



PECOS: Manage Signatures and Additional Information Requests

6/16/2025

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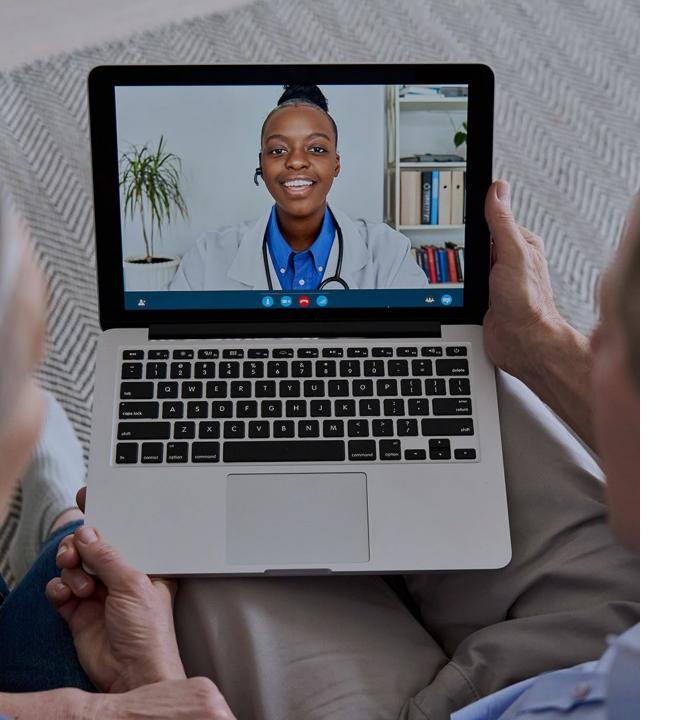


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Today's Presenters



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







Agenda

- Verify and Manage Signature(s) After Submission
 - Print Certification Statements
 - <u>Upload Certification Statements</u>
 - E-signature Certification
- PECOS Application Status
- Request for Additional Information
 - Returned for Corrections
 - <u>Verify and Manage Signatures</u> <u>after Corrections</u>
- Resources







Verify and Managing Signature(s) After Submission

Log Into PECOS

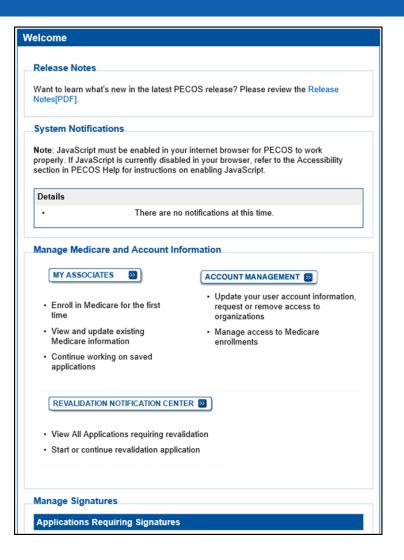
elcome to the Medicare Provider Enrollment, Chain, a	and Ownership System (PECOS)
	(*) Red asterisk indicates a required field.
PECOS supports the Medicare Provider and Supplier enrelectronically submit and manage Medicare enrollment inf	ollment process by allowing registered users to securely and formation.
New to PECOS? View our videos at the bottom of this pa	ge.
SYSTEM NOTIFICATIONS	
for any applications submitted on or after March	n 1135 of the Social Security Act to waive the application fee 1, 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	Questions? Learn more about registering for an account
LOG IN D	Note: If you are a Medical Provider or Supplier, you must register for an NPI 🖾 before enrolling with Medicare.
	Helpful Links
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.





