



NATIONAL PROVIDER  
ENROLLMENT CONFERENCE

61.5 Million Patients, 2.8 Million Providers, ONE Mission

**August 28 - 29, 2024**

# Customer Service

Presented by

Joseph Schultz, CMS

Stephanie Portzline, Novitas/FCSO

Anthony Peterson, Noridian

Shawn Cook, WPS

Delora Parks, CGI



# Session Overview



- Contact Us Handout
- CMS Tools
- MAC Tools
- CGI/PECOS/EUS Helpdesk





[cms.gov](https://www.cms.gov)

# Provider Resources

Assistance is available!

## Education

- [MLN Matters® Articles](#)
- [MLN Connects® Newsletter](#)
- [Open Door Forums](#)

## Provider Enrollment

- [Enrollment Forms](#)
- [Medicare Program Integrity Manual](#)
- [CMS Transmittals](#)
- [CMS Provider Enrollment Webpage](#)
- [Medicaid Provider Enrollment Compendium \(MPEC\)](#)

## Electronic Enrollment

- [PECOS](#)
- [Identity & Access Management System](#)
- [Application Fee](#)



# Contact Us

Get connected!



## Electronic Mailing List

[Latest news and updates](#)

## Social Media



[ProviderEnrollment@cms.hhs.gov](mailto:ProviderEnrollment@cms.hhs.gov)

# CMS Latest News and Updates



CMS.gov offers a wide variety of educational resources:

- CMS Strategic Plan
- Medicare/Medicaid/CHIP
- Fee Schedules
- Articles
- Email Updates on hundreds of different topics that you can choose from

# MLN Connects® Newsletter



Weekly subscription email newsletter that we use to announce major program and policy details, including;

- Changes to Revalidation
- Enhanced Oversight mechanisms
- New regulation implementation
- PECOS 2

# MLN Matters® Articles



Articles that explain national Medicare policies, including;

- Summaries of IOM/PIM updates and new regulations
- Timely reporting requirements for changes of information
- New policies like PrEP for HIV

# CMS Transmittals



Documents issued by CMS to communicate changes or updates to Medicare program policies and instructions;

- PIM updates
- Insight into specific guidance to contractors
- Timing and Implementation Dates

# CMS Provider Enrollment Webpage



- New and Announcements
  - PECOS 2
  - New provider types
- PECOS and I&A
- Revalidation Links
- Enrollment guidance
- Federal Register

# PECOS 2 Imposters



WebinarAXIS 1-800-786-5187 0 | Login Register

Enter Conference Name

Industry

### Master CMS Medicare PECOS 2.0: New Enrollment and Validation Portal

**Training Type** Live Webinar  
**Presenter** Yesenia Servin  
**Topic** Healthcare  
**Schedule** Feb 16, 2024  
**Timing** 1:00 PM EST  
**Duration** 60 minutes

**Description**

PECOS 2.0 is finally here! Let's review the BIG changes step by step. This change has taken years to finally arrive and everyone needs to understand every portion of the application that will impact the Medicare provider participation process for your organization and each individual practitioner. CMS Medicare PECOS 2.0 will impact how you enroll and validate your Medicare providers. It's urgent that you understand the updates because you are responsible for Medicare applications and revalidations.

Master the new Medicare PECOS 2.0 changes to protect your practices from payment delays and to protect your license to see Medicare patients. Expert Yesenia Servin will take you inside of Medicare PECOS 2.0 and will help you to get your Medicare enrollment and validation right with the actual screenshots and examples.

**Learning Objective:-**

- Examine the updated PECOS process
- Dig into each step of the Medicare enrollment process via PECOS 2.0
- Understand the new provider enrollment process on PECOS 2.0
- Know how to effectively Manage your group members

**Registration Options**

Live	\$199	<input checked="" type="checkbox"/>
Recording	\$199	<input type="checkbox"/>
Transcript	\$199	<input type="checkbox"/>
DVD	\$209	<input type="checkbox"/>
Live & Recording	\$309	<input type="checkbox"/>
Recording & Transcript	\$309	<input type="checkbox"/>

[ADD TO CART](#) [Buy as Guest](#) [Login/Register](#)

**Bulk Registration?**  
Any Organization, Institution or Group User can register

[Registration Form](#)

[support@webinaraxis.com](mailto:support@webinaraxis.com)

**Please Note :**  
Download the [Order Form](#)

Access Information for Live Session will be emailed to you 12 hours prior the live date.

