

# A Guided Tour of the NGS Medicare Part B Website

1/25/2024

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## Objective

We'll provide a live virtual walkthrough of our NGSMedicare website. This will include a review of all features, topics, tools and resources. We'll also address any questions you have at the end of the presentation.

# Today's Presenters

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## Provider Outreach and Education Consultants

- Jennifer DeStefano
- Jennifer Lee, MBA





## Agenda

### In-depth review of

- Combined NGS Medicare and NGS Connex sign in page
- Top tabs and drop-down menus
- Frequently Asked Questions
- New features
- News and Self-Service tools

# Starting Out

- Accept Attestation

## 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.

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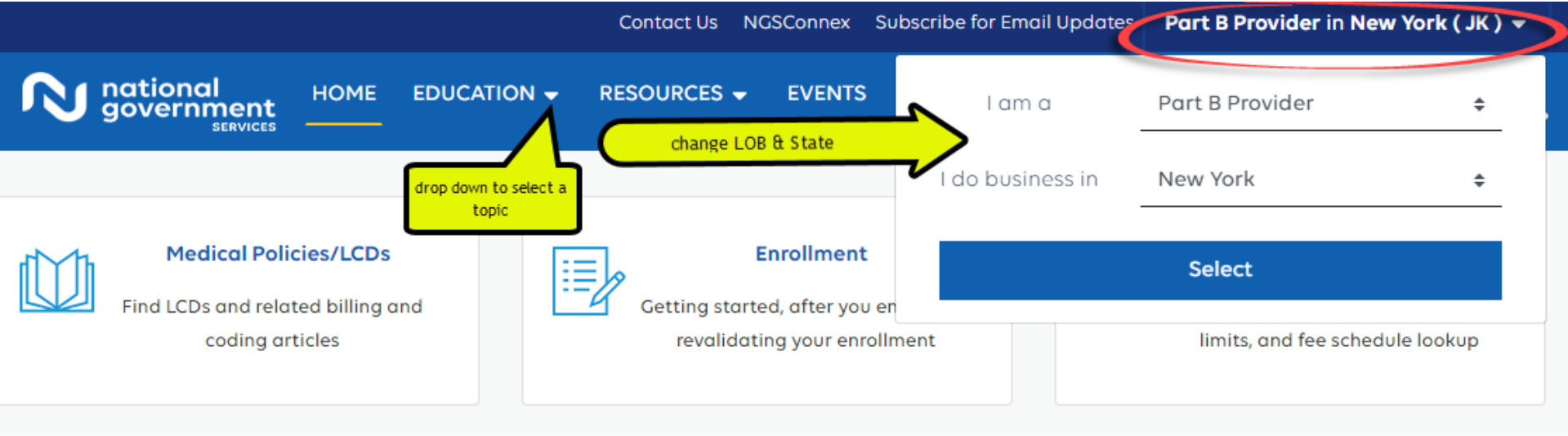
# Starting Out

- NGSMedicare and NGSConnex sign in page

The screenshot displays the National Government Services website. At the top left is the logo for National Government Services. The main content area is split into two columns. The left column, titled 'Access NGSMedicare', describes the service and includes a dropdown menu for 'I am a...' and another for 'Please select', with an 'Enter' button below. The right column, titled 'Log into NGSConnex', describes the portal and includes input fields for 'User ID' and 'Password', with an 'Enter' button below. Below the main content area are three logos: NPPES (National Plan & Provider Enumeration System), NGSMU (National Medicare University), and PECOS (Provider Enrollment, Chain of Ownership, and System). Each logo is accompanied by a brief description of its function. At the bottom of the page is a dark blue footer containing links for 'About Us', 'Privacy Notice', and 'Site Map', the CMS logo, and the copyright notice 'Copyright 2023 - National Government Services'.

