

# Learn Over Lunch-NGSConnex Introduction

5/7/2025

**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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Attendees/providers are never permitted to record (tape record or any other method) our educational events. This applies to webinars, teleconferences, live events and any other type of National Government Services educational events.

# Objective

The objective of this webinar is to provide NGSConnex users with a high-level overview of this portal.



# Today's Presenters

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Provider Outreach and  
Education Consultant



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Provider Outreach and  
Education Consultant





# Agenda

- [Introduction](#)
- [Availability and Compatibility](#)
- [Accessibility](#)
- [Feedback](#)
- [Resources](#)
- [Questions?](#)

# Introduction

# What Is NGSConnex?

- Web-based application
  - Obtain eligibility
  - Claim status
  - Status of appeal request
  - View provider demographic information
  - Financial data
  - Documentation submission
  - Submit credit balance reports

# Why Use NGSConnex?

- Free
- Instant online access
- Perform secure transactions
- Save time and money
  - Print and save information
  - No postage needed
  - Minimal training needed



# Availability and Compatibility

# Availability of NGSConnex

- Monday–Friday
  - 6:00 a.m.–7:00 p.m. ET
- Saturday
  - 7:00 a.m.–3:00 p.m. ET



# NGSConnex Contact Information

- Monday-Friday
  - 8:00 a.m.-4:00 p.m. ET
- 877-702-0990
  - Option 2
- Closed for Training
  - 2<sup>nd</sup> and 4<sup>th</sup> Friday of month
    - 12:00 p.m.-4:00 p.m. ET

# Browser Compatibility

- Microsoft Edge version
  - 88.0 and above
- Google Chrome version
  - 45.0 and above
- Mozilla Firefox version
  - 31.0 and above
- Apple Safari version
  - 9 and above

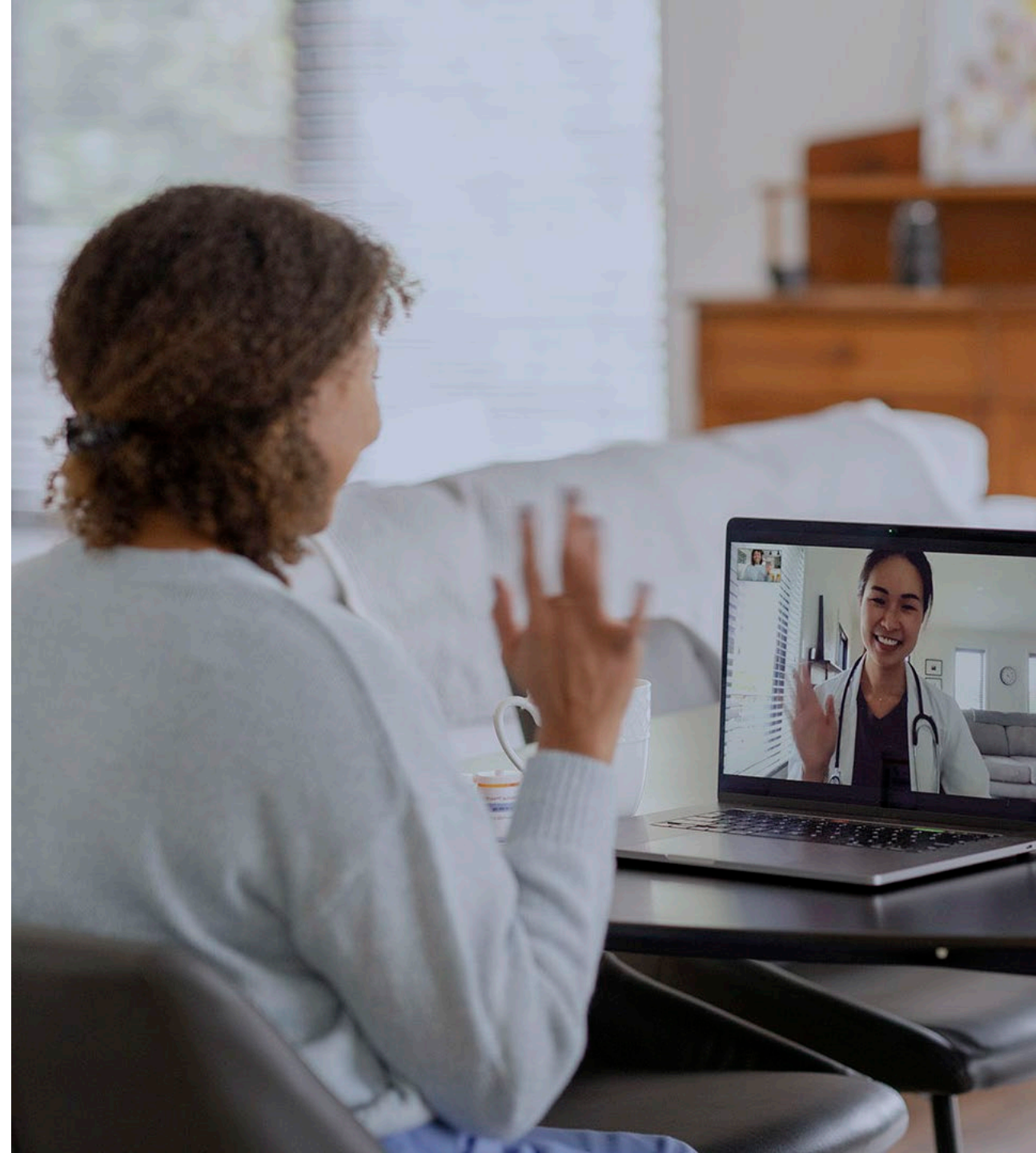
The background is a solid blue color with a complex, abstract pattern of overlapping, semi-transparent geometric shapes. These shapes include various polygons, circles, and curved lines, creating a sense of depth and movement. The colors range from a deep, dark blue to a lighter, medium blue, with some areas appearing as if they are layered on top of others.