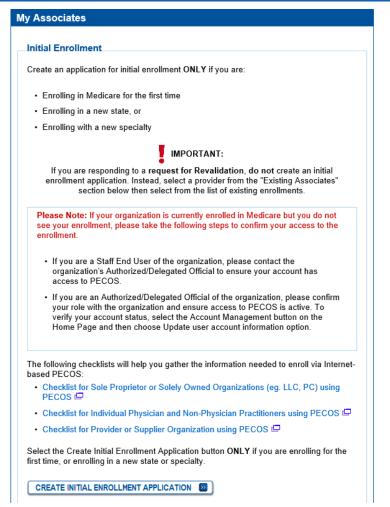
Select My Associates

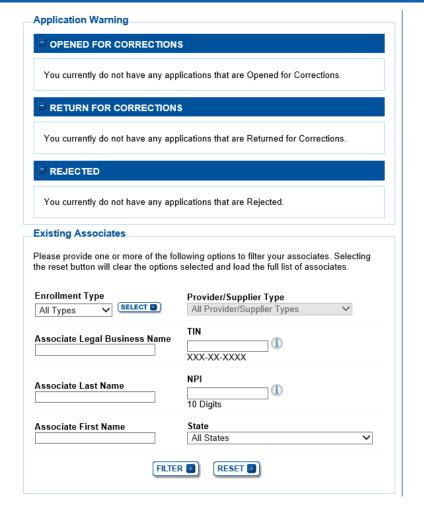






My Associates Filter









My Associates

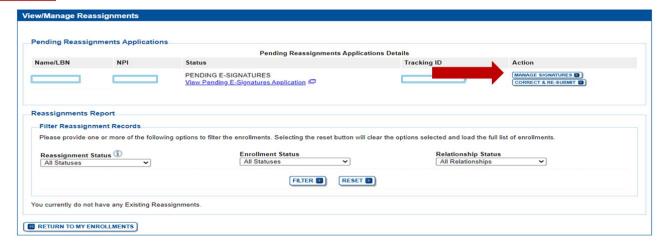
Select "View Enrollments"

□ Individuals		2
	Records 1 - 2 of 2	
Name: DUCK, DONALD	NPI:	VIEW ENROLLMENTS
Name:	NPI:	VIEW ENROLLMENTS 2
○ Organizations	Records 1 - 2 of 2	2
C Organizations		2
্ [া] Organizations	Records 1 - 2 of 2	2
		VIEW ENROLLMENTS
Organizations Name: ABC Care Name:	Records 1 - 2 of 2	



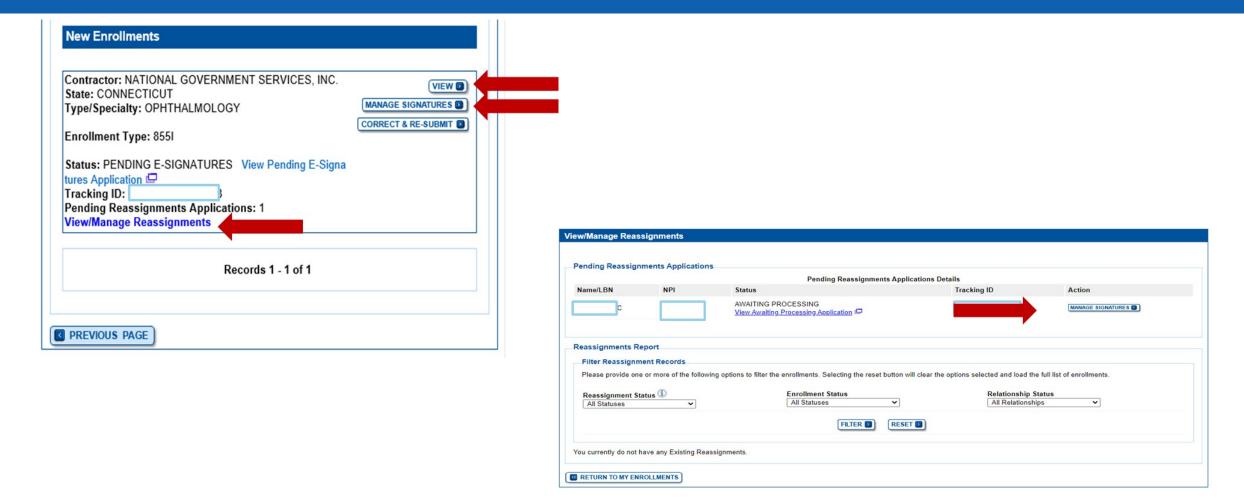
Verify All Signatures – Existing Enrollment

State: CONNE	ATIONAL GOVERNMENT SEI ECTICUT y: CLINIC/GROUP PRACTICE		
	vpe: 855B View Medicare ID OVED View Approved Enrollr		
Pending Reas	ssignments: 1 ssignments Applications: 0 Reassignments	Tracking ID	Action
Pending Reas View/Manage	ssignments Applications: 0	Tracking ID	Action





Verify All Signatures – New Enrollment





Signature Status

TIN: XXX-XX-XXXX
NPI:
h an ITIN will not be able to submit electronic ials with an ITIN entered on this application must
Role: PRACTITIONER Document: AUTHORIZATION STATEMENT FOR INDIVIDUAL PRACTITIONERS (855R)
Status: Pending
ore (UPDATE (II)
Role: AUTHORIZED OFFICIAL Document: AUTHORIZATION STATEMENT FOR ORGANIZATIONS (855R) Status: Pending
UPDATE (D) RE-SEND EMAIL (D)
Medicare Supplier Enrollment Application



