



#### NGSMedicare University Virtual Conference Medicare 2021 A Journey to a Healthier Future and Partnership

# Provider Enrollment 101 5/11/2021





#### **Today's Presenters**

- Laura Brown, CPC
  - Provider Outreach and Education
- Susan Stafford
  - Provider Outreach and Education





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  - This applies to our webinars, teleconferences, live events and any other type of National Government Services educational events





### **Objectives**

 Understand the provider enrollment process from determining the appropriate application to submit through obtaining a Medicare identification number or Provider Transaction Access Number (PTAN) to bill





#### Agenda

- General Overview
- CMS Provider Enrollment Systems
- Active Providers with Medicare
- Applications and Forms
- Supporting Documentation and Application Fee
- Process After Submission
- Changes in Enrollment
- Revalidation
- Deactivation and Reactivate
- Contact Information









- CMS.gov, select Medicare
  - Medicare Administrative Contractors
    - What is a MAC?
    - Who are the MACs?
  - MAC Website List
    - MAC names and websites
    - MACs per state, per business type
      - » Part A and B
      - » DME
      - » Home Health and Hospice





- Medicare Provider-Supplier Enrollment (CMS primary provider enrollment webpage)
  - Enrollment Applications
  - Ordering & Certifying
  - Revalidations(Renewing Your Enrollment)
  - Find Your Taxonomy Code
  - Manage Your Enrollment
  - Medicare Enrollment Assistance & Contacts
  - Provider Enrollment Events





- Provider Type (enrollment, billing and Medicare policy)
  - Ambulatory Surgical Centers
  - Ambulance Services
  - Critical Access Hospitals
  - Federally Qualified Health Centers (FQHC)
  - Home Health Agencies (HHA)
  - Hospices
  - Hospitals
  - Opioid Treatment Programs
  - Physicians
  - Skilled Nursing Facilities (SNF)





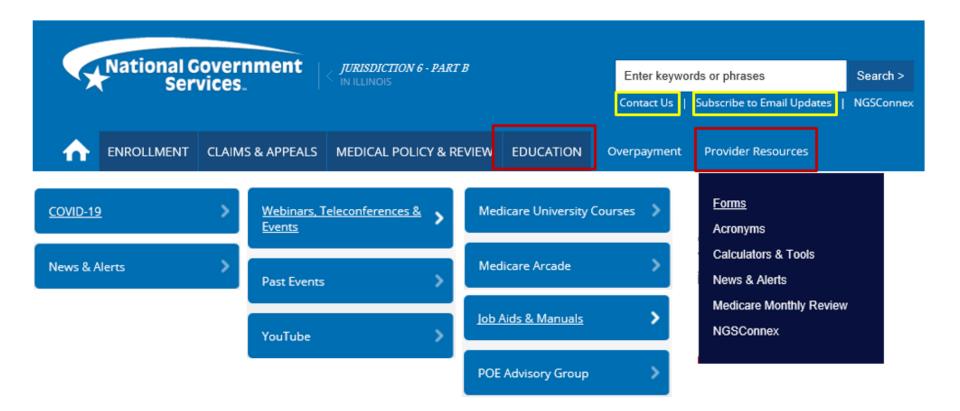
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- National Government Services
  - Part A/B MAC Jurisdiction 6
  - Part A/B MAC Jurisdiction K



