



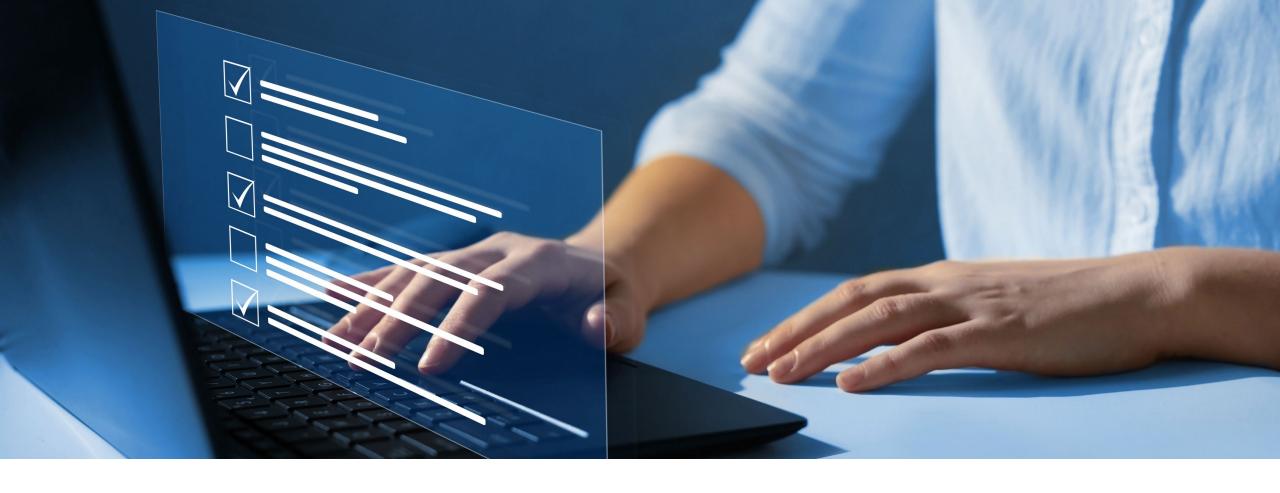
# PECOS: Manage Signatures and Additional Information Requests

7/18/2024

**Closed Captioning**: Auto-generated closed captioning is enabled in this course and is at best 70-90% accurate. Words prone to error include specialized terminology, proper names and acronyms.





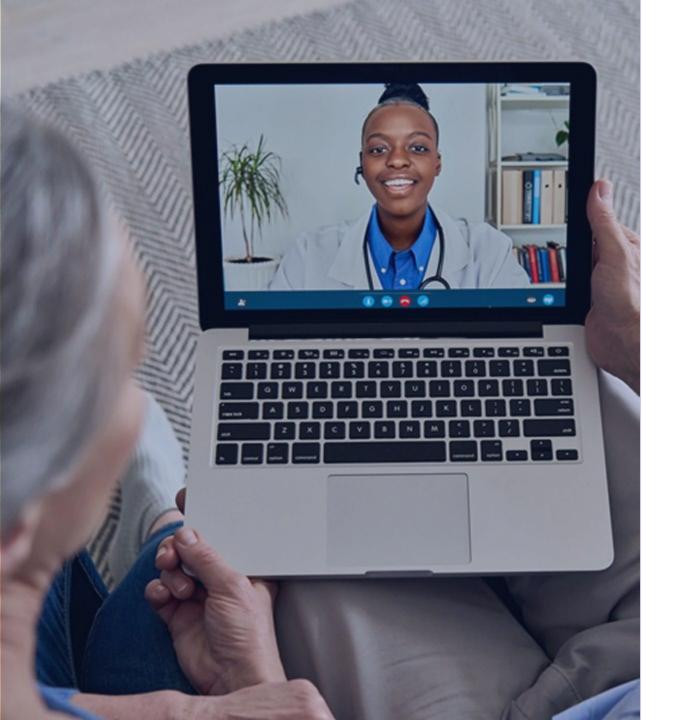


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#### Today's Presenters



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







#### Agenda

- Verify and Manage Signature(s) After Submission
  - Print Certification Statements
  - 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

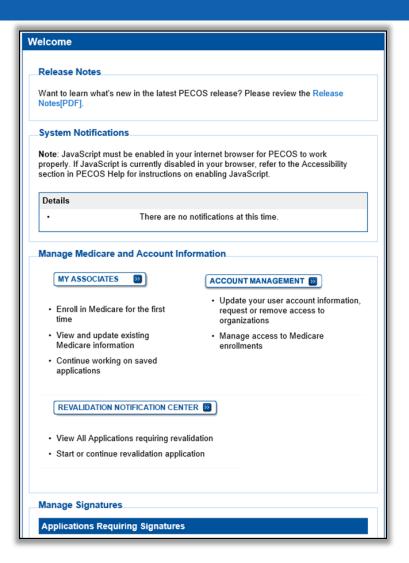
### Log Into PECOS

elcome to the Medicare Provider Enrollment, Chain, a	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 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.  * User ID	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 S	Note: If you are a Medical Provider or Supplier, you must register for an NPI 🖾 before enrolling with Medicare.
	Helpful Links
Forgot Password?	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