Print Certification Statements

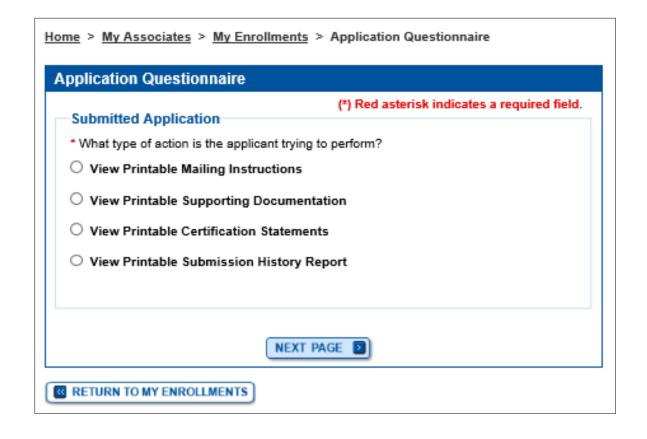
Enrollment Record

Existing Enrollments Contractor: NATIONAL GOVERNMENT SERVICES, INC. State: ILLINOIS Type/Specialty: CLINIC/GROUP PRACTICE Enrollment Type: 855B Medicare ID: TEST View Medicare ID Report -Status: APPROVED View Approved Enrollment Record -Current ADI Accreditation?: No Existing Reassignments: 1 Pending Reassignments Applications: 0 View/Manage Reassignments Type of Up Status Tracking ID Action date AWAITING PROCESSIN VIEW Revalidatio G View Awaiting Proces MANAGE SIGNATURES [] TXXXXXXX sing Application 🖵



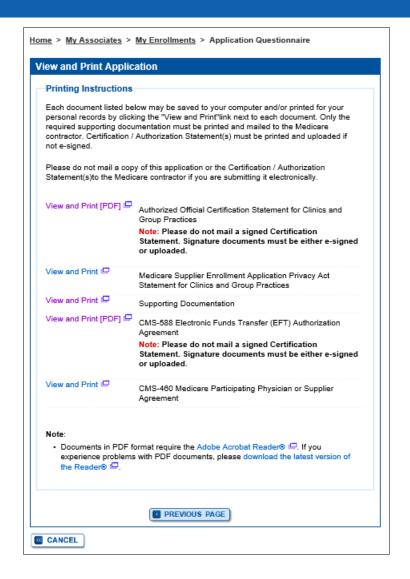


View Certification Statements





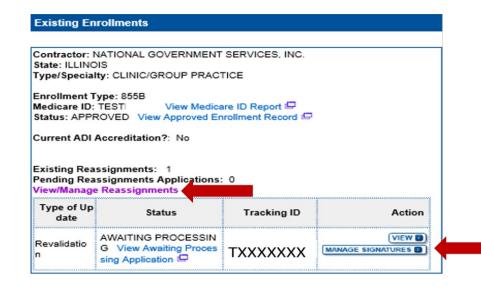
Print Certification Statements





Upload Certification Statements

Manage Signatures



View/Manage Rea	ssignments		
Pending Reassig	nments Applicatio	ns	
		Pending Reassignments Applic	ations Details
Name/LBN	NPI	Status	Tracking ID Action
		PENDING E-SIGNATURES <u>View Pending E-Signatures Application</u> □	MANAGE SIGNATURES CORRECT & RE-SUBMIT
Reassignments I Filter Reassign Please provide of	ment Records	wing options to filter the enrollments. Selecting the reset button wil	I clear the options selected and load the full list of enrollments.
Reassignment 5	Status 1	Enrollment Status	Relationship Status
All Statuses	~	All Statuses 🕶	All Relationships ~
You currently do not	have any Existing Re	FILTER RESET	
RETURN TO MY E	NROLLMENTS		