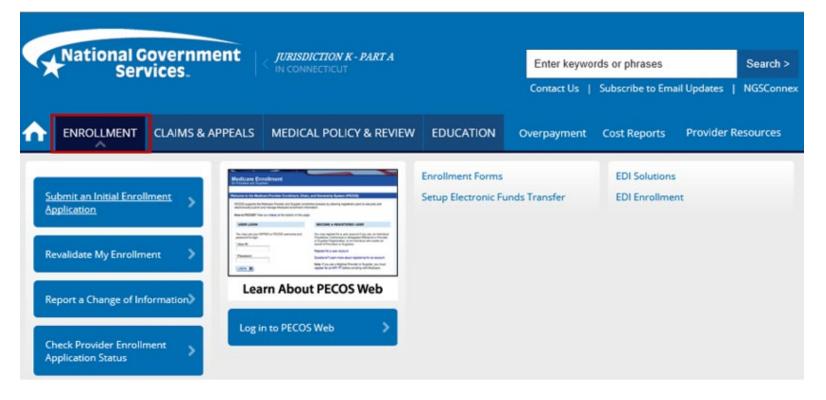








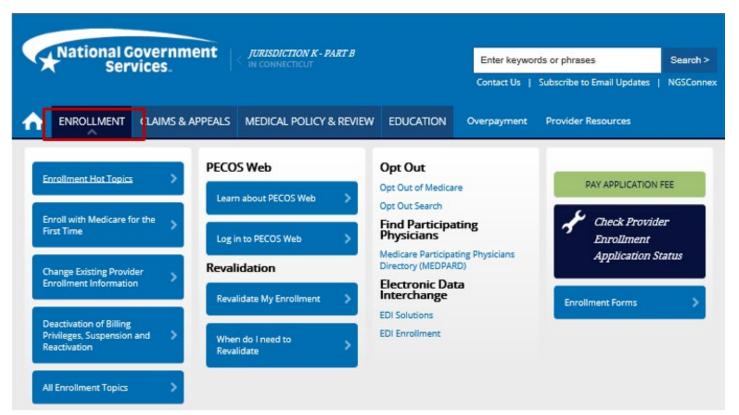
#### Part A, FQHC, Home Health & Hospice







#### Part B











15

#### Identity & Access (I&A) Management System

#### Provider Enrollment, Chain, and Ownership System (PECOS)

National Plan & Provider Enumeration System (NPPES)

Electronic Health Records (EHR)





- I&A Management System
  - One profile for each individual with a unique email address and personal information
    - User ID and Password
  - Grant and gain access to enrollment information
    - Staff end users and surrogates
  - <u>I&A System Quick Reference Guide</u>
- NPPES
  - National Provider Identifiers (NPI)
    - Type 1 individual
    - Type 2 organization, facility, group
- PECOS
  - Medicare Enrollment Information
    - Per state
    - Per provider type/specialty
    - Enrollment ID issued per enrollment record
  - Learn About PECOS Web





- <u>Understanding Authorized Official and Delegated Official</u> <u>Roles</u>
  - Medicare Enrollment (Signature on application)
    - An AUTHORIZED OFFICIAL means 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, to make changes or updates to the organization's status in the Medicare program, and to commit the organization to fully abide by the statutes, regulations, and program instructions of the Medicare program.
    - A DELEGATED OFFICIAL means an individual who is delegated by an authorized official the authority to report changes and updates to the provider's enrollment record. A delegated official must be an individual with an "ownership or control interest in" (as that term is defined in Section 1124(a)(3) of the Social Security Act), or be a W-2 managing employee of, the provider.





- <u>Understanding Authorized Official and Delegated Official</u> <u>Roles</u>
  - I&A Management System (Access to enrollment information)
    - Able to initiate or accept surrogacy connections, and manage staff on behalf of his or her organization
      - Authorized Official (AO) is an appointed official of an Organizational Provider or third Party Organization with the authority to legally bind that organization and conduct business on behalf of the organization. If an Organizational Provider, also ensure the organization's compliance with Medicare statutes, regulations and instructions.
      - Access Manager (AM) is an individual, delegated by the Authorized Official of an Organizational Provider or third Party Organization, with the authority to legally bind the organization and conduct business on behalf of the organization. If an Organizational Provider, also ensure the organization's compliance with Medicare statutes, regulations and instructions.





