Submitting Applications Electronically

In order to submit applications via PECOS, you must have a user ID and password for the Identity & Access System (I&A). The user id and password can be as an individual, as an organization, or a 3rd Party. The organizational providers may appoint an Authorized Official (AO) or Access Manager (AM), Staff End User, or a Surrogate. A person registered as an AO or AM for a group within PECOS does not mean they are automatically an AO or AM in the I&A system. You must apply/register to access PECOS on behalf of your organization.

The different types of users within I&A:

Individual Provider/Supplier

- An individual that provides services to Medicare beneficiaries and submits claims to Medicare and/or reassigns benefits to an **Organizational Provider** (such as a group practice or hospital) that submits claims to Medicare on their behalf (e.g., Provider working for a Group Practice, or Solo Provider).
- Must have or be eligible for a Type 1 NPI in NPPES.

Organizational Provider

- An Organization that provides medical items and/or services to Medicare beneficiaries (e.g. DMEPOS Supplier, Physician Group Practice, Hospital, etc.) that submits claims to the Medicare Part A and/or Part B programs
- Must have or be eligible for a Type 2 NPI in NPPES.

3rd Party Organization

- A third-party organization (e.g. billing agency, credentialing consultant, or other staffing company) that has business relationships with **Individual Providers** or **Organizational Providers** to work on their behalf.

Authorized Official (AO)

- An appointed official of an **Organizational Provider** or **3rd Party Organization** with the authority to legally bind that organization and conduct business on behalf of the organization. If an **Organizational Provider**, also ensure the organization's compliance with Medicare statutes, regulations and instructions.
- Able to initiate or accept connections, and manage staff on behalf of his or her organization.

Access Manager (AM)

- An individual, delegated by the Authorized Official of an **Organizational Provider** or **3rd Party Organization**, with the authority to legally bind the organization and conduct business on behalf of the organization. If an Organizational Provider, also ensure the organization's compliance with Medicare statutes, regulations and instructions.

- Able to initiate or accept connections, and manage staff on behalf of his or her organization.

Staff End User (SEU)

- An individual (e.g., Credentialing Specialist, Office Manager, etc.) who has been approved by an Authorized or Access Manager of an **Organizational Provider** or **3rd Party Organization**, or who has been approved by an **Individual Provider**, as an employee of that Organization, or is employed by that Provider.
- An employee of an **Individual Provider** or **Organizational Provider** that is authorized to access, view, and modify information within a CMS computer systems on behalf of their employer

Surrogate

- An **Organizational Provider** that has a business relationship with an **Individual Provider** to access, view, and modify information within CMS computer systems on their behalf;

OR

- A **Third-Party Organization** that has a business relationship with an **Individual Provider** or **Organizational Provider** to access, view, and modify information within CMS computer systems on their behalf.

The differences in these roles are as follows:

Role	Represent an Organization	Manage Staff	Approve/ Manage Connections	Act on Behalf of a Provider in CMS System
Individual Provider	Yes	Yes	Yes	Yes
Authorized Official	Yes	Yes	Yes	Yes
Access Manager	Yes	Yes	Yes	Yes
Staff End User	No	No	No	Yes
Surrogate	No	No	No	Yes

Accessing I&A via PECOS:

If you are accessing PECOS as an individual provider (already have a type 1 NPI in NPPES) or as an organization (type 2 NPI in NPPES), use the user id and password obtained for NPPES/PECOS to create an account in I&A. The same account information will be used to access the I&A as you used for NPPES and PECOS.

If you would like to access PECOS as an AO, AM, Staff End User, or a Surrogate, you will create your own account – user ID and password. You can access the I&A via PECOS. You must first register as a user before you can create your account.

To access PECOS, go online at https://pecos.cms.hhs.gov. The following screen will appear. This is the PECOS user login screen. To access I&A, click on the "Questions? Learn more about registering for an account" link found on the right hand side of the screen:

This screen will appear:

Once you click on the link, you will receive a series of screens to register as a user.
Please note: you can only use an email address one time, for one account. You will have to create your "user id" and "password" and answer a series of security questions. You will need to remember this information for later use. See below for some of the screens you will have to navigate.

Submitting Applications Electronically

Identity & Access Management System

? Help

User Registration

* indicates required field(s)

⚠ Note: The e-mail address provided must be a unique e-mail address for you, and will be the e-mail address used to contact you regarding your user account.

* E-mail Address:

* Confirm E-mail Address:

Listen to audio
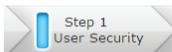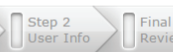
* Enter the text from the image above:

Submit | Cancel

Quick Reference Guide
Overview of features and tools to manage your account.

Frequently Asked Questions
Answers to common questions about registration, who should register, and how to manage your account.

User Registration - User Security

| Step 1 User Security | Step 2 User Info | Final Review |

* indicates required field(s)

* User ID:

* Password:

* Confirm Password:

User ID
- Must be 6-12 alphanumeric characters and unique within the Identity & Access Management System and NPPES.
- Must not contain more than four digits, nor spaces or special characters.
- Must not contain personally identifiable information such as SSN or NPI.

Password
- Must be 8-12 alphanumeric characters.
- Must contain at least one letter and one number.
- May not contain any special characters nor be the same as the User ID.

Please select five different security questions and enter their answers below:

* Question 1: [Select] * Answer 1:

* Question 2: [Select] * Answer 2:

* Question 3: [Select] * Answer 3:

* Question 4: [Select] * Answer 4:

* Question 5: [Select] * Answer 5:

Continue | Cancel

The system will attempt to standardize your address to meet USPS standards. If the address it has is different than what you entered, you will receive the following window:

If the address is correct, please click on the standardized address and then press Continue.