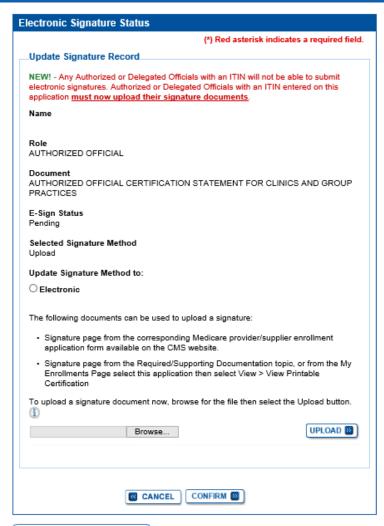
Update







Upload Certification Statement







Verify Signature Status

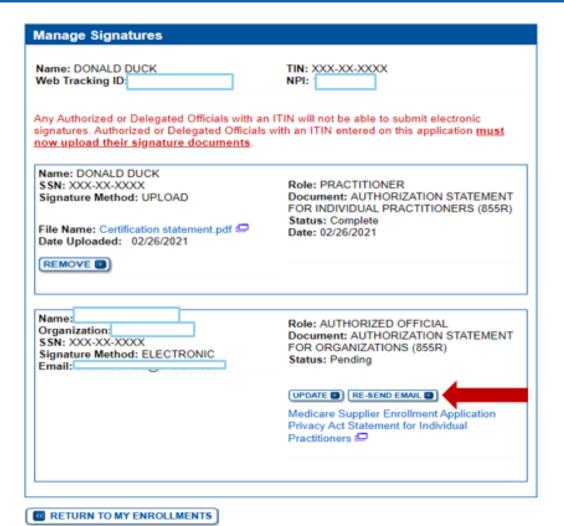
Manage Signatures	
Name: DONALD DUCK Web Tracking ID: Any Authorized or Delegated Officials with an signatures. Authorized or Delegated Officials v	
Name: DONALD DUCK SSN: XXX-XX-XXXX Signature Method: UPLOAD File Name: Certification statement.pdf Date Uploaded: 02/26/2021	Role: PRACTITIONER Document: AUTHORIZATION STATEMENT FOR INDIVIDUAL PRACTITIONERS (855R) Status: Complete Date: 02/26/2021
Name: Organization: SSN: XXX-XX-XXXX Signature Method: ELECTRONIC Email:	Role: AUTHORIZED OFFICIAL Document: AUTHORIZATION STATEMENT FOR ORGANIZATIONS (855R) Status: Pending UPDATE RE-SEND EMAIL D Medicare Supplier Enrollment Application Privacy Act Statement for Individual Practitioners





E-Signature Certification

E-Signature Status







Resend E-Signature Email Confirmation

Electronic Signature Status
(*) Red asterisk indicates a required field. Authorization Statement Electronic Signature Confirmation E-mail: An e-mail has been resent to: Name Role AUTHORIZED OFFICIAL Document AUTHORIZATION STATEMENT FOR ORGANIZATIONS (855R)
RETURN TO E-SIGNATURES RETURN TO MY ENROLLMENTS

