

NGSConnex-Account Management

5/22/2025

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

After this session, attendees will have a better understanding of account management within NGSConnex. We will review how to resolve login issues and account suspensions. We will also review Local Security Officer responsibilities, editing the user profile, updating access in NGSConnex, and adding additional provider accounts to profile.

Today's Presenters

Kathy Mersch

Provider Outreach and Education
Consultant



Michael Dorris

Provider Outreach and Education
Consultant





Agenda

[Login Issues](#)

[Account Suspensions](#)

[Local Security Officer Responsibilities](#)

[Edit User Profile](#)

[Update Access](#)

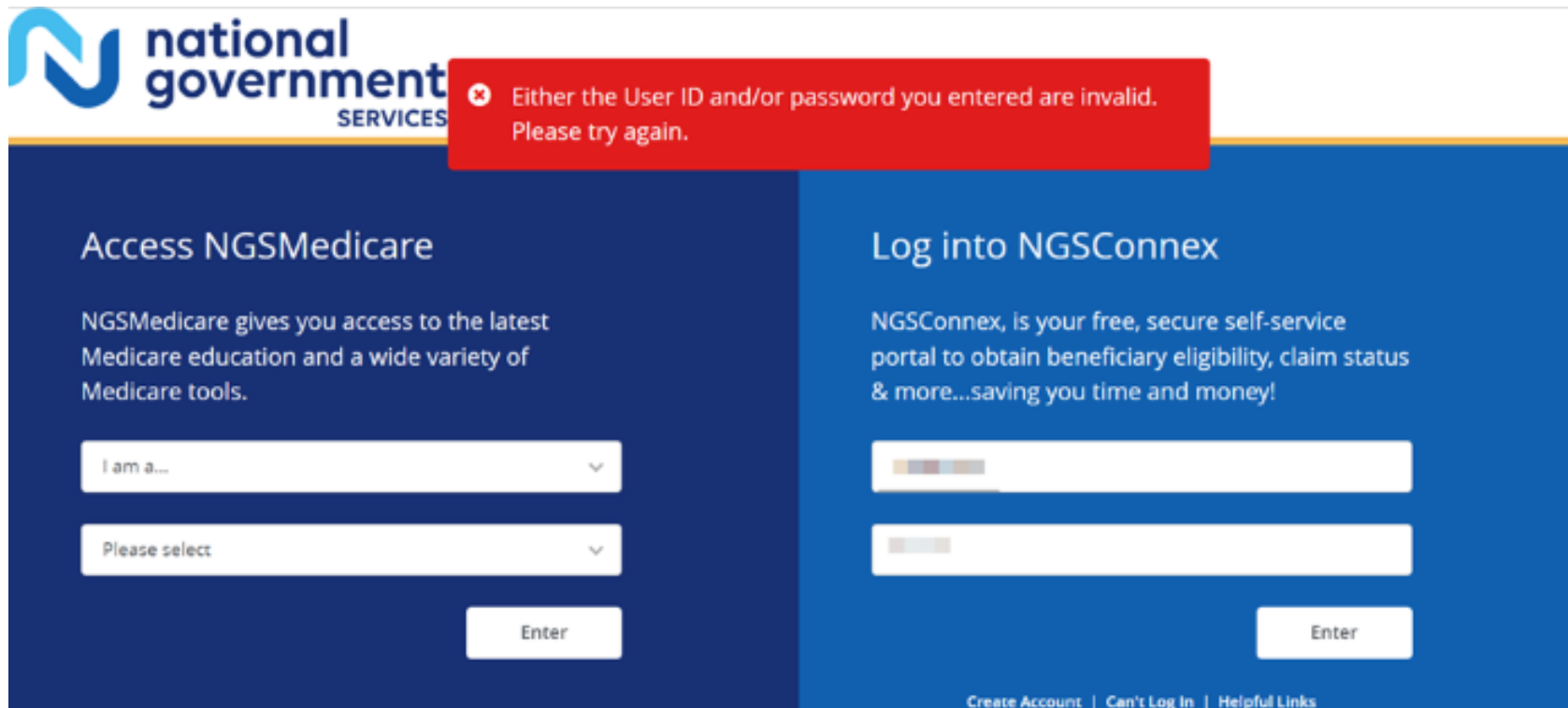
[Add Additional Provider Accounts](#)

[Resources](#)

[Questions](#)

Login Issues

Change/Forgot My Password



The screenshot displays the National Government Services login interface. At the top left is the logo with the text "national government SERVICES". A red error banner at the top center reads: "✖ Either the User ID and/or password you entered are invalid. Please try again." Below the banner are two main login sections. The left section, "Access NGSMedicare", describes the service and includes a dropdown menu labeled "I am a..." and another labeled "Please select", both with downward arrows, and an "Enter" button. The right section, "Log into NGSConnex", describes the portal and includes two input fields with placeholder icons and an "Enter" button. At the bottom right of the right section are links for "Create Account", "Can't Log In", and "Helpful Links".

national government SERVICES

✖ Either the User ID and/or password you entered are invalid.
Please try again.

Access NGSMedicare

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

I am a... ▼

Please select ▼

Enter

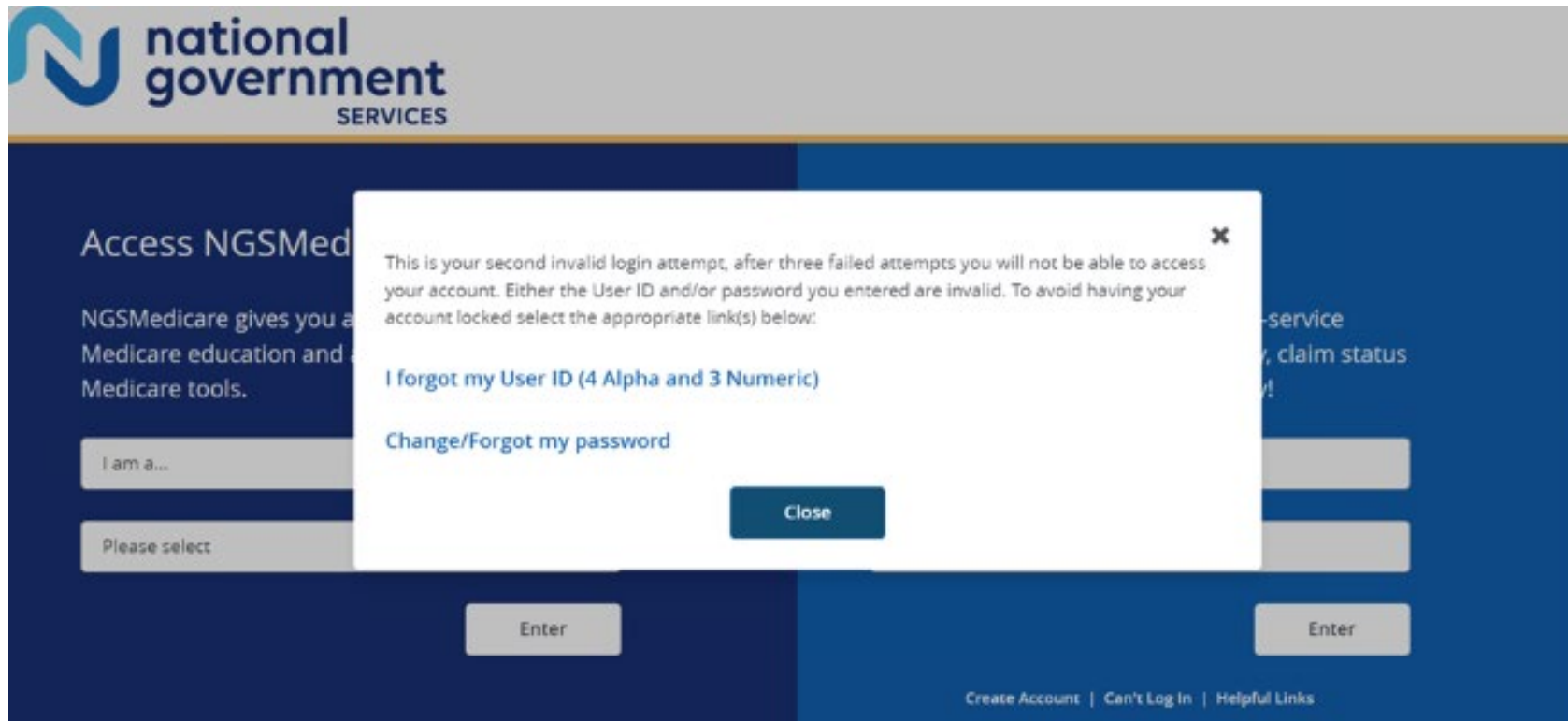
Log into NGSConnex

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

Enter

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

Error Message




Can't Log In Link

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



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

Change/Forgot My Password Link

I forgot my User ID (4 Alpha and 3 Numeric)

Change/Forgot my password



Login Help Needed

Close

User ID

Enter the User ID associated with your NGSConnex account.

User ID

Get User Info

Challenge Question

What city were you born in?



