

# NGSConnex – Claim Status Lookup and Inquiries

3/27/2024

**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.*

# Today's Presenters



- Kathy Mersch
  - Provider Outreach and Education Consultant



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## Objective

The objective of this session is to assist providers with becoming acclimated with claim status lookup and inquiries within the NGSConnex portal.



## Agenda

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Claim Status Lookup

Viewing Claim Details

Viewing Remittance

Initiate Audit and Reimbursement  
Document Submissions

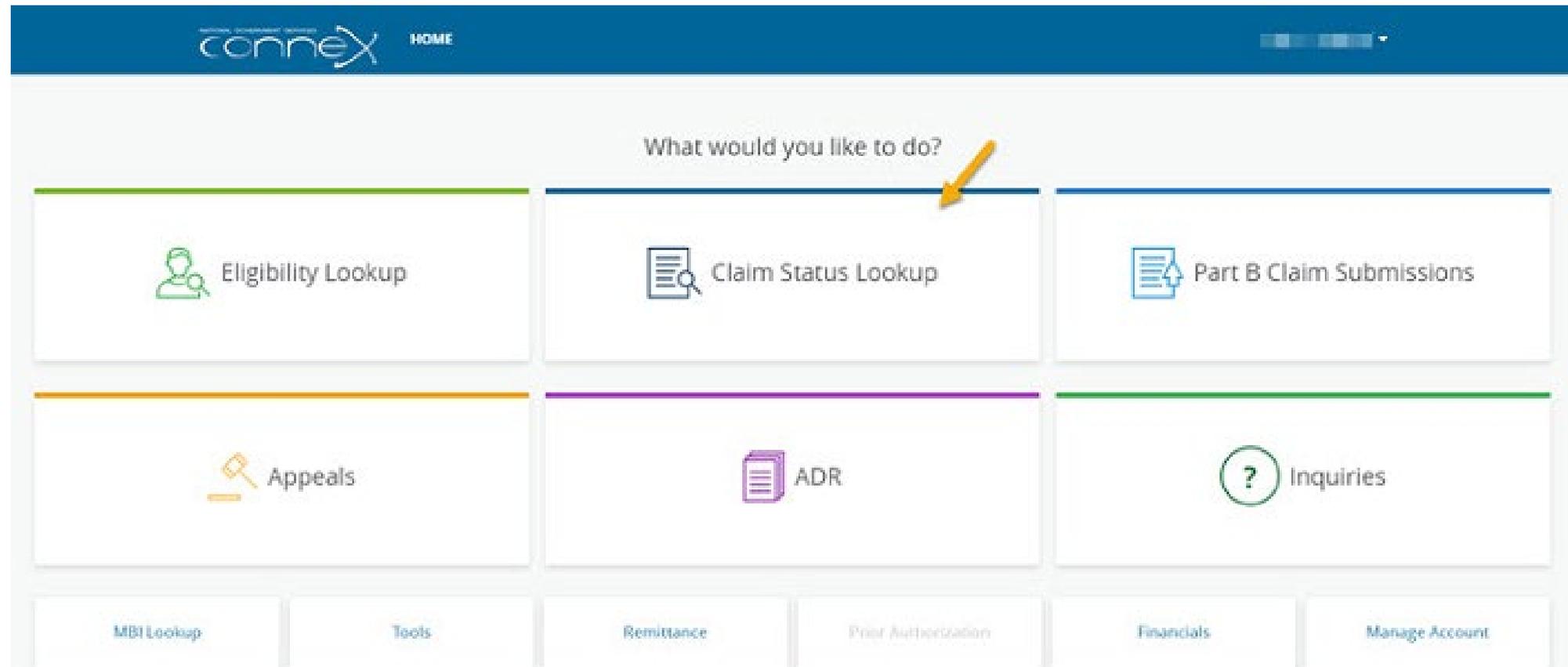
Initiate and View a General Inquiry

Audit and Reimbursement (A&R) Inquiries

Resources

# Claim Status Lookup

# NGSConnex Home Page



# Select a Provider Panel

To view claim status information, start by selecting a provider below.

▼ Select a Provider

[Reset Search](#)

PTAN ↕	NPI ↕	TIN ↕	Provider/Supplier ↕	City ↕	State ↕	LOB ↕	
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	<input type="button" value="Select"/>
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	<input type="button" value="Select"/>
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	<input type="button" value="Select"/>
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	<input type="button" value="Select"/>
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	<input type="button" value="Select"/>



# Filter Options

**Filters:** 

Medicare Number  From Service Date  To Service Date

	Claim Number	Medicare Number	From Service Date	To Service Date	Claim Status	Total Charges
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Pending	[Redacted]
<input type="checkbox"/>	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Approved	[Redacted]

# Viewing Claim Details

# Claim Number Hyperlink

	Claim Number	Medicare Number	From Service Date	To Service Date	Claim Status	Total Charges
	<a href="#">[blurred]</a>	[blurred]	[blurred]	[blurred]	Pending	[blurred]
	<a href="#">[blurred]</a>	[blurred]	[blurred]	[blurred]	Approved	[blurred]

# Left-Side Navigation – Claim Lines

The screenshot displays the 'Claim Lines' interface. On the left, a navigation menu includes 'Claim Header', 'Claim Lines', 'Claim Overlap', 'Duplicate Claim', 'Remittance', and 'Appeals Status'. The 'Claim Lines' section is active, showing a table with the following columns: 'rs', 'POS', 'Quantity', 'Denial Reason', 'Rendering NPI', 'Rendering PTAN', and 'Duplicate'. The first row contains the values '11', '1.0', '931', and '000000'. A modal window titled 'Denial Reason Description' is open, displaying the text: 'This care may be covered by another payer per coordination of benefits.' An orange arrow points to the 'Denial Reason' column header, and another orange arrow points to the value '931' in the first row.

rs	POS	Quantity	Denial Reason	Rendering NPI	Rendering PTAN	Duplicate
11	1.0	931				000000

# Left-Side Navigation – Claim Header

The screenshot displays the Connex web application interface. At the top, the navigation breadcrumb reads "Home > Claim Status > Claim Details". Below this, a blue header bar contains the text "CLAIM - [redacted] Beneficiary [redacted] Provider [redacted]". A yellow arrow points to the "Claim Header" option in the left-hand navigation menu. The main content area, titled "Claim Header", contains a grid of input fields for various claim details:

Claim Number	Claim Status	Medicare Number	Claim Finalized Date
Billing PTAN	Billing Provider NPI	Total Charges	Total Allowed Amount
Diagnosis Code 1	Diagnosis Code 2	Diagnosis Code 3	Diagnosis Code 4
Diagnosis Code 5	Diagnosis Code 6	Diagnosis Code 7	Diagnosis Code 8

