

FAQ'S



HOW WILL THIS REDESIGN AFFECT ME?

Q. What changes are there in PECOS's modernized design?

A. The new, modernized, PECOS allows you to better manage existing Medicare enrollments or create new ones, electronically. These changes include:

- Fast applications using pre-populated information
- Applications tailored to you
- View and manage all your information in one location
- One application updates multiple enrollments
- Simplified group management
- Fast and easy revalidation process
- Track the status of your applications in real-time
- Streamlined new design and workflows
- View all letters and notifications in one place

Q. Will records in the current PECOS transfer to the newly designed PECOS?

A. Yes, data in the current PECOS will transfer to the newly designed PECOS. Applications currently in progress can be continued in the newly designed PECOS from where you left off. Applications that were previously closed will be available but will include limited information. All records transferred from the current PECOS to the newly designed PECOS will be noted as such to make them easily identifiable.

Q. Will my MAC change?

A. No. Your current MAC will remain the same. When you submit an application, PECOS will notify you of which MAC the application will be sent to for processing. For more information on MAC jurisdictions, visit CMS.gov.

Q. Will my login information change?

A. No. As a Provider, you will still log in to PECOS using your Identity & Access (I&A) Username and Password. For information on managing your I&A credentials, visit <https://nppes.cms.hhs.gov/#/>.

Q. Will "my connections" change?

A. No. As a Provider, or someone who works on behalf of Providers and Suppliers you will still have access to the connections you have been approved for in I&A.

APPLICATIONS (GENERAL)

Q. What's new about the Medicare application process in PECOS?

A. The simplified application process in PECOS makes it easier to create applications, and track their status. Now, applications are automatically:

- Tailored based on your application reason, only showing what is relevant to you
- Pre-populated using your existing Medicare information
- Checked for errors and validated as you go
- Tracked, with real-time status update

Q. Why is the application process in PECOS being redesigned?

A. The application process in PECOS has been redesigned to simplify applying for Medicare and managing current enrollments. Now, PECOS:

- Displays all your Medicare enrollment information in one easy-to-view location
- Ensures your information is consistent across your enrollments
- Pre-populates your existing information into your applications
- Allows you to submit a single application to update information in multiple states
- Prompts you to enter the right information, and checks it as you go

B. How do I know if I have successfully submitted my enrollment application?

A. When your application is submitted you will see a confirmation screen in PECOS, and you will receive a confirmation email notifying you that your application was received. You can see:

- Which MAC(s) your application was sent to for processing
- Unique application tracking number
- Basic information relating to your applications

Once submitted the status tracker for that application will be updated in real-time.

Q. How are applications pre-filled with my information?

A. Whether you are an individual provider or a large organization, the information Medicare has on file for your enrollments is stored in your national profile. When you begin an application, it is pre-populated with the information Medicare has on file for you, speeding up the enrollment process.

Q. Do I need to provide information multiple times within an application?

A. As you complete an application, future sections of the application are pre-filled with smart options based on the information you entered. Rather than entering information again, you can select from the information you have already provided, reducing repetitive tasks and ensuring greater accuracy.

Q. What changes are there in PECOS for submitting and managing documents?

- A.** The changes in PECOS to how documents are submitted and managed allows for easy access and faster processing. Some changes include:
- Upload documents directly into the application sections
 - PECOS identifies all the required supporting documents that are required for your specific application before you can submit
 - View all of your documents in one location in your national profile
 - Documents carry over to subsequent applications and similar enrollments, when applicable

Q. Can I still submit paper applications?

- A.** Paper applications are currently still being accepted for Medicare Enrollment. It is highly encouraged to complete applications through PECOS. Applications submitted through PECOS generally require less time for processing.

Q. Can I see paper applications in PECOS?

- A.** Yes. Your paper application will be available to view after it has been received by your MAC and entered in to PECOS.

Q. I have submitted paper applications in the past, but would like to submit applications in PECOS now. What do I need to do to access PECOS?

- A.** To start a new Medicare application or manage your existing enrollments. You can sign into PECOS using your Identity and Access Management (I&A) account for more information on how to obtain an I&A account visit: <https://nppes.cms.hhs.gov/#/>.

CONSOLIDATED APPLICATIONS

Q. What is a consolidated application?

- A.** A consolidated application is a combined application that updates multiple enrollments. Consolidated applications make it easy to submit changes across multiple similar enrollments and multiple Medicare Administrative Contractors (MACs).

When I submit a Consolidated Application, do I need to send a copy to each Medicare

Q. Administrative Contractor (MAC)?

- A.** No, when you submit a consolidated application that would require sending information to two different MACs PECOS automatically separates the application and sends the appropriate information to your MACs.

Q. Are application fees for consolidated applications different?

- A.** No. Whether you choose to submit a consolidated application that covers multiple enrollments or an individual application for each enrollment, the fees will be the same. Application fees are automatically determined by each application.

Q. In a consolidated application for multiple states, how do I know I am meeting the requirements for each state?

A. The new rapid application review process prompts you to enter the right information and validates it as you go. This smart error process checks to ensure you have provided the correct information, and that your applications are complete.

NATIONAL PROFILE

Q. What is a national profile?

A. In PECOS, you now have a national profile that stores information Medicare has on file for your enrollments. You can easily view names, licenses, locations, ownership, and other information shared across enrollments. Your national profile automatically updates when applications are approved.

Q. Who has a national profile? Whose national profile can I see?

A. Every individual and organization in Medicare has a National Profile in PECOS. You can view profiles for providers and suppliers you are connected to through the Identity and Access Management system (I&A).

Q. What information can I view in a national profile?

A. A national profile contains information Medicare has on file that is shared across enrollments. This includes:

- Identifying information (e.g. Legal Name, National Provider Identifier)
- Associations (e.g. Authorized Officials, Owners, Directors, etc.)
- Documents submitted in your applications
- Any correspondence from or to your Medicare Administrative Contractor

Q. Can I edit the information in my national profile?

A. Yes. If your information changes, you can submit an application to update your profile and enrollment information. When your application is approved, your profile automatically updates for you.

RESOURCES FOR LEARNING AND HELP

Q. Do I need extensive training to use PECOS?

A. The updates made to PECOS make it easy to use without any training. If you do have questions or need help, PECOS has an extensive knowledge base with searchable reference materials, how-to videos, and frequently asked questions. The EUS Helpdesk and your MAC are also available to answer your PECOS questions.

Q. How can I learn how to use PECOS?

A. A robust Knowledge Base will be available to you. The Knowledge Base will include materials to teach you how to use PECOS, answer any questions you may have, and much more.

Q. Can my Medicare Administrative Contractor help me with applications?

A. While they can't submit an application for you, MACs can now view your application in real-time and provide assistance all without "screen sharing."

PRODUCT AVAILABILITY INFORMATION

Q. When will I be able to start using the newly designed PECOS?

A. For more updates on when PECOS will be available please subscribe to the weekly MLN Connects® newsletter

Q. Will PECOS be unavailable for a period of time, during this upgrade?

A. During the upgrade PECOS will not be unavailable for an extended period of time; and there will not be any interruption to claims.

Q. Who can I contact with questions I have about the redesigned PECOS?

A. For updates on the redesign of PECOS, visit CMS.gov. After the redesign of PECOS is made available to all users in summer of 2023, the extensive PECOS Knowledge Base will be available with searchable reference materials and how-to videos. For questions on navigating PECOS or the processing of your applications, please contact the EUS helpdesk or your Medicare Administrative Contractor (MAC).