Validate Answer

Change Password

New Password



Confirm Password



Save Changes


Forgot My User ID

Log into NGSConnex

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

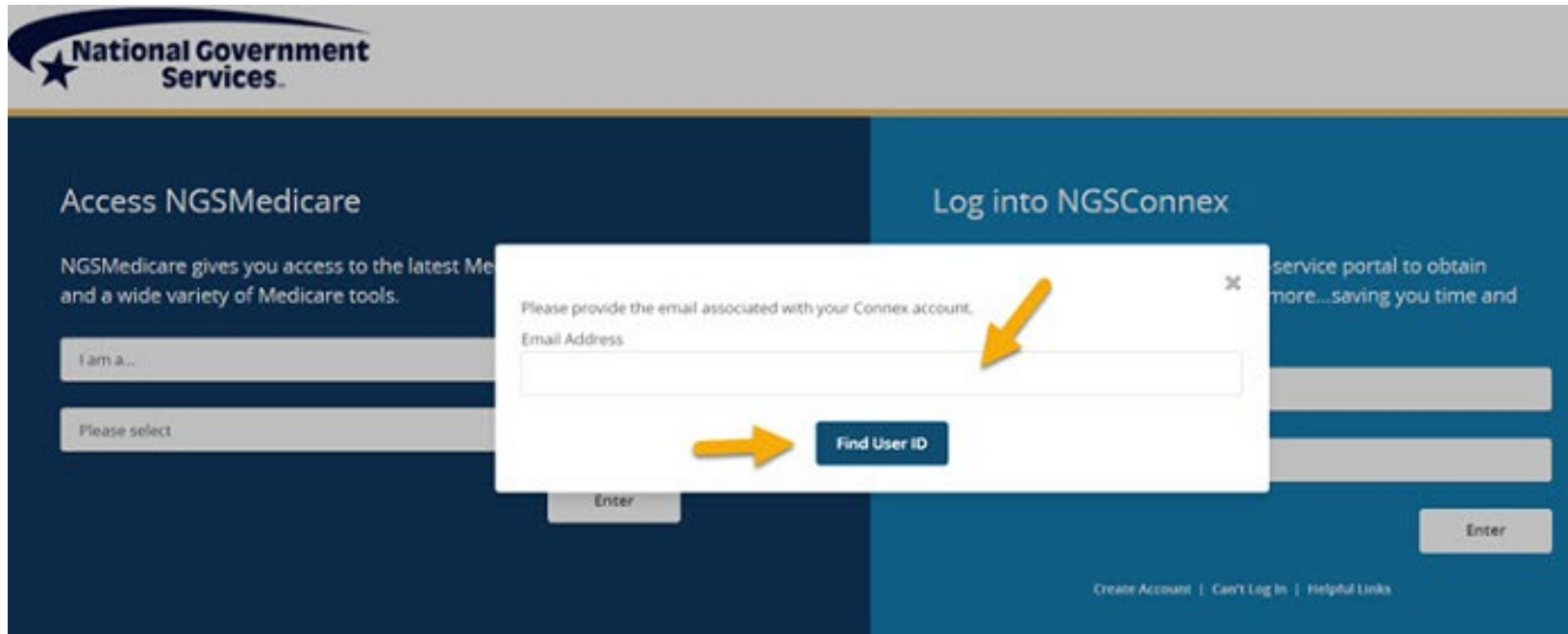
User ID

Password

 Enter

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

Find User ID



National Government Services

Access NGS Medicare

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

I am a...

Please select

Enter

Log into NGSConex

Please provide the email associated with your Connex account.

Email Address

Find User ID

Enter

Create Account | Can't Log In | Helpful Links

Account Suspensions

Send Security Code

The screenshot shows the National Government Services login interface. On the left, the 'Access NGS Medicare' section includes a description and input fields for 'I am a...' and 'Please select'. On the right, the 'Log into NGSConnex' section has a text input field and an 'Enter' button. A central modal window is displayed with the following content:

National Government Services

Access NGS Medicare

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

I am a...


Please select

Log into NGSConnex

The account in question is currently suspended. You can reactivate your account by requesting a security code or you can contact your LSO.

Please select the delivery method for your security code:

- ☐ Email: CHA*****@WELLPOINT.COM
- ☐ Mobile: *****098

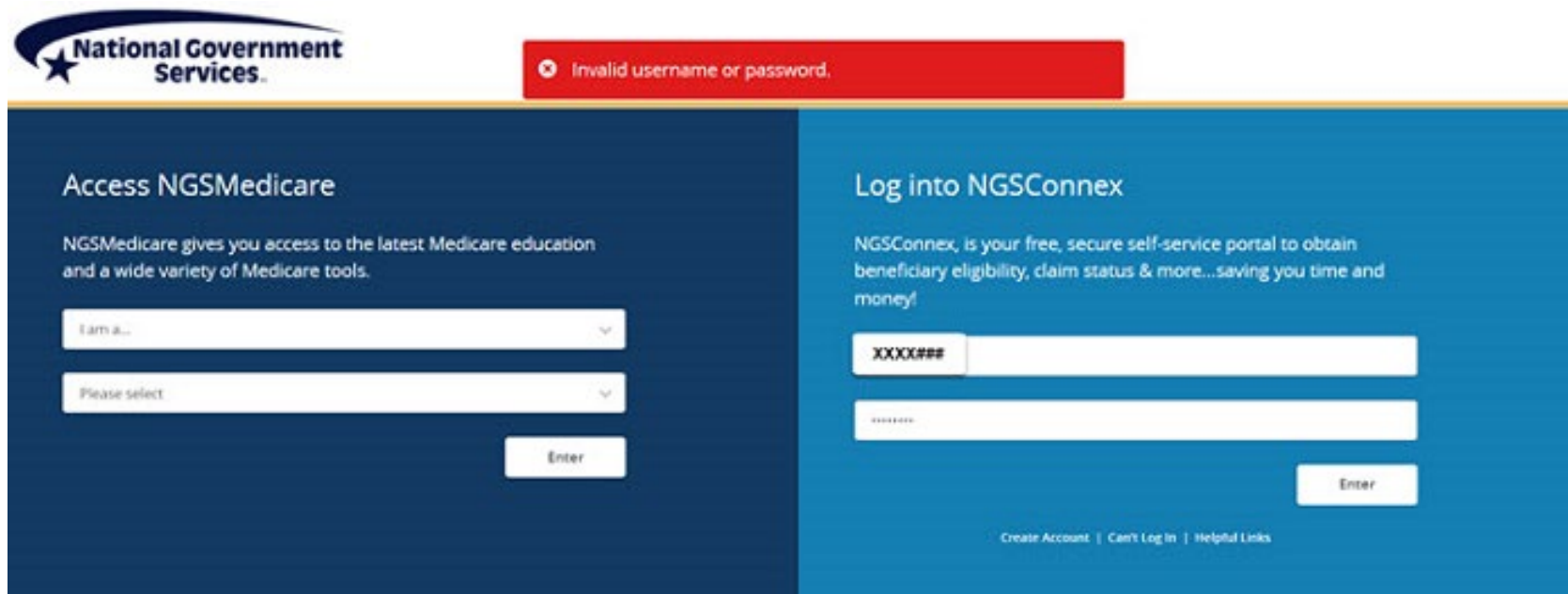
 **Send Security Code**

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

Security Code Field

The screenshot displays the National Government Services login interface. On the left, the 'Access NGS Medicare' section includes a description and two input fields: 'I am a...' and 'Please select...'. On the right, the 'Log into NGSConnex' section features a description and an 'Enter' button. A modal window is centered over the page, titled 'Security Code', with a text input field containing five asterisks. An orange arrow points from the input field to the 'Enter' button. Below the input field, there is a link that says 'Click here to resend your security code.' The National Government Services logo is in the top left corner of the page.

Invalid Login Attempts



National Government Services

Invalid username or password.

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

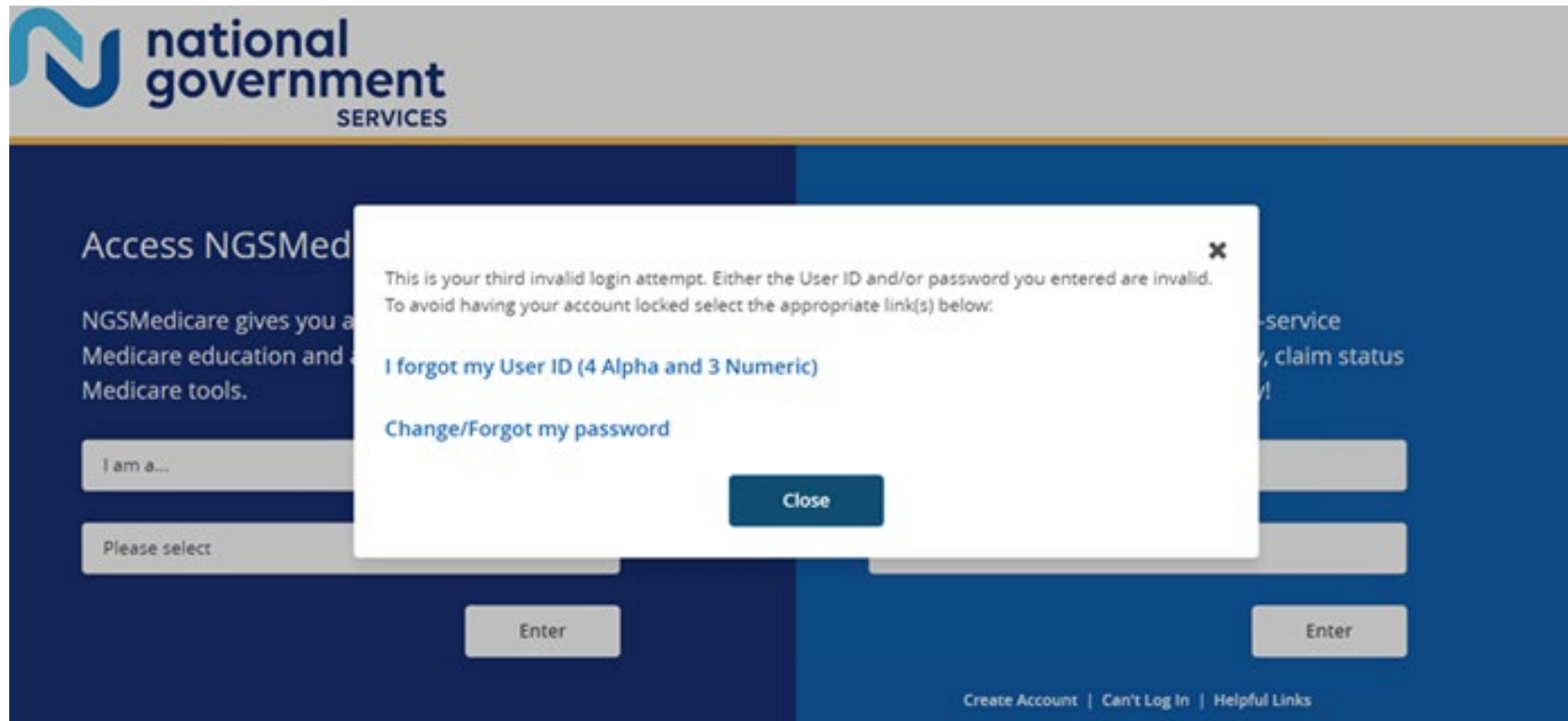
NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

XXXX##

Enter

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

Error Message (4)