# Viewing Remittance

# Remittance – Claim Number Hyperlink

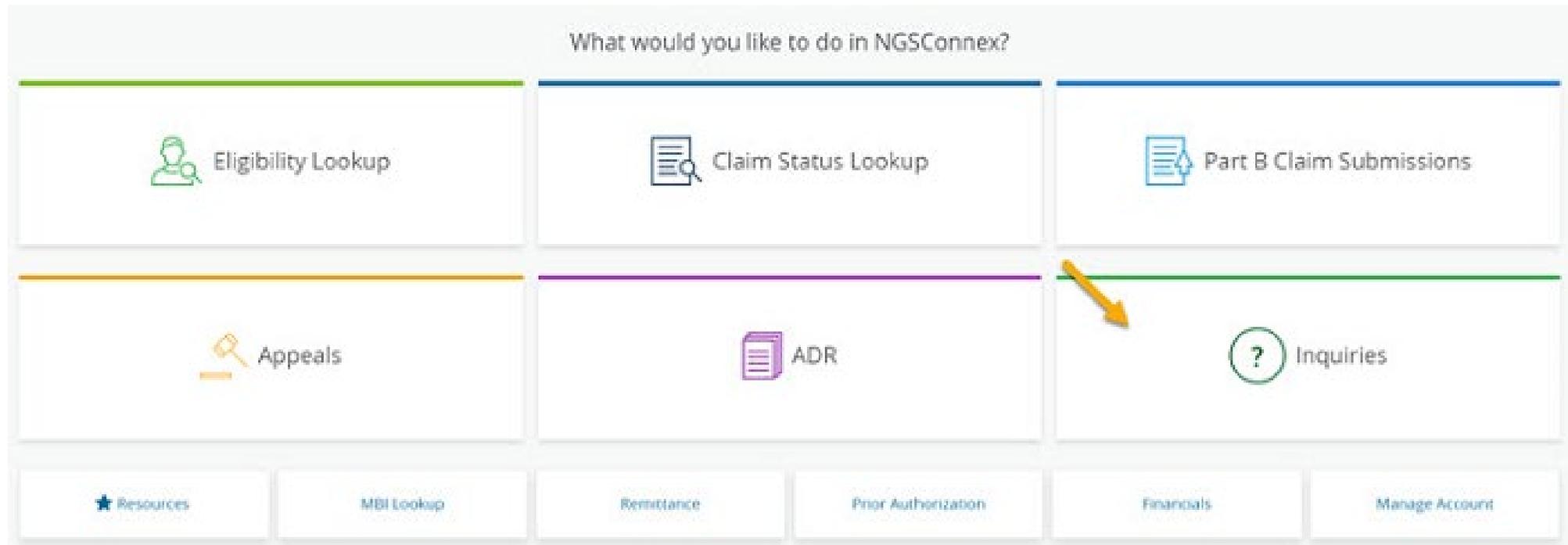
	Claim Number ↕	Medicare Number	From Service Date ↕	To Service Date ↕	Claim Status ↕	Total Charges ↕
	<a href="#">[Redacted]</a>	[Redacted]	[Redacted]	[Redacted]	Pending	[Redacted]
	<a href="#">[Redacted]</a>	[Redacted]	[Redacted]	[Redacted]	Approved	[Redacted]

# Left-Side Navigation – Remittance

The screenshot displays the Connex web application interface. At the top, the logo 'connex' is visible with the text 'NATIONAL GOVERNMENT SERVICES' above it and 'HOME' to the right. Below the logo, the breadcrumb navigation reads 'Home > Claim Status > Claim Details'. The main header area contains 'CLAIM - [redacted]', 'Beneficiary', and 'Provider' sections. On the left side, a navigation menu lists several options: 'Claim Header', 'Claim Lines', 'Claim Overlap', 'Duplicate Claim', 'Remittance', 'MR ADRs', 'Appeals Status', and 'Home Health Cert'. A yellow arrow points to the 'Remittance' option, which is highlighted with a blue underline. To the right of the menu, there are two buttons: 'Initiate Clerical Error Reopening' and 'Initiate Redetermination'. Below these buttons, a dark blue bar contains the text 'Remittance', and a light blue bar below it contains the text 'Click Here to View Remittance'.

# Initiate A&R Document Submissions

# NGSConnex Home Page – Inquiries



# Type of Inquiry

## Type of Inquiry?

Choose either 'General Inquiries' or 'A&R Inquiries'

General Inquiries

A&R Inquiries



# A&R Documentation

Home > Inquiries ADDITIONAL HELP

**A&R INQUIRIES**

Note: A&R inquiries, responses and attachments created prior to 2/25/2022 will not display in the new portal.

[Initiate A&R Documentation](#) ←

**Filters:**

Read	Electronic Inquiry ID	PTAN	Cost Report FYE	Type of Data	Status
-Select-	Electronic Inquiry ID	PTAN	mm/dd/yyyy	-Select-	-Select-
Date Created From	Date Created To	No Reply	MASS Dist Batch Inquiry	Batch Inquiry ID	
mm/dd/yyyy	mm/dd/yyyy	-Select-	-Select-	Batch Inquiry ID	

[Search](#)  
[Reset Search](#)

Date Created | Read | Electronic Inquiry ID | PTAN (Optional) | Cost Report FYE (Optional) | Type of Data | Status | Last Activity Date | No Reply | Batch Inq

No items to show...

# Select a Provider Panel

▼ Select a Provider

Search Provider   [Reset Search](#)

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	
						HHH	<input type="button" value="Select"/>
						Part A	<input type="button" value="Select"/>
						Part A	<input type="button" value="Select"/>
						HHH	<input type="button" value="Select"/>

1 to 4 of 4 items

# Provider Details

**Filters:**

From Created Date	To Created Date	Electronic Inquiry ID
<input type="text" value="06/10/2022"/>	<input type="text" value="07/25/2022"/>	<input type="text" value="Electronic Inquiry ID"/>
Fiscal Year End	Type of Data	
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="--Select--"/>	

←

Electronic Inquiry ID	Created Date	Fiscal Year End	Type of Data	Provider Contact Email Address	Purpose of Submission	Status
-----------------------	--------------	-----------------	--------------	--------------------------------	-----------------------	--------

No items to show...

# New A&R Submission

Home > Audit & Reimbursement > New Audit & Reimbursement

## AUDIT & REIMBURSEMENT

1 Provider Details   2 Audit & Reimbursement   3 Document Submission   4 Submit

Cancel

### Step 2: Audit & Reimbursement

**Note:** You updated contact information for this inquiry. To permanently update your contact information, you must go to the User Profile section of NGSConnetx.