# Top Tabs and Dropdowns

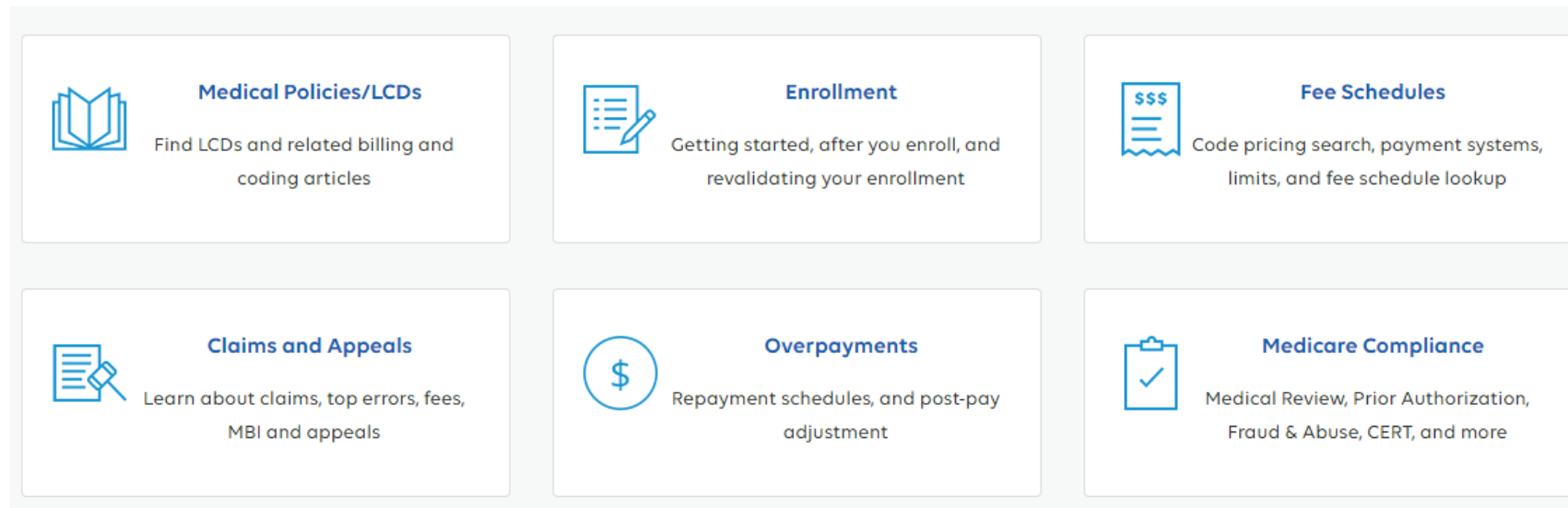
- Use top tabs to access specific educational topics, resources and switch between line of business or NGS contract