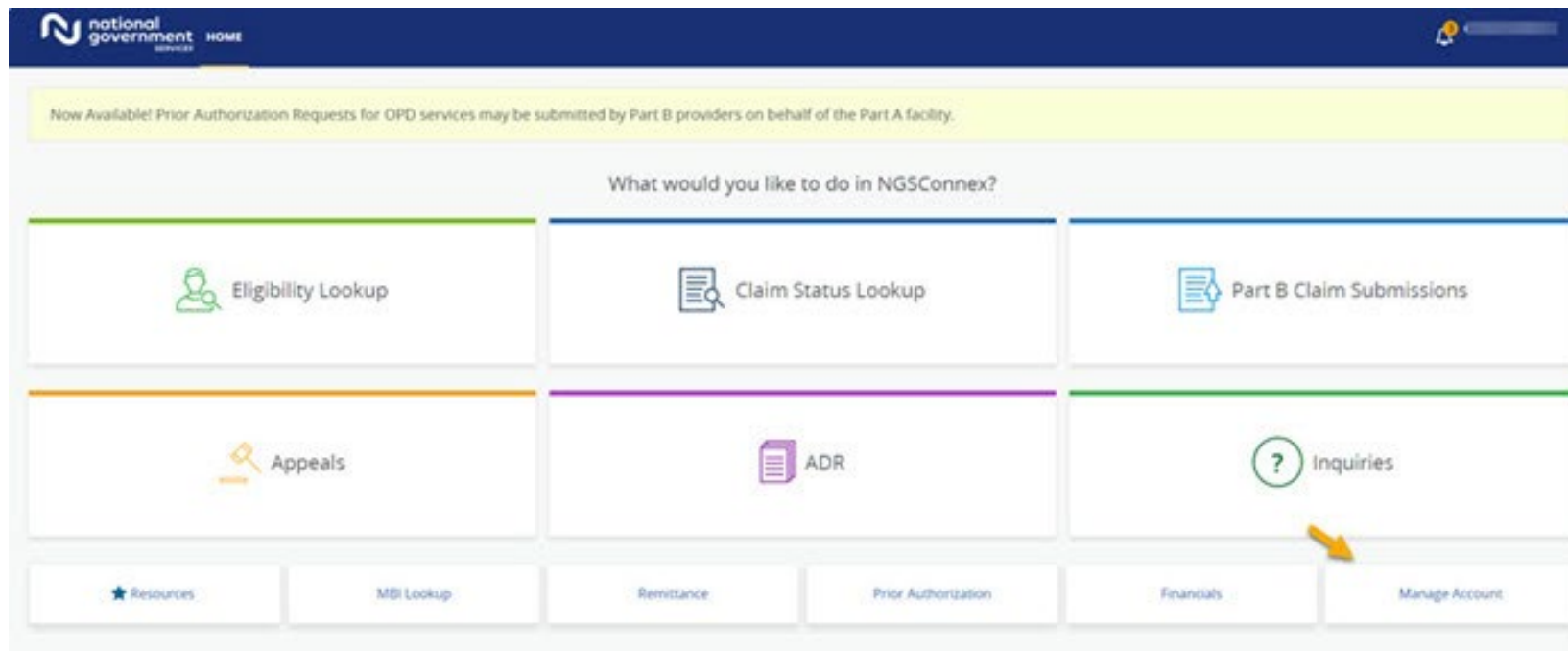


Local Security Officer Responsibilities

Polling Question

Do you know who your local security officer (LSO) is for NGSConnex? Yes or No?

Manage Account



User Profile

System Access

Search Access

	Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input type="checkbox"/>	Declined								08/23/2021 08:07:57 PM	12/16/2024 06:55:14 PM
<input type="checkbox"/>	Approved								12/18/2024 12:37:20 PM	12/18/2024 12:37:20 PM
<input type="checkbox"/>	Approved								12/16/2024 03:08:24 PM	12/16/2024 03:08:24 PM
<input type="checkbox"/>	Approved								12/09/2024 02:31:07 PM	12/09/2024 02:31:07 PM
<input type="checkbox"/>	Approved								12/06/2024 12:43:36 PM	12/06/2024 12:43:36 PM

1 to 5 of 186 items

Provider Profile ☐

Claims ☐

Eligibility Lookup ☐

Financials ☐

LSO / User Management ☐

User Management Comments

My LSO

^ My LSO

[Reset Search](#)

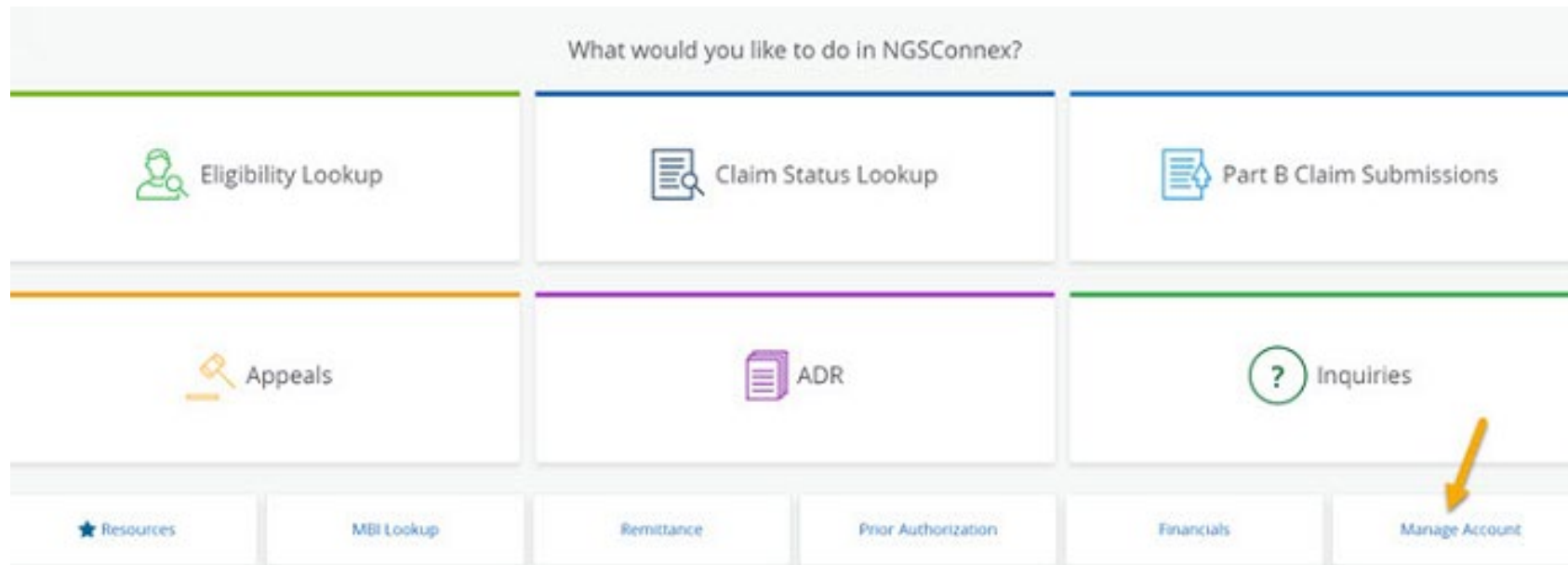
User ID	First Name	Last Name	Work Phone #	Email

1 to 2 of 2 items

LSO Responsibilities

- User Access
 - Approve
 - Decline
 - Modify
 - Remove access
 - Leave organization
 - No longer need to know applicable information
- Recertify user accounts yearly
- Ensure users have minimum necessary access

Manage Account ⁽²⁾



User Management

The screenshot displays the 'User Management' section of a web application. At the top, a breadcrumb trail shows 'Home > User Management'. Below this, a blue header bar contains the text 'USER MANAGEMENT' and a link for 'ADDITIONAL HELP'. A navigation bar below the header has two tabs: 'User Profile' and 'User Management', with the latter being the active tab. Under the 'User Management' tab, there is a section titled 'System Access' with a search bar and a 'Search' button. Below the search bar is a table with the following columns: Status, User ID, User First Name, User Last Name, NPI, PTAN, TIN, LOB, Approved By, Provider Name, and Physical City. The table contains five rows of data, all with a status of 'Approved'. Two yellow arrows are present: one pointing to the 'USER MANAGEMENT' header and another pointing to the first row of the table.

Status	User ID	User First Name	User Last Name	NPI	PTAN	TIN	LOB	Approved By	Provider Name	Physical City
Approved										
Approved										
Approved										
Approved										
Approved										

System Access

^ System Access

Reset Search

	Status ▾	NPI ▾	PTAN ▾	TIN ▾	Approved By ▾	Provider Name ▾	Physical City ▾	Physical State ▾	Created Dt ▾	Last Updated Dt ▾
<input type="checkbox"/>	Approved					ERDFENTERT				
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									

Edit Access

The screenshot displays the 'Edit Access' interface. At the top, there is a table with a header row and one data row. The header row has a checkbox labeled 'Approved' and several other columns. The data row has a checked checkbox labeled 'Approved' and other columns. Below the table, there is a pagination bar showing '1 to 5 of 2612 items' and a set of buttons: '< 1 2 3 4 ... 523 >'. Below the pagination bar, there are three buttons: 'Edit Access', 'Decline', and 'Cancel'. Below these buttons, there are three sections of checkboxes: 'Provider Profile' (checked), 'Claims' (checked), 'Eligibility Lookup' (checked), 'Financials' (checked), 'LSO / User Management' (unchecked), and 'User Management Comments' (text area).

<input type="checkbox"/> Approved										
<input checked="" type="checkbox"/> Approved										

1 to 5 of 2612 items

Provider Profile ☒

Claims ☒

Eligibility Lookup ☒

Financials ☒

LSO / User Management ☐

User Management Comments

Recertify Users Access

By clicking the statement below then clicking the **'I Agree'** button, I attest that:

I have received training on my role, CONNEX Local Security Officer and on the **Connex Rules of Behavior (ROB)** and understand and agree to comply with the requirements for my LSO activities and the provisions of the ROB. I understand that violations of the ROB may result in my CONNEX access being terminated.

- I acknowledge that I have received training on the **Connex Rules of Behavior (ROB)**. I understand and agree to comply with the ROB provisions.
- I acknowledge that I am a Connex user and certify that I need access.

Pressing the **'I Agree'** button indicates that you have read and understand the above statements.

☐ I have read and understand the above statements.

☐ As an LSO, I monitor all Connex user accounts within my organization to ensure that each user has the appropriate access.

Recertify Users Access ⁽²⁾

- ✕ The LSO for the provider organization must recertify Connex access annually. The LSO can recertify access by logging into NGSConnex, selecting Manage Account and User Management.

