Enrollment - Completing paper Medicare enrollment applications

1. Am I required to designate a contact person on the enrollment application?

No. However, designating a contact person with whom Medicare can speak regarding information on the application will expedite the processing of the enrollment. The contractor will use the individual listed in the 'Contact Person' section of the Medicare Enrollment Application (CMS-855) for all communications specifically related to the provider’s submission of an initial enrollment, change of information request, etc. The contractor will direct all other provider enrollment-oriented matters to the correspondence address. If we must return an application for any reason, we will return it to the contact person.

1. What is the certification statement?

The certification statement lists additional requirements that the physician or non-physician practitioner must meet and maintain in order to bill the Medicare program. Read these requirements carefully. By signing the 2-page certification statement, a physician or non-physician practitioner is attesting to having read the requirements and understanding them.

Please sign and date the 'Certification Statement' section and include when submitting your application. The signature of the individual practitioner must be handwritten or an eligible digital signature (e.g., DocuSign, AdobeSign). Stamped signatures cannot be accepted.

1. May I use my home address as the correspondence address?

Yes. Physician and non-physician practitioners may use their home address as the correspondence address if your home address is where a Medicare contractor can contact you directly to resolve any issues that may arise with your application or your enrollment in the Medicare program. We will also use this address to send important changes/information concerning the Medicare program that may affect you and/or your Medicare payments.

1. What is my ‘special payments’ address?

Since Medicare uses electronic funds transfer to issue payments, the 'special payments' address indicates where you want payments issued outside of the Medicare claims processing system.

1. How do I get a Medicare Enrollment Application (CMS-855) if I do not have access to the internet?

Please call our Enrollment helpline. We can send you a paper copy of the appropriate enrollment form.

JL: 877-235-8073, option 4

JH: 855-252-8782, option 4

1. Can I fax or e-mail my Medicare Enrollment Application (CMS-855)?

No. The Medicare Enrollment Application (CMS-855) must contain a handwritten or an eligible digital signature and be sent through the U.S. mail, FEDEX, or another direct mailing, to one of the following addresses:

Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma, Texas

Novitas Solutions  
Provider Enrollment Services  
P.O. Box 3095  
Mechanicsburg, PA 17055-1813

Indian Health Service/Tribal providers

Novitas Solutions  
Provider Enrollment Services  
P.O. Box 3115  
Mechanicsburg, PA 17055-1858

Delaware, DC, Maryland, New Jersey, Pennsylvania

Novitas Solutions  
Provider Enrollment Services  
P.O. Box 3157  
Mechanicsburg, PA 17055-1813

Priority mail/Commercial courier (P.O. Box cannot be used)

Novitas Solutions, Inc.  
Provider Enrollment Services  
2020 Technology Parkway, Suite 100  
Mechanicsburg, PA 17050

Our Enrollment Gateway allows you the option to upload your enrollment application(excluding the CMS-588 application). For more information, please refer to our [Enrollment Gateway User Guide](ddocname:00221902). (Once you complete the CMS-588 (EFT) application you must mail ([JH](http://www.novitas-solutions.com/webcenter/portal/MedicareJH/pagebyid?contentId=00025116)) ([JL](http://www.novitas-solutions.com/webcenter/portal/MedicareJL/pagebyid?contentId=00004811)) the application to us.)

1. Can I make photocopies of my completed form?

Yes. Photocopies of the Medicare Enrollment Application (CMS-855) are permitted and can be used to submit multiple occurrences of information that is required for certain sections. A signed and dated certification statement must always be included when the application is initially submitted. The signature of the individual practitioner must be handwritten or an eligible digital signature (e.g., DocuSign, AdobeSign). Stamped signatures cannot be accepted. Providers are encouraged to maintain a copy of the completed enrollment form for future reference.

1. If you have the information on one part of the Medicare Enrollment Application (CMS-855) or on an attachment, and I forgot to write it in another section, why can't you just fill it in for me?

The Medicare Enrollment Application (CMS-855) is a legal document; as such, we cannot alter it in any way. Complete each section, even if it is a repetition of previously reported data or appears on an attachment.

1. Why do you require a new signature page each time I make a change to the Medicare Enrollment Application (CMS-855) I sent in?

Medicare Enrollment Applications (CMS-855) are legal documents, and your signature attests to the accuracy of the information submitted on the form. If during the processing of an application the contractor needs additional information, CMS requires the submission of a new signature page, with a current date, in conjunction with the page of the application that has changed. This protects you by ensuring the integrity of the documentation for your enrollment with Medicare.

1. How can I check the status of my Medicare Enrollment Application (CMS-855/588/20134), corrective action plans (CAPs), reconsiderations or opt out affidavits?

You can check the status of the processing of your paper or PECOS web application, CAP, reconsideration or opt out by using our [Provider Enrollment Status Inquiry Tool](ddocname:00004864) available on our website. This tool allows you to receive a high-level status of your enrollment applications (i.e., Medicare Enrollment Application (CMS-855/588/20134), CAPs, reconsiderations, opt outs). You may also verify the status of enrollment applications submitted via PECOS web through PECOS. If you submitted an application via the Provider Enrollment Gateway, you can check the status in the Gateway.

1. Can I send additional information needed to process my enrollment form through email?

No. While we can email a letter to the contact person listed on the application explaining what is missing or required, we cannot accept a response to that letter via email. The contact person will receive instructions on how to respond to our request.

1. How much time do I have to submit additional information requested in conjunction with my Medicare Enrollment Application (CMS-855) submission?

All applications will be rejected if the provider/supplier fails to furnish complete information on the enrollment application, including all supporting documentation, within 30 calendar days from the date of the contractor’s request for the missing information or documentation.

1. Can I use a stamp to sign my Medicare Enrollment Application (CMS-855)?

No. The signature of the individual practitioner must be a handwritten signature or an eligible digital signature (e.g., DocuSign, AdobeSign). Stamped signatures cannot be accepted.

1. What date do I use for the license effective date?

The license effective date is the original date you obtained your license. It is not the date of the license renewal.

1. How do I know if my digital signature will be eligible?

Eligible digital signatures are signatures that are completed by a software program that embeds a time/date stamp or code into the digital signature line, as a means for tracking the validity of the signature. Digital signatures must include a code or time/date stamp to meet eligibility requirements.

1. As an individual, do I have to submit certification information on the application?

If you are a physician, you are not required to add certification information on the application. If you are one of the below non-physician practitioners, certification information must be provided on the application and a copy of the certification must be attached:

* Certified nurse midwife
* Certified nurse specialist
* Certified registered nurse anesthetist
* Nurse practitioner
* Physician assistant
* Nutritionist and dietician, if not licensed