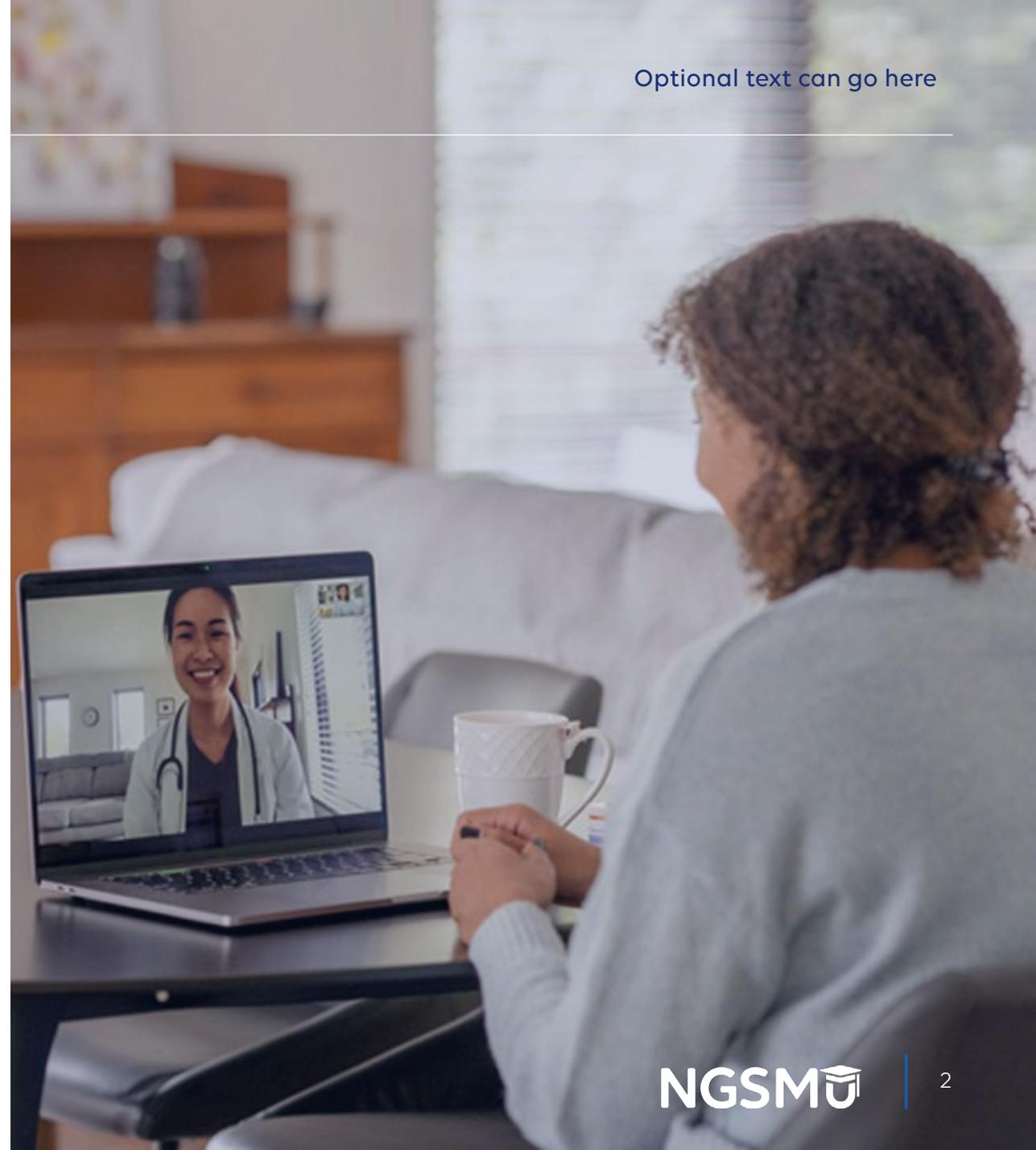


NGSConnex Part A Appeals

5/23/2023

This slide presentation is not available for distribution

- The slides used are screen shots of NGSConnex and are subject to changes
- The information we are sharing is available in print in the NGSConnex User Guide
 - The User Guide is line of business specific
 - ✓ Part A
 - ✓ Part B



Today's Presenters

- Provider Outreach and Education Consultants
 - Kathy Mersch



Disclaimer

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Recording

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Objective

The purpose for this webinar is to assist Part A providers with becoming more acclimated with submitting and viewing appeals within the NGSConnex portal.

Agenda

Initiate a Redetermination

Initiate a Reconsideration

Initiate a Clerical Error Reopening

Check Appeal Status and History

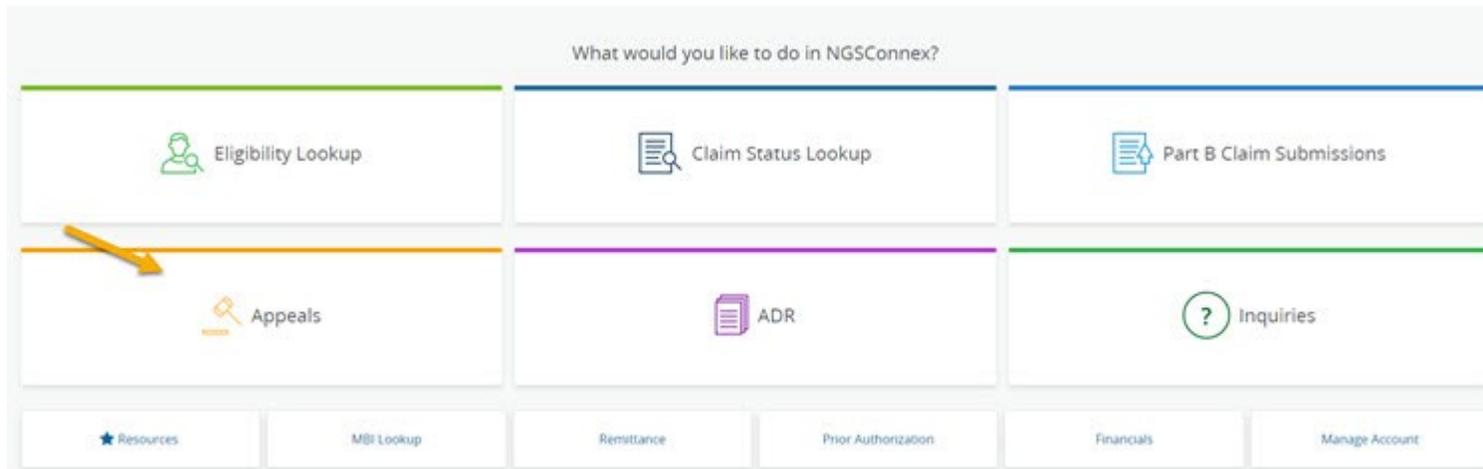
Appeal Tips

Resources and Questions



Initiate a Redetermination

NGSConnex Homepage



Redetermination-Select a Provider Panel

▼ Select a Provider

Search Provider

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	Select
				BOSTON	MA	Part A	<input type="button" value="Select"/>
				LAWRENCE	MA	HHH	<input type="button" value="Select"/>
				ARLINGTON HEIGHTS	IL	Part B	<input type="button" value="Select"/>
				RIDGEFIELD	CT	Part B	<input type="button" value="Select"/>
				SPRINGFIELD	MA	Part B	<input type="button" value="Select"/>

