

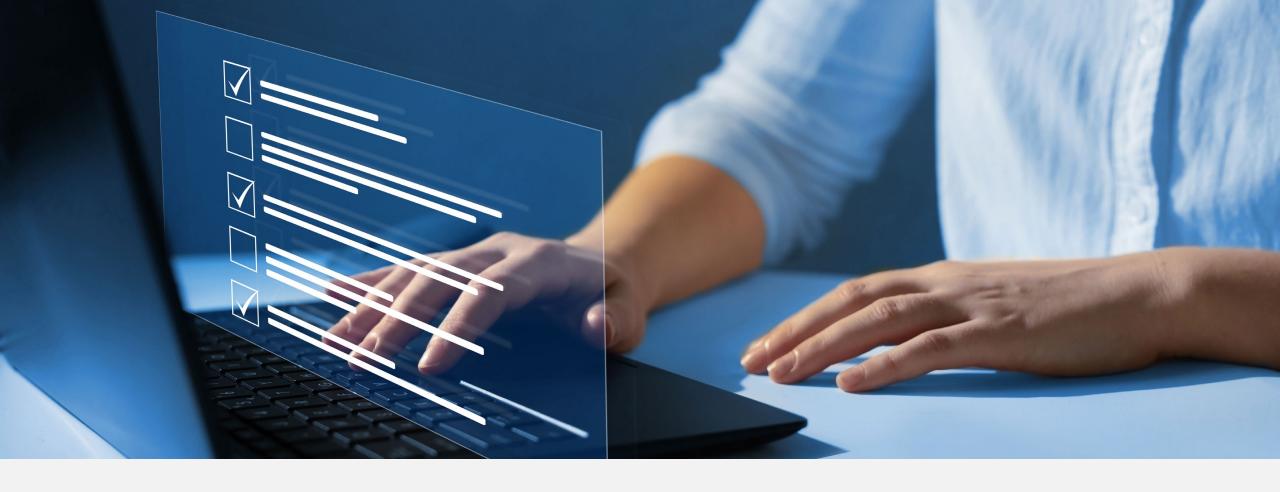


# PECOS: Manage Signatures and Additional Information Requests

3/14/2023





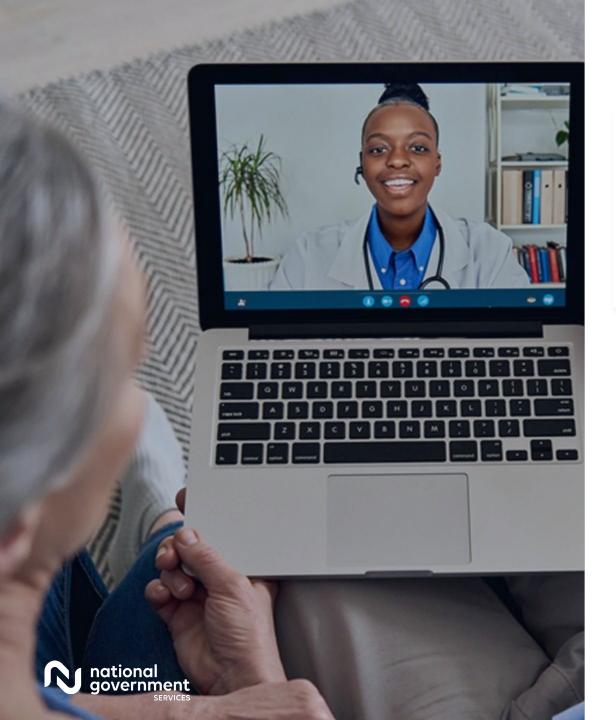


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### No Recording

Attendees/providers are never permitted to record (tape record or any other method) our educational events. This applies to webinars, teleconferences, live events and any other type of National Government Services educational events.

### Today's Presenters



- Laura Brown, CPC
  - Provider Outreach and Education, Consultant
- Susan Stafford PMP, COA, AMR
  - Provider Outreach and Education, Consultant







### Agenda

Verify and Manage Signature(s) After Submission

- Print Certification Statements
- Upload Certification Statements
- E-signature Certification

**PECOS Application Status** 

Request for Additional Information

- Returned for Corrections
- Verify and Manage Signatures after corrections

Resources







# Verify and Managing Signature(s) After Submission

# Log Into PECOS

elcome to the Medicare Provider Enrollment, Chain, and Ownership System (PECOS)	
	(*) Red asterisk indicates a required field
PECOS supports the Medicare Provider and Supplier enre electronically submit and manage Medicare enrollment inf	ollment process by allowing registered users to securely and formation.
New to PECOS? View our videos at the bottom of this pa	ge.
SYSTEM NOTIFICATIONS	
for any applications submitted on or after March 1	n 1135 of the Social Security Act to waive the application fee I, 2020 in response to COVID-19. Please do not submit an formation on provider enrollment flexibilities related to
USER LOGIN	BECOME A REGISTERED USER
Please use your I&A (Identity & Access Management System) user ID and password to log in.	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
Password  LOG IN SS	Questions? Learn more about registering for an account
	Note: If you are a Medical Provider or Supplier, you must register for an NPI 👝 before enrolling with Medicare.
	Helpful Links
Forgot Password?  Forgot User ID?	Application Status 📮 - Self Service Kiosk to view the status of an application submitted within the last 90 days.
Manage/Update User Profile	Important Note: CMS is using its authority under Section 1135 of the Social Security Act to waive the application fee
Who Should I Call? [PDF, 155KB] 👝 - CMS Provider Enrollment Assistance Guide	for any applications submitted on or after March 1, 2020 in response to COVID-19. Please do not submit an application fee with your application. For more information on provider enrollment flexibilities related to COVID-19, please visit the CMS website [PDF].
	Pay Application Fee 📮 - Pay your application fee online.

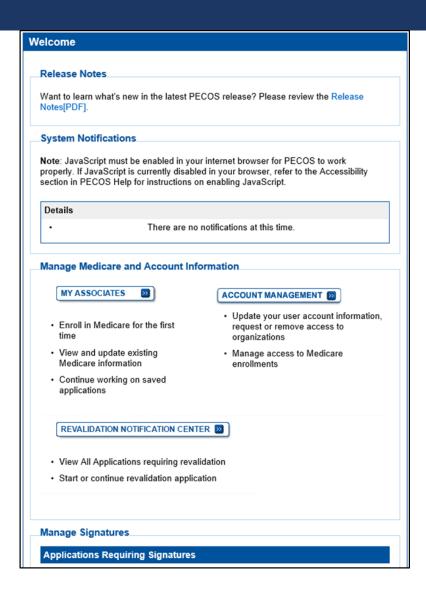
View the list of Providers and Suppliers [PDF, 94KB] @ who

are required to pay an application fee.