Access Information for On-Demand, and Transcript will be

## 2024 Master CMS Medicare PECOS 2.0: New Enrollment and Validation Portal

We're hosting a new event, and we'd love to see you there. Join us for Master CMS Medicare PECOS 2.0: New Enrollment and Validation Portal, August 29, 2024 at 1:00 PM.

**\$39 OFF [NewSales]**

Register soon because space is limited.

We hope you're able to join us!



# MAC Customer Service

---

# MAC Customer Service Options

- Each MAC facilitates provider support to its jurisdiction through various Customer Service options, including:
  - Provider websites and self-service tools
  - Education programs
  - Customer Contact Centers
  - Communications, customer experience surveys and workgroups to stay connected
- Determine your MAC and the resources offered by reviewing the Contact Us Handout

# MAC PE Customer Service

- MAC customer service options are designed with you in mind and target the big picture, enrollment questions:
  - How do I enroll, report changes, revalidate or terminate?
  - How do I submit my enrollment application?
  - After an application is submitted, how can I monitor the status?
  - If I need help, how can I get it?
  - How do I stay connected with Medicare updates/changes?

# Accessing Information

- How do I enroll, report changes, revalidate or terminate?
  - Use provider websites and self-service tools:
    - Access resources for all experience levels, new and tenured
    - Define Medicare terminology
    - Explore informative articles:
      - Specific to provider specialty
      - Enrollment scenario oriented
    - Access forms, application fees and documentation requirements
    - View application tutorials
    - Review frequently asked questions (FAQs)

# Accessing Information, cont.

---

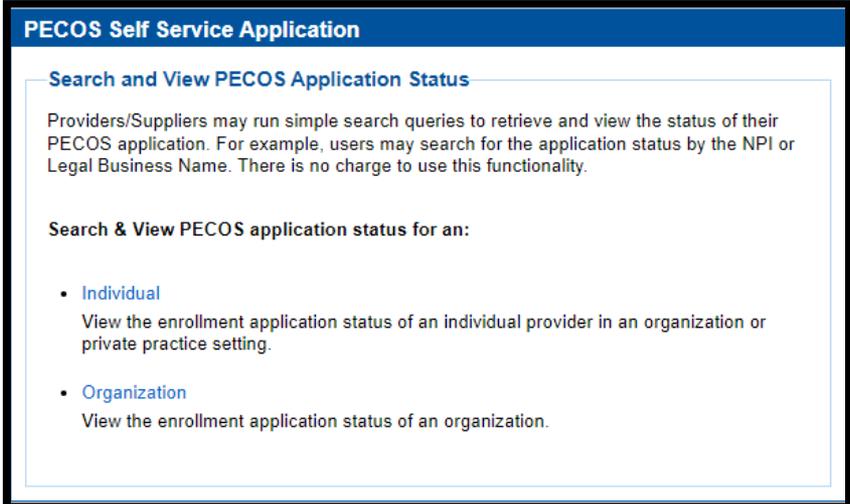
- Leverage decision trees and provider questionnaires
- Application status tools
- Use timeliness calculators for submission requirements and obtain MAC application processing timeframes
- Review provider listings:
  - Medicare revalidation list
  - Order/refer
  - Opt out/private contracting
  - MEDPARD

# Submitting Enrollments

- How do I submit my enrollment application?
  - [Provider Enrollment, Chain, and Ownership System \(PECOS\)](#)
  - MAC submission options outlined on the provider websites, including available:
    - Submission channels
    - Mailing addresses

# Monitoring Submissions

- After an application is submitted, how can I monitor the status?
  - PECOS Application Status:
    - Only use if submitting an application using PECOS
    - Providers/Suppliers may run simple search queries to retrieve and view the status of their PECOS application



**PECOS Self Service Application**

**Search and View PECOS Application Status**

Providers/Suppliers may run simple search queries to retrieve and view the status of their PECOS application. For example, users may search for the application status by the NPI or Legal Business Name. There is no charge to use this functionality.

**Search & View PECOS application status for an:**

- **Individual**  
View the enrollment application status of an individual provider in an organization or private practice setting.
- **Organization**  
View the enrollment application status of an organization.

