



# Instructions for Using the Railroad Medicare PTAN Lookup and Request Tool

This guide will help you navigate through the process of looking up an existing or requesting a new Railroad Medicare Provider Transaction Access Number (PTAN).

## What to know before you get started

This tool will allow you to:

1. Look up an existing individual or group Railroad Medicare PTAN and
2. Request a new Railroad Medicare PTAN for an individual provider or supplier
  - Physician or non-physician practitioner (solo practitioner or group member)
  - Ambulance, laboratory, ambulatory surgical center, independent diagnostic testing facility, etc.)

## How it works

This tool first validates the provider identification information you enter against enrollment information in our files. If a match is found, the tool retrieves and releases the Railroad Medicare PTAN. If a match is not found, the tool gives providers the option to request a new Railroad Medicare PTAN. If you choose to request a new PTAN, the tool will then validate the provider identification information you entered against your enrollment record with your local Part B Medicare Administrative Contractor (MAC). If a match can be found, the PTAN assignment process begins and you will be advised to return to the tool after 30 days to retrieve the new PTAN. If a match cannot be found, you will receive a message advising you that the request cannot be completed.

If you are new to Railroad Medicare, you can request a Railroad Medicare PTAN if you are already enrolled with your local Part B Medicare Administrative Contractor (MAC) and have a claim to submit for a Railroad Medicare patient. If you recently enrolled with your local MAC, please wait 14 business days from the date you receive your local MAC PTAN before using this tool.

## This tool will not be able to retrieve an existing Railroad Medicare PTAN if:

- You are enrolled under your Social Security Number (SSN) instead of a Tax Identification Number (TIN)
- Your Railroad Medicare PTAN is not active

## This tool cannot create a new PTAN if:

- You are enrolled under your Social Security Number (SSN) instead of a Tax Identification Number (TIN)
- Your local Part B MAC PTAN is linked to multiple NPIs

In these cases, please call our Provider Contact Center at 888-355-9165 and select Option 3.



# Instructions for Using the Railroad Medicare PTAN Lookup and Request Tool

## Using the PTAN Tool

To start, select your relationship to the provider: Provider, Billing Service or Clearinghouse

Next, enter the provider’s identifying and contact information. This data is used to find an existing Railroad Medicare PTAN. If one is not found, you will have the option to request a new PTAN.

Enter the following Provider Information: *See the Quick Reference table below for tips.*

- Local Medicare Administrative Contactor (A/B) MAC PTAN
- Provider NPI
- Last 5 Digits of the Provider Tax Identification Number (TIN)

Enter the following Contact Information:

- First Name
- Last Name
- Phone Number
- Business Name
- Email Address
- Confirm Email Address

What do you want to do?	Enter these provider identification elements:
Look up an existing Railroad Medicare PTAN for an individual provider or supplier (physician, non-physician practitioner, ambulance, laboratory, ambulatory surgical center, etc.)	<ul style="list-style-type: none"> <li>• PTAN assigned to the individual provider by the local Part B MAC</li> <li>• Individual NPI</li> <li>• Last 5-digits of Tax Identification Number (TIN)</li> </ul>
Look up an existing Railroad Medicare PTAN for a group/practice	<ul style="list-style-type: none"> <li>• PTAN assigned to the group/practice by the local Part B MAC</li> <li>• Group/practice NPI</li> <li>• Last 5-digits of Tax Identification Number (TIN)</li> </ul>
Request a new Railroad Medicare PTAN for an individual provider (physician, non-physician practitioner, ambulance, laboratory, ambulatory surgical center, etc.)	<ul style="list-style-type: none"> <li>• PTAN assigned to the individual provider by the local Part B MAC</li> <li>• Individual NPI</li> <li>• Last 5-digits of Tax Identification Number (TIN)</li> </ul>
Request a new Railroad Medicare PTAN for a group	Please do not attempt to request a new Railroad Medicare PTAN for a group/practice. A group PTAN will be created when an individual PTAN is assigned to the first group member.



## Instructions for Using the Railroad Medicare PTAN Lookup and Request Tool

After you have entered the provider and contact information, confirm you are not a robot by completing the 'captcha' verification by solving the mathematical question and select 'Submit'.

When you have followed the prompts on the screen, you may receive the following outcomes. For each one, you can download a PDF letter as a record of your transaction.

1. ***Railroad Medicare PTAN found.*** It will be released to you.
2. ***No Railroad Medicare PTAN found. Do you want to request one?***
  - Select 'Yes' to proceed with the tool
  - Select 'No' to be returned to the main entry page

### **Requesting a New Railroad Medicare PTAN**

When you request a new Railroad Medicare PTAN, additional research is needed to verify the information you entered into the tool compared to your enrollment information on file with your local Part B MAC. It is essential that you have verified your enrollment information with your local Part B MAC prior to using this tool.

The tool will provide you with a downloadable PDF letter that includes a reference number, which you can keep for your records. Please wait 30 calendar days and return to this tool to retrieve your PTAN. When you return, you will need to enter the same local MAC PTAN, NPI and Tax ID information that was entered when the PTAN was requested. You are not required to enter the reference number from your PDF but if you do, the reference number must match the PTAN/NPI/TIN combination entered on the original request.

If we were able to verify your information with your local Part B MAC, the tool will provide you with your new Railroad Medicare PTAN, and a PDF letter will be available to download for your records.

If we were unable to verify your identifying information with your local Part B MAC, the tool will give you a message explaining why we were unable to complete the transaction. A PDF letter will also be available for you to download for your records.