



## PECOS TECHNICAL ASSISTANCE CONTACT INFORMATION

**Target Audience:** Medicare Fee-For-Service Providers

The Hyperlink Table, at the end of this document, provides the complete URL for each hyperlink.

You may encounter problems that require technical support when using the Provider Enrollment, Chain, and Ownership System (PECOS). Knowing which Centers for Medicare & Medicaid Services (CMS) contractor to contact is the first step toward a solution. This fact sheet describes common problems and tells you who can best resolve them.

### COMMON PROBLEMS AND WHOM TO CONTACT



#### Problem: Navigating or Accessing PECOS Website

When you experience: system-generated error messages, trouble navigating through [PECOS](#) screens, issues accessing PECOS, 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 EUS Help Desk

Find information on common problems, ask a question, or look up previous support history on the [External User Services](#) (EUS) website.

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

Email: [EUSsupport@cgi.com](mailto:EUSsupport@cgi.com)

Live Chat: Go to the EUS website screen, on the right side choose “Live Chat.”

EUS Hours of Operation: Monday–Friday, 6 am–6 pm CT; Saturday–Sunday, closed

 **Problem: Accessing the PECOS System**

Before you log in to PECOS, you need a valid I&A System user ID and password.

**NOTE:** Passwords expire every 60 days. You cannot log in to the I&A System (and PECOS) until you reset your password. The I&A System tells you the number of days until your password expires. Go to the “My Profile” tab and see the password section. 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 and password, change your password, and recover forgotten login information. Additionally, you can access several resources:

- [I&A Frequently Asked Questions \(FAQs\)](#) helps you resolve common I&A System problems
- [I&A System Quick Reference Guide](#) provides step-by-step instructions, including screenshots, about I&A System features and tools

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

 **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 completing specific sections of the PECOS enrollment application.

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

Browse the Medicare Learning Network® (MLN) listing of [Medicare Provider-Supplier Enrollment National Educational Products](#). These publications focus on provider-specific Medicare enrollment and Medicare enrollment via PECOS.

Refer to the [Medicare Provider Enrollment Contact List](#) to find detailed contact information on enrollment, or if you have questions, your MACs may have more information. Find their website at <http://go.cms.gov/MAC-website-list>.



**Problem: Not Sure Whom to Call for a Particular Issue**

**Solution: Refer to the CMS Provider Enrollment Assistance Guide**

If you do not know whom to call for assistance, refer to the [“Who should I call?” CMS Provider Enrollment Assistance Guide](#).

Refer to the [Medicare Provider Enrollment Contact List](#) to find detailed contact information on enrollment, or if you have questions, your MAC may have more information. Find their website at <http://go.cms.gov/MAC-website-list>.

**RESOURCES**

For more information about the Medicare enrollment process, visit the [Medicare Provider-Supplier Enrollment](#) webpage.

**Table 1. Resources**

Resource	Website
MLN Connects® National Provider Call, Creating and Verifying Your National Provider Identifier	<a href="https://www.cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2017-07-12-NPI.html">CMS.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2017-07-12-NPI.html</a>
National Provider Identifier Standard	<a href="https://www.cms.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand">CMS.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand</a>
PECOS	<a href="https://www.pecos.cms.hhs.gov">PECOS.CMS.HHS.gov</a>

**Table 2. Hyperlink Table**

Embedded Hyperlink	Complete URL
External User Services	<a href="https://eus.custhelp.com">https://eus.custhelp.com</a>
I&A Frequently Asked Questions (FAQs)	<a href="https://nppes.cms.hhs.gov/IAWebContent/FAQs.pdf">https://nppes.cms.hhs.gov/IAWebContent/FAQs.pdf</a>
I&A System Quick Reference Guide	<a href="https://nppes.cms.hhs.gov/IAWebContent/Quick_Reference_Guide.pdf">https://nppes.cms.hhs.gov/IAWebContent/Quick_Reference_Guide.pdf</a>
Medicare Provider Enrollment Contact List	<a href="https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/contact_list.pdf">https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/contact_list.pdf</a>
Medicare Provider-Supplier Enrollment	<a href="https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll">https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll</a>



**Table 2. Hyperlink Table (cont.)**

Embedded Hyperlink	Complete URL
Medicare Provider-Supplier Enrollment National Educational Products	<a href="https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/Medicare_Provider-Supplier_Enrollment_National_Education_Products.pdf">https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/Medicare_Provider-Supplier_Enrollment_National_Education_Products.pdf</a>
PECOS	<a href="https://pecos.cms.hhs.gov">https://pecos.cms.hhs.gov</a>
"Who should I call?" CMS Provider Enrollment Assistance Guide	<a href="https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/CMSProviderEnrollmentAssistanceGuide.pdf">https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/CMSProviderEnrollmentAssistanceGuide.pdf</a>

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