

Month/ Year	Category	National Supplier Clearinghouse Advisory Committee (NSCAC) Questions October 2011	Answer	Status
10-2011	CMS 855/change of information/PECOS	<p>1. If a provider submits a new application through PECOs or updates information directly in PECOS, and after waiting an appropriate amount of time, observes the information is not available with the NSC IVR system. Whom should I contact about the information not being available on the NSC IVR – the NSC or PECOS?</p>	You should contact the NSC. Remember, the NSC will not have record, or begin to review the submitted application until the Certification Statement original signature and attachments are received and proof of payment of the enrollment fees.	Closed
10-2011	CMS 855/change of information/PECOS	<p>2. Simple updates are taking longer to process when entered by the provider in PECOS than if the packet was mailed on paper to the NSC. This is counter-intuitive, it seems like they should be completed faster. Would you recommend for providers to submit simple changes on paper to the NSC?</p>	Applications submitted via PECOS-web should not take longer to process than paper applications. Remember, the NSC will not have record, or begin to review the submitted application until the Certification Statement original signature and attachments are received.	Closed
10-2011	CMS 855/change of information/PECOS	<p>3. The NSCAC received the following statement/question. Can this be forwarded to PECOS?</p> <p>Are there any plans to change the appearance/current functionality of the PECOS system?</p> <p>a. As a large provider with over 500 locations, it is very difficult to find a physical location to make online updates. The system is currently set up by Tax ID # only. The system shows which state a location is in, but it is not sorted by state. So, for example, if we have 15 locations within one state, we cannot just go to a particular state. We have to scroll down through each location to find that particular state, then click on it. If it's the wrong location, we have to start over. The states are not listed in one area; they are intermingled with all locations. Also, because our locations are listed under one Tax ID; when we log in to make an update, it takes a very long time to find the location needing updated. At a minimum, the site should be set up so that the locations are sorted by states (all states listed</p>	Yes – this is a planned enhancement to PECOS web, currently scheduled for next Spring.	

		<p>together), by PTAN # and/or by NPI # on the main screen. These fields should appear on the main screen when a provider is attempting to make a change.</p> <p>Also asked by a supplier: Can PECOS enrollment system add NPI or PTAN to View Enrollment Area For Providers with the same tax id# and multiple NPI & PTAN? Right now you have to open each one to determine where your location is that needs to be viewed.</p>		
10-2011	CMS 855/change of information/PECOS	4. Some providers are reporting they are experiencing a delay in receiving their PTAN numbers. Is it best to contact the NSC or PECOS? Providers are aware and being told there is a PECOS system issue since August 4, 2011. Has the PECOS system issue been corrected?	If the application was successfully submitted, you should contact the NSC for follow-up. We are not aware of the PECOS system issue you are referring to.	
10-2011	CMS 855/change of information/PECOS	5. Is the NSC aware of an escalation procedure within CMS for an application fee refund that has not been processed by CMS timely?	As a reminder enrollment fees are non-refundable unless a supplier is withdrawing an application that has not yet been processed or reviewed by an enrollment analyst. Suppliers choosing to request a refund should contact the NSC who will then escalate to CMS.	Closed
10-2011	CMS 855/change of information/PECOS	6. When a PECOS CS Rep terminates a PECOS entered application by mistake, they cannot recall the application and the supplier must re-enter the application into PECOS and resubmit all the documentation and obtain AO signatures to send back through the PECOS system. This delays the application processing for an error made by a CS Rep and creates additional work for the supplier (<i>An example is enclosed which is also an example for question # 9</i>). Is the NSC aware of this control issue and is there a 2nd level of an approval process prior to terminating an application?	<p>If the NSC mistakenly rejects a PECOS-web application, neither the NSC nor the supplier can retrieve it at this time. If this situation were to occur, the supplier can log into PECOS and view/print a printable version of the application that was submitted. The NSC enrollment analyst should work with the supplier using this version. This information was recently shared with all enrollment analysts to ensure understanding of what is available to the supplier in PECOS-web.</p> <p>There is a PECOS-web enhancement scheduled for early next year that will allow suppliers to access/correct/resubmit a web application that has been returned/rejected by the NSC. (Hoping to have by April)</p>	

			If this happens again, have an option to print PDF version, suggest to print and fax until this gets fixed. However, the PDF and PECOS doesn't match. Will provide example to Nancy.	
10-2011	Licensure/Accreditation/Bonding	7. The NSCAC continues to receive questions related to provider information updates, i.e., Surety Bond renewals. Can we recommend that the NSC remind providers in NSC Newsletters/Listserves that all changes for the provider need to be updated with the NSC?	Suppliers are reminded through various educational methods regarding making changes of information to the NSC timely as required by supplier standard #2. There is not a requirement however for suppliers to submit surety bond/accreditation renewals to the NSC as the agencies will report changes to the NSC. If a supplier acquires a surety bond from another bonding entity from the one originally reported to the NSC, the supplier is responsible to update the NSC with the updated Surety Bond information.	Closed
10-2011	Site Visits/Overland Solutions	8. Site inspectors are provided with a list of 'submitted charges' for various product areas from a previous specified time frame. They are instructed that the quantity of inventory 'in stock' should correspond with the amount submitted, and if not, then invoices are requested to substantiate purchases for that volume of equipment. Site inspectors are not consistently asking for the inventory documentation. What is required for proof of inventory?	If the supplier's on-site inventory does not appear to be commensurate with the billing, we request copies of invoices to show appropriate levels of inventory have been purchased in recent months. Letters of credit from manufacturers are also taken into consideration. Documentation is not requested on every inspection; only if the Investigator has a question about the level of inventory compared to what they see in stock.	Closed
10-2011	Site Visits/Overland Solutions	9. How can a company get a site inspection scheduled quicker when the NSC makes an error on the application? <i>An example is enclosed on an error that occurred that has delayed a site inspection.</i>	As in the attached example, a "rush order" would be made on the site visit.	Closed
10-2011	NSC Education	10. Has CMS changed their mandate on providing the numbers related to the number of applications that are in review and the average length of time to process? Is this paper or PECOS	As of 10/7/2011, the NSC had 1100 new applications and additional location applications pending, with an average age of 13 days. In addition, we had approximately 4400 changes of information pending, with an average age of 14 days. Yes – but doesn't distinguish between the 2.	

10-2011	Other	<p>11. We recently sent in updates to 11 branch locations, mailed in the same packet so all were received by the NSC the same day. The same information was changed on each of the locations. Several processed in less than 2 weeks, but the last one took about 8 weeks to finalize and there was a wide variety of development. Are updates separated by region? If not, would it be possible to have an organization's updates, when submitted at the same time, to all be processed by the same NSC rep?</p>	<p>Normally if multiple changes of information are received from a single supplier, those are assigned to a single analyst. There are instances where there are so many changes they are divided up, but we try to keep the distribution to a minimum.</p> <p>The changes could be distributed to different teams depending on the geographic location.</p>	Closed
10-2011	Other	<p>12. If an organization is a non-for-profit, are they put in a participating provider status?</p>	<p>No. All organizations are provided the opportunity to select participating or non-participating status.</p>	Closed

Draft September 30, 2011, October 14, 2011, October 27, 2011