REGISTRATION
USER GUIDE
For Eligible Professionals

Medicaid Electronic Health Record
(EHR) Incentive Program
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Disclaimer

The Centers for Medicare & Medicaid Services (CMS) is providing this material as an informational reference for physicians and non-physician practitioners-providers.

Although every reasonable effort has been made to assure the accuracy of the information within these pages at the time of posting, the Medicare and Medicaid program is constantly changing, and it is the responsibility of each physician, non-physician practitioner, supplier or provider to remain abreast of the Medicare and Medicaid program requirements.

Medicare and Medicaid regulations can be found on the CMS Web site at http://www.cms.gov
Step 1 – Getting Started

This is a step-by-step guide for the Medicaid Eligible Professionals (EPs) Electronic Health Record (EHR) Incentive Program. The page layout consists of the registration screen with written instructions to the right, as well as helpful tips. To get started, click on the link at the top of the page or type the website into your computer's browser.

Welcome to the Medicare & Medicaid EHR Incentive Program Registration & Attestation System

About This Site

The Medicare and Medicaid Electronic Health Records (EHR) Incentive Programs will provide incentive payments to eligible professionals and eligible hospitals as they demonstrate adoption, implementation, upgrading, or meaningful use of certified EHR technology. These incentive programs are designed to support providers in this period of Health IT Transition and instill the use of EHRs in meaningful ways to help our nation to improve the quality, safety, and efficiency of patient health care.

This website is for the Medicare and Medicaid EHR Incentive Programs. Those wanting to take part in the program will use this system to register and participate in the program.

Overview of Eligible Professional (EP) and Eligible Hospital Types

Eligible Professionals (EPs)

Medicaid EPs include:
- Physicians
- Nurse Practitioners
- Certified Nurse-Midwife
- Dentists
- Physicians Assistants who practice in a Federally Qualified Health Center (FQHC) or Rural Health Center (RHC) that is led by a Physician Assistant

Medicare EPs include:
- Doctors of Medicine or Osteopathy
- Doctors of Dental Surgery or Dental Medicine
- Doctors of Podiatric Medicine
- Doctors of Optometry
- Chiropractors

Medicare Advantage Organization (MAO) EPs - A qualifying MAO may receive an incentive payment for their EPs. For more information, visit CMS website.

NOTE: EPs may NOT be hospital-based. This is defined as any provider who furnishes 90% or more of their services in a hospital setting (inpatient or emergency room).

Eligible Hospitals

Medicare Eligible Hospitals include:
- Subsection (d) hospitals in the 50 states or DC that are paid under the hospital inpatient prospective payment system. Hospitals in Maryland may also participate per law.
- Critical Access Hospitals (CAHs)
- Medicare Advantage Affiliated hospitals (MA-Affiliated Hospitals)

Medicaid Eligible Hospitals include:
- Acute Care Hospitals with at least 10% Medicaid patient volume. May include CAHs and cancer hospitals.
- Children’s Hospitals

To determine your eligibility, click on the CMS website.

Steps

Enter the EHR Incentive Program URL (located at the top of the page) into your web browser.

Click Continue to start the registration process.
Step 1 - Continued

Carefully review the screen for important information.

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**Warning**

(*) Red asterisk indicates a required field.

**WARNING:** Only authorized registered users have rights to access the Medicare & Medicaid EHR Incentive Program Registration & Attestation System.

Please verify the following statements:

- You are accessing a U.S. Government information system
- The U.S. Government maintains ownership and responsibility for its computer systems
- Usage of this system may be monitored, recorded, and audited
- Unauthorized use is prohibited and subject to criminal and civil penalties
- The use of the information system establishes consent to any and all monitoring and recording of activities

☐ Check this box to indicate that you acknowledge that you are aware of the above statements

Select the Continue button to go to the LOGIN page or select the Previous button to go back to the WELCOME page

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**Eligible Professionals (EPs) may not be hospital based. This is defined as EPs seeing 90% or more of their Medicare covered services in:**

- Hospital Inpatient setting (Place of service 21)
- Emergency Department setting (Place of service 23)
**Step 2 – Login**

Review the Login Instructions for Eligible Professionals.