Individual Enrollment (NPI Type 1)	Title in PECOS (Signature on application)	Title in I&A (Access to enrollment information)
Individual Provider	Authorized official (self)	Authorized Official
Person other than Individual Provider	n/a	Designated Official: Access Manager, Staff End User or Surrogate





Organization Enrollment ( NPI Type 2)	Title in PECOS (Signature on application)	Title in I&A (Access to enrollment information)
Authorized Official of group	Authorized Official	Designated Official: AO, Access Manager, Staff End User or Surrogate
Delegated Official of group	Delegated Official	Designated Official: AO, Access Manager, Staff End User or Surrogate
Staff member or Surrogate (Third Party)	n/a	Designated Official: AO, Access Manager, Staff End User or Surrogate





#### **Active Providers with Medicare**





#### **Active Providers with Medicare**

- How to Determine if the Provider is Active and Get the Provider Enrolled in Medicare Part B
  - If active, must enroll individual provider with Medicare to be assigned a PTAN to be connected to your group or to open a private practice
- Data.cms.gov
  - Medicare Physician and Supplier Look Up
    - Medicare Provider Utilization and Payment Data
  - Medicare Revalidation List
  - Public Provider Enrollment
    - Medicare Fee-For-Service Public Provider Enrollment Data
  - Ordering and Referring Database
  - Opt Out Affidavits Database





23





- Internet- based <u>PECOS</u>
  - Tailored applications according to how questionnaire is completed
  - Electronic signature and digital document upload
  - Faster processing time after submission
  - Learn About PECOS Web
- Contact Person Information
  - Those identified on the application are the only ones who can discuss enrollment information with the MAC as well as the AO/DO







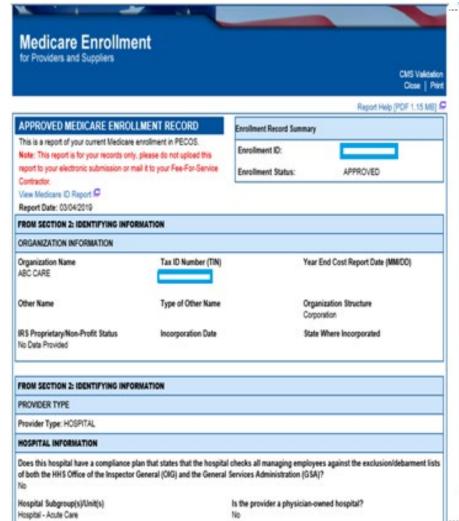
Aŗ	oplication Questionnaire
	(*) Red asterisk indicates a required field. Approved Existing Provider Enrollment
	* What type of action is the applicant trying to perform?
	$\bigcirc$ Deactivate this Enrollment Record from the Medicare Program
	○ Create an Initial Enrollment Application
	$\bigcirc$ Perform a Change of Information to Current Enrollment Information
	$\bigcirc$ Revalidate the information in this Enrollment Record
	○ Perform a Change of Ownership
	Note: All Electronic Funds Transfer (EFT) changes must be made through the Change of Information Scenario. Please select the "Perform a Change of Information to Current Enrollment Information" option above to make changes to your EFT Record.
	NEXT PAGE





Existing Enrollme	nts	
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	AL GOVERNMENT SERVICES, INC.	VIEW D
State: ILLINOIS		
Type/Specialty:		REVALIDATE 🕑
		MORE OPTIONS
Enrollment Type: 85	5A	
Medicare ID:	View Medicare ID Report	
Status: APPROVED	View Approved Enrollment Record	
Practice Location:	SPRINGFIELD, IL 62703-100	
3		
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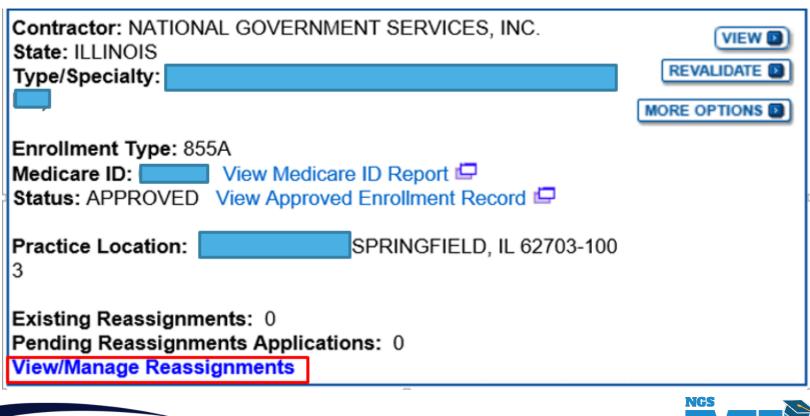


