Cahaba Presents:
A Beginner’s View of the Provider Enrollment Chain & Ownership System (PECOS)

PRESENTED BY

PART B
PROVIDER OUTREACH & EDUCATION

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Today’s Agenda

• Definition
• Background
• Digital Document Repository
• Frequently Asked Questions (FAQs)
• Resources
## Acronyms

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<tr>
<th>Acronym</th>
<th>Description</th>
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<tr>
<td>AO</td>
<td>Authorized Official</td>
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<td>CMS</td>
<td>Centers for Medicare and Medicaid Services</td>
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<td>DDR</td>
<td>Digital Document Repository</td>
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<tr>
<td>DO</td>
<td>Delegated Official</td>
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<tr>
<td>EUS</td>
<td>External User System</td>
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<tr>
<td>I&amp;A</td>
<td>Identity and Access Management System</td>
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<tr>
<td>MAC</td>
<td>Medicare Administrative Contractor</td>
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<tr>
<td>NPI</td>
<td>National Provider Identifier</td>
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<td>PECOS</td>
<td>Provider Enrollment Chain and Ownership System</td>
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<tr>
<td>PTAN</td>
<td>Provider Transaction Access Number</td>
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<tr>
<td>TIN</td>
<td>Tax Identification Number</td>
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Background

• The online enrollment system has been available to
  – Physicians and non-physicians - December 2008
  – Organizations - April 1, 2009

• Enrollment actions for individuals and provider/supplier organizations differ
Provider Enrollment Chain & Ownership System

• An electronic Medicare enrollment system

• Providers and suppliers can
  – Submit the Medicare enrollment applications
  – View and print enrollment information
  – Complete the revalidation process
  – Voluntarily withdraw from the program
  – Track the status of a submitted application
Provider Enrollment Chain & Ownership System

- It is a scenario-driven system
- Users are presented with a series of questions
- Scenario will determine the application type
Provider Enrollment Chain & Ownership System

Internet PECOS

855B 8551 855R 855O
Are You A PECOS User?

Cahaba GBA Monthly Application Report – CY2013
Getting Started

Individual or Supplier/Organization

- Individual includes physician or non-physician practitioner
  - Commonly submit the 855I, 855R or 855O

- Supplier/Organization include your group practices and clinics, Ambulance suppliers, Ambulatory Surgical Centers, etc.
  - Commonly submit the 855B
Getting Started
Individual or Supplier/Organization

• You should begin by viewing the enrollment tutorials on the PECOS login page

• Step-by-step guides
  – Initial enrollment
  – Change of information
  – Revalidation
  – Voluntary Withdraw
  – Reactivation

https://pecos.cms.hhs.gov/pecos/login.do
Getting Started

Individual or Supplier/Organization

New enrollment checklists are available for download!

- Sole proprietor or solely owned organizations (e.g. LLC, PC)
- Individual physician and non-physician practitioners
- Provider or Supplier organization
Getting Started
Individual or Supplier/Organization

Individuals

Provider/Supplier Organizations

Download a copy of “Basics of Internet-based PECOS” booklets
What You Need to Know
Individual

- Must have an active National Provider Identifier
- National Plan and Provider Enumeration System (NPPES) user ID and password
- Personal identifying information
- License and certification
- Practice location
- Final adverse action
Provider and supplier organizations are entities that meet the Medicare definitions of “provider” and “supplier” and have business structures of corporations, partnerships, Professional Associations (PAs), or Limited Liability Companies (LLCs). Provider and supplier organizations do not include business structures that are sole proprietorships or “disregarded entities” as defined by the Internal Revenue Service (IRS).
What You Need to Know
Supplier or Organization

• You will need the following information of the organization:
  – Legal business name
  – Tax Identification Number
  – National Provider Identification
  – Current practice location address
  – Any final adverse action
  – Bank account information
What You Need to Know
Supplier or Organization

- Must register and authenticate the Authorized Official (AO) or the individual who will use PECOS on behalf of the organization

- Instructions for the I&A registration process located in the downloads section of the Medicare/Supplier web page (AO official use)

