

Medicare Provider Enrollment Compliance Conference

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Session Overview



- Contact Us Handout
- CMS Tools
- MAC Tools
- EUS Helpdesk





[cms.gov](https://www.cms.gov)

Provider Resources

Assistance is available!

Education

[MLN Matters® Articles](#)

[MLN Connects® Newsletter](#)

Provider Enrollment

[Enrollment Forms](#)

[Medicare Program](#)

[Integrity Manual CMS](#)

[Transmittals](#)

[CMS Provider Enrollment Webpage](#)

Electronic Enrollment

[PECOS](#)

[Identity & Access Management System](#)

[Application Fee](#)



Contact Us

Get connected!



Electronic Mailing List

[Latest news and updates](#)

Social Media



ProviderEnrollment@cms.hhs.gov

CMS Latest News and Updates



CMS.gov offers a wide variety of educational resources:

- CMS Strategic Plan
- Medicare/Medicaid/CHIP
- Fee Schedules
- Articles
- Email updates on hundreds of topics



MLN Connects Newsletter

Weekly subscription email newsletter that we use to announce major program and policy details, including:

- Changes to Revalidation
- Enhanced Oversight mechanisms
- Implementation of new regulations
- Compliance education

MLN Matters Articles



Articles that explain national Medicare policies, including:

- Summaries of IOM/PIM updates and new regulations
- Timely reporting requirements for changes of information (COIs)
- New policies like the Stay of Enrollment (SoE)

CMS Transmittals



Documents issued by CMS to communicate changes or updates to Medicare program policies and instructions;

- PIM updates
- Insight into specific guidance to contractors
- Timing and Implementation Dates

CMS Provider Enrollment Webpage



- New and Announcements
- PECOS and Identity & Access (I&A)
- Revalidation Links
- Enrollment guidance
- Federal Register

PECOS 2 Imposters



Medicare PECOS 2.0: Prepare Your Practice Now for Launch

Length: 60 Minutes
Expert: Yesenia Servin, CPMSM, PESC
CEU: PAHCOM Approved 1.0 CEU

The PECOS 2.0 site will **significantly change** how you enroll and validate your Medicare providers. You can **access a sneak peek** of the new system **that will help you** get ahead of the PECOS 2.0 launch and ensure that your providers continue to get paid for the care they provide to Medicare patients.

Credentialing expert **Yesenia Servin, CPMSM, PESC**, will take you inside the Medicare PECOS 2.0 system with an inside look at the new enrollment and validation process you must master. Yesenia will provide **actual screenshots** within the new site so you can be better prepared for the launch later this year, and make sure your Medicare reimbursements keep flowing.

Here are just a few of the practical, must-have **Medicare PECOS 2.0** usage tactics you'll receive by attending this expert-led online training:

- Get new providers **paid more quickly** with simple preparation strategies
- Stop wasting time with multiple applications — just **use one**
- **Tailor your specific practice's application process** with critical insights
- Manage your group members more efficiently with **new tool**



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MAC Customer Service and Provider Outreach & Education

MAC Customer Service Options

- Each MAC facilitates provider support to its jurisdiction through various Customer Service options, including:
 - Provider websites and self-service tools
 - Education programs
 - Customer Contact Centers
 - Communications, customer experience surveys and workgroups to stay connected
- Determine your MAC and the resources offered by reviewing the Contact Us Handout

MAC PE Customer Service

- MAC customer service options are designed with you in mind and target the big picture, enrollment questions:
 - How do I enroll, report changes, revalidate or terminate?
 - How do I submit my enrollment application?
 - After an application is submitted, how can I monitor the status?
 - If I need help, how can I get it?
 - How do I stay connected with Medicare updates/changes?

Accessing Information

- How do I enroll, report changes, revalidate or terminate?
 - Use MAC provider websites and self-service tools:
 - Access resources for all experience levels, new and tenured
 - Define Medicare terminology
 - Explore informative articles:
 - Specific to provider specialty
 - Enrollment scenario oriented
 - Access forms, application fees and documentation requirements
 - View application tutorials
 - Review frequently asked questions (FAQs)

Accessing Information, cont.

