



PECOS: Manage Signatures and Additional Information Requests

1/23/2025

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.





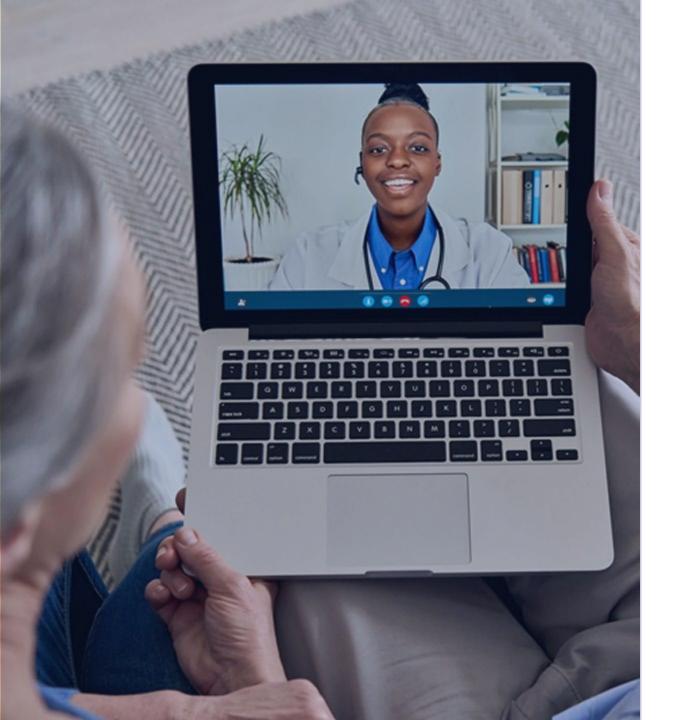


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Today's Presenters



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







Agenda

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







Verify and Managing Signature(s) After Submission

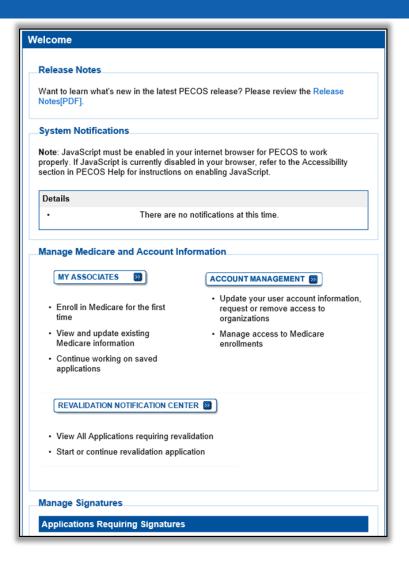
Log Into PECOS