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### Login Instructions

**Eligible Professionals (EPs)**

- If you are an EP, you must have an active National Plan and Provider Enumeration System (NPPES) web user account. Use your NPPES user ID and password to log into this system.
- If you are an EP who does not have an NPI and/or an NPPES web user account, navigate to NPPES to apply for an NPI and/or create an NPPES web user account.

**Eligible Hospitals**

- If you are an Eligible Hospital, you must have an active NPI. If you do not have an NPI, apply for an NPI in NPPES.

**Associated with both Eligible Professionals (EPs) and Eligible Hospitals**

- If you are an EP using your NPPES web user account, you may also be permitted to work on behalf of a hospital. Navigate to the I&A System and use your NPPES User ID and password to request to work on behalf of an organization.

### Account Management

- If you are an existing user and need to reset your password, visit the I&A System.

---

(*) Red asterisk indicates a required field.

*User ID: ____________________________
*Password: ____________________________

[Login] [Cancel]

---

### Identity and Access Management (I&A)

You will be navigated to the I&A system, which will allow you to create a User ID/password, establish a user profile, and request access to organization(s) for the EHR Incentive Program System.

If you select “Yes”, you will be directed to the I&A system and will be required to log in again.

[YES] [NO]

---

**TIPS**

- Contact the PECOS Help Desk if you cannot remember your password - (866) 484-8049/TTY (866)523-4759, [https://pecos.cms.hhs.gov](https://pecos.cms.hhs.gov)
- To locate your NPI number, visit: [https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do](https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do)

User name and password are case sensitive.
Step 2 – Login (Continued)

Working on Behalf of an Eligible Professional

**STEPS**

Click on Access Requests

Click Add Access Request

Click Submit

**TIP**

At least one NPI is required to assign access

Use the Previous button to navigate between pages in the system

In order for a provider to create an online account, the NPI record must be in the status of Active or Pending Change Request
Step 2 – Login (Continued)

Working on Behalf of an Eligible Professional

STEPS

Enter the NPI of the individual provider

Click Search to display the details of the individual provider

Click Save to navigate to the “My Access Requests Page”

Or

Click Save & Add Another to add multiple providers

TIP

Clicking Previous will take you back to the ‘Select Application Type’ page

Click on HELP for additional guidance to navigate the system

The Help link is on every page
Step 2 – Login (Continued)

Working on Behalf of an Eligible Professional

**STEPS**

Choose the Individual Provider(s) to add the NPIs you wish to access

You may choose one at a time or click Select All

Use the **Add Access Button** button to add the NPIs you wish to access

Click **Submit**

**TIP**

Clicking Previous will take you back to the ‘Select Application Type’ page

Click on HELP for additional guidance to navigate the system

The Help link is on every page
Step 2 – Login (Continued)

Working on Behalf of an Eligible Professional

Thank you. Your request will be processed.

Please read the following instructions:

Applying as an Authorized Official:
If you are applying as an Authorized Official, a copy of your provider or supplier's organization CP-575 is required. The CP-575 is generated to the organization by the Internal Revenue Service (IRS), and contains the organization’s Legal Business Name and Taxpayer Identification Number. If you cannot locate your CP-575, contact the IRS for a copy of your IRS Federal Tax Deposit Coupon, IRS 147C letter, or other official IRS document which verifies the taxpayer identification number and legal business name of your organization. Make a photocopy of the CP-575 or appropriate substitute and write your PEGOS I&A Tracking ID at the top of the photocopy. Mail the photocopy of the CP-575 or appropriate substitute (with the Tracking ID written on it) to the CMS External User Services (EUS) Help Desk. Your application will not be processed until the EUS Help Desk receives this paperwork. An e-mail notification will be sent to you once the EUS Help Desk has approved or rejected your request. If you have questions, please contact the EUS Help Desk at the following address and telephone number:

External User Services (EUS)
P.O. Box 792750
San Antonio, Texas 78216
Phone: 1-866-484-8049
TTY: 1-866-524-7679
EUSSupport@op.gov

For questions concerning the Electric Health Record (EHR) Incentive Program, please contact the EHR Incentive Program Information Center (EIPIC) at the following address and telephone number:

EHR Incentive Program Information Center (EIPIC)
Phone: 1-888-734-6433
TTY: 1-888-734-6563

Applying as an Organization end user:
If you are applying as an organization end user and have questions, please contact your Authorized Official. An e-mail notification will be sent to you once your request has been approved or rejected.