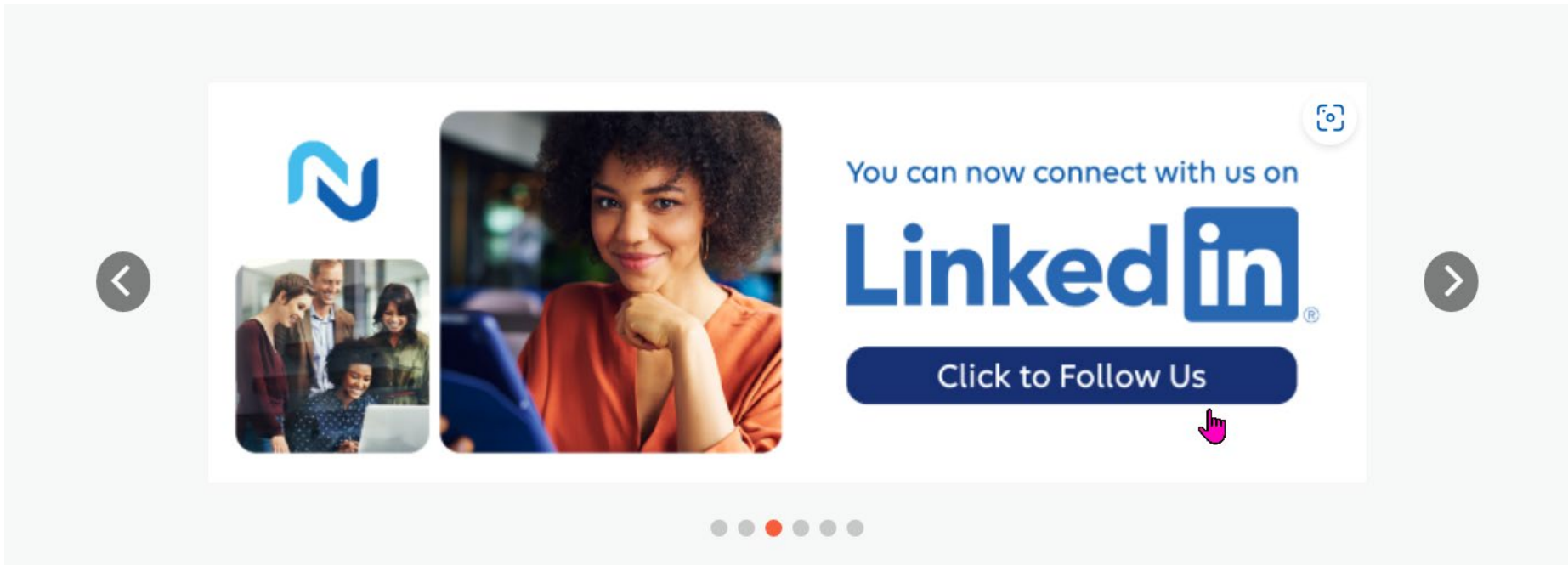
# Tiles/Cards

- Utilize the tiles/cards to access the most frequently viewed areas of our website



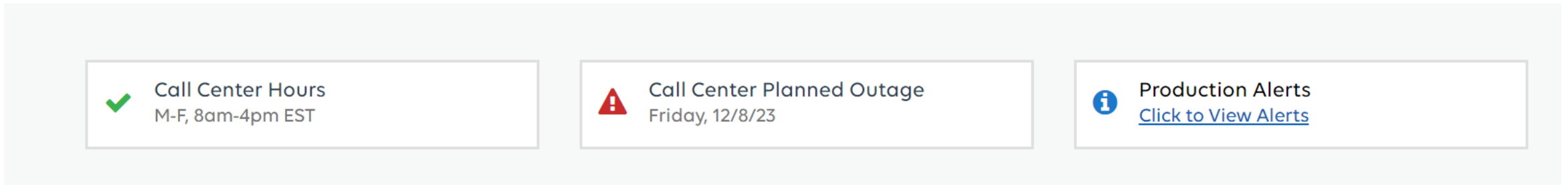
# Scrolling Banner

- Quickly access current NGS initiatives and hot topics using the scrolling banner



# System Status Bar

- View real-time availability of self-service tools, production alerts and provider contact center



The System Status Bar displays three items in a horizontal row:

- Call Center Hours**: M-F, 8am-4pm EST (indicated by a green checkmark icon)
- Call Center Planned Outage**: Friday, 12/8/23 (indicated by a red warning triangle icon)
- Production Alerts**: [Click to View Alerts](#) (indicated by a blue information icon)

# News and Featured Tools

- Easily access

- Latest news/all news articles
- Most commonly used self-service tools or view all self-service tools

The screenshot displays a user interface with two main sections: 'LATEST NEWS' and 'FEATURED TOOLS'. The 'LATEST NEWS' section is on the left, with a dark blue background and white text. It lists four news items, each with a title and a posting date. The 'FEATURED TOOLS' section is on the right, with a blue background and white text. It contains six tool cards arranged in a 2x3 grid. Each card has an icon, a title, and a brief description. The icons include a magnifying glass, a calendar, a telephone, and a document with a magnifying glass.

LATEST NEWS	View All News Articles	FEATURED TOOLS	View All Tools	
MLN Connects® Newsletter: November 30, 2023 Posting Date: 11/30/2023		Prior Authorization Exemption Status Inquiry Tool	Fee Schedule Lookup	90-Day Global Period Calculator
Critical Access Hospitals: Bill Correctly Posting Date: 11/29/2023		Interactive Voice Response Conversion Tools	Check Provider Enrollment Application Status	Podiatry Calculator
LCD and Billing and Coding Article Updates for November/December 2023 Posting Date: 11/29/2023				
The Comprehensive Error Rate Testing Contractor Posting Date: 11/29/2023				
The CY 2024 Medicare Physician Fee Schedule Is Now Available Posting Date: 11/29/2023				

