

The Ins and Outs of NGSConnex

Registration, Log In, Managing
Accounts, and Navigation

1/31/2023



Today's Presenters

- Kathy Mersch
 - Provider Outreach and Education Consultant

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- Attendees/providers are never permitted to record (tape record or any other method) our educational events
 - This applies to our webinars, teleconferences, live events and any other type of National Government Services educational events

Objectives

- After this session, attendees will be able to
 - Register for NGSConnex
 - Log in to NGSConnex
 - Create and manage accounts
 - Navigate in NGSConnex
 - Become acclimated with resources

Agenda

- Introduction
- Logging in
- Registration
 - Create and manage accounts
- Navigation
- Resources

Introduction

What is NGSConnex

- A free, secure, web-based application
- Developed by National Government Services
- Access to a multitude of self-service functions

Hours of Availability

- Monday–Friday: 6:00 a.m.–7:00 p.m. ET
- Saturday: 7:00 a.m.–3:00 p.m. ET

Browser Compatibility

- Access NGSConnex using one of the supported browsers below
 - [Microsoft Edge](#) version 88.0 and above
 - [Google Chrome](#) version 45.0 and above
 - [Mozilla Firefox](#) version 31.0 and above
 - [Apple Safari](#) version 9 and above

Combined Landing Page

National Government Services

Access NGSMedicare

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

I am a...

Please select

Enter

Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

User ID

Password/Temporary Password

Enter

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

NPPES
National Plan & Provider Enumeration System
NPPES is responsible for processing new NPI applications & processing changes of information for previously enumerated providers.

mu
medicare university
MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.

PECOS
PECOS supports the Medicare Provider and Supplier enrollment process by allowing users to securely and electronically submit and manage Medicare enrollment information.

[About Us](#) | [Privacy Notice](#) | [Site Map](#)

CMS

NGSConnex Home Page

national government SERVICES HOME LAURA BROWN

Last Login: 11/14/2022 3:03 PM
Youtube Link

What would you like to do in NGSConnex?

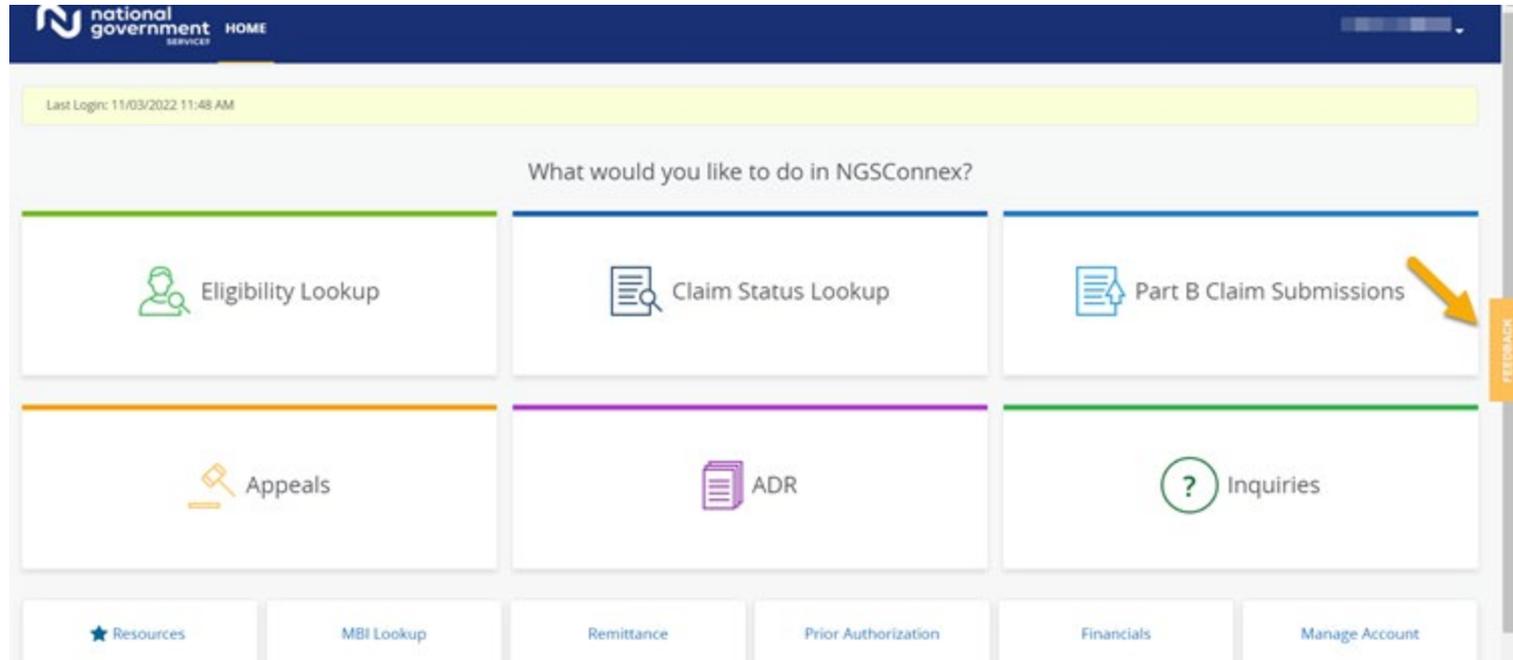
Eligibility Lookup Claim Status Lookup Part B Claim Submissions