Recertify Users Access ⁽³⁾

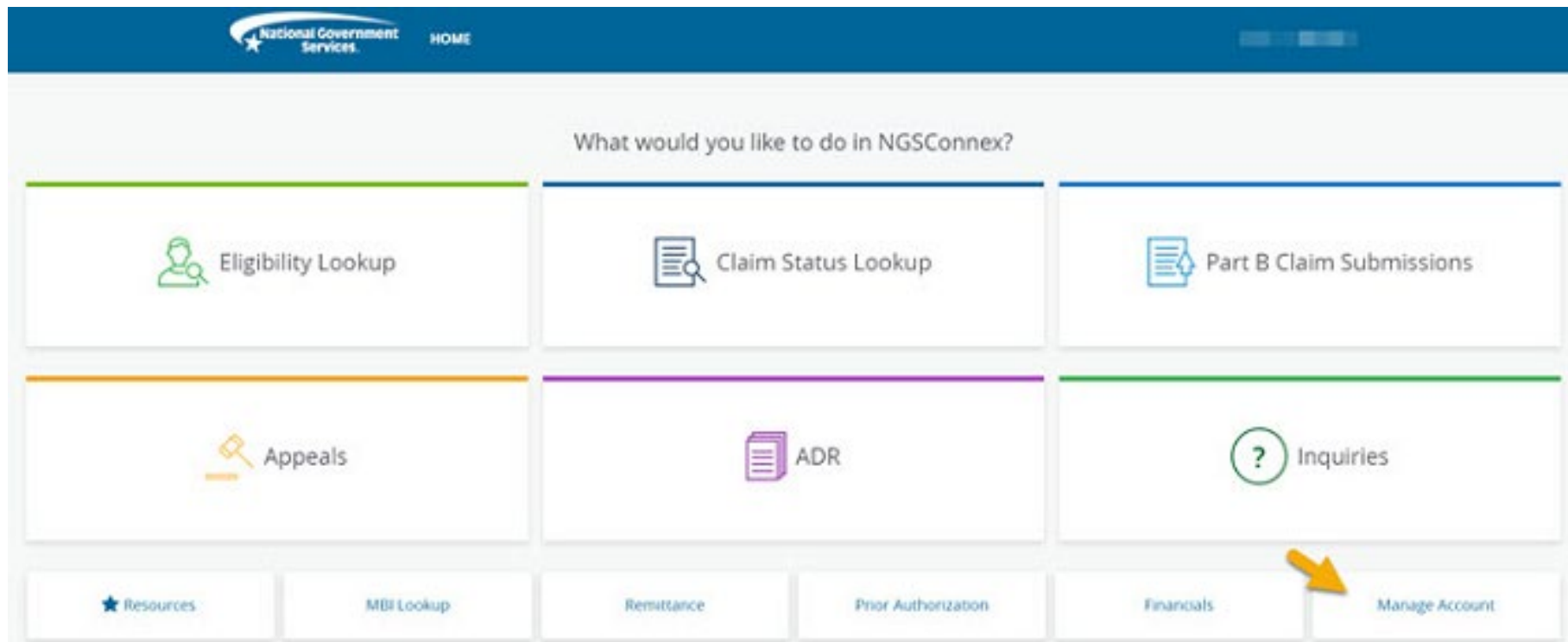
The screenshot displays the 'User Management' tab in a web application. At the top, there's a 'User Profile' dropdown menu. Below it, a yellow note states: 'Note: User is suspended due to 30 days or more of inactivity; user must go to the NGS Medicare user home page, select (Can't Log in) and then select (Change/Forget my password) to unsuspend their ID.' The main section is titled 'System Access' and contains a search bar, a 'Search' button, and a 'Recertify All Users Access' button, which is highlighted with an orange arrow. To the right of these buttons, it says 'Last User Recert Date: 12/16/2024 03:09 PM'. Below this is a table with columns: Status, User ID, User First Name, User Last Name, NPI, PTAN, TIN, LOB, Approved By, Provider Name, Physical City, Physical State, and Create. The first row is highlighted in yellow and shows a checked checkbox under 'Status' and the date '04/05 09:48'. The next two rows show unchecked checkboxes and dates '04/05 04:33' and '04/12 09:28'.

Status	User ID	User First Name	User Last Name	NPI	PTAN	TIN	LOB	Approved By	Provider Name	Physical City	Physical State	Create
<input checked="" type="checkbox"/> Approved												04/05 09:48
<input type="checkbox"/> Approved												04/05 04:33
<input type="checkbox"/> Approved												04/12 09:28

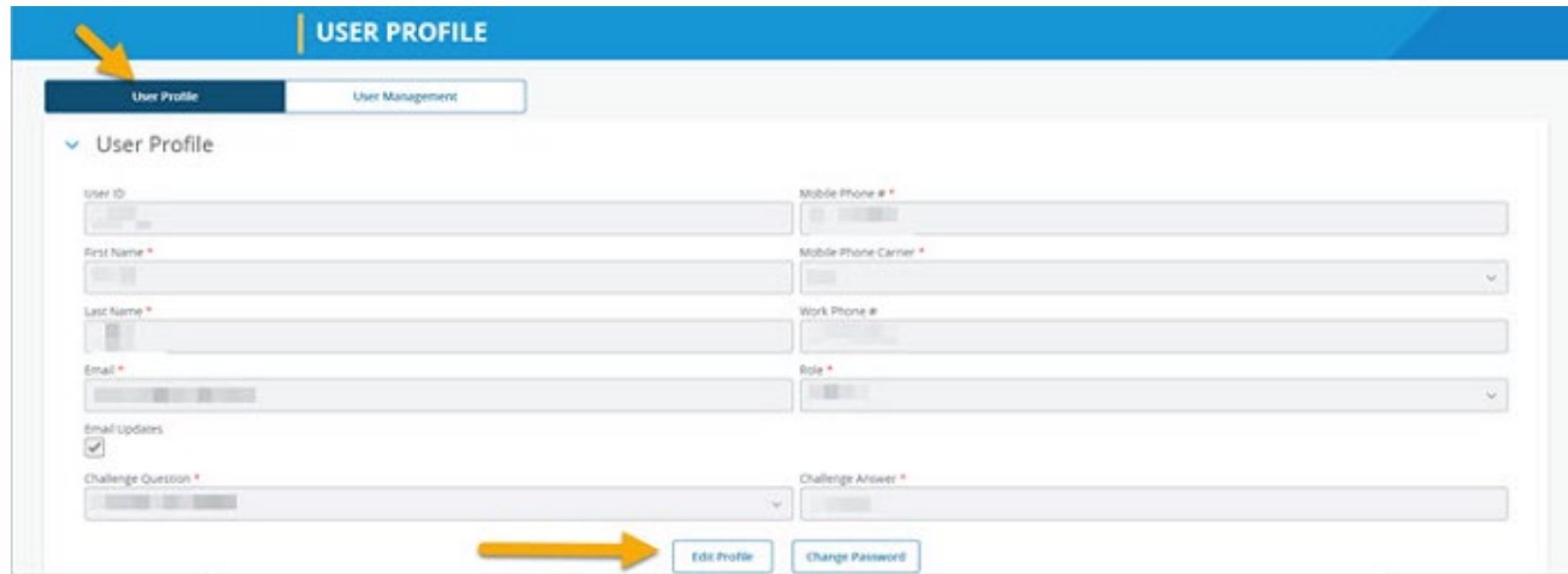


Edit User Profile

Manage Account ⁽²⁾



Edit Profile




The screenshot shows a web interface for editing a user profile. At the top, a blue header bar contains the text 'USER PROFILE'. Below this, a navigation bar has two tabs: 'User Profile' (which is selected and highlighted with a yellow arrow) and 'User Management'. The main content area is titled 'User Profile' with a dropdown arrow. It contains several input fields for user information: 'User ID', 'First Name', 'Last Name', 'Email', 'Mobile Phone #', 'Mobile Phone Carrier', 'Work Phone #', 'Role', 'Email Updates' (with a checked checkbox), 'Challenge Question', and 'Challenge Answer'. At the bottom right of the form, there are two buttons: 'Edit Profile' and 'Change Password'. A yellow arrow points to the 'Edit Profile' button.

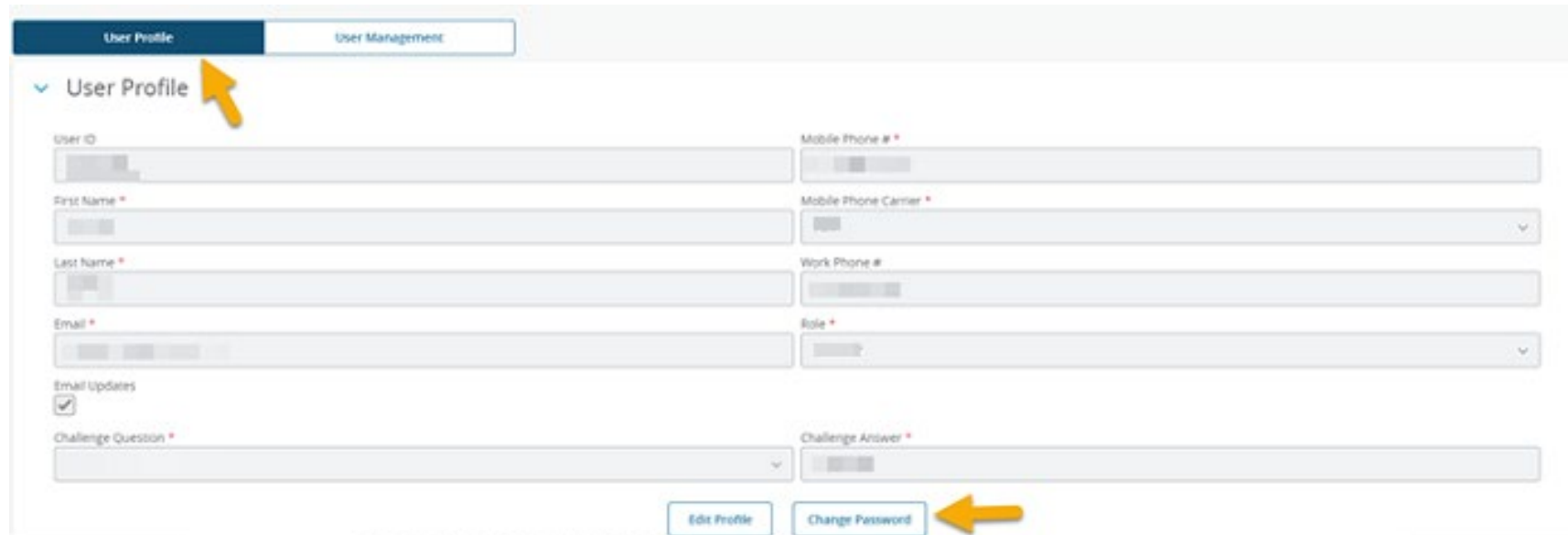
Save Changes

▼ User Profile

User ID *	Mobile Phone # *
<input type="text" value="XXXXXXXX"/>	<input type="text" value="(999) 999-9999"/>
First Name *	Mobile Phone Carrier *
<input type="text" value="XXXXXXXX"/>	<input type="text"/>
Last Name *	Work Phone #
<input type="text" value="XXXXXXXXXX"/>	<input type="text" value="(999) 999-9999"/>
Email *	Role *
<input type="text" value="xxxx.xxxx@gmail.com"/>	<input type="text"/>
Email Updates <input checked="" type="checkbox"/>	
Challenge Question *	Challenge Answer *
<input type="text"/>	<input type="text" value="XXXXXX"/>



User Profile – Change Password



The screenshot displays a web interface for managing user profiles. At the top, there are two tabs: "User Profile" and "User Management". The "User Profile" tab is active, and a yellow arrow points to its dropdown arrow. Below the tabs, the "User Profile" section contains several input fields for user information, including User ID, First Name, Last Name, Email, Mobile Phone #, Mobile Phone Carrier, Work Phone #, Role, Challenge Question, and Challenge Answer. The "Email Updates" checkbox is checked. At the bottom right, there are two buttons: "Edit Profile" and "Change Password". A yellow arrow points to the "Change Password" button.