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





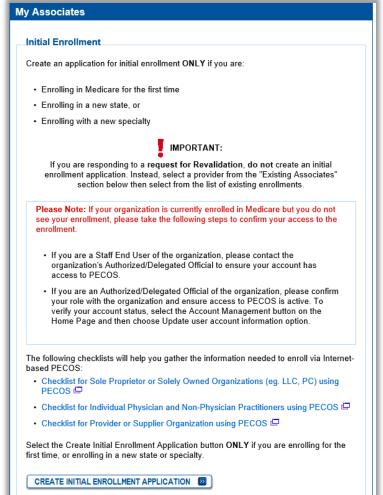
Select My Associates

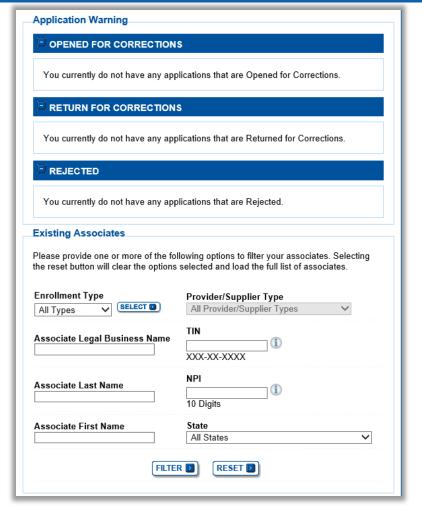






My Associates Filter









My Associates

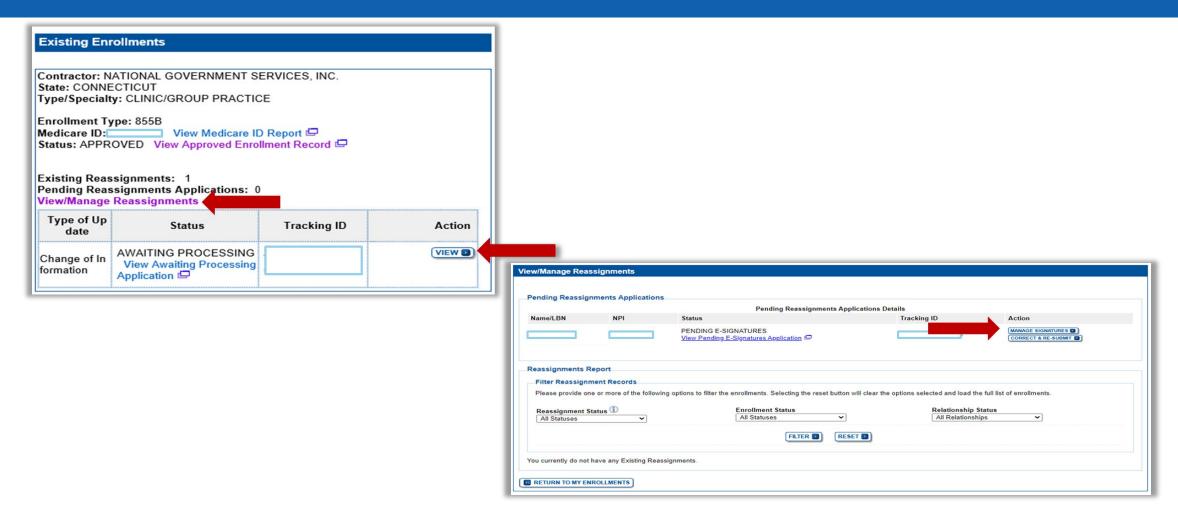
Select "View Enrollments"

- Individuals		2
	Records 1 - 2 of 2	
Name: DUCK, DONALD	NPI:	VIEW ENROLLMENTS 100
Name:	NPI:	VIEW ENROLLMENTS
□ Organizations	Pacarda 1, 2 of 2	2
F Organizations	Records 1 - 2 of 2	2
	Records 1 - 2 of 2	VIEW ENROLLMENTS
Name: ABC Care		