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	Services	

# 5: REHAB UNIT		
Practice Location Information		
Location Name	Location Type	Practice Location Type
REHAB UNIT	Practice Location	Hospital Rehabitation Unit
Address	Effective Date	
3261 19TH ST NW	02/01/2017	
ROCHESTER, MN 55901-8788		
Telephone Number		
Fax Number:		
		E-mail Address
CLIA Number	FDA Certification Number	
Payment Address Information		
Effective Date: 02/01/2017	Payment Address	
	3261 19TH ST NW	
	ROCHESTER, MN 55901-6786	
	US	
Claims Information		
Claims Detail		
Medicare ID	Primary Billing Information for Practice	Effective Date of Location
	Location?	02/01/2017
	No	
NPI	Tax ID Number(TIN)	CP-575 Indicator?
		Yes



#### **Existing Enrollments**







			Pending Reassignm	nents Applications D	ecans		
Name/LBN	NPI		Status		Trac	king ID	Action
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31

- CMS Paper Application and Forms
  - Part A Institutional Providers
    - CMS 855A, CMS 855R (CAH Method II)
  - Part B Individual and Suppliers
    - CMS 855B, CMS 855I, CMS 855R, 20134, CMS 855O
  - Other forms
    - CMS 460, CMS 588, CMS 1561 (OTP Providers)
- Contact Person Information
  - Those identified on the application are the only ones who can discuss enrollment information with the MAC as well as the AO/DO





#### **CMS-855A Institutional Providers**

- Community Mental Health Center
- Comprehensive Outpatient Rehabilitation Facility
- Critical Access Hospital
- End-Stage Renal Disease Facility
- Federally Qualified Health Center
- Histocompatibility Laboratory
- Home Health Agency
- Hospice
- Hospital



- Indian Health Services Facility
- Organ Procurement Organization
- Outpatient Physical Therapy/Occupational Therapy/Speech Pathology Services
- Religious Nonmedical Health Care Institution
- Rural Health Clinic
- Skilled Nursing Facility
- Other (Specify)
  - Opioid Treatment Program



#### **CMS-855R Reassignment of Medicare Benefits**

- Providers who can reassign Medicare benefits to a supplier enrolled as a Method II Biller
  - Doctor of Medicine (MD)
  - Doctor of Osteopathy (DO)
  - Doctor of Chiropractic (DC)
  - Doctor of Dentistry (DMD) (DDS)
  - Doctor of Optometry (OD)
  - Doctor of Podiatry (DPM)
  - Nurse Practitioner (NP)





#### CMS-855B Medicare Enrollment Application: Clinics/Group Practices and Certain Other Suppliers

- Ambulance Service Supplier
- Ambulatory Surgical Center
- Clinic/Group Practice
- Hospital Department(s)
- Independent Clinical Laboratory
- Independent Diagnostic Testing Facility
- Intensive Cardiac Rehabilitation
- Mammography Center

- Mass Immunization (Roster Biller Only)
- Opioid Treatment Program
- Pharmacy
- Physical/Occupational Therapy in Group Private Practice
- Portable X-ray Supplier
- Radiation Therapy Center
- Other (Specify)
  - Home Infusion Therapy