- Additional resources:
 - Leverage decision trees and provider questionnaires
 - Application status tools
 - Use timeliness calculators for submission requirements and obtain MAC application processing timeframes
 - Review provider listings and datasets:
 - [Medicare revalidation due date list](#)
 - [Order and referring dataset](#)
 - [Opt out affidavits/private contracting dataset:](#)
 - [Provider Opt-Out Affidavits Look-up Tool](#)
 - [FISS attending and rendering dataset](#)
 - Medicare Participating Physicians/Suppliers(MEDPARD) – available on each MAC’s provider website

Submitting Enrollments

- How do I submit my enrollment application?
 - [Provider Enrollment, Chain, and Ownership System \(PECOS\)](#)
 - MAC submission options outlined on the provider websites, including available:
 - Submission channels
 - Mailing addresses

Submitting Enrollments Resources

- Getting started with the Medicare enrollment process requires activation of an account within the [Identity and Access \(I&A\) Management System](#)
- One I&A account supports access to multiple systems:
 - National Plan & Provider Enumeration System (NPPES)
 - PECOS
- Resources:
 - [I&A System Quick Reference Guide](#)
 - [Identity & Access Frequently Asked Questions](#)
 - [PECOS Tutorials](#)
 - [CMS Medicare Enrollment for Providers & Suppliers Center](#)

Monitoring Submissions

- After an application is submitted, how can I monitor the status?
 - PECOS Application Status:
 - Only use if submitting an application using PECOS
 - Providers/Suppliers may run simple search queries to retrieve and view the status of their PECOS application

PECOS Self Service Application

Search and View PECOS Application Status

Providers/Suppliers may run simple search queries to retrieve and view the status of their PECOS application. For example, users may search for the application status by the NPI or Legal Business Name. There is no charge to use this functionality.

Search & View PECOS application status for an:

- **Individual**
View the enrollment application status of an individual provider in an organization or private practice setting.
- **Organization**
View the enrollment application status of an organization.

Monitoring Submissions, cont.

- MAC Application Status tool:
 - Located on the MAC provider website
 - Providers/suppliers can generate a search query for any applications submitted to the MAC regardless of submitting via PECOS or paper
 - The query will advise the application's current processing status
- Use these resources to determine:
 - Receipt
 - Development/Requesting additional information
 - Finalization status (e.g., approved,

Obtaining Assistance

- If I need help, how can I get it?
 - Each MAC offers various resource options, including but not limited to:
 - Provider website and self-service tools
 - Specialized enrollment contact center:
 - Live agents ready to assist
 - Release of information reminder – for inquiries regarding applications, the MAC can only speak to the contact, provider, authorized or delegated official on file with the most recent application
 - Interactive Voice Response (IVR) system
 - Webchat (*not available with all MACs)

Staying Connected

- How do I stay connected with Medicare updates/changes?
 - Participate in MAC outreach and education programs and forums:
 - Topics offered address the most current and relevant Medicare information
 - Live and on-demand offerings
 - Partnership and collaborative opportunities
 - Become a member of the Provider Outreach and Education Advisory Group (POE AG)

Staying Connected, cont.

- Engage in MAC and CMS communications:
 - Subscribe to MAC email listservs to receive routine Medicare updates
 - Follow MACs on social media
 - Enroll in the MLN Connects newsletter to receive direct news from CMS
- Provide the MAC with feedback:
 - Provider interactions with the MAC are often paired with a survey
 - Surveys are quick and easy and offer insight into how MACs are performing
 - Your feedback matters and results in improvements



EUS (External User Services) Customer Service

External User Services Overview

The EUS Help Desk helps providers access critical systems used to manage Medicare enrollment and financial data. We have reimagined traditional support by integrating automation with live expert assistance, creating a seamless, multi-channel experience for CMS providers and stakeholders.

We are transforming our service model by moving beyond traditional phone and email support to faster, more efficient options — including web-based ticket submission, automated virtual agents, and live chat.

SUPPORT CHANNELS



Self-Service Portal

eus.cms.gov for ticket submission, status tracking, and FAQs



Virtual Agent and Live Chat

Instant connection with virtual or live support agents



Phone & Interactive Voice Assistance

Spanish and self-service options



Email

Direct assistance for complex issues

External User Services and Supported Systems

COMPREHENSIVE SUPPORT SERVICES

- New User Registration & Account Recovery
- Login & MFA Device Assistance (Resets, Locks)
- Role Registration, Approvals, Surrogacy Requests
- Navigational Support & Troubleshooting
- End-to-end Technical Support

*EUS cannot help with policy or enrollment information updates

SYSTEMS WE SUPPORT

- Identity & Access Management System (I&A)
- Provider Enrollment & Chain Ownership System (PECOS)
- National Plan & Provider Enumeration System (NPPES)
- Identity Management System (IDM)
- Provider Statistical & Reimbursement System (PS&R/STAR)
- Medicare Exclusion Database (MED)
- CMS Preclusion List
- Program for Evaluating Payment Patterns Electronic Report (PEPPER).

EUS Customer Support Application

The EUS Customer Support Application provides access to information and various support options with increased flexibility. The site is available 24/7 at <https://eus.cms.gov>.