<b>Fiscal Year End *</b> 12/31/2021	<b>Provider Contact Email Address *</b> test.test@test.com	<b>Type of Data *</b> WTECH
<b>Provider Contact Name *</b> XXXXX XXXXXX	<b>Provider Contact Phone Number *</b> 888-888-8888	<b>Intended NGS Associate</b> XXXXX XXXXX
<b>Purpose of Submission *</b> TEST		

Back → Next

# Documentation Submission

4

### Step 3: Document Submission

**Note:** At least one attachment is required

TEST DOCUMENT.pdf	182 KB	
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 Drop a file here or browse to upload 

Maximum file size: 100 MB  
NOTE: If your attachment is greater than 100 MB, please zip the attachment using the native windows process. Do not use SecureZIP. See the Connex User Guide for more information on this process.

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

# A&R Document Submission

Home > Audit & Reimbursement > New Audit & Reimbursement

## AUDIT & REIMBURSEMENT

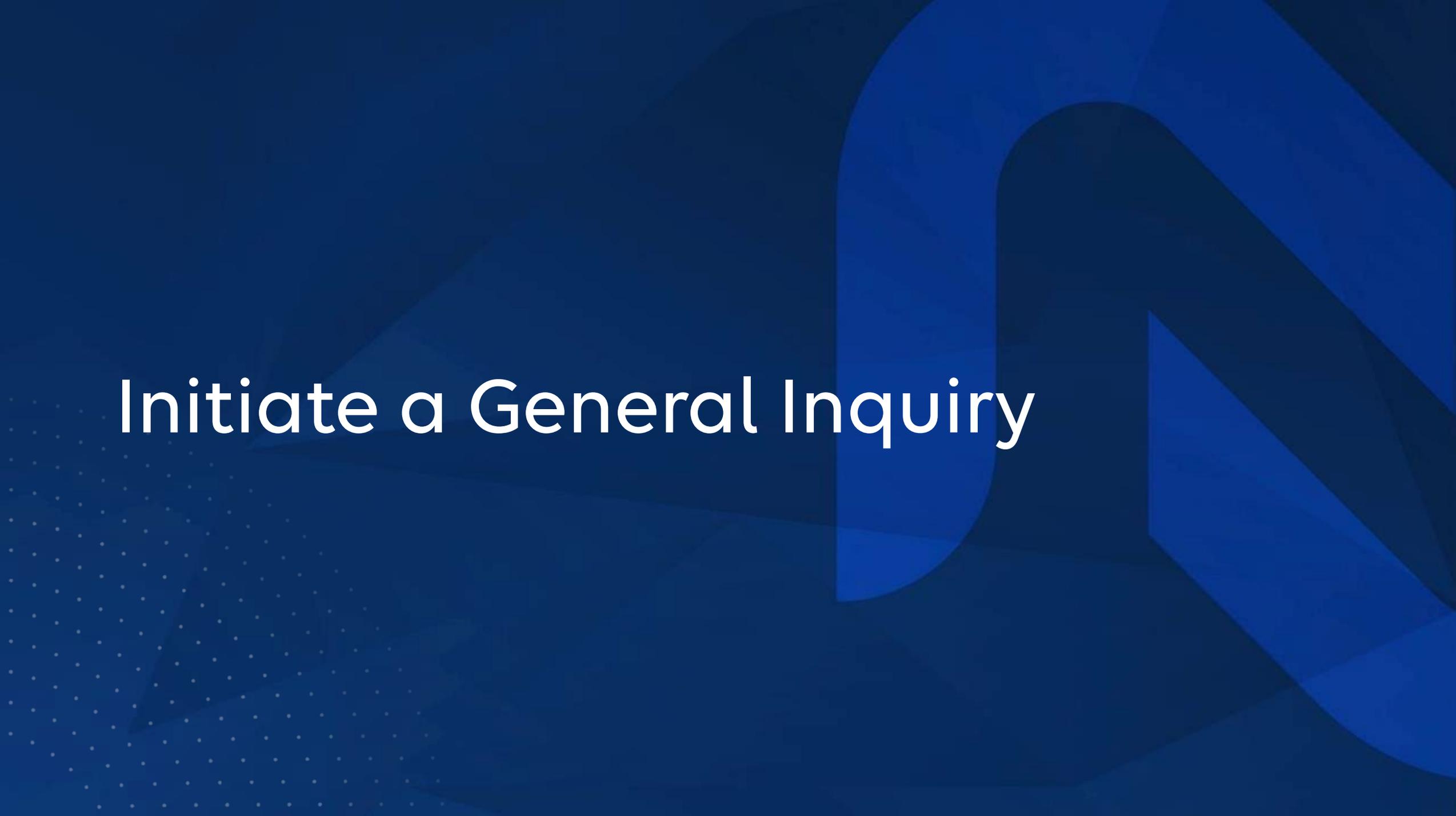
1 Provider Details      2 Audit & Reimbursement      3 Document Submission      4 Submit

Cancel

**Step 4: Ready To Submit?**

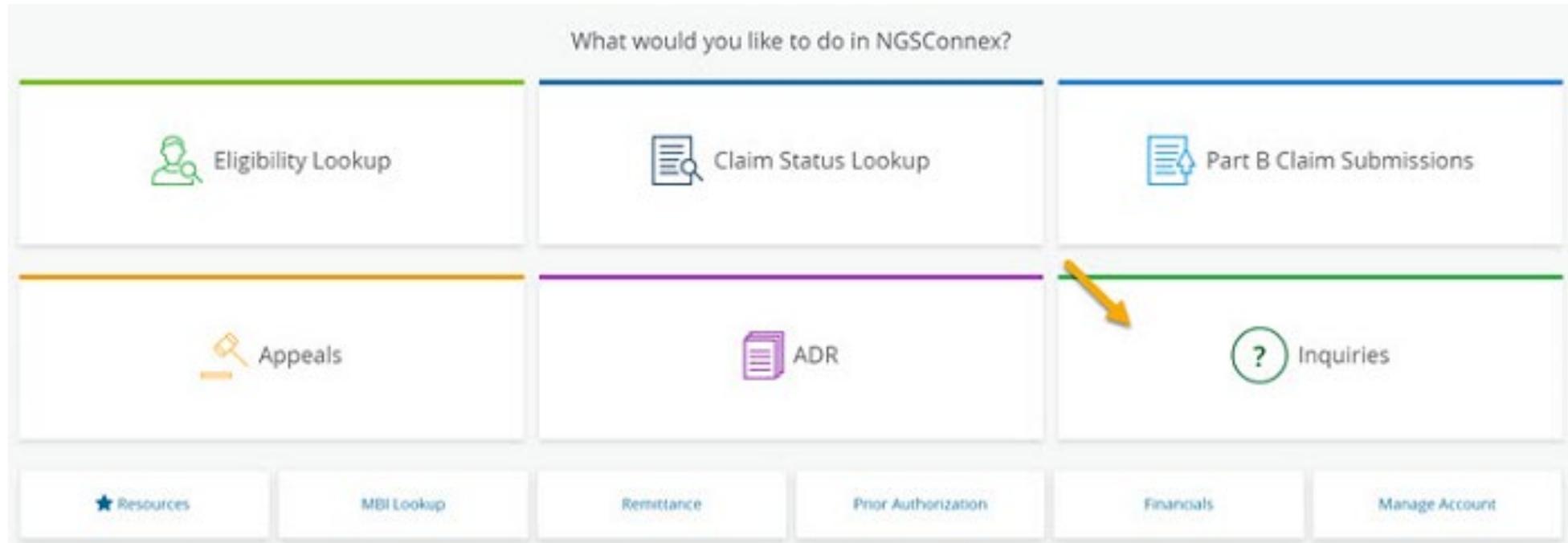
Have you verified your Audit & Reimbursement Document Submission is complete, all supporting documentation is attached and you are ready to submit your request?

