



MLN ConnectsTM

National Provider Call

Streamlined Access to PECOS, EHR, and NPPES

November 15, 2013



Medicare Learning Network®

- This MLN Connects™ National Provider Call (MLN Connects Call) is part of the Medicare Learning Network® (MLN), a registered trademark of the Centers for Medicare & Medicaid Services (CMS), and is the brand name for official information health care professionals can trust.

Disclaimer

This presentation 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 presentation was prepared as a service to the public and is not intended to grant rights or impose obligations. This presentation 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.

Today's Speakers

- **Zabeen Chong**, Director
Provider Enrollment Operations Group (PEOG),
Center for Program Integrity
- **Richard Gilbert**, Director
Division of Enrollment Systems
Provider Enrollment Operations Group (PEOG),
Center for Program Integrity
- **Alisha Banks**, Health Insurance Specialist
Division of Enrollment Systems
Provider Enrollment Operations Group (PEOG),
Center for Program Integrity

Agenda

- Opening remarks
- Overview of I&A
- Review of Enhancements
- Top 10 FAQs
- Useful Resources
- Question and Answer Session

What is the Identity & Access Management System (I&A)

- The I&A System is where users register for usernames and passwords to access:
 - PECOS
 - NPPES
 - Electronic Health Records (EHR) Incentive Program
- The I&A System works behind the scenes, and controls what users are able to access in those systems.
- Choosing to approve others to work on your behalf in these systems is not required, and has no impact to claims payments.

Challenges

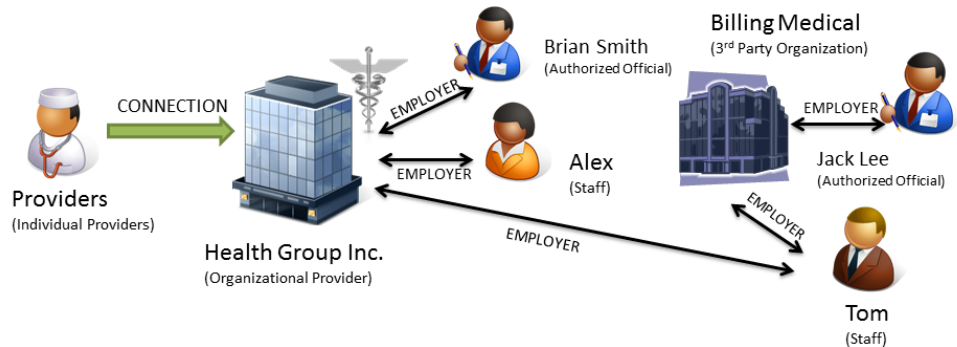
- Individual Providers can not assign someone to work on their behalf in PECOS
- Sharing of personal account information caused security violations
- The process for gaining access to PECOS took weeks, was not clear, and required mailing documents to External User Services (EUS)
- Users were required to contact EUS for forgotten Username & Password Reset.

Types of Situations

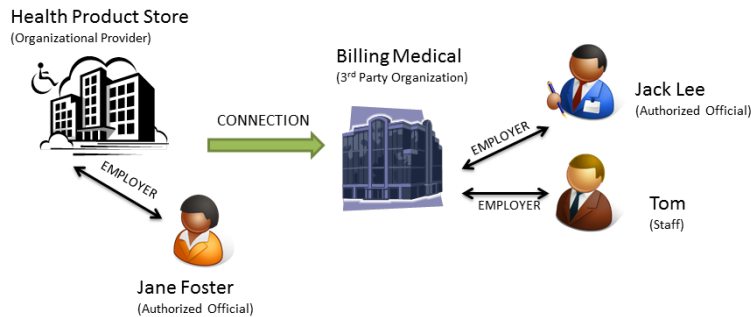
1. Individual Provider working for an Enrolled Group