# Current Events

- Scroll to review/register one of our next nine educational events

The carousel displays three educational events:

- Event 1:** Repetitive Scheduled Non-Emergent Ambulance Transports Prior Authorization. Webinar. Dec 07, 2023 1:00PM - 2:00PM EST. Description: Attention All Independent Ambulance Suppliers! The Repetitive, Scheduled Non-Emergent Ambulance Transport (RSNAT) Prior ...
- Event 2:** Completing the CMS-855I Paper Application. Webinar. Dec 12, 2023 8:30AM - 9:30AM EST. Description: During this webinar, we'll provide an understanding of the how to complete the CMS-855I provider enrollment paper ...
- Event 3:** Medicare Secondary Payer Payment Methodology. Webinar. Dec 12, 2023 10:00AM - 11:30AM EST. Description: It's essential for providers to determine the beneficiary's responsibility to ensure claims are being submitted to the ...

# Common Apps

- Most commonly used apps



NGSConnex



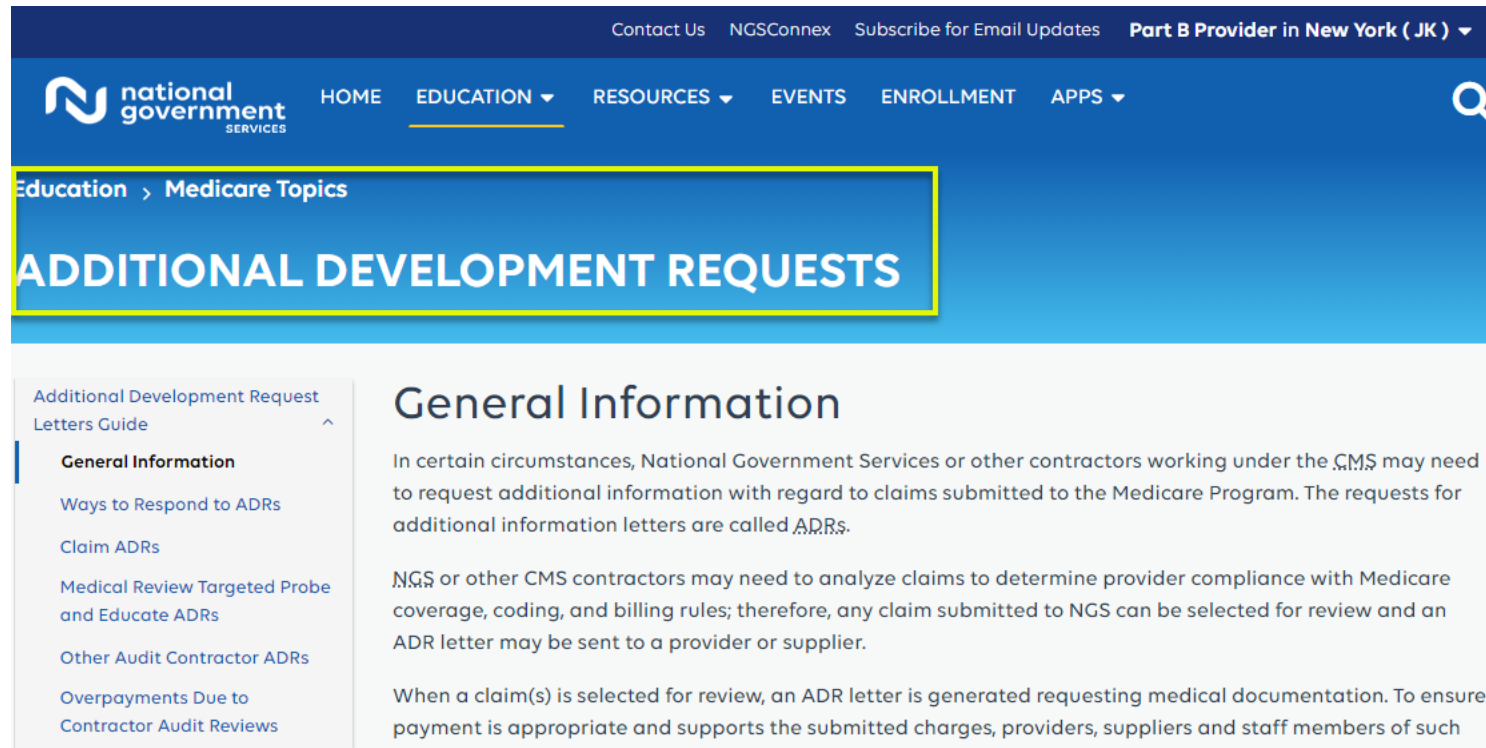
MEDICARE UNIVERSITY

## Provider Enrollment, Chain, and Ownership System

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

# Breadcrumbs

- Allows you to know where you are on the NGS website and provides a path to previously viewed content



The screenshot shows the top navigation bar of the National Government Services website. The breadcrumb trail is "Education > Medicare Topics", with "Education" highlighted in a yellow box. Below the breadcrumb, the article title "ADDITIONAL DEVELOPMENT REQUESTS" is also highlighted in a yellow box. The page content includes a sidebar with a table of contents and a main section titled "General Information" with text explaining the purpose of Additional Development Requests (ADRs).

Contact Us NGSConnex Subscribe for Email Updates Part B Provider in New York ( JK ) ▾

national government SERVICES HOME EDUCATION ▾ RESOURCES ▾ EVENTS ENROLLMENT APPS ▾

Education > Medicare Topics

**ADDITIONAL DEVELOPMENT REQUESTS**

Additional Development Request Letters Guide ^

- General Information**
- Ways to Respond to ADRs
- Claim ADRs
- Medical Review Targeted Probe and Educate ADRs
- Other Audit Contractor ADRs
- Overpayments Due to Contractor Audit Reviews

### General Information

In certain circumstances, National Government Services or other contractors working under the CMS may need to request additional information with regard to claims submitted to the Medicare Program. The requests for additional information letters are called ADRs.