Back → Submit



Initiate a General Inquiry

# NGSConnex Home Page – Inquiries

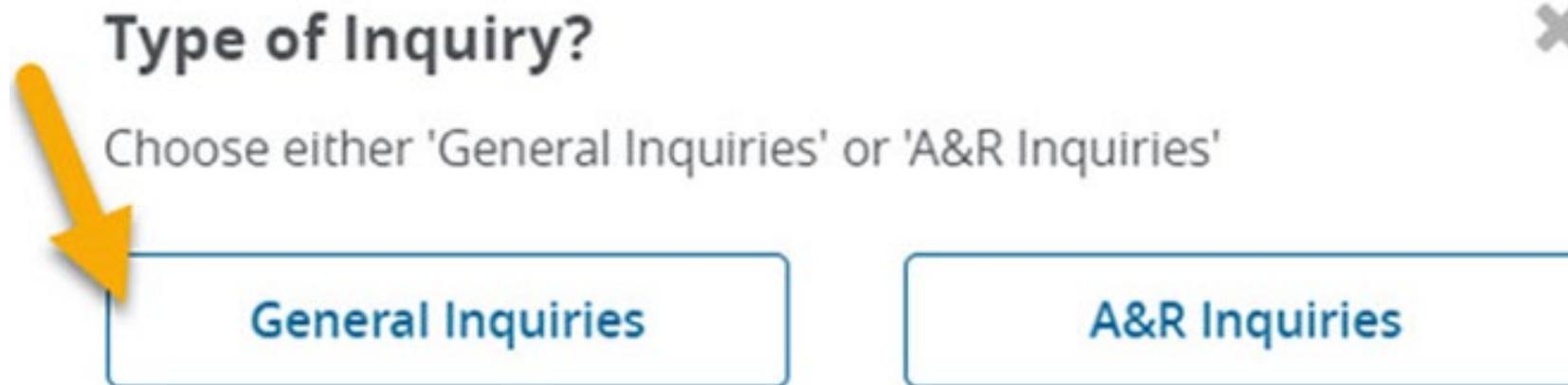


# Type of Inquiry

**Type of Inquiry?** ✕

Choose either 'General Inquiries' or 'A&R Inquiries'

**General Inquiries** **A&R Inquiries**

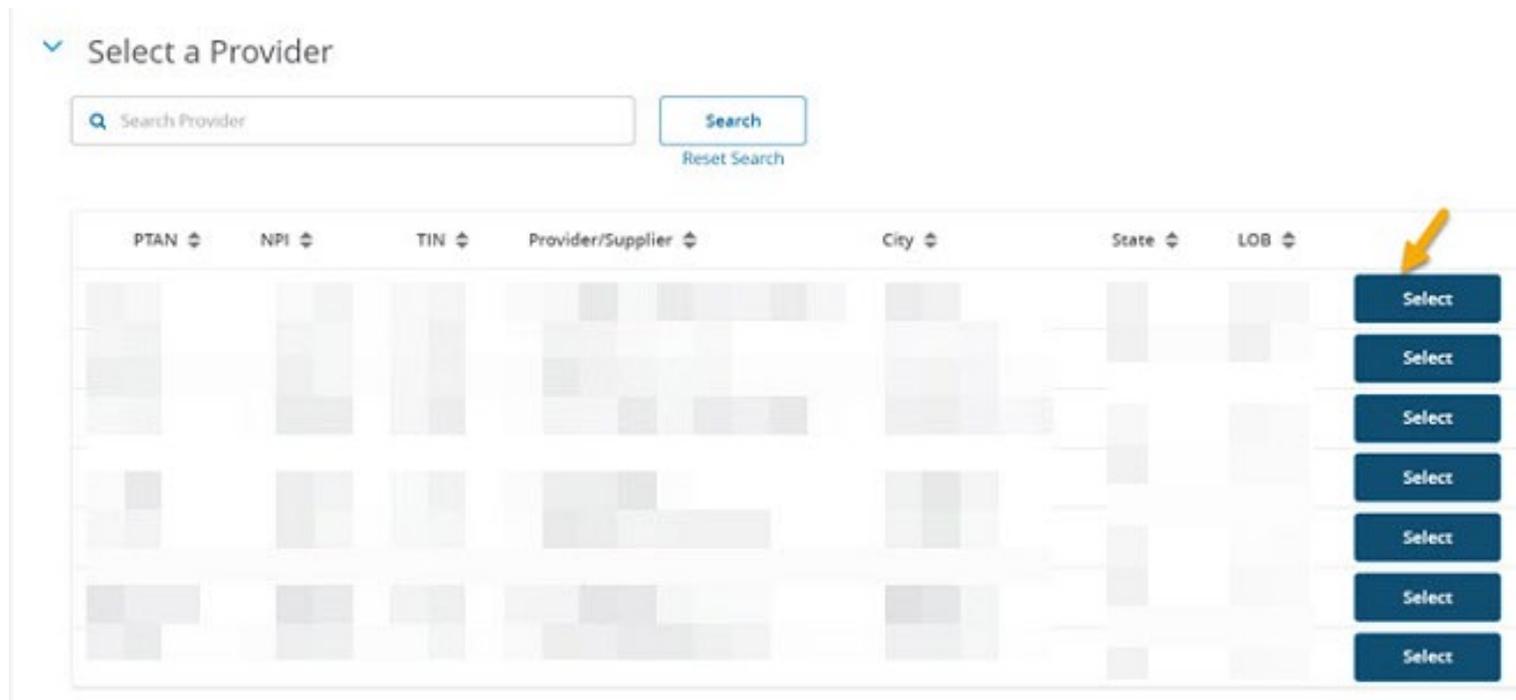


# Select a Provider Panel

▼ Select a Provider

Search Provider

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	Select
							Select
							Select
							Select
							Select
							Select
							Select
							Select



# New Inquiry Button

The screenshot displays the 'INQUIRIES' page in a web application. At the top, there is a blue header with the text 'Home > Inquiries' and 'INQUIRIES'. Below the header, there is a navigation bar with a dropdown menu for 'Provider', and links for 'PTAN', 'NPI', 'Provider Profile', and 'Change Provider'. A message states: 'The last forty-five days of NGSCConnex Inquiries for the provider selected are displayed. To search for other NGSCConnex inquiries or to narrow/expand your search, use the filter options.' Below this, there is a 'Filters:' section with a yellow arrow pointing to it. The filters include 'From Created Date', 'To Created Date', 'Electronic Inquiry ID', 'Status' (with a dropdown menu showing '-Select-'), and 'Inquiry Type' (with a dropdown menu showing '-Select-'). There are 'Search' and 'Reset Search' buttons. Below the filters, there is a 'New Inquiry' button highlighted with a yellow arrow. Below the button, there is a table header with columns: 'Electronic Inquiry ID', 'Status', 'Created Date', 'NGS Response Date', 'Line of Business', and 'Inquiry Type'. The table content is empty, showing 'No items to show...'.