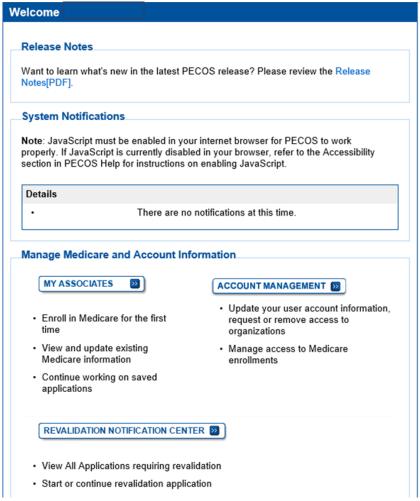


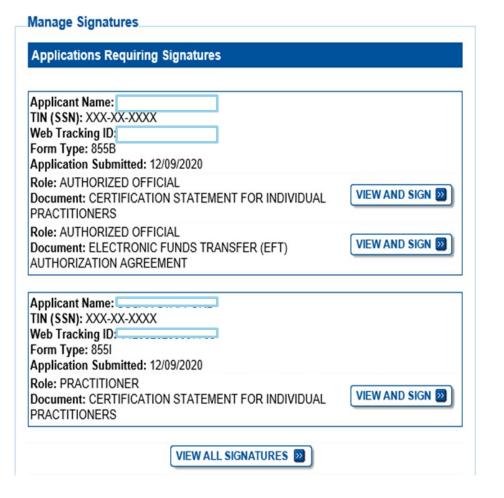
E-Signature Email

From: customerservice-donotreply@cms.hhs.gov <customerservice-donotreply@cms.hhs.gov></customerservice-donotreply@cms.hhs.gov>		
Sent: Monday, September 13, 2021 3:39 PM		
To: I		
Subject: PECOS Electronic Signature Request		
	1	
A Medicare application for	ted by . You have been identified as an	
authorized signer for this application for which CMS allows you to provide an electronic signature u		
	ising the instructions below. Please disregard this email if you have already submitted a	
signature.		
Enrollment Application Information:		
Provider/Supplier Name:LC 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:	
NPI:	Log into Internet-based PECOS using your existing	
Web Tracking ID	PECOS ID and password	
Signatory Name:	2. E-sign via the PECOS e-signature website if you don't	
Signatory Role: PRACTITIONER		
Topic/s Changed: Reassignment		
Instructions:	huan // and and half and half and half and	
You may provide an electronic signature using your PECOS user ID at (https://urldefense.com/v3/	nttps://pecos.cms.nns.gov ;!!!Z3IH8C!nJWZZGuZWIVG QUbqraGaMaDc2-	
fiT0hi7FMWT9G5n6nBBooJyaUmsVvley1ND9jSg\$) OR through the PECOS E-Signature website	A COURT OF THE PROPERTY OF THE	
(https://urldefense.com/v3/ https://pecos.cms.cmsval/pecos/eSignLogin.do ;!!IZ3IH8c!nJWZzG		
identifying information, e-mail address, and unique PIN XXXXXXX 5. Continue to the 'Pending	Signatures: section and locate the respective enrollment application to review and apply your	
E-Signature.		
Disease note the DIN is valid for 1.4 days from the time the submitter completed the smillestics of 4	A days as mare have planted you can access the DECOS E Signature website to access to a second	
Please note the PIN is valid for 14 days from the time the submitter completed the application. If 1	4 days or more have elapsed, you can access the PECOS E-Signature website to request a new	
PIN or contact the submitter identified above.		



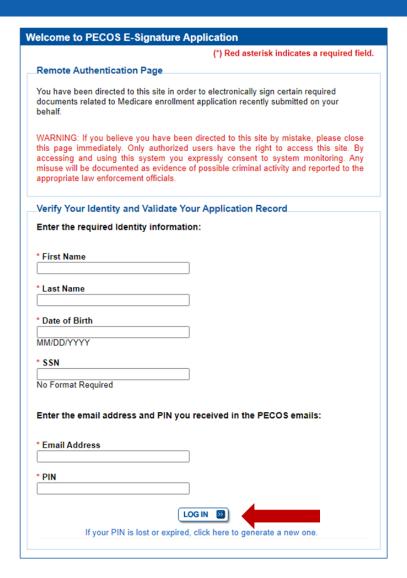
Login to PECOS







Copy PIN and Select Link





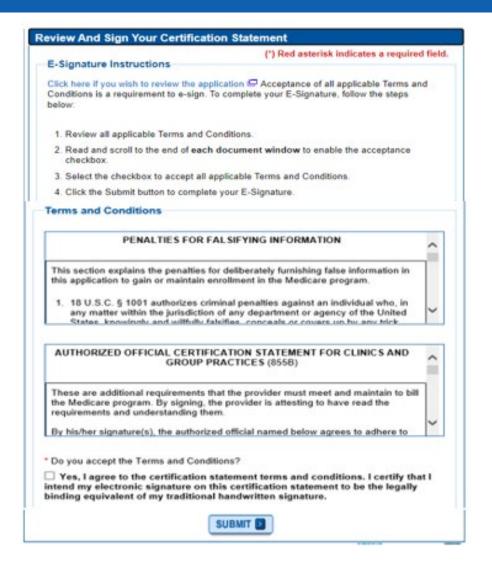


Application Requiring Signature

Applications Requiring Signatures	
Applicant Name:	
TIN (EIN):	
Web Tracking ID:	
Form Type: 855B	
Application Submitted: 03/23/2021	
Role: AUTHORIZED OFFICIAL	
Document: AUTHORIZED OFFICIAL CERTIFICATION	VIEW AND SIGN [32]
STATEMENT FOR CLINICS AND GROUP PRACTICES	



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.