1 to 5 of 5 items

Redetermination-Claim Search

The screenshot shows a web interface for searching claims. At the top, there are two tabs: 'Appeal History' and 'Claim Search'. A yellow arrow points to the 'Claim Search' tab. Below the tabs, there is a heading: 'Use the filters below to search for the claim you want to appeal or view appeal status information on.' Underneath this heading is a 'Filters:' section with four input fields: 'Medicare Number' (with a placeholder 'Enter Med Number'), 'Claim Number' (with a placeholder 'Enter Claim Number'), 'From Service Date' (with a date '01/28/2017' and a calendar icon), and 'To Service Date' (with a date '01/31/2022' and a calendar icon). A yellow arrow points to the 'Filters:' label. To the right of these fields is a blue 'Search' button and a 'Reset Search' link. A yellow arrow points to the 'Search' button. Below the filters, there is a note: 'Only claims eligible for an appeal are displayed below.' Underneath this note is a table with the following columns: 'Claim Number', 'Beneficiary Name', 'From Service Date', 'To Service Date', 'Claim Status', 'Total Charges', 'Type Of Bill', and 'Admit Date'. A yellow arrow points to the first row of the table. The table contains four rows of data:

Claim Number	Beneficiary Name	From Service Date	To Service Date	Claim Status	Total Charges	Type Of Bill	Admit Date
221	[Redacted]	11/01/2019	11/01/2019	Denied	\$18815.50	130	
218	[Redacted]	11/12/2017	11/17/2017	Processed	\$132236.68	111	11/12/2017
221	[Redacted]	01/22/2021	01/25/2021	Processed	\$18047.05	111	01/22/2021
222	[Redacted]	11/01/2021	11/01/2021	Processed	\$18815.50	131	

Redetermination Details

Redetermination Details

Provider Name	PTAN	NPI	TIN
Contract	Medicare Number	Beneficiary Name	Claim Number
14211			221
Claim Status	Initial Determination Date	From Service Date	To Service Date
D - Denied	11/25/2021	11/01/2019	11/01/2019
Diagnosis Code 1 *	Diagnosis Code 2	Diagnosis Code 3	Diagnosis Code 4
K5090			
Diagnosis Code 5	Diagnosis Code 6	Diagnosis Code 7	Diagnosis Code 8
Patient Discharge Status	Requester's Full Name *	Requester's Phone *	
01			
I do not agree with the claim determination for the following reasons *		Additional information Medicare should consider	
Late Filing Reason			

 [Next](#)

Redetermination-Claim Lines Screen

1 No Previous Appeals 2 Redetermination Details 3 Claim Lines 4 Attachments 5 Submit

Cancel

Claim Lines

All Lines

Line	Service Date	Revenue Code	Procedure Code	Modifier 1	Modifier 2	Total Units	Total Charges
<input type="checkbox"/> 01	11/01/2019	0335	96413			1	1,444.00
<input type="checkbox"/> 02	11/01/2019	0335	96415			1	300.00
<input type="checkbox"/> 03	11/01/2019	0636	J1745	J5		40	17,071.50

1 to 3 of 3 items

Back Next

Redetermination-Attachments

The screenshot shows a multi-step process for redetermination. At the top, a progress bar has five steps: 1. No Previous Appeals, 2. Redetermination Details, 3. Claim Lines, 4. Attachments (highlighted in blue), and 5. Submit. A 'Cancel' link is visible in the top right corner. The main content area is titled 'Attachments' and contains a yellow 'Note' box with the text: 'Submitting supporting documentation is strongly recommended. If documentation is not attached, the decision will be made with the information on file and may result in an unfavorable decision.' Below the note is a file upload area with the text 'Drop a file here or browse to upload' and a file icon. At the bottom left is a 'Back' button, and at the bottom right is a 'Next' button with a yellow arrow pointing to it. A note at the bottom left of the upload area states 'Maximum file size: 100 MB'.

Redetermination-Submission Screen

The screenshot displays a web interface for 'APPEAL SUBMISSION'. At the top, a blue navigation bar contains the breadcrumb 'Home > Appeals > Appeal Submission' and a link for 'ADDITIONAL HELP'. Below this, a progress bar shows five steps: 1. No Previous Appeals, 2. Redetermination Details, 3. Claim Lines, 4. Attachments, and 5. Submit. The 'Submit' step is currently active. The main content area is titled 'Ready To Submit?' and asks, 'Have you verified your Part B Redetermination is complete, all supporting documentation is attached and you are ready to submit your request?'. At the bottom, there are 'Back' and 'Submit' buttons. A yellow arrow points to the 'Submit' button.

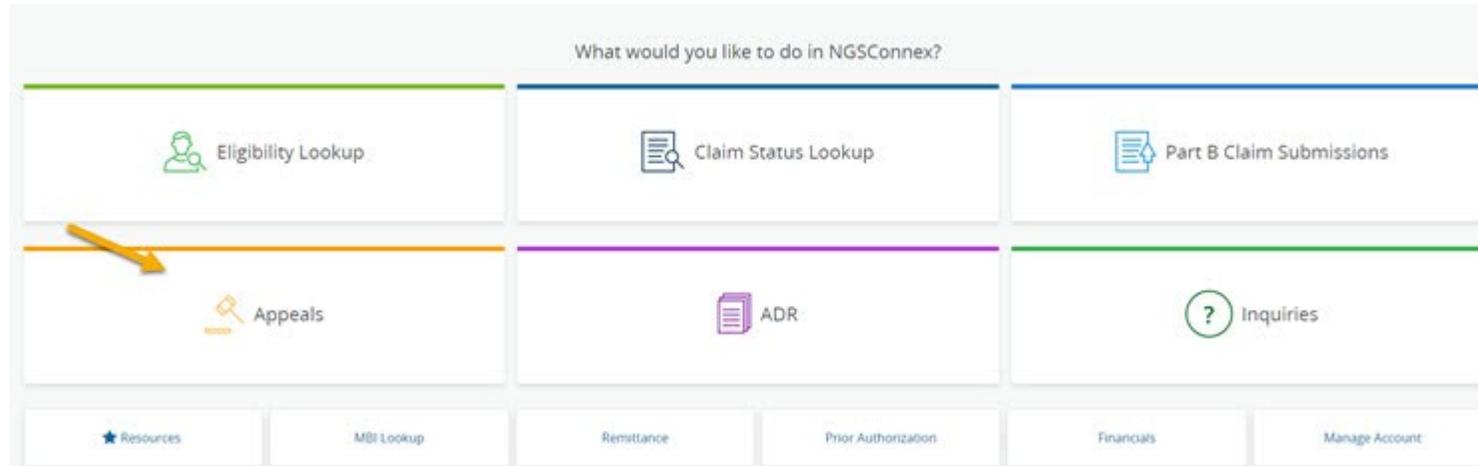
Redetermination-Submission (Continued)

The screenshot displays a web interface for the 'APPEAL SUBMISSION' process. At the top, a blue header contains the breadcrumb 'Home > Appeals > Appeal Submission' and a link for 'ADDITIONAL HELP'. Below the header, a progress bar shows five steps: 1. No Previous Appeals, 2. Redetermination Details, 3. Claim Lines, 4. Attachments, and 5. Submit. The 'Submit' step is currently active. A central message box states 'Submitted' and provides a confirmation: 'Your Part B Redetermination request was successfully submitted on 01/28/2022'. At the bottom of the message box, there are 'Back' and 'Close' buttons.