Accessibility



# Accessing NGSConnex- Outside United States or U.S. Territories

- Security protocols to protect PHI and PII
  - Outside U.S. or U.S. territories
    - Approved EDI enrollment form



# Authorized Official (AO)

- Contact Authorized Official
  - Allows access
- Individual practitioners
  - Actual provider
- Organizations
  - AO reported on Section 6 of enrollment application

The background is a solid blue color with a complex, abstract pattern of overlapping, semi-transparent geometric shapes. These shapes include various polygons, circles, and curved lines, creating a sense of depth and movement. The colors range from a deep, dark blue to a lighter, medium blue, with some areas appearing as if they are layered on top of others.

Feedback

# Feedback

The screenshot displays the 'national government SERVICES HOME' dashboard. At the top, it shows the user's last login time: 'Last Login: 11/03/2022 11:48 AM'. Below this, a central heading asks 'What would you like to do in NGSCConnex?'. The dashboard features a grid of six service tiles: 'Eligibility Lookup' (green icon), 'Claim Status Lookup' (blue icon), 'Part B Claim Submissions' (blue icon), 'Appeals' (orange icon), 'ADR' (purple icon), and 'Inquiries' (green icon). A yellow arrow points to the 'Part B Claim Submissions' tile, and a vertical orange 'FEEDBACK' button is located on the right side of the dashboard. At the bottom, there is a row of navigation links: 'Resources', 'MBI Lookup', 'Remittance', 'Prior Authorization', 'Financials', and 'Manage Account'.

# Resources



# Resources – NGSConnex Login Page



## 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 time and money!

User ID

Password

Enter

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



NPPES is responsible for processing new NPI applications & processing changes of information for previously enumerated providers.

