

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



## Quick Reference New Medicare Provider

Welcome to Medicare. If you are interested in providing services to Medicare beneficiaries or are newly enrolled in Medicare, here you will find basic information and resources to get you started. As a health care professional, supplier, or provider, you are held accountable for understanding information you receive from the Centers for Medicare & Medicaid Services (CMS) and your Medicare FFS Contractor (Fiscal Intermediary [FI], carrier, or Medicare Administrative Contractor [MAC]). Please share this information with your staff as appropriate.

### ➔ Step One: Get Started (if you've enrolled already, skip to Step Two)

#### **Obtain your National Provider Identifier (NPI)**

The NPI is a unique identification number for covered health care providers. Visit <http://www.cms.gov/NationalProvIdentStand> for more information about the NPI.

#### **Meet eligibility requirements**

In order for providers or suppliers to participate in and receive payment from the Medicare Program, they must meet the eligibility requirements for program participation. For some providers, this includes a certification of compliance with the conditions of participation, or standards, set forth in Federal regulations. Refer to <http://www.cms.gov/SurveyCertificationGenInfo> to find out more.

#### **Complete the appropriate CMS-855 Enrollment Application**

The Medicare Provider-Supplier Enrollment web page located at <http://www.cms.gov/MedicareProviderSupEnroll> provides more information about Medicare enrollment.

- Visit [http://www.cms.gov/MedicareProviderSupEnroll/02\\_EnrollmentApplications.asp](http://www.cms.gov/MedicareProviderSupEnroll/02_EnrollmentApplications.asp) for information on submitting enrollment forms.
- Visit [http://www.cms.gov/MedicareProviderSupEnroll/04\\_InternetbasedPECOS.asp](http://www.cms.gov/MedicareProviderSupEnroll/04_InternetbasedPECOS.asp) for information on submitting enrollment forms electronically via Internet-based Provider Enrollment, Chain and Ownership System (PECOS).

#### **Complete Electronic Data Interchange (EDI) Forms**

The Administrative Simplification Compliance Act (ASCA) requires that claims be sent to Medicare electronically with few exceptions. In order to submit claims electronically, the CMS EDI Registration Form and the EDI Enrollment Form must be submitted to your Medicare FFS Contractor. To access the forms, go to:

- <http://www.cms.gov/CMSForms/CMSForms> on the CMS website; or
- Your Medicare FFS Contractor's website and search for EDI enrollment forms.

## Enroll for Electronic Funds Transfer (EFT)

All providers entering the Medicare Program for the first time must use EFT in order to receive payments. Medicare FFS Contractors include an EFT authorization form in the Medicare enrollment package. Visit

[http://www.cms.gov/ElectronicBillingEDITrans/13\\_EFT.asp](http://www.cms.gov/ElectronicBillingEDITrans/13_EFT.asp) to read more about EFT.

## Step Two: Become Familiar with the CMS Website

Familiarize yourself with the information available on the CMS website. The CMS website is located at <http://www.cms.gov> on the Internet. The right side of this page includes CMS News and the five most popular links on the site (Top 5 Links). Across the top of the CMS home page, there are various links that are also available on all other CMS web pages. While a few are mentioned here, there are many others to learn about as well.



### Medicare Tab

Accesses the Medicare portion of the CMS website, including provider specific web pages (also referred to as provider centers) and Medicare FFS payment information.

- One of many helpful resources, the **Medicare Coverage Database (MCD)**, contains all National Coverage Determinations (NCDs) and Local Coverage Determinations (LCDs), local articles, and proposed NCD decisions. The database located at <http://www.cms.gov/medicare-coverage-database> also includes several other types of national coverage policy related documents, including National Coverage Analyses (NCAs), Coding Analyses for Labs (CALs), Medicare Evidence Development & Medicare Coverage Advisory Committee (MEDCAC) proceedings, and Medicare coverage guidance documents.



### Regulations, Guidance & Standards Tab

Provides links to Medicare manuals, legislation, regulations, and various other important topics including the **CMS Online Manual System**, located at <http://www.cms.gov/Manuals/IOM/list.asp> on the CMS website.

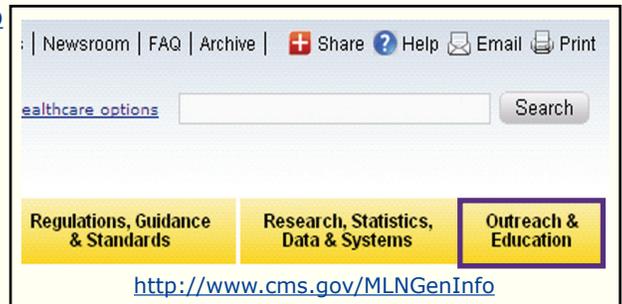
- The Internet-Only Manual (IOM) is published by CMS and provides coverage, billing, and reimbursement information for Medicare providers and Medicare FFS Contractors. Examples of manuals include:
  - "Medicare Benefit Policy Manual" (Publication 100-02); and
  - "Medicare Claims Processing Manual" (Publication 100-04).



## Outreach & Education Tab

Links to CMS Outreach & Education including the **Medicare Learning Network® (MLN)**. A few of the resources available on the MLN are mentioned here.