NGS or other CMS contractors may need to analyze claims to determine provider compliance with Medicare coverage, coding, and billing rules; therefore, any claim submitted to NGS can be selected for review and an ADR letter may be sent to a provider or supplier.

When a claim(s) is selected for review, an ADR letter is generated requesting medical documentation. To ensure payment is appropriate and supports the submitted charges, providers, suppliers and staff members of such

# Left-Side Navigation

- Reduces scrolling to view related articles/job aides

The screenshot displays the National Government Services website interface. At the top, there is a dark blue navigation bar with the logo and menu items: HOME, EDUCATION (highlighted), RESOURCES, EVENTS, ENROLLMENT, and APPS. A search icon is on the right. Below the navigation bar, the breadcrumb path 'Education > Medicare Topics' is shown. The main content area has a blue header with the word 'BILLING' in white. The left sidebar contains a list of articles, with 'Annual Wellness Visits - Billing Tips for Physicians' selected and highlighted in blue. A yellow arrow points from this article in the sidebar to the main content area. A yellow callout box with the text 'date content was updated' points to the article's title in the sidebar. The main content area features the article title 'Annual Wellness Visits – Billing Tips for Physicians' and a list of six bullet points providing billing tips. At the bottom of the article, it says 'Reviewed 11/3/2023'.

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national government SERVICES HOME EDUCATION ▾ RESOURCES ▾ EVENTS ENROLLMENT APPS ▾

Education > Medicare Topics

## BILLING

Outpatient Services for Registered Inpatients

Allergen Immunotherapy Preparation (95144-95165)

Ambulatory Surgical Center Approved HCPCS Codes and Payment Rates

**Annual Wellness Visits - Billing Tips for Physicians**

CPT Code 15830: Excision, Excess Skin and Subcutaneous Tissue; Abdomen, Inframamillary Panniculectomy

Electronic that Exceeds the Limit of the Fee-For-Time Compensation Arrangement and Reciprocal

### Annual Wellness Visits – Billing Tips for Physicians

After reviewing A.W.V. claim history submitted to the Part B MACs, P.O.E. has put together the following tips to help Medicare enrolled physician/providers improve AWV denials by:

- submitting an AWV before the patient is allowed their next annual visit (frequency),
- submitting an AWV when the patient has not been eligible for Medicare for one year (should bill welcome to Medicare),
- billing and initial AWV more than once (second and subsequent should be billed as subsequent AWV),
- duplicate submission of the AWV on one date of service,
- submission of modifier with the AWV code (typically modifier 25, not valid),
- submitting AWV to original Medicare when the patient is covered by Medicare HMO (submission to wrong contractor) and
- separate evaluation and management services can be provided and billed at the same visit as the welcome to Medicare or AWV, provided the services are significant, separately identifiable and medically necessary to treat the beneficiary's illness or injury.

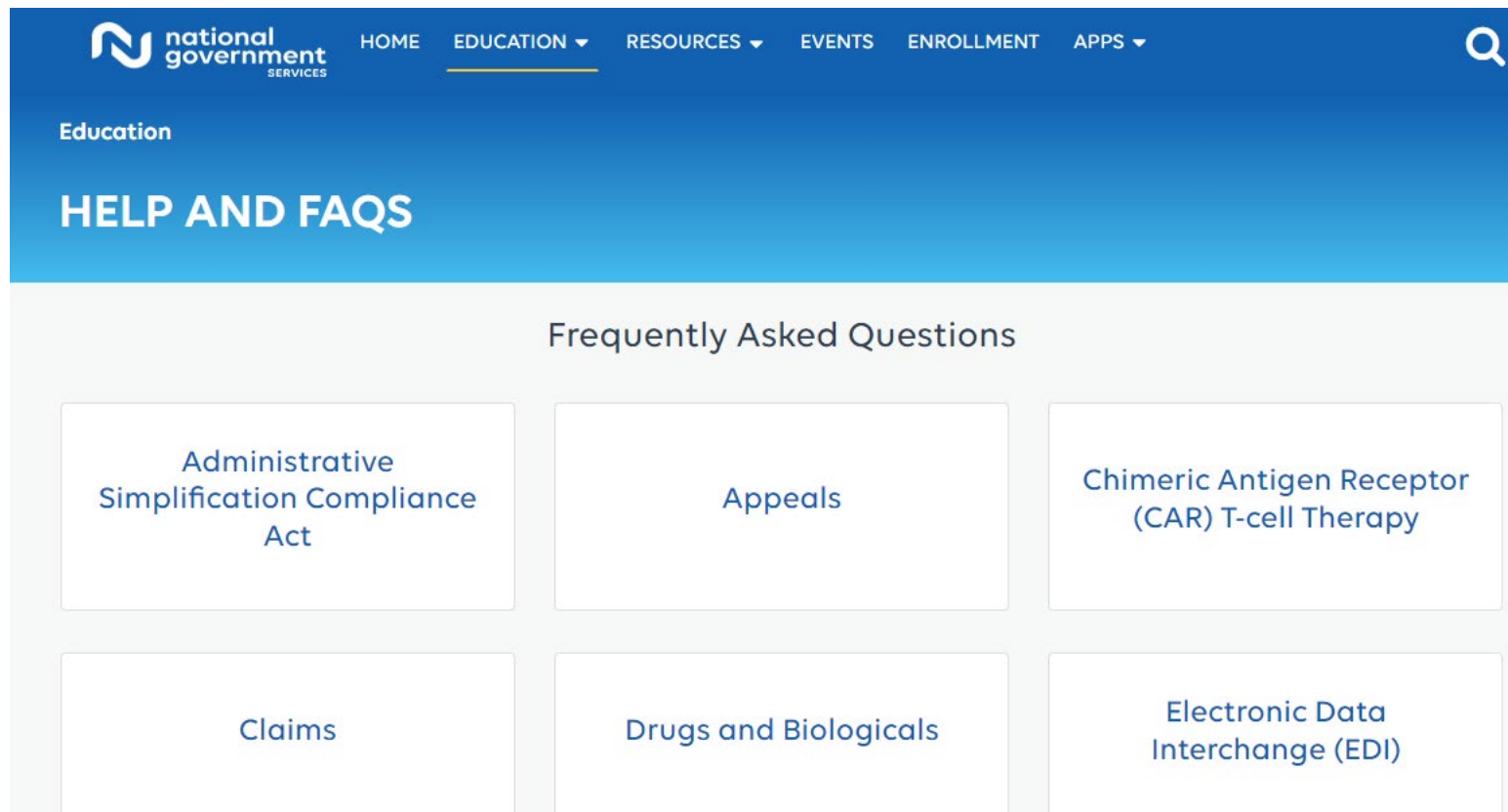
For more information, visit the MLN® Medicare Wellness Visits.

