

Hurricane's Harvey, Irma and Maria Medicare Provider Enrollment Relief Frequently Asked Questions (FAQs)

1. What is CMS doing to support Hurricane Harvey/Irma/Maria emergency recovery?

CMS is exercising its waiver authority to allow suppliers or other practitioners who are not currently enrolled to initiate temporary billing privileges and suspend certain Medicare enrollment screening requirements for healthcare and suppliers or other practitioners that are assisting with Hurricane Harvey/Irma/Maria recovery efforts in Texas, Louisiana, Florida, Puerto Rico, and the U.S. Virgin Islands. CMS has established a hotline to assist these healthcare suppliers and other practitioners in order to enroll in federal health programs and receive temporary Medicare billing privileges. This hotline is not intended for use by Part A certified or Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) suppliers.

2. What is the Hurricane Harvey/Irma/Maria Medicare Provider Enrollment Application Hotline?

CMS established a toll-free hotline servicing Medicare's Part B providers and suppliers in Texas, Louisiana, Florida, Puerto Rico, and the U.S. Virgin Islands. The hotline is intended for non-certified Part B suppliers and other practitioners to initiate provisional temporary Medicare billing privileges.

The hotline number is available for use by non-certified Part B suppliers and other practitioners servicing Medicare beneficiaries in Texas, Louisiana, Florida, Puerto Rico, and the U.S. Virgin Islands.

Through the hotline you will be able to:

- a. Initiate temporary billing privileges as a new supplier or other practitioner in Medicare.
- b. Add a temporary practice location as an existing supplier or other practitioner in Medicare.
- c. Add a temporary reassignment relationship as an existing supplier or other practitioner in Medicare.

3. What is the hotline number and hours of operation?

The toll free Hotline Telephone Number: 1-855-247-8428
Hours of Operation: 8:00 AM – 6:00 PM ET

This hotline number is used for all impacted areas.

4. What information should I have available when I call the hotline?

To initiate temporary billing privileges, you will be asked to provide limited information, including, but not limited to, Legal Name, National Provider Identifier (NPI), Tax Identification Number (Social Security Number or Employer Identification Number), a valid in-state or out-

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of-state licensure, address information and contact information (email address and telephone number).

5. How long will it take to approve my temporary Medicare billing privileges?

The Medicare Administrative Contractor (MAC) will attempt to screen and enroll the supplier or other practitioner over the phone and will notify the provider of their approval or rejection of temporary Medicare billing privileges during the phone conversation. To assist in this effort, CMS is waiving the following enrollment requirements:

- Payment of the application fee
- Finger print based criminal background checks
- Site visits
- In-state licensure requirements

The MAC will follow up with a letter via email to communicate the approval or rejection of the supplier's or other practitioner's temporary Medicare billing privileges.

Note: Suppliers or other practitioners who do not pass the screening requirements will not be granted temporary Medicare billing privileges and cannot be reimbursed for services furnished to Medicare beneficiaries.

6. I am a licensed physician or other practitioner but not in the state of Texas, Louisiana, Florida, Puerto Rico, or the U.S. Virgin Islands. I will be traveling to one of these areas to provide services to those in need. Do I need to obtain a new license?

No. CMS is waving the licensure requirements. A physician or other practitioner must be licensed in at least one state in which he/she furnishes services, but is not required to be licensed in the state where assistance is being provided.

7. What will be the effective date of my temporary Medicare billing privileges?

Providers will be assigned a retroactive effective date that is based on the date of the telephone call but no earlier than the declared disaster effective dates (Aug. 25, 2017, for Texas; Aug. 28, 2017, for Louisiana; Sept. 10, 2017, for Florida and Puerto Rico; Sept. 7, 2017, for the U.S. Virgin Islands).