Using Internet-based PECOS
Individual

- Initiate an enrollment action by selecting existing or initial enrollment:
  - Sole owner of a PA, PC, or an LLC
  - Self-employed/sole proprietor
  - Group member only
  - Group member and is self-employed
  - Disregarded entity

- A scenario will be determined and you will continue to the “Enrollment Overview” page

- An electronically submitted application will lock
  - Edits can not be made by you unless Cahaba GBA returns application for corrections
Using Internet-based PECOS Provider or Supplier Organization

- Initiate an enrollment action by selecting existing or initial enrollment
- Information based on scenario based situation
- User will need to answer a series of questions and confirm
- A display of topics will be provided
- End of the data entry process, PECOS will allow a series of tasks (not an all-inclusive list)
  - Ensure all required data has been entered
  - Allow you to print a copy for your own records
  - Display a list of required documentation
  - Send an e-mail indicating a successful transmission
- An electronically submitted application will be locked
  - Edits can not be made by user unless Cahaba GBA returns application for corrections
Checking the Status of an Enrollment
Individual and Provider/Supplier Organization

There are four application statuses:

1. **Received** by Medicare Enrollment Contractor

2. **Reviewed** by Medicare Enrollment Contractor

3. **Returned** by Medicare Enrollment Contractor

4. **Approved or Rejected** by Medicare Enrollment Contractor
PECOS Enhancements
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 login.

* User ID

* Password

LOG IN

Forgot Password?

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.

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 1-866-484-8049/TTY 1-866-523-4759.
Ability to Filter & Search

- Allow large groups or chains to quickly find particular enrollments.
- Search & Filter (Enrollment Type, NPI, Enrollment Status, Medicare ID, State, and Specialty)
- Increased information about each enrollment up front
- Ability to see the status of changes that have been submitted.
- Ability to see if a request for revalidation has been sent by Cahaba GBA
The ability to switch between a Topic View (walkthrough driven mode), and Fast Track View (advanced data entry mode).
Upload Digital Documents

- Ability to upload electronic versions of supporting documents
- View a dynamic “required documents list”
- Reduce paper
- Reduce application processing time
Digital Document Repository

- Physicians, other providers and suppliers allowed to digitally upload supporting documents

- Providers are not required to utilize DDR process

- DDR is accessible during the submission process
  - New enrollments
  - Change of information applications
  - Revalidations
Digital Document Repository

- Example documents include (but not limited to):
  - IRS CP-575
  - Voided check (for EFT)
  - Pay.gov receipts
  - Medical licenses/certifications
- CMS published SE1230 – “Addition of DDR to PECOS”

“How To Guide” can be downloaded at

PECOS Limitations

- You will not be able to use Internet PECOS to:
  - Change a provider’s or suppliers’ legal business or tax identification number (TIN)
  - Change an existing business structure
    - A solely-owned PA, professional corporation (PC), or LLC cannot be changed to a sole proprietorship
    - A sole proprietorship cannot be changed to a PA, PC, or LLC

- Providers are encouraged to use the applicable 855B or 855I form
Website Resources

WHO CAN ASSIST YOU
Internet-based PECOS

The CMS Provider Enrollment, Chain and Ownership System (PECOS) supports the Medicare Provider and Supplier enrollment process by allowing registered users to securely and electronically submit and manage Medicare enrollment information.

Why should I use Internet-based PECOS to submit my application versus paper?

- Faster than paper
- Tailored application process means you only supply information relevant to your application
- Control over your enrollment information
- Easy to check the information for accuracy and update
- Less time and money spent in completing the application

New to Internet Based PECOS? Try the CMS Internet-based PECOS walkthrough or view the PECOS enrollment tutorials located on the CMS PECOS webpage. These tutorials have been updated to illustrate the most common enrollment scenarios completed by the provider community.

- Initial Enrollment
- Change of Information
- Revalidation
- Voluntary Withdraw
Medicare Provider-Supplier Enrollment

This section is designed to provide Medicare enrollment information for providers, physicians, non-physician practitioners, and other suppliers. Please review the downloadable fact sheets below to learn more about Medicare provider and supplier enrollment.