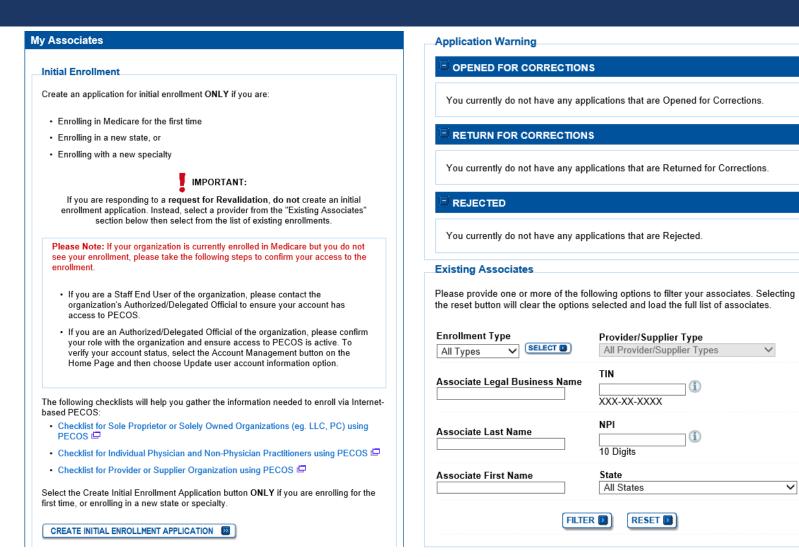
# Select My Associates







### My Associates Filter

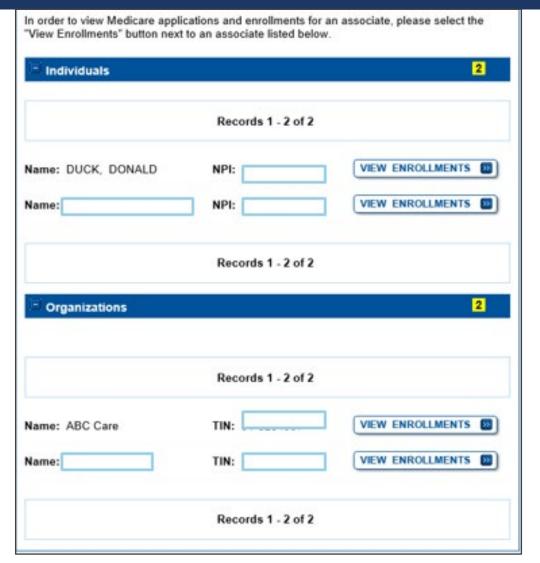






# My Associates

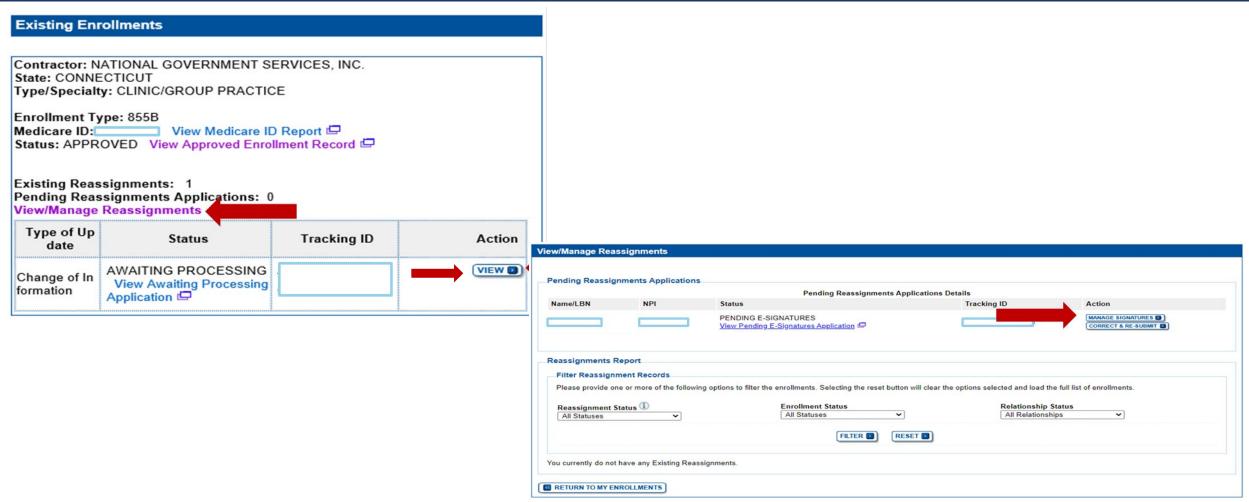
Select "View Enrollments"