# Monitoring Submissions, cont.

---

- MAC Application Status tool:
  - Located on the MAC provider website
  - Providers/suppliers can generate a search query for any applications submitted to the MAC regardless of submitting via PECOS or paper
  - The query will advise the application's current processing status, such as Received, Development/Requesting Additional Information, Approved, etc.

# Obtaining Assistance

- If I need help, how can I get it?
  - Each MAC offers various resource options, including but not limited to:
    - Provider website and self-service tools
    - Specialized enrollment contact center:
      - Live agents ready to assist
      - Release of information reminder – for inquiries regarding applications, the MAC can only speak to the contact, provider, authorized or delegated official on file with the most recent application
    - Interactive Voice Response (IVR) system
    - Webchat (\*not available with all MACs)

# Staying Connected

- How do I stay connected with Medicare updates/changes?
  - Participate in MAC outreach and education programs and forums:
    - Topics offered address the most current and relevant Medicare information
    - Live and on-demand offerings
    - Partnership and collaborative opportunities
    - Become a member of the Provider Outreach and Education Advisory Group (POE AG)

# Staying Connected, cont.

- Engage in MAC and CMS communications:
  - Subscribe to MAC email listservs to receive routine Medicare updates
  - Follow MACs on social media
  - Enroll in the MLN Connects newsletter to receive direct news from CMS
- Provide the MAC with feedback:
  - Provider interactions with the MAC are often paired with a survey
  - Surveys are quick and easy and offer insight into how MACs are performing
  - Your feedback matters and results in improvements



# EUS (External User Services) Customer Service

---

CMS | National Provider Enrollment Conference | August 2024

# External User Services Overview

- EUS is a Tier 1 and Tier 2 Help Desk Support
  - Provides account and login support for all the listed systems below, as well end-to-end technical support for I&A and PECOS.
  - Provides support via telephone, live chat, email, and offers a full-support customer portal.
  - Assists with account recovery, navigational assistance, role registration / surrogacy connections along with troubleshooting and escalation triage.

## Provider Enrollment Systems

- Identity & Access Management System (I&A)
- National Plan & Provider Enumeration System (NPPES)
- Provider Enrollment & Chain Ownership System (PECOS)

## IDM (Identity Management System)

- Provider Statistical & Reimbursement System (PS&R/STAR)
- Medicare Exclusion Database (MED)
- CMS Preclusion List

# External User Services Overview (continued)

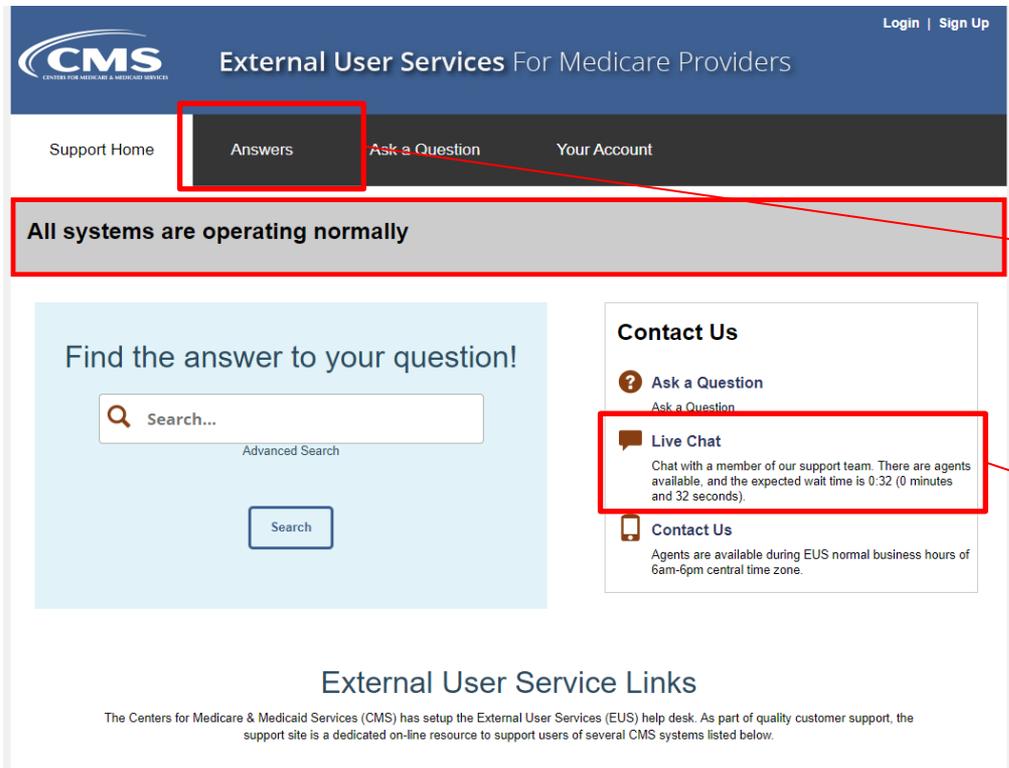
- **Hours of operation**
  - M-F, 7 am - 7 pm EST
- **Telephone Support**
  - Speak to a live Representative by calling toll-free: (866) 484-8049
- **Live Chat**
  - Chat with a member of our Support Team with our live chat launch page: [https://eus.custhelp.com/app/chat/chat\\_launch](https://eus.custhelp.com/app/chat/chat_launch)
- **E-mail**
  - Ask a question by e-mailing [EUSSupport@cgi.com](mailto:EUSSupport@cgi.com)