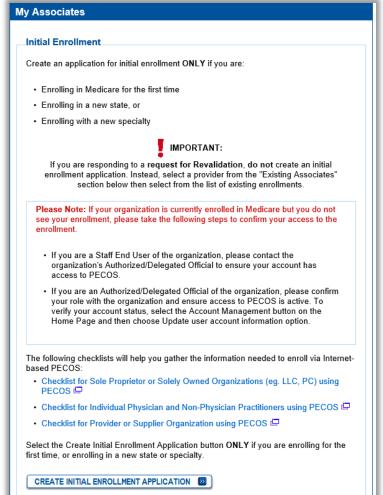
#### Select My Associates

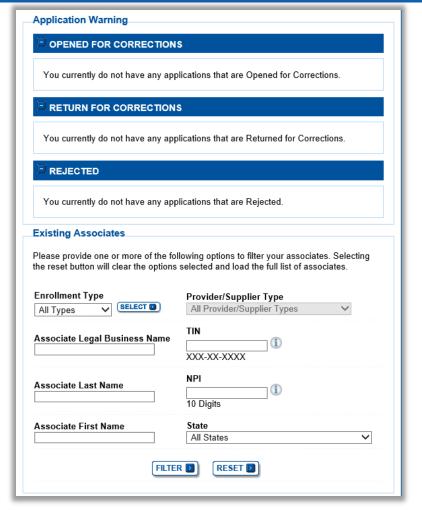






#### My Associates Filter









#### My Associates

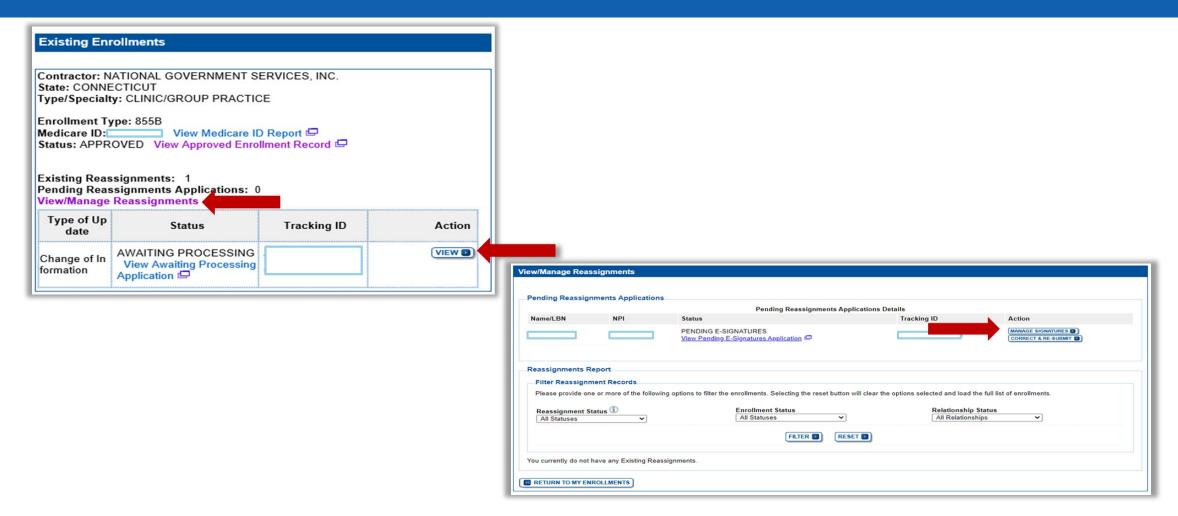
Select "View Enrollments"