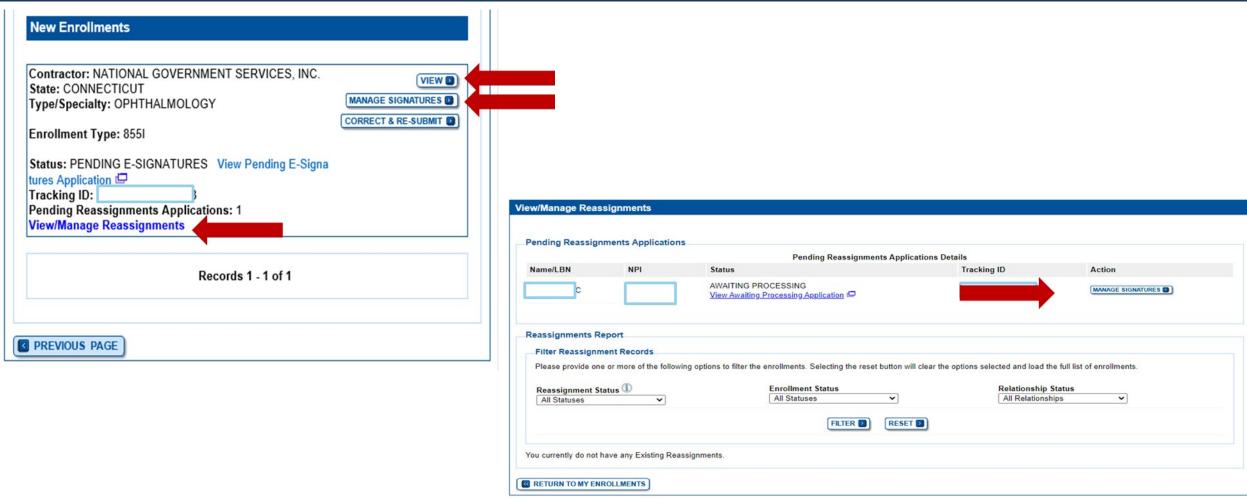


### Verify All Signatures - Existing Enrollment



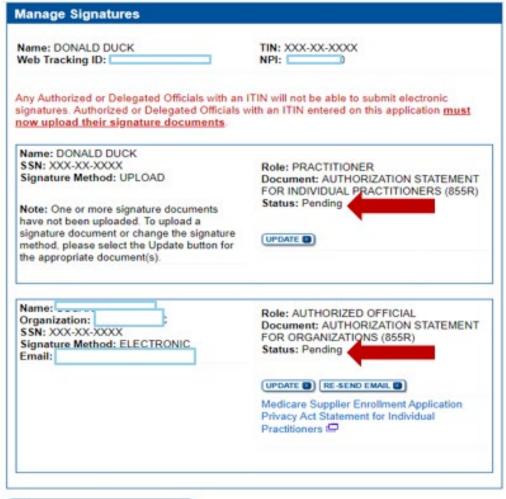


### Verify All Signatures - New Enrollment





## Signature Status

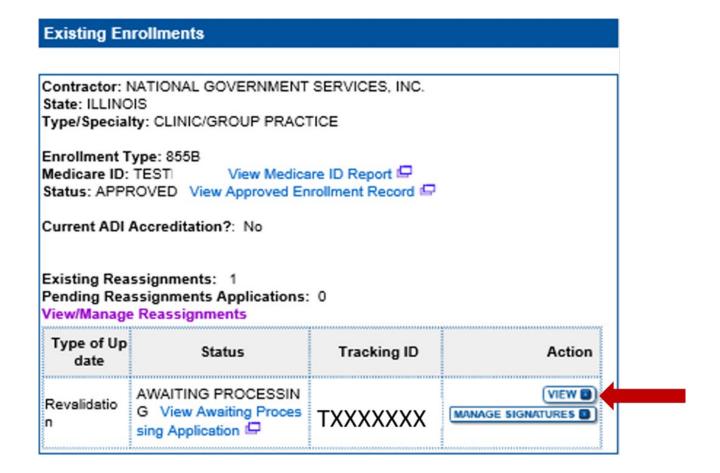






# Print Certification Statements

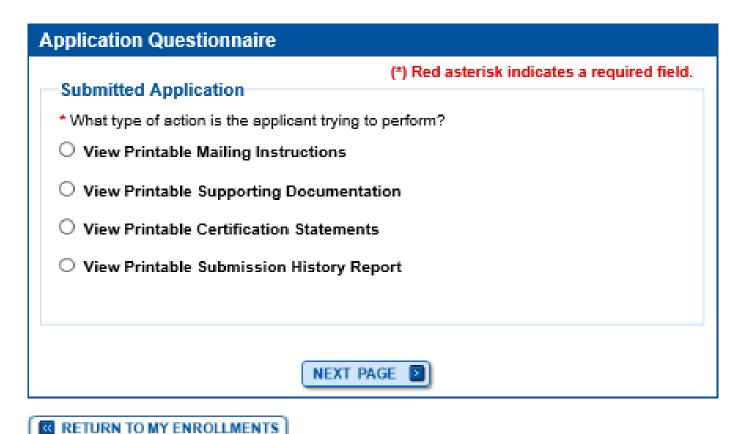
### **Enrollment Record**





### View Certification Statements

Home > My Associates > My Enrollments > Application Questionnaire

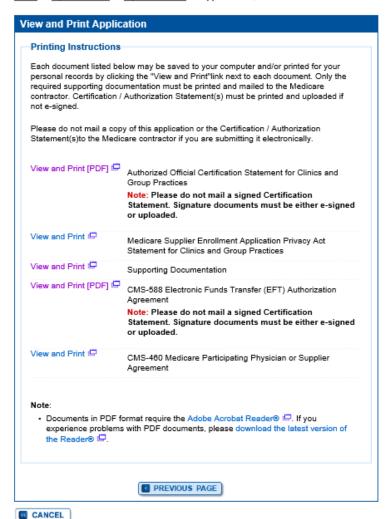






### Print Certification Statements

Home > My Associates > My Enrollments > Application Questionnaire





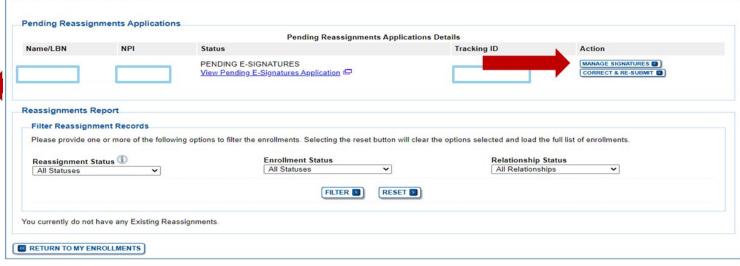


# Upload Certification Statements

### Manage Signatures

View/Manage Reassignments







**Existing Enrollments** 

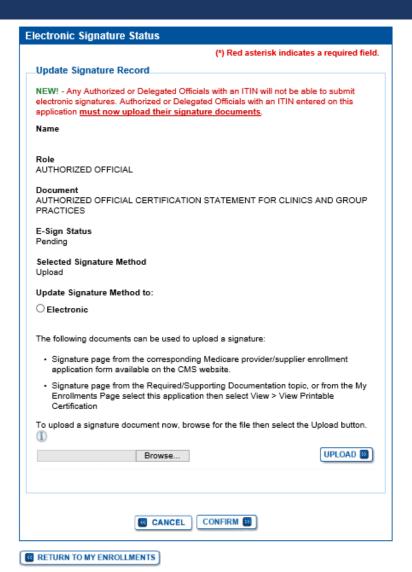
### Update







### Upload Certification Statement







# Verify Signature Status

RETURN TO MY ENROLLMENTS

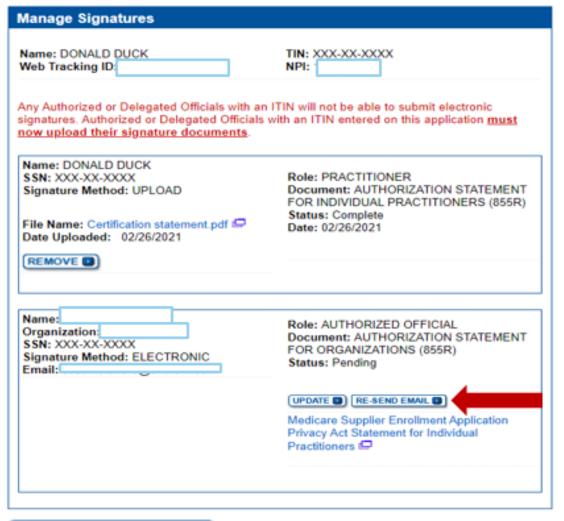
TIN: XXX-XX-XXX NPI:
s with an ITIN entered on this application must
Role: PRACTITIONER Document: AUTHORIZATION STATEMENT FOR INDIVIDUAL PRACTITIONERS (855R) Status: Complete Date: 02/26/2021
Role: AUTHORIZED OFFICIAL Document: AUTHORIZATION STATEMENT FOR ORGANIZATIONS (855R) Status: Pending
Medicare Supplier Enrollment Application Privacy Act Statement for Individual





# E-Signature Certification

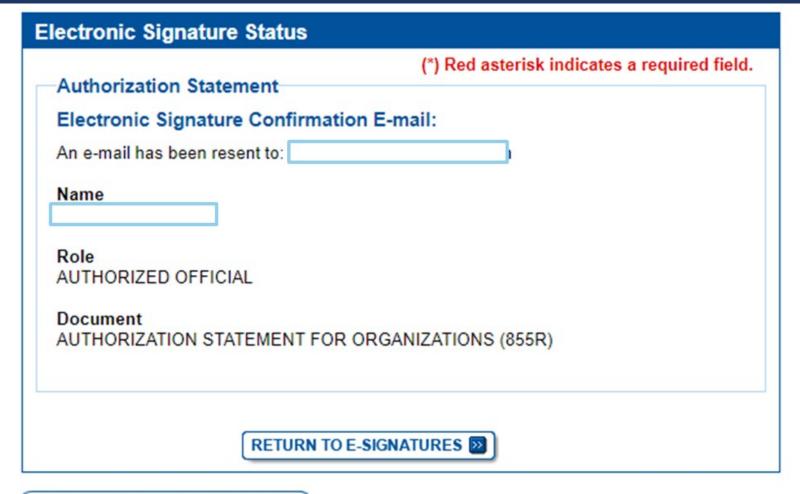
## E-Signature Status







### Resend E-Signature Email Confirmation





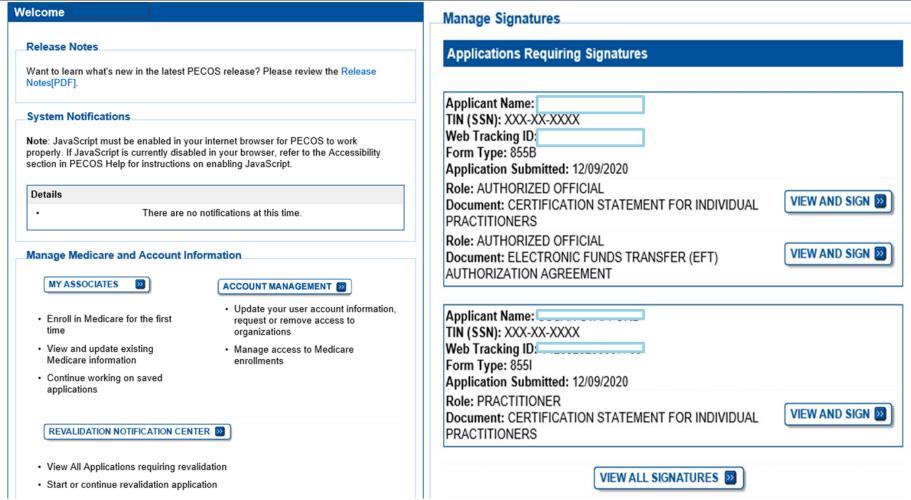