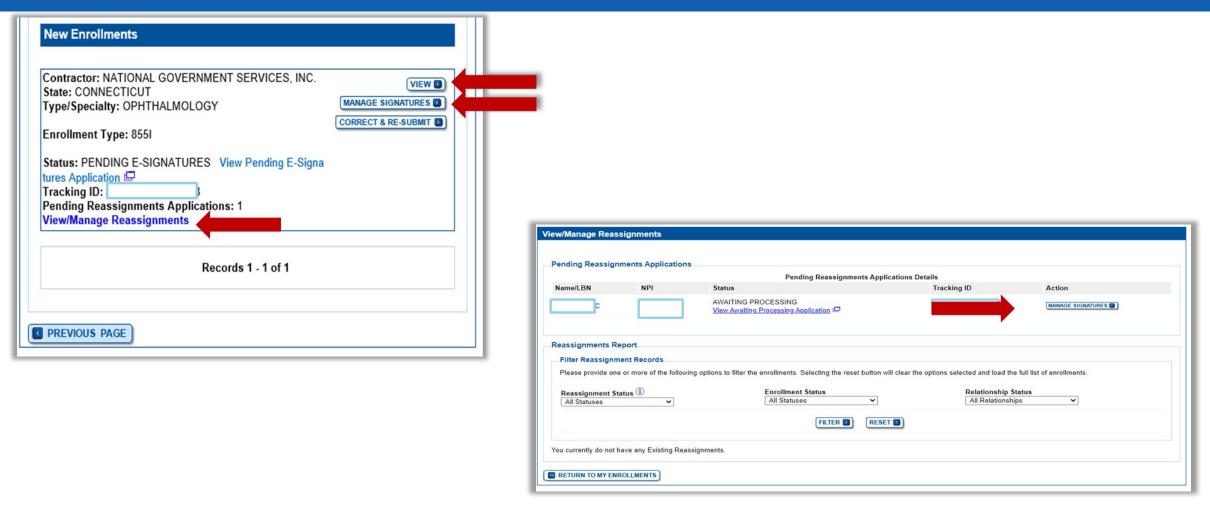


Verify All Signatures – Existing Enrollment





Verify All Signatures – New Enrollment





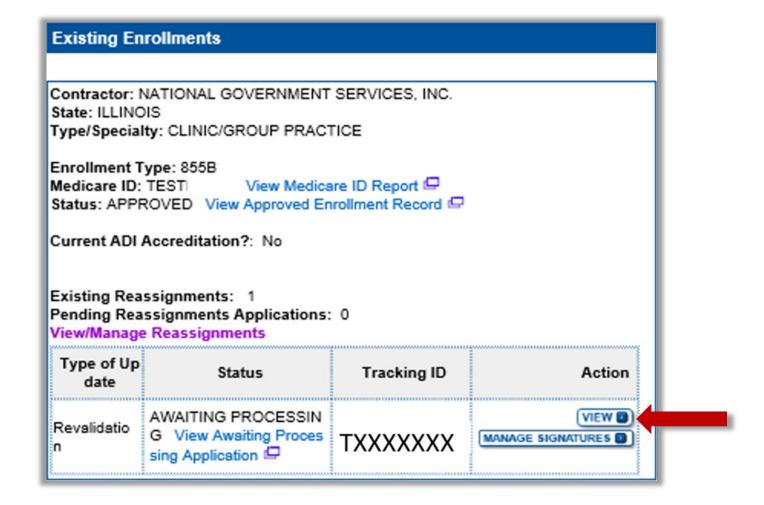
Signature Status

Manage Signatures	
Name: DONALD DUCK Web Tracking ID:	TIN: XXX-XXXX NPI:
Any Authorized or Delegated Officials with an signatures. Authorized or Delegated Officials on now upload their signature documents.	
Name: DONALD DUCK SSN: XXX-XX-XXXX Signature Method: UPLOAD	Role: PRACTITIONER Document: AUTHORIZATION STATEMENT FOR INDIVIDUAL PRACTITIONERS (855R)
Note: One or more signature documents have not been uploaded. To upload a signature document or change the signature method, please select the Update button for the appropriate document(s).	Status: Pending
Name: Organization: SSN: XXX-XX-XXXX Signature Method: ELECTRONIC Email:	Role: AUTHORIZED OFFICIAL Document: AUTHORIZATION STATEMENT FOR ORGANIZATIONS (855R) Status: Pending
	UPDATE (D) RE-SEND EMAIL (D)
	Medicare Supplier Enrollment Application Privacy Act Statement for Individual Practitioners



