"Who should I call?" CMS Provider Enrollment Assistance Guide

The following table outlines which phone calls should go to External User Services (EUS) and which calls should go to Medicare Administrative Contractors (MACs).

Topic	EUS	MAC
1. Help completing an Internet-based PECOS enrollment For example: • Provider Tony asks for help completing an Internet-based PECOS application. • Provider Sarah needs help starting a new Internet-based PECOS enrollment.		X
2. Forgotten User ID/ Password Inquiries For example: • Provider Robert has forgotten his PECOS password.	X	
3. User gets system-error message while completing an Internet-based PECOS enrollment For example: • Provider Angela is having issues accessing PECOS. She was kicked out of the application on Monday, and now the system won't let her back in. Angela keeps getting an error message that says the application is open by another user.	X	
4. System asks user to contact System Administrator For example: • Provider John selects their approved PECOS enrollment with no tracking number for Illinois. When Provider John selects the start application button he receives the error "Error in Processing Contact System Administrator" • Provider Gina is getting the following error message "There was an error in processing your information, please contact system administrator," when selecting the "Start Application" button.	X	
5. User asks about the status of the enrollment application For example: • Provider Joseph calls and needs information on his Medicare Enrollment, which he submitted to the Medicare Contractor. • Provider Julie wanted to know if an NPI is linked to a PTAN.		X
6. Making changes to existing applications For example: • Provider Sue wants to correct an error she made on an application that she just submitted.		X

Topic	EUS	MAC
7. Questions about Internet-based PECOS account registration For example: • Provider Stephanie would like to know where to go to create an Internet-based PECOS login.	X	
8. Reassignment of benefits		X
9. Questions about required/supporting document for an Internet-based PECOS enrollment (MAC) For example: • Provider Jeff has questions on submitting the EFT.		X
10. Questions about required/supporting document for an Internet-based PECOS enrollment (EUS) For example: • Provider Albert lost the printed Security Consent Form and wants to reprint the form. • Provider Kelly is having issues printing her supporting documentation for the enrollment.	X	
11. Missing applications		X
12. Rejected applications		X
13. Revalidation questions (MAC) For example: • Provider April wants to know why they have to revalidate for their enrollment.		X
14. Revalidation questions (EUS) For example: • Provider John wants to know how to start a Revalidation application using Internet-based PECOS.	X	
15. Pay.gov questions For example: • Provider Eileen submits a duplicate payment and needs a refund. • Provider Phillip submits incorrect payment information (the wrong state, specialty, etc.). • Provider Theresa is unable to access the pay.gov Web page.	X	

Topic	EUS	MAC
16. Getting access to existing enrollments in PECOS For example: • Provider Tom wants to know where to find his existing enrollments in PECOS. • Provider Mary says her enrollment has been in "Submit" status since last June. She called the MAC and that the MAC said they could not view her app in their system.	X	
17. Helping provider find out if she or he is an "individual" or "organization" in PECOS For example: • Physician Beth wants to enroll in Medicare and reassign her benefits to an organization she owns. Beth wants to know if she is considered an individual provider or an organization because she plans to use a TIN when she bills.		X

- External User Services (EUS) Contact Information
  Hours of Operation: Monday - Friday, 7am-7pm EST
  Website: https://eus.cms.gov
  E-mail: EUS_Support@cms.hhs.gov
  Toll Free Phone: (866) 484-8049

  Mailing Address:

  CMS External User Services
  Mail Stop DO-01-50
  7500 Security Blvd.
  Baltimore, MD 21244-1850

- Medicare Fee-for-Service Provider Enrollment Contact Information

- Helpful Resources:
  - Getting Started With Internet-based PECOS
  - Medicare Provider-Supplier Enrollment
  - Provider-Supplier Enrollment Fact Sheet
  - Revalidation
  - Medicare Learning Network
  - Pay.Gov FAQ