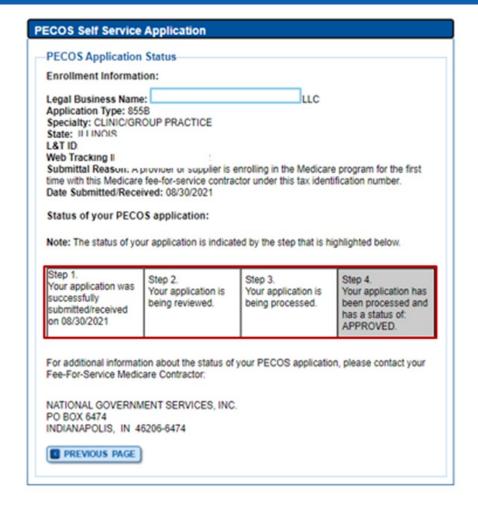
Organization

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



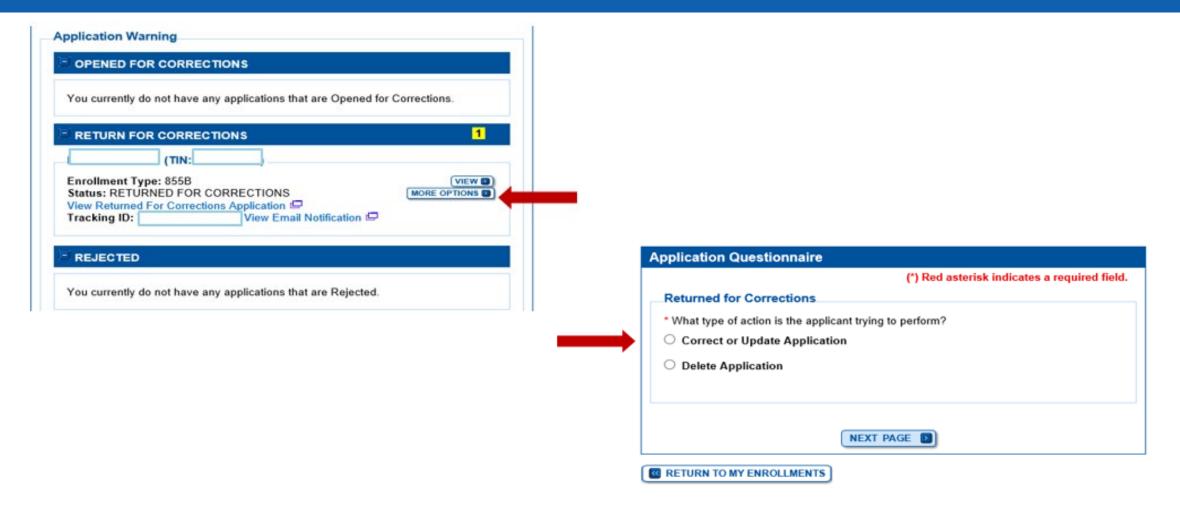
Respond to Request

- 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



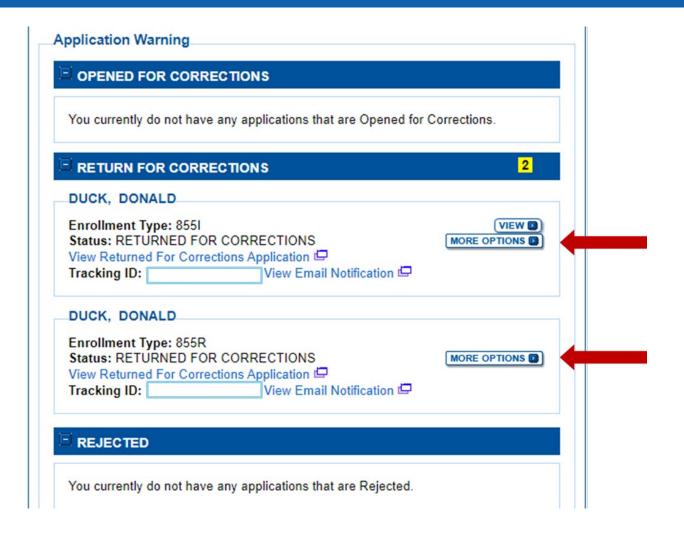
Return for Corrections

My Associates – Return for Corrections





My Associates – Multiple Return for Corrections





Correct and Resubmit

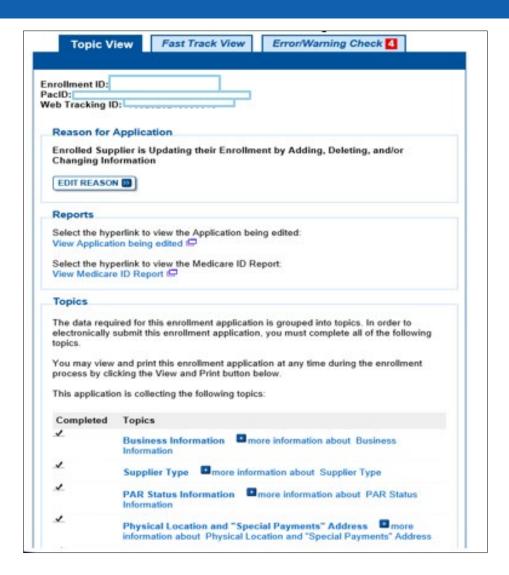


		Pending Reassignments Applica	tions Details	
ne/LBN	NPI	Status	Tracking ID	Action
		RETURNED FOR CORRECTIONS View Returned For Corrections Application □		CORRECT & RE-SUBMIT DELETE DELETE
		wing options to filter the enrollments. Selecting the reset button will Enrollment Status All Statuses	clear the options selected and load the full I Relationship Status All Relationships	
ase provide o	ne or more of the follo	Enrollment Status	Relationship Status All Relationships	