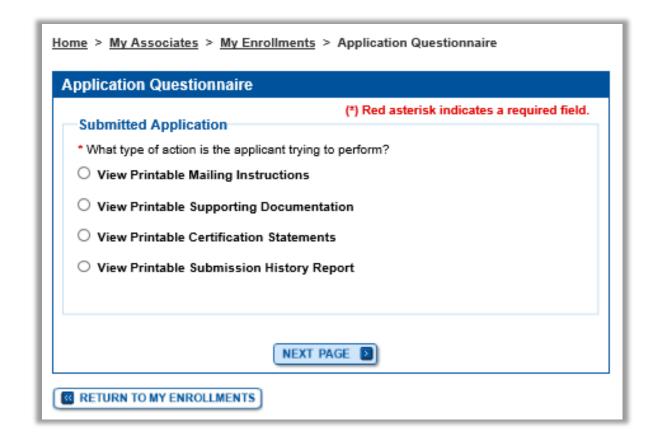
Print Certification Statements

Enrollment Record



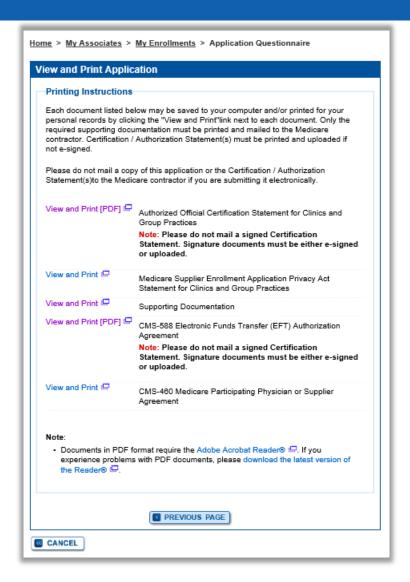


View Certification Statements





Print Certification Statements

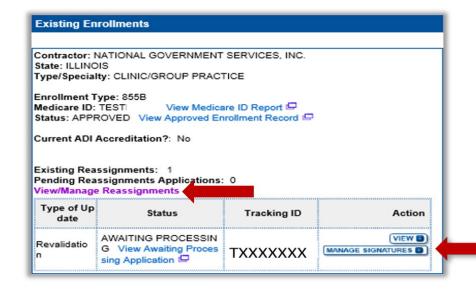


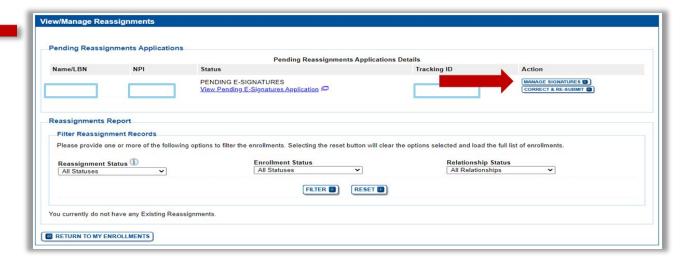




Upload Certification Statements

Manage Signatures









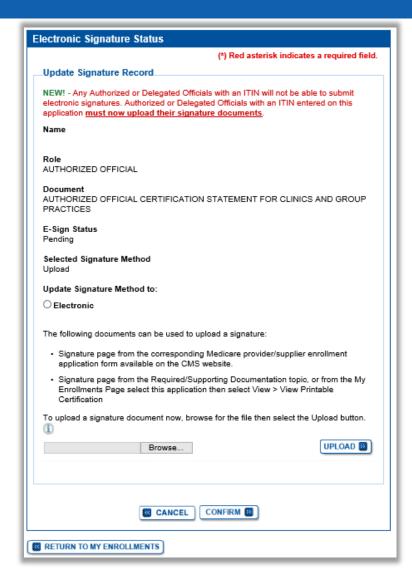
Update

TIN: XXX-XX-XXXX NPI
TIN 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 (3)
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: 1	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

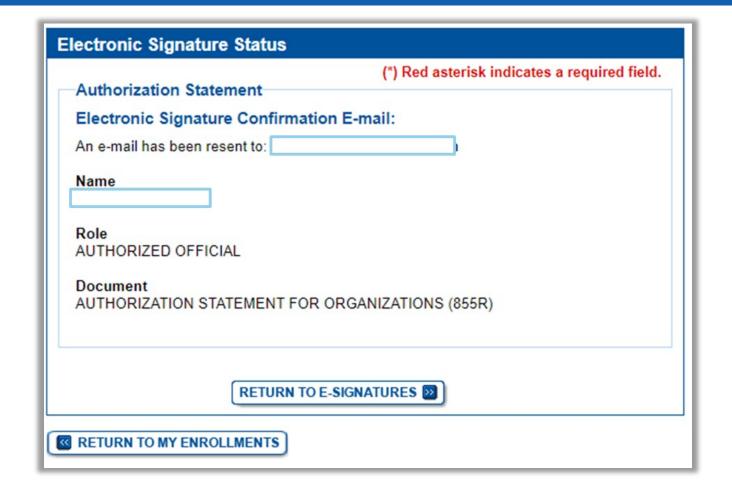
E-Signature Status

Name: DONALD DUCK Web Tracking ID:	NPI:
Any Authorized or Delegated Officials with ar signatures. Authorized or Delegated Officials now upload their signature documents.	TIN 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-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





