U.S. Department of Health & Human Services (HHS), is the brand name for official information health care professionals can trust. For additional information, visit the MLN's web page at <http://go.cms.gov/MLNGenInfo> on the CMS website.

Your feedback is important to us and we use your suggestions to help us improve our educational products, services and activities and to develop products, services and activities that better meet your educational needs. To evaluate Medicare Learning Network® (MLN) products, services and activities you have participated in, received, or downloaded, please go to <http://go.cms.gov/MLNProducts> and in the left-hand menu click on the link called 'MLN Opinion Page' and follow the instructions. Please send your suggestions related to MLN product topics or formats to MLN@cms.hhs.gov.