User Profile

User Management

▼ User Profile

User ID

Mobile Phone # *

First Name *

Mobile Phone Carrier *

Last Name *

Work Phone #

Email *

Role *

Email Updates

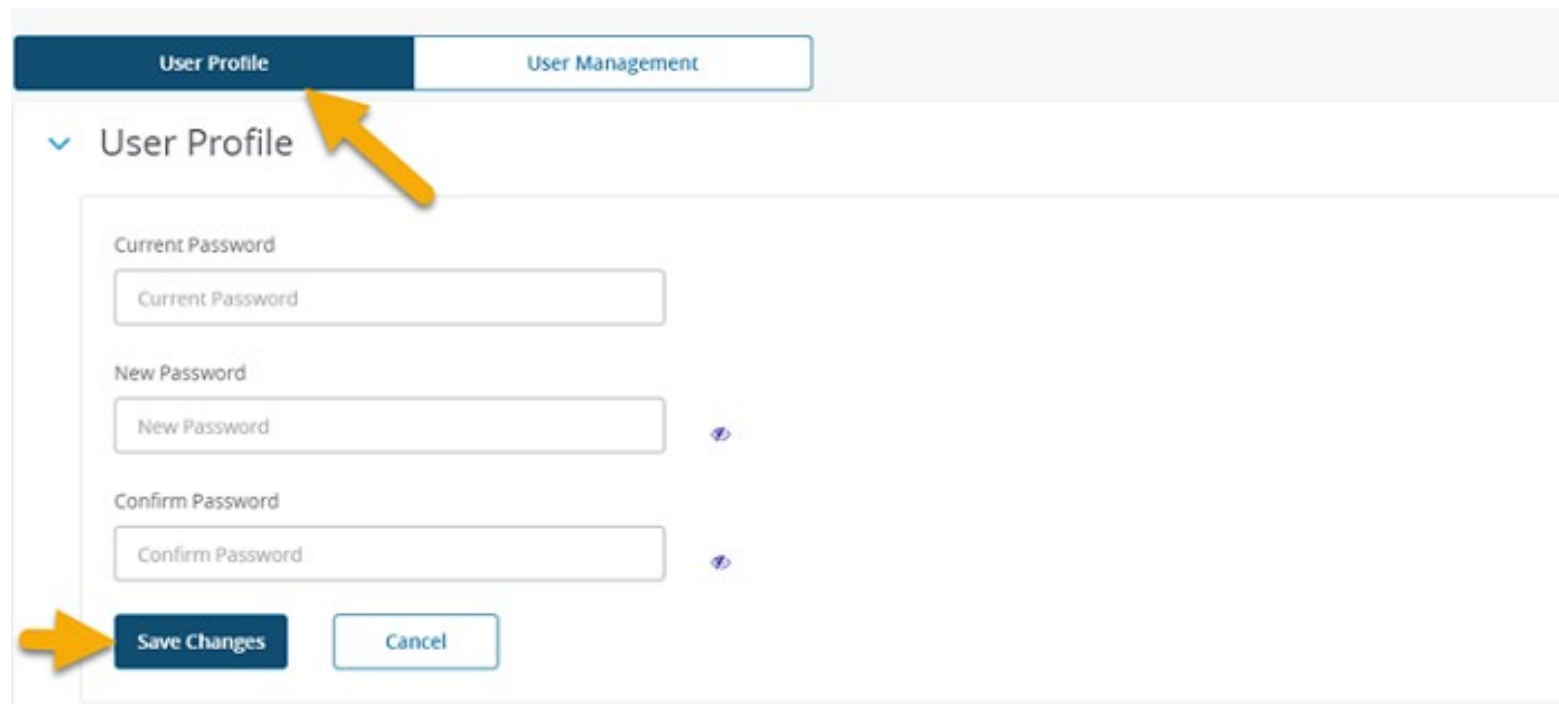
Challenge Question *

Challenge Answer *

Edit Profile

Change Password

User Profile – Change Password ⁽²⁾





The screenshot shows a web interface for changing a user's password. At the top, there are two tabs: "User Profile" (which is selected and highlighted in dark blue) and "User Management". Below the tabs, the "User Profile" section is expanded, indicated by a downward arrow. The form contains three password input fields: "Current Password", "New Password", and "Confirm Password". Each field has a placeholder text matching its label. To the right of the "New Password" and "Confirm Password" fields are small eye icons for toggling visibility. At the bottom of the form, there are two buttons: "Save Changes" (in dark blue) and "Cancel" (in light blue). Two yellow arrows are used as annotations: one points to the "User Profile" tab, and the other points to the "Save Changes" button.



User Profile User Management

▼ User Profile

Current Password

New Password
 

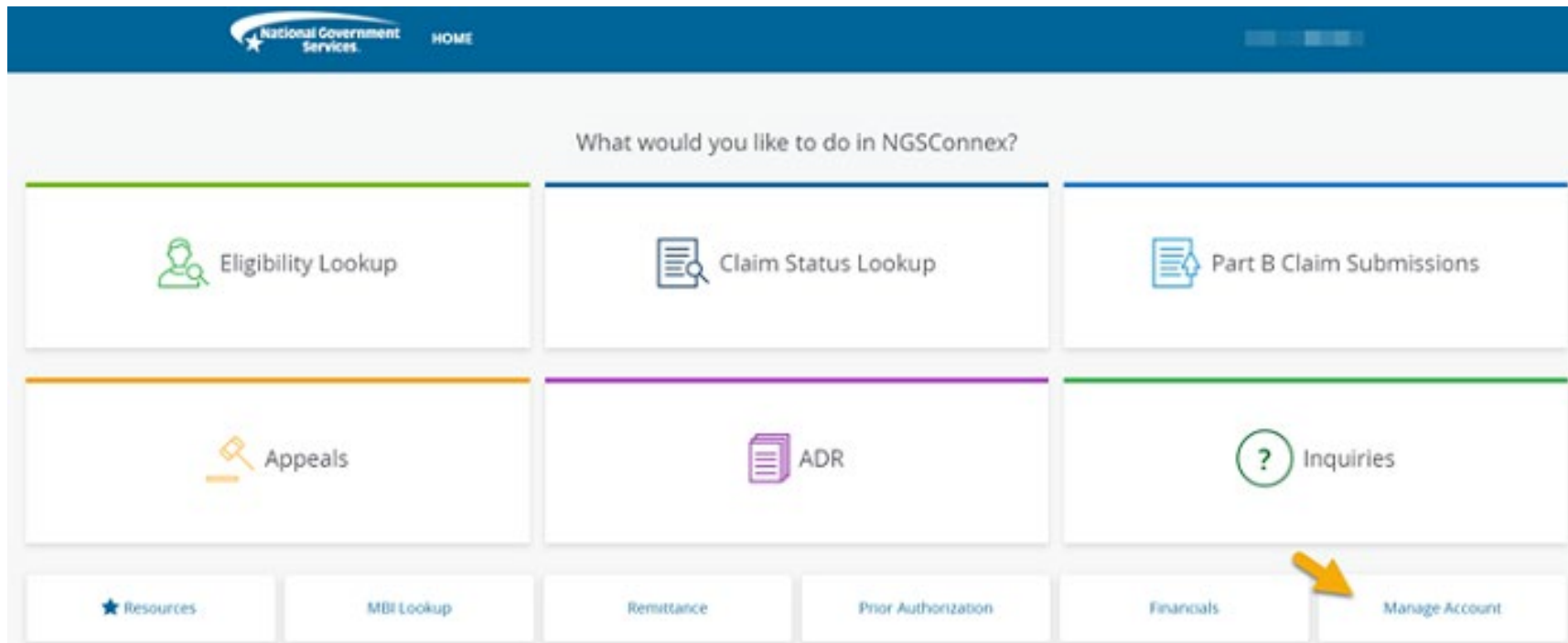
Confirm Password
 



Update Access

Manage Account ⁽³⁾



System Access (2)

System Access

Search Access Search New Edit Delete

Reset Search

	Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input checked="" type="checkbox"/>		1								
<input type="checkbox"/>		1								
<input type="checkbox"/>		1								
<input type="checkbox"/>		1								
<input type="checkbox"/>		1								

1 to 5 of 72 items

1 2 3 4 ... 15 >

Applicable Checkboxes

Provider Profile



Claims



Eligibility Lookup



Financials



Save Changes ⁽²⁾

Provider Profile



Claims



Eligibility Lookup



Financials



Save

Cancel

Update Account Type

System Access

Search Access Search New Edit Delete

	Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input checked="" type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										

1 to 5 of 72 items

1 2 3 4 ... 15

LSO/User Management Checkbox

---- Required fields for Local Security Officer (LSO) Access ----

LSO / User Management



User Management Comments

Check/EFT Number (Within the last 90 days)

Check/EFT Amount

I am a new provider and have not received a check from Medicare or I am an existing provider and have not received a check in the last 90 days.

