

A Guided Tour of the NGS Medicare Part B Website

5/21/2024

Closed Captioning: *Auto-generated closed captioning is enabled in this course and is at best 70-90% accurate. Words prone to error include specialized terminology, proper names and acronyms.*



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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

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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Accept

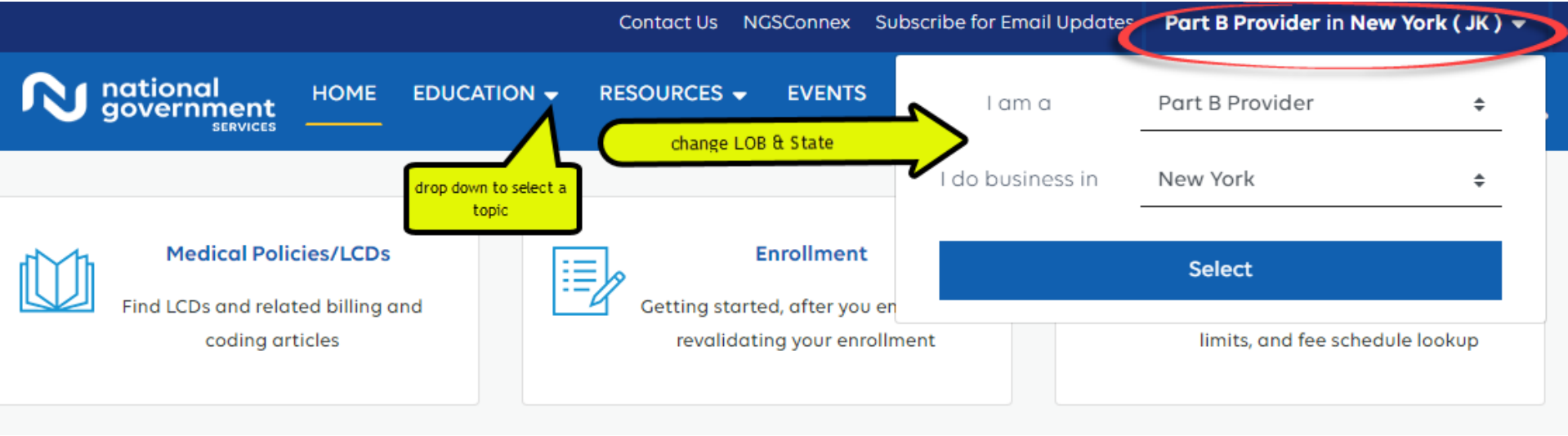
Starting Out

- NGS Medicare and NGS Connex sign in page

The screenshot shows the sign-in page for NGS Medicare and NGS Connex. At the top left is the National Government Services logo. The page is divided into two main sections: 'Access NGS Medicare' on the left and 'Log into NGS Connex' on the right. The 'Access NGS Medicare' section includes a dropdown menu for 'I am a...' and another for 'Please select', with an 'Enter' button below. The 'Log into NGS Connex' section includes input fields for 'User ID' and 'Password', with an 'Enter' button below. Below these sections are three logos: NPPES (National Plan & Provider Enumeration System), NGS MU (Medicare University), and PECOS (Provider Enrollment, Chain of Ownership, and System). Each logo has a brief description of its function. At the bottom, there are links for 'About Us', 'Privacy Notice', and 'Site Map', along with the CMS logo and the text 'Copyright 2023 - National Government Services'.