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



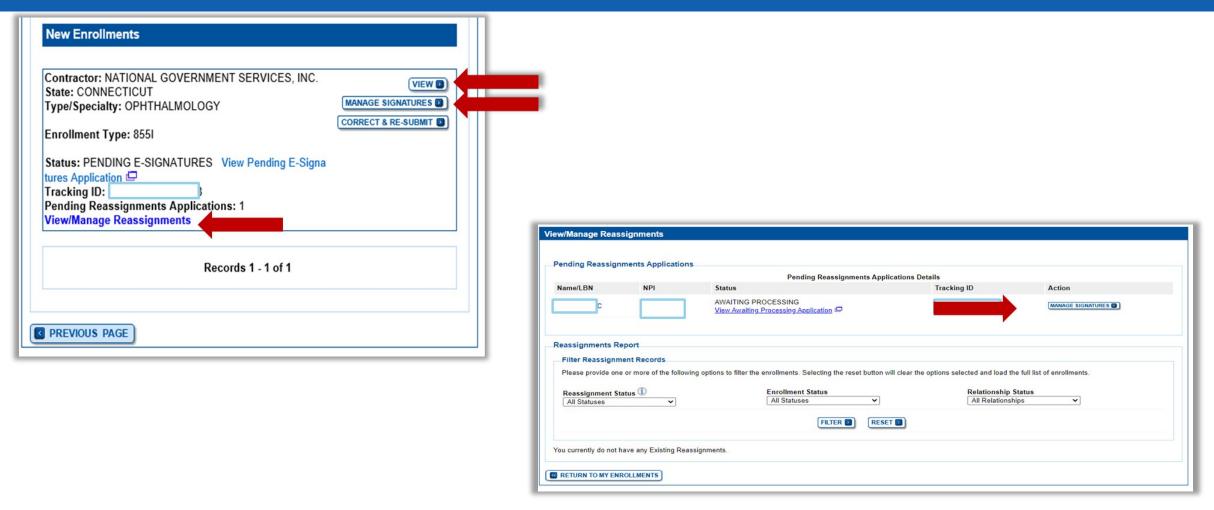


#### Verify All Signatures – Existing Enrollment





#### Verify All Signatures – New Enrollment





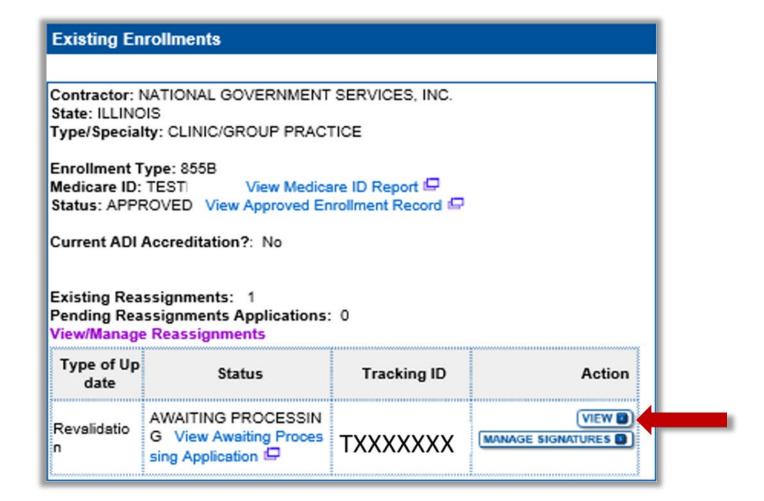
#### Signature Status

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



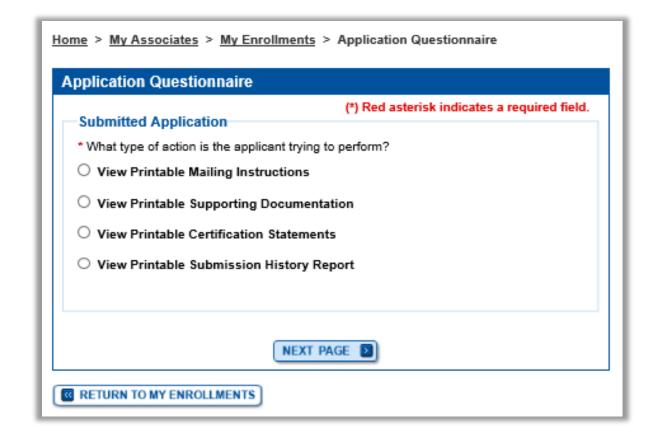
### Print Certification Statements

#### Enrollment Record



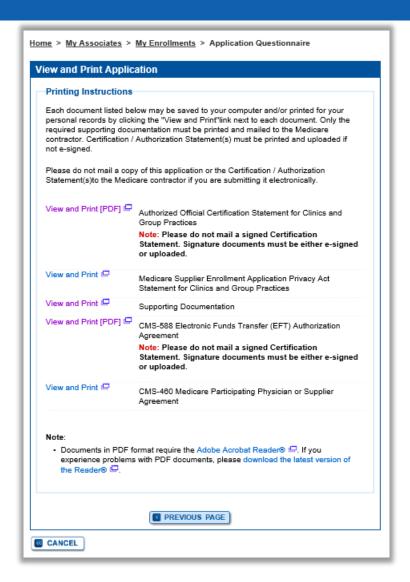


#### View Certification Statements





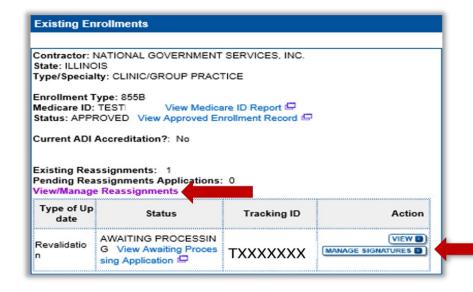
#### Print Certification Statements

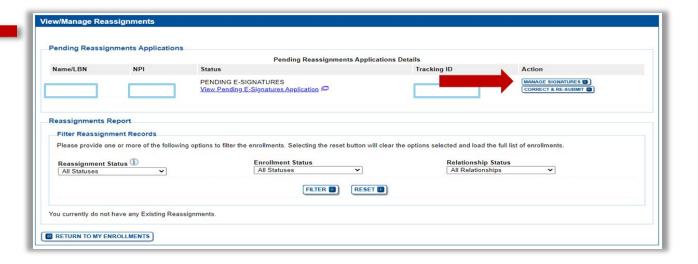




# Upload Certification Statements

#### Manage Signatures









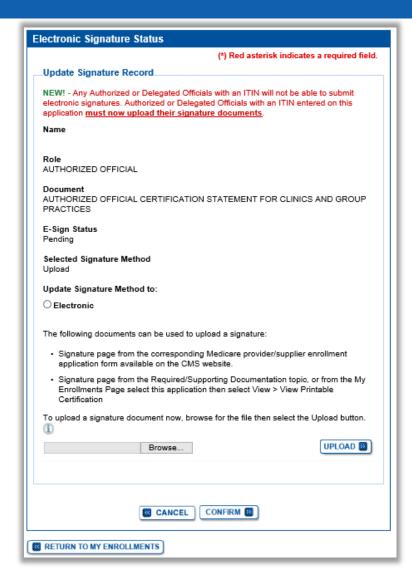
## Update

TIN: XXX-XX-XXXX NPI
ITIN will not be able to submit electronic with an ITIN entered on this application must
Role: PRACTITIONER Document: AUTHORIZATION STATEMENT FOR INDIVIDUAL PRACTITIONERS (855R) Status: Pending
UPDATE (2)
Role: AUTHORIZED OFFICIAL Document: AUTHORIZATION STATEMENT FOR ORGANIZATIONS (855R) Status: Pending