# Provider Details

**Step 1: Provider Details**

Verify you have selected the correct provider. To update the provider, select 'Cancel' and then 'Change Provider'.

Electronic Inquiry ID	Created Date	
<input type="text"/>	<input type="text"/>	
Provider Physical Telephone Number	Line of Business	
<input type="text"/>	<input type="text"/>	
NPI	PTAN	
<input type="text"/>	<input type="text"/>	
Provider Name	TIN	
<input type="text"/>	<input type="text"/>	
City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>

 [Cancel](#)

 [Next](#)

# Inquiry Information

The screenshot shows a multi-step web form. At the top, a progress bar indicates four steps: 1. Provider Details, 2. Inquiry Information (current step), 3. Attachments, and 4. Submit. The main content area is titled "Step 2: Inquiry Information" and contains several input fields:

- Contact Name \***: A text input field.
- Contact Telephone Number \***: A text input field.
- Reason for Inquiry \***: A text input field.
- Contact Email Address \***: A text input field.
- Inquiry Type \***: A dropdown menu.
- Issue Type \***: A dropdown menu.

Navigation buttons are located at the bottom: a "Back" button on the left, a "Next" button on the right with a yellow arrow pointing to it, and a "Cancel" link in the top right corner.

# Attachments

Home > Inquiries > New Inquiry

## INQUIRIES

1 Provider Details   2 Inquiry Information   3 Attachments   4 Submit

Cancel

### Step 3: Attachments

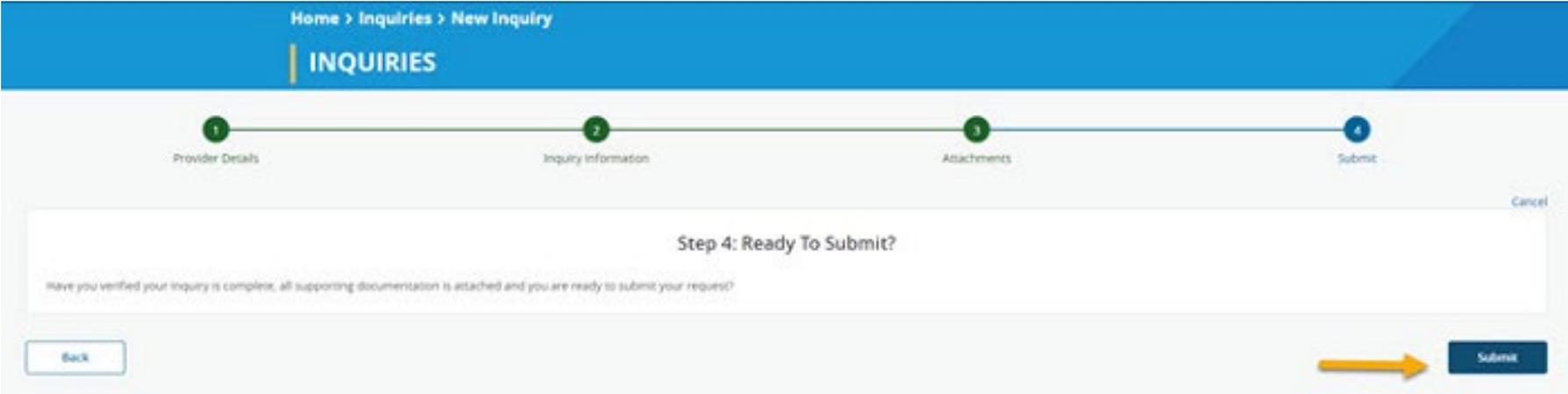
**Note:** Attachments are Optional

Drop a file here or browse to upload

Maximum file size: 100 MB

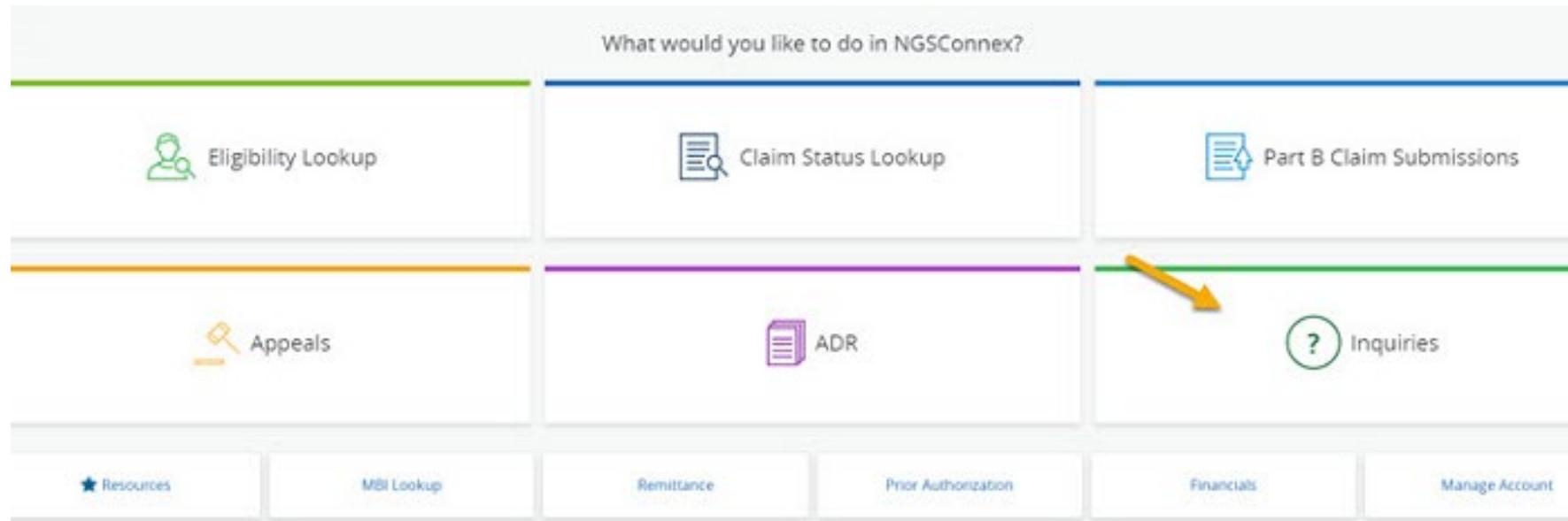
Back   Next

# Attachment Submission



[View a General Inquiry](#)

