

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



PECOS for DMEPOS Suppliers

PROVIDER-SUPPLIER ENROLLMENT FACT SHEET SERIES





Provider Enrollment, Chain and Ownership System (PECOS) is an electronic Medicare enrollment system through which providers and suppliers can:

- Submit Medicare enrollment applications;
- View and print enrollment information;
- Update enrollment information;
- Complete the revalidation process;
- Voluntarily withdraw from the Medicare Program; and
- Track the status of a submitted Medicare enrollment application.

#### **Please Note**

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

This fact sheet provides education to Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) suppliers about how to use PECOS.

**NOTE** If you are a provider or supplier organization, refer to “PECOS for Provider and Supplier Organizations” at <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1243426.html> on the Centers for Medicare & Medicaid Services (CMS) website.

## **Medicare Enrollment Application Submission Options**

You can apply for enrollment in the Medicare Program, revalidate your enrollment, or make a change to your enrollment information by using either:

- PECOS, located at <https://pecos.cms.hhs.gov/pecos/login.do> on the Internet; or
- The paper enrollment application, Form CMS-855S, located at <https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/cms855s.pdf> on the CMS website.

### **PECOS Is Easy!**

We encourage you to use PECOS instead of the paper Medicare enrollment application. Advantages of using PECOS include:

- Completely paperless process, including electronic signature and digital document feature;
- Faster than paper-based enrollment;
- Tailored application process means you supply only information relevant to your application;
- More control over your enrollment information, including reassignments;
- Easy to check and update your information for accuracy; and
- Less staff time and administrative costs to complete and submit enrollment to Medicare.

## **DMEPOS Suppliers**

### **Individual DMEPOS Suppliers (for example, sole proprietorships)**

Physicians and non-physician practitioners who are DMEPOS suppliers may access PECOS by using the user ID and password established through the National Plan and Provider Enumeration System (NPPES) for National Provider Identifiers (NPIs) or the Identity & Access (I&A) Management System. If you do not have a user ID and password, visit <https://pecos.cms.hhs.gov/pecos/login.do> and click on the “Register for a user account” link. This will direct you to the I&A Management System where you can register for an account.

You can retrieve your forgotten user ID or password by clicking on the “Forgot User ID” or “Forgot Password” links on the PECOS homepage. If you are unable to retrieve your forgotten user ID and/or password using the provided features, you may contact the CMS External User Services (EUS) Help Desk at 1-866-484-8049 or by email at [EUSsupport@cgi.com](mailto:EUSsupport@cgi.com).

Once you, the individual DMEPOS supplier, have your user ID and password, skip to “Step 3: Enter Enrollment Data Into PECOS” on page 7.

### **Organizational DMEPOS Suppliers (for example, corporations)**

If you are an organizational DMEPOS supplier, follow the four steps listed on page 4.

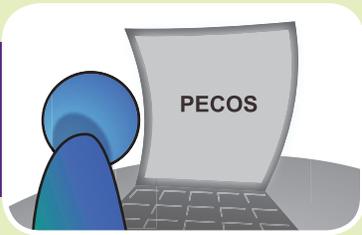
## Take These Steps When Using PECOS to Enroll in Medicare



**Step 1: Authenticate Credentials for PECOS**



**Step 2: Register as a Surrogate User for PECOS**



**Step 3: Enter Enrollment Data Into PECOS**



**Step 4: Use PECOS to Check the Status of Your Pending Enrollment Application**



### Step 1: Authenticate Credentials for PECOS

DMEPOS suppliers that are organizations must designate and authenticate their PECOS Authorized Official (AO). The AO **must** meet the regulatory definition of an “authorized official.” An AO is an “...appointed official (for example, chief executive officer, chief financial officer, general partner, chairman of the board, or direct owner) to whom the organization has granted the legal authority to enroll it in the Medicare program ...”

#### Authorized Official

For more information about “authorized officials,” refer to 42 Code of Federal Regulations (CFR) Section 424.502 at <https://www.gpo.gov/fdsys/pkg/CFR-2014-title42-vol3/pdf/CFR-2014-title42-vol3-sec424-502.pdf> on the Internet.

After the AO's credentials are authenticated, the AO can use PECOS on behalf of the DMEPOS supplier organization. However, the AO may choose to delegate this responsibility to a surrogate. The AO is responsible for approving requests submitted from surrogates to work on behalf of the DMEPOS supplier organization in PECOS. The AO should periodically check his or her email inbox and take the actions requested to approve or deny the requested connection.