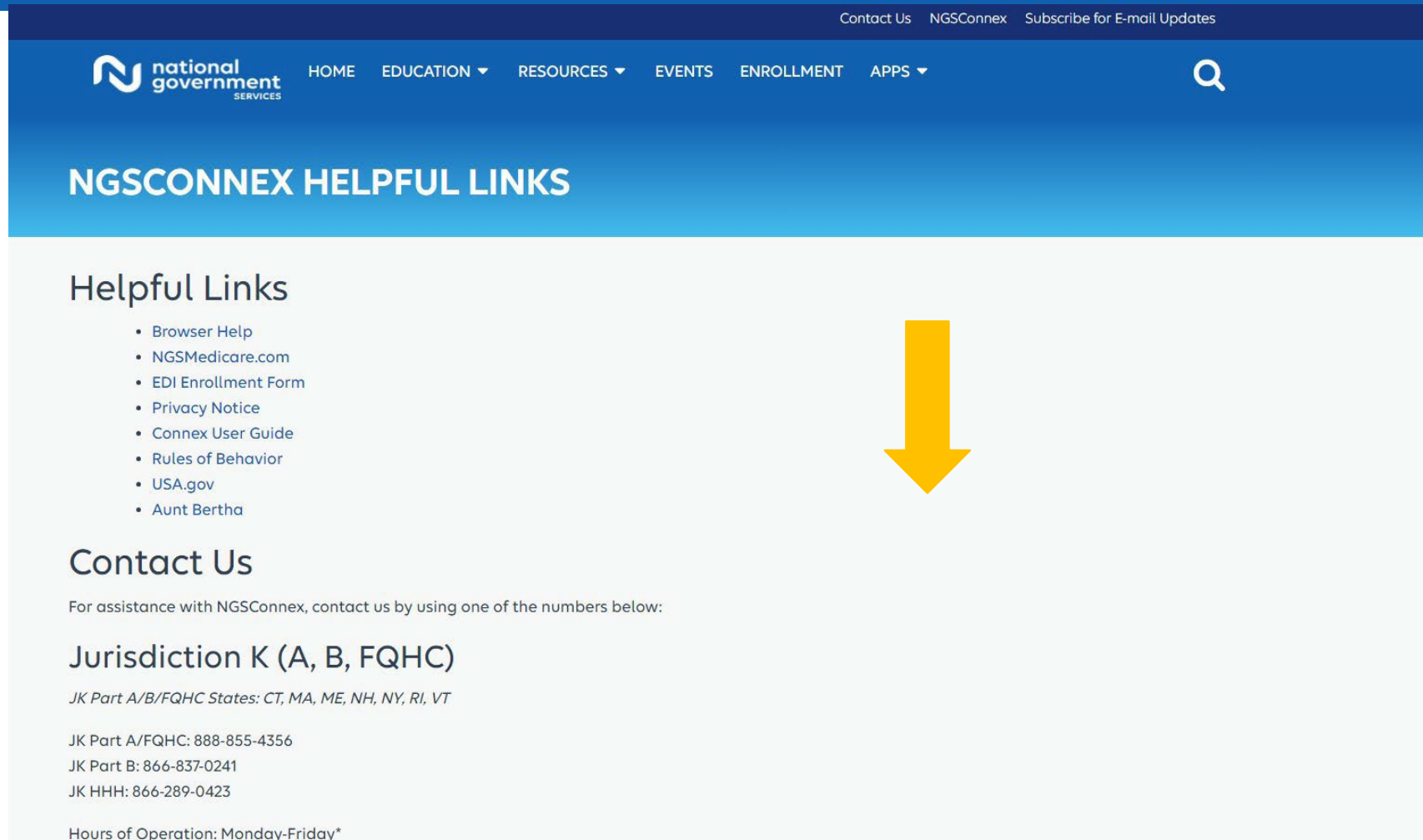


MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.



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 top navigation bar of the NGSConnex website. The navigation menu includes: HOME, EDUCATION, RESOURCES, EVENTS, ENROLLMENT, and APPS. A search icon is located on the right side of the navigation bar. Below the navigation bar is a section titled "NGSCONNEX HELPFUL LINKS". Under this section, there is a "Helpful Links" list with the following items: Browser Help, NGSMedicare.com, EDI Enrollment Form, Privacy Notice, Connex User Guide, Rules of Behavior, USA.gov, and Aunt Bertha. A large yellow arrow points downwards from the "Helpful Links" list towards the "Contact Us" section. The "Contact Us" section provides information for assistance with NGSConnex, including contact numbers for Jurisdiction K (A, B, FQHC) and the hours of operation (Monday-Friday\*).

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

The screenshot displays the NGSConnex Home Page interface. At the top, a header asks "What would you like to do in NGSConnex?". Below this is a grid of service tiles: Eligibility Lookup, Claim Status Lookup, Part B Claim Submissions, Appeals, ADR, and Inquiries. A bottom row contains smaller tiles for Resources, MBI Lookup, Remittance, Prior Authorization, Financials, and Manage Account. An orange arrow points to the Resources tile. An inset shows the Resources page with a blue header "Home > Resources" and "RESOURCES". It lists helpful links for Part A and Part B, including user guides, news, and tools.

What would you like to do in NGSConnex?

- Eligibility Lookup
- Claim Status Lookup
- Part B Claim Submissions
- Appeals
- ADR
- Inquiries
- Resources
- MBI Lookup
- Remittance
- Prior Authorization
- Financials
- Manage Account

Home > Resources

## RESOURCES

Helpful Links

**Part A**

- Part A NGSConnex User Guide
- Part A News
- Part A Tools and Calculators

**Part B**

- Part B NGSConnex User Guide
- Part B News
- Part B Tools and Calculators
- Part B Fee Schedule Lookup Tool

# Resources – NGS Medicare



## Access NGS Medicare

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 is responsible for processing new NPI applications & processing changes of information for previously enumerated providers.