# NGSConnex Home Page – Inquiries



# Type of Inquiry

## Type of Inquiry? ✕

Choose either 'General Inquiries' or 'A&R Inquiries'

General Inquiries

A&R Inquiries

# Select a Provider Panel

✓ Select a Provider

Search Provider   Reset Search

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	Select
						Part B	Select
						Part B	Select
						HHH	Select
						Part B	Select
						Part B	Select
						Part B	Select
						Part A	Select

# Electronic Inquiry ID

The last forty-five days of NGSConnex Inquiries for the PTAN selected are displayed.  
To search for other NGSConnex inquiries or to narrow/expand your search, use the filter options.

**Filters:**

From Created Date: 05/28/2022  To Created Date: 07/12/2022  Electronic Inquiry ID: Electronic Inquiry ID Status: --Select-- Inquiry Type: --Select--

	Electronic Inquiry ID	Status	Created Date	NGS Response Date	NPI	Line of Business	Inquiry Type
<input type="checkbox"/>	#XXXX	Open	07/12/2022 01:14:23 PM	07/12/2022	9999999999	Part B	General (Not Claim Specific)

1 to 1 of 1 items

# Inquiry Responses

Response Notes

Filters:

Created Dt: mm/dd/yyyy  Status: --Select--  Initiated By: --Select--  Created By: --Select--

LineSelection	Created Dt	Created By	Status	Initiated By	Response Description	Inquiry ID
<input type="checkbox"/>	07/12/2022 01:48:16 PM	NGS Representative	Sent	NGS Representative	This is the section where the response notes are entered by the NGS representative. An attachment w	

1 to 1 of 1 items

# Response Description

The screenshot shows a web application interface for 'Response Notes'. At the top, there are filter fields for 'Created Dt' (with a date format 'mm/dd/yyyy' and a calendar icon) and 'Status' (with a dropdown menu). Below these are buttons for 'New', 'Cancel', and 'Submit'. A search bar with 'Search' and 'Reset Search' buttons is on the right. A modal dialog box titled 'Response Description' is open in the center, containing a text area with the text 'Thank you for your response. I have an additional question regarding this test.' and a 'Close' button. A table below the modal shows two rows of data. The first row has a checkbox, date '07/12/2022 04:39:45 PM', user 'DAWN307', status 'Open', provider 'Connex Provider', note 'Thank you for your response', and inquiry ID '1HFEW'. The second row has a checkbox, date '07/12/2022 01:48:16 PM', user 'NGS Representative', status 'Sent', provider 'NGS Representative', note 'This is the section where the response notes are entered by the NGS representative. An attachment w', and inquiry ID '1HFEW'. At the bottom left, it says '1 to 2 of 2 Items'.

LineSelection	Created Dt	Created By	Status	Initiated By	Created By	Inquiry ID
<input type="checkbox"/>	07/12/2022 04:39:45 PM	DAWN307	Open	Connex Provider	Thank you for your response	1HFEW
<input type="checkbox"/>	07/12/2022 01:48:16 PM	NGS Representative	Sent	NGS Representative	This is the section where the response notes are entered by the NGS representative. An attachment w	1HFEW

# Inquiry Attachments

**Attachments**

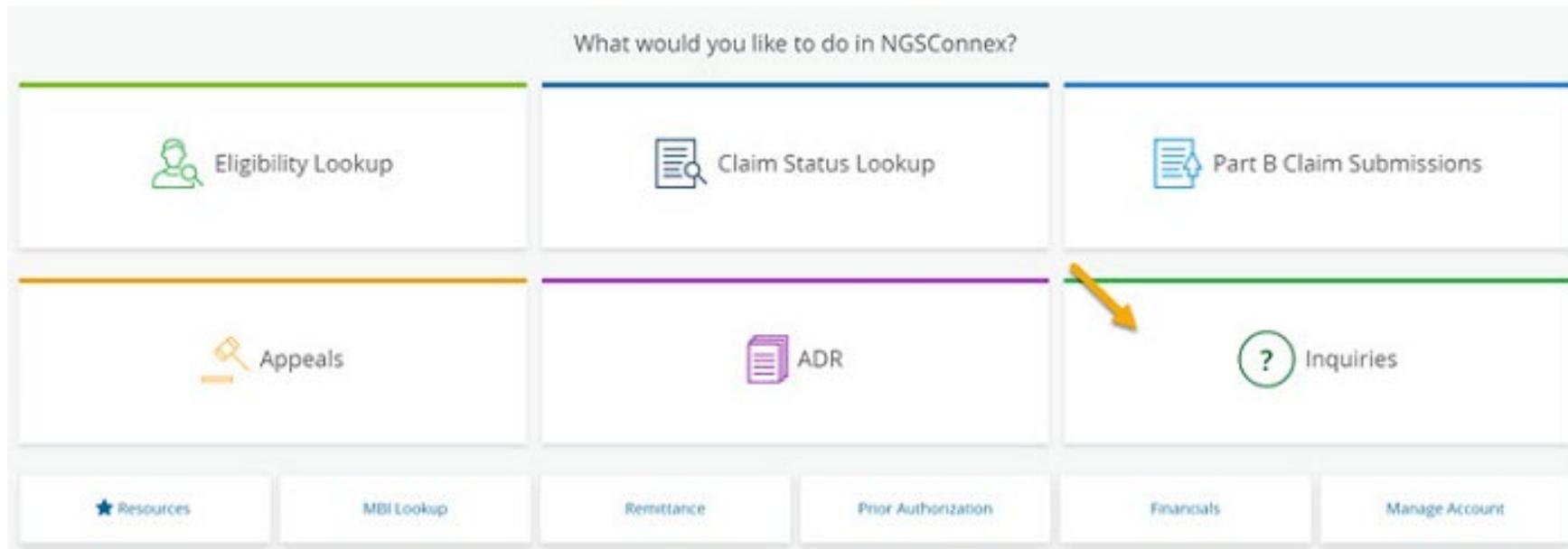
Filename	File Size	Submitted On	Submitted By
Testing Attachment 3.docx	123 KB	07/12/2022 1:48:16 PM ET	NGS Representative
ElectInquiry_Form.pdf	2 KB	07/12/2022 1:14:24 PM ET	