Medicare Supplier Enrollment Application Privacy Act Statement for Individual Practitioners





#### Upload Certification Statement







#### Verify Signature Status

Name: DONALD DUCK Web Tracking ID:	TIN: XXX-XX-XXXX NPI:
ony Authorized or Delegated Officials with an ignatures. Authorized or Delegated Officials tow upload their signature documents.	ITIN will not be able to submit electronic with an ITIN entered on this application must
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
	Medicare Supplier Enrollment Application Privacy Act Statement for Individual Practitioners





# E-Signature Certification

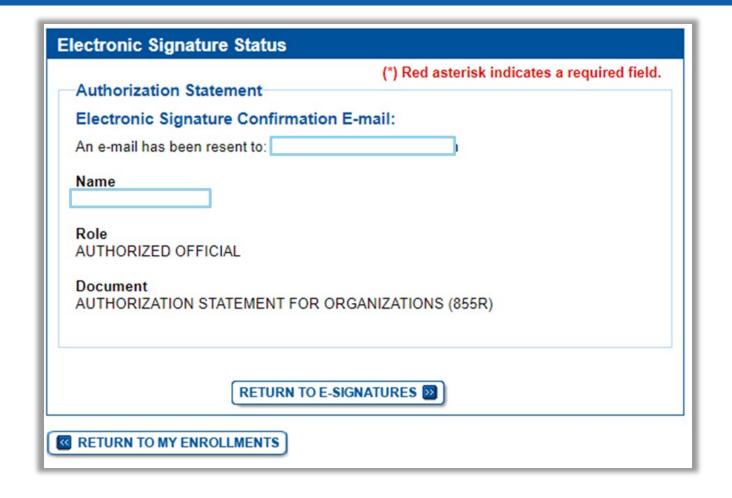
#### E-Signature Status

will not be able to submit electronic in ITIN entered on this application must ole: PRACTITIONER ocument: AUTHORIZATION STATEMENT
order i re
OR INDIVIDUAL PRACTITIONERS (855R) tatus: Complete ate: 02/26/2021
ole: AUTHORIZED OFFICIAL ocument: AUTHORIZATION STATEMENT OR ORGANIZATIONS (855R) tatus: Pending
RE-SEND EMAIL ID  dedicare Supplier Enrollment Application rivacy Act Statement for Individual ractitioners





