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

Medicare Learning Network®
Official Information Health Care Professionals Can Trust

Open a Text-Only Version

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: EUSSupport@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	PECOS.cms.hhs.gov/pecos/login.do
MLN Connects® National Provider Call "Streamlined Access to PECOS, EHR, and NPPES"	CMS.gov/Outreach-and-Education/Outreach/NPC/National-Provider-Calls-and-Events-Items/2013-11-15-NPC.html
MLN Guided Pathways (GPs)	Provider Specific Medicare Resources CMS.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNEdWebGuide/Downloads/Guided_Pathways_Provider_Specific_Booklet.pdf
National Provider Identifier	CMS.gov/Regulations-and-Guidance/Administrative-Simplification/NationalProvIdentStand

Table 2. Hyperlink Table

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

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