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

**Medicare
Learning
Network** ®

**Official CMS Information for
Medicare Fee-For-Service Providers**

The Basics of Internet-based Provider Enrollment, Chain and Ownership System (PECOS) for Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Suppliers

PROVIDER–SUPPLIER ENROLLMENT FACT SHEET SERIES

Internet-based PECOS is an electronic Medicare enrollment system through which providers and suppliers can:

- Submit Medicare enrollment applications;
- View and print enrollment information;
- Update enrollment information;
- Complete the revalidation process;
- Voluntarily withdraw from the Medicare Program; and
- Track the status of a submitted Medicare enrollment application.

This fact sheet provides education to DMEPOS suppliers on how to use Internet-based PECOS and includes a list of Frequently Asked Questions (FAQs).

Medicare Enrollment Application Submission Options

DMEPOS suppliers can apply for enrollment in the Medicare Program, make a change to their enrollment information, or revalidate their enrollment using either:

- Internet-based PECOS located at https://pecos.cms.hhs.gov/pecos/login.do on the Centers for Medicare & Medicaid Services (CMS) website; or
- The paper enrollment application, Form CMS-855S.

Internet-based PECOS Is Easy!

We encourage you to use Internet-based PECOS in lieu of the Medicare enrollment application. Advantages of using Internet-based PECOS include:

- Faster than paper-based enrollment;
- Tailored application process means you only supply information relevant to your application;
- Gives you more control over your enrollment information, including reassignments;
- Easy to check and update your information for accuracy; and
- Less staff time and administrative costs to complete and submit enrollment to Medicare.

Steps That Must Be Taken Before a DMEPOS Supplier Can Use Internet-based PECOS

Individual DMEPOS Suppliers (i.e., Sole Proprietorships)

Physicians and non-physician practitioners who are DMEPOS suppliers may access Internet-based PECOS by using the User ID and password established through the National Plan and Provider Enumeration System (NPPES) for National Provider Identifiers (NPIs). If you do not have an NPPES User ID and password, visit https://nppes.cms.hhs.gov/NPPES/Welcome.do on the CMS website. If you have forgotten your User ID or password, or if you need assistance accessing NPPES to establish your User ID and password, you may contact the NPI Enumerator at 1-800-465-3203, or send an e-mail to customerservice@npienumerator.com.

Organization DMEPOS Suppliers (i.e., Corporations)

Before you can complete any enrollment action using Internet-based PECOS on behalf of a DMEPOS supplier that is an organization, a number of steps must be taken. These steps register and authenticate the Authorized Official (AO) of the DMEPOS supplier organization and the individual(s) who will use Internet-based PECOS on behalf of the DMEPOS supplier organization. The AO must meet the regulatory definition of an "Authorized Official" found at 42 Code of Federal Regulations (CFR) Section 424.502.

Steps for the AO of the DMEPOS Supplier:

1. Visit Internet-based PECOS at https://pecos.cms.hhs.gov/pecos/login.do on the CMS website and choose the option "Create a Login" under the Provider/Supplier Organization Users section. This will direct you to the PECOS Identity and Access Management (I&A) system screen where you must register.

   Once the I&A process is completed, you can use Internet-based PECOS. However, you may want to delegate this responsibility to another individual.

   a. Create a PECOS User ID and password as part of the registration process.

      NOTE: User IDs and passwords are secure data and should not be shared. Do not use dates of birth, Social Security Numbers (SSNs), or any other personal identification information within a User ID or password.

   b. Provide the requested information to CMS.

   c. The CMS External User Services (EUS) Help Desk verifies the information you furnished.

2. If approved by the CMS EUS Help Desk, you'll get an e-mail notification from the CMS EUS Help Desk.

3. For security reasons, you should change your PECOS password periodically – at least once a year. User IDs cannot be changed. You may change your PECOS password by visiting Internet-based PECOS at https://pecos.cms.hhs.gov/pecos/login.do on the CMS website, logging on, and following the instructions on the screens. In most cases, a password can be changed in less than 5 minutes.

   NOTE: The AO approves the individual(s) to use Internet-based PECOS on behalf of the DMEPOS supplier organization. Therefore, after approval by the CMS EUS Help Desk, you should periodically check your e-mail to take the actions requested by the CMS EUS Help Desk.