#### Resend E-Signature Email Confirmation



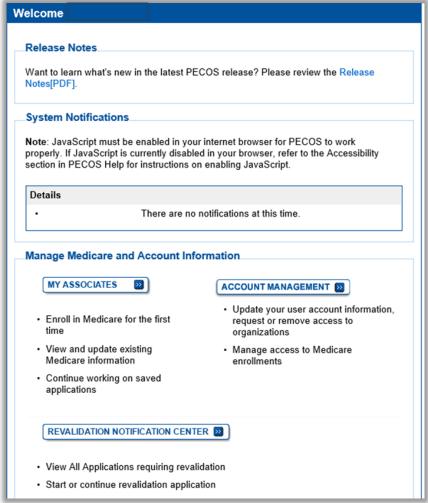


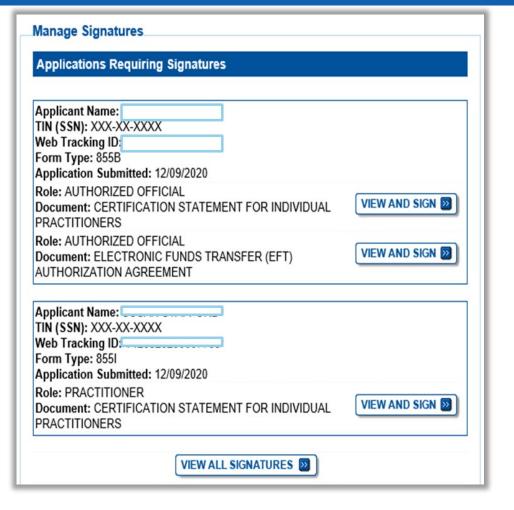
## E-Signature Email

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</customerservice-donotreply@cms.hhs.gov>	
A Medicare application for authorized signer for this application for which CMS allows you to provide an electronic signature usignature.	
Enrollment Application Information: Provider/Supplier Name: Provider/Supplier Specialty Type: CLINIC/GROUP PRACTICE State: IL Form Type: AUTHORIZATION STATEMENT FOR INDIVIDUAL PRACTITIONERS (855R) Practice Location Y, SPRINGFIELD, IL 627021507 NPI: Web Tracking ID Signatory Name: Signatory Role: PRACTITIONER Topic/s Changed: Reassignment	The email will provide 2 options for e-signing the application:  1. Log into Internet-based PECOS using your existing PECOS ID and password  2. 2. E-sign via the PECOS e-signature website if you don't have an existing PECOS ID and password
Instructions: You may provide an electronic signature using your PECOS user ID at ( <a href="https://urldefense.com/v3/fiTOhi7FMWT9G5n6nBBooJyaUmsVvley1ND9iSg\$">https://urldefense.com/v3/fiTOhi7FMWT9G5n6nBBooJyaUmsVvley1ND9iSg\$</a> ) OR through the PECOS E-Signature website ( <a href="https://urldefense.com/v3/https://pecos.cms.cmsval/pecos/eSignLogin.do">https://pecos.cms.cmsval/pecos/eSignLogin.do</a> ;!!IZ3IH8c!nJWZzG identifying information, e-mail address, and unique PIN	iuzwfvG_QUbqrdGdMdDc2-fiT0hi7FMWT9G5n6nBBooJyaUmsVvlewFKprDXQ\$ ), using your
Please note the PIN is valid for 14 days from the time the submitter completed the application. If 1. PIN or contact the submitter identified above.	4 days or more have elapsed, you can access the PECOS E-Signature website to request a new



#### Login to PECOS

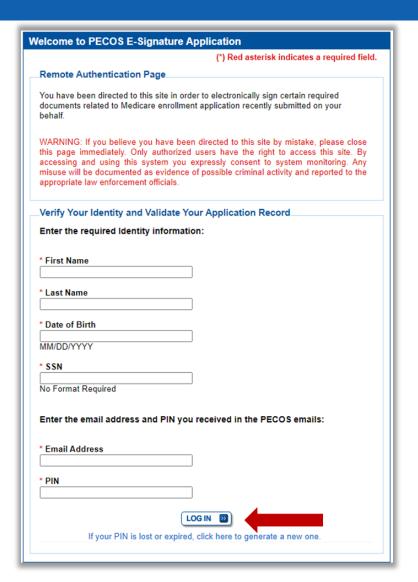








#### Copy PIN and Select Link





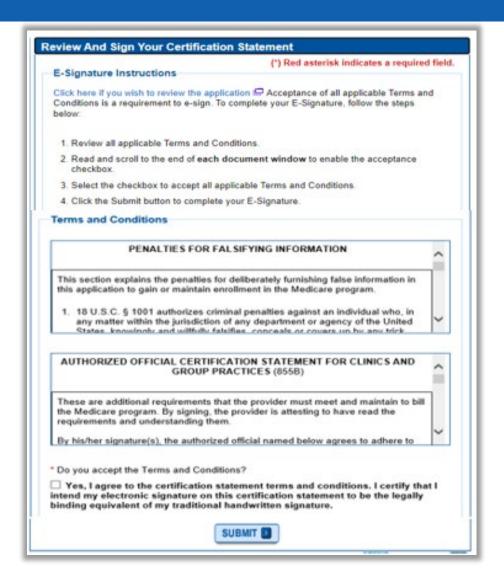


### Application Requiring Signature

Applications Requiring Signatures	
Applicant Name:	
TÍN (EIN):	
Web Tracking ID:	
Form Type: 855B	
Application Submitted: 03/23/2021	
Role: AUTHORIZED OFFICIAL	
Document: AUTHORIZED OFFICIAL CERTIFICATION	VIEW AND SIGN [23]
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.