3. Enrolled Group (w/Individual Provider) works with 3rd Party



2. Enrolled Organization works with 3rd Party



Enhancements to I&A – More Education

The screenshot displays the CMS Identity & Access Management System interface. At the top, the CMS logo and 'Centers for Medicare & Medicaid Services' are visible. Below the header, the title 'Identity & Access Management System' is shown with a 'Help' link. A message states: 'Authorized users are able to sign in to the Identity & Access Management System. If you are a new user you must first [register](#).' The main content area is divided into two sections. On the left, the 'Sign In' section includes a note '* indicates required field(s)', fields for 'User ID:' and 'Password:', a 'Sign In' button, and links for 'Forgot Password', 'Retrieve Forgotten User ID', and 'Enter your PIN'. On the right, the 'One account to access multiple systems' section explains that users can create one account to manage access to PECOS and EHR incentive programs, with a 'Create Account Now' button. Below this, there are two boxes: one for 'PECOS' (Use this system to register for Medicare or update your current enrollment information) and one for 'EHR' (Register to receive EHR incentive payments for eligible professionals and hospitals that adopt, implement and upgrade or demonstrate meaningful use with certified EHR technology). At the bottom, a grid of links and videos is provided: 'Quick Reference Guide' (Overview of features and tools to manage your account), 'Frequently Asked Questions' (Answers to common questions about registration, who should register, and how to manage your account), 'Video: How to Create an Account' (Video on how to create an account if you are an individual provider, an Authorized or Delegated Official for your organization or to work on behalf of providers), 'Video: Setting Up Staff' (Video on how to add credentialing staff to your Healthcare Organization or 3rd Party Organization), 'Video: How to register as an Authorized Official for your Organization' (Video on how to register with CMS as an Authorized or Delegated Official), and 'Video: Connections?' (Video on how a Healthcare or 3rd Party Organization can request to work on behalf of a Provider as a Surrogate).

- Improved user interface to make more intuitive
- Reset username and passwords online, without calling EUS
- Quick Reference Guides, FAQs and Tutorials available from the I&A homepage

Enhancements to I&A – Simple Registration & Approvals

The screenshot shows the 'My Profile' section of the MLN Connects system. At the top, there are navigation tabs: 'Home', 'My Profile' (selected), 'My Connections', and 'My Staff'. Below the tabs, the 'My Profile' section is titled. Under 'My Information', a light blue box contains the following details: Name: Brian Johnson, Date of Birth: 08/28/1975, SSN: XXX-XX-2013, Business Phone Number: 410-555-5555, Home Address: 7111 Security Blvd, Baltimore MD 21244, United States, and Personal Phone Number: 410-555-5555. A 'Fax Number:' label is present but empty. A 'Modify My Information' button is located at the bottom right of this box. Below this, a 'Password' section indicates the password will expire in 60 days and provides a 'Change Password' link. A 'Security' section provides a 'Change Security Questions & Answers' link. The 'Employer Information' section features a table with columns: Employer, My Role with this Employer, My Status with this Employer, PECOS, EHR, and NPPE (Future). One employer is listed: Health Group Inc., with the role of Authorized Official and a status of Approved. Below the table, a message states 'If you wish to add an employer, click "Add an Employer".' and an 'Add an Employer' button is provided.

My Profile

My Information

Name: Brian Johnson
Date of Birth: 08/28/1975
SSN: XXX-XX-2013
Business Phone Number: 410-555-5555
Home Address: 7111 Security Blvd
Baltimore MD 21244
United States
Personal Phone Number: 410-555-5555
Fax Number:
[Modify My Information](#)

Password
Your Password will expire in **60 day(s)**.
[Change Password](#)

Security
[Change Security Questions & Answers »](#)

Employer Information

Employer	My Role with this Employer	My Status with this Employer	PECOS	EHR	NPPE (Future)
Health Group Inc.	Authorized Official	Approved	YES	YES	YES

If you wish to add an employer, click "Add an Employer". [Add an Employer](#)

- Streamlined new user registration, process.
- Allow Authorized and Delegated Officials of enrolled organizations to be automatically approved without submitting documentation to EUS for verification.
- Allow for 3rd Party Organizations (Billing Company, Credentialing Specialists, Office staff) to register and create their own account.

Enhancements to I&A - Connections

The screenshot shows the 'My Connections' tab selected in the top navigation bar. The main content area is titled 'Home' and 'My Pending Connections'. It states: 'These are Pending Connection requests that have been sent to you or your organization and require your action to approve or reject.' Below this, there is a yellow box indicating 'Total Pending Providers: 0'. Another yellow box shows 'Total Pending Surrogates: 3' with a warning icon. Below this, it says: 'Below are Individuals or Organizations who are asking you to authorize them as a Surrogate for you (or your organization). Approving these requests will allow them to access and update your information in the CMS systems you specify.' There is a section for 'Pending Requests' with a minus icon. It lists three requests from 'Health Group Inc.' for 'PECOS', 'EHR Incentive Program', and 'NPPES (Future)'. Each request has 'Approve' and 'Reject' buttons. On the right side, there is a 'News & Alerts' section with 'EUS Contact Information' and a 'Quick Actions' section with buttons for 'Add Connection', 'Add Staff', and 'Add Employer'.