# E-Signature Email

From: customerservice-donotreply@cms.hhs.gov < customerservice-donotreply@cms.hhs.gov > Sent: Monday, September 13, 2021 3:39 PM To: Subject: PECOS Electronic Signature Request A Medicare application for LLC for Reassignment has been submitted by . You have been identified as an authorized signer for this application for which CMS allows you to provide an electronic signature using the instructions below. Please disregard this email if you have already submitted a signature. **Enrollment Application Information:** Provider/Supplier Name: Provider/Supplier Specialty Type: CLINIC/GROUP PRACTICE Form Type: AUTHORIZATION STATEMENT FOR INDIVIDUAL PRACTITIONERS (855R) The email will provide 2 options for e-signing the Practice Location Y, SPRINGFIELD, IL 627021507 application: 1. Log into Internet-based PECOS using your existing Web Tracking ID PECOS ID and password Signatory Name: 2. 2. E-sign via the PECOS e-signature website if you don't Signatory Role: PRACTITIONER have an existing PECOS ID and password Topic/s Changed: Reassignment Instructions: You may provide an electronic signature using your PECOS user ID at (https://urldefense.com/v3/ https://pecos.cms.hhs.gov ;!!IZ3IH8c!nJWZzGuzwfvG QUbqrdGdMdDc2fiT0hi7FMWT9G5n6nBBooJyaUmsVvley1ND9jSg\$ ) OR through the PECOS E-Signature website (https://urldefense.com/v3/ https://pecos.cms.cmsval/pecos/eSignLogin.do ;!!IZ3IH8c!nJWZzGuzwfvG QUbqrdGdMdDc2-fiT0hi7FMWT9G5n6nBBooJyaUmsVvlewFKprDXQ\$), using your identifying information, e-mail address, and unique PIN XXXXXXX . Continue to the 'Pending Signatures' section and locate the respective enrollment application to review and apply your E-Signature. Please note the PIN is valid for 14 days from the time the submitter completed the application. If 14 days or more have elapsed, you can access the PECOS E-Signature website to request a new PIN or contact the submitter identified above.