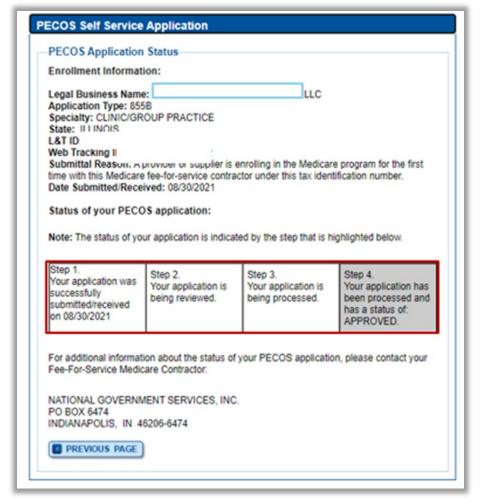
Organization

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



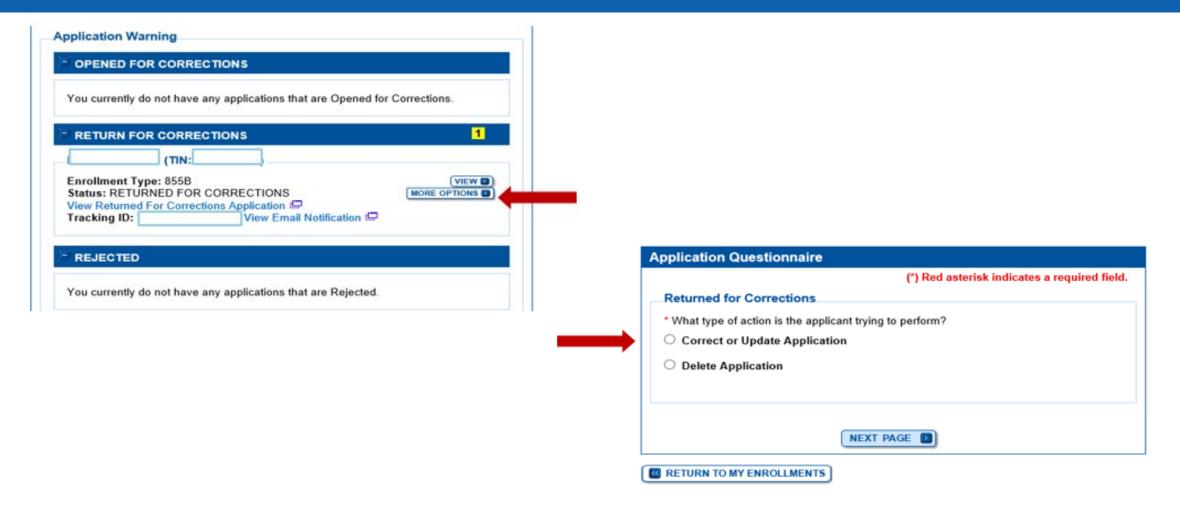
### Respond to Request

- 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



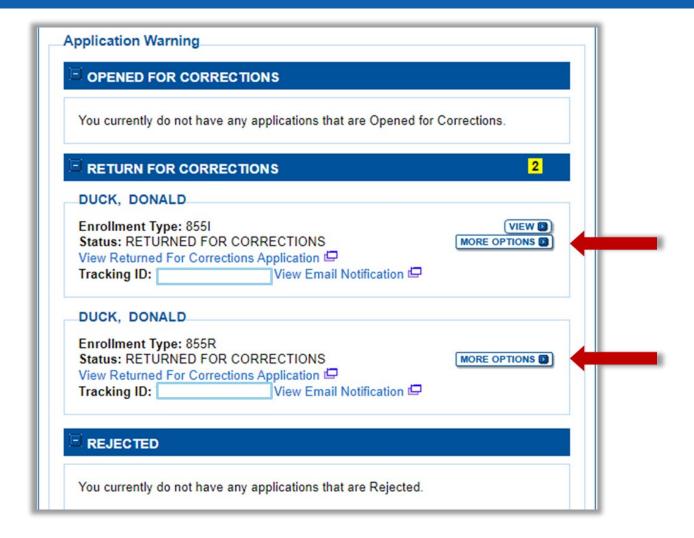
# Return for Corrections

### My Associates – Return for Corrections





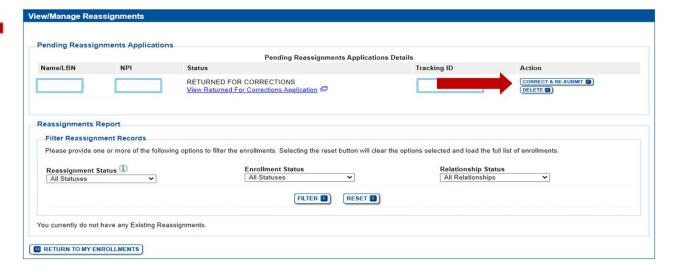
# My Associates – Multiple Return for Corrections





