

Month/ Year	Category	National Supplier Clearinghouse Advisory Committee (NSCAC) Questions July 2019	Answer	Status
7/2019	PECOS	<ol style="list-style-type: none"> 1. How long does it take for a change submitted in PECOS to be processed/completed? Is there a quicker turnaround time for simple changes (adding states, uploading licenses) vs. larger ones (updating AO information, relocations)? 	The NSC processes the vast majority of changes in 60 days or less. These items are assigned out based on first in, first out regardless of how they were submitted or the change requested.	
7/2019	PECOS	<ol style="list-style-type: none"> 2. While checking my PECOS enrollment in prep for Competitive Bidding, I noticed that the states I do business in is not appearing accurately. I deleted a location when I completed my revalidation in December 2018, however on PECOS today, it still shows that location. I reached out to the NSC and they do not show that deleted location. The CSR indicated the PECOS screens that suppliers see do not match the PECOS enrollment records that the NSC sees. How do we resolve these discrepancies when this happens? 	The information as suppliers see it in PECOS is displayed differently from how we see it and that does cause some issues; ultimately the data should be the same. If you provide us this supplier's information we can research further to see what the issue might be.	
7/2019	CMS 855/change of information/revalidation	<ol style="list-style-type: none"> 3. Supplier revalidations: the CMS website revalidation dates seem to be different than what shows in PECOS or on the letters from the NSC. Some say TBD, some have past dates. If there is a discrepancy between the CMS website and what is in PECOS, can you explain what takes precedent – which one should we believe? 	We are aware Data.gov and PECOS may not match. If Data.gov is showing TBD for the DME Supplier PTAN (not a Part B PTAN), the enrollment has <u>not</u> been selected for revalidation. PECOS takes precedence for revalidation. For the NSC, however, the validation checklist may not reflect the correct dates either. Suppliers should be looking at the revalidation tab under the Work Queue tab. Those dates are correct.	
7/2019	Site Visits/Overland Solutions	<ol style="list-style-type: none"> 4. Overland's inspectors often will not accept the suppliers Equipment Warranty information paperwork even though it is verbatim from the Supplier Standards. The inspector hands the supplier the NSC sample form and states this is the only acceptable format. We also see this with the complaint policy and form. This is a recurring training issue for site inspectors – is there anything more that can be done to prevent this being an issue? 	Any of our subcontracted field reps should accept documentation given to them. Final determination as to whether documentation is acceptable is made by NSC staff. We will send a reminder to our partners about this.	
7/2019	Site Visits/Overland Solutions	<ol style="list-style-type: none"> 5. A site inspector showed up at a supplier's branch and the manager was off site. The supplier was open and the staff offered to complete the inspection and the site inspector refused. Were there any grounds for the inspector to insist that the manager had to be onsite for the inspector to complete their inspection? There were multiple other issues with this inspector – we have provided more details. 	The inspector should proceed with conducting the inspection as long as the staff present are employees (not contractors or billing agency employees) and familiar with the day to day operations of the business.	
7/2019	Site Visits/Overland Solutions	<ol style="list-style-type: none"> 6. Using this example of a rogue inspector during a site inspection that could jeopardize the supplier's revalidation, what are the options for the supplier to deal with this inspector or situations like this immediately? How can the supplier be proactive? 	The best thing the supplier can do is to contact the NSC Customer Service Line and ask to file a complaint about an inspection they just had to the SACU.	