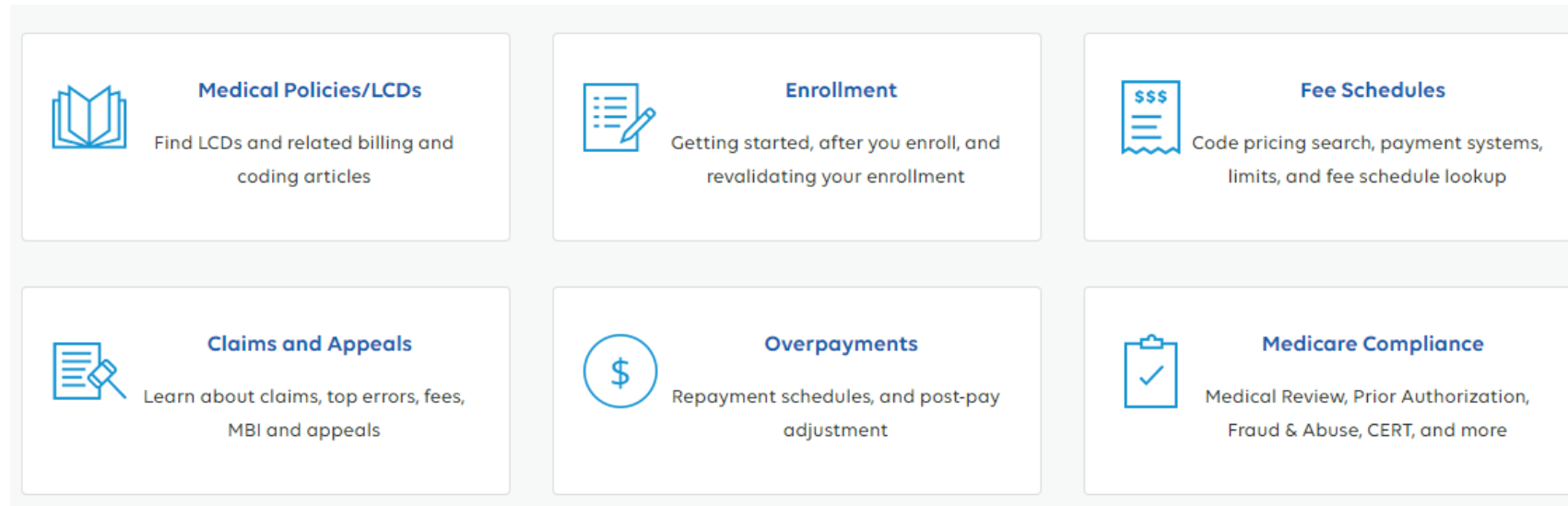
Top Tabs and Dropdowns

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



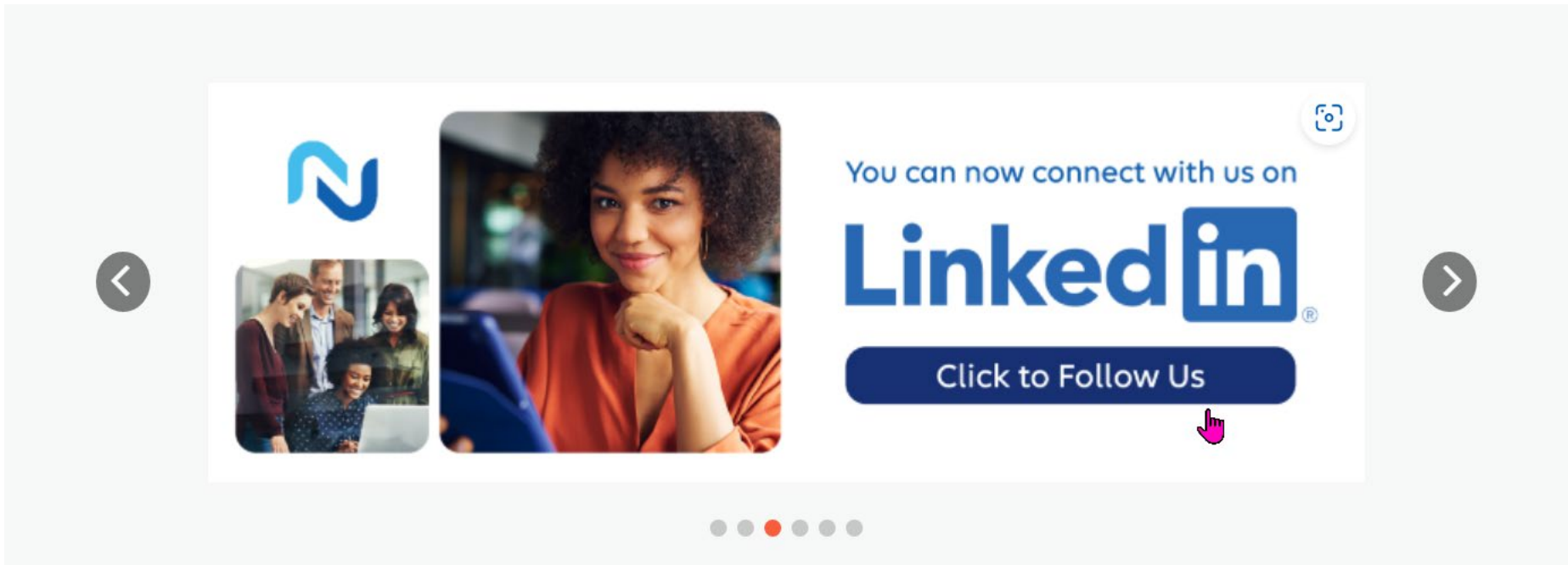
Tiles/Cards

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



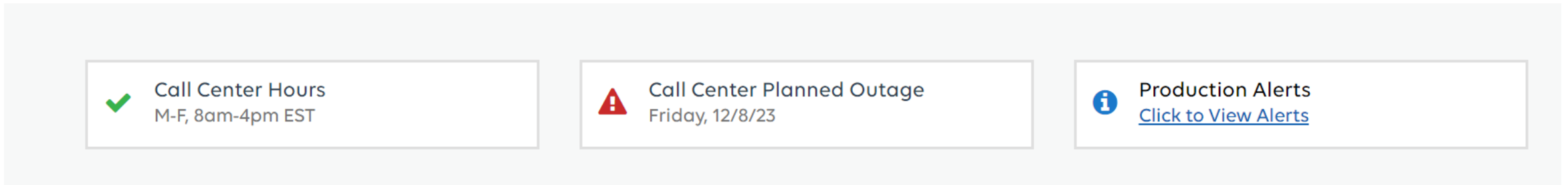
Scrolling Banner

- 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 consists of three rectangular boxes. The first box on the left contains a green checkmark icon, the text 'Call Center Hours', and 'M-F, 8am-4pm EST'. The middle box contains a red warning triangle icon, the text 'Call Center Planned Outage', and 'Friday, 12/8/23'. The third box on the right contains a blue information 'i' icon, the text 'Production Alerts', and a blue underlined link 'Click to View Alerts'.

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', which is highlighted with a yellow box. Below the breadcrumb, the article title 'ADDITIONAL DEVELOPMENT REQUESTS' is also highlighted with a yellow box. The main content area includes a sidebar with a table of contents and a main text area with the heading 'General Information'.

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 shows the National Government Services website. The top navigation bar includes links for 'Contact Us', 'NGSConnex', 'Subscribe for Email Updates', and 'Part B Provider in New York (JK)'. The main navigation menu has 'HOME', 'EDUCATION', 