

**Contact Information for
Physicians and Non-Physician Practitioners
Using the
Internet-based Provider Enrollment, Chain and Ownership System (PECOS)**

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This document contains contact information concerning the operation of Internet-based PECOS.

The Centers for Medicare & Medicaid Services (CMS) has established an External User Services (EUS) Help Desk to assist physicians and non-physician practitioners if they encounter an application navigation or access problem with Internet-based PECOS. A navigation problem occurs when a practitioner is unable to determine how to use Internet-based PECOS. An access problem occurs when Internet-based PECOS is not operating properly (i.e., system is not operational, operating slowly, or a system-generated error message prevents data entry.) A system-generated messages does not include messages or warnings that are created when physicians or non-physician practitioners enter data incorrectly or ignore system prompts.

- To report an application navigation or access problem with Internet-based PECOS, contact the EUS Help Desk at 1-866-484-8049 or send an e-mail to the EUS Help Desk to EUSSupport@cgi.com.
- For help in establishing a National Plan and Provider Enumeration System (NPPES) User ID and password or assistance in changing an NPPES password, contact the National Provider Identifier (NPI) Enumerator at 1-800-465-3203 or TTY 1-800-692-2326 or send an e-mail to customerservice@npienumerator.com

Note: CMS recommends that you change your NPPES password before accessing Internet-based PECOS for the first time and at least once a year thereafter. Although your NPPES User ID cannot be changed, you should periodically change your password – at least once a year.

- If a physician or non-physician practitioner has a valid NPPES User ID and password, but he or she is able to access Internet-based PECOS, contact the EUS Help Desk at 1-866-484-8049 or send an e-mail to the EUS Help Desk to EUSSupport@cgi.com.
- To ask a provider enrollment question, contact the Medicare contractor for your State. Medicare provider enrollment contact information for each State can be found in the download section of www.cms.hhs.gov/MedicareProviderSupEnroll.