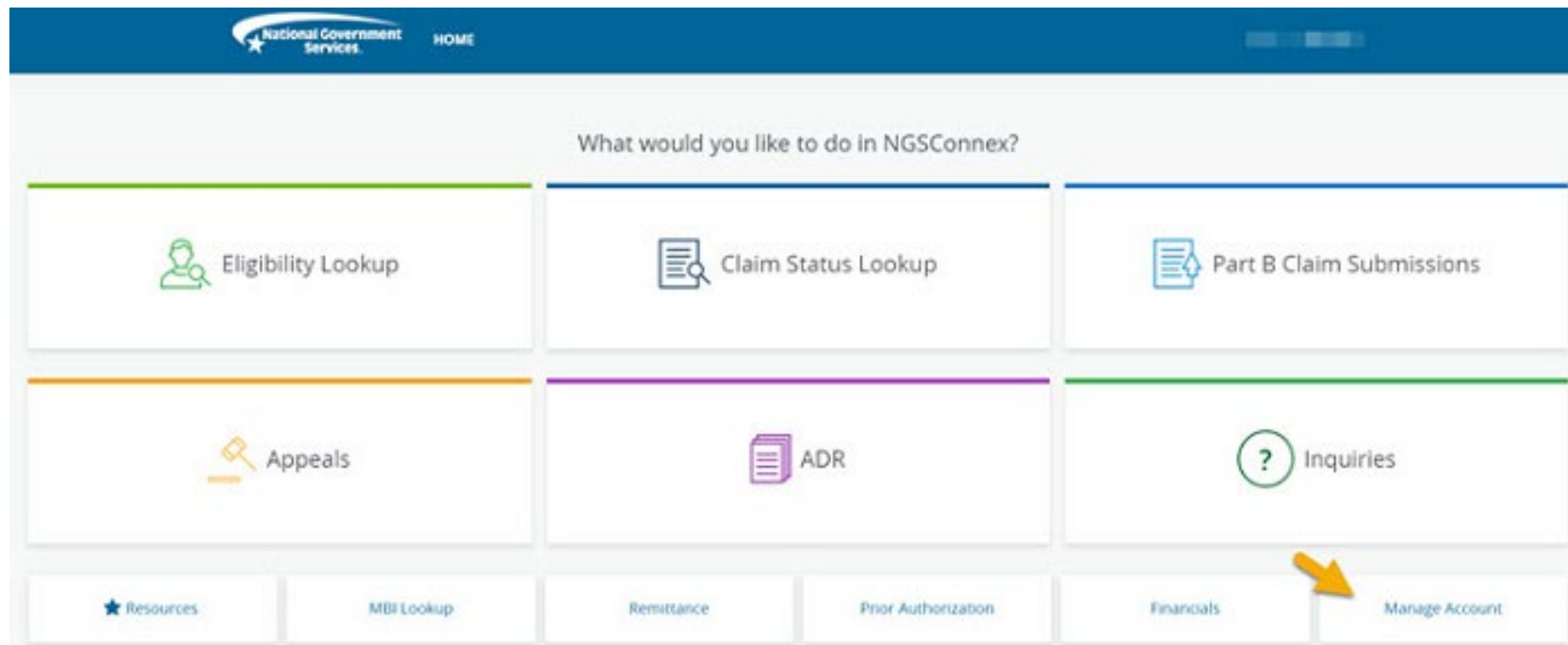
☐

Access Code

The background is a solid blue color with a complex, abstract pattern of overlapping geometric shapes. These shapes include various shades of blue, creating a sense of depth and movement. The pattern consists of sharp, angular forms and smooth, curved lines that interlock to form a dynamic, non-representational design.

Add Additional Provider Accounts

Manage Account ⁽⁴⁾



System Access ⁽³⁾

System Access

Search Access. Search New

Reset Search

	Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										
<input type="checkbox"/>										

1 to 5 of 72 items

1 2 3 4 15

Applicable Checkboxes ⁽²⁾

Provider Profile

☐

Claims

☐

Eligibility Lookup

☐

Financials

☐

System Access (4)


^ System Access

Reset Search

	Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input type="checkbox"/>	Approved					FRONTIER				
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									

LSO/User Management Checkbox (2)


----- Required fields for Local Security Officer (LSO) Access -----

LSO / User Management
☐ 

User Management Comments

Check/EFT Number (Within the last 90 days)

Check/EFT Amount

I am a new provider and have not received a check from Medicare or I am an existing provider and have not received a check in the last 90 days.
☐ 

Access Code

If check information is entered an Access Code will auto-populate when access is approved.

If check information is not entered, an Access Code will be mailed to the provider payee address on file.

Save Changes ⁽³⁾

Provider Profile



Claims



Eligibility Lookup



Financials




Save

Cancel

Resources

Resources – NGSConnex Login Page



Access NGSMedicare


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

Enter


Log into NGSConnex

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

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.



NGSMU
NGSMEDICARE UNIVERSITY
EDUCATION • INFORMATION • SUPPORT • TRAINING

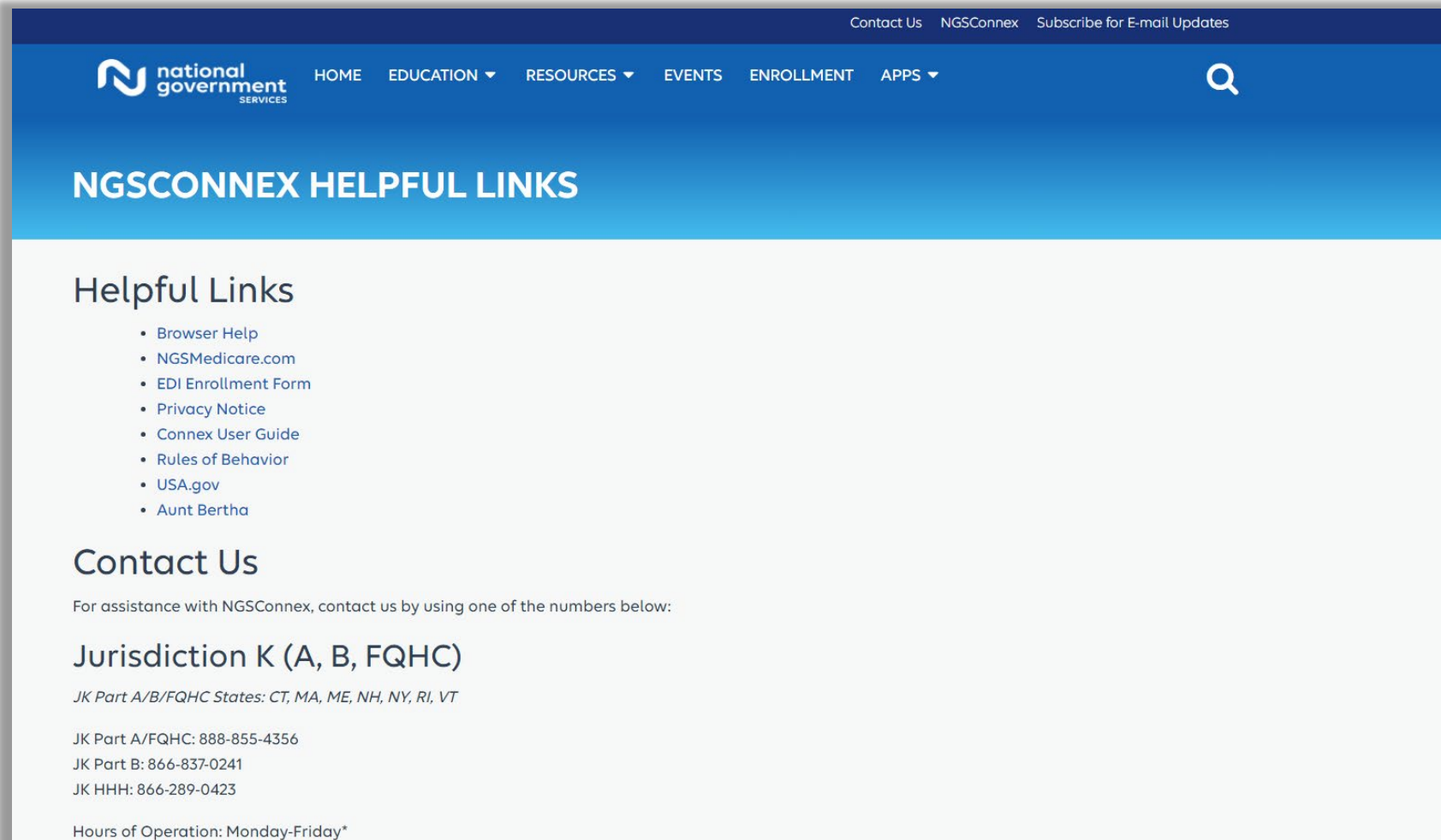
MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.



PECOS

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

Resources – NGSConnex Login Page ⁽²⁾



The screenshot shows the NGSConnex Login Page. At the top, there is a dark blue header with the 'national government SERVICES' logo on the left and navigation links for 'Contact Us', 'NGSConnex', and 'Subscribe for E-mail Updates' on the right. Below this is a blue navigation bar with links for 'HOME', 'EDUCATION', 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS', along with a search icon. The main content area has a light blue background with the heading 'NGSCONNEX HELPFUL LINKS'. Under this heading, there is a section titled 'Helpful Links' with a bulleted list of links: 'Browser Help', 'NGSMedicare.com', 'EDI Enrollment Form', 'Privacy Notice', 'Connex User Guide', 'Rules of Behavior', 'USA.gov', and 'Aunt Bertha'. Below the links is a section titled 'Contact Us' with the text 'For assistance with NGSConnex, contact us by using one of the numbers below:'. This is followed by a section titled 'Jurisdiction K (A, B, FQHC)' with the text 'JK Part A/B/FQHC States: CT, MA, ME, NH, NY, RI, VT'. Below this, there are three lines of contact information: 'JK Part A/FQHC: 888-855-4356', 'JK Part B: 866-837-0241', and 'JK HHH: 866-289-0423'. At the bottom, it says 'Hours of Operation: Monday-Friday*'. The entire page is framed by a dark blue border.