The screenshot shows the EUS Help Desk website. At the top, there is a dark blue header with the text "CMS.gov | External User Services (EUS) Help Desk". Below the header is a navigation bar with links for "Home", "Submit a Ticket", "Resources", and "Contact Us". The main content area features a large banner with the text "Need help logging in? Get real-time support" and a "Chat with an agent" button. Below the banner is a welcome message: "Welcome to External User Services (EUS) Help Desk. External User Services is the Help Desk providing assistance for 7 different systems for access related support." The next section is titled "How can we help you?" and includes a search bar with a "Search" button. Below the search bar is a "Recent Questions" section with four buttons: "How to reactivate my account", "I cannot login to my account", "How to reset my password", and "How to reactivate NPI". At the bottom right, there is a green chat button that says "Need help? Live chat is available." with a speech bubble icon.

Rolling Banner for Updates

Use AI to search for most relevant resources

Most recent/most used FAQs by System

NEW EUS Virtual Agent – Assistance Available 24/7!

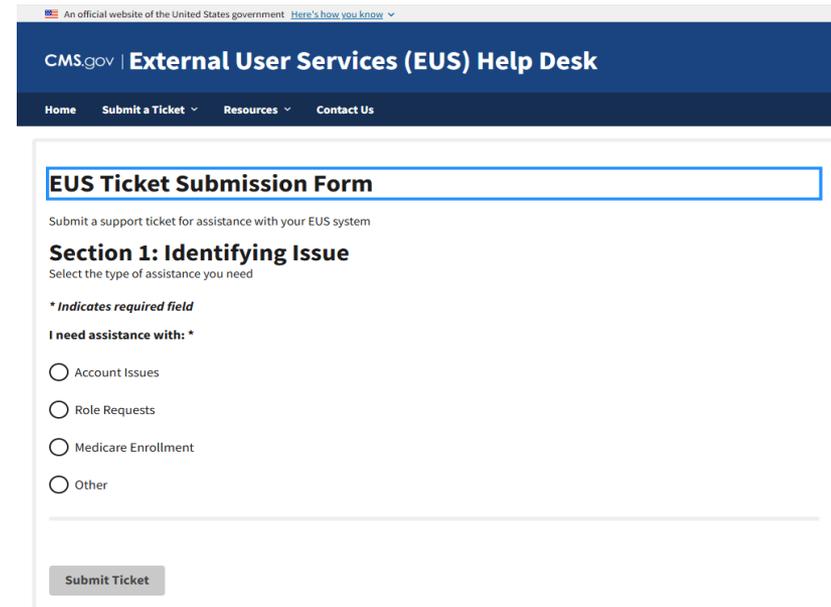
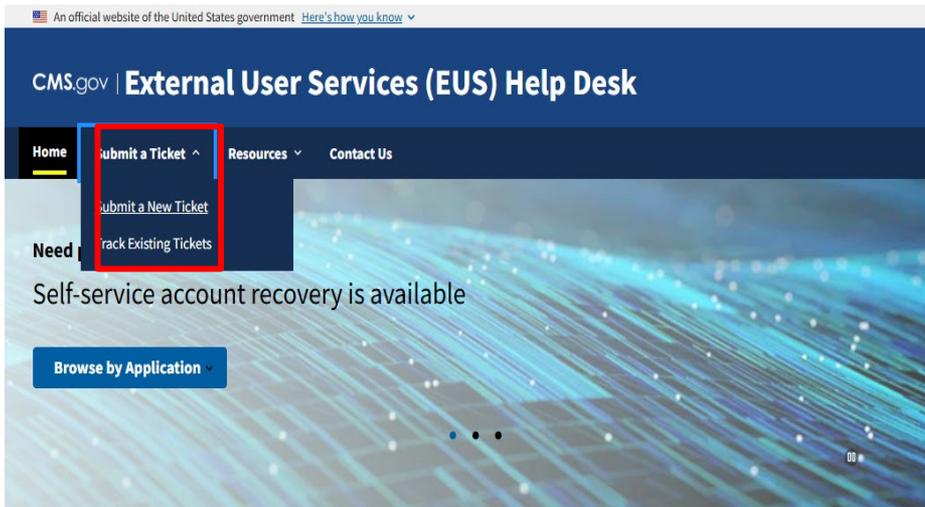
- Our virtual agent is designed to make getting help faster and easier. Providers can now unlock their accounts and reset passwords instantly—no agent required. The virtual agent also delivers AI-driven answers to open-ended questions, guiding users through FAQs and step-by-step walkthroughs to quickly find what they need, anytime.
- If you prefer interacting with a live agent through chat, that option is still available!

EUS Customer Support Application – Web Ticket Support

Online Ticket Submission Available

If you have access to the primary email linked to your account, you can instantly unlock your account, reset your password, and retrieve your User ID through our web-based support—no need to contact an agent. This self-service option is available 24/7, so help is always there when you need it most.