Resend E-Signature Email Confirmation



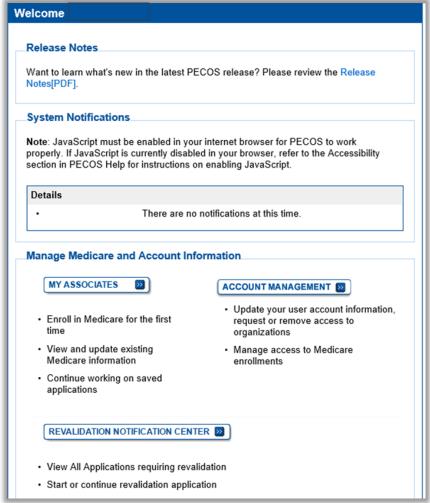


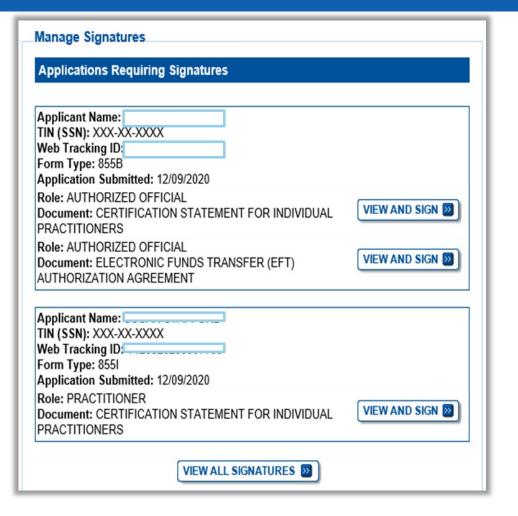
E-Signature Email

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>	1
A Medicare application for authorized signer for this application for which CMS allows you to provide an electronic signature signature.	·
Enrollment Application Information: Provider/Supplier Name:	The email will provide 2 options for e-signing the
NPI: Web Tracking ID Signatory Name: Signatory Role: PRACTITIONER Topic/s Changed: Reassignment	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 (https://urldefense.com/v3/fiT0hi7FMWT9G5n6nBBooJyaUmsVvley1ND9iSg\$) OR through the PECOS E-Signature website (https://pecos.cms.cmsval/pecos/eSignLogin.do ;!!IZ3IH8c!nJWZZG identifying information, e-mail address, and unique PIN	GuzwfvG 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.	14 days or more have elapsed, you can access the PECOS E-Signature website to request a new



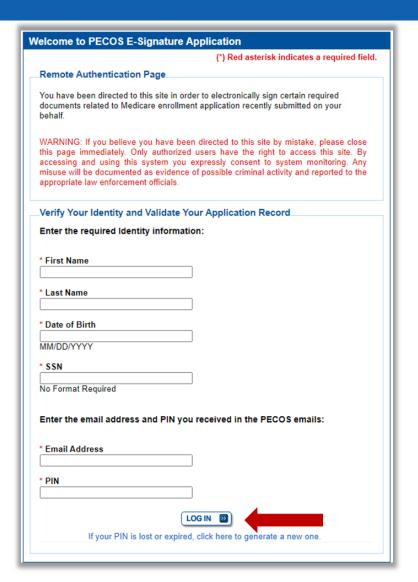
Login to PECOS







Copy PIN and Select Link





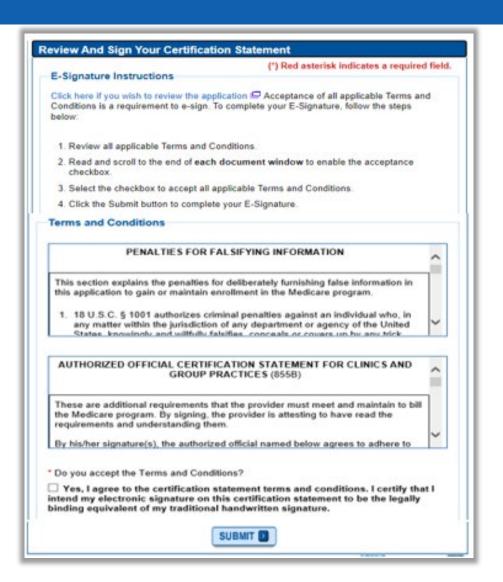


Application Requiring Signature

Applications Requiring Signatures	
Applicant Name:	
TIN (EIN):	
Web Tracking ID:	
Form Type: 855B	
Application Submitted: 03/23/2021	
Role: AUTHORIZED OFFICIAL	
Document: AUTHORIZED OFFICIAL CERTIFICATION	VIEW AND SIGN [33]
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.