### What Is a Surrogate?

A surrogate is:

- An employee of an **Individual Provider** or **Organizational Provider** authorized to access, view, and modify information in CMS computer systems on behalf of his or her employer (such as, staff);
- An **Organizational Provider** with a business relationship with an **Individual Provider** to access, view, and modify information in CMS computer systems on their behalf; or
- A **Third-Party Organization** with a business relationship with an **Individual Provider** or **Organizational Provider** to access, view, and modify information in CMS computer systems on their behalf.

### Authenticating the AO of the DMEPOS Supplier

1. Visit PECOS at <https://pecos.cms.hhs.gov/pecos/login.do> on the Internet.
2. Under the "Become a Registered User" section, select the "Register for a user account" option. This will direct you to the I&A Management System screen where you must register.
3. Create an I&A Management System user ID and password as part of the registration process (if you do not currently have one).
4. Provide the requested information to the CMS EUS Help Desk.
5. The CMS EUS Help Desk verifies the information you furnished.
6. If approved by the CMS EUS Help Desk, you'll receive an email notification.

#### Keep Your Enrollment Records Up to Date

The accuracy and completeness of PECOS data support critical CMS business functions, including the ability to make informed provider enrollment decisions; pay claims accurately; and combat fraud, waste, and abuse in Medicare and other health care programs.

For more information on registering for an I&A Management System account, including a quick reference guide, frequently asked questions (FAQs), and tutorials, visit <https://nppes.cms.hhs.gov/IAWeb/login.do> on the Internet.

### PECOS User ID and Password: Helpful Hints

- Do not use your birth date, Social Security Number, or any other personal identification information in your user ID or password.
- Do not share your user ID or password.
- You cannot change your user ID.
- If your account was not used in the last 365 days, you must re-verify your information and create a new user ID.
- Change your PECOS password periodically.
  - Your password expires every 60 days. If your password expires, you will be prompted to reset your password the next time you attempt to log in to PECOS.
- To change your PECOS password, visit <https://pecos.cms.hhs.gov/pecos/login.do> on the Internet, click the “Forgot Password?” link, and follow the instructions.
- In most cases, you can change your password in less than 5 minutes.
- You can retrieve or reset your forgotten user ID and password online in seconds, without calling the EUS Help Desk.
  - When resetting your password, you have the option to answer three security questions **or** enter personal information.
  - If you need to retrieve a forgotten user ID, you can either enter your email address to have your user ID emailed immediately to you, **or** you can enter your personal information and have your user ID displayed on screen.



## Step 2: Register as a Surrogate User for PECOS

A surrogate user must register through the I&A Management System to gain access to PECOS to work on behalf of a DMEPOS supplier organization. Once registered, a surrogate user may log in to PECOS to submit enrollment applications on behalf of, or to view the enrollment record of, a DMEPOS supplier organization.

### Registering the Surrogate User

1. Visit PECOS at <https://pecos.cms.hhs.gov/pecos/login.do> on the Internet.
2. Under the “Become a Registered User” section, select the “Register for a User Account” option. This will direct you to the I&A Management System screen where you must register.
3. Create an I&A Management System user ID and password as part of the registration process (if you do not currently have one).
4. Initiate a connection request to work on behalf of the DMEPOS organization.
5. The AO of the DMEPOS supplier organization approves you as a surrogate user by logging in to the I&A Management System and approving your request.
6. Once the AO approves your request, you will receive notification of the approved connection and can begin working on behalf of the DMEPOS supplier organization.

For more information on the surrogate and connections process, including a quick reference guide, FAQs, and tutorials, visit <https://nppes.cms.hhs.gov/IAWeb/login.do> on the Internet.



### Step 3: Enter Enrollment Data Into PECOS

After the AO and the surrogate complete the I&A Management System registration process, the surrogate may submit an enrollment application.

#### Submit All Enrollment Materials Electronically

You no longer need to mail paper copies of your supporting documentation. For more information, refer to “Digital Document Repository (DDR) How To Guide” at <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/DigitalDocumentRepository-HowToGuide.pdf> on the CMS website.

#### Submitting an Enrollment Application

1. Log in to PECOS at <https://pecos.cms.hhs.gov/pecos/login.do> on the Internet.
2. Initiate enrollment by selecting an existing enrollment or creating a new application. PECOS is a scenario-driven system—it presents a series of questions to retrieve only the information needed to process your specific enrollment scenario.
3. Once PECOS determines the scenario and you confirm that it is correct, it displays the topics required for the submission of your application. To complete each topic, enter the required information on the screens that display.
4. At the end of the data entry process, PECOS:
  - Ensures you entered all required data.
  - Allows you to print a copy of your enrollment application. We recommend you also print a copy for the DMEPOS supplier organization’s records.
  - Displays a list of any other required documentation you must submit to the Medicare Administrative Contractor/National Supplier Clearinghouse (MAC/NSC), the MAC responsible for processing all DMEPOS applications.
  - Presents the opportunity to electronically sign and certify the application.
  - Displays the name and mailing address of the MAC/NSC.
  - Electronically transmits the enrollment application. Users who submit an enrollment application using PECOS should not mail a copy of the printed enrollment application to the MAC/NSC; this copy is for your records.
  - Sends you an email indicating your enrollment application successfully transmitted to the MAC/NSC.
5. After your PECOS application is electronically submitted, it is “locked,” meaning you cannot edit it, unless the MAC/NSC returns the application to you for corrections through PECOS.

