

Month/ Year	Category	National Supplier Clearinghouse Advisory Committee (NSCAC) Questions July 2018	Answer	Status
	PECOS			
07/2018	CMS 855/change of information/revalidation	<ol style="list-style-type: none"> 1. On the 855s, section 3A, suppliers select their supplier type – and may check multiple options if more than one apply. CERT is telling us that they are able to see just one supplier type – that the NSC only provides CERT with one. How does the NSC select one provider type as the ‘primary’ supplier type, when the 855s does not allow any ranking priority selection? Supplier Type is a factor in how CERT reports error data, so we would like to know more about how this works. 	<p>The NSC does not provide CERT with any information. There isn't a primary or secondary on the application and is uploaded into PECOS as so. If multiple supplier types are submitted then they are all added to the supplier's file. We are unaware of what information or extract the CERT uses for their information.</p>	
	Licensure/Accreditation/ Bonding			
	Supplier/Quality Standards			
	Site Visits/Overland Solutions			
	NSC Customer Service			
	NSC Education			
	NSC Website			
07/2018	Other	<ol style="list-style-type: none"> 2. There continues to be the occasional Post Office delivery error that causes a DNF and the supplier number to be suspended because of it. The NSCAC knows that this topic has come up several times in the past, but feel it is necessary to address again because of the frequency in which it happens: <ol style="list-style-type: none"> 1. What is the current NSC process when they receive the DNF notice? 2. Does the NSC make an attempt to reach out to the supplier? 3. How long does the process take from when the DNF is received to when the supplier number is suspended? 4. What is the best way to resolve this situation when this happens? 5. Would the NSC write an article on the website with this Q & A? 	<p>When a DNF flag is received NSC researches the address listed in PECOS. The supplier is contacted by phone to verify if the address is incorrect. If the address on file is incorrect a letter is sent asking to update the address.</p> <p>The DNF flag is set up on file by the DME MACS which begins holding payments. Best resolution is contacting the NSC to verify the address we have on file is the correct address. . If the flag is the result of a post office error and no address change has occurred, the NSC will notify the DME MACs to remove the flag, which will release any held payments.</p> <p>Yes an article can be written for the Newsletter.</p>	