Initiate a Reconsideration

NGSConnex Homepage (2)



Reconsideration-Select a Provider Panel

▼ Select a Provider

Search Provider [Reset Search](#)

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	
				BOSTON	MA	Part A	<input type="button" value="Select"/>
				LAWRENCE	MA	HHH	<input type="button" value="Select"/>
				ARLINGTON HEIGHTS	IL	Part B	<input type="button" value="Select"/>
				RIDGEFIELD	CT	Part B	<input type="button" value="Select"/>
				SPRINGFIELD	MA	Part B	<input type="button" value="Select"/>

1 to 5 of 5 items

Reconsideration Claim Search Screen

Appeal History Claim Search

Use the filters below to search for the claim you want to appeal or view appeal status information on.

Filters:

Medicare Number Claim Number From Service Date To Service Date [Reset Search](#)

Only claims eligible for an appeal are displayed below.

Claim Number	Beneficiary Name	From Service Date	To Service Date	Claim Status	Total Charges	Type Of Bill	Admit Date
<input type="checkbox"/>				Denied			
<input type="checkbox"/>				Processed			
<input type="checkbox"/>				Processed			

Initiate Reconsideration Screen

The screenshot displays a software interface for managing appeals. On the left, a sidebar contains 'Claim Header', 'Claim Lines', and 'Appeals Status', with 'Appeals Status' highlighted. The main area features a header with 'Appeals' and buttons for 'Initiate Clerical Error Reopening' and 'Initiate Redetermination'. Below this is a table with columns for 'Appeal Number', 'Received Date', 'Status', 'Decision Date', 'Adjusted DCN', 'Appeal Level', and 'View Decision Letter'. A single row is visible with a checked checkbox, a greyed-out 'Appeal Number', a greyed-out 'Received Date', a status of 'Final-Reversal', a greyed-out 'Decision Date', a greyed-out 'Adjusted DCN', and an 'Appeal Level' of 'Redetermination - Level 1 (NGS)'. A 'Close' button is in the top right corner. Orange arrows point to the 'Appeals Status' sidebar item, the 'Initiate Reconsideration' button, and the 'Status' column header.

Appeal Number	Received Date	Status	Decision Date	Adjusted DCN	Appeal Level	View Decision Letter
<input checked="" type="checkbox"/>		Final-Reversal			Redetermination - Level 1 (NGS)	

Reconsideration Submission Screen

Home > Appeals > Appeal Submission

APPEAL SUBMISSION

- 1 Submission History
- 2 Reconsideration Details
- 3 Claim Lines
- 4 Attachments
- 5 Submit

Cancel

Note: Part A Connex Appeal Submission History is provided for your review to assist you in avoiding unnecessary duplicate submissions.

ID	Submitted Date	Request Type	Medicare Number	Beneficiary Name	Claim Number	Created By	Requester's Full Name
Download							

1 to 1 of 1 items

Verify Information

Reconsideration Details Screen

Reconsideration Details

Beneficiary Name		Medicare Number	
[Redacted]		[Redacted]	
From Service Date	To Service Date	Date of Redetermination Notice	
[Redacted] 1	[Redacted]	[Redacted]	
Address	City	State	Zip
[Redacted]	[Redacted]	[Redacted]	[Redacted]
Does this appeal involve an overpayment	Person Appealing	Requester's Full Name *	Requester's Phone *
[Redacted]	[Redacted]	[Redacted]	[Redacted]
I do not agree with the claim determination for the following reasons *		Additional information Medicare should consider	
[Redacted]		[Redacted]	
I have evidence to submit *			
--Select--			

[Back](#)  [Next](#)

Reconsideration-Claim Lines Screen

Claim Lines

<input type="checkbox"/> All Lines	Line	Service Date	Revenue Code	Procedure Code	Modifier 1	Modifier 2	Total Units	Total Charges
<input type="checkbox"/>	01							
<input type="checkbox"/>	02							
<input type="checkbox"/>	03							
<input type="checkbox"/>	04							

Reconsideration-Attachments

The screenshot shows a multi-step web form for 'Reconsideration-Attachments'. At the top, a progress bar contains five steps: 1. No Previous Appeals, 2. Redetermination Details, 3. Claim Lines, 4. Attachments (the current step, highlighted in blue), and 5. Submit. A 'Cancel' link is located in the top right corner. The main content area is titled 'Attachments' and contains a yellow 'Note' box with the text: 'Submitting supporting documentation is strongly recommended. If documentation is not attached, the decision will be made with the information on file and may result in an unfavorable decision.' Below the note is a large white box with the text 'Drop a file here or browse to upload' and a file upload icon. At the bottom left of this box, it says 'Maximum file size: 100 MB'. At the bottom of the form, there is a 'Back' button on the left and a 'Next' button on the right, with a yellow arrow pointing to the 'Next' button.

Reconsideration-Submission Screen

Home > Appeals > Appeal Submission

APPEAL SUBMISSION

- 1 Submission History
- 2 Reconsideration Details
- 3 Claim Lines
- 4 Attachments
- 5 Submit

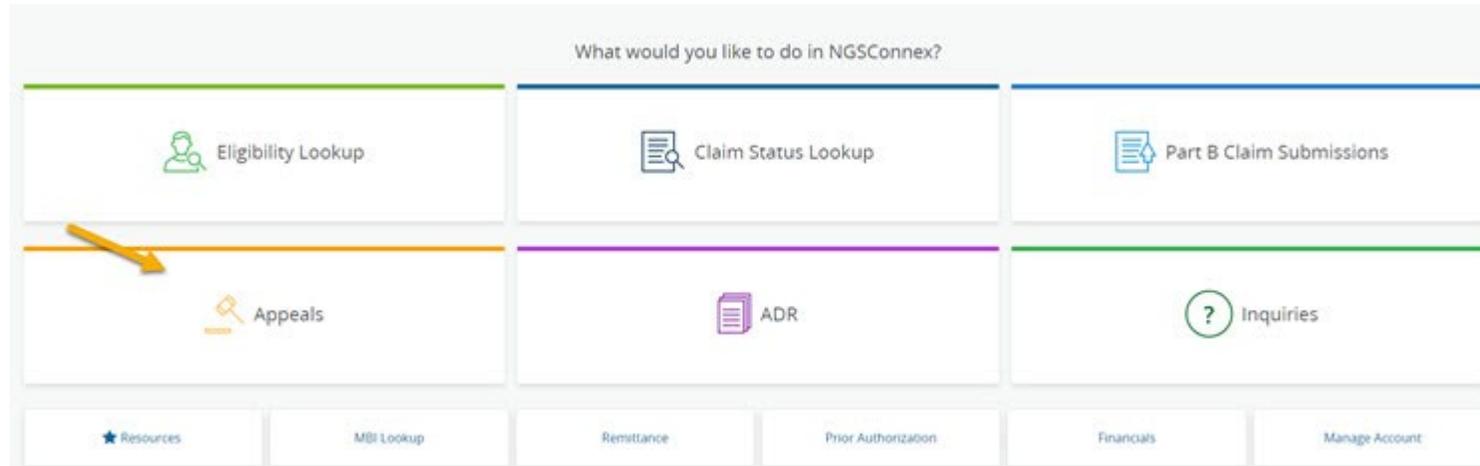
Ready To Submit?