Appeals ADR Inquiries

Resources MBI Lookup Remittance Prior Authorization Financials Manage Account

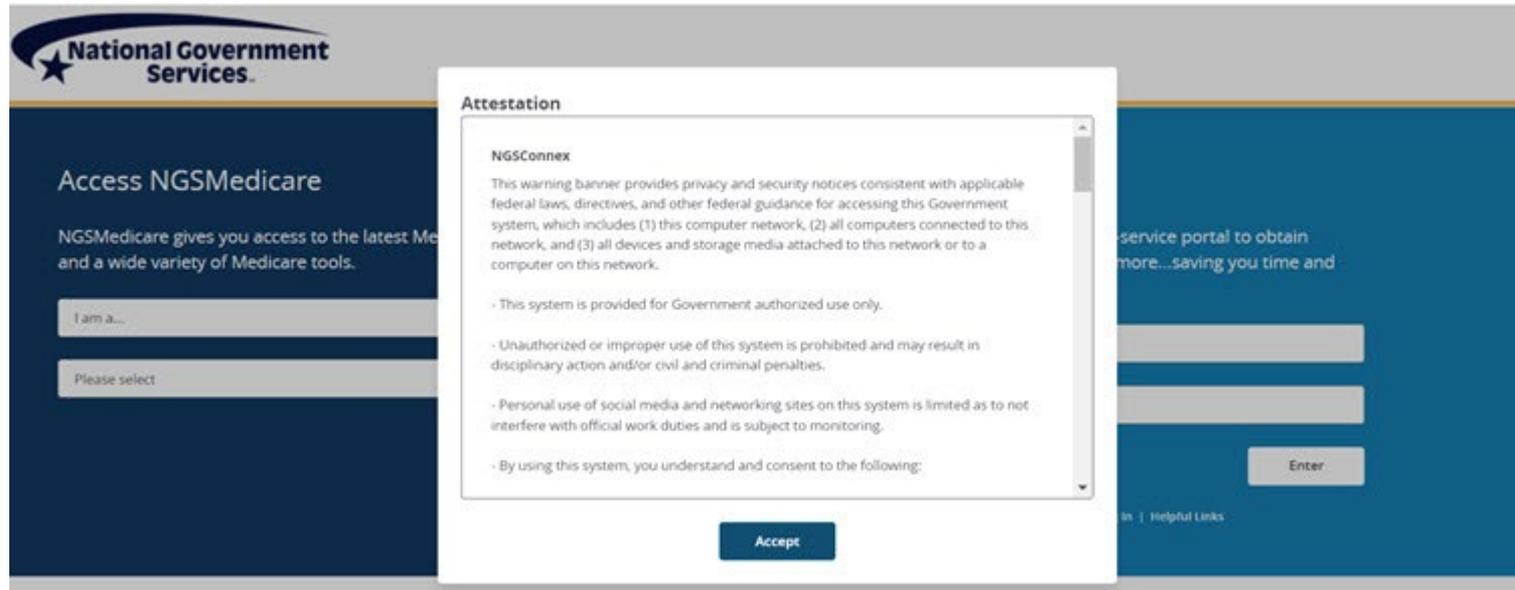
Copyright 2022 - National Government Services CMS