### Correct and Resubmit

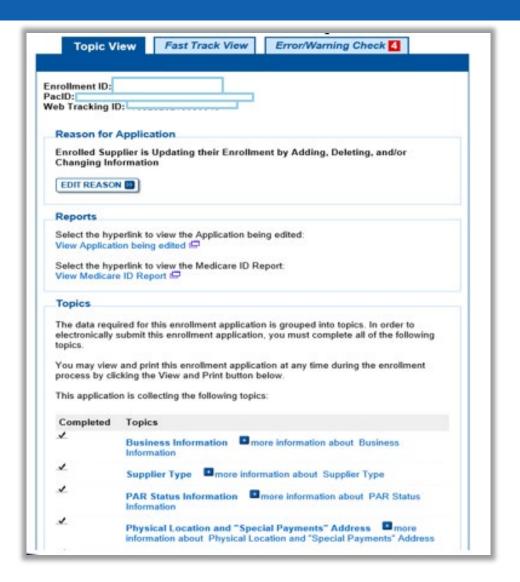








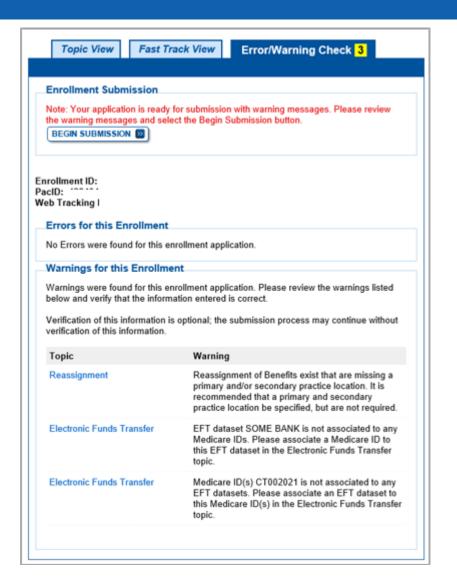
### Make Corrections or Upload Document(s)







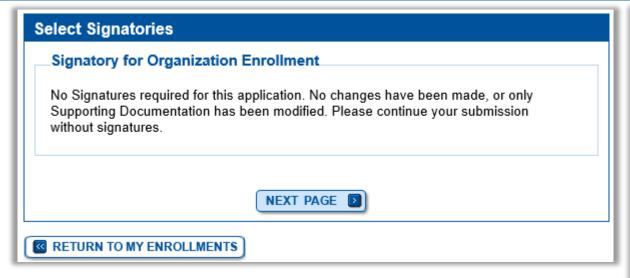
## Error/Warning Check Tab







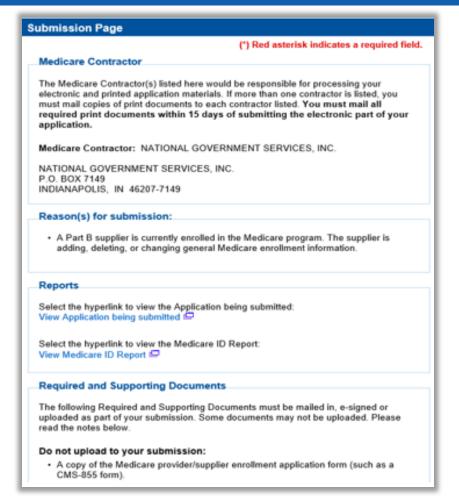
## Select Signatories

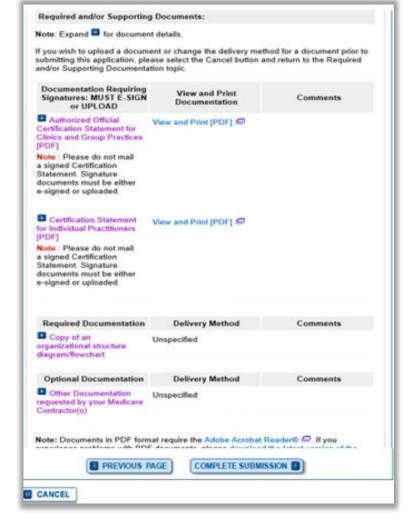






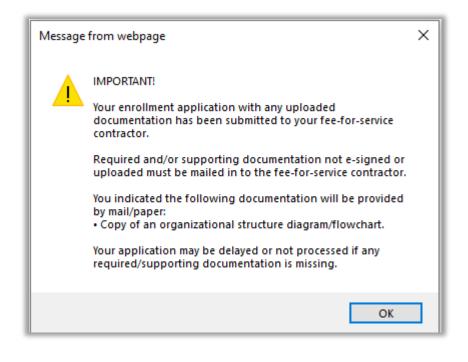
### Complete Submission

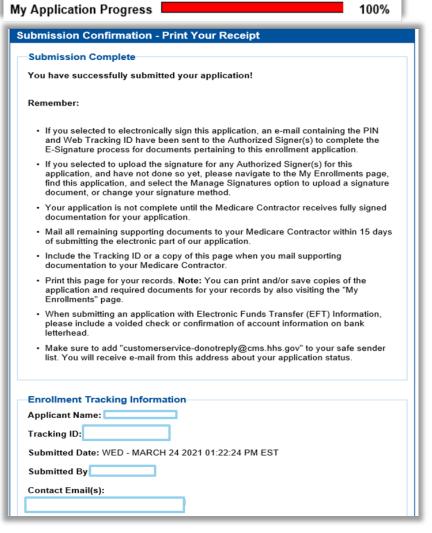






### Submission Confirmation







# Verify and Manage Signatures after Corrections

# Verify Signature Completed



		Pending I	Reassignments Application	s Details	
me/LBN	NPI	Status		Tracking ID	Action
		AWAITING PROCESSING View Awaiting Processing Applica	AWAITING PROCESSING View Awaiting Processing Application		MANAGE SIGNATURES
eassignments F					
		ring options to filter the enrollments. Select	ting the reset button will clea	r the options selected and load the	e full list of enrollments.
Please provide or	e or more of the follow	ing options to filter the enrollments. Select	111 <del>1</del>		
	e or more of the follow		111 <del>1</del>	r the options selected and load the Relationship S All Relationshi	itatus