Steps for the Individual(s) Who Use Internet-based PECOS on Behalf of a DMEPOS Supplier Organization:

1. Visit Internet-based PECOS at https://pecos.cms.hhs.gov/pecos/login.do on the CMS website and choose the option "Create a Login" under the Provider/Supplier Organization Users section. This will direct you to the PECOS Identity and Access Management (I&A) system screen where you must register.

   a. Create a PECOS User ID and password as part of the registration process.

      NOTE: User IDs and passwords are secure data and should not be shared. Do not use dates of birth, SSNs, or any other personal identification information within a User ID or password.

   b. Provide the requested information to CMS. This includes information about your employer and the DMEPOS supplier organization on whose behalf you're submitting enrollment applications. If employed by the DMEPOS supplier organization, the information you enter for the employer should be the same as that entered for the DMEPOS supplier organization.

   c. The AO approves you for PECOS access by responding to a system-generated e-mail from the CMS EUS Help Desk.

   d. Once the AO approves your access, you are considered a PECOS user.

2. As a PECOS user, you may log on to Internet-based PECOS to submit enrollment applications on behalf of a DMEPOS supplier organization or to view the enrollment record of an enrolled DMEPOS supplier organization.

   The Security Consent Form allows the PECOS user to view the DMEPOS supplier organization's existing enrollment information. If the Security Consent Form has not been generated and approved, download the Security Consent Form from Internet-based PECOS. Ensure the form is completed, signed, and dated by the AO of the DMEPOS supplier organization and the representative of your employer (referred to as the "Employer Organization" in the Security Consent Form and who is requesting approval to submit enrollment applications on behalf of the DMEPOS supplier organization). If the individual is employed by the DMEPOS supplier organization, the AO must sign and date the form in two places. Mail the completed, signed, and dated Security Consent Form to the CMS EUS Help Desk.

3. If the Security Consent Form is approved by the CMS EUS Help Desk, the AO of the DMEPOS supplier organization will get an e-mail notification from the CMS EUS Help Desk.

   NOTE: The Security Consent Form cannot be approved if the AO of the DMEPOS supplier organization is not approved by the PECOS I&A system.

   NOTE: The Security Consent Form is completed only once to establish the relationship between the DMEPOS supplier organization and the employer organization whose employee(s) will submit enrollment applications on behalf of the DMEPOS supplier organization. More than one individual may request access to Internet-based PECOS for a given DMEPOS supplier organization, but the Security Consent

Form is generated and completed by the first approved user who logs on to Internet-based PECOS to submit an enrollment application for the given DMEPOS supplier.

4. For security reasons, you should change your PECOS password periodically – at least once a year. User IDs cannot be changed. You may change your PECOS password by visiting Internet-based PECOS at https://pecos.cms.hhs.gov/pecos/login.do on the CMS website, logging on, and following the instructions on the screens. In most cases, a password can be changed in less than 5 minutes.

The process described above may take several weeks to complete. If a DMEPOS supplier organization has an urgent need to enroll, re-enroll, update, or revalidate its enrollment information, the organization may complete a paper Medicare enrollment application, and mail it to the National Supplier Clearinghouse-Medicare Administrative Contractor (NSC-MAC).

Using Internet-based PECOS to Initiate an Enrollment Application for a DMEPOS Supplier

As a PECOS user, you must follow these steps when using Internet-based PECOS to submit an enrollment application:

1. Log on to Internet-based PECOS at https://pecos.cms.hhs.gov/pecos/login.do on the CMS website.

2. Initiate an enrollment action by selecting an existing enrollment or an initial enrollment. Internet-based PECOS is a scenario-driven system – it presents a series of questions to retrieve only the information needed to process your specific enrollment scenario.

3. Once Internet-based PECOS determines the scenario, the "Enrollment Overview" page summarizes the task you are about to begin and allows you to confirm that it is correct. To complete each task, enter the required information by navigating through the screens that display.

4. At the end of the data entry process, Internet-based PECOS:

- Ensures that you entered all required data.

- Allows you to print a copy of your enrollment application. We recommend you also print a copy for the DMEPOS supplier organization's records.

- Displays a list of any required paper documentation that must be mailed to the NSC-MAC.

    NOTE: The NSC-MAC will notify you if additional information is required. To ensure timely processing of your enrollment application, do not delay mailing the required supporting documentation.

