

Month/ Year	Category	National Supplier Clearinghouse Advisory Committee (NSCAC) Questions January 2012	Answer	Status
Jan 2012	PECOS/NSC	<p>A few months ago suppliers received a postcard from NSC about Internet-Based PECOS urging them to: "Don't Wait. Log on to the CMS Web site to learn more about PECOS and to register for a user ID and password." The website given is: <a href="http://www.cms.gov/MedicareSupProviderEnroll">www.cms.gov/MedicareSupProviderEnroll</a> This address leads to: Error: Page Not Found. The actual address is <a href="http://www.cms.gov/MedicareProviderSupEnroll/">http://www.cms.gov/MedicareProviderSupEnroll/</a>. Have additional mailing gone out since with the incorrect address?</p>	No additional mailing has been generated to correct the PECOS Web address.	Closed
Jan 2012	PECOS/NSC	<p>Please clarify the timeline expectation: if a Supplier receives a revalidation request letter from the NSC, a response is required within 60 days from the date of the NSC letter. If that supplier accesses PECOS to revalidate, they must still submit some paper forms (signed certification letter and attachments) to the NSC. These papers must be received by the NSC within 15 days of the PECOS file submission. So - does the 60 day initial clock end when PECOS is submitted/updated, or when the NSC receives the paper packet with certification signature? (Example: Revalidation letter dated 12/01/11; PECOS updated/submitted on 01/20/12; would the NSC need to receive the packet by 01/30/12 to meet the deadline?)</p> <p><b>Follow-up: Will request that the NSC put this Q &amp; A in the next newsletter that even though you have 60 days in PECOS, don't wait.</b></p>	<p>The revalidation is considered received once we receive the paper signature.</p> <p><b>This will be done.</b></p>	Closed
Jan 2012	PECOS	<p>NSC has a message when you call in that states for revalidations, PECOS uploaded a lot of supplier information incorrectly and it's preventing their PECOS revalidations to go through. Several suppliers are reporting this therefore if we run into this issue as we are to submit a paper application instead and the NSC apologizes for the inconvenience. Please provide an update. What is the status of being able to revalidate DMEPOS through PECOS?</p> <p><b>Follow-up: A supplier enters all the changes in</b></p>	<p>Some suppliers who received revalidation notices in the earlier phase of the project may have experienced issues responding via PECOS. Any new revalidation requests received may be reported via Internet-based PECOS.</p> <p><b>The NSC has raised this concern to CMS</b></p>	

		<p>PECOS. The PDF display printout is not matching the entries made. The only way to truly get a printout that matches what was put in is by doing a screen print of each page. Is there a way that the answers suppliers put in can be verified for when calling the NSC, they couldn't tell the information that was updated yet.</p>	<p>and it is being looking into.</p> <p>Roll of the NSC: cannot change anything in PECOS. When underlying problems/issues (system problems, not record problems) occur the NSC brings back to CMS and their subcontractors where fixes will be prioritized. The NSC can only identify and report issues. They cannot see what suppliers are looking at. The NSC receives a listing of information that suppliers keyed in. They can verify and develop. Once verified, then they reconcile to the PECOS database. When you enter into PECOS the NSC has to verify. Need to forward examples of problems/issues with the PECOS system.</p>	
Jan 2012	PECOS	<p>When you do a withdraw of a Medicare supplier number, the status in PECOS states when it was received but does not give the effective date. It would be nice for that information to be included on the status page.</p>	<p>The effective date of a voluntary termination is reported by the supplier.</p>	Closed
Jan 2012	CMS 855/change of information	<p>A supplier sent an update on an 855-S for a surety bond. It was just returned with nothing included to tell me why it was being returned. Upon a call to customer service, was told that there was not a signature in section 15, which is the authorized individual section. The supplier explained that the signature was in section 16 as the delegated official. Upon further discussions with customer service, it was indicated the supplier is not to send in a paper application that is printed on both sides of the paper. Customer service indicated it was rejected because the NSC saw section 15 not completed on one side of the paper and did not look at the completed side on the back. Is this a one-time issue, or is this true that paper applications should only be one sided. If true, please include in the NSC Newsletter and post this instruction for submitting paper CMS 855?</p> <p><b>Follow-up: Request the NSC to put this in their next newsletter a tip to submit sending in 1 sided.</b></p>	<p>The 855S is downloaded as a one-sided document. This situation is an isolated issue as it is at the supplier's discretion to submit a double-sided application.</p>	Closed

Updates: December 22, 2011, January 16, 2012, updated **January 18, 2012**