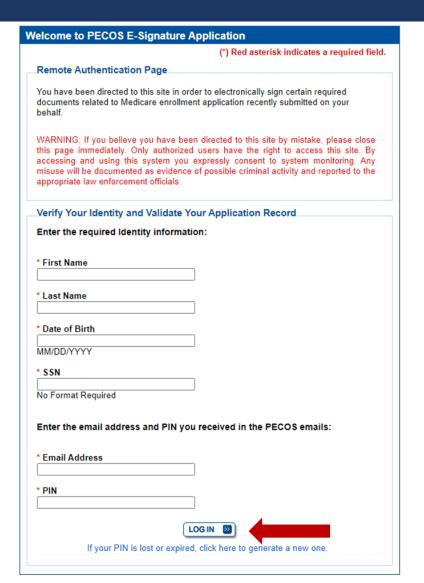
### Login to PECOS







### Copy PIN and Select Link







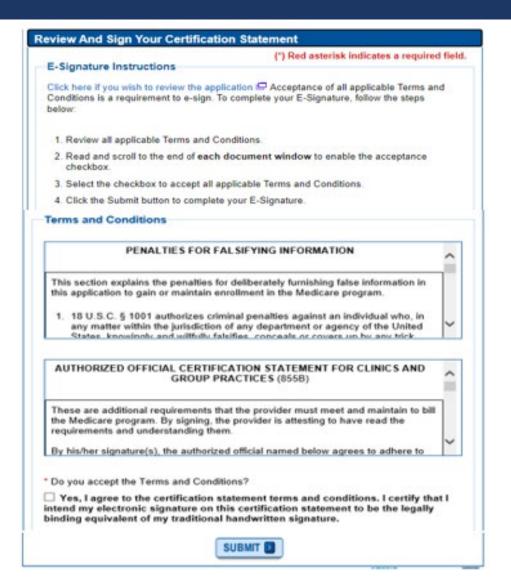
## Application Requiring Signature







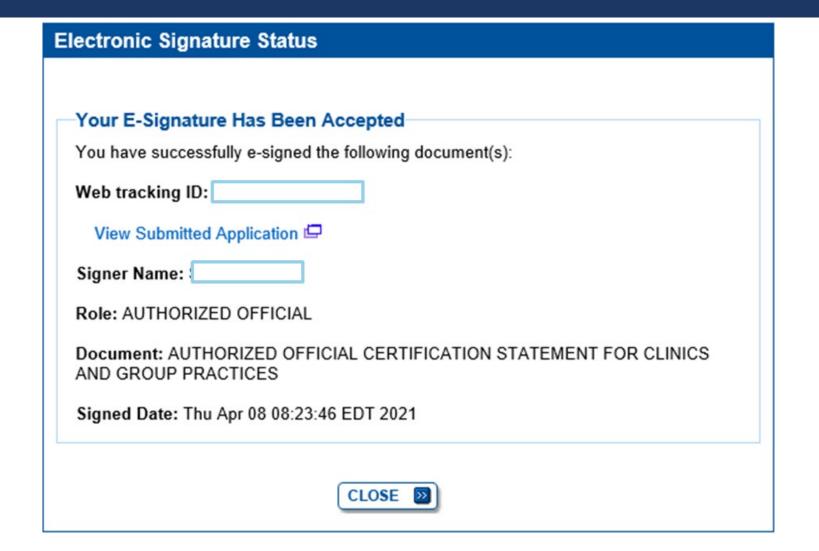
### E-Signature Attestation







### E-Signature Completion

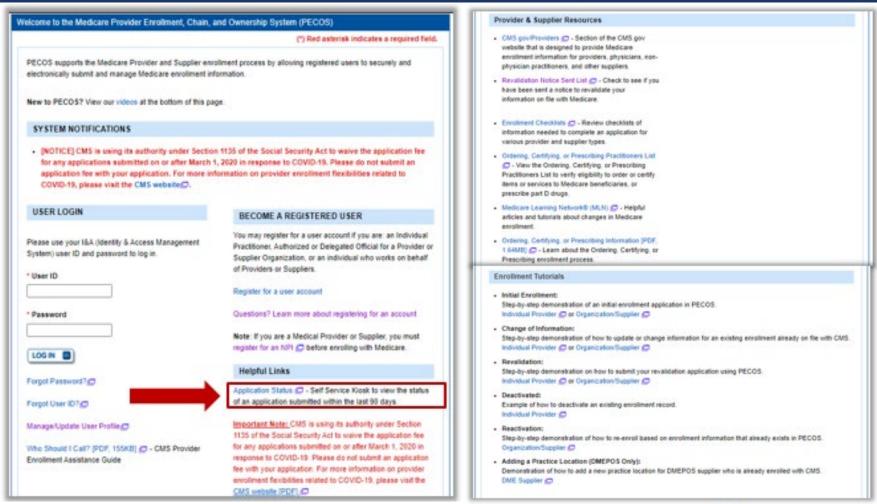






# PECOS Application Status

# PECOS Application Status







### PECOS Self-Service 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.

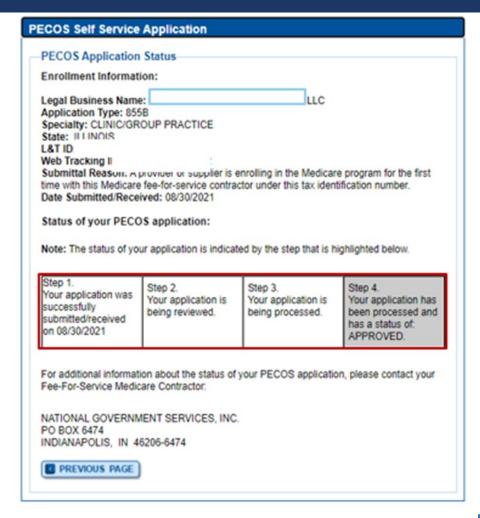
Organization

View the enrollment application status of an organization.