#### CMS-855I Physicians and Non-Physician Practitioners – All Physicians

- Anesthesiology Assistant
- Certified Nurse Midwife (CNM)
- Certified Registered Nurse Anesthetist (CRNA)
- Certified Clinical Nurse Specialist (CNS) (See section 2L)
- Clinical Social Worker
- Mass Immunization Roster Biller (See section 2L)
- Nurse Practitioner (See section 2L)
- Occupational Therapist in Private Practice (See section 2K)

- Physical Therapist In Private Practice (See section 2K)
- Physician Assistant (See section 2I)
- Psychologist, Clinical (See section 2J)
- Psychologist Billing Independently (See section 2J2)
- Qualified Audiologist
- Qualified Speech Language Pathologist
- Registered Dietitian or Nutrition Professional





CMS-855R Reassignment of Medicare Benefits – All Physicians

ALL Nonphysician Practitioners (Excludes Physician Assistant – No benefits to reassign)





<u>CMS-8550 Medicare Enrollment Application: Eligible Ordering, Certifying,</u> and Prescribing Physicians and Other Eligible Professionals

- Practitioners who can enroll
  - Doctors of medicine or osteopathy
  - Doctors of dental surgery or dental medicine
  - Doctors of podiatry
  - Doctors of optometry
  - Certified Nurse Midwife
  - Clinical Nurse Specialist
  - Clinical Psychologist

- Clinical Social Worker
- Nurse Practitioner
- Occupational Therapist
- Physical Therapist
- Physician Assistant
- Qualified Audiologist
- Qualified Speech-Language Pathologist
- Registered Dietician or Nutritional Professional
- Ordering and Referring Points of Interest





- <u>CMS-20134 Medicare Enrollment Application for Medicare Diabetes</u> <u>Prevention Program (MDPP) Suppliers</u>
  - Medicare Diabetes Prevention Program
- CMS-588 Electronic Funds Transfer (EFT) Authorization Agreement
  - Billing providers
  - Voided check or bank confirmation letter
- <u>CMS-460 Medicare Participating Physician or Supplier Agreement</u>
   <u>Form</u>
  - Initial enrollment
  - Open enrollment
  - PAR can be mandatory for some enrollment types
  - Medicare Participating Physicians Directory (MEDPARD)





### Understanding Participating, Nonparticipating and Opt Out Status

- Opt out and Private Contracting
  - Physicians or Practitioners Eligible to Enter into Private Contracts
    - Physicians
    - Physician assistants
    - Nurse practitioners
    - Clinical nurse specialists
    - Certified registered nurse anesthetists
    - Certified nurse midwives
    - Clinical social workers
    - Clinical psychologists
    - Registered dietitians
    - Nutritional professionals
  - Medicare Private Contract and Medicare Opt-Out Affidavit





- Opt out and Private Contracting
  - Providers Who May Not Opt Out of the Medicare Program
    - Groups/Organizations
    - Institutional Providers
    - Chiropractor
    - Anesthesiologist assistant
    - Speech Language Pathologist
    - Physical Therapists
    - Occupational Therapists
    - Any specialty not eligible to enroll in Medicare
    - Any unlicensed practitioner





# Supporting Documentation and Application Fee





# **Supporting Documentation**

- Other Forms
  - <u>CMS-588 Electronic Funds Transfer (EFT) Authorization</u>
     <u>Agreement</u>
  - <u>CMS-460 Medicare Participating Physician or Supplier</u> <u>Agreement Form</u>
  - CMS-1561 Health Insurance Benefit Agreement





# **Supporting Documentation**

- IRS Form CP-575 or 147C and if disregarded entity (Form 8832)
- IRS 501c3 non-profit determination letter
- Medical license, diplomas, certifications
  - OTP SAMSHA certification
  - IDTF supervisory physician proficiency, nonphysician personnel
  - Independent clinical lab director, nonphysician practitioner personnel
  - Nonphysician practitioners: diplomas, National Board Certification
- Federal, state and/or local(city/county) business licenses
- Attestation for government entities or tribal organization
- FAA 135 certificate for air ambulance suppliers
- Certifications, and/or registrations specifically required to operate a health care facility





