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PECOS Technical Assistance Contact Information

PROVIDER–SUPPLIER ENROLLMENT FACT SHEET SERIES

When using Internet-based Provider Enrollment, Chain and Ownership System (PECOS), you may unfortunately encounter technical problems that require support to solve. Knowing which Centers for Medicare & Medicaid Services (CMS) contractor to contact is the first step to a solution. This fact sheet describes common problems and tells you which contractor can best help solve them.

> **Please note:** The information in this publication applies only to the Medicare Fee-For-Service Program (also known as Original Medicare).

Common Problems and Who to Contact

Problem: Navigating/Accessing PECOS Website

A problem occurs when determining how to use PECOS. You're experiencing the following problems with PECOS: system-generated error message, question regarding how to navigate through the PECOS screens, issue accessing PECOS, or printing problems.

Or you have a valid Identity & Access Management (I&A) System user ID and password but cannot access PECOS because of a malfunction (for example, the website operates slowly or not at all, 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.

Solution: Contact CMS External User Services (EUS) Help Desk

Find information on frequent problems, ask a question, or look up previous support history on the EUS website.

Website: https://eus.custhelp.com
Phone: 1-866-484-8049 (TTY 1-866-523-4759)
Email: EUSSupport@cgi.com
Live Chat: Choose "Live Chat" in the menu on the right side of the screen on the EUS website.

Problem: Accessing the PECOS System

Before you can log in to PECOS, you need a valid I&A System user ID. You will be sent to the I&A System website if you need help establishing an I&A System user ID and password, changing your password, or retrieving a forgotten user ID or password for PECOS.

NOTE: Passwords expire every 60 days. An expired password simply means you cannot log in to the I&A System (and PECOS) until you reset your password. There is a password section on the "My Profile" tab in the I&A System that tells you the number of days until your password expires. If you attempt to log in to PECOS with an expired password, you will be redirected to the I&A System to reset your password.

Solution: Access I&A System or Contact I&A System Help

The I&A System website allows you to create an I&A System user ID to access PECOS or recover forgotten login information. Additionally, there are several resources on the I&A System website:

- "Identity & Access Frequently Asked Questions (FAQs)" at https://nppes.cms.hhs.gov/IAWebContent/FAQs.pdf helps you navigate common I&A System problems;
- "I&A System Quick Reference Guide" at https://nppes.cms.hhs.gov/IAWebContent/Quick_Reference_Guide.pdf provides step-by-step instructions – including screenshots – about I&A System features and tools to manage your I&A System account; and
- Videos available on the I&A System homepage at https://nppes.cms.hhs.gov/IAWeb/login.do walk users through creating an account, registering as an Authorized Official, and several other common processes on the I&A System.

HINT: On the I&A System website, choose the "Help" button in the upper right corner of any web page for more information on the topic of the web page.

Problem: Enrolling in Medicare via PECOS (Non-Technical)

While using PECOS, you have a question about provider enrollment or you experience problems enrolling and need guidance on how to complete a PECOS enrollment application.

Solution: Read Provider Enrollment Publications or Contact Your Medicare Enrollment Contractor

You can find the Medicare Learning Network® (MLN) suite of Medicare Provider-Supplier Enrollment National Education Products at https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/Medicare_Provider-Supplier_Enrollment_National_Education_Products.pdf on the CMS website. These publications focus on provider-specific Medicare enrollment and Medicare enrollment via PECOS.

For Medicare Enrollment Contractor contact information for each State, refer to https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/Medicare ProviderSupEnroll/Downloads/contact_list.pdf on the CMS website.

Problem: Not Sure Who to Call for the Particular Issue

Solution: Refer to the Provider Enrollment Assistance Guide

If you don't know who to call for assistance, refer to the " 'Who should I call?' CMS Provider Enrollment Assistance Guide" at https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/CMSProvider EnrollmentAssistanceGuide.pdf on the CMS website.

Resources

For more information about the Medicare enrollment process, visit the Medicare Provider-Supplier Enrollment web page at https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll on the CMS website.

Resources

Resource	Website
Internet-based PECOS	https://pecos.cms.hhs.gov/pecos/login.do
MLN Connects® National Provider Call "Streamlined Access to PECOS, EHR, and NPPES"	https://www.cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2013-11-15-NPC.html
MLN Guided Pathways (GPs)	Provider Specific Medicare Resources https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/Guided_Pathways_Provider_Specific_Booklet.pdf All Other GP Resources https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Guided_Pathways.html
National Provider Identifier	https://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProvIdentStand

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