Applying to act on behalf of an individual provider:
If you are requesting to act on behalf of an individual provider and have questions, please contact the individual provider or the appropriate help desk using the above contact information. If your request is not approved in a reasonable amount of time, please contact the individual provider.

<table>
<thead>
<tr>
<th>Provider/Supplier Organization</th>
<th>App Type</th>
<th>Tracking ID</th>
<th>Provider/Supplier Organization EIN</th>
<th>Provider/Supplier Organization Name (LIN)</th>
<th>Organization NPI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Provider</td>
<td></td>
<td></td>
<td>Individual Provider First Name</td>
<td>Individual Provider Last Name</td>
<td>NPI</td>
</tr>
<tr>
<td>E</td>
<td>50316211669377</td>
<td>Doe</td>
<td>John</td>
<td></td>
<td>1234567890</td>
</tr>
</tbody>
</table>

For questions regarding the EHR Incentive Program –
EHR Information Center
1-888-734-6433
TTY/1-888-734-6563

TIPS

The EP's user ID and password are the same for the NPPES system

A proxy user may only register and attest for 1,000 eligible professionals

For questions regarding the EHR Incentive Program –
EHR Information Center
1-888-734-6433
TTY/1-888-734-6563
Step 2 – Login (Continued)

Working on Behalf of an Eligible Professional

**STEPS**

Application and Security Check Page prompts the user to answer 2 security questions

**TIPS**

Click on the HELP tab at the top of the screen for help creating your I&A user name and password

User IDs cannot be changed. Once you have successfully created a User ID and Secret Question/Answer combinations and submitted the record, the User ID and Secret Question/Answer combinations will remain tied to your record and will not be changed

User name and password are case sensitive
Step 3 – Welcome
If your login was successful you will receive the “Welcome Screen”.

Click on the Registration tab to continue registering for the EHR Incentive Program.

After you login, the system will alert you of your next step in the registration and attestation process, such as your registration needs to be completed, or that it is time to begin attestation.

The Welcome screen consists of four tabs to navigate through the registration and attestation process.

1. Home
2. Registration
3. Attestation
4. Status

Meaningful Use information: https://www.cms.gov/EHRIncentivePrograms/30_Meaningful_Use.asp
Step 4 – Registration

**Registration Instructions**

Welcome to the Registration Page.

Depending on the current status of your registration, please select one of the following actions:

- **Register**: Register for the EHR Incentive Programs
- **Modify**: Modify Existing Registration
- **Cancel**: Discontinue participation in the Medicare & Medicaid EHR Incentive Programs
- **Reactivate**: Reactivate a previously canceled registration
- **Resubmit**: Resubmit a registration that was previously deemed ineligible

**Registration Selection**

Identify the desired registration and select the Action you would like to perform. Please note only one Action can be performed at a time on this page.

<table>
<thead>
<tr>
<th>Name</th>
<th>Tax Identifier</th>
<th>National Provider Identifier (NPI)</th>
<th>Incentive Type</th>
<th>Registration Status</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Doe, MD</td>
<td>XXX-XX-3568</td>
<td>000000000000</td>
<td>Medicaid</td>
<td>Active</td>
<td>Register</td>
</tr>
</tbody>
</table>

**TIPS**

- “Resubmit”, “Modify”, “Cancel” and “Reactivate” are the available Action web links for returning users
- Only one action can be performed at a time on this page
- If the user selects the Action web link of “Register” or “Resubmit” they will be directed to the Topics for Registration screen

[Web Policies & Important Links](https://cms.gov) [Department of Health & Human Services](https://accessibility) [CMS.gov](https://fileFormatsAndPlugins)
Step 5 – Reason for this Registration
Review and follow the registration instructions below.

Reason for Registration
You are an Eligible Professional registering in the incentive program.