6. The MAC/NSC will notify you if it requires additional information. To ensure timely processing, do not delay submitting the required supporting documentation (if you chose not to use the digital document feature). The MAC/NSC will not begin, and may not complete processing an Internet enrollment application without your electronic signature and required supporting documentation. In addition, your effective date of filing an enrollment application is the date the MAC/NSC **receives** your electronic signature.

#### Important

Respond to any request(s) from the MAC/NSC as soon as possible, but within 30 days of the request. Failure to respond to a request for information will delay processing of the application, or cause the MAC/NSC to deny or reject it.

### Step 4: Use PECOS to Check the Status of Your Pending Enrollment Application

There are two ways to use PECOS to check the status of your pending enrollment application:

1. Log in to PECOS at <https://pecos.cms.hhs.gov/pecos/login.do> and click on “View Enrollments.” Under the “Existing Enrollments” section, find the application. The status of the application will be displayed.
2. On the PECOS homepage, click on the “Application Status” link under the “Provider & Supplier Resources” section. You do not have to be logged in to PECOS to use this application status feature. There are four application statuses:
  - **Received by the MAC/NSC** – A user successfully submitted an electronic enrollment application to the MAC/NSC.
  - **Reviewed by the MAC/NSC** – The MAC/NSC is reviewing the enrollment application.
  - **Returned for Additional Information** – The MAC/NSC returned the application to the user for additional information.
  - **Approved or Rejected** – The MAC/NSC processed the enrollment application. The final status displays.

#### Questions?

Refer to the “PECOS FAQs” fact sheet at <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/ICN909015.html> 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.

**Resources Table**

For More Information About...	Resource
CMS EUS Help Desk	To report PECOS navigation, access, or printing problems, contact the CMS EUS Help Desk. Find contact information, including email address, telephone numbers, and live chat, at <a href="https://eus.custhelp.com">https://eus.custhelp.com</a>
I&A Management System Account Registration	<a href="https://nppes.cms.hhs.gov/IAWeb/register/startRegistration.do">https://nppes.cms.hhs.gov/IAWeb/register/startRegistration.do</a>
Medicare Learning Network® (MLN) Guided Pathways (GPs)	<p>Supplier Specific Medicare Resources  <a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/Guided_Pathways_Provider_Specific_Booklet.pdf">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/Guided_Pathways_Provider_Specific_Booklet.pdf</a></p> <p>All Other GP Resources  <a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Guided_Pathways.html">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Guided_Pathways.html</a></p>
MLN Connects® National Provider Call “Streamlined Access to PECOS, EHR, and NPPES”	<a href="https://www.cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2013-11-15-NPC.html">https://www.cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2013-11-15-NPC.html</a>
MLN Matters® Special Edition Article SE1417, “Implementation of Fingerprint-Based Background Checks”	<a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1417.pdf">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1417.pdf</a>
NPI	<a href="https://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProvidentStand">https://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProvidentStand</a>
MAC/NSC	Contact the MAC/NSC with any additional questions about the Medicare enrollment process <a href="http://www.palmettogba.com/Palmetto/Providers.nsf/cudocs/National%20Supplier%20Clearinghouse">http://www.palmettogba.com/Palmetto/Providers.nsf/cudocs/National%20Supplier%20Clearinghouse</a>

## Resources Table (cont.)

For More Information About...	Resource
Other DMEPOS Supplier Information	<p>DMEPOS Accreditation and Surety Bonds  <a href="https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll">https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll</a></p> <p>DMEPOS Competitive Bidding  <a href="https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/DMEPOSCompetitiveBid">https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/DMEPOSCompetitiveBid</a></p>
PECOS Technical Assistance Contact Information	<p><a href="https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1243418.html">https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1243418.html</a></p>
Video Resources	<p><a href="https://www.youtube.com/playlist?list=PLaV7m2-zFKpia1McB1WKKkw2esAdiZRem">https://www.youtube.com/playlist?list=PLaV7m2-zFKpia1McB1WKKkw2esAdiZRem</a></p>



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

The Medicare Learning Network®, MLN Connects®, and MLN Matters® are registered trademarks of the U.S. Department of Health & Human Services (HHS).

Check out CMS on:



Twitter LinkedIn YouTube