- Located at <http://www.cms.gov/MLNGenInfo> on the CMS website, the MLN is the brand name for official CMS national provider education products. The MLN offers articles, brochures, fact sheets, web-based training courses with continuing education credit, and videos providing information on changed or new Medicare Program policies.
- CMS' "MLN Guided Pathways to Medicare Resources" curriculum located at [http://www.cms.gov/MLNEdWebGuide/30\\_Guided\\_Pathways.asp](http://www.cms.gov/MLNEdWebGuide/30_Guided_Pathways.asp) consists of four booklets of resources and descriptions. The booklets allow learners to easily scan the resources and click on only topics of interest to them, instead of proceeding line-by-line. There is a basic curriculum, two more advanced curricula, and provider specific curricula that includes multiple specialty pathways.
- To learn about other products available on the MLN, review the "MLN Products Catalog." This catalog, available at <http://www.cms.gov/MLNProducts/downloads/MLNCatalog.pdf> on the CMS website, includes a listing of the MLN Products that can be downloaded or ordered free of charge.



## Tools

For links to useful sitewide tools and resources including the Acronym Look Up Tool, Frequently Asked Questions (FAQs), and Glossary Tool, scroll to the bottom of the CMS home page.

Visit [http://www.cms.gov/MLNProducts/downloads/Quick\\_Reference\\_All\\_Medicare\\_Providers.pdf](http://www.cms.gov/MLNProducts/downloads/Quick_Reference_All_Medicare_Providers.pdf) for the "Quick Reference: CMS Website for Medicare Fee-For-Service (FFS) Providers" document that can assist you further with navigating the CMS website.



## Step Three: Enroll in Relevant CMS Electronic Mailing Lists

CMS offers free e-mail subscription services which allow users to receive notifications by e-mail when new information is available. With a subscription profile, you get the updated information on the items of interest to you automatically without having to return to the website and check for changes. To subscribe, visit [http://www.cms.gov/AboutWebsite/20\\_EmailUpdates.asp](http://www.cms.gov/AboutWebsite/20_EmailUpdates.asp) and [http://www.cms.gov/MLNProducts/downloads/MailingLists\\_FactSheet.pdf](http://www.cms.gov/MLNProducts/downloads/MailingLists_FactSheet.pdf) on the CMS website.

Be sure to subscribe to the MLN Educational Products and MLN Matters® articles electronic mailing lists to receive e-mail notifications when new MLN products and MLN Matters® articles are available and when updates are made to existing MLN products.

## Step Four: Become Familiar with Your Medicare FFS Contractor

Tour your Medicare FFS Contractor's website to learn about what their website has to offer. Some contractors offer a website tour to give an overview of the site and show where to find important information and resources. If you do not know the web address of your FFS Contractor's website, refer to the Provider Call Center Toll Free Numbers document that appears in the Downloads section at <http://www.cms.gov/MLNGenInfo> page on the CMS website.

## Provider Outreach and Education

Be sure to check your Medicare FFS Contractor's website for provider outreach and education opportunities beyond those available from the MLN. Medicare FFS Contractors offer training tailored to the needs of new providers-including fundamental Medicare FFS policies, programs, and procedures, as well as information on billing Medicare.

### *Enroll in applicable electronic mailing lists*

While touring your contractor's website, look for a link on their home page to take you to their electronic mail list registration page. Through electronic mailing lists, your Medicare FFS Contractor can quickly provide you with information pertinent to your geographic area, such as local coverage determinations and local provider education activities. If you have not done so already, sign up to receive these e-mails. If you do not see a link on the home page, just search their site for electronic mailing list or e-mail list to find the registration page.

## Provider Self-Service Technology

### *Interactive Voice Response (IVR) Unit*

Another method for gathering information from the Medicare FFS Contractor is the IVR. Your Medicare FFS Contractor's IVR is available 24 hours a day and is intended to assist providers in obtaining answers to various Medicare questions, including:

1. Contractor hours of operation for Customer Service Representative (CSR) service;
2. General Medicare Program information; and
3. Specific information about claims in process and claims completed.

An IVR operating guide is posted on your Medicare FFS Contractor's website.

## Provider Contact Center

Medicare FFS Contractors have contact centers offering a range of Medicare expertise to respond to telephone, written (letters, e-mail, and fax), and walk-in inquiries. Contact information for Medicare FFS Contractors' Provider Contact Centers is found in the Provider Call Center Toll Free Numbers document that appears in the Downloads section at <http://www.cms.gov/MLNGenInfo> page on the CMS website.

## Step Five: Learn about Medicare Advantage (MA)

If you provide care for those beneficiaries enrolled in Medicare Advantage plans, the "Medicare Managed Care Manual" (IOM Publication 100-16) at <http://www.cms.gov/Manuals/IOM/list.asp> provides additional information.

CMS provides a list of MA claims processing contacts at [http://www.cms.gov/MCRAdvPartDENrolData/01\\_Overview.asp](http://www.cms.gov/MCRAdvPartDENrolData/01_Overview.asp) on the CMS website. When on this web page, click on MA Claims Processing Contacts in the left hand column.

### Disclaimers

This fact sheet was current at the time it was published or uploaded onto the web. Medicare policy changes frequently so links to the source documents have been provided within the document for your reference.

This fact sheet was prepared as a service to the public and is not intended to grant rights or impose obligations. This fact sheet may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their contents.

The Medicare Learning Network® (MLN), a registered trademark of CMS, is the brand name for official CMS educational products and information for Medicare Fee-For-Service providers. For additional information, visit the MLN's web page at <http://www.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://www.cms.gov/MLNProducts> and click on the link called 'MLN Opinion Page' in the left-hand menu and follow the instructions.

Please send your suggestions related to MLN product topics or formats to [MLN@cms.hhs.gov](mailto:MLN@cms.hhs.gov).