Topics
The data required for this registration is grouped into topics. In order to complete registration, you must complete ALL of the following topics. Select the TOPIC and provide the required information. The system will show when each TOPIC is completed.

1. EHR Incentive Program
   Progress: 0 of 1

2. Personal Information
   Progress: 0 of 1

3. Business Address & Phone
   Progress: 0 of 1

Note: When all topics are marked as completed, select the Proceed With Submission button to submit your registration.

Data required for this registration is grouped into three topics. All three must be completed
Progress bars will indicate the progress for each topic
When all topics are completed user can select Proceed with Submission
Step 6 – Incentive Program Questionnaire

Review and follow the Incentive Program Questionnaire instructions below.

**STEPS**

1. **Select Medicaid State/Territory**
2. **Select your Eligible Professional Type.**
3. Click **Yes** or **No** at “Do you have a certified EHR?” If yes, enter the EHR Certification Number.

**Click Save & Continue**

**TIPS**

- States are launching their programs at different times, so your state may not yet be available. Click on the CMS EHR Certification Number website to obtain your certified EHR number.
- Follow the instructions on the website to locate your CMS EHR Certification Number.
- You must enter your certification number when Attesting for the EHR Incentive Program. The number is not required for registration.

[Website link to obtain CMS EHR Certification Number]}

[Website link to CMS EHR Incentive Program]
Step 7 – Personal Information
Follow the instructions below regarding your personal information.

**STEPS**

Select where your payment will go in the Payee TIN Type

Click **APPLY**

SSN Payee TIN Type indicates that the provider receives the payment

Enter the Group Name and Group Payee TIN and NPI Number

Click **Save & Continue**

**TIPS**

Medicaid EPs can elect to have their payment go to another qualified entity by selecting Payee TIN Type of EIN, and this information will be sent to the State

There are rules around reassignments governing this program, please see the CMS website for more information:
http://www.cms.gov/EHRIncentivePrograms/
Step 7 – Personal Information for Groups
If a group will be receiving payments, follow the instructions below regarding your group information.

**STEPS**

If you are assigning payments to a practice or group, you will need to enter the group’s 10-digit NPI that will be receiving the payments.

Click *Filter*
Step 7 – Resolve Personal Information Errors

Resolve any errors with your personal information.

STEPS

If there are any errors with your personal information, the system will alert you and allow you to make revisions. Resolve any issues and continue.
Step 8 – Business Address and Phone

Be sure to complete all requested information.

**STEPS**

Review the Business Address & Phone information and revise if applicable.

Enter your e-mail address and confirm the e-mail address.

Click **Save & Continue**

You will receive an e-mail confirmation once you have successfully completed your registration.

**TIPS**

Data on this page is pulled from the provider’s practice location stored in NPPES.

Address and Phone number can be changed for purposes of this program, however it will not update your NPI record in NPPES.

If this information is incorrect, please update your NPPES account as well.
Step 9 – Registration Progress

Be sure to complete all the topics below.

**Reason for Registration**
You are an Eligible Professional registering in the incentive program. You have modified your registration information.

**Topics**
The data required for this registration is grouped into topics. In order to complete registration, you must complete ALL of the following topics. Select the TOPIC and provide the required information. The system will show when each TOPIC is completed.

1. EHR Incentive Program
   - Progress: 1 of 1
   - Completed

2. Personal Information
   - Progress: 1 of 1
   - Completed

3. Business Address & Phone
   - Progress: 1 of 1
   - Completed

**TIP**
Progress bars indicate that the topics are completed.

**STEPS**
Click on Proceed with Submission to continue the registration process.
Step 10 – Verify Registration

Be sure to verify all your personal information.

STEPS

Review your registration information for accuracy and click Submit Registration to continue.

TIPS

Click on Exit to go to the home page

Click on Help link for additional guidance for the registration and attestation process
Step 11 – Registration Disclaimer

Be sure to read the entire disclaimer.

Accept, Agree and Submit

I certify that the foregoing information is true, accurate, and complete. I understand that the Medicare/Medicaid EHR Incentive Program payment I requested will be paid from Federal funds, that by filing this registration I am submitting a claim for Federal funds, and that the use of any false claims, statements, or documents, or the concealment of a material fact used to obtain a Medicare/Medicaid EHR Incentive Program payment, may be prosecuted under applicable Federal or State criminal laws and may also be subject to civil penalties.