### **Supporting Documentation**

- Final adverse legal action documentation
- Organizational flow chart (Managing Control)
- IDTF- Comprehensive liability insurance policy
- FQHC- HRSA notice of grant award
- CHOWS, Acquisition/Mergers, Consolidations bill of sale or sales agreement
- Home Health Agency- demonstrate meeting capitalization requirements
- Application Fee Receipt





## **Application Fees**

- All Part A Providers
- Ambulance Supplier
- Ambulatory Surgical Center
- Home Infusion Therapy
- Independent Clinical Laboratories
- Independent Diagnostic Testing Facility
- Intensive Cardiac Rehabilitation

- Mammography Center
- Mass Immunizer
- MDPP Suppliers
- Opioid Treatment Program
- Pharmacy
- Portable X-ray Supplier
- Radiation Therapy Center





### **Application Fees**

- Section 6401(a) of Affordable Care Act
- 2021 application fee = \$599
- <u>Pay fee online</u> via credit card, debit card or check
  - No hardcopy checks can be accepted by National Government Services









- Contact person on application will receive by email
  - Acknowledgement Notice
    - Add to safe sender list
      - customerservice-donotreply@cms.hhs.gov
      - NGS-PE-Communications@anthem.com
  - Development requests for additional information
    - Respond within 30 days
    - Log into PECOS to make necessary corrections or upload supporting documents, resubmit and verify all required signatures are complete.
  - Response letter
    - Rejection letter for incomplete/no response to development request
    - Approval
    - Approval Recommendations
      - State Survey Agency and/or CMS Regional Office





- Application Status
  - Check Provider Enrollment Application Status
    - Go to <u>our website</u> > Enrollment tab > Check Provider Enrollment Status

#### **CHECK PROVIDER ENROLLMENT APPLICATION STATUS**

This inquiry tool can be used to check on the status of your CMS-855 enrollment application.

#### How to Search

To perform a search please enter into a field below either a valid case number/web tracker ID (Option 1) or a valid National Provider Identifier (NPI) and last five digits of the Tax Identification Number (TIN) combination (Option 2).

OPTION 1	OPTION 2	
Case Number / Web Tracker Id	NPI	
	TIN (last five digits)	
Submit Clear		





- Application Status
  - Interactive voice response system
    - <u>Our website</u> > Contact Us > Interactive Voice Response System
    - IVR will request following information after selecting Provider Enrollment
      - Case number/web tracker id; or
      - National Provider Identifier (NPI) and Tax Identification Number (TIN of group) or Social Security Number (SSN of individual)





#### Medicare Enrollment

for Providers and Suppliers

#### Welcome to the Medicare Provider Enrollment, Chain, and Ownership System (PECOS)

(\*) Red asterisk indicates a required field.

PECOS supports the Medicare Provider and Supplier enrollment process by allowing registered users to securely and electronically submit and manage Medicare enrollment information.

#### New to PECOS? View our videos at the bottom of this page.

#### SYSTEM NOTIFICATIONS

#### USER LOGIN

Please use your I&A (Identity & Access Management System) user ID and password to log in.

User ID

\* Password

LOG IN 🔛

Forgot Password?

Forgot User ID?

Manage/Update User Profile

Who Should I Call? [PDF, 155KB] 
 - CMS Provider Enrollment Assistance Guide

#### 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

Questions? Learn more about registering for an account

Note: If you are a Medical Provider or Supplier, you must register for an NPI C before enrolling with Medicare.

#### Helpful Links

Application Status C - Self Service Klosk to view the status of an application submitted within the last 90 days.

Pay Application Fee 👝 - Pay your application fee online.

View the list of Providers and Suppliers [PDF, 94KB] 
who are required to pay an application fee.

E-Sign your PECOS application - Access the PECOS E-Signature website using your identifying information, email address, and unique PIN to electronically sign your application.

#### Provider & Supplier Resources

- Enrollment Checklists 
   G
   – Review checklists of
   information needed to complete an application for
   various provider and supplier types.

