QUICK REFERENCE GUIDE
Submit CMS Public Health Emergency (PHE) Inquiry

With very limited exception, the new web system should be used for all 1135 waiver requests and/or PHE-related inquiries submitted on or after January 11, 2021. Waiver requests related to the Physician Self-Referral (Stark Law) should not be submitted via the new web portal. For these requests, please visit: https://www.cms.gov/Medicare/Fraud-and-Abuse/PhysicianSelfReferral/Spotlight for additional information.

Please complete all fields on the form in the order they appear, as outlined in the 4 simple steps below.

Keyboard-only users can use the Tab key to move from field to field, the arrow keys to navigate to the item they wish to select, and the space bar to make a selection.

A Submit button will appear at the bottom of the form once you have completed all the required fields. Required fields are marked with (required)* following the field name.

If you need additional information about a field, hover over the question mark icon to the right of the field.

Using either of the two recommended browsers (Google Chrome or Mozilla Firefox), navigate to the web portal at:

CMS PHE Emergency Web Portal

Microsoft Edge and Safari are also supported browsers.

The form is also available from the CMS.gov Current Emergencies portal:


To Begin: Select “I want to submit an inquiry request.”
Step 1: Select the Public Health Emergency (PHE) for which you are making a request.

- Make a selection from the dropdown list by clicking on the down arrow. You can also begin typing the name of your emergency in the field search bar to find your Public Health Emergency.

Step 2: Provide your contact information.

- You must retype your email address in the Confirm Email address field. The copy/paste tool will not work.

- Your telephone number is an optional field, but all others are required. We encourage you to enter your phone number in the event there is a need to contact you directly.

- Complete the State/US Territory/Federal District field by selecting the location covered by this request from the dropdown list or by typing the name or abbreviation for your location in the field search bar.

- Select the Organization Categories that best describe your organization. Select a checkbox or checkboxes to describe your organization from any of the three tabs: General, Emergency Provider/Supplier Types, or Other. At least one checkbox is required, but you may select multiple checkboxes.

- If you can't find an appropriate organization category, go to the Other
tab and select the Other checkbox. Type an organization category in the text field that appears.

- If your entry in the Other text field matches an existing Organization Category, a pop-up message lets you know that a duplicate category exists.
  - If they are identical, select OK. The system will select the checkbox for the appropriate existing organization category.
  - If not, select Cancel and the system accepts the text field entry.

**Step 3: Describe your inquiry.**

- For Inquirer Type, select from the choices in the dropdown list by clicking on the down arrow. You can also begin typing the name of your Inquirer Type in the field search bar to find your Inquirer Type.

- For Inquiry Description, please provide a comprehensive description, including any applicable regulations.

**Step 4: Submit the form.**

- The Submit button will display when all required fields are completed.

- When you click the Submit button, a confirmation message with your Case number will appear on the screen. You will also receive an email confirmation summarizing your request and providing you with additional guidance.
Public Health Emergency (PHE) Inquiry Form

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-XXXX (Expires XX/XX/XXXX). This is a voluntary information collection. The time required to complete this information collection is estimated to average 1 hour per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1890. ****CMS Disclosure**** Please do not send applications, claims, payments, medical records, or any documents containing sensitive information to the PRA Reports Clearance Office. Please note that any correspondence not pertaining to the information collection burden approved under the associated OMB control number listed on this form will not be reviewed, forwarded, or retained. If you have questions or concerns regarding where to submit your documents, please contact Adriane Saunders at Adriane.Saunders@cms.hhs.gov

What would you like to do?  
- I want to submit a waiver / flexibility request
- I want to submit an inquiry request

Submit an inquiry

1. Select a Public Health Emergency
   Select the Public Health Emergency (PHE) that applies to your request
   - Public Health Emergency (PHE) (required) *
     - Coronavirus Disease 2019 (COVID-19)

2. Provide Your Contact Information
   This will help us keep you updated on your request's progress

   Point of Contact
   Who should CMS contact in response to this inquiry request?

   Email address (required) *
   - email@email.com

   Confirm Email address (required) *
   - email@email.com

   First name (required) *
   - First

   Last name (required) *
   - Last

   Phone number
   - 000-000-0000

   Enter your phone number. (optional)

   Retype your email address confirmation. Do not copy/paste.
Select the Organization Categories that best describe your organization from any of the three tabs. At least one checkbox is required, but you may select multiple checkboxes.

Click on the down arrow to find your Inquirer Type or begin typing the name of your Inquirer Type in the field search bar.

*Note: The Submit button will display only after all required fields are complete.
You will receive a system-generated email confirming that we have received your request. The email will include the case number that has been assigned to your request, which you can reference in any follow-up communications with CMS.

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12/30/2020

First Last

Thank you for getting in touch!

We appreciate you contacting the Centers for Medicare & Medicaid Services (CMS) and we're grateful for the assistance you are providing during this Public Health Emergency (PHE). Your inquiry has been successfully submitted. Please refer to Case # CS1115385 when following up on this inquiry. If you need to submit an attachment or additional information, please do so by simply replying to this e-mail.

Summary of Inquiry:

Public Health Emergency: Coronavirus Disease 2019 (COVID-19) 01/27/2020 - 01/21/2021

Email address: email@email.com

First name: First

Last name: Last

Phone number:

Inquiry Information

Inquiry Type: Medicare Telehealth

Inquiry Description: We are a large, multi-specialty group medical practice. How can we confirm which of our specialties are covered by the blanket waiver for Medicare telehealth services?

Again, thank you. One of our colleagues will send you feedback soon via e-mail.

Do NOT share Personally Identifiable Information (PII) and/or Public Health Information (PHI).

Ref: MSG13605277