Have you verified your Part A Reconsideration is complete, all supporting documentation is attached and you are ready to submit your request?

[Back](#) → [Submit](#) Cancel

Initiate a Clerical Error Reopening

NGSConnex Homepage (3)



Reopening-Select a Provider Panel

▼ Select a Provider

Search Provider [Reset Search](#)

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	Select
				BOSTON	MA	Part A	<input type="button" value="Select"/>
				LAWRENCE	MA	HHH	<input type="button" value="Select"/>
				ARLINGTON HEIGHTS	IL	Part B	<input type="button" value="Select"/>
				RIDGEFIELD	CT	Part B	<input type="button" value="Select"/>
				SPRINGFIELD	MA	Part B	<input type="button" value="Select"/>

1 to 5 of 5 items

Reopening-Claim Search Screen

The screenshot shows a web interface for searching claims. At the top, there are two tabs: "Appeal History" and "Claim Search". Below the tabs, a message reads: "Use the filters below to search for the claim you want to appeal or view appeal status information on." The "Filters:" section includes input fields for "Medicare Number", "Claim Number", "From Service Date", and "To Service Date". A "Search" button and a "Reset Search" link are located to the right of the filters. Below the filters, a note states: "Only claims eligible for an appeal are displayed below." There are two buttons: "Instate Clerical Error Reopening" and "Instate Redetermination". A table displays search results with columns: Claim Number, Beneficiary Name, From Service Date, To Service Date, Claim Status, Total Charges, Type Of Bill, and Admit Date. The second row is selected, and the "Claim Status" is "Processed".

Claim Number	Beneficiary Name	From Service Date	To Service Date	Claim Status	Total Charges	Type Of Bill	Admit Date
<input type="checkbox"/> 221			11/01/2019	Denied	\$18815.50	130	
<input checked="" type="checkbox"/> 218			11/17/2017	Processed	\$132236.66	111	11/12/2017
<input type="checkbox"/> 221			01/25/2021	Processed	\$18047.05	111	01/22/2021
<input type="checkbox"/> 222			11/01/2021	Processed	\$18815.50	131	

1 to 4 of 4 items

Reopening Details Screen

Reopening Details

Provider Name	PTAN	NPI	TIN
Contract	Medicare Number	Beneficiary Name	Claim Number
14211			2
Claim Status	Initial Determination Date	From Service Date	To Service Date
P - Processed	04/02/2018	11/12/2017	11/17/2017
Diagnosis Code 1 *	Diagnosis Code 2	Diagnosis Code 3	Diagnosis Code 4
C801	J9602	I2699	E41
Diagnosis Code 5	Diagnosis Code 6	Diagnosis Code 7	Diagnosis Code 8
J90	J948	B370	J449
Patient Discharge Status	Requester's Full Name *	Requester's Phone *	
01			
I do not agree with the claim determination for the following reasons *		Additional information Medicare should consider	

 [Next](#)

Reopening-Claim Lines Screen

Line	Service Date	Revenue Code	Procedure Code	Modifier 1	Modifier 2	Total Units	Total Charges
⋮ 01		0120				1	5,000.00
⋮  02		0210				4	15,000.00
⋮ 03		0250				13176	11,462.43
⋮ 04		0300				149	15,284.00
⋮ 05		0307				1	64.00

1 to 5 of 15 items



Reopening-Edit Claim Line Screen

Edit Claim Line ✕

Line Num	Service Date *	Revenue Code *
13	11/12/2017 <input type="checkbox"/>	0410
Procedure Code	Modifier 1	Modifier 2
	KX	
Total Units *	Total Charges *	
42	\$23,575.00	



Reopening-Claim Lines Screen (2)

The screenshot displays a web interface for managing claim lines. At the top, a progress bar shows five steps: 1. No Previous Appeals, 2. Reopening Details, 3. Claim Lines (current step), 4. Attachments, and 5. Submit. A 'Cancel' link is located in the top right corner.

The main content area is titled 'Claim Lines' and contains a table with the following data:

Line	Service Date	Revenue Code	Procedure Code	Modifier 1	Modifier 2	Total Units	Total Charges
11		0350				2	4,858.00
12		0400				1	4,879.00
13	11/12/2017	0410		XX		42	23,575.00
14		0460				2	1,756.00
15		0730				9	1,971.00

Below the table, it indicates '11 to 15 of 15 items'. At the bottom right, there are navigation buttons: 'Back', a yellow arrow pointing right, and 'Next'.

Reopening-Attachments

The screenshot shows a multi-step process with five steps: 1. No Previous Appeals, 2. Redetermination Details, 3. Claim Lines, 4. Attachments, and 5. Submit. Step 4, 'Attachments', is the active step. The interface includes a 'Cancel' link in the top right, a 'Note' box with a yellow background, a file upload area with a cloud icon and the text 'Drop a file here or browse to upload', and a 'Maximum file size: 100 MB' label. At the bottom, there are 'Back' and 'Next' buttons, with a yellow arrow pointing to the 'Next' button.

1 No Previous Appeals 2 Redetermination Details 3 Claim Lines 4 Attachments 5 Submit

Cancel

Attachments

Note:
Submitting supporting documentation is strongly recommended. If documentation is not attached, the decision will be made with the information on file and may result in an unfavorable decision.