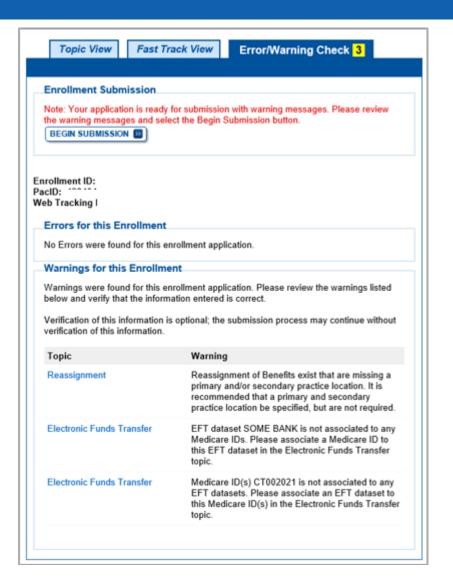
Make Corrections or Upload Document(s)







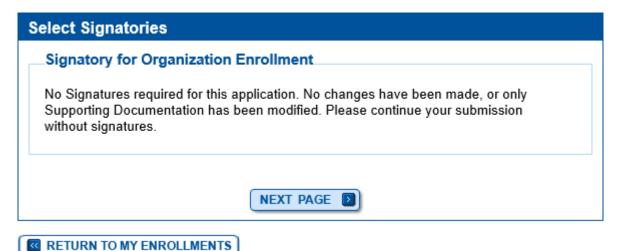
Error/Warning Check Tab







Select Signatories





■ 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

Message from webpage

IMPORTANT!

Your enrollment application with any uploaded documentation has been submitted to your fee-for-service contractor.

Required and/or supporting documentation not e-signed or uploaded must be mailed in to the fee-for-service contractor.

You indicated the following documentation will be provided by mail/paper:

• Copy of an organizational structure diagram/flowchart.

Your application may be delayed or not processed if any required/supporting documentation is missing.



Submission Complete

Remember:

You have successfully submitted your application!

100%

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.

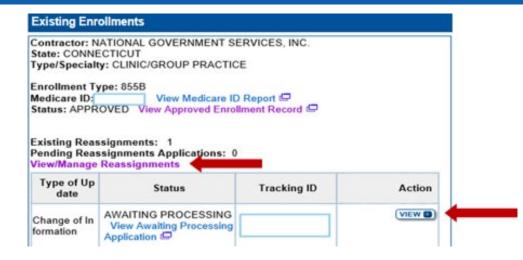
- If you selected to upload the signature for any Authorized Signer(s) for this
 application, and have not done so yet, please navigate to the My Enrollments page,
 find this application, and select the Manage Signatures option to upload a signature
 document, or change your signature method.
- Your application is not complete until the Medicare Contractor receives fully signed documentation for your application.
- Mail all remaining supporting documents to your Medicare Contractor within 15 days of submitting the electronic part of our application.
- Include the Tracking ID or a copy of this page when you mail supporting documentation to your Medicare Contractor.
- 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.
- When submitting an application with Electronic Funds Transfer (EFT) Information, please include a voided check or confirmation of account information on bank letterhead.
- 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.

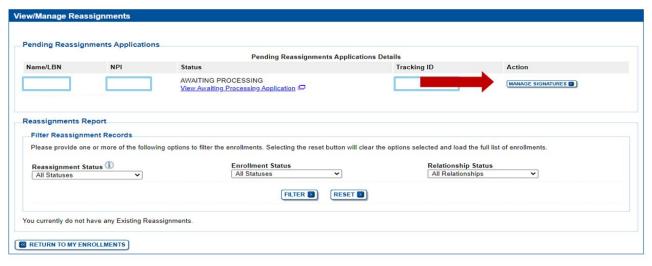
Enrollment Tracking Information
Applicant Name:
Tracking ID:
Submitted Date: WED - MARCH 24 2021 01:22:24 PM EST
Submitted By
Contact Email(s):