### PECOS Application Status Steps

- Step 1
  - Received
- Step 2
  - Being Reviewed
  - Returned for Corrections
- Step 3
  - Entering Information In PECOS
- Step 4
  - Processed in PECOS and being transferred to claims system
  - Note: Wait for approval letter before you submit claims







# Request for Additional Information

# **Email Request**

- Email to Contact Person
  - customerservice-donotreply@cms.hhs.gov
- Information on Email
  - Tracking number, NPI, legal name, state and MAC
  - Instructions for request
    - √ States additional information needed
    - ✓ Directions on "How to Correct & Resubmit" in the PECOS system
  - Processor contact and phone number



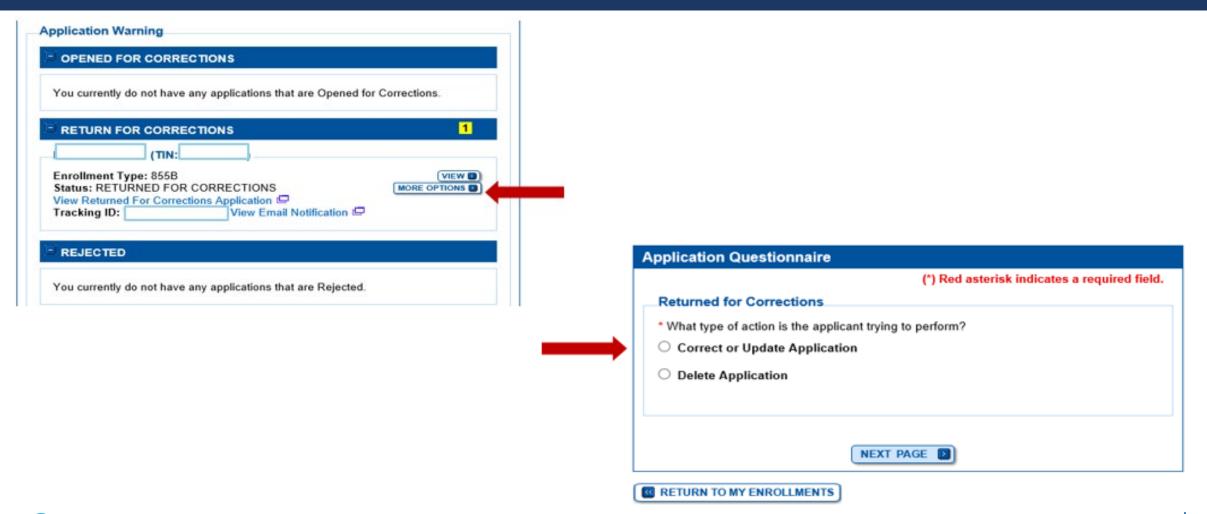
# Respond to Request

- Sign into PECOS
  - Select "Return for Corrections" or "Correct & Resubmit" button
  - Update Topics where needed
    - √ Upload missing supporting documents in PDF or TIFF format
  - Resubmit application to return for review to MAC
  - Verify all signatures are complete
    - ✓ Even if no signatures were required when resubmitting



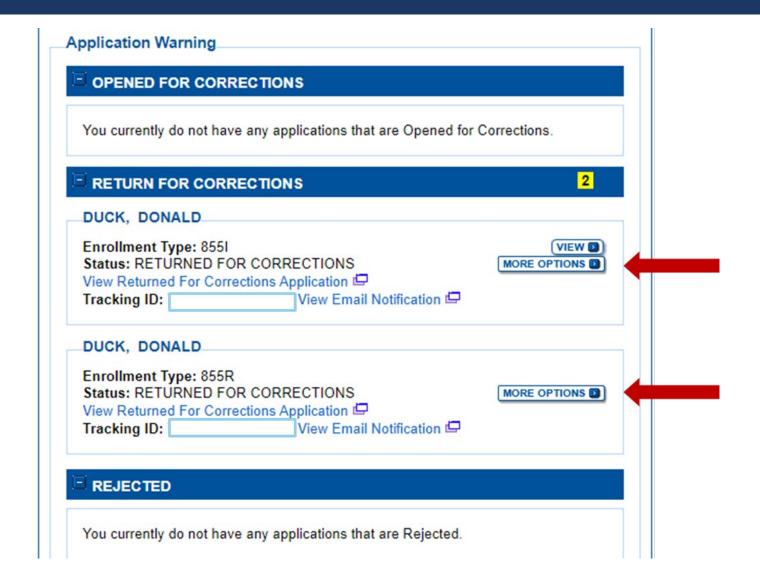
# Return for Corrections

# My Associates – Return for Corrections





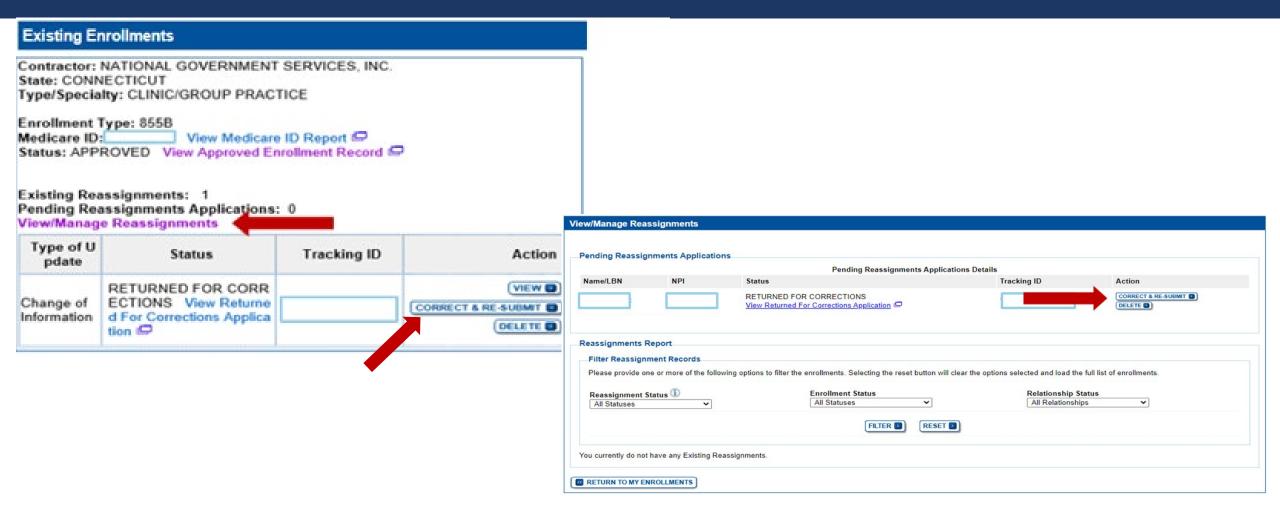
# My Associates – Multiple Return for Corrections