NGSConnex Feedback



NGSConnex Log In

Combined Landing Page – Log into NGSConnex



NGSConnex Log In

Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

AAAA123



[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

NGSConnex Log In



User ID and/or Password Invalid. For assistance, use the options below in the order presented or contact your organizations Local Security Officer (LSO). [Who is my LSO?](#)

[I forgot my User ID \(4 Alpha and 3 Numeric\)](#)

[Change/Forgot my password](#)

Close

Email Verification

Email Verification

We are asking you to verify your email address below to ensure you are able to receive acknowledgements of your NGSConnex transactions and your daily Multi-Factor Authentication (MFA) security code. Please be sure that you use a unique email address that you will have access to daily.

If your email address is correct, please click 'Send Verification Code'.

If you need to change your email address, click the 'Change Email Address' button and enter the correct email address in the 'Email Address on File' field, then click 'Send Verification Code'.

Email Address on File

abcd@gmail.com



Your Email Verification Code will be included in an email that will be sent to you from 'No-Reply@NGSMedicare.com', the subject line of the email will be 'NGSConnex Email Confirmation'. If you do not receive the code after several minutes, please check your spam or junk folder. Once you receive the code, enter the code in the 'Enter Verification Code' field and click 'Verify Code'.

Enter Verification Code



Multi-Factor Authentication

Multi-Factor Authentication

Multi-Factor Authentication is a CMS requirement and requires you to enter a security code when logging in. The security code will be valid until 11:59 PM EST, unless the system prompts you to request a new MFA security code.

Your security code will be sent to the email/mobile phone number indicated below, based on your delivery method selection. The text option will be available once a mobile phone number is associated with your account. Standard text message rates may apply.

Email Address:
Mobile Phone Number:
Mobile Phone Carrier:

Choose a delivery method of either 'Email' or 'Text' and click 'Send Security Code':

Email
 Text

←

If you need to update your email address and/or mobile telephone number you can do so once you are logged in.

Your MFA Security Code will be included in an email that will be sent to you from 'No-Reply@NGSMedicare.com', the subject line of the email will be 'Your Security Code'. If you do not receive the code after several minutes, please check your spam or junk folder.

Once you receive the code, enter the code in the 'Enter Security Code' field and click 'Verify Code'.

Enter Security Code:

If you have forgotten or misplaced the 'Security Code' requested for the day, click the 'Send Security Code' button again to regenerate the code.

Multi-Factor Authentication

Multi-Factor Authentication

Multi-Factor Authentication is a CMS requirement and requires you to enter a security code when logging in. The security code will be valid until 11:59 PM EST, unless the system prompts you to request a new MFA security code.

Your security code will be sent to the email/mobile phone number indicated below, based on your delivery method selection. The text option will be available once a mobile phone number is associated with your account. Standard text message rates may apply.

Email Address: [REDACTED]
Mobile Phone Number: [REDACTED]
Mobile Phone Carrier: **ATT**

Choose a delivery method of either 'Email' or 'Text' and click 'Send Security Code':

Email
 Text

Send Security Code

If you need to update your email address and/or mobile telephone number you can do so once you are logged in.

Your MFA Security Code will be included in an email that will be sent to you from 'No-Reply@NGSMedicare.com', the subject line of the email will be 'Your Security Code'. If you do not receive the code after several minutes, please check your spam or junk folder.

Once you receive the code, enter the code in the 'Enter Security Code' field and click 'Verify Code'.

Enter Security Code: [REDACTED]

Verify Code

If you have forgotten or misplaced the 'Security Code' requested for the day, click the 'Send Security Code' button again to regenerate the code.

NGSConnex Registration

Standard Account

national government SERVICES

Access NGS Medicare

NGSMedicare gives you access to Medicare education and a variety of tools.

I am a...

