

Contact Information

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Internet-Based Provider Enrollment, Chain and Ownership System (PECOS)

Information for Provider and Supplier Organizations

June 1, 2009

When to Contact the Centers for Medicare & Medicaid Services (CMS) External User Services (EUS) Help Desk

PECOS users should contact the CMS EUS Help Desk to report:

- Problems accessing Internet-based PECOS (for example, forgotten PECOS User ID/password, unable to access Internet-based PECOS with valid PECOS User ID/password)
- Questions about navigating through the Internet-based PECOS screens
- Poor system performance (for example, the system is operating too slowly; error messages are displayed that are not Internet-based PECOS prompts; the user is timed out of Internet-based PECOS too soon; other situations in which Internet-based PECOS does not seem to be performing properly)

The CMS EUS Help Desk can be reached by phone at 1-866-484-8049 or by e-mail at EUSSupport@cgi.com.

When to Contact the Medicare Provider Enrollment Contractors

Internet-based PECOS users should contact the appropriate Medicare provider enrollment contractor for questions about:

- Provider and supplier enrollment eligibility
- Provider and supplier enrollment requirements
- Provider and supplier enrollment policy

Contact information for the provider enrollment contractors is available from the Medicare provider enrollment web page: www.cms.hhs.gov/MedicareProviderSupEnroll.