Verify and Manage Signatures after Corrections

Verify Signature Completed









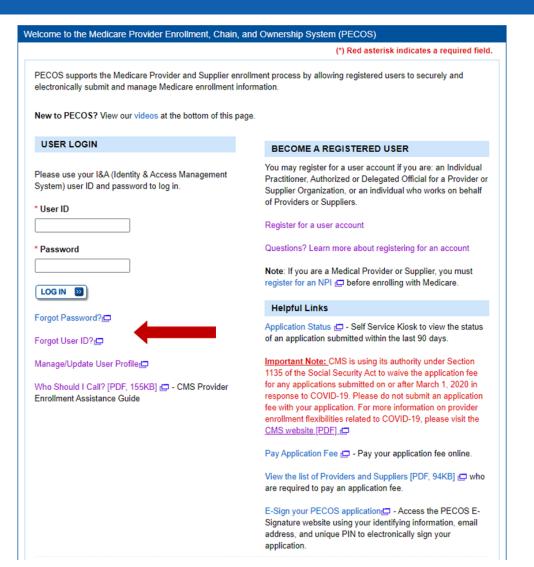


Internet-Based PECOS Tutorials

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 Feature





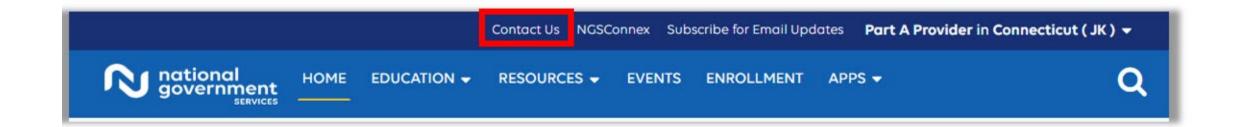


Contact Information

- External User Services (EUS) Website
 - Resources for PECOS, I&A and NPPES
 - Guides
 - Tutorials
 - FAQs
 - Live Chat
 - Email Address
 - Mailing Address
 - Phone numbers
 - EUS helpdesk 866-484-8049
 - NPI Enumerator helpdesk 800-465-3203



NGS Website



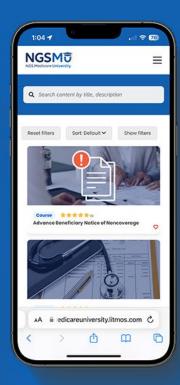
Mailing Addresses

For ADRs, claims, EDI, FOIA, medical policy, enrollment, or other inquiries. **Provider Enrollment**









Connect with us on social media

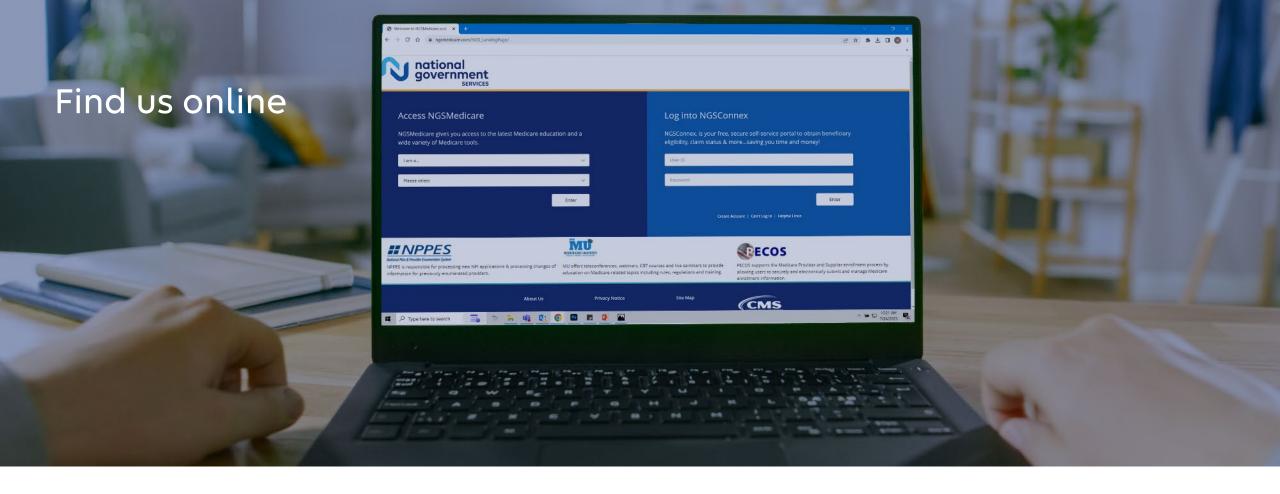














www.NGSMedicare.com

Online resources, event calendar, LCD/NCD, and tools



IVR System

The interactive voice response system (IVR) is available 24-hours a day, seven days a week to answer general inquiries



NGSConnex

Web portal for claim information



Sign up for Email Updates

Subscribe for Email updates at the top of any NGSMedicare.com webpage to stay informed of news





Questions?

Thank you!