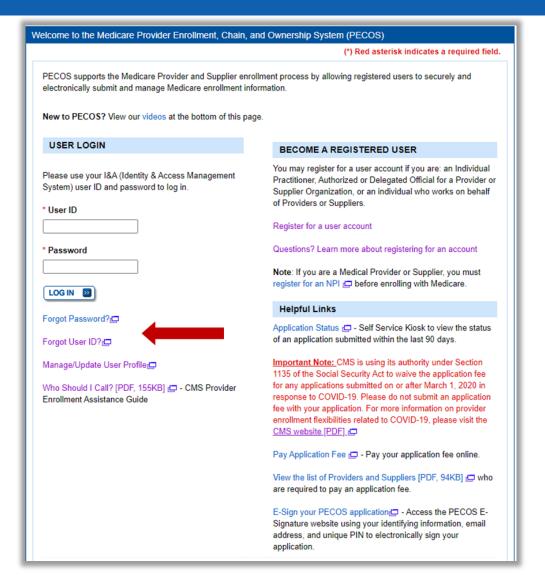
# Resources

### 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 Feature





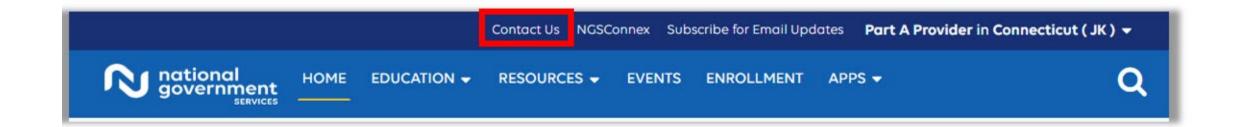


### **Contact Information**

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 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: <u>EUSSupport@cgi.com</u> Live Chat: <u>https://eus.custhelp.com/</u>



### **NGS** Website



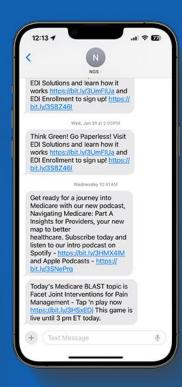
### **Mailing Addresses**

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









Connect with us on social media





Text NEWS to 37702: Text GAMES to 37702



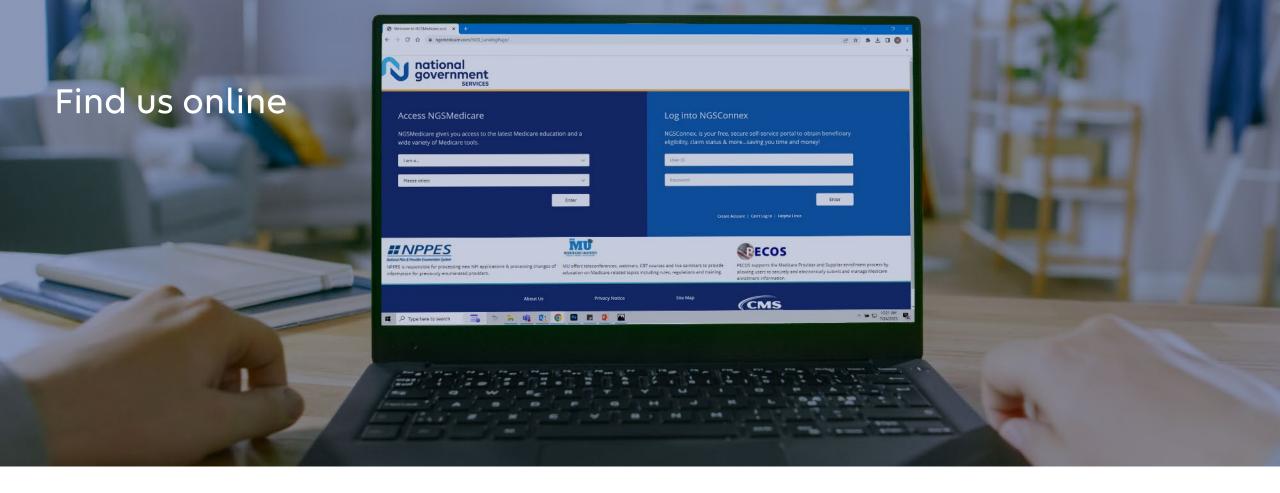
www.MedicareUniversity.com

Self-paced online learning











### 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!