Contact Us NGSConnex Subscribe for E-mail Updates

national government SERVICES HOME EDUCATION RESOURCES EVENTS ENROLLMENT APPS

NGSCONNEX HELPFUL LINKS

Helpful Links

- [Browser Help](#)
- [NGSMedicare.com](#)
- [EDI Enrollment Form](#)
- [Privacy Notice](#)
- [Connex User Guide](#)
- [Rules of Behavior](#)
- [USA.gov](#)
- [Aunt Bertha](#)

Contact Us

For assistance with NGSConnex, contact us by using one of the numbers below:

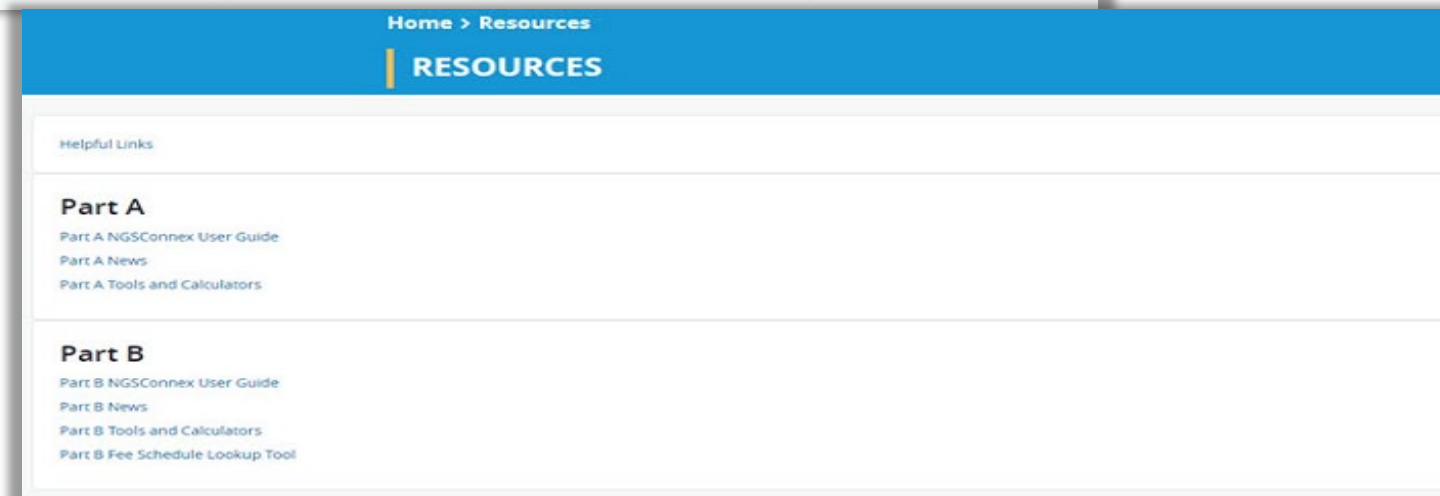
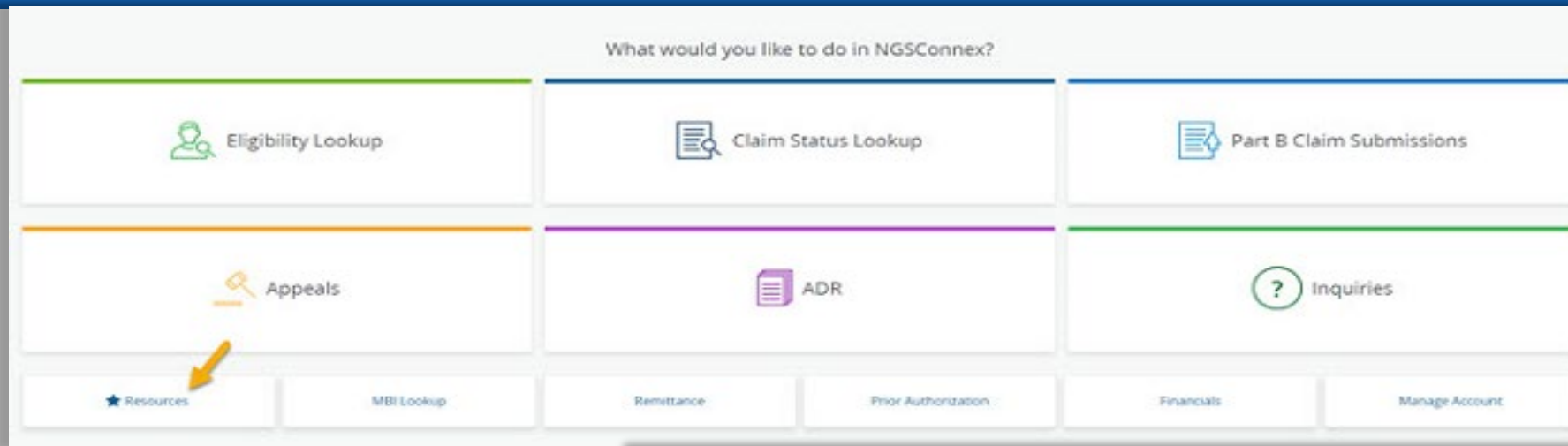
Jurisdiction K (A, B, FQHC)

JK Part A/B/FQHC States: CT, MA, ME, NH, NY, RI, VT

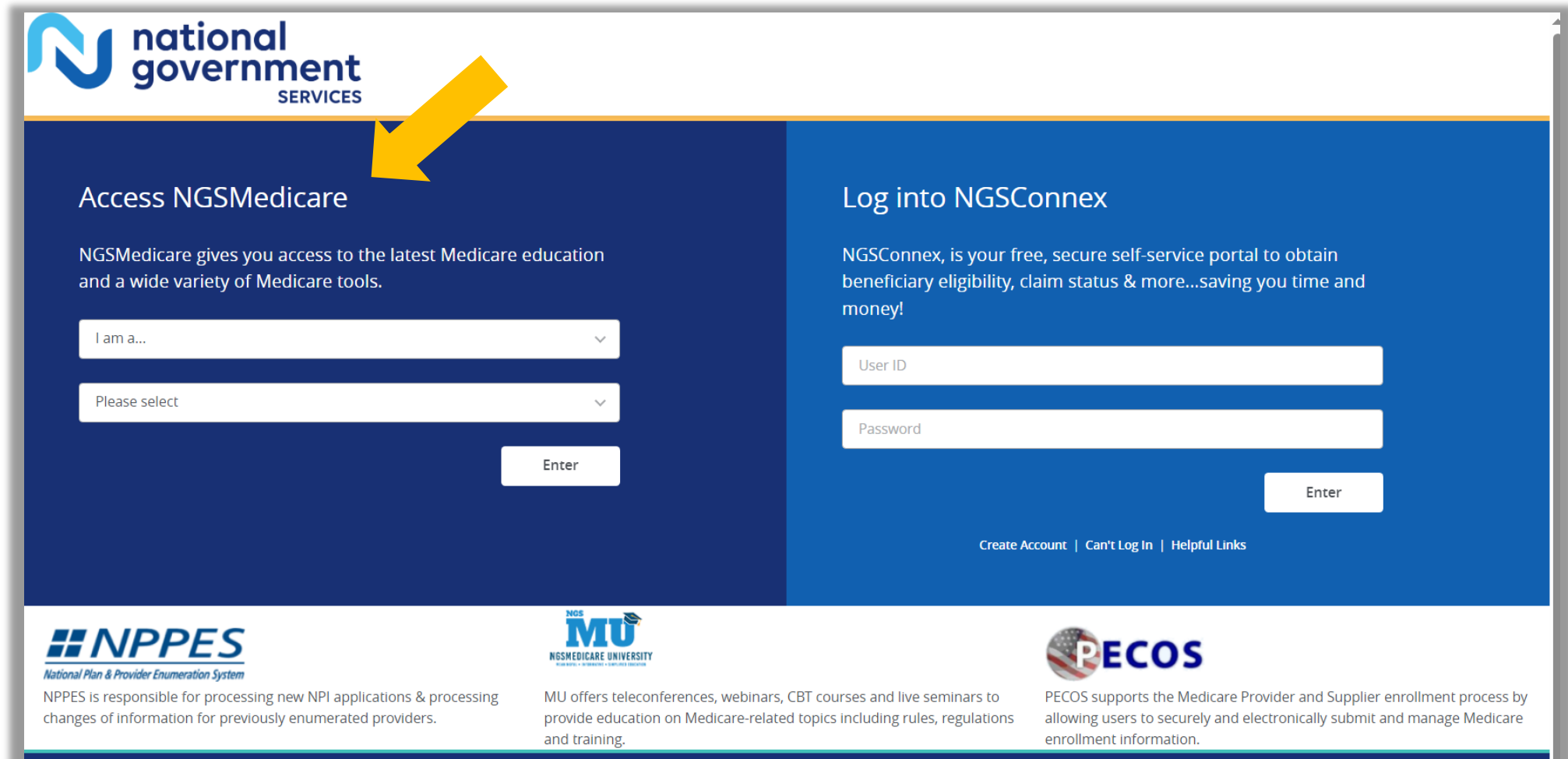
JK Part A/FQHC: 888-855-4356
JK Part B: 866-837-0241
JK HHH: 866-289-0423

Hours of Operation: Monday-Friday*

Resources – NGSConnex Home Page



Resources – NGS Medicare



The screenshot displays the NGS Medicare website interface. At the top left is the 'national government SERVICES' logo. A yellow arrow points to the 'Access NGS Medicare' section on the left, which includes a description of the service and two dropdown menus labeled 'I am a...' and 'Please select', followed by an 'Enter' button. The right section, 'Log into NGSConnex', features input fields for 'User ID' and 'Password', and an 'Enter' button. Below these sections are three logos: NPPES (National Plan & Provider Enumeration System), NGS MU (NGS Medicare University), and PECOS (Provider Enrollment and Chain of Ownership System). Each logo is accompanied by a brief description of its function.