#### Enrollment Tutorials

- 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 (\_\_\_\_\_ or Organization/Supplier (\_\_\_\_\_)
- Revalidation:

Step-by-step demonstration on how to submit your revalidation application using PECOS. Individual Provider 
or Organization/Supplier

· Deactivated:

Example of how to deactivate an existing enrollment record. Individual Provider

Reactivation:

Step-by-step demonstration of how to re-enroll based on enrollment information that already exists in PECOS. Organization/Supplier

· Adding a Practice Location (DMEPOS Only):

Demonstration of how to add a new practice location for DMEPOS supplier who is already enrolled with CMS. DME Supplier



Ordering, Certifying, or Prescribing Practitioners List

- View the Ordering, Certifying, or Prescribing

items or services to Medicare beneficiaries, or

Medicare Learning Network® (MLN) # - Helpful

articles and tutorials about changes in Medicare

· Ordering, Certifying, or Prescribing Information (PDF,

1.64MB] C - Learn about the Ordering, Certifying, or

prescribe part D drugs.

Prescribing enrollment process.

enrollment.

Practitioners List to verify eligibility to order or certify



- EDI Enrollment
  - <u>NGS Website</u> > Enrollment > EDI Enrollment
    - <u>Start Enrollment Process</u>
    - EDI Guided Enrollment User Guide
- NGSConnex
  - Provider portal for self-service functions
    - User Guide Part A
    - User Guide Part B
    - Educational Tab: <u>YouTube Videos</u>, Webinars Teleconferences & Events





### **Changes in Enrollment**





# Changes in Enrollment

- You must report changes of information in your Medicare enrollment records within 30 days for
  - Change(s) in ownership
  - Change(s) in practice location
  - Final adverse legal action(s)
  - IDTF supplier change(s) in general supervision, authorized or delegated official
  - MDPP supplier change(s) in coach roster
  - OTP supplier change(s) in authorized or delegated official
- All other changes to your existing Medicare enrollment records must be reported within 90 days
  - EFT/banking account





### Changes in Enrollment

- The request may be submitted no more than 60 days prior to the effective date of the change reported on the application
- Reminder: terminate reassignments and employment arrangements timely
  - MLN Matters® <u>SE1617: Timely Reporting of Provider</u> <u>Enrollment Information Changes</u>
  - <u>Centers for Medicare & Medicaid Services Internet-Only Manual</u> <u>Publication 100-08, *Medicare Program Integrity Manual*, <u>Chapter 10, Section 10.2.2 (I) 2) & 10.2.6.(C) & 10.4.(J)</u>
    </u>











- Mandated by Section 6401(a) of Affordable Care Act
  - National Fraud Prevention Program
- Process to verify all information on file for existing Medicare providers
  - Keeps provider enrollment information current
  - Ensures providers meet Medicare Program requirements
- MLN Matters®
  - <u>SE1211 Revised: Information on the Centers for Medicare & Medicaid</u> Services (CMS) Fraud Prevention: Automated Provider Screening and National Site Visit Initiatives
  - SE1605 Revised: Provider Enrollment Revalidation Cycle 2





- Each provider/supplier receive separate letter
- Revalidation letters may be sent to
  - Special payments and correspondence address simultaneously
  - Practice address
- Name on delivery address
  - Group/Institutional name
  - Group and individual provider name
  - Individual provider name