*Your request will be handled during standard business hours.



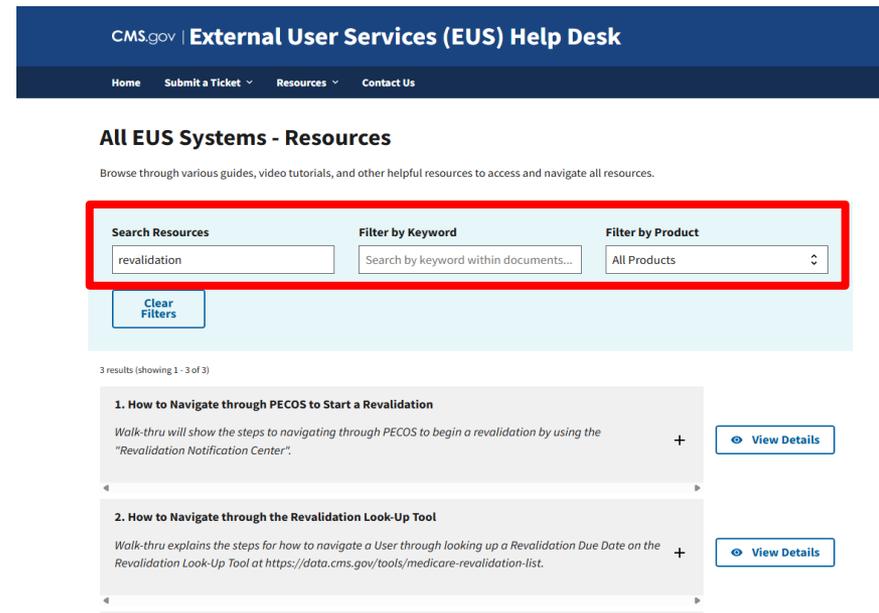
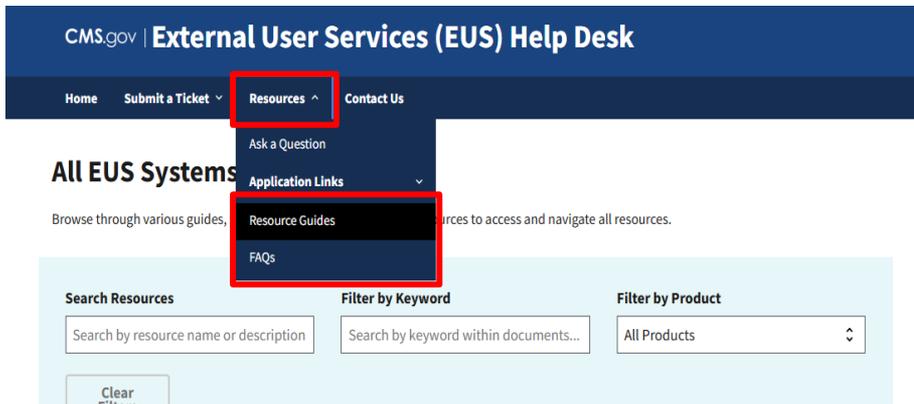
Welcome to **External User Services (EUS) Help Desk**. External User Services is the Help Desk providing assistance for 7 different systems for access related support.

EUS Customer Support Application – Resources & FAQs

Resource Guides & FAQs

- Use AI-powered search to instantly find the most relevant walkthroughs with screenshots or explore our full library at your own pace.
- Start searching using the screen below.

Search by keyword, phrase, or filter by system



Our Commitment to Improving the Provider Experience

- What's already making a difference:
 - **Enhanced online ticket submission form:** Collects more information upfront to accelerate triage, reduce follow-up and enable immediate password resets.
 - **Stronger operations and training:** Continuous staff training and process refinements to drive faster, more efficient support
 - **Customer-driven improvements:** Leveraging satisfaction surveys to gather feedback and elevate service quality – We want your feedback!!
- **Just Launched – An AI virtual assistant capable of:**
 - Eligible users with access to their primary email address on their I&A account can now unlock accounts and reset passwords online—no agent interaction
 - AI-driven responses to open-ended questions via FAQ and walkthrough search

Not Sure Who to Contact?

Visit the EUS website at <https://eus.cms.gov> and click on the [“Who Should I Call?”](#) link located on the homepage. This helpful resource will provide you with the necessary information to identify the appropriate point of contact based on your specific needs. Save time and ensure that your inquiries are directed to the right Helpdesk by utilizing this [“Who Should I Call?”](#) list.



Thank You

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If you need more accessibility options for the material, contact providerenrollment@cms.hhs.gov

Centers for Medicare & Medicaid Services