

Provider Demographic Update Process

Provider Type	Step #1: PECOS Updates	Step #2: iQIES Updates
Skilled Nursing Facilities/Nursing Facilities (SNF/NFs)	Complete form CMS-855A in the Provider Enrollment, Chain, and Ownership System (PECOS) system with the updated demographic information (https://pecos.cms.hhs.gov/pecos/login.do#headingLv1). If you need assistance, contact your Medicare Administrative Contractor (MAC).	Contact your State Automation Coordinator or State Resident Assessment Instrument Coordinator (SRAIC) and request an update of your demographic data in the internet Quality Improvement and Evaluation System (iQIES). Note: Swing Bed provider demographic data are maintained in iQIES as part of the parent hospital information.
Home Health Agencies	Complete form CMS-855A in PECOS with the updated demographic information (https://pecos.cms.hhs.gov/pecos/login.do#headingLv1). If you need assistance, contact your Medicare Administrative Contractor (MAC).	Contact your State Automation Coordinator or OASIS Education Coordinator (OEC) and request an update of your demographic data in iQIES.
Inpatient Rehabilitation Facilities	Complete form CMS-855A in PECOS with the updated demographic information (https://pecos.cms.hhs.gov/pecos/login.do#headingLv1). If you need assistance, contact your Medicare Administrative Contractor (MAC).	Free-standing Rehab Hospitals: Request your MAC to send the updated 855A form to your State Agency with a request to update the demographic data in iQIES. IRF subunits: Contact the iQIES Help Desk with requests to update the following demographic data in the iQIES system: • IRF subunit name • Address • City • ZIP Code • Phone Number • Phone Number Extension

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Long-Term Hospitals	Complete form CMS-855A in PECOS with the updated demographic information (https://pecos.cms.hhs.gov/pecos/login.do#headingLv1). If you need assistance, contact your Medicare Administrative Contractor (MAC).	Request your MAC to send the updated 855A form to your State Agency with a request to update the demographic data in iQIES.
Hospices	Complete form CMS-855A in PECOS with the updated demographic information (https://pecos.cms.hhs.gov/pecos/login.do#headingLv1). If you need assistance, contact your Medicare Administrative Contractor (MAC).	Request your MAC to send the updated 855A form to your State Agency with a request to update the demographic data in iQIES.

Providers must complete both steps of the update process to ensure that their demographic data are up to date.

NOTE: The above instructions are effective until CMS provides the directive to update demographic information in PECOS only.

For questions regarding these instructions or to identify your State Agency contacts, please contact the iQIES help desk by phone at (800) 339-9313 or by email at iQIES@cms.hhs.gov.