Drop a file here or browse to upload

Maximum file size: 100 MB

Back Next

Reopening Submission Screen

Home > Appeals > Appeal Submission ADDITIONAL HELP -

APPEAL SUBMISSION

1 — 2 — 3 — 4 — 5

No Previous Appeals Reopening Details Claim Lines Attachments Submit

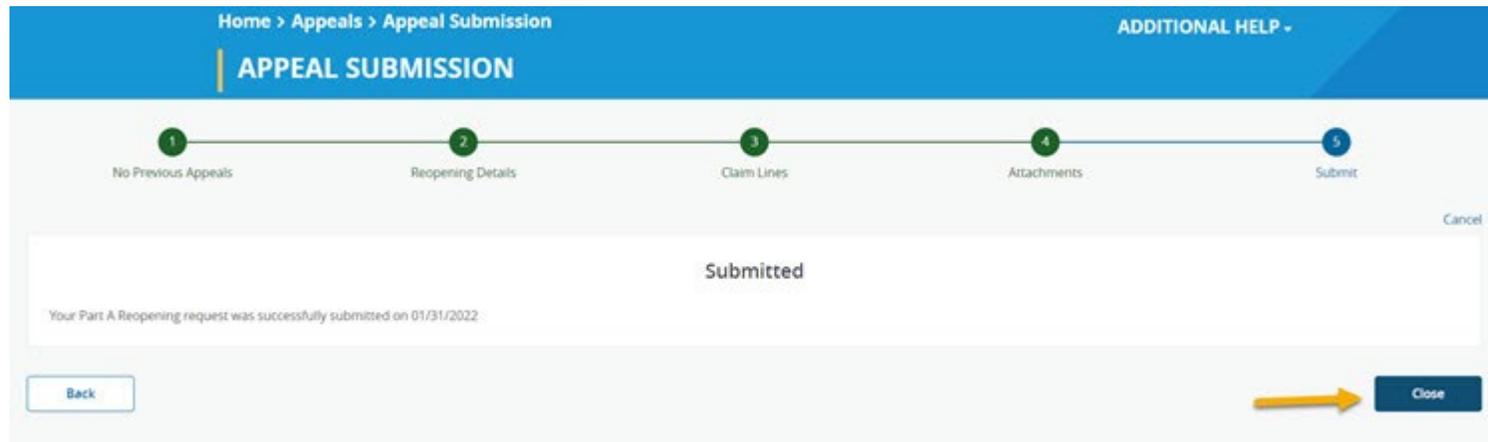
Cancel

Ready To Submit?

Have you verified your Part A Reopening is complete, all supporting documentation is attached and you are ready to submit your request?

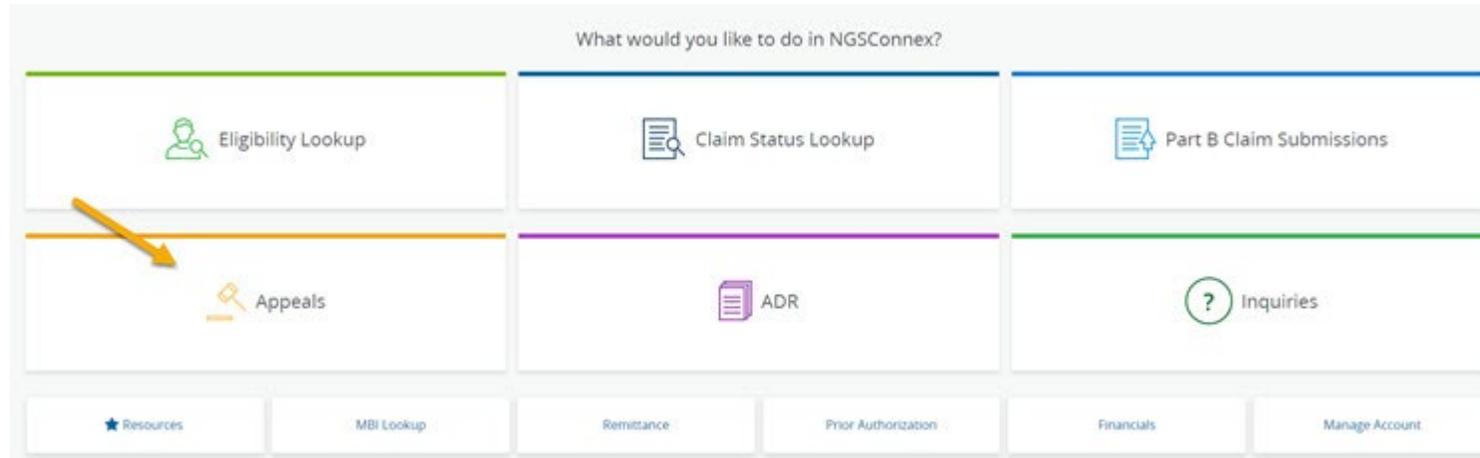
Back  Submit

Reopening Submission Screen (2)



Check Appeal Status

NGSConnex Homepage (4)



Appeal Status-Select a Provider Panel

▼ Select a Provider

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BOSTON	MA	Part A	Select
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LAWRENCE	MA	HHH	Select
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	ARLINGTON HEIGHTS	IL	Part B	Select
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	NEW HAVEN	CT	Part B	Select
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	WESTPORT	CT	Part B	Select
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	RIDGEFIELD	CT	Part B	Select
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	SPRINGFIELD	MA	Part B	Select

1 to 7 of 7 items

Appeal History Screen

Home > Appeals ADDITIONAL HELP ▾

APPEALS

Provider [redacted] [redacted] PTAN [redacted] NPI [redacted] [Provider Profile](#) [Change Provider](#)

Note: Appeal requests submitted via NGSConnex prior to 2/25/2022 will not display. It may take up to 60 calendar days before an appeal status is available, regardless of the method of submission.

Appeal History | Claim Search

The last 60 days of appeals submitted via NGSConnex are displayed. You can narrow/expand your search using the filter options. To view appeal status/decision letters for requests NOT submitted via NGSConnex, initiate a 'Claim Search'. For requests submitted via NGSConnex, select the 'Claim Number' hyperlink. The hyperlink is only available when the appeal has an assigned Appeal Number.

Filters:

Appeal ID	From Submit Date	To Submit Date	Request Type	Medicare Number	Claim Number	Created By	
<input type="text"/>	02/26/2023	04/27/2023	--Select-- ▾	<input type="text"/>	<input type="text"/>	--Select-- ▾	<input type="button" value="Search"/>

Appeal Number Screen

Appeal Number	Submitted Date	Created By	Request Type	Medicare Number	Beneficiary Name	Claim Number	Requester's Full Name
<input type="checkbox"/> Pending	03/20/2023	[Avatar]	Redetermination	[Redacted]	JOHN DOE	192 [Redacted]	[Redacted]
<input type="checkbox"/> Pending	03/17/2023	[Avatar]	Redetermination	[Redacted]	JOHN DOE	192 [Redacted]	[Redacted]
<input type="checkbox"/> 442 [Redacted]	03/16/2023	[Avatar]	Reopening	[Redacted]	JOHN DOE	192 [Redacted]	[Redacted]
<input type="checkbox"/> 442 [Redacted]	03/16/2023	[Avatar]	Reopening	[Redacted]	JOHN DOE	192 [Redacted]	[Redacted]

Appeal Status

The screenshot shows a web portal interface for 'Appeals'. At the top, there is a breadcrumb trail: 'Home > Appeals > Claim Details' and a link for 'ADDITIONAL HELP'. Below this is a blue header with the word 'APPEALS' in white. A yellow note box contains the text: 'Note: Appeal requests and attachments submitted via NGSConnex prior to 2/25/2022 will not display in the new portal. Initiate a 'Claim Search' to check the status of an appeal or view a decision letter.' On the left, a sidebar menu has three items: 'Claim Header', 'Claim Lines', and 'Appeals Status', with the last one selected and highlighted by a blue bar and a yellow arrow. The main content area has a dark blue header with the word 'Appeals' in white. Below this is a table with columns: 'Appeal Number', 'Received Date', 'Status', 'Decision Date', 'Adjustment Claim Number', and 'View Decision Letter'. A yellow arrow points to the 'View Decision Letter' link in the first row of the table. The table contains one row of data with a date of '02/04/2022'.