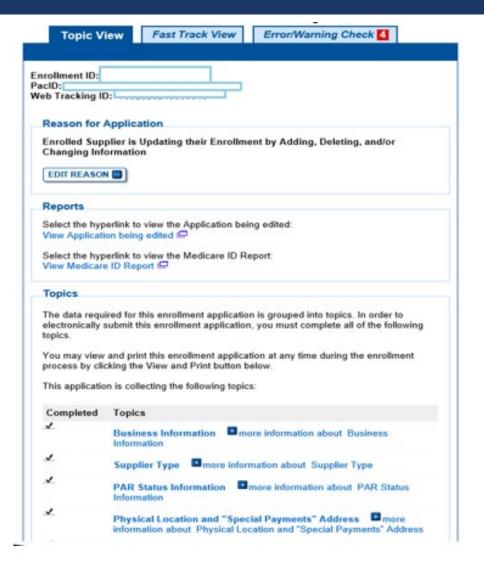


## Correct and Resubmit



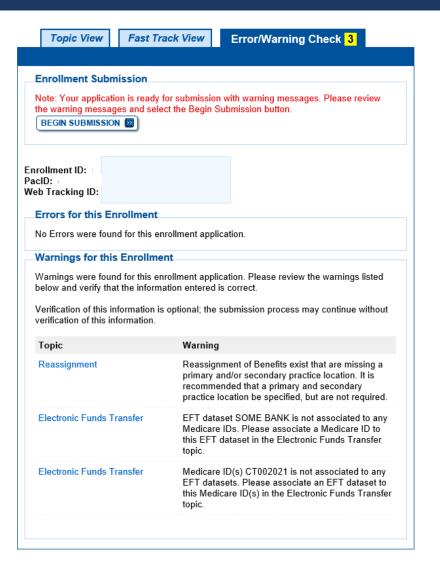


# Make Corrections or Upload Document(s)





# Error/Warning Check Tab



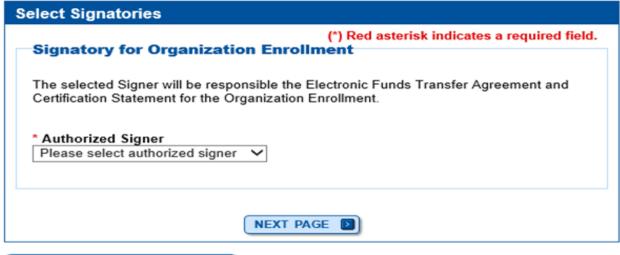




# Select Signatories

# Signatory for Organization Enrollment No Signatures required for this application. No changes have been made, or only Supporting Documentation has been modified. Please continue your submission without signatures. NEXT PAGE





RETURN TO MY ENROLLMENTS



# Complete Submission

### Submission Page

(\*) Red asterisk indicates a required field.

### Medicare Contractor

The Medicare Contractor(s) listed here would be responsible for processing your electronic and printed application materials. If more than one contractor is listed, you must mail copies of print documents to each contractor listed. You must mail all required print documents within 15 days of submitting the electronic part of your application.

Medicare Contractor: NATIONAL GOVERNMENT SERVICES, INC.

NATIONAL GOVERNMENT SERVICES, INC. P.O. BOX 7149 INDIANAPOLIS, IN 46207-7149

### Reason(s) for submission:

 A Part B supplier is currently enrolled in the Medicare program. The supplier is adding, deleting, or changing general Medicare enrollment information.

### Reports

Select the hyperlink to view the Application being submitted: View Application being submitted

Select the hyperlink to view the Medicare ID Report: View Medicare ID Report -

### Required and Supporting Documents

The following Required and Supporting Documents must be mailed in, e-signed or uploaded as part of your submission. Some documents may not be uploaded. Please read the notes below.

### Do not upload to your submission:

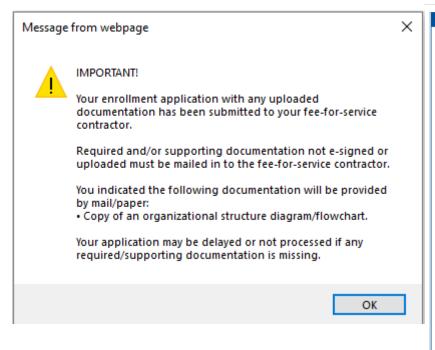
 A copy of the Medicare provider/supplier enrollment application form (such as a CMS-855 form).







# **Submission Confirmation**



Submission Confirmation - Print Your Receipt			
Submission Complete  You have successfully submitted your application!			
Remember:			
<ul> <li>If you selected to electronically sign this application, an e-mail containing the PIN and Web Tracking ID have been sent to the Authorized Signer(s) to complete the E-Signature process for documents pertaining to this enrollment application.</li> </ul>			
<ul> <li>If you selected to upload the signature for any Authorized Signer(s) for this application, and have not done so yet, please navigate to the My Enrollments page, find this application, and select the Manage Signatures option to upload a signature document, or change your signature method.</li> </ul>			
<ul> <li>Your application is not complete until the Medicare Contractor receives fully signed documentation for your application.</li> </ul>			
<ul> <li>Mail all remaining supporting documents to your Medicare Contractor within 15 days of submitting the electronic part of our application.</li> </ul>			
<ul> <li>Include the Tracking ID or a copy of this page when you mail supporting documentation to your Medicare Contractor.</li> </ul>			
<ul> <li>Print this page for your records. Note: You can print and/or save copies of the application and required documents for your records by also visiting the "My Enrollments" page.</li> </ul>			
<ul> <li>When submitting an application with Electronic Funds Transfer (EFT) Information, please include a voided check or confirmation of account information on bank letterhead.</li> </ul>			
<ul> <li>Make sure to add "customerservice-donotreply@cms.hhs.gov" to your safe sender list. You will receive e-mail from this address about your application status.</li> </ul>			
Enrollment Tracking Information			
Applicant Name:			
Tracking ID:			
Submitted Date: WED - MARCH 24 2021 01:22:24 PM EST			
Submitted By			
Contact Email(s):			