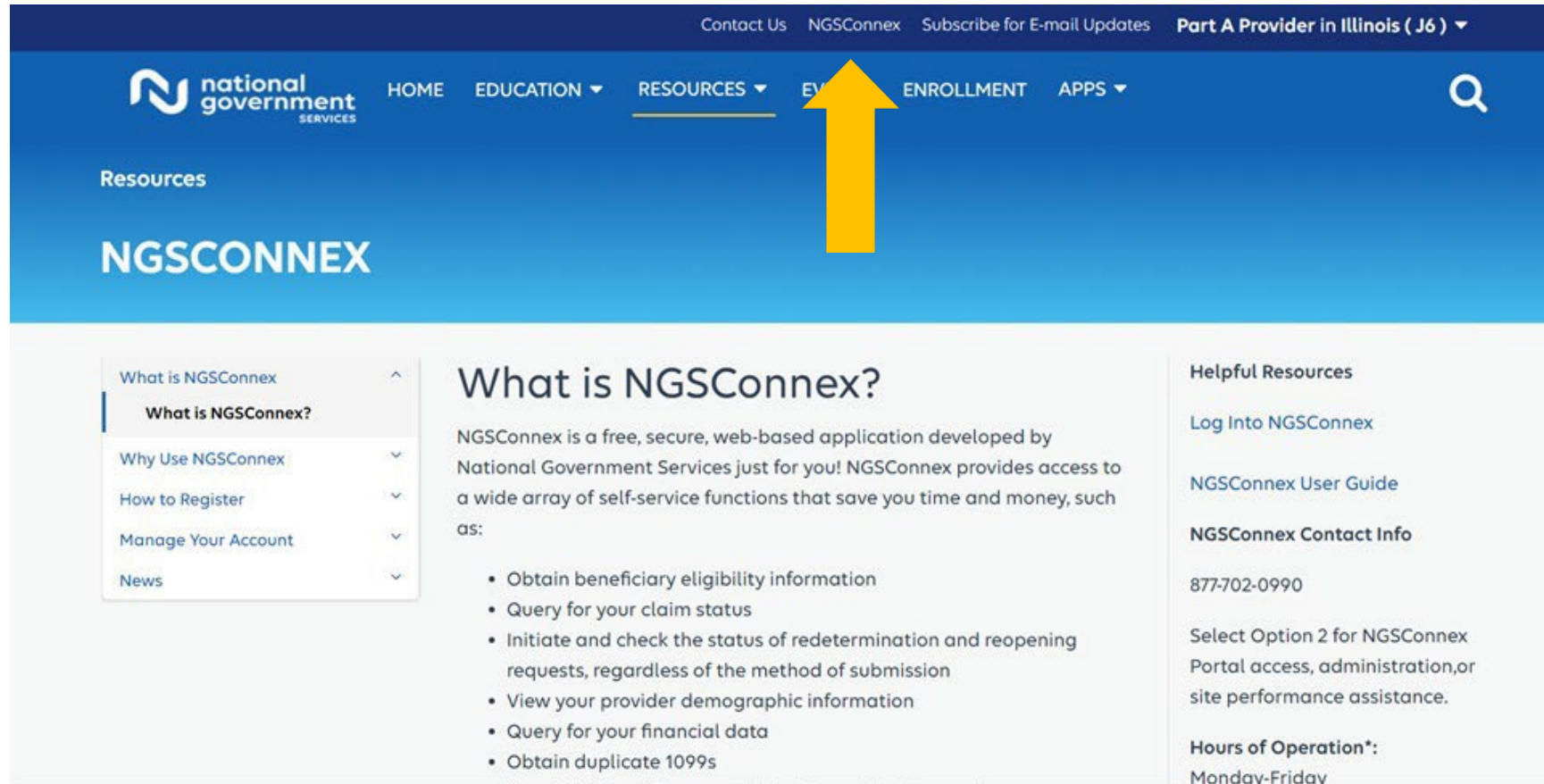


MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.



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 shows the top navigation bar of the NGS Medicare website. The navigation items are: Contact Us, NGSConnex, Subscribe for E-mail Updates, Part A Provider in Illinois (J6), HOME, EDUCATION, RESOURCES, ENROLLMENT, and APPS. A yellow arrow points to the 'RESOURCES' menu item. Below the navigation bar, the page title is 'Resources' and the main heading is 'NGSCONNEX'. The main content area is titled 'What is NGSConnex?' and includes a list of helpful resources.

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 HOME SERVICES

Home > Notification Center

## NOTIFICATION CENTER

Filters:

Alert Type

-Select-

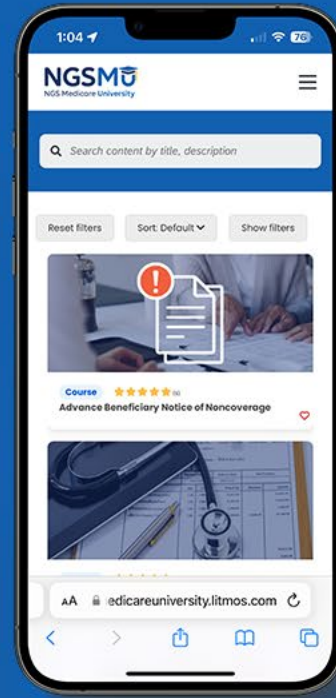