 Drop a file here or browse to upload 

Maximum file size: 25 MB

# A&R Inquiries

# NGSConnex Home Page – Inquiries



# Type of Inquiry

## Type of Inquiry?

Choose either 'General Inquiries' or 'A&R Inquiries'

General Inquiries

A&R Inquiries



# A&R Inquiries – Filters

**Filters:**

Read	Electronic Inquiry ID	PTAN	Cost Report FYE	Type of Data	Status
--Select--	Electronic Inquiry ID	PTAN	mm/dd/yyyy	--Select--	
Date Created From	Date Created To	No Reply	MASS Dist\ Batch Inquiry	Batch Inquiry ID	
mm/dd/yyyy	mm/dd/yyyy	--Select--	--Select--	Batch Inquiry ID	

[Search](#)  
[Reset Search](#)

[View Inquiry](#)

	Date Created	Read	Electronic Inquiry ID	PTAN (Optional)	Cost Report FYE (Optional)	Type of Data	Status	Last Activity
<input checked="" type="checkbox"/>								
<input type="checkbox"/>								

1 to 2 of 2 items

# Submit Inquiry Response

**Inquiry Details**

[Back](#) [Submit Inquiry Response](#) [Printable View](#)

Electronic Inquiry ID	Status	Owned By
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date Created	Type of Data	Response Due Date
<input type="text"/>	<input type="text"/>	<input type="text"/>
No Reply	Jurisdiction	Cost Report FYE (Optional)
<input type="checkbox"/>	<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>
MASS Distribution	Subject	PTAN (Optional)
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>
Description of Inquiry		
<input type="text"/>		



# Response Description

The screenshot shows a multi-step form interface. At the top, a horizontal progress bar consists of three numbered circles: 1, 2, and 3. Below these circles are the labels 'Response Description', 'Attachments', and 'Send Response' respectively. The first circle (1) is highlighted in blue, indicating the current step. Below the progress bar is a large white rectangular area with a light gray border. Inside this area, the text 'Response Description' is centered at the top. Below it is a text input field containing the text 'This is a test response.'. A large yellow arrow points from the top-left corner of the form area towards the text input field. At the bottom right of the form area, there is a dark blue button with the text 'Next'. A yellow arrow points from the left side of the 'Next' button towards the right.

# A&R Inquiries – Attachments

The screenshot shows a three-step process: 1. Response Description, 2. Attachments, and 3. Send Response. The current step is 'Attachments', which is highlighted with a blue circle and a blue line. Below the step indicator is a large white box with the title 'Attachments'. Inside this box is a file upload area with a blue cloud icon and the text 'Drop a file here or browse to upload'. A yellow arrow points to this text. Below the upload area, there is a note: 'Maximum file size: 100 MB' and 'NOTE: If your attachment is greater than 100 MB, please zip the attachment using the native windows process. Do not use SecureZIP. See the Connex User Guide for more information on this process.' At the bottom of the form, there are two buttons: 'Back' and 'Next'. A yellow arrow points to the 'Next' button.

1 Response Description 2 Attachments 3 Send Response

### Attachments

Drop a file here or [browse to upload](#)

Maximum file size: 100 MB  
NOTE: If your attachment is greater than 100 MB, please zip the attachment using the native windows process. Do not use SecureZIP. See the Connex User Guide for more information on this process.

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

# Inquiry Submission

1 — 2 — 3

Response Description Attachments Send Response

**Ready To Submit Inquiry Response?**

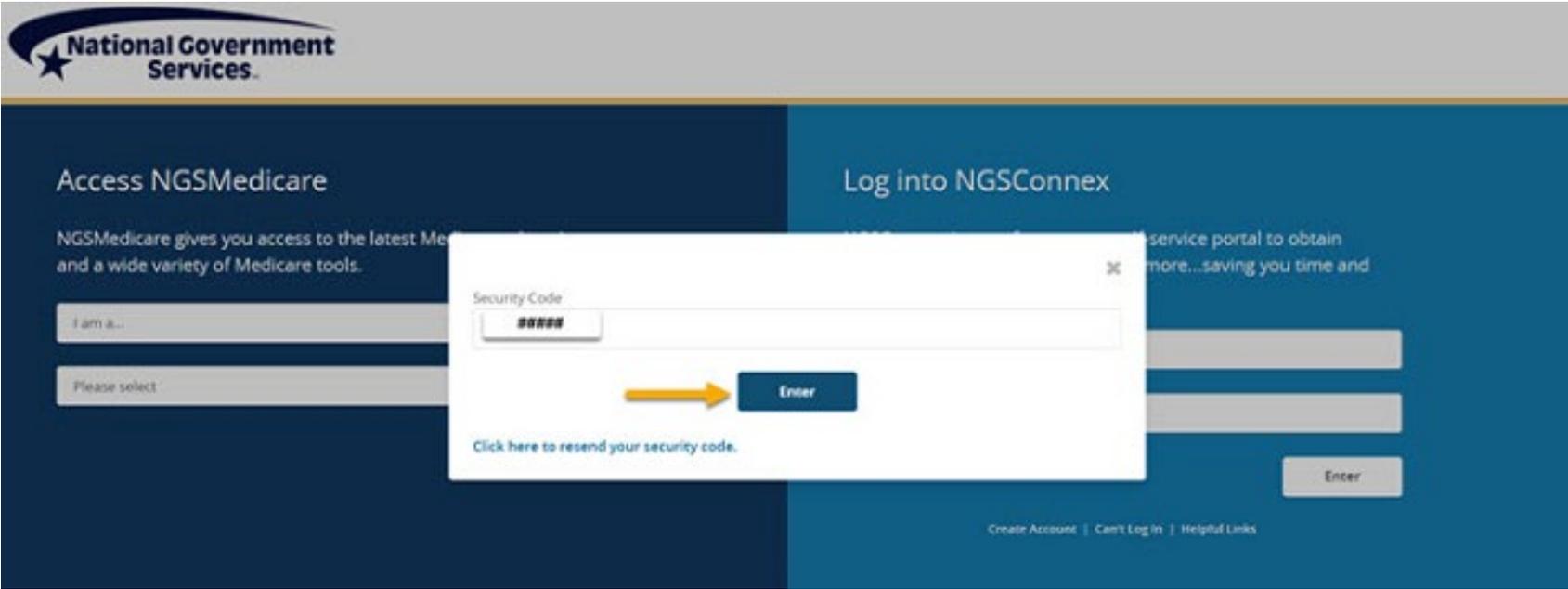
Have you verified supporting documentation is attached and you are ready to submit?

Back Save Submit

# Account Suspension

The screenshot shows the National Government Services website. At the top left is the logo with a star and the text "National Government Services". The page is split into two main sections: "Access NGSMedicare" on the left and "Log into NGSConnex" on the right. A white modal dialog box is centered over the page, containing the following text: "The account in question is currently suspended. You can reactivate your account by requesting a security code." Below this, it asks to "Please select the delivery method for your security code:" and provides two radio button options: "Email: CHA\*\*\*\*\*@WELLPOINT.COM" and "Mobile: \*\*\*\*\*098". A yellow arrow points to a "Send Security Code" button. At the bottom of the modal, there are links for "Create Account", "Can't Log In", and "Helpful Links".