- Prompts you to electronically sign and certify the application or print the two-page Certification Statement. The Certification Statement must be printed, signed (original signature, preferably in blue ink), and dated by the individual DMEPOS supplier (if a sole proprietor) or by the AO of a DMEPOS supplier organization.

- Displays the name and mailing address of the NSC-MAC.

    NOTE: The NSC-MAC is not permitted to begin processing an Internet enrollment application without your electronic signature or signed and dated Certification Statement, and cannot complete the processing of the application without the required supporting documentation. In addition, your effective date of filing an enrollment application is the date the Medicare enrollment contractor gets your electronic signature or signed and dated Certification Statement.

- Electronically transmits the enrollment application. (The user who submits an enrollment application using Internet-based PECOS should **not** mail a copy of the printed enrollment application to the NSC-MAC; that copy is for your records.)

- Sends you an e-mail indicating your enrollment application was successfully transmitted to the NSC-MAC. You must ensure that if you choose to mail the signed and dated paper Certification Statement, that it gets mailed to the NSC-MAC in a timely manner (ideally within 1 week) in order for your application to be processed.

Improvements to Internet-based PECOS

CMS improved Internet-based PECOS in the following ways to reduce data entry time and increase access to information:

- **Electronic Signature** – You may digitally sign and certify the application.
- **Access to More Information** – You can see if your Medicare enrollment contractor sent you a request for revalidation.
- **Multiple Views of Your Information** – You can switch between Topic View and Fast Track View (the Fast Track View allows you to quickly review all enrollment information on a single screen).
- **Overall Usability** –
    - You can access previously used address information when completing an application.
    - You can quickly update and resubmit an application returned for correction via Internet-based PECOS as part of any application submission.
    - You now have fewer screens and steps to navigate when you are changing information or revalidating your application(s).

5. Once your Internet-based PECOS application is electronically submitted, it is "locked," meaning it cannot be edited by you, unless the NSC-MAC returns the application to you electronically for corrections through Internet-based PECOS.

Checking the Status of an Enrollment Application Using Internet-based PECOS

You may use Internet-based PECOS to check the status of your application by clicking on the "PECOS Self Service Application" link from the Internet-based PECOS homepage. There are four application statuses:

1. **Received by the NSC-MAC** – A user successfully submitted an electronic enrollment application to the NSC-MAC.

2. **Reviewed by the NSC-MAC** – The NSC-MAC is reviewing the enrollment application.

3. **Returned for Additional Information** – The NSC-MAC has returned the application to the user for additional information.

   NOTE: You should respond to any request(s) from the NSC-MAC as soon as possible, but within 30 days of the request. Failure to respond to the NSC-MAC's request for information will delay processing of the application, or may cause the application to be denied or rejected.

4. **Approved or Rejected** – The NSC-MAC has processed the enrollment application. The final status is displayed.

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 report Internet-based PECOS navigation, access, or printing problems, contact the CMS EUS Help Desk at 1-866-484-8049, or send an e-mail to EUSSupport@cgi.com.

- Contact the NSC-MAC about any additional questions regarding the Medicare enrollment process. For NSC-MAC contact information, visit http://www.palmettogba.com/Palmetto/Providers.nsf/cudocs/National%20Supplier%20Clearinghouse?open&Expand=1 on the Internet.

- For information about the NPI, visit http://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProvIdentStand 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.

> **Other Important Information for DMEPOS Providers**
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> For information on DMEPOS accreditation and surety bonds, visit http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll on the CMS website.
>
> For information on DMEPOS Competitive Bidding, visit http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/DMEPOSCompetitiveBid on the CMS website.

The following pages contain FAQs about Internet-based PECOS for DMEPOS suppliers.

Internet-based PECOS for DMEPOS Suppliers
Frequently Asked Questions (FAQs)

General Information

What information do I need before I begin my enrollment via Internet-based PECOS?

Below is a list of the information needed to complete an initial enrollment action using Internet-based PECOS. This information is similar to what is needed to complete a paper Medicare enrollment application.