Appeal Status Information Screen

The screenshot displays the 'APPEALS' section of a web application. The breadcrumb trail is 'Home > Appeals > Claim Details'. The page title is 'APPEALS' and there is an 'ADDITIONAL HELP -' link. A sidebar on the left contains 'Claim Header', 'Claim Lines', and 'Appeals Status', with a yellow arrow pointing to 'Appeals Status'. The main content area is titled 'Claim Header' and contains the following information:

Claim Number	Claim Status	Medicare Number	Claim Finalized Date
101	D - Approved		05/15/2015
Billing PTAN	Billing Provider NPI	Total Charges	Total Allowed Amount
		\$1045.00	\$18.05
Diagnosis Code 1	Diagnosis Code 2	Diagnosis Code 3	Diagnosis Code 4
78650	42731		
Diagnosis Code 5	Diagnosis Code 6	Diagnosis Code 7	Diagnosis Code 8

Appeal Status-Requests Not Submitted in NGSConnex

The screenshot shows the 'APPEALS' section of the NGSConnex interface. At the top, there is a blue header with 'Home > Appeals' and 'ADDITIONAL HELP -'. Below this, the word 'APPEALS' is displayed in a large font. The main content area features a navigation bar with 'Provider', 'PTAN', and 'NPI' tabs, along with links for 'Provider Profile' and 'Change Provider'. Below the navigation bar, there are two tabs: 'Appeal History' and 'Claim Search'. A yellow arrow points to the 'Claim Search' tab. Underneath the tabs, a message reads: 'Use the filters below to search for the claim you want to appeal or view appeal status information on.' The 'Filters' section includes four input fields: 'Medicare Number' (with placeholder 'Enter Med Number'), 'Claim Number' (with placeholder 'Enter Claim Number'), 'From Service Date' (with placeholder 'mm/dd/yyyy' and a calendar icon), and 'To Service Date' (with placeholder 'mm/dd/yyyy' and a calendar icon). To the right of these fields are 'Search' and 'Reset Search' buttons.

Appeal Status-Filters

Appeal History | Claim Search

Use the filters below to search for the claim you want to appeal or view appeal status information on.

Filters: Medicare Number Claim Number From Service Date To Service Date

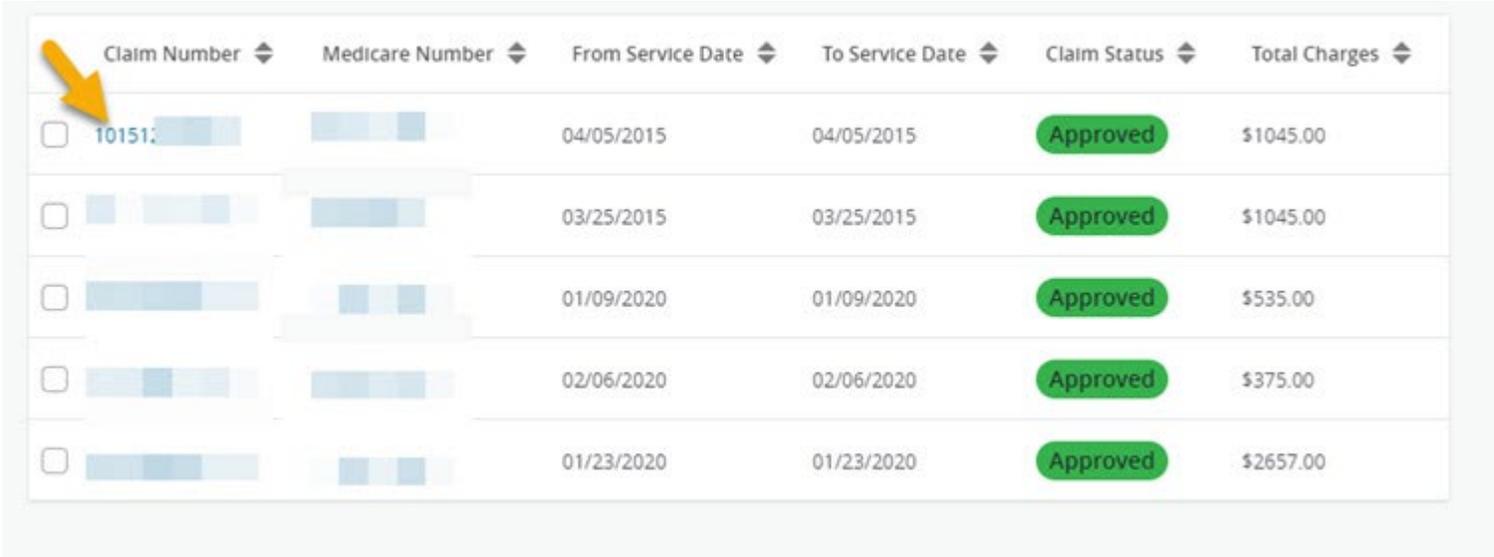
Enter Med Number Enter Claim Number 01/01/2015 02/03/2022 Search

Reset Search

Only claims eligible for an appeal are displayed below.

Claim Number	Medicare Number	From Service Date	To Service Date	Claim Status	Total Charges
101		04/05/2015	04/05/2015	Approved	\$1045.00
101		03/25/2015	03/25/2015	Approved	\$1045.00

Appeal Status-Claim Number Hyperlink



The screenshot shows a table with the following columns: Claim Number, Medicare Number, From Service Date, To Service Date, Claim Status, and Total Charges. A yellow arrow points to the first row's Claim Number, '10151', which is a hyperlink. The status for this claim is 'Approved'.

Claim Number	Medicare Number	From Service Date	To Service Date	Claim Status	Total Charges
10151	[Redacted]	04/05/2015	04/05/2015	Approved	\$1045.00
[Redacted]	[Redacted]	03/25/2015	03/25/2015	Approved	\$1045.00
[Redacted]	[Redacted]	01/09/2020	01/09/2020	Approved	\$535.00
[Redacted]	[Redacted]	02/06/2020	02/06/2020	Approved	\$375.00
[Redacted]	[Redacted]	01/23/2020	01/23/2020	Approved	\$2657.00

Appeal Status Information Screen

The screenshot displays the 'APPEALS' section of a web application. The breadcrumb trail is 'Home > Appeals > Claim Details'. The page title is 'APPEALS' and there is an 'ADDITIONAL HELP -' link. A sidebar on the left contains 'Claim Header', 'Claim Lines', and 'Appeals Status', with a yellow arrow pointing to 'Appeals Status'. The main content area is titled 'Claim Header' and contains the following information:

Claim Number	Claim Status	Medicare Number	Claim Finalized Date
101	D - Approved		05/15/2015
Billing PTAN	Billing Provider NPI	Total Charges	Total Allowed Amount
		\$1045.00	\$18.05
Diagnosis Code 1	Diagnosis Code 2	Diagnosis Code 3	Diagnosis Code 4
78650	42731		
Diagnosis Code 5	Diagnosis Code 6	Diagnosis Code 7	Diagnosis Code 8