Please select

Attestation

NGSConnex

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

- This system is provided for Government authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:

Accept

NPPES
National Plan & Provider Enumeration System

NPPES is responsible for processing new information for processing changes of information for pre-processed enumerated providers.

including rules, regulations and training.

electronically submit and manage Medicare enrollment information.

service portal status &

Enter

ful Links

S

Medicare Provider and Supplier allowing users to securely and

Standard Account



Access NGSMedicare

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)



Standard Account

1 Account 2 Individual 3 Business 4 Finish

Cancel

Account

Before you begin, have the following information available:

- NPI
- PTAN
- The last 5 digits of your TIN
- Check number and check amount from an NGS Medicare check issued within the past 90 days (LSO's Only)

Create a User ID and Password for your account

User ID *

Valid format: ABCD123

Password *

Re-Type Password *

Next

Standard Account

1 Account 2 Individual 3 Business 4 Finish

Cancel

Individual

First Name *
Last Name *

Role *
- Select One -

Work Phone Number
(000) 000 0000 Exxxxxxxx

Email Address *
Verify Email Address *

Mobile Phone Carrier
- Select One -

Mobile Phone Number
(000) 000 0000

Challenge Question *
- Select One -

Challenge Answer *

Email Updates?
By having this checked, you will receive important news and updates for the portal and the Medicare program. If you do not wish to receive these messages, then uncheck this box.

Back Next

Standard Account

The screenshot shows a four-step progress bar at the top: 1. Account, 2. Individual, 3. Business (current step), and 4. Finish. The 'Business' step is active, indicated by a blue circle and line. The form contains the following fields and options:

- Local Security Officer:** Will you be a Local Security Officer (LSO) for your organization? *
 Yes
 No
- tax *** (text input field)
- PTOs *** (text input field)
- Min. Lic. Expts *** (text input field)
- Line of Business *** (dropdown menu, currently showing '- Select One -')
- State *** (dropdown menu, currently showing '- Select One -')
- Access (select all that apply):**
 - Provider Profile
 - Financials
 - Claims
 - Eligibility Lookup

Account is not created until you select the 'Finish' button.

Navigation buttons: 'Back' (left) and 'Finish' (right, highlighted with a yellow arrow).

Local Security Officer Account

The screenshot shows the 'national government SERVICES' logo at the top left. Below it, the text 'Access NGS Medicare' is visible. A central dialog box titled 'Attestation' is overlaid on the page. The dialog box contains the following text:

NGSConnex

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

- This system is provided for Government authorized use only.
- Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.
- Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.
- By using this system, you understand and consent to the following:

At the bottom of the dialog box, there is a yellow arrow pointing to a dark blue button labeled 'Accept'.

Local Security Officer Account



Access NGS Medicare

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)



Local Security Officer Account

The screenshot shows a four-step process for creating a Local Security Officer Account. Step 1, 'Account', is the current step. The process flow is: 1. Account, 2. Individual, 3. Business, 4. Finish. The 'Account' step includes a 'Cancel' link in the top right corner. Below the title 'Account', there is a list of required information: NPI, PTAN, the last 5 digits of the TIN, and a check number and amount from an NGS Medicare check issued within the past 90 days (LSO's Only). Below this list, there is a section titled 'Create a User ID and Password for your account'. This section contains three input fields: 'User ID *' with a hint 'Valid format: ABCD123', 'Password *', and 'Re-Type Password *'. A 'Next' button is located at the bottom right of the form.

1 Account 2 Individual 3 Business 4 Finish

Cancel

Account

Before you begin, have the following information available:

- NPI
- PTAN
- The last 5 digits of your TIN
- Check number and check amount from an NGS Medicare check issued within the past 90 days (LSO's Only)

Create a User ID and Password for your account

User ID *

Valid format: ABCD123

Password *

Re-Type Password *

Next

Local Security Officer Account

The screenshot shows a multi-step registration process for a 'Local Security Officer Account'. The progress bar at the top indicates four steps: 1. Account, 2. Individual (current step), 3. Business, and 4. Finish. The 'Individual' step contains the following fields:

- First Name ***: Text input field.
- Last Name ***: Text input field.
- Role ***: Dropdown menu with '- Select One -'.
- Work Phone Number**: Text input field with a placeholder '(###) ###-#### Ext.#####'.
- Email Address ***: Text input field.
- Verify Email Address ***: Text input field.
- Mobile Phone Carrier**: Dropdown menu with '- Select One -'.
- Mobile Phone Number**: Text input field with a placeholder '(###) ###-####'.
- Challenge Question ***: Dropdown menu with '- Select One -'.
- Challenge Answer ***: Text input field.

Below the form, there is a section for 'Email Updates?'. It states: 'By having this checked, you will receive important news and updates for the portal and the Medicare program. If you do not wish to receive these messages, then uncheck this box.' A checkbox is checked.