- Continued Ability for Providers to allow Groups to Attest on behalf of Providers in EHR
- New ability for Individual and Organizational Providers to establish connections, allowing others to work on their behalf in PECOS
- Email Notifications to all users when new Connections are created.

IMPORTANT NOTE: Approving a Connection (Surrogate) to work on your behalf DOES NOT give that user authority to sign Medicare enrollment applications in PECOS. All enrollment applications are still required to be signed by the Individual Provider or appropriate Official of the Organizational Provider.

Enhancements to I&A - Staff Management

Home My Profile My Connections **My Staff**

My Staff

* indicates required field(s)

Active Staff

Skip to [Inactive Staff](#) [Role Requests](#) [Add Staff](#)

Search by: * Last Name First Name [Search](#)

Name	Role	PECOS	EHR Incentive Program
Smith, Graham	Modify		
+ Johns Hopkins EIN: **-***3444 graham.smith@jhoppers.org	Staff End User	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
+ George Parsons NPI: 4567891930 graham.smith@gmail.com	Staff End User	<input type="checkbox"/>	<input checked="" type="checkbox"/>
+ ABC Billing Company EIN: **-***5465 gsmith@abcbilling.com	Authorized Official		

Pending Role Requests

Skip to [Active Staff](#) [Inactive Staff](#)

Search by: * Last Name First Name [Search](#)

Name	Current Role	Request Role	Action
Rayne, Derek ABC Billing Company EIN: **-***5465 drayne@abcbilling.com		Delegated Official	Approve Reject

Inactive Staff

Skip to [Active Staff](#) [Role Requests](#)

Search by: * Last Name First Name [Search](#)

Name	Role	PECOS	EHR Incentive Program	Notes
Johnson, Caroline	Cancel			Registration Pending
+ George Parsons NPI: 4567891930 cjohnson@gmail.com	Staff End User	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

- Create one connection to allow access for all staff.
- Authorized and Delegated Officials can invite and manage what staff can access.

Existing Users

- Any Authorized Official, Staff End User, or Individual Provider who previously accessed PECOS, NPPES, or EHR **already has an account.**
- Existing usernames and passwords previously used to access PECOS, EHR and NPPES have been converted, and can still be used.
- Users have access to the same systems and information that existed prior to the I&A updates



Accessing I&A from PECOS, EHR and NPPES

On the PECOS login page:

You can manage your account, retrieve forgotten user ID or password using links under the log in button on the lower left side of the page.

The link to create an account can be found on the lower right of the page and is titled “ register for an NPI.”

On the NPPES login page:

You can manage your account, retrieve forgotten user ID or password using links under the login button on the lower left side of the page.

The link to create an account can be found at the end of the next to last line of the page and is titled “ create a login.”

On the EHR login page:

You can manage your account, retrieve forgotten user ID or password using the link titled “I & A system” in the Account Management section.

The link to create an account can be found at the end of the end of each section and is titled “ create a login.”

Important Definitions

Organizational Provider

- An Organization that provides medical items and/or services to Medicare beneficiaries (e.g. DMEPOS Supplier, Physician Group Practice, Hospital, etc...) Must have or be eligible for a Type 2 NPI in NPES.

3rd Party Organization

- A third-party organization (e.g. billing agency, credentialing consultant, or other staffing company) that has business relationships with **Individual Providers** or **Organizational Providers** to work on their behalf.

Surrogate

- An **employee** (eg. Staff, AO or DO) of an **Individual Provider** or **Organizational Provider** or **3rd Party Organization** that is authorized to access, view, and modify information within CMS computer systems on behalf of their employer; **OR**
- An **Organizational Provider** that has a business relationship with an **Individual Provider** to access, view, and modify information within CMS computer systems on their behalf; **OR**
- A **Third-Party Organization** that has a business relationship with an **Individual Provider** or **Organizational Provider** to access, view, and modify information within CMS computer systems on their behalf.