CMS has established Internet-based Provider Enrollment, Chain and Ownership System (PECOS) as an alternative to the paper (CMS-955) enrollment process. Internet-based PECOS will allow physicians, non-physician practitioners and provider and supplier organizations to enroll, make a change in their Medicare enrollment, view their Medicare enrollment information on file with Medicare, or check on status of a Medicare enrollment application via the Internet. For more information about the Internet-based PECOS, please select the "Internet-based PECOS" link to the left.

For information regarding Advanced Diagnostic Imaging Accreditation, please select the "Advanced Diagnostic Imaging Accreditation" link to the left.

For information regarding DMEPOS accreditation, please select the "DMEPOS Accreditation" link to the left.

For information regarding DMEPOS Competitive Acquisition, please select the "DMEPOS Competitive Bid" link from the "Related Links Inside CMS" section below.

See the Related Links Inside CMS section below for other helpful resources. Use the Frequently Asked Questions link to get answers to commonly asked questions about provider and supplier enrollment and help with navigating various sections of this Web site.

Downloads

- Contact Information for Medicare Enrollment Contractors [PDF, 205KB]
- CMS Provider Victim Validation/Remediation Initiative [PDF, 214KB]
- Tips to Facilitate the Medicare Enrollment Process [PDF, 24KB]
- Medicare Provider-Supplier Enrollment National Education Products [PDF, 130KB]
- Decision Health Presentation 10/04/2012 [PDF, 1MB]
- October 10, 2012 National Provider Call Transcript [PDF, 434KB]
- Provider Enrollment April 2013 Presentation [PDF, 1MB]
PECOS Login

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 login.

- **User ID**
- **Password**

**LOG IN**

Forgot 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 1-866-384-8049/TTY 1-866-523-4759.

**Enrollment Tutorials**

- **Initial Enrollment:**
  Step-by-step demonstration of an initial enrollment application in PECOS.
  Individual Provider - WMV [ZIP, 52MB] or Organization/Supplier - WMV [ZIP, 53MB]

- **Change of Information:**
  Step-by-step demonstration of how to update or change information for an existing enrollment already on file with CMS.
  Individual Provider - WMV [ZIP, 45MB] or Organization/Supplier - WMV [ZIP, 48MB]

- **Revalidation:**
  Step-by-step demonstration on how to submit your revalidation application using PECOS.
  Individual Provider - WMV [ZIP, 29MB] or Organization/Supplier - WMV [ZIP, 32MB]

- **Voluntary Withdraw:**
  Example of how to deactivate an existing enrollment record.
  Individual Provider - WMV [ZIP, 11MB]

- **Reactivation:**
  Step-by-step demonstration of how to re-enroll based on enrollment information that already exists in PECOS.
  Organization/Supplier - WMV [ZIP, 39MB]

- **Adding a Practice Location (DMEPOS Only):**
  Demonstrations of how to add a new practice location for DMEPOS supplier who is already enrolled with CMS.
  DME Supplier - WMV [ZIP, 44MB]

**Provider & Supplier Resources**

- **Pay Application Fee** - Pay your application fee online.
- **View**
- **Ordering and Referring Information (PDF, 164KB)** - Learn
External User System

The Centers for Medicare and Medicaid Services (CMS) has contracted CGI Federal to support the External User Services (EUS) help desk. As part of quality customer support, the e-service site is a dedicated on-line resource to support Medicare Providers using the CMS PECOS and IACS systems.