At the bottom of the form, there are 'Back' and 'Next' buttons. A yellow arrow points to the 'Next' button.

Local Security Officer Account

The screenshot shows a web form for creating a Local Security Officer account, specifically the 'Business' tab. At the top, a progress bar indicates four steps: Account, Individual, Business (current), and Fees. The form is titled 'Business' and contains the following sections:

- Local Security Officer:** A question 'Will you be a Local Security Officer (LSO) for your organization?' with radio buttons for 'Yes' and 'No'. The 'No' option is selected.
- Job Information:** Fields for 'Job **', 'Title **', and 'This Local Region **'. Below these are dropdown menus for 'Line of Business **' and 'State **', both currently set to 'Select One'.
- Access based on that apply:** A list of checkboxes for 'Provide Profile', 'Financials', 'Claims', and 'Eligibility Lookup'. The 'Provide Profile' checkbox is checked.
- Footer:** A 'Back' button on the left and a 'Next' button on the right, with a yellow arrow pointing to the 'Next' button.

NGSConnex Account Management

Manage Account – User Profile

What would you like to do in NGSConnex?

 Eligibility Lookup	 Claim Status Lookup	 Part B Claim Submissions			
 Appeals	 ADR	 Inquiries			
 Resources	MBI Lookup	Remittance	Prior Authorization	Financials	 Manage Account

An orange arrow points to the 'Manage Account' button in the bottom right corner of the interface.

Edit User Profile

USER PROFILE

User Profile | User Management

▼ User Profile

User ID

Mobile Phone #

First Name *

Mobile Phone Carrier *

Last Name *

Work Phone #

Email *

Role *

Email Updates

Challenge Question *

Challenge Answer *

[Edit Profile](#) [Change Password](#)