# Account Suspension



# Resources

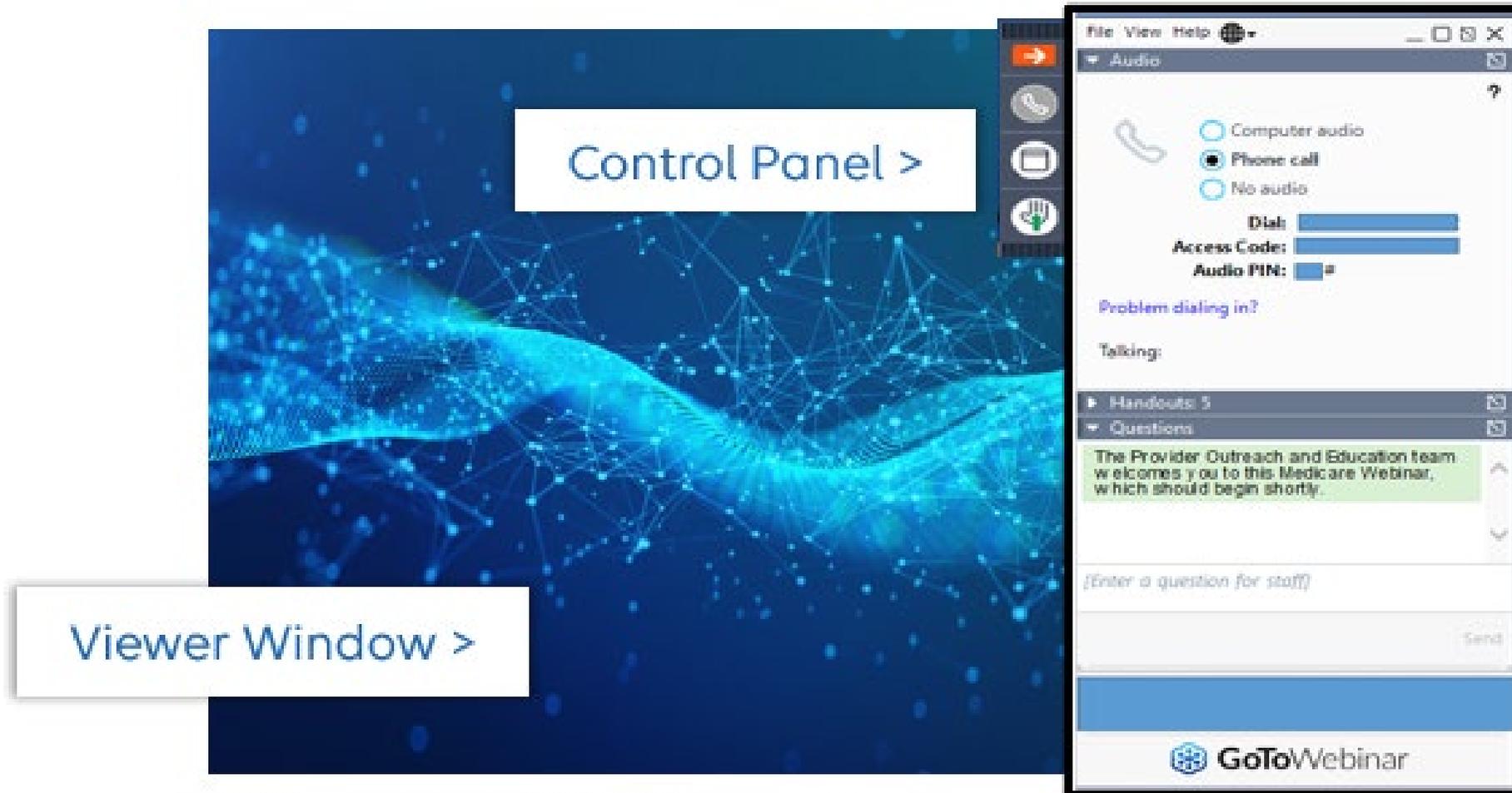
# Resources

- [NGSConnex User Guide](#)
- [NGSMedicare – Claims and Appeals](#)

# Questions?

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

# GoToWebinar Attendee View



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Self-paced online learning

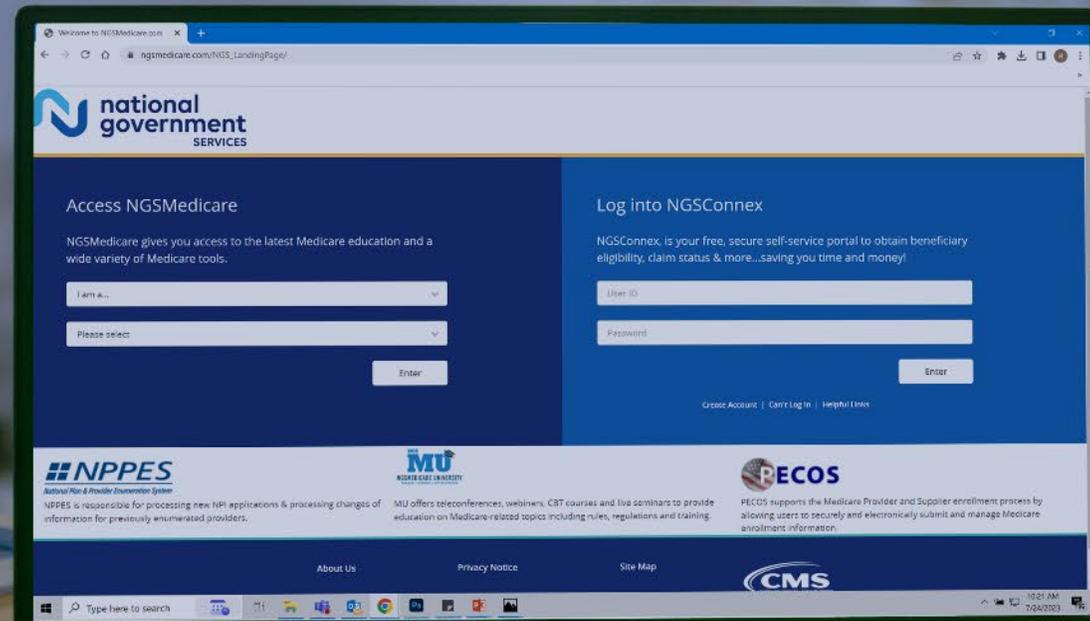
medicare **mobile**

Text NEWS to 37702; Text GAMES to 37702



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Web portal for claim information



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