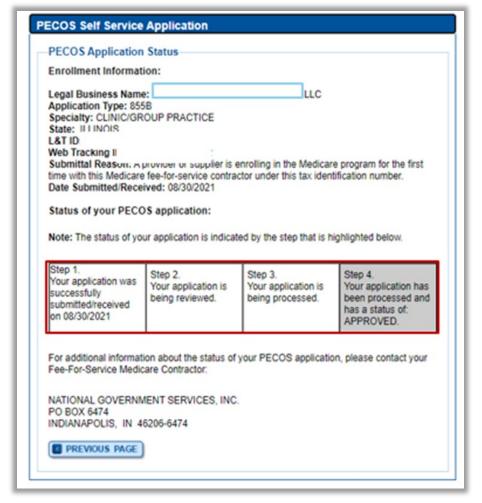
Organization

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



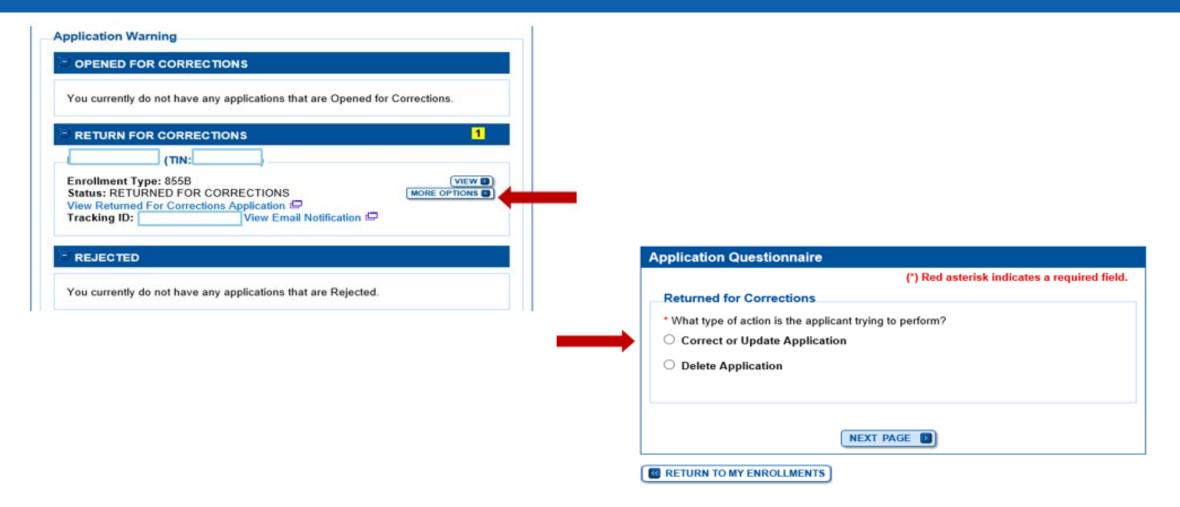
Respond to Request

- 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



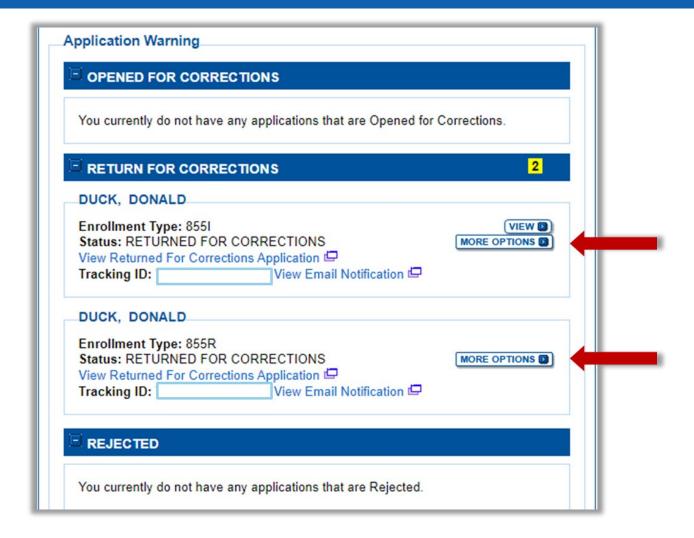
Returned for Corrections

My Associates – Return for Corrections





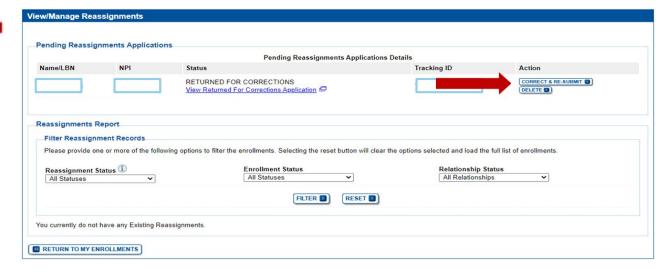
My Associates – Multiple Return for Corrections