**Announcements**
- External User Services (EUS) provides user support for the CMS revalidation effort
- EUS is now supporting Medicare Exclusion Database (MED) Users
- EUS welcomes your feedback

**PECOS**
- Provider Enrollment, Chain & Ownership System
  - This section covers PECOS for Individuals:
    - General Questions
    - Application Enrollment
  - This section covers PECOS for Organizations:
    - General Questions
    - Application Enrollment
    - Registration and Account Management
  - User Roles
  - EHR FAQs
  - E-Signature FAQs

**IACS**
- Individuals Authorized Access to the CMS Computer Services
  - This section covers PS&R:
    - General Questions
    - Registration
    - Account Management
    - User Roles
    - Physician Quality Reporting (formally known as PQRI) Transition
    - IACS Certification
    - Medicare Exclusion Database (MED)

**Top FAQs**
- What is revalidation and why must I revalidate?
- As an Authorized Official in PECOS I&A, how do I approve the request from an End User who submits a request to be associated to my organization?
- The Authorized Official for our organization is no longer employed by the organization. How does an organization get another Authorized Official in place?
Frequently Asked Questions (FAQs)

Q  How will I know if I successfully submitted my enrollment application using Internet-based PECOS?
A  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, and that the Certification Statement and the supporting documentation must be mailed to your Medicare enrollment contractor. Internet-based PECOS sends a notification to each e-mail address listed in the “Contact Person” information section of the application as a reminder.

Q  I’ve been enrolled in Medicare for a number of years, but when I access Internet-based PECOS to view my enrollment, my information is not shown. Is this an error?
A  Even though you are enrolled in Medicare, your enrollment record may not be in Internet-based PECOS. If you have not submitted a Medicare application to report changes to your enrollment information since 2003, you do not have an enrollment record in Internet-based PECOS.

Q  My enrollment information changed. Am I required to update my Medicare enrollment information?
Yes. Following your initial enrollment, you are required to report certain changes, called reportable events.

A  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.
Frequently Asked Questions (FAQs)

Q  What is the Certification Statement?
A  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-855I. Read these requirements carefully. By signing and dating the Certification Statement, you attest you read the requirements and understand them.

Q  Is there additional information I need to send to my Medicare enrollment contractor other than the electronically submitted application?
A  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.

Q  When should I mail the Certification Statement and supporting documentation?
A  You should mail the Certification Statement and supporting documentation as soon as possible after submitting the application electronically, ideally within 1 week.
Frequently Asked Questions (FAQs)

Q  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 Electronic Funds Transfer (EFT) Agreement?
A  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.

Q  I got an “Invalid Address” error. How do I resolve this?
A  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.

Q  Will I be timed out when using Internet-based PECOS?
A  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.
## Who Should I Call?

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<thead>
<tr>
<th>Topic</th>
<th>EUS</th>
<th>MAC</th>
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<tbody>
<tr>
<td>Help completing an Internet-based PECOS enrollment</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Forgotten User ID/ Password Inquiries</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>User gets system-error message while completing an Internet-based PECOS enrollment</td>
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<td></td>
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<tr>
<td>System asks user to contact System Administrator</td>
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<td></td>
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<tr>
<td>Questions about Internet-based PECOS account registration</td>
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<td></td>
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<td>Missing or rejected applications</td>
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<td>X</td>
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<tr>
<td>Pay.gov questions</td>
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*Reference Source: CMS Provider Enrollment Assistance Guide*
Providers Can Seek Assistance From

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<th>Website</th>
<th>Duties include</th>
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<tr>
<td>Cahaba GBA (J10 MAC)</td>
<td><a href="http://www.cahabagba.com">www.cahabagba.com</a></td>
<td>Questions related to your PECOS application</td>
</tr>
<tr>
<td>NPPES (NPI Contractor)</td>
<td><a href="https://nppes.cms.hhs.gov/NPPES/Welcome.do">https://nppes.cms.hhs.gov/NPPES/Welcome.do</a></td>
<td>Questions related to your NPI number, user ID/password for NPI and CMS Form 10114</td>
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**Additional Resources**

- FAQs: Answers to commonly asked questions about enrollment
- Enrollment Tutorials: PECOS demonstrations
- Enrollment Checklists: Checklists of information to complete an application
Questions

Provider Contact Center: 877-567-7271
Thank you for Joining Us!

Participants can submit the post-test and evaluation with the following links:


In addition, the evaluation will be launched at the conclusion of today’s event.

We appreciate your feedback and comments.