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

Medicare Learning Network®

Official Information Health Care
Professionals Can Trust

PECOS for Provider and Supplier Organizations

PROVIDER–SUPPLIER ENROLLMENT FACT SHEET SERIES

Provider Enrollment, Chain and Ownership System (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 provider and supplier organizations about how to use PECOS.

NOTE If you are an organization supplier of Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS), refer to "PECOS for DMEPOS Suppliers" at https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1243483.html on the Centers for Medicare & Medicaid Services (CMS) website.

PECOS Is Easy!

We encourage you to use PECOS instead of the paper Medicare enrollment application. Advantages of using PECOS include:

- Completely paperless process, including electronic signature and digital document feature;
- Faster than paper-based enrollment;
- Tailored application process means you only supply information relevant to your application;
- 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.
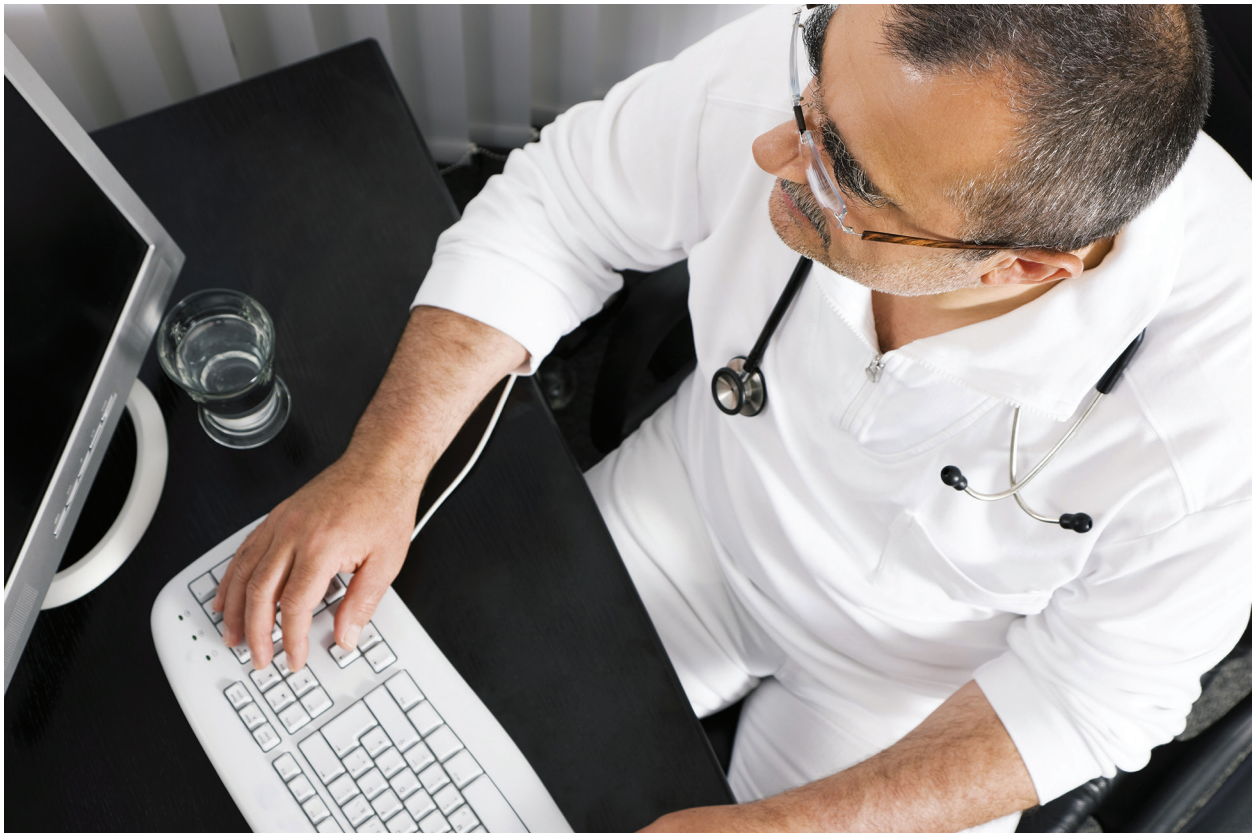
Provider and Supplier Organizations Defined

Provider and supplier organizations are business structures such as corporations, partnerships, Professional Associations (PAs), or Limited Liability Companies (LLCs) that meet the Medicare definitions of "provider" and "supplier." Provider and supplier organizations do not include business structures that are sole proprietorships or "disregarded entities" as defined by the Internal Revenue Service (IRS).

> **Disregarded Entities**
>
> For more information about "disregarded entities," refer to https://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/Downloads/R492PI.pdf on the CMS website.

Examples of provider and supplier organizations include hospitals, medical group practices and clinics, Portable X-Ray Suppliers (PXRSs), Ambulatory Surgical Centers (ASCs), hospices, Skilled Nursing Facilities (SNFs), and others.

