DEPARTMENT OF HEALTH AND HUMAN SERVICES
Centers for Medicare & Medicaid Services

**Medicare
Learning
Network** ®

Official Information Health Care
Professionals Can Trust

Internet-based Provider Enrollment, Chain and Ownership System (PECOS) Contact Information

PROVIDER–SUPPLIER ENROLLMENT FACT SHEET SERIES

The Centers for Medicare & Medicaid Services (CMS) External User Services (EUS) Help Desk assists with application navigation or access problems you may encounter while using Internet-based PECOS. This fact sheet provides contact information you can use if you encounter:

- A **navigation problem** that occurs when you are unable to determine how to use Internet-based PECOS.
- An **access problem** that occurs when Internet-based PECOS is not operating properly (for example, the website is not operational or is operating slowly, 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.
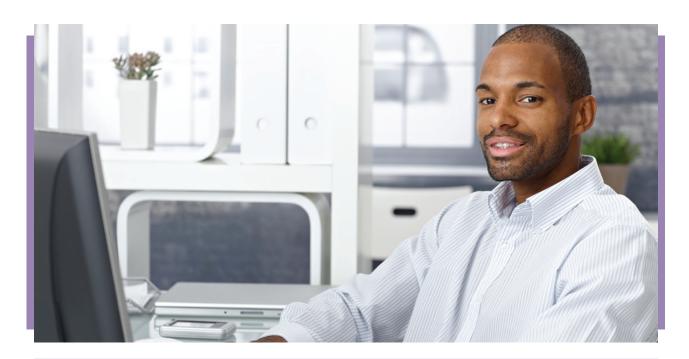
Who Should I Call?

- To report application, navigation, access, or printing problems with Internet-based PECOS, contact the CMS EUS Help Desk at 1-866-484-8049 (TTY 1-866-523-4759), or send an e-mail to EUSSupport@cgi.com.
- For help establishing a National Plan and Provider Enumeration System (NPPES) User ID and password, changing your password, or retrieving a forgotten User ID or password, contact the National Provider Identifier (NPI) Enumerator at 1-800-465-3203 (TTY 1-800-692-2326), or send an e-mail to customerservice@npienumerator.com.

  NOTE: We recommend you change your NPPES password before accessing Internet-based PECOS for the first time and at least once a year thereafter. You cannot change your NPPES User ID.

- If you have a valid NPPES User ID and password, but are unable to access Internet-based PECOS, contact the CMS EUS Help Desk at 1-866-484-8049 or TTY 1-866-523-4759, or send an e-mail to EUSSupport@cgi.com.
- To ask a question about provider enrollment, contact your Medicare enrollment contractor. For Medicare provider enrollment contact information for each State, visit http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/contact_list.pdf on the CMS website.

If you are unsure who to call for assistance, refer to the "'Who should I call?' CMS Provider Enrollment Assistance Guide" at http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/CMSProviderEnrollmentAssistanceGuide.pdf on the CMS website.

Resources

- For more information about the Medicare enrollment process, visit the Medicare Provider-Supplier Enrollment web page at http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll on the CMS website, or scan the Quick Response (QR) code on the right with your mobile device.

- To access Internet-based PECOS, visit https://pecos.cms.hhs.gov/pecos/login.do on the CMS website.

- For more information about the NPI, visit http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProvIdentStand or https://nppes.cms.hhs.gov/NPPES/Welcome.do on the CMS website.

- The Medicare Learning Network® (MLN) Educational Web Guides MLN Guided Pathways to Medicare Resources helps providers gain knowledge on resources and products related to Medicare and the CMS website. For more information applicable to you, refer to the section about your provider type in the "MLN Guided Pathways to Medicare Resources Provider Specific" booklet at http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/Guided_Pathways_Provider_Specific_Booklet.pdf on the CMS website. For all other "Guided Pathways" resources, visit http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Guided_Pathways.html on the CMS website.

Submit All Enrollment Materials Electronically

CMS improved Internet-based PECOS with a digital document feature that allows you to submit your entire enrollment application, including supporting documentation, electronically. You no longer need to mail paper copies of your supporting documentation. For more information, refer to the "Digital Document Repository (DDR) How To Guide" at http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/DigitalDocumentRepository-HowToGuide.pdf on the CMS website.

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

The Medicare Learning Network® (MLN), a registered trademark of CMS, is the brand name for official information health care professionals can trust. For additional information, visit the MLN's web page at http://go.cms.gov/MLNGenInfo on the CMS website.

Your feedback is important to us and we use your suggestions to help us improve our educational products, services and activities and to develop products, services and activities that better meet your educational needs. To evaluate Medicare Learning Network® (MLN) products, services and activities you have participated in, received, or downloaded, please go to http://go.cms.gov/MLNProducts and click on the link called 'MLN Opinion Page' in the left-hand menu and follow the instructions.

Please send your suggestions related to MLN product topics or formats to MLN@cms.hhs.gov.

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