PEPPER

Short-Term Acute Care Hospital PEPPER Webinar

Frequently Asked Questions (FAQs)

January 6, 2026

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1.   Will this presentation be recorded and available to view later?

Yes, the webinar recording, slides, and transcript will be available on the PEPPER website under the Training & Resources page following the webinar: https://cbrpepper.org.

2.   How can my facility access their Short-Term Acute Care Hospital PEPPER?

Only National Plan and Provider Enumeration System (NPPES) Authorized Officials (AOs) and Access Managers (AMs) with active Identity & Access (I&A) Management System accounts can access the PEPPER Portal and download the PEPPER. This is the same login used to access the NPPES and PECOS systems. If you are an AO or AM, you may access and download your organization's PEPPER through the PEPPER Portal: https://pepper.cbrpepper.org/index.html. You may then share the PEPPER with appropriate compliance officers or auditors within your organization.

Staff End Users (SEU) are expected to gain access to the PEPPER Portal in April 2026. Until then, SEUs should coordinate with their AO or AM to access the PEPPER Portal and download the report.

3.   How can I identify the Authorized Official or Access Manager for my organization?

The EUS Help Desk can assist you in identifying your organization's Authorized Official (AO) or Access Manager (AM) and can answer questions about submitting a role request, if needed. Please note that you must have a pending role in I&A for the EUS Help Desk to provide the name of your AO or AM.

PECOS External User Services (EUS) Help Desk:

Phone: 1-866-484-8049

Email: EUS_Support@cms.hhs.gov

Hours of Operation: Monday - Friday, 7:00 a.m. - 7:00 p.m. EST

Website: https://eus.cms.gov

4.   Will patient details be available for chart review?

No, the PEPPER Team cannot provide a list of patients associated with the PEPPER target areas. However, providers should be able to identify these patients by applying the same claims inclusion and exclusion criteria and the target area numerator definition. (Refer to the PEPPER User Guide for more information about target areas.)

5.   I currently have access to the PEPPER for two of our five hospitals. How can I obtain access for the remaining three?

Access depends on who is listed as the Authorized Official (AO) or Access Manager (AM) for each hospital, based on the permissions tied to the facility's CMS Certification Number (CCN). Please contact the EUS Help Desk to identify the AO or AM for those hospitals.

6. Is there a feature that allows the Authorized Official to automatically email the PEPPER report when it becomes available?

This feature is not currently available. If there is a functionality or feature you would like to request, please email the CMS Help Desk at CMS_CBRPEPPER@cms.hhs.gov so CMS can take it into consideration.

7. How do I get added to the communications list to receive future emails if I am not an Authorized Official (AO) or Access Manager (AM)?

Please send an email to the CMS help desk, CMS_CBRPEPPER@cms.hhs.gov and include your first and last name, CMS Certification Number (CCN), and/or facility type, if applicable.

8. Do I need permission from my Authorized Official to get added as an Authorized Official?

At this time, you must use the I&A system to complete the application to gain access. The Authorized Official role is limited to a small number of individuals within each organization, and CMS is working on enabling permissions for Staff End Users. If you know who your Authorized Official is, please contact them and request that they access the portal and download the report to share with you.

9. Is Severe Malnutrition still on the PEPPER?

Yes, Severe Malnutrition is still on the PEPPER.

10. How often will PEPPER be updated with new measures?

The December 10, 2025 release was the first Short-Term (ST) Acute Care Hospital PEPPER issued since the program pause in 2023. ST PEPPERs will now resume on a quarterly schedule, with the next release planned for the end of Q1. CMS will review and update target areas as needed; however, there is currently no defined schedule for how frequently those updates will occur.

11. Are the quarters based on the CMS fiscal year or calendar year?

Quarters are based on the CMS Fiscal Year. For example, Fiscal Year 2026 runs from October 2025 through September 2026.