Appeal Status Decision Letter

Home > Appeals > Claim Details ADDITIONAL HELP

APPEALS

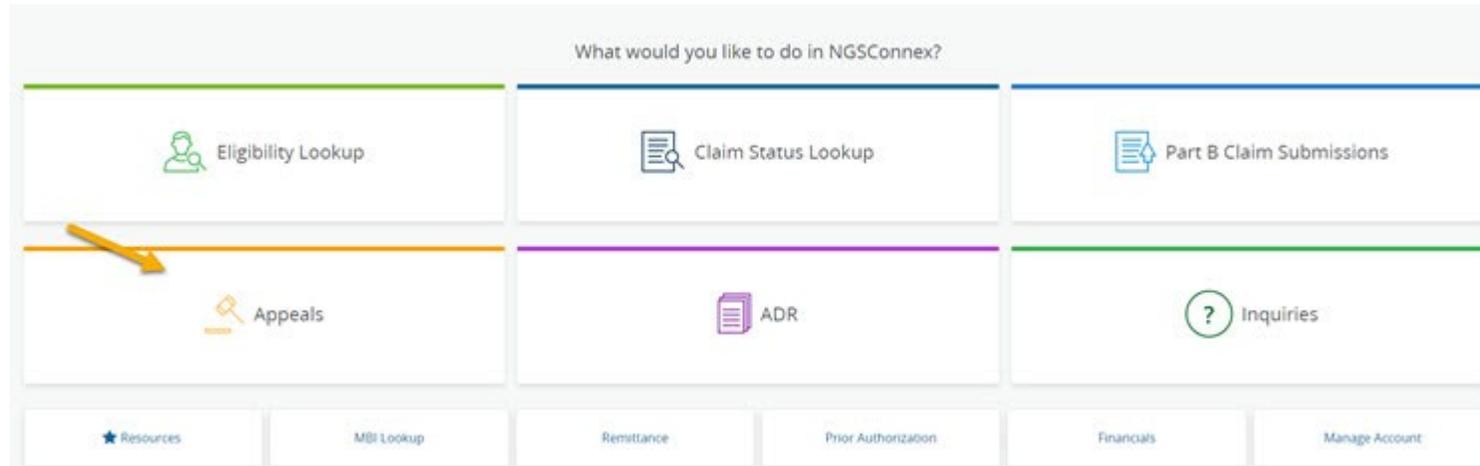
Note: Appeal requests and attachments submitted via NGSCorinex prior to 2/25/2022 will not display in the new portal. Initiate a 'Claim Search' to check the status of an appeal or view a decision letter.

- Claim Header
- Claim Lines
- Appeals Status**

Appeal Number	Received Date	Status	Decision Date	Adjustment Claim Number	View Decision Letter
			02/04/2022		View Decision Letter

Check Appeal History

NGSConnex Homepage (5)



Appeal History-Select a Provider Panel

▼ Select a Provider

Search Provider

Search

Reset Search

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	
				BOSTON	MA	Part A	Select
				LAWRENCE	MA	HHH	Select
				ARLINGTON HEIGHTS	IL	Part B	Select
				NEW HAVEN	CT	Part B	Select
				WESTPORT	CT	Part B	Select
				RIDGEFIELD	CT	Part B	Select
				SPRINGFIELD	MA	Part B	Select

1 to 7 of 7 items

Appeal History Screen

Home > Appeals

APPEALS

Provider | PTAN | NPI | Provider Profile | Change Provider

Appeal History | Claim Search

The last sixty days of NGSConnex appeal submissions for the provider selected are displayed. To search for other NGSConnex appeal submissions or to narrow/expand your search, use the filter options.

Filters:

Appeal ID: [] From Submit Date: 12/05/2021 To Submit Date: 02/03/2022 Request Type: --Select-- Medicare Number: [] Claim Number: [] Created By: --Select--

Search Reset Search

Export to Excel

Appeal Number	Submitted Date	Created By	Request Type	Medicare Number	Beneficiary Name	Claim Number	Requester's Full Name	
0	Pending	01/28/2022	ADAM103	Redetermination	0K37QNAH750	CAROL BEYER	021909580100	Charity Bright

Appeal Submissions

APPEALS

Provider [redacted] PTAN [redacted] NPI [redacted] [Provider Profile](#) [Change Provider](#)

Appeal History

The last sixty days of NGSConnex appeal submissions for the provider selected are displayed.
To search for other NGSConnex appeal submissions or to narrow/expand your search, use the filter options.

Filters:

Appeal ID	From Submit Date	To Submit Date	Request Type	Medicare Number	Claim Number	Created By	<input type="button" value="Search"/>
<input type="text"/>	12/05/2021	02/03/2022	--Select--	<input type="text"/>	<input type="text"/>	--Select--	<input type="button" value="Reset Search"/>

[Export to Excel](#)

Appeal Number	Submitted Date	Created By	Request Type	Medicare Number	Beneficiary Name	Claim Number	Requester's Full Name
<input type="checkbox"/> Pending	01/28/2022	[redacted]	Redetermination	[redacted]	[redacted]	02 [redacted]	[redacted]

1 to 1 of 1 items

View Appeal Screen

The screenshot shows a web interface for viewing appeal history. At the top, there are two tabs: 'Appeal History' (selected) and 'Claim Search'. Below the tabs, a message states: 'The last sixty days of NGSCConnex appeal submissions for the provider selected are displayed. To search for other NGSCConnex appeal submissions or to narrow/expand your search, use the filter options.' Below this is a 'Filters:' section with input fields for 'Appeal ID', 'From Submit Date' (12/05/2021), 'To Submit Date' (02/03/2022), 'Request Type' (-Select-), 'Medicare Number', 'Claim Number', and 'Created By' (-Select-). A 'Search' button and a 'Reset Search' link are also present. Below the filters is a 'View Appeal' button with an orange arrow pointing to it. To the right of the 'View Appeal' button is an 'Export to Excel' link. Below these elements is a table with the following columns: 'Appeal Number', 'Submitted Date', 'Created By', 'Request Type', 'Medicare Number', 'Beneficiary Name', 'Claim Number', and 'Requester's Full Name'. The table contains one row with the following data: 'Pending', '01/28/2022', a green bar, 'Redetermination', a greyed-out Medicare number, a greyed-out beneficiary name, '02', and a greyed-out requester name. At the bottom left of the table area, it says '1 to 1 of 1 items'.

Attaching Additional Documentation

Home > Appeals > Appeal Submission

APPEAL SUBMISSION

1 No Previous Appeals 2 Redetermination Details 3 Claim Lines 4 Attachments 5 Submit

[Add Additional Attachments](#) 

Redetermination Details

Provider Name	PTAN	NPI	TIN
Contract	Medicare Number	Beneficiary Name	Claim Number
Claim Status	Total Billed Amount	Total Allowed Amount	Remittance Advice Date
Diagnosis Code 1 *	Diagnosis Code 2	Diagnosis Code 3	Diagnosis Code 4
Diagnosis Code 5	Diagnosis Code 6	Diagnosis Code 7	Diagnosis Code 8
Requester's Full Name *	Requester's Phone *	Does the claim you are appealing involve Medicare Secondary Payer (MSP) *	
Reason For The Appeal *			

Attaching Additional Documentation (2)

Home > Appeals > Appeal Submission

APPEAL SUBMISSION

1 No Previous Appeals 2 Redetermination Details 3 Claim Lines 4 Attachments 5 Submit

Close

Attachments

Filename	File Size	Submitted On	Submitted By
Appeals_Form.pdf	3 KB	07/22/2022 3:04:25 PM ET	
TEST DOCUMENT.pdf	182 KB	07/22/2022 3:04:25 PM ET	

Note: Please upload any attachments to support your submission.