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS'. The 'EDUCATION' menu is expanded, showing 'Medicare Topics' and 'BILLING'. The left-side navigation menu lists various topics, with 'Annual Wellness Visits - Billing Tips for Physicians' highlighted. A yellow arrow points to this menu item, and a yellow callout box indicates 'date content was updated'. The main article content includes a list of tips for physicians to improve AWV denials, such as submitting an AWV before the patient's next annual visit and using the correct modifier.

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

Fee-For-Time Compensation Arrangement and Reciprocal

Annual Wellness Visits – Billing Tips for Physicians

After reviewing *AWV* claim history submitted to the Part B *MACs*, *POE* 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 main heading is 'HELP AND FAQs' under the 'Education' category. Below this, a section titled 'Frequently Asked Questions' contains 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



www.MedicareUniversity.com

Self-paced online learning

medicare **mobile**

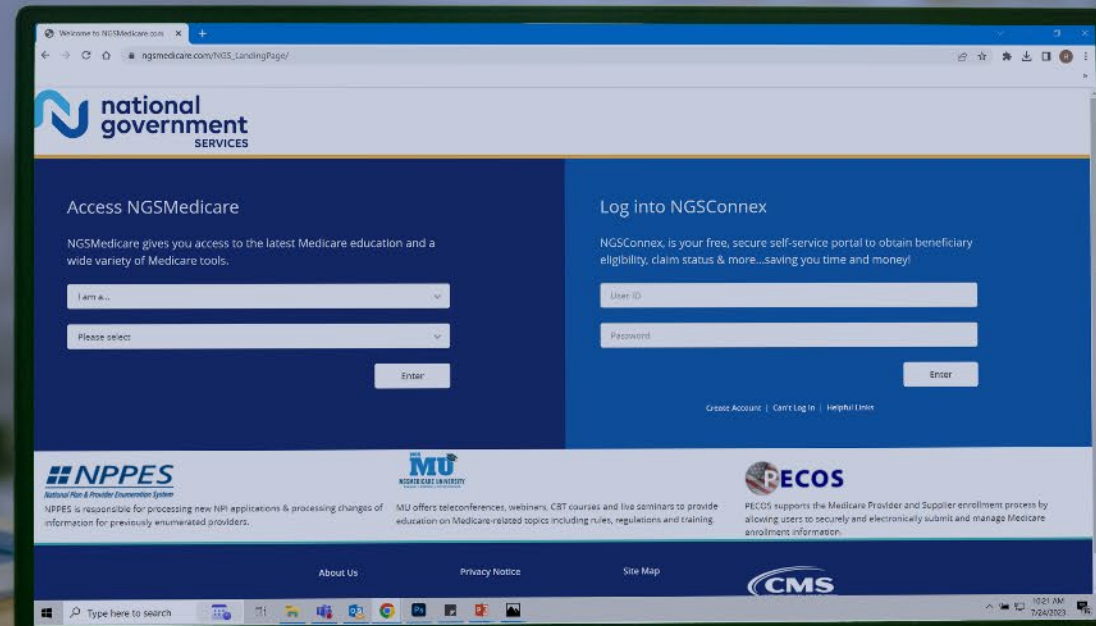
Text NEWS to 37702; Text GAMES to 37702



[LinkedIn](#)

Educational Content

Find us online



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

Web portal for claim information



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