national government SERVICES

Access NGS Medicare

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

Enter

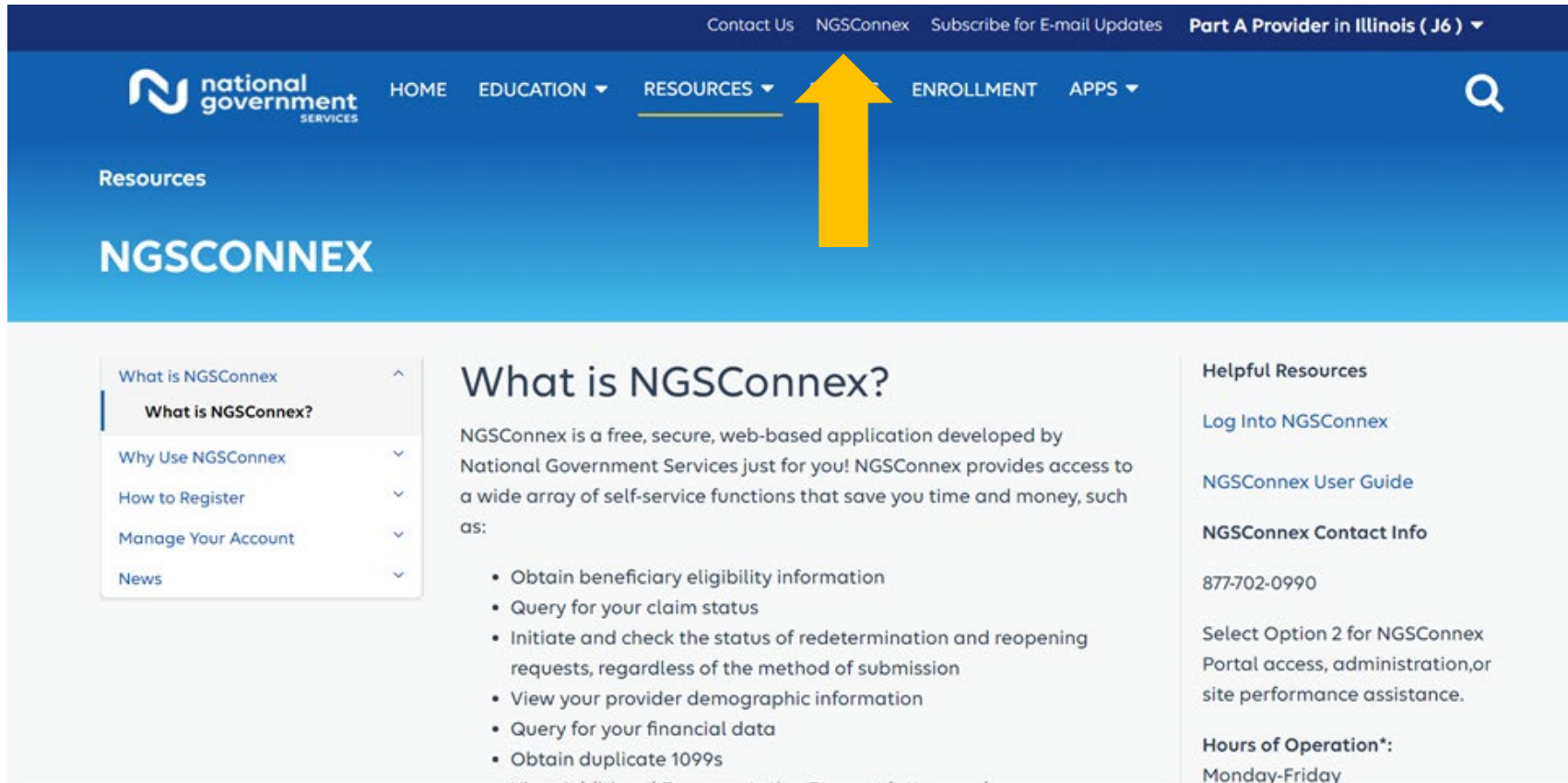
[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

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

NGS MU
NGSMEDICARE 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.

Resources – NGS Medicare ⁽²⁾



The screenshot displays the NGSConnex website interface. At the top, a dark blue navigation bar contains links for 'Contact Us', 'NGSConnex', 'Subscribe for E-mail Updates', and 'Part A Provider in Illinois (J6)'. Below this, a lighter blue header features the 'national government SERVICES' logo, a search icon, and a main navigation menu with 'HOME', 'EDUCATION', 'RESOURCES', 'ENROLLMENT', and 'APPS'. A large yellow arrow points to the 'RESOURCES' menu item. The 'Resources' section is titled 'NGSCONNEX' and includes a sidebar with a list of links: 'What is NGSConnex', 'What is NGSConnex?' (selected), 'Why Use NGSConnex', 'How to Register', 'Manage Your Account', and 'News'. The main content area is titled 'What is NGSConnex?' and describes the application as a free, secure, web-based tool for self-service functions. A list of services includes obtaining beneficiary eligibility information, querying claim status, initiating redetermination requests, viewing provider demographic information, querying financial data, and obtaining duplicate 1099s. A 'Helpful Resources' sidebar on the right provides links for 'Log Into NGSConnex', 'NGSConnex User Guide', 'NGSConnex Contact Info' (with phone number 877-702-0990), and 'Hours of Operation*' (Monday-Friday).

Resources

NGSCONNEX

What is NGSConnex

What is NGSConnex?

Why Use NGSConnex

How to Register

Manage Your Account

News

What is NGSConnex?

NGSConnex is a free, secure, web-based application developed by National Government Services just for you! NGSConnex provides access to a wide array of self-service functions that save you time and money, such as:

- Obtain beneficiary eligibility information
- Query for your claim status
- Initiate and check the status of redetermination and reopening requests, regardless of the method of submission
- View your provider demographic information
- Query for your financial data
- Obtain duplicate 1099s

Helpful Resources

[Log Into NGSConnex](#)

[NGSConnex User Guide](#)

NGSConnex Contact Info

877-702-0990

Select Option 2 for NGSConnex Portal access, administration, or site performance assistance.

Hours of Operation*:
Monday-Friday

Notification Center

national government SERVICES HOME

Home > Notification Center

NOTIFICATION CENTER

Filters:

Alert Type

--Select--

Search

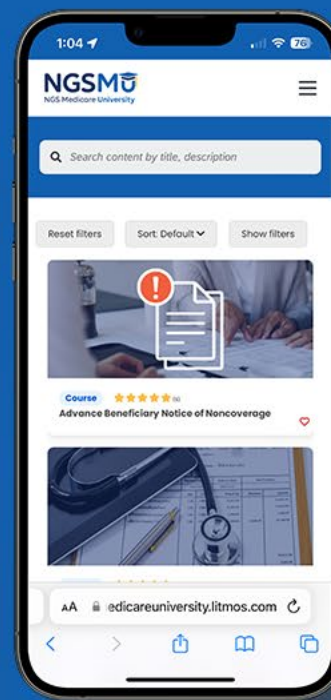
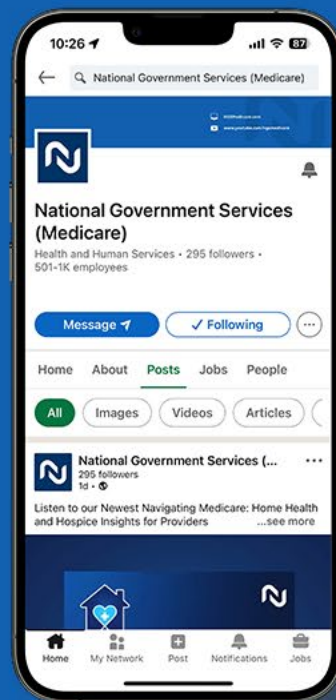
Reset Search

Alert Type	PSAN	Description	Last Update/Respond by Date
A&R 2-way Inquiries Available		You have unread A&R 2-way inquiries.	
Additional Documentation Request		You have ADRs in the Awaiting Documentation status.	
Additional Documentation Request		You have ADRs in the Awaiting Documentation status.	
Additional Documentation Request		You have ADRs in the Awaiting Documentation status.	



Questions?

Thank you!



Connect with
us on social
media



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Educational Videos

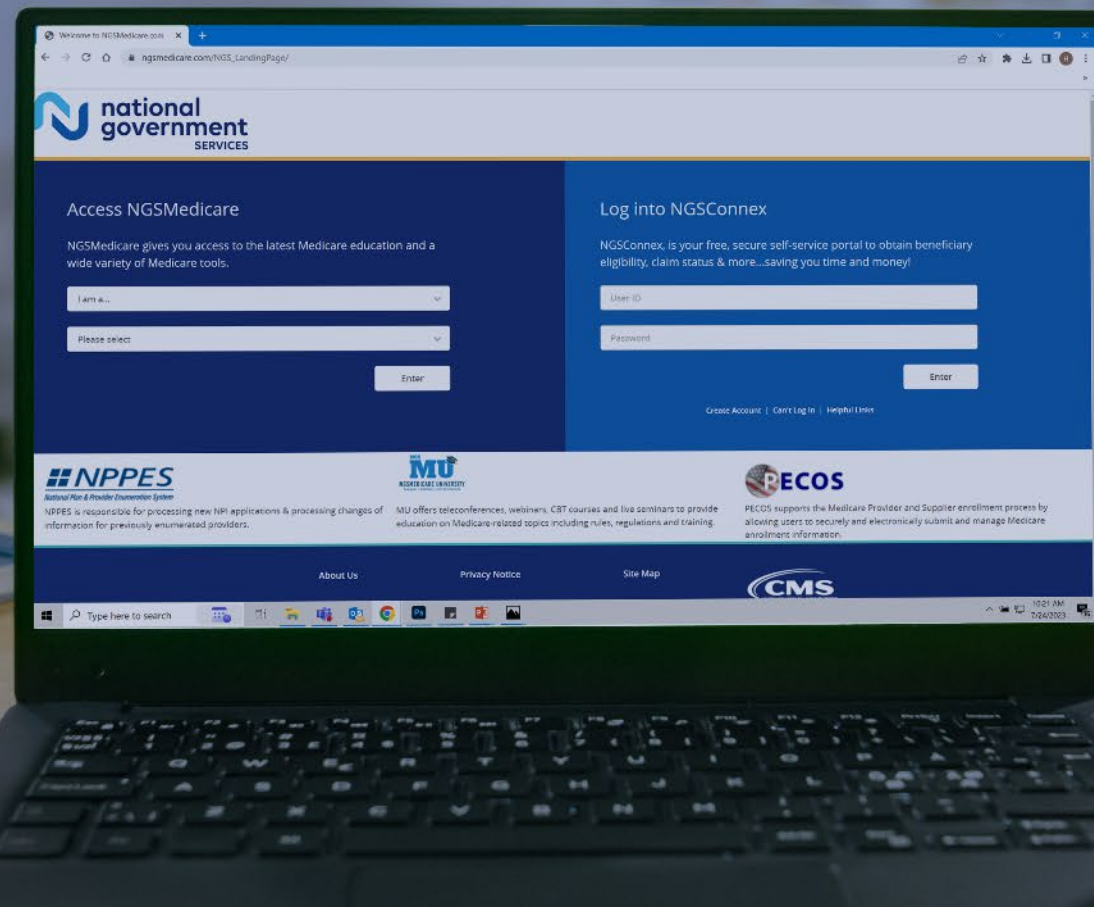


[Medicare University](#)
Self-paced online learning



[LinkedIn](#)
Educational Content

Find us online



www.NGSMedicare.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



[Sign up for Email Updates](#)

Subscribe for Email updates at the top of any NGS Medicare.com webpage to stay informed of news

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