USER WORKING ON BEHALF OF A PROVIDER: I certify that I am registering on behalf of a provider who has given me authority to act as his/her agent. I understand that both the provider and I can be held personally responsible for all information entered. I understand that a user registering on behalf of a provider must have an Identity and Access Management system web user account associated with the provider for whom he/she is registering.

I hereby agree to keep such records as are necessary to demonstrate that I met all Medicare/Medicaid EHR Incentive Program requirements and to furnish those records to the Medicaid State Agency, Department of Health and Human Services, or contractor acting on their behalf.

No Medicare/Medicaid EHR Incentive Program payment may be paid unless this registration form is completed and accepted as required by existing law and regulations (42 CFR 495.10).

NOTICE: Anyone who misrepresents or falsifies essential information to receive payment from Federal funds requested by this form may upon conviction be subject to fine and imprisonment under applicable Federal laws.

ROUTINE USE(S): Information from this Medicare/Medicaid EHR Incentive Program registration form and subsequently submitted information and documents may be given to the Internal Revenue Service, private collection agencies, and consumer reporting agencies in connection with recoupment of any overpayment made and to Congressional Committees in response to inquiries made at the request of the person to whom a record pertains. Appropriate disclosures may be made to other federal, state, local, foreign government agencies, private business entities, and individual providers of care, on request relating to entitlement, fraud, program abuse, program integrity, and civil and criminal litigation related to the operation of the Medicare/Medicaid EHR Incentive Program.

DISCLOSURES: This program is an incentives program. Therefore, while submission of information for this program is voluntary, failure to provide necessary information will result in delay in an incentive payment or may result in denial of a Medicare/Medicaid EHR Incentive Program payment. Failure to furnish subsequently requested information or documents to support this registration will result in the issuance of an overpayment demand letter followed by recoupment procedures.

It is mandatory that you tell us if you believe you have been overpaid under the Medicare/Medicaid EHR Incentive Program. The Patient Protection and Affordable Care Act, Section 6402, Section 1128I, provides penalties for withholding this information.

If Disagree is chosen, the user is directed to the Registration Instructions Page. To restart the process, click MODIFY in the Action column of the Registration Instructions Page.
Step 12 – Submission Receipt (Successful Submission)

Confirm that your registration was completed successfully.

**STEPS**

You must contact your State to complete your registration.

Continue your registration using the State’s Medicaid EHR registration tool.

Click on You can “find your State here” to complete the Medicaid registration.

**TIPS**

Wait 24 hours to contact your State to finish the registration, to allow for processing.

Print a copy of the receipt for your records.
Step 13 – Status Summary
Review all current and previous information related to your account.

**Steps**
Click the **Status** tab to view registration information.

**TIP**
Click Select in the Action Column to view detail.
Step 13 – Status Information

Review the details of your registration process.

The following outlines the most recent events associated with your participation in the EHR Incentive Program.

For additional information on your registration, attestation(s), and payment(s), please select the appropriate tab.

<table>
<thead>
<tr>
<th>Registration Information</th>
<th>Attestation Information</th>
<th>Payment Information</th>
</tr>
</thead>
</table>

Your MEDICAID EHR Incentive Program registration was originally created on 12/15/2011. Your MEDICAID registration was last updated on 12/15/2011.

Registration Status:

<table>
<thead>
<tr>
<th>Incentive Type</th>
<th>Registration Status</th>
<th>Status Reason</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEDICAID</td>
<td>Medicaid: Pending State Validation</td>
<td>Medicaid - Registration has been saved and will be sent to the state for review</td>
<td></td>
</tr>
</tbody>
</table>

Registration ID: 1000041274
Payee TIN: 00000000000000
Payee NPI: 00000000000000
EHR Certification Indicator: Yes
EHR Certification Number: 000000000000000
Eligible Professional Type: Physician
Current Hospital Based Status: No
Deemed Hospital Based in 2010: No
Hospital Based Percentage in 2010: 0%

Business Address:
Any Street
Nacogdoches, TX, 75965 - 1608
Phone #: (936) 195-0100 Ext: E-Mail: JaneDoe@ehr.com
Contractor ID: N/A
FI/Carrier/MAC: N/A
Medicaid State/Territory: GA

Please select the Previous button to return to the Status Selection Page.