Top 10 Frequently Asked Questions (FAQs)

1. **With the I&A updates, am I required to create a new account?** No, your existing username and password for NPPEs, PECOS, and EHR is also used to access the I&A system. If you are not sure if you have an account, you can check by using the forgot User ID or Password link on the I&A, PECOS, or NPPEs homepage.
2. **Who can be a Surrogate for a Provider?** An Authorized or Delegated Official for an Organization can make a request for their organization to work on behalf of a Provider. Once approved anyone in the Authorized or Delegated Official's Organization (eg. Staff) may work on behalf of that provider.
3. **Do I need to be the Authorized (AO) or Delegated Official (DO) on my enrollment to act as such in I&A?** No; however, CMS recommends that the AO or DO be the same individuals as the enrollment as they must be able to legally bind the company, are responsible for approving the staff within the system, and most importantly can be approved without sending paperwork to EUS.

Top 10 Frequently Asked Questions (FAQs)

4. Why can't I see all the Individual Providers in my Group Practice?

Authorized & Delegated Officials are able to see all the Individual Providers who have approved the Group as their Surrogate. Staff need be given access to those records by an AO or DO.

5. Why can't I create connections to Providers?

Only approved Authorized Officials and Delegated Officials of an Organization are able to create and manage connections. If you have been authorized to perform these functions, you need to perform a role change request on the My Profile page under the employer information section at the bottom of the page, and have your Authorized Official approve you to be a Delegated Official.

6. How do I change my role in I&A if I am listed as an Staff End User for my organization, and I should be an Authorized Official (AO) or Delegated Official (DO)?

You need to perform a role change request on the My Profile page under the employer information section at the bottom of the page, and have your Authorized Official approve you to be a Delegated Official, or submit the appropriate IRS documentation to EUS.

Top 10 Frequently Asked Questions (FAQs)

7. **Do I still need to submit IRS documentation to the External User Services (EUS) Help Desk when establishing a user account?** In most cases, no. If you are an Authorized or Delegated Official listed on an approved existing enrollment in PECOS for your Organization, your employment relationship will be automatically approved. If you are a Staff End User you must receive a request from your AO or DO registered in the system. If you are a newly enrolling entity, AO or DO that is not listed on an existing enrollment, or an AO or DO for a 3rd Party that does not have an NPI and does not qualify as an enrolling entity then you will need to submit IRS documentation to EUS for review prior to receiving approval for your role with the organization.
8. **How do I register my 3rd party Organization?** An appointed official with the authority to legally bind that organization must register in I&A, and then add the organization as his employer, and then follow directions to send appropriate documents to EUS.
9. **How often will I need to re-establish Connections?** Once approved, a connection will not expire. Either party may login and remove the Connection at any time.
10. **How do I access NPPES on behalf of a Provider?** Today NPPES does not allow Connections, however we are working to add this functionality in the future.

Day One: Issues & Concerns

- **Not Receiving Emails** - The I&A system is generating and successfully sending e-mails. If you have not received an e-mail, please check your SPAM folder. We are continuing to look for ways to quickly reduce this burden.
- **Delay in receiving NPIs** - Prior to 10/31 some users experienced delays in receiving their NPI's. This back log has been reduced, and users should see Type I enumeration return to normal processing times.
- **No longer having access to same Information** - Prior to 10/23 users may have experienced issues with access to information they were able to see prior to the update. This has been corrected and should no longer be an issue for users. If it is please verify your role under My Profile, and contact your Authorized or Delegated Official to ensure you have appropriate access to all your providers.
- **Missing Secret Questions** – If your account does not have at least 3 secret questions associated with it, then you will be required to call EUS the first time you reset your password. We are continuing to look for ways to quickly reduce this burden.

Resources

- I&A Home Page: <https://nppes.cms.hhs.gov/IAWeb/login.do>
 - Login
 - Quick Reference Guides
 - FAQs
 - Video Tutorials
- For question related to contact the External User Services (EUS) Help Desk at 1-866-484-8049 or EUSsupport@cgi.com

Question and Answer Session

Evaluate Your Experience

- Please help us continue to improve the MLN Connects National Provider Call Program by providing your feedback about today's call.
- To complete the evaluation, visit <http://npc.blhtech.com/> and select the title for today's call.
- Evaluations are anonymous, confidential, and voluntary.
- All registrants will receive a reminder email about the evaluation for this call. Please disregard the email if you have already completed the evaluation.
- We appreciate your feedback.

Thank You

- For more information about the MLN Connects National Provider Call Program, please visit <http://cms.gov/Outreach-and-Education/Outreach/NPC/index.html>
- For more information about the Medicare Learning Network (MLN), please visit <http://cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNGenInfo/index.html>