Electronic Signature How To Guide

The Provider Enrollment, Chain, and Ownership System (PECOS) allows authorized providers and suppliers to electronically sign their Medicare enrollment applications. Utilizing the electronic signature process ensures faster application submission, resulting in an earlier effective date. This feature does not change who is required to sign the application.

In PECOS, all individual practitioners are required to e-sign the Certification and Authorization Statements as part of the submission process. This applies to Physicians and Non-Physician Practitioners, including those enrolling just to order and refer. All Organizational users will have an authorized signer to electronically sign their certification statements as part of the submission process.

Any Individual Provider application (855-I) containing new reassignments (855-R) can be electronically signed as part of the submission process; however, you must select the Authorized Official (AO) or Delegated official (DO) for the Organization that is accepting the reassignment and enter that official’s email address. The official will then be required to electronically sign the application by following the instructions in an email generated by PECOS.

If an individual provider or AO/DO does not want to use the e-signature process, they can print, sign, and upload the signed statement. Printed and mailed certification statements will no longer be accepted by their Medicare Administrative Contractor for online application submissions. Mailed certification statements are still acceptable for paper submissions.

**Individual Enrolling and Reassigning Benefits Workflow:**

**Step 1: Provider Logs into PECOS at [https://pecos.cms.hhs.gov](https://pecos.cms.hhs.gov)/.**

**PECOS is accessed by the same user ID and Password used for National Plan and Provider Enumeration System (NPPES)**
Step 2: Provider Selects My Associates

Welcome Daniel Plainview

Release Notes

Want to learn what's new in the latest PECOS release? Please review the Release Notes[PDF].

System Notifications

Note: JavaScript must be enabled in your Internet browser for PECOS to work properly. If JavaScript is currently disabled in your browser, refer to the Accessibility section in PECOS Help for instructions on enabling JavaScript.

Details

- Some features of PECOS are not compatible with IE 10 and IE 11 browsers. These issues can be remediated by enabling Compatibility View. For assistance, please contact your Internal IT support helpdesk.
- For more details on this compatibility view settings for IE 10 please go to the following site.
- For more details on this compatibility view settings for IE 11 please go to the following site.

Manage Medicare and Account Information

- MY ASSOCIATES
  - Enroll in Medicare for the first time
  - View and update existing Medicare information
  - Continue working on saved applications

- ACCOUNT MANAGEMENT
  - Update your user account information, request or remove access to organizations
  - Manage access to Medicare enrollments
Step 3: Provider selects View Enrollments for the correct Associate.
Step 4: From the My Enrollments page, the provider scrolls to the enrollment they would like to e-sign and selects More Options.

Step 5: Provider chooses the option to continue working on application.
Step 6: Provider completes online Enrollment Application (Topic View or Fast Track View).
Step 7: Once all topics have been completed and all errors corrected, if applicable, the provider selects begin submission.

Step 8: Provider identifies the Authorized Official (AO) for the entity receiving the reassigned benefits.
Step 9: Provider selects a signature method for each identified signer.

The Provider selects the Electronic method for the Authorized Official (AO), and enters an email address to notify the AO that an enrollment is pending their signature.
Manage Signatures

(*) Red asterisk indicates a required field.

Name: GOPAL JIV
TIN: XXX-XX-XXXX
Web Tracking ID: T112420200000031
NPI: 5786485648

PECOS now allows users to upload signed documents. Please upload your certification statement(s), authorization statement(s), and CMS-588 forms on this page, or after submission, by navigating to the My Enrollments page and selecting the Manage Signatures option.

Note: Users will no longer be able to mail in signature documents. Please select either Electronic or Upload.

Any Authorized or Delegated Officials with an ITIN will not be able to submit electronic signatures. Authorized or Delegated Officials with an ITIN entered on this application must now upload their signature documents.

Please select a signature method for each signer:

Name: ANASVA SOLOIA
SSN: XXX-XX-XXXX

- Signature Method for ANASVA SOLOIA: Upload

Role: AUTHORIZED OFFICIAL
Document: AUTHORIZATION STATEMENT FOR ORGANIZATIONS (855R)

Note: You may upload a signature document now, prior to application submission, or after the submission of this application. To upload a signature document after submission, or to change the signature method, navigate to the My Enrollments page, find this application, and select the Manage Signatures option.

The following documents can be used to upload a signature:

- Signature page from the corresponding Medicare provider/supplier enrollment application form available on the CMS website.
- Signature page from the Required/Supporting Documentation topic, or from the My Enrollments Page select this application then select View > View Printable Certification

To upload a signature document now, browse for the file then select the Upload button.

Document: AUTHORIZATION STATEMENT FOR ORGANIZATIONS (855R)

The provider selects the Upload method for the AO. The provider can upload the signature document now or after submission.
Step 10: Provider reviews and agrees to the Terms and Conditions.

Provider must agree to the terms and conditions by checking both boxes. By accepting the terms and conditions the provider’s e-signature is complete.