**TIPS**

Registration status will read “Medicaid: Pending State Validation” until the registration process is completed by the State.

Other registration statuses are Cancelled, Issue Pending, In Progress, Rejected, and locked for payment.

The status reason is listed under the blue header in the center of the screen.

**STEPS**

Registration details appear in the body of the screen.

Information displayed includes:

- The registration status reason
- Fiscal Intermediary (FI)/Carrier/ Medicare Administrative Contractor (MAC)
- Validation performed on registration
Have Questions?
There are many resources available to you.

**Resources**

Contact the EHR Information Center Help Desk for Questions concerning registration, (888) 734-6433 / TTY: (888) 734-6563

Hours of operation: Monday-Friday 8:30 a.m. – 4:30 p.m. in all time zones (except on Federal holidays)


**TIP**

EHR Incentive Program; visit https://www.cms.gov/EHRIncentivePrograms/

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**Help**

**Topics**

Help provides additional guidance to users for Medicare & Medicaid EHR Incentive Program Registration & Attestation process. Help is broken up into the following sections.

- **About Registration & Attestation System**
  Presents an overview of the system, processes, and benefits.

- **How to get Access to the Registration & Attestation System**
  Presents summary information on accessing Internet-based Registration & Attestation System.

- **User Accounts**
  Presents additional information regarding account information.

- **Accessibility**
  Presents information about the accessibility and compatibility features of Internet-based Registration & Attestation System.

- **Frequently Asked Questions (FAQs)**
  Presents a list of common questions and their answers regarding the use of Internet-based Registration & Attestation System and the Medicare/Medicaid registration and attestation process.

- **Glossary and Acronym List**
  Presents Medicare/Medicaid EHR terms and definitions.

- **Contact Information**
  Presents a list of contact information for Internet-based Registration & Attestation System user account issues.

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**STEPS**

Click on the **Help Link** which is located on every screen.
## Acronym Translation

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CMS</td>
<td>Centers for Medicaid &amp; Medicaid Services</td>
</tr>
<tr>
<td>DMF</td>
<td>Social Security Death Master File</td>
</tr>
<tr>
<td>EH</td>
<td>Eligible Hospital</td>
</tr>
<tr>
<td>EHR</td>
<td>Electronic Health Record</td>
</tr>
<tr>
<td>EIN</td>
<td>Employer’s Identification Number</td>
</tr>
<tr>
<td>EIPIC</td>
<td>EHR Incentive Program Information Center</td>
</tr>
<tr>
<td>EP</td>
<td>Eligible Professional</td>
</tr>
<tr>
<td>FI</td>
<td>Fiscal Intermediary</td>
</tr>
<tr>
<td>FQHC</td>
<td>Federally Qualified Health Center</td>
</tr>
<tr>
<td>I&amp;A</td>
<td>Identification &amp; Authentication System</td>
</tr>
<tr>
<td>IDR</td>
<td>Integrated Data Repository</td>
</tr>
<tr>
<td>LBN</td>
<td>Legal Business Name</td>
</tr>
<tr>
<td>MAC</td>
<td>Medicaid Administrative Contractor</td>
</tr>
<tr>
<td>MAO</td>
<td>Medicaid Advantage Organization</td>
</tr>
<tr>
<td>NPI</td>
<td>National Provider Identifier</td>
</tr>
<tr>
<td>NPPES</td>
<td>National Plan and Provider Enumeration System</td>
</tr>
<tr>
<td>NLR</td>
<td>National Level Repository</td>
</tr>
<tr>
<td>OIG</td>
<td>Office of the Inspector General</td>
</tr>
<tr>
<td>RHC</td>
<td>Rural Health Center</td>
</tr>
<tr>
<td>SSN</td>
<td>Social Security Number</td>
</tr>
<tr>
<td>TIN</td>
<td>Tax Identification Number</td>
</tr>
</tbody>
</table>