

Pay.Gov Frequently Asked Questions

This section provides answers to a number of questions agencies commonly ask about Pay.gov, its services, the Application Fee and its relation to the Medicare Enrollment Form.

Q: Why do I have to pay a Medicare enrollment application fee?

A: Section 6401(a) of the Affordable Care Act (ACA) requires the Secretary to impose a fee on each “institutional provider of medical or other items or services and suppliers.” The fee is to be used by the Secretary to cover the cost of screening and to carry out screening and other program integrity activities associated with provider enrollment processes, including those under section 1866(j) and section 1128J of the Social Security Act. The application fee is currently \$505 for CY2011; however, based upon provisions of the ACA this fee will vary from year-to-year based on adjustments made pursuant to the Consumer Price Index for Urban Areas (CPI-U). The application fee is to be imposed on institutional providers that are newly-enrolling, re-enrolling/re-validating, or adding a new practice location – for applications received on and after March 25, 2011.

CMS has defined “institutional provider” to mean any provider or supplier that submits a paper Medicare enrollment application using the CMS-855A, CMS-855B (except physician and non-physician practitioner organizations), or CMS-855S or associated Internet-based PECOS enrollment application.

Q: How much is the application fee?

A: The application fee is currently \$505 for CY2011; however, based upon requirements set forth in Section 6401(a) of the ACA, this fee will vary from year-to-year based on adjustments made pursuant to the Consumer Price Index for Urban Areas (CPI-U).

Q: How do I pay my application fee when submitting a Medicare enrollment application, and what happens after I pay?

A: Institutional providers applying to participate in the Medicare program must first submit a completed CMS-855 application. An enrollment application can be submitted in one of two ways:

1. Electronically using Internet-based **PECOS** - Once you have completed and submitted your enrollment application using Internet-based **PECOS**, you should then promptly pay the application fee through Pay.gov by visiting (www.pay.gov). (Also see section below entitled Pay.gov) Once you are on Pay.gov, type ‘CMS’ in the search box under “Find Public Forms” and click the “GO” button. Click on the “CMS Medicare Application Fee” link. Complete the form and submit payment as directed. You will get a confirmation screen indicating that payment was successfully made. This confirmation screen is your receipt and should be printed for your records. We strongly recommend that this receipt be mailed to the Medicare contractor along with the Certification Statement for the enrollment application. CMS will notify the Medicare contractor that the application fee has been paid. The Medicare contractor will process the provider enrollment application in the order in which it was received. Normal processing timeframes apply to your provider enrollment application.

2. Complete the paper Medicare enrollment application (CMS-855) – Once you have completed filling out the CMS-855 paper application, you should promptly pay the application fee through Pay.gov by visiting (www.pay.gov). (See section below entitled Pay.gov for more information.) Once you are on Pay.gov, type ‘CMS’ in the search box under “Find Public Forms” and click the “GO” button. Click on the “CMS Medicare Application Fee” link. Complete the form and submit payment as directed. You will get a confirmation screen indicating your payment was successful. This confirmation screen is your receipt and should be printed for your records. We strongly recommend that this receipt be mailed to the Medicare contractor along with the completed CMS-855 application. CMS also notifies the Medicare contractor that your application fee has been paid. The Medicare Contractor will process your provider enrollment application in the order in which it was received. Normal processing timeframes apply to your provider enrollment application.

Q: Are both my Medicare enrollment application and fee processed by the same agency?

A: No. Your Medicare application is processed by the Medicare contractor via the Provider Enrollment, Chain and Ownership System (PECOS). The application fee, paid electronically by check, debit card, or credit card, is processed through Pay.gov.

Q: Who can I contact if I have problems submitting my application fee?

A: You should use the Help Tools available on the Pay.gov site for questions specific to the payment processing. Other questions regarding payment policies and procedures may be sent to the Medicare provider and supplier enrollment e-mail account at Dpse_admin@cms.hhs.gov.

Pay.gov

Q: What is Pay.gov?

A: Pay.gov is operated by the U.S. Department of the Treasury and is a web-based application that allows you to make online payments to government agencies by electronic check, credit card or by debit from your checking or savings account.

Q: I'm not comfortable with making payments online. Can I mail in my payment or pay over the phone?

A: No. Do not mail application fee payments. Pay.gov cannot accept payments by mail or phone. Please note that all fees must be paid via Pay.gov and that paper checks submitted outside of the Pay.gov process will not be accepted

Q: Is Pay.gov secure?

A: Yes. Pay.gov uses 128-bit SSL encryption to protect your transaction information while you're logged in to Pay.gov. In addition, any account numbers you set up in your profile are encrypted before being stored in our database. When you access your profile, any account numbers you have entered will be masked on-screen; each account number in your profile will be displayed as a group of asterisks followed by the last four digits of the account number.

Q: What is an "ACH" payment?

A: ACH stands for "Automated Clearing House" and refers to an electronic debit from a checking or

savings account, commonly known as a direct debit. This is the option you use to submit checks electronically by entering in your routing, account, and check number.

Q: How quickly is my ACH payment processed?

A: ACH payments submitted by 8:55 PM Eastern Standard Time will settle in your account the following business day.

Q: What are the accepted credit card types?

A: Pay.gov accepts Visa, MasterCard, American Express, and Discover.

Q: How quickly is my credit card payment processed?

A: Credit card payments submitted by midnight Eastern Standard Time will settle in your account the next business day.

Q: What is the payment processing schedule for Pay.gov?

A: The Pay.gov site is available 24 hours a day, 7 days a week (holidays included) for users to submit payments, with the exception of a maintenance window every Sunday from 2:00 AM to 6:00 AM Eastern Standard Time. ACH payment processing follows the Federal Reserve holiday schedule; payments will not settle on the holidays listed below. Credit card payments will be processed the next business day as determined by the settlement agent.

	2011	2012	2013	2014	2015
New Year's Day	January 1*	January 2	January 1	January 1	January 1
Birthday of Martin Luther King, Jr.	January 17	January 16	January 21	January 20	January 19
Washington's Birthday	February 21	February 20	February 18	February 17	February 16
Memorial Day	May 30	May 28	May 27	May 26	May 25
Independence Day	July 4	July 4	July 4	July 4	July 4*
Labor Day	September 5	September 3	September 2	September 1	September 7
Columbus Day	October 10	October 8	October 14	October 13	October 12
Veterans Day	November 11	November 12	November 11	November 11	November 11
Thanksgiving Day	November 24	November 22	November 28	November 27	November 26
Christmas Day	December 26	December 25	December 25	December 25	December 25

- The Board of Governors is closed December 31, 2010.

- Inauguration Day falls on Sunday, January 20, 2013.

* Saturday

Q: How do I know my payment was successful?

A: At the end of submitting your payment, you will see a confirmation screen indicating your payment was successful. This confirmation screen is your receipt and should be printed for your records. You will also receive a copy of this receipt in your email account if you provided an email address along with your credit card or bank account information.

Q: How will the transaction appear on my bank or credit card statement?

A: Pay.gov transactions will usually appear with the description “CMS Medicare applic fee.” If you're not sure what a particular payment is, the first point of contact should be your financial institution. They can help identify the payment history.

Q: What do I do if I entered the wrong amount?

A: CMS has pre-populated the field for the correct payment amount for the specific calendar year.