National Plan and Provider Enumeration System (NPPES) User ID and Password Frequently Asked Questions For Physicians and Non-Physician Practitioners Who Use Internet-based PECOS

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Q1. How do I change my NPPES password?

Go to https://nppes.cms.hhs.gov/NPPES/Welcome.do and select the "Reset Password Page" under the NPPES Application help page. For assistance in changing an NPPES password, contact the National Provider Identifier (NPI) Enumerator at 1-800-465-3203 or send an e-mail to customerservice@npienumerator.com

Note: CMS recommends that you change your NPPES password before accessing Internet-based PECOS for the first time and at least once a year thereafter. Although your User ID cannot be changed, you should periodically change your password – at least once a year.

Q2. Who do I contact if I cannot remember my NPPES password?

Contact the NPI Enumerator at 1-800-465-3203 or send an e-mail to <u>customerservice@npienumerator.com</u>

Q3. I applied for my National Provider Identifier (NPI) by paper and do not have an NPPES User ID and password. How do I obtain them?

A physician or non-physician practitioner who did not establish a User ID and password in NPPES but applied for an NPI using the paper application can still establish a User ID and password in NPPES by going to NPPES at https://nppes.cms.hhs.gov/nppes. The NPI Enumerator at 1-800-465-3203 can provide assistance.

Q4. My group practice or hospital applied for my National Provider Identifier (NPI), and I do not know my NPPES User ID and password. What do I do?

If someone applied for an NPI on behalf of a physician or non-physician practitioner, the physician or non-physician practitioner needs to check with that person and ask him or her for the User ID and password that he/she established when applying for the NPI. If unable to reach that person, the physician or non-physician practitioner needs to call the NPI Enumerator at 1-800-465-3203 and explain the situation. The NPI Enumerator will provide assistance.

Q5. How long does it take to change my NPPES password?

In most cases, a password change can be made in less than 5 minutes.

Q6. Can I change my NPPES User ID?

For security reasons, you <u>cannot</u> change your NPPES User ID.

Q7. Are my NPPES User ID and password the same as ones that I will use for Internet-based PECOS?

Yes.