- The legal business name of the DMEPOS supplier;
- The Taxpayer Identification Number (TIN) of the DMEPOS supplier;
- The NPI of the DMEPOS supplier;
- If already enrolled, the NSC Number (sometimes referred to as the Provider Transaction Access Number [PTAN] or the Medicare Identification Number) of the DMEPOS supplier;
- Current practice location address;
- Accreditation information;
- Information about the products and services you offer and any applicable business and professional license(s);
- Information about any final adverse action(s), if applicable. A final adverse action includes:
  - A Medicare-imposed revocation of any Medicare billing privileges;
  - Suspension or revocation of a license to provide health care by any State licensing authority;
  - A conviction of a Federal or State felony offense (as defined in 42 CFR Section 424.535(a)(3)(i)) within the 10 years preceding enrollment, revalidation, or re-enrollment; or
  - An exclusion or debarment from participation in a Federal or State health care program;
- Surety bond information;
- Ownership information;
- Liability insurance information; and
- Bank account information, to be reported on Form CMS-588 "Electronic Funds Transfer (EFT) Authorization Agreement."

Am I required to complete and submit enrollment applications via Internet-based PECOS?

No. You may complete and mail the paper Medicare enrollment application to the NSC-MAC.

How will I know if I successfully submitted my enrollment application using Internet-based PECOS?

Once your Medicare enrollment application has been electronically submitted, the "Submission Receipt" page appears. This page informs you that your application has been submitted for processing. The "Submission Receipt" page reminds you that the Certification Statement must be signed and dated by the AO of the DMEPOS supplier organization or by the DMEPOS supplier who is an individual (e.g., a physician), and that the Certification Statement and the supporting documentation must be mailed to the NSC-MAC. Internet-based PECOS sends a notification to each e-mail address listed in the "Contact Person" information section of the application as a reminder.

My organization has been enrolled in Medicare a number of years, but when I access Internet-based PECOS to view its enrollment, the information is not shown. Is this an error?

Even though an organization is enrolled in Medicare, the enrollment record may not be in Internet-based PECOS. If a DMEPOS supplier has not submitted a Medicare application to report changes to their enrollment information since 2003, the DMEPOS supplier does not have an enrollment record in PECOS.

Are there any processing limitations for Internet-based PECOS?

While Internet-based PECOS supports most enrollment application actions, there are some limitations. You **cannot** use Internet-based PECOS to:

- Change a DMEPOS supplier's legal business name or TIN.
- Change an existing business structure. For example:
  - A solely-owned Professional Association (PA), Professional Corporation (PC), or Limited Liability Corporation (LLC) cannot be changed to a sole proprietorship; or
  - A sole proprietorship cannot be changed to a PA, PC, or LLC.

My organization got a request from the NSC-MAC asking that we revalidate our enrollment information. What does this mean, and can I complete the action using Internet-based PECOS?

Yes, the most efficient way to submit your revalidation information is by using Internet-based PECOS. A provider or supplier organization must revalidate its application for billing privileges every 5 years after billing privileges are first granted. All providers and suppliers enrolled with Medicare prior to March 25, 2011, must revalidate their enrollment information, but only after getting notification from their Medicare enrollment contractor. **Do not submit a revalidation until asked to do so by your Medicare enrollment contractor.**

The most efficient way to submit your revalidation information is by using Internet-based PECOS. For more information, visit:

- Medicare Provider – Supplier Enrollment: Revalidations
  http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/Medicare ProviderSupEnroll/Revalidations.html
- Medicare Learning Network® (MLN) Matters® Article MM7350, "Implementation of Provider Enrollment Provisions in CMS-6028-FC"
  http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/ MLNMattersArticles/Downloads/MM7350.pdf
- MLN Matters® Special Edition Article SE1126, "Further Details on the Revalidation of Provider Enrollment"
  http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/ MLNMattersArticles/Downloads/SE1126.pdf

My organization's enrollment information changed. Are we required to update our Medicare enrollment information?

Yes. Following your initial enrollment, you are required to report certain changes, called reportable events.

What is a reportable event?

A reportable event is any change that affects information in a Medicare enrollment record. Reportable events include changes in location, ownership, banking arrangements, or changes in final adverse action(s). Failure to report these changes may affect claims processing, claims payment, or your eligibility to participate in the Medicare Program. **DMEPOS suppliers are required to report changes within 30 days of the reportable event.**

When is Internet-based PECOS available?

Internet-based PECOS is available from 5:00 a.m. to 1:00 a.m. Eastern Time, Monday through Saturday.

Application Fee, Certification Statement, and Supporting Documentation

Am I required to pay an application fee?