Correct and Resubmit

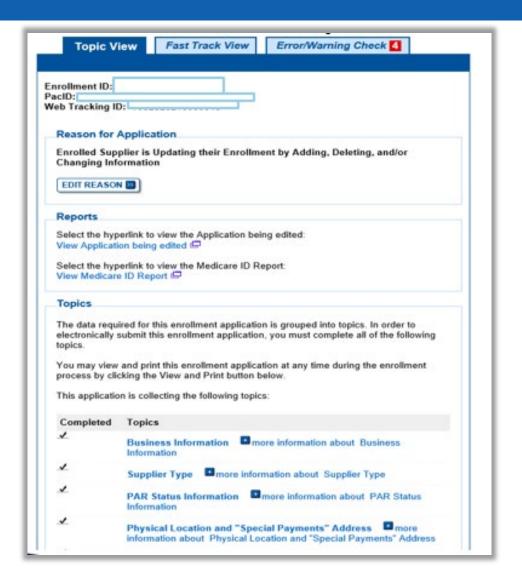






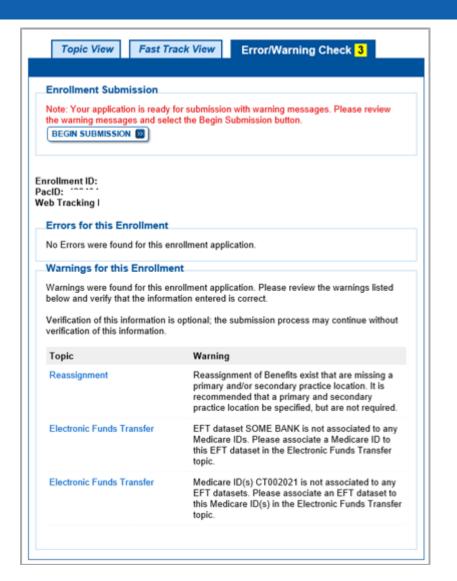


Make Corrections or Upload Document(s)





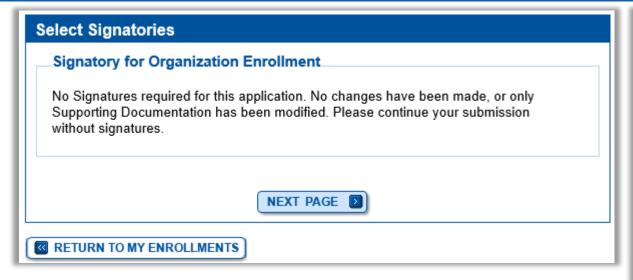
Error/Warning Check Tab







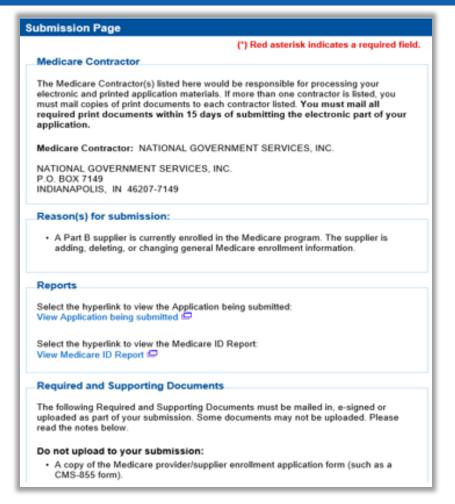
Select Signatories

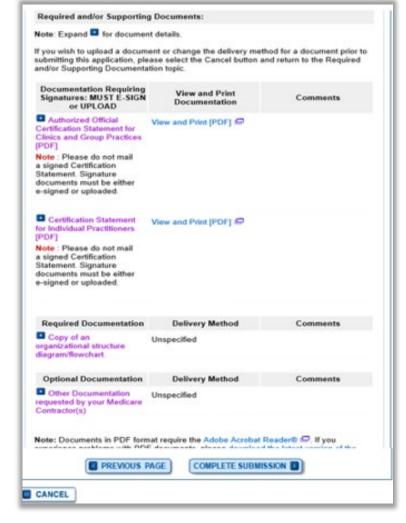






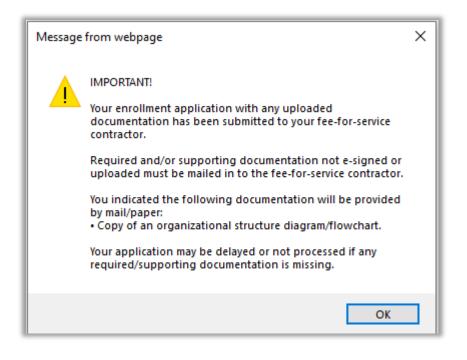
Complete Submission

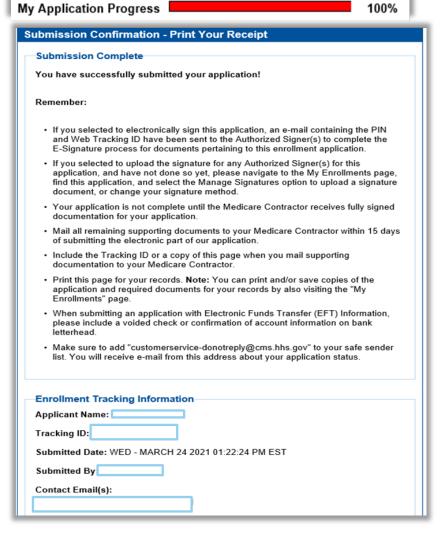






Submission Confirmation









Verify and Manage Signatures after Corrections

Verify Signature Completed



		Pending Reassignments App	plications Details	
ne/LBN	NPI	Status	Tracking ID	Action
		AWAITING PROCESSING <u>View Awaiting Processing Application</u> □		MANAGE SIGNATURES
signments R	eport			
ase provide on	e or more of the follow	ving options to filter the enrollments. Selecting the reset button	will clear the options selected and load the full li	st of enrollments.
		ving options to filter the enrollments. Selecting the reset button Enrollment Status	will clear the options selected and load the full li Relationship Status	
ease provide on eassignment S				
eassignment S	tatus ①	Enrollment Status All Statuses	Relationship Status	