Step 11: Provider selects their fee-for-service contractor from the drop down box and clicks Apply.
Step 12: The Submission Page is displayed with a list of all required and supporting documentation that must be completed and mailed to the fee-for-service contractor if not digitally uploaded. Once reviewed the provider clicks the Complete Submission button.

Step 13: A pop up message will appear prompting the provider to print, complete and mail, to the fee-for-service contractor, any required or supporting documentation. The provider clicks OK.
Step 14: The Complete Submission confirmation page displays. Print the Provider Submission Confirmation Page for your records. Mail a copy of this page and all supporting documentation, if not digitally uploaded, to your Fee-For-Service contractor.
Step 15: The AO of the organization receiving reassigned benefits (from Step 9) will receive a PECOS-generated email containing information about the enrollment application requiring his/her signature and a unique personal identification number (PIN) required to e-sign the document.

The email will provide two options for e-signing the application:

**Option 1:** Log into Internet-based PECOS using your existing PECOS ID and password (Workflow outlined in Step 16), or

**Option 2:** E-Sign via the PECOS E-signature website if you don’t have an existing PECOS ID and password (Workflow outlines in Step 17)

Note: The PIN received by email will expire after 72 hours. The Individual provider has the ability to resend the E-Signature email, which will reset the PIN, if needed.

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Step 16: **Option 1 - E-signing using existing PECOS ID and password.**

Welcome to the Medicare Provider Enrollment, Chain, and Ownership System (PECOS)

PECOS supports the Medicare Provider and Supplier enrollment process by allowing registered users to securely and electronically submit and manage Medicare enrollment information.

**USER LOGIN**

You may use your NPPES or PECOS username and password to log in.

<table>
<thead>
<tr>
<th>User ID</th>
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<table>
<thead>
<tr>
<th>* Password</th>
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**LOG IN**

Forget Password?

Manage/Update User Profile

If you are having issues with your User ID/Password and are unable to log in, please contact the External User Services (EUS) Help Desk at 1-866-464-9466 (TTY: 1-866-523-4759)

**BECOME A REGISTERED USER**

You may register for a user account if you are an Individual Practitioner, Authorized or Delegated Official for a Provider or Supplier Organization, or an individual who works on behalf of Providers or Suppliers.

Register for a user account

Note: If you are a Medical Provider or Supplier, you must register for an NPI before enrolling with Medicare.
Step 16a: The Manage Signature section displays all applications pending the AO’s signature. The AO identifies the application they wish to e-sign and clicks the View and Sign button.
Step 16b: The AO reviews and agrees to the Terms and Conditions.

The AO must agree to the terms and conditions by checking the box. By accepting the terms and conditions and submitting the provider’s e-signature is complete.

Step 16c: The AO receives confirmation that their e-signature has been accepted.
Step 17: **Option 2 - E-sign via the PECOS E-signature website**
The AO accesses the PECOS e-signature website at https://pecos.cms.hhs.gov/pecos/eSignLogin.do, contained within the email.

The AO enters the required identity information, their email address and PIN contained within the PECOS generated emails.

Step 17a: The Signatures section displays all applications pending the AO’s signature. The AO identifies the application they wish to e-sign and clicks the View and Sign button.
Step 17b: The AO reviews and agrees to the Terms and Conditions.

The AO must agree to the terms and conditions by checking the box. By accepting the terms and conditions and submitting the provider’s e-signature is complete.

Step 17c: The AO receives confirmation that their e-signature has been accepted.

Learn more about PECOS at https://PECOS.CMS.hhs.gov, and be on the lookout for more enhancements in the coming months! Questions concerning a system issue regarding PECOS should be referred to the CMS EUS Help Desk at 866-484-8049 or EUSSupport@cgi.com, Monday – Friday, 7am – 7pm EST. You can also access the CMS EUS Help Desk at https://eus.custhelp.com/
<table>
<thead>
<tr>
<th>Key Terms</th>
<th>Definitions</th>
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<tbody>
<tr>
<td>Authorized Official (AO)</td>
<td>Person who is authorized to legally bind a company.</td>
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<tr>
<td>Delegated Official (DO)</td>
<td>Person who is delegated by an authorized official the authority to report changes and updates to the supplier’s enrollment record</td>
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<tr>
<td>E-Signature</td>
<td>Act of recording a user’s: identity, intent, and acceptance or confirmation.</td>
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<tr>
<td>Individual Provider</td>
<td>Individual Provider or Supplier who enrolls in Medicare.</td>
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<tr>
<td>The Certification Statement</td>
<td>The information collected supports identification of the persons legally authorized to enroll the provider in the Medicare program, make enrollment changes, and bind the provider to the laws, regulations, and instructions of the program.</td>
</tr>
<tr>
<td>The Authorization Statement</td>
<td>The information collected supports identification of the persons legally authorized to approve the reassignment of benefits to a supplier or the termination of a reassignment of benefits to a supplier. When a user adds or terminates a reassignment of benefits in PECOS PI. An Authorization Statement has to be signed by the party reassigning/terminating benefits and the party receiving benefits.</td>
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