Yes. Institutional providers that are newly enrolling, re-enrolling, revalidating, or adding a new practice location must pay an application fee. For more information on who is subject to an application fee, visit http://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/ApplicationFeeRequirement Matrix.pdf on the CMS website. **For 2012, the application fee is $523.**

You may request a hardship exception by submitting a written request (and any supporting documentation) that describes the hardship and why the hardship justifies an exception. CMS makes determinations on whether to grant these requests on a case-by-case basis.

Medicare enrollment contractors may not process applications without payment of the proper application fee or an approved hardship exception. **If you do not pay the fee or submit a hardship exception request, the contractor will reject the application or revoke billing privileges (as applicable).**

What is the Certification Statement?

The two-page Certification Statement lists requirements that you must meet and maintain in order to bill the Medicare Program. The Certification Statement is generated when you use Internet-based PECOS. It contains the information found in Section 15 of Form CMS-855S. Read these requirements carefully. By signing and dating the Certification Statement, you attest that you read the requirements and understand them.

Is there additional information that I need to send to the NSC-MAC other than the electronically submitted application?
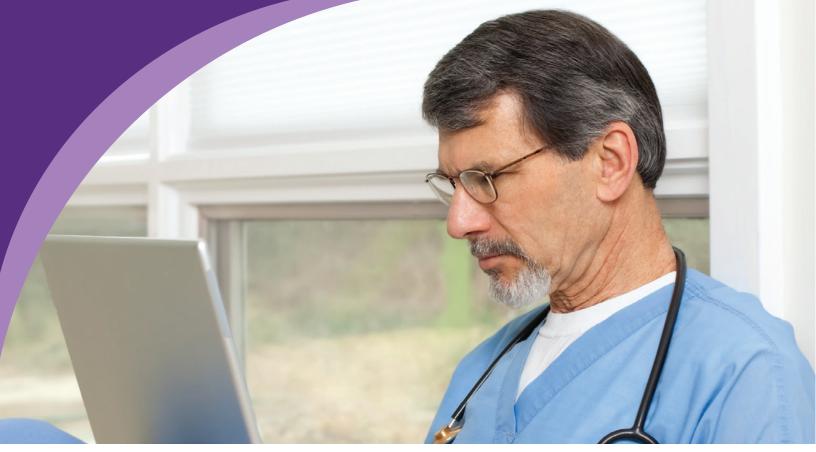
Yes. Along with the signed and dated Certification Statement, you may need to submit certain supporting documentation. When you electronically submit the Medicare enrollment application, the "Mailing Instructions, Print/Save Materials" page appears. This page lists the Certification Statement and supporting documentation required to complete the enrollment action.

When should I mail the Certification Statement and supporting documentation?

You should mail the Certification Statement and supporting documentation as soon as possible after submitting the application electronically, ideally within 1 week.

Do I still have to send to my Medicare enrollment contractor confirmation of account information on bank letterhead or a voided check if I electronically submit and sign the EFT Agreement?

Yes. You will still need to provide this information to your Medicare enrollment contractor. It is also important that you include a copy of the confirmation page containing the web tracking ID. This will ensure that the supporting documents mailed to your Medicare enrollment contractor get associated with your electronic EFT application submission.

What are the penalties for falsifying information when using Internet-based PECOS?

During the Internet-based PECOS application process, the "Penalties for Falsifying Information" page, which has the same text as the paper Medicare enrollment application, informs you of the consequences of providing false information on the enrollment application. You must acknowledge the "Penalties for Falsifying Information" page by clicking the "Next Page" button before continuing with the Internet submission process.

Enrollment Application Issues

I got an "Invalid Address" error. How do I resolve this?

An "Invalid Address" error indicates that the address entered is inconsistent with the United States Postal Service addresses. This page allows you to continue by either saving the address you entered or by selecting the address that Internet-based PECOS displays.

What is the Special Payments address?

Since Medicare claims payments are made by electronic funds transfer, the Special Payments address should indicate where all other payment information (e.g., paper remittance notices, special payments) should be sent.

Will I be timed out when using Internet-based PECOS?

As a security feature, you may be timed out if you are inactive (you do not hit any keys on your computer keyboard) for a period of 15 consecutive minutes. The system warns you of the inactivity and, if it gets no response after 5 additional minutes, you are logged off automatically. If you are in the process of completing an application in Internet-based PECOS and anticipate becoming inactive, you should save your work. If you do not save your work and are timed out, you must restart the process from the beginning.