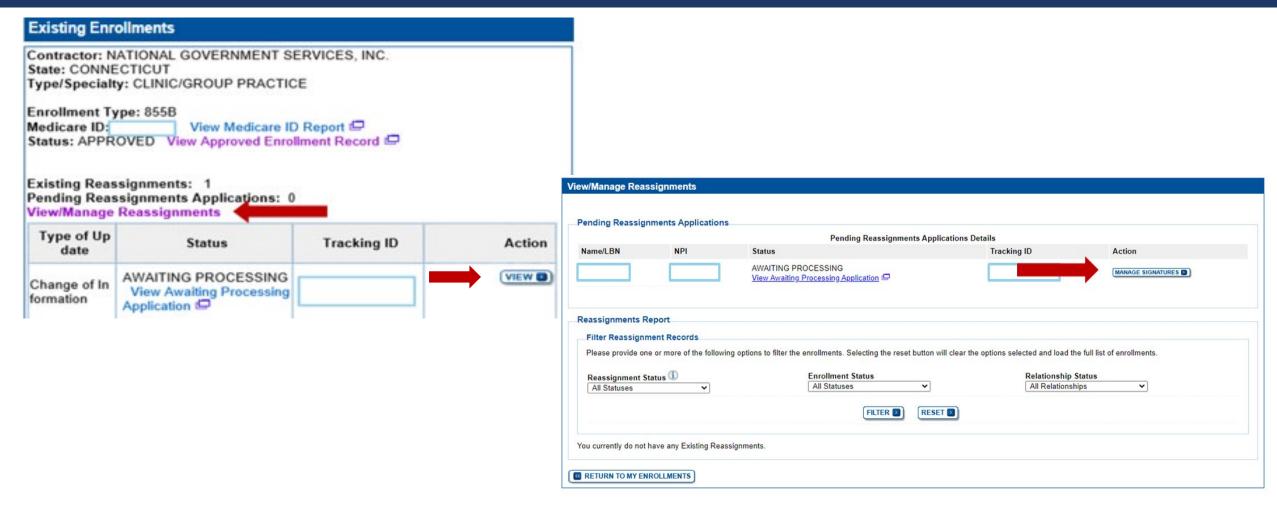
My Application Progress





# Verify and Manage Signatures after Corrections

# Verify Signature Completed





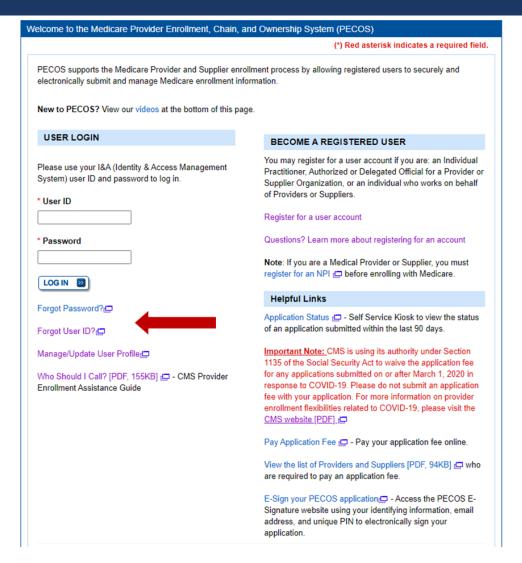
# Resources

## Internet-Based PECOS Tutorials

### **Enrollment Tutorials** Initial Enrollment: Step-by-step demonstration of an initial enrollment application in PECOS. Individual Provider 🗗 or Organization/Supplier 📮 · 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



# Online Account Self-Service Features





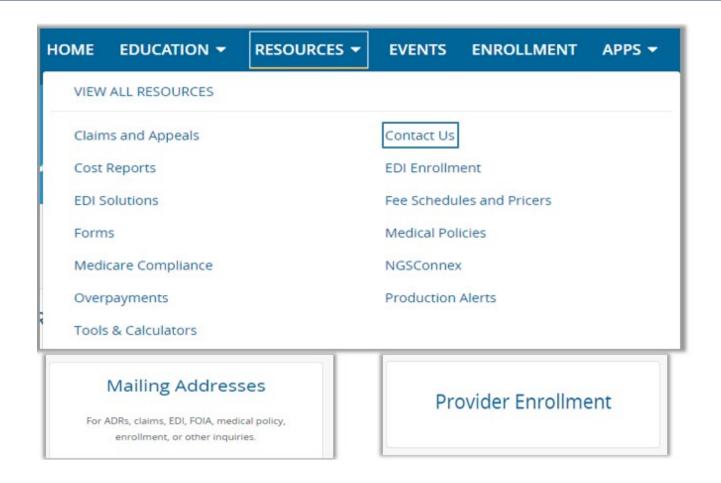


# **Contact Information**

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: customerservice@npienumerator.com
<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: EUSSupport@cgi.com Live Chat: https://eus.custhelp.com/



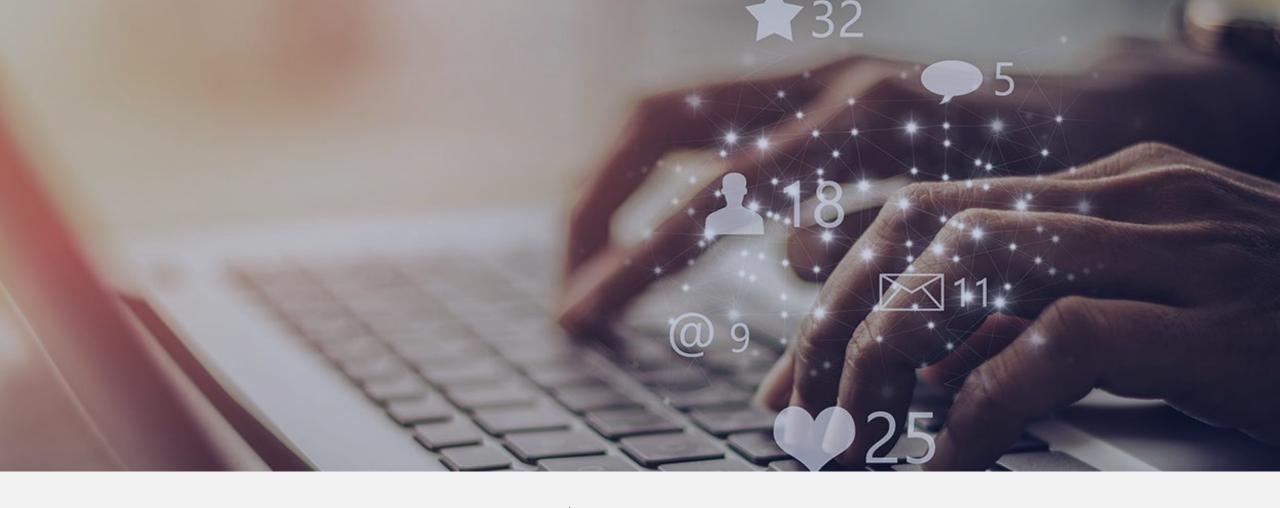
# NGS Website





# Questions?

Thank you! A follow-up email will be sent to attendees with the Medicare University Course Code.







Text NEWS to 37702; Text GAMES to 37702