Drop a file here or browse to upload

Maximum file size: 25 MB

Back Next

Attaching Additional Documentation (3)

Home > Appeals > Appeal Submission

APPEAL SUBMISSION

- 1 No Previous Appeals
- 2 Redetermination Details
- 3 Claim Lines
- 4 Attachments
- 5 Submit

Ready To Submit Additional Attachments?

Have you verified your additional supporting documentation is attached and you are ready to submit with your existing request?

[Back](#) [Submit](#)



Appeal Tips

First Level of Appeal Tips

- Make all appeal requests on time in writing or *via electronic portal* with your NGS MAC within 120 days of the claim determination date.
- 1st Level of Appeal processing time is 60 days; do not send duplicate appeal requests within that timeframe.
- Ensure your appeal request includes point of contact information to assist the appeals department in the appeal process.
- Verify that the denial message on the Remittance Advice is associated with appeal rights before submitting an appeal request. For instance, a W denial message has no appeal rights.
- Include all relevant supporting documents with your first appeal request.

First Level of Appeal Tips Continued

- Include a copy of the decision letter(s) or claim information issued at prior level(s).
- Include a copy of the demand letter(s) if appealing an overpayment determination.
- Include a copy of the Appointment of Representative form if the requestor isn't a party and is representing the appellant.
- Respond promptly to document requests from your NGS MAC.
- If the appeal involves an overpayment determined through sampling and extrapolation, identify all contested sample claims in one appeal request and clearly state any sampling methodology challenges.

Appeal Documentation

- Submit appeal requests through NGSConnex
- If not documentation is submitted, decision made using only information on file
 - May result in unfavorable decision

Appeal Documentation (continued)

- Only submit
 - Relevant documentation to specific services/dates in redetermination request
 - Submit as few attachments as possible
 - ✓ Can combine multiple supporting documents in each attachment
 - ✓ Maximum attachment size of each attachment you may submit is 25 MB

Resources

Resources

- [NGSConnex User Guide](#)
- MLN[®] Booklet: [Medicare Parts A & B Appeals Process](#)
- [NGSMedicare Claims and Appeals](#)

Questions?

Thank you! A follow-up email will be sent to attendees with the Medicare University Course Code.

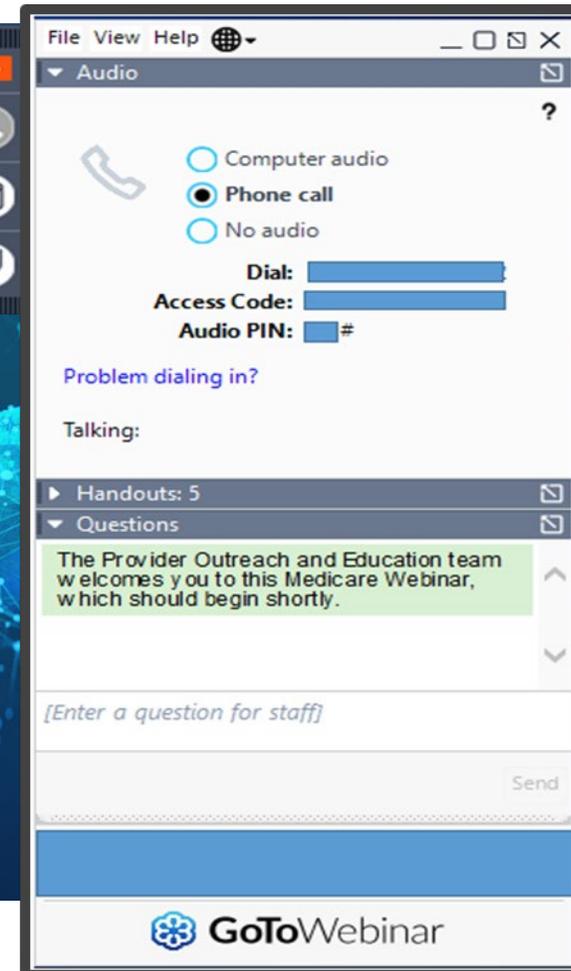
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Viewer Window >



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 - ✓ Educational topics you would like to see continued
 - ✓ Where we can improve

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Your Feedback Matters

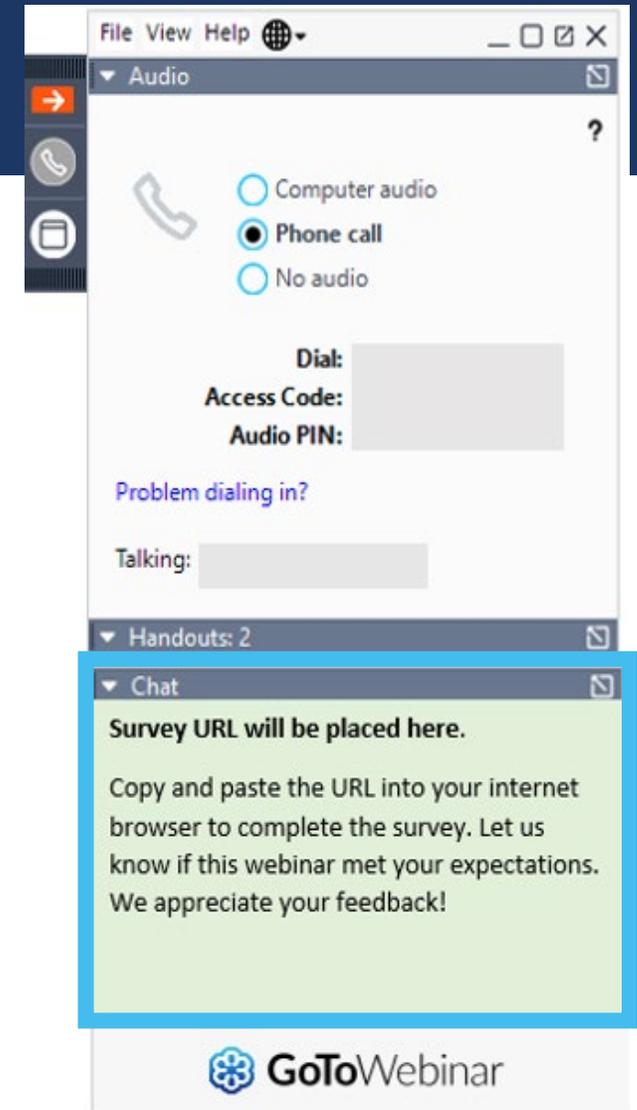
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