Reviewed 11/3/2023



# Frequently Asked Questions

- FAQs related to specific topics



The screenshot displays the 'HELP AND FAQs' section of the National Government Services website. The navigation bar includes 'HOME', 'EDUCATION', 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS'. The 'EDUCATION' menu is active. Below the navigation, the page title is 'Education' and the main heading is 'HELP AND FAQs'. The 'Frequently Asked Questions' section features a grid of six topic cards: Administrative Simplification Compliance Act, Appeals, Chimeric Antigen Receptor (CAR) T-cell Therapy, Claims, Drugs and Biologicals, and Electronic Data Interchange (EDI).

# Questions?

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

# Connect with us on Social Media



[YouTube Channel](#)

Educational Videos

medicare **mobile**

Text NEWS to 37702; Text GAMES to 37702



[www.MedicareUniversity.com](http://www.MedicareUniversity.com)

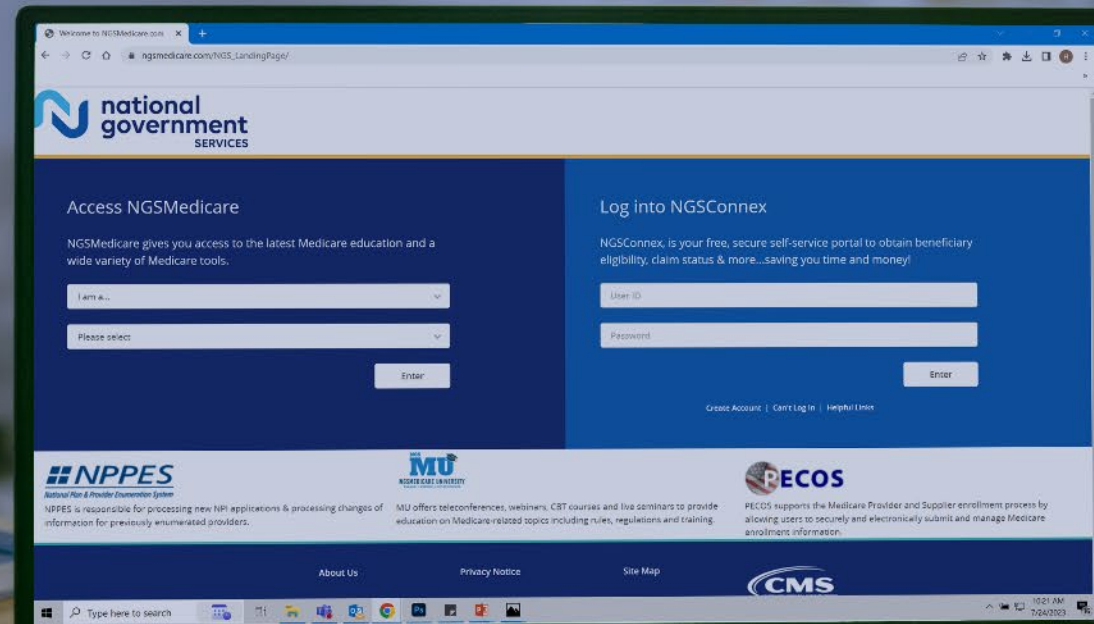
Self-paced online learning



[LinkedIn](#)

Educational Content

# Find us online



[www.NGS Medicare.com](http://www.NGS Medicare.com)

Online resources, event calendar, LCD/NCD, and tools



IVR System

The interactive voice response system (IVR) is available 24-hours a day, seven days a week to answer general inquiries



[NGSConnex](http://NGSConnex)

Web portal for claim information



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