You should received the following screen to show registration is complete.

Click "Continue To Homepage" to navigate to the I&A home page.

Register as an Authorized Official, Access Manager, or Staff End User for Your Employer

Once you have created your I&A account, you can request to be an Authorized or Access Manager.

1. Log in to your I&A account.

2. On the **Home** tab please select the My Profile tab

Home	My Profile	My Connections

Home

Welcome to the Identity and Access Management System!

Are you an Individual Provider?

News & Alerts

ⓘ EUS Contact Information:
External User Services (EUS)
PO Box 792750
San Antonio, Texas 78279

3. On the **My Profile** tab, scroll to the bottom of the page - under Employer Information - and select the **Add an Employer** button.

Employer Information

Employer ▾	My Role with this Employer ▾	My Status with this Employer ▾	PECOS	EHR	NPPES
No Employer Exists					

If you wish to add an employer, click "Add an Employer". [Add an Employer]

Follow instructions for adding an employer.

4. Once you select on the radio button, the page will expand so that you can select the role you are requesting for this employer:

   - **Authorized Official** (signatory for your organization authorized to legally bind the organization in agreements)

   - **Access Manager** (managing users, updating account information for your provider/organization

   - **Staff End User** (working in approved CMS applications for your provider/organization)

For an authorized official, you will have to sign and attest to your role. For a Access Manager or staff end user, you will be required to enter inforamtion about an authorized official for your employer.

How to Initiate a Connection (Surrogate) Request to a Provider

1. As an Authorized/Access Manager, log in to your I&A account.

2. On the **My Connections** tab, select the employer that you are going to create a surrogacy connection for by selecting the (plus sign icon) next the employer name.

Home	My Profile	My Connections	My Staff

My Connections

Connections will allow you to create surrogate relationships between Providers and individuals or organizations that work on the Providers' behalf.

Select the name of a Connection to update or view more information about that connection.

⊞ Pugh Provider Assistance Group

- To request to have your employer work on behalf of a provider select the Find Provider button

- To request to an organization to work on behalf of your Provider Organization, select the Add Surrogate button

NOTE: If you employer does not have an Active NPI, the **Add Surrogate** button will not display.

My Connections

Connections will allow you to create surrogate relationships between Providers and individuals or organizations that work on the Providers' behalf.

Select the name of a Connection to update or view more information about that connection.

□ Pugh Provider Assistance Group
Pugh Provider Assistance Group is a surrogate for the following providers:

Pugh Provider Assistance Group has been authorized to work on behalf of the Individual Provider(s) or Healthcare Organization(s) listed below. Use the Find Provider button below to initiate a request to work on behalf of a Provider or Organization not listed here.

Find Provider

Pugh Provider Assistance Group has authorized the following surrogates:

The following Individual(s) or Organization(s) have been authorized to work on behalf of Pugh Provider Assistance Group Use the Add Surrogate button to initiate the process of authorizing an Individual or Organization to work on behalf of Pugh Provider Assistance Group.

Add Surrogate

3. On the Add Provider/Add Surrogate screen, enter either the search criteria and select the **Search** button.

My Connection ▶ Add Provider   « Back to Previous Page

Search for an Organization or an Individual Provider that you wish to be associated with as a surrogate to work on their behalf. You can search by entering one or more of the following: Organization Name, Individual Provider's Last Name, City, State, ZIP or NPI.

Organization Name:		NPI:		Search
First Name:		Last Name:		
City:		State: SE - Select One	ZIP:	

4. Under the section "Search Results", select radio button next to the provider's name. This expands the screen so that you can select the business functions you would like to access on behalf of the provider. Select the checkbox next to PECOS/EHR/NPPES and select the **Continue** button.

Search Results

Name ▼	NPI	Business Mailing Address
◉ Doe, John	1295015022	719 W Holly Ave Sterling, VA 20164-4621

View Other Name(s)

Select the business function(s) you would like to access on behalf of the provider:

□ PECOS
□ EHR Incentive Program
□ NPPES

Continue ▶ | Cancel

5. On the **Add Provider Confirmation** page (Add Surrogate Confirmation page if you are adding a surrogate), review the information on the page for accuracy. If you wish to receive a copy of the connection request e-mail notification that will be sent to the

My Connection ▶ Add Provider   « Back to Previous Page

⚠ You have requested to work on behalf of John Doe as a surrogate. Once the connection has been approved, you will automatically be connected to all associated NPI's. Review the information listed below before you continue.

Name: John Doe

Business Function(s) Selected:

- PECOS
- EHR Incentive Program
- NPPES

To send this connection request notification to a another e-mail address in addition to what is currently on file for this provider, enter the additional e-mail address below.

Additional E-mail Address: [   ]

NPI(s) Associated with this Provider:

Provider Name	Doing Business As	NPI	Business Mailing Address
John Doe		1295015022	719 W Holly Ave, Sterling, VA 20164-4621

Submit ▶ | Cancel

6. On the Add **Provider ▶ Review** or **Add Surrogate ▶ Review** page you will see a summary of your connection request.

NOTE: Once you select the Submit button an e-mail will be sent to the provider/surrogate, and a copy will be sent to the e-mail address entered in the Additional E-mail Address field, notifying him/her of your surrogacy connection request. Please also note that you have not completed the connection request steps until you select the Done button at the bottom of the **Provider ▶ Review/Add Surrogate ▶ Review**.