Add Provider Accounts

System Access

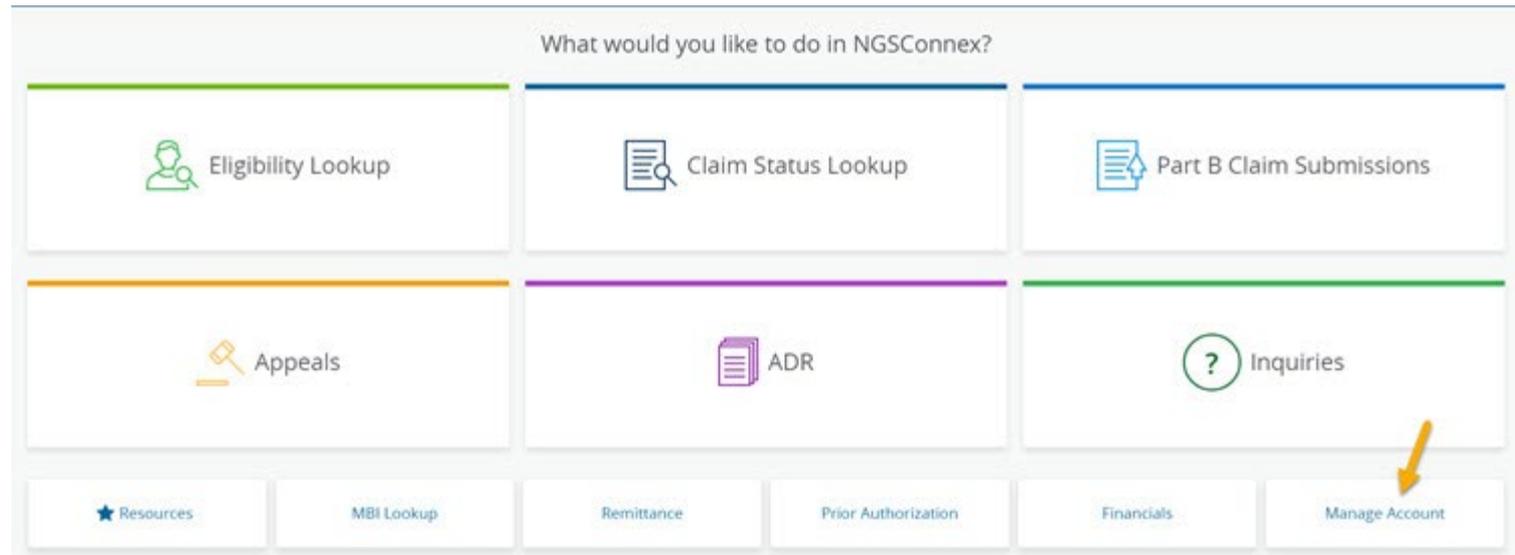
Search Access 

Reset Search

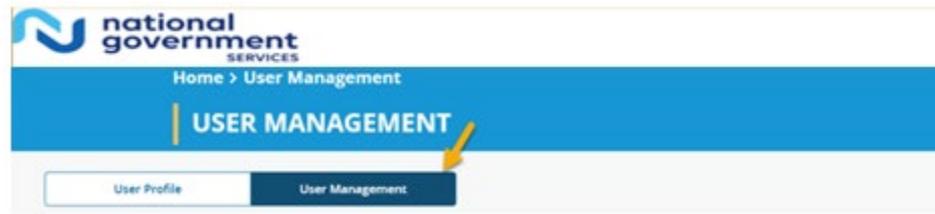
Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input type="checkbox"/> Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CHICAGO	IL	11/12/2021 11:47:04 AM	11/12/2021 11:47:04 AM
<input type="checkbox"/> Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	WILTON	CT	11/12/2021 11:47:03 AM	11/12/2021 11:47:03 AM
<input type="checkbox"/> Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	HONOLULU	HI	11/12/2021 11:47:03 AM	11/12/2021 11:47:03 AM
<input type="checkbox"/> Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	HARTFORD	CT	11/12/2021 11:47:02 AM	11/12/2021 11:47:02 AM
<input type="checkbox"/> Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CHICAGO	IL	11/12/2021 11:47:01 AM	11/12/2021 11:47:01 AM

1 to 5 of 72 items

Local Security Officer Responsibilities



Local Security Officer Responsibilities



Local Security Officer Responsibilities

System Access

Search Access Reset Search

	Status	User ID	User First Name	User Last Name	NPI	PTAN	TIN	LOB	Approved By	Provider Name	Physical City	Physical State
<input type="checkbox"/>	Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Part B	[REDACTED]	[REDACTED]	SPRINGFIELD	MA
<input type="checkbox"/>	Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Part A	[REDACTED]	[REDACTED]	BOSTON	MA
<input type="checkbox"/>	Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	HHH	[REDACTED]	[REDACTED]	LAWRENCE	MA
<input type="checkbox"/>	Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Part B	[REDACTED]	[REDACTED]	NEW HAVEN	CT
<input type="checkbox"/>	Approved	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Part B	[REDACTED]	[REDACTED]	RIDGEFIELD	CT