To enroll in Medicare through PECOS, a provider or supplier organization must have an Employer Identification Number (EIN). An EIN is the same number as the provider or supplier organization's IRS-issued Taxpayer Identification Number (TIN).

Medicare Enrollment Application Submission Options

You can apply for enrollment in the Medicare Program, revalidate your enrollment, or make a change to your enrollment information by using either:

- PECOS, located at https://pecos.cms.hhs.gov/pecos/login.do on the Internet; or
- The appropriate paper enrollment application, Form CMS-855A or Form CMS-855B, located at https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/CMS-Forms-List.html on the CMS website.

Take These Steps When Using PECOS to Enroll in Medicare

Step 1: Authenticate Credentials for PECOS

Step 2: Register as a Surrogate User for PECOS

Step 3: Enter Enrollment Data Into PECOS

Step 4: Use PECOS to Check the Status of Your Pending Enrollment Application

✓ Step 1: Authenticate Credentials for PECOS

Provider or supplier organizations must designate and authenticate their PECOS Authorized Official (AO). The AO **must** meet the regulatory definition of "authorized official." An AO is an "…appointed official (for example, chief executive officer, chief financial officer, general partner, chairman of the board, or direct owner) to whom the organization has granted the legal authority to enroll it in the Medicare program…"

> ### Authorized Official
> For more information about "authorized officials," refer to 42 Code of Federal Regulations (CFR) Section 424.502 at https://www.gpo.gov/fdsys/pkg/CFR-2014-title42-vol3/pdf/CFR-2014-title42-vol3-sec424-502.pdf on the Internet.

After the AO's credentials are authenticated, the AO can use PECOS on behalf of the provider or supplier organization. However, the AO may choose to delegate this responsibility to a surrogate. The AO is responsible for approving requests submitted from surrogates to work on behalf of the provider or supplier organization in PECOS. The AO should periodically check his or her email inbox and take the actions requested to approve or deny the requested connection.

> ### What Is a Surrogate?
> A surrogate is:
> - An employee of an **Individual Provider** or **Organizational Provider** that is authorized to access, view, and modify information in CMS computer systems on behalf of their employer (such as, staff);
> - An **Organizational Provider** that has a business relationship with an **Individual Provider** to access, view, and modify information in CMS computer systems on their behalf; or
> - A **Third-Party Organization** that has a business relationship with an **Individual Provider** or **Organizational Provider** to access, view, and modify information in CMS computer systems on their behalf.

Authenticating the AO of the Provider or Supplier Organization

1. Visit PECOS at https://pecos.cms.hhs.gov/pecos/login.do on the Internet.
2. Under the "Become a Registered User" section, select the "Register for a User Account" option. This will direct you to the PECOS Identity & Access Management (I&A) System screen where you must register.

> ### Keep Your Enrollment Records Up to Date
> The accuracy and completeness of PECOS data support critical CMS business functions, including the ability to make informed provider enrollment decisions; pay claims accurately; and combat fraud, waste, and abuse in Medicare and other health care programs.

3. Create an I&A Management System user ID and password as part of the registration process (if you don't currently have one).

4. Provide the requested information to CMS External User Services (EUS) Help Desk.

5. The CMS EUS Help Desk verifies the information you furnished.

6. If approved by the CMS EUS Help Desk, you'll receive an email notification.

For more information on registering for an I&A Management System account, including a quick reference guide, frequently asked questions (FAQs), and tutorials, visit https://nppes.cms.hhs.gov/IAWeb/login.do on the Internet.

✓ Step 2: Register as a Surrogate User for PECOS

A surrogate user must register through I&A to gain access to PECOS to work on behalf of a provider or supplier organization. Once registered, a surrogate may log in to PECOS to submit enrollment applications on behalf of, or to view the enrollment record of, a provider or supplier organization.

Registering the Surrogate User

1. Visit PECOS at https://pecos.cms.hhs.gov/pecos/login.do on the Internet.

2. Under the "Become a Registered User" section, select the "Register for a User Account" option. This will direct you to the PECOS I&A System screen where you must register.

> **Submit All Enrollment Materials Electronically**
>
> PECOS has a digital document feature that allows you to submit your entire enrollment application, including supporting documentation, electronically. You no longer need to mail paper copies of your supporting documentation. For more information, refer to the "Digital Document Repository (DDR) How To Guide" at https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/DigitalDocumentRepository-HowToGuide.pdf on the CMS website.

3. Create an I&A Management System user ID and password as part of the registration process (if you do not currently have one).

4. Initiate a connection request to work on behalf of the provider or supplier organization.

5. The AO of the provider or supplier organization approves you as a surrogate user by logging in to the I&A Management System and approving or rejecting your request.

6. Once the AO approves your request, you will receive notification of the approved connection and can begin working on behalf of the provider or supplier organization.

For more information on registering for an I&A account, including a quick reference guide, FAQs, and tutorials, visit https://nppes.cms.hhs.gov/IAWeb/login.do on the Internet.

PECOS User ID and Password: Helpful Hints

- Do not use your birth date, Social Security Number, or any other personal identification information in your user ID or password.