# EUS Customer Support Portal

---

- <https://eus.custhelp.com>
- **Navigational Resources**
  - Utilize our search feature to easily locate comprehensive walk-through guides and frequently asked questions.
- **Real-Time Updates**
  - Stay informed with real-time updates on site outages and get accurate estimated wait times for live chat representatives.
- **Staying Connected**
  - Easily find the EUS contact information and gain access to a list of sites supported by our EUS Helpdesk .

# EUS Customer Support Portal (continued)



FAQs and System Walk-Throughs

Link to access Live Chat

# EUS-Supported Sites

- **Identity & Access Management System**

- Create one account with the Identity & Access Management System to manage access to PECOS and NPPES, manage staff, and authorize others to access your registration information.
- <https://nppes.cms.hhs.gov/IAWeb>

- **National Plan and Provider Enumeration System (NPPES)**

- The National Plan and Provider Enumeration System (NPPES) assigns the National Provider Identifier (NPI) which are unique identifiers mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- <https://nppes.cms.hhs.gov>

- **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.
- <https://pecos.cms.hhs.gov>

# EUS-Supported Sites (continued)

- Identity Management System (IDM)

- Identity Management System (IDM) has been established to provide our Business Partners a means to apply for and receive a single User ID they can use to access many CMS applications.
- <https://home.idm.cms.gov/>

- Provider Statistical and Reimbursement System (PS&R)

- The PS&R System is a tool for healthcare providers, FIs, MACs, and CMS. It collects and analyzes data related to Medicare Part A claims, which is then used to generate reports for providers to prepare cost reports. It is also used by FIs and MACs during audits and settlements. Access to the PS&R website and the Medicare Cost Report e-Filer website is granted through the IDM system and the PS&R application by creating an account and requesting application roles.
- <https://psr-ui.cms.hhs.gov/psr-ui/>
- <https://mcref.cms.gov/>

- CMS Preclusion List

- The CMS Preclusion List was created for employees of private health plans with Medicare Part C and/or Part D contracts. All functionality is accessed at:
- <https://portal.cms.gov>

# Helpful Links

- Self-Help Tools

- Identity & Access Management System (NPPES/PECOS)
  - [Create an Account](#)
  - [Reset Forgotten Password](#)
  - [Retrieve Forgotten User ID – Information](#)
- PECOS
  - [PECOS Application Status](#)
  - [Pay Application Fee](#)
  - [E-Sign your PECOS application](#)
- Identity Management System (IDM)
  - [Forgot User ID](#)
  - [Forgot Password](#)
  - [Unlock Account](#)

- Who should I call?

- Visit the PECOS website at <https://pecos.cms.hhs.gov> and navigate to the [“Who Should I Call?”](#) link located under the User ID and Password boxes. This helpful resource will provide you with the necessary information to identify the appropriate point of contact based on your specific needs. Save time and ensure that your inquiries are directed to the right Helpdesk by utilizing this *Who Should I Call?* list.



# Thank You

**August 2024** | This summary material was part of an in-person presentation. It was current at the time we presented it. It does not grant rights or impose obligations. We encourage you to review statutes, regulations, and other directions for details.

If you need more accessibility options for the material, contact [providerenrollment@cms.hhs.gov](mailto:providerenrollment@cms.hhs.gov)

**Centers for Medicare & Medicaid Services**