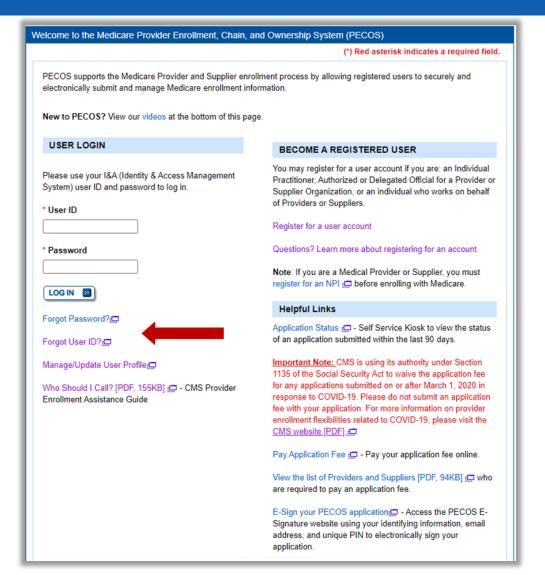
Resources

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



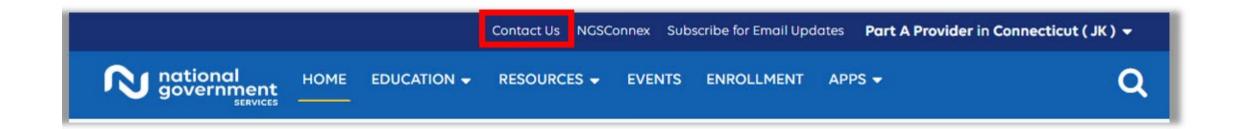


Contact Information

For Assistance With	Contact	Contact Information
 Changing an NPPES password Establishing a new user ID and password for NPPES Questions related to the NPI application 	NPI Enumerator	Phone: 800-465-3203 TTY: 800-692-2326 Email: customerservice@npienumerator.com
 Errors encountered while accessing or entering information in PECOS Forgotten PECOS user IDs and passwords 	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

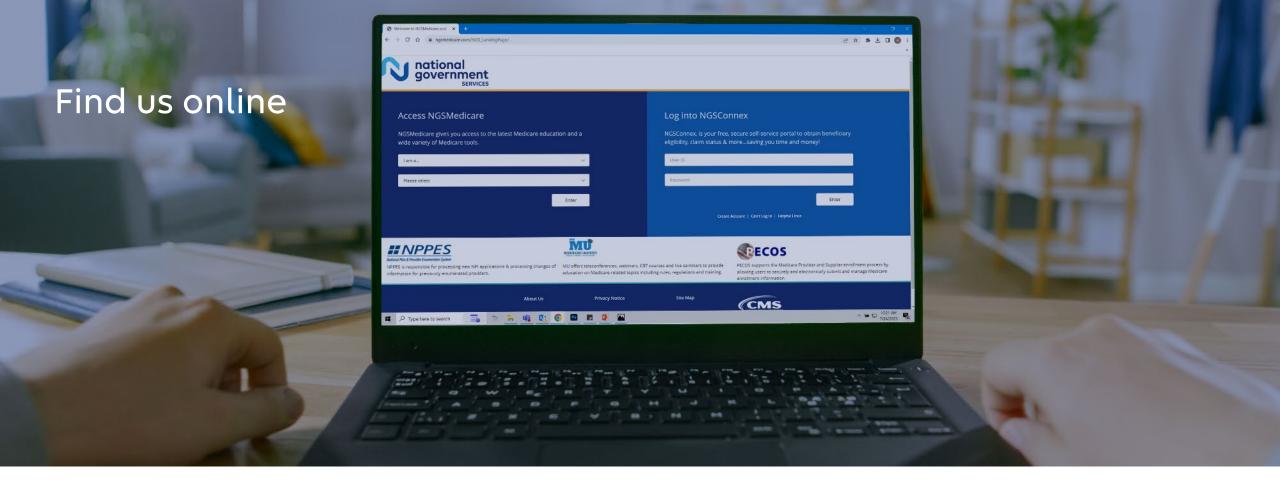














www.NGSMedicare.com

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!