- Do not share your user ID or password.

- You cannot change your user ID.

- If your account was not used in the last 365 days, you must re-verify your information and create a new user ID.

- Change your PECOS password periodically.

    ◦ Your password expires every 60 days. If your password expires, you will be prompted to reset your password the next time you attempt to log in to PECOS.

- To change your password, visit https://pecos.cms.hhs.gov/pecos/login.do on the Internet, click the "Forgot Password?" link, and follow the instructions.

- In most cases, you can change your password in less than 5 minutes.

- You can retrieve or reset your forgotten user ID and password online in seconds, without calling the EUS Help Desk.

    ◦ When resetting your password, you have the option to answer three security questions **or** enter personal information.

    ◦ If you need to retrieve a forgotten user ID, you can either enter your email address to have your user ID emailed immediately to you, **or** you can enter your personal information to have your user ID displayed on screen.

Step 3: Enter Enrollment Data Into PECOS

After the AO and the surrogate complete the I&A Management System registration process, the surrogate may submit an enrollment application.

Submitting an Enrollment Application

1. Log in to PECOS at https://pecos.cms.hhs.gov/pecos/login.do on the Internet.

2. Initiate enrollment by selecting an existing enrollment or creating a new application. 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 PECOS determines the scenario and you confirm it is correct, it displays the topics required for the submission of your application. To complete each topic, enter the required information on the screens that display.

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

    - Ensures you entered all required data.

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

- Displays a list of any other required documentation you must submit to the Medicare enrollment contractor.

- Presents the opportunity to electronically sign and certify the application.

- Displays the name and mailing address of your Medicare enrollment contractor.

- Electronically transmits the enrollment application. Users who submit an enrollment application using PECOS should not mail a copy of the printed enrollment application to the Medicare enrollment contractor; this copy is for your records.

- Sends you an email indicating your enrollment application was successfully transmitted to your Medicare enrollment contractor.

5. Once your PECOS application is electronically submitted, it is "locked," meaning you cannot edit it, unless your Medicare enrollment contractor returns the application to you for corrections through PECOS.

6. Your Medicare enrollment contractor will notify you if it requires additional information. To ensure timely processing, do not delay submitting the required supporting documentation (if you chose not to use the digital document feature). A Medicare enrollment contractor will not begin, and may not complete, processing an Internet enrollment application without your electronic signature and required supporting documentation. In addition, your effective date of filing an enrollment application is the date the Medicare enrollment contractor **receives** your electronic signature.

✓ Step 4: Use PECOS to Check the Status of Your Pending Enrollment Application

There are two ways to use PECOS to check the status of your pending enrollment application:

1. Log in to PECOS at https://pecos.cms.hhs.gov/pecos/login.do and click on "View Enrollments." Under the "Existing Enrollments" section, find the application. The status of the application will be displayed.

> **Important**
>
> Respond to any request(s) from your Medicare enrollment contractor as soon as possible, but within 30 days of the request. Failure to respond to a request for information will delay processing of the application, or cause your Medicare enrollment contractor to deny or reject it.

2. On the PECOS homepage, click on the "Application Status" link under the "Provider & Supplier Resources" section. You do not have to be logged in to PECOS to use this application status feature. There are four application statuses:

   - **Received by the Medicare Enrollment Contractor** – A user successfully submitted an electronic enrollment application to the Medicare enrollment contractor.

   - **Reviewed by the Medicare Enrollment Contractor** – The Medicare enrollment contractor is reviewing the enrollment application.

- **Returned for Additional Information** – The Medicare enrollment contractor returned the application to the user for additional information.

- **Approved or Rejected** – The Medicare enrollment contractor processed the enrollment application. The final status is displayed.

Questions?

Refer to the "PECOS FAQs" fact sheet at https://www.cms.gov/Outreach-and-Education/ Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/ICN909015.html 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 Table

For More Information About…	Resource
CMS EUS Help Desk	To report PECOS navigation, access, or printing problems, contact the CMS EUS Help Desk. Find contact information, including email address, telephone numbers, and live chat, at https://eus.custhelp.com
I&A Management System Account Registration	https://nppes.cms.hhs.gov/IAWeb/register/startRegistration.do
Medicare Enrollment Contractor	Contact your Medicare enrollment contractor with any additional questions about the Medicare enrollment process. https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/ contact_list.pdf
Medicare Learning Network® (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

Resources Table (cont.)

For More Information About…	Resource
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 Matters® Special Edition Article SE1417, "Implementation of Fingerprint-Based Background Checks"	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/Downloads/SE1417.pdf
National Provider Identifier (NPI)	https://www.cms.gov/Regulations-and-Guidance/HIPAA-Administrative-Simplification/NationalProvIdentStand
PECOS	https://pecos.cms.hhs.gov/pecos/login.do
PECOS Technical Assistance Contact Information	https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1243418.html
Video Resources	https://www.youtube.com/playlist?list=PLaV7m2-zFKpia1McB1WKKkw2esAdiZRem

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