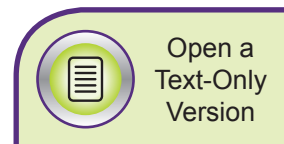


DEPARTMENT OF HEALTH AND HUMAN SERVICES  
Centers for Medicare & Medicaid Services



## PECOS Technical Assistance Contact Information

### PROVIDER–SUPPLIER ENROLLMENT SERIES

When using the Provider Enrollment, Chain and Ownership System (PECOS), you may encounter technical problems that require technical support. Knowing which Centers for Medicare & Medicaid Services (CMS) contractor to contact is the first step toward a solution. This publication describes common problems and tells you which contractor can best solve them.

The information in this publication applies only to the Medicare Fee-For-Service Program (also known as Original Medicare).

Table 2. Hyperlink Table, at the end of the document, provides the complete URL for each hyperlink.

### Common Problems and Who to Contact



#### **Problem:** Navigating/Accessing PECOS Website

You're experiencing system-generated error messages, trouble navigating through PECOS screens, issues accessing PECOS, printing problems, or you have a valid Identity & Access Management (I&A) System user ID and password but cannot access PECOS because of a malfunction (for example, the website operates slowly or not at all, or a system-generated error message prevents data entry).

**NOTE:** A system-generated error message does not include messages created when you enter data incorrectly or ignore system prompts.

#### **Solution:** Contact CMS EUS Help Desk

Find information on common problems, ask a question, or look up previous support history on the [External User Services](#) (EUS) website.

Phone: 866-484-8049 (TTY 866-523-4759)

Email: [EUSupport@cgi.com](mailto:EUSupport@cgi.com)

Live Chat: Choose “Live Chat” in the menu on the right side of the screen on the EUS website.

EUS Hours of Operation: Monday–Friday, 7 am–7 pm ET



**Problem: Accessing the PECOS System**

Before you can log in to PECOS, you need a valid I&A System user ID and password.

**NOTE:** Passwords expire every 60 days. An expired password means that you cannot log in to the I&A System (and PECOS) until you reset your password. The password section on the “My Profile” tab in the I&A System tells you the number of days until your password expires. If you attempt to log in to PECOS with an expired password, you’ll be redirected to the I&A System to reset your password.

**Solution: Access I&A System or Contact I&A System Help**

The I&A System website allows you to create an I&A System user ID and password, change your password, and recover forgotten login information. Additionally, you can access several resources:

- [Identity & Access Frequently Asked Questions \(FAQs\)](#) helps you resolve common I&A System problems
- [I&A System Quick Reference Guide](#) provides step-by-step instructions – including screenshots – about I&A System features and tools

**HINT:** On the I&A System website, choose the “Help” button in the upper right corner of any webpage for more information on the topic of the webpage.



**Problem: Enrolling in Medicare via PECOS (Non-Technical)**

While using PECOS, you have a question about provider enrollment or you experience problems enrolling and need guidance on how to complete a PECOS enrollment application.

**Solution: Read Provider Enrollment Publications or Contact Your Medicare Enrollment Contractor**

Browse the Medicare Learning Network® (MLN) suite of [Medicare Provider-Supplier Enrollment National Educational Products](#). These publications focus on provider-specific Medicare enrollment and Medicare enrollment via PECOS.

Review the [Medicare Enrollment Contractor list](#) to find contact information for your State’s contractor.



**Problem: Not Sure Who to Call for a Particular Issue**

**Solution: Refer to the Provider Enrollment Assistance Guide**

If you don’t know who to call for assistance, refer to the [“Who should I call?” CMS Provider Enrollment Assistance Guide](#).

## Resources

For more information about the Medicare enrollment process, visit the [Medicare Provider-Supplier Enrollment](#) webpage.

**Table 1. Resources**

Resource	Website
PECOS	<a href="https://pecos.cms.hhs.gov/login.do">PECOS.cms.hhs.gov/login.do</a>
MLN Connects® National Provider Call “Streamlined Access to PECOS, EHR, and NPES”	<a href="https://cms.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2013-11-15-NPC.html">CMS.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2013-11-15-NPC.html</a>
MLN Guided Pathways (GPs)	Provider Specific Medicare Resources <a href="https://cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/Guided_Pathways_Provider_Specific_Booklet.pdf">CMS.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/Guided_Pathways_Provider_Specific_Booklet.pdf</a>
National Provider Identifier	<a href="https://cms.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand">CMS.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand</a>

**Table 2. Hyperlink Table**

Embedded Hyperlink	Complete URL
External User Services	<a href="https://eus.custhelp.com">https://eus.custhelp.com</a>
I&A System Quick Reference Guide	<a href="https://nppes.cms.hhs.gov/IAWebContent/Quick_Reference_Guide.pdf">https://nppes.cms.hhs.gov/IAWebContent/Quick_Reference_Guide.pdf</a>
Identity & Access Frequently Asked Questions (FAQs)	<a href="https://nppes.cms.hhs.gov/IAWebContent/FAQs.pdf">https://nppes.cms.hhs.gov/IAWebContent/FAQs.pdf</a>
Medicare Enrollment Contractor List	<a href="https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/contact_list.pdf">https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/contact_list.pdf</a>
Medicare Provider-Supplier Enrollment	<a href="https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll">https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll</a>
Medicare Provider-Supplier Enrollment National Educational Products	<a href="https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/Medicare_Provider-Supplier_Enrollment_National_Education_Products.pdf">https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/Medicare_Provider-Supplier_Enrollment_National_Education_Products.pdf</a>
“Who should I call?” CMS Provider Enrollment Assistance Guide	<a href="https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/CMSProviderEnrollmentAssistanceGuide.pdf">https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/MedicareProviderSupEnroll/Downloads/CMSProviderEnrollmentAssistanceGuide.pdf</a>



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