



How to locate a PTAN

What is a Provider Transaction Access Number (PTAN)?

- A PTAN is a Medicare-only number issued to providers by their respective Medicare Administrative Contractor (MAC)s upon enrollment to Medicare
- When the respective MAC approves enrollment an approval letter is issued with a PTAN assigned to the provider.
- The approval letter notes that the National Provider Identifier (NPI) must be used to bill the Medicare program
- The PTAN is used to authenticate the provider when using MAC self-help tools such as the Interactive Voice Response (IVR) phone system, internet portal, on-line application status, etc.
- PTAN's are generally limited to the provider's contacts with their MAC

How to locate a Provider Transaction Access Number (PTAN)

- Locate the letter that the MAC sent when the providers Medicare enrollment was approved

OR

- Log into the Provider, Enrollment, Chain and Ownership System (PECOS)

OR

- The provider can send a signed written request on company letterhead to his/her (MAC)

Include the following:

- Legal name
- Legal business name
- NPI
- Telephone number
- Fax number

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Sources:

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/se1216.pdf>
<https://pecos.cms.hhs.gov/pecos/login.do#headingLv1>

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