1 to 5 of 26 items

1 2 3 4 ... 6

Local Security Officer Responsibilities

1 to 5 of 26 items

Edit Access

Provider Profile



Claims



Eligibility Lookup



Financials



Local Security Officer Responsibilities

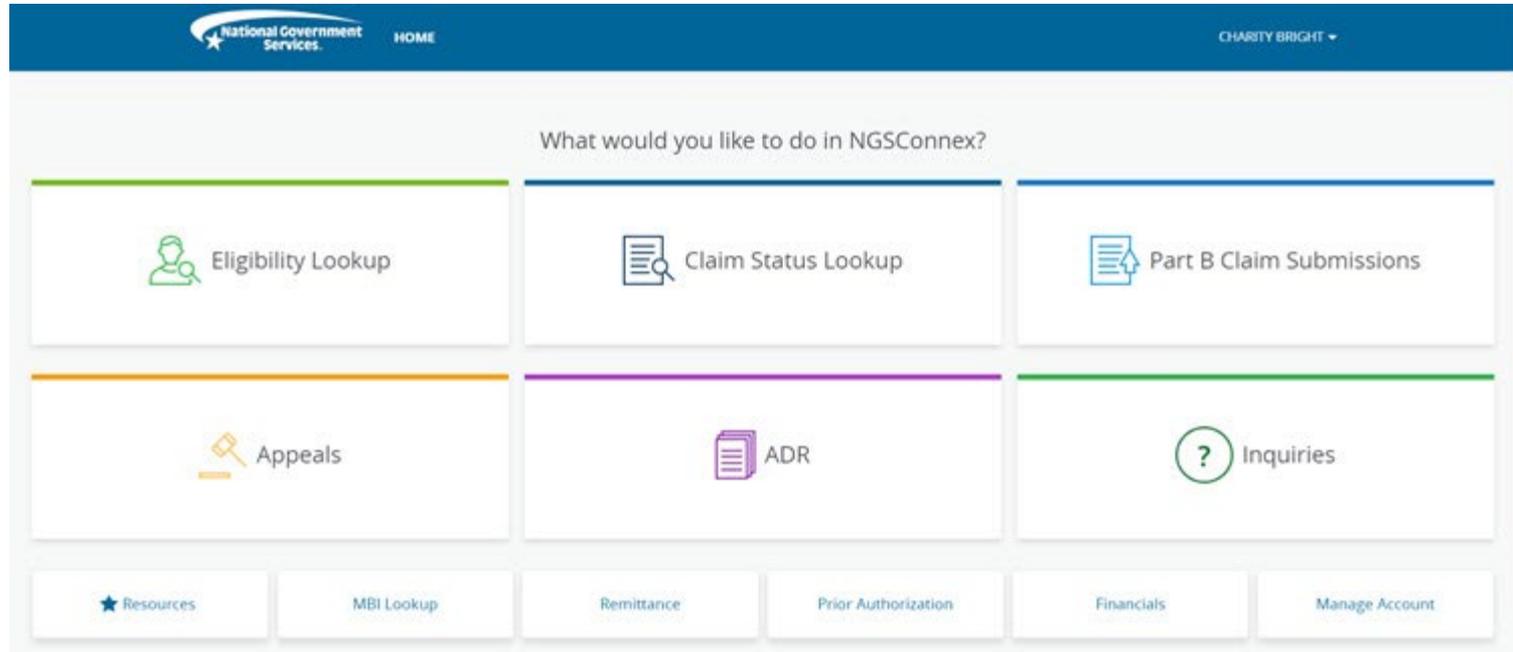
Provider Profile	<input checked="" type="checkbox"/>	Eligibility Lookup	<input checked="" type="checkbox"/>
Claims	<input checked="" type="checkbox"/>	Financials	<input checked="" type="checkbox"/>

LSO / User Management

User Management Comments

Navigation

NGSConnex Home Page



Breadcrumbs



Progress Bar



Select a Provider

▼ Select a Provider

q Reset Search

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	
				EAST SYRACUSE	NY	Part B	<input type="button" value="Select"/>
				LEWISTON	ME	Part B	<input type="button" value="Select"/>
				NEWINGTON	CT	Part A	<input type="button" value="Select"/>
				NEWINGTON	CT	Part A	<input type="button" value="Select"/>
				NEWTOWN	CT	Part A	<input type="button" value="Select"/>
				EAGAN	MN	Part B	<input type="button" value="Select"/>
				HONOLULU	HI	Part A	<input type="button" value="Select"/>

1 to 7 of 70 items

-

Select a Beneficiary

▼ Select a Beneficiary

Select a beneficiary using the fields below. Don't have a Medicare Number? Use the MBI Lookup

Medicare Number *	Last Name *	First Name *	Date of Birth *	
<input type="text" value="XXXXXXXXXX"/>	<input type="text" value="Enter Last Name"/>	<input type="text" value="Enter First Name"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="button" value="Submit"/>

* Denotes required field

[Reset Search](#)

Cancel



Reset Search

▼ Select a Beneficiary

Select a beneficiary using the fields below. Don't have a Medicare Number? Use the MBI Lookup

Medicare Number *	Last Name *	First Name *	Date of Birth *	
<input type="text" value="XXXXXXXXXX"/>	<input type="text" value="Enter Last Name"/>	<input type="text" value="Enter First Name"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="button" value="Submit"/>

* Denotes required field

[Reset Search](#)



Resources

Resources

- NGSConnex User Guide
 - Click the Resources Button on the homepage
 - [NGS Website](#)
 - After selecting your line of business, state and attestation
 - Education > Manuals > NGSConnex User Guide or
 - Resources > NGSConnex > NGSConnex User Guide
- YouTube Videos
 - [NGSConnex Account Migration](#)
 - [Navigating the New NGSConnex](#)

Upcoming Enhancements

- Ability to obtain duplicate 1099's
- Medical Review 2-Way Inquiries

Thank You!

- Follow-up email
 - Attendees will be provided a Medicare University Course Code
- Questions?