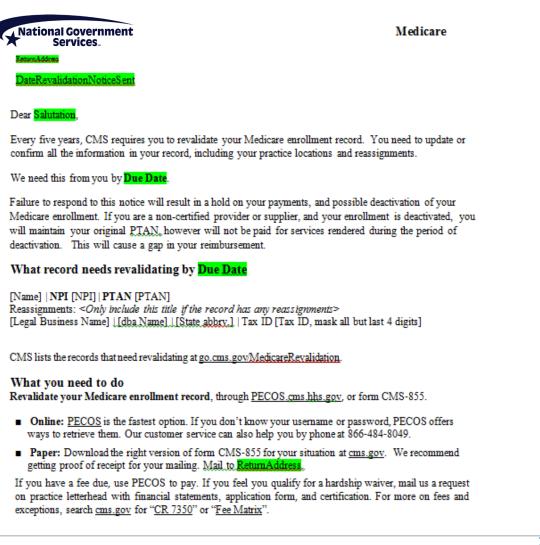




- Revalidation Due Dates
  - Check <u>PECOS</u>
  - Check the CMS website
    - <u>Revalidations page</u>
      - Medicare Revalidation List Tool
        - » Due date will display
        - » "TBD" (To Be Determined)
      - How to Use the Medicare Revalidation List Tool on the CMS Website











### Watch for yellow envelope

National Government Services...

National Government Services, Inc. PO Box 6160 Indianapolis, Indiana 46206-6160

Medicare

**A CMS Contracted Agent** 

PRESORTED FIRST-CLASS MAIL U.S. POSTAGE PAID APS

Open Immediately Urgent Time-Sensitive Medicare Revalidation Information

6160 FSIC R3 (4/15)









- Payment Hold
  - Do not forward (DNF)
    - Returned mail or EFT payments from the post office or banking institution
  - Non-response to revalidation
- Deactivation
  - No claim submission within 12 months
  - Failure to revalidate or respond to a revalidation development request timely
  - Failure to update enrollment information (practice location, banking)
  - Site visit failure
- Part A, FQHC, HHH: <u>Deactivation of Billing Privileges/Suspension of Payment</u>
- Part B: <u>Reasons for Deactivation/Suspension of Payment</u>





- Part A/B Rebuttal
  - Medicare Part A Rebuttal Form
    - <u>Rebuttal for Deactivation of Medicare Billing Privileges</u>
  - Medicare Part B Rebuttal Form
    - <u>Rebuttal for Deactivation of Medicare Billing Privileges</u>
- Part B Appeals
  - Provider Enrollment Appeals Process
  - Provider Enrollment Appeal Cover Sheet
    - Corrective Action Plan
    - Reconsideration





- Reactivate
  - Submit Reactivation Application
    - Internet-based PECOS
    - CMS-855 paper form
  - Part A, FQHC, HHH: <u>Reactivation of Billing Privileges</u>
  - Part B: <u>Reactivation of Billing Privileges</u>





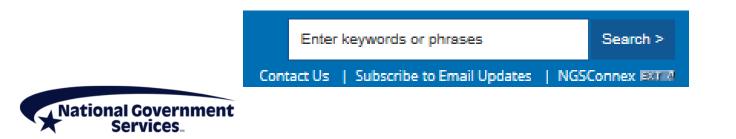
### **Contact Information**





### **Contact Information**

- EDI Help Desk Information
  - Our website > Contact Us > EDI Help Desk Information
- Contact information
  - Our website > Contact Us > Provider Enrollment
- Mailing addresses
  - <u>Our website</u> > Contact Us > P.O. Box Mailing Addresses > Business Function (Provider Enrollment)





## **Contact Information**

For Assistance With	Contact	Contact Information
<ul> <li>Changing an NPPES password</li> <li>Establishing a new user ID and password for NPPES</li> <li>Questions related to the NPI and/or application</li> </ul>	NPI Enumerator	Phone: 800-465-3203 TTY: 800-692-2326 Email: <u>customerservice@npienumerator.com</u>
<ul> <li>Errors encountered while accessing or entering information in PECOS</li> <li>Forgotten PECOS user ids and passwords</li> </ul>	EUS Help Desk	Phone: 866-484-8049 TTY: 866-523-4759 Email: <u>EUSSupport@cgi.com</u> Live Chat: <u>https://eus.custhelp.com/</u>





### **Thank You!**

- Follow-up email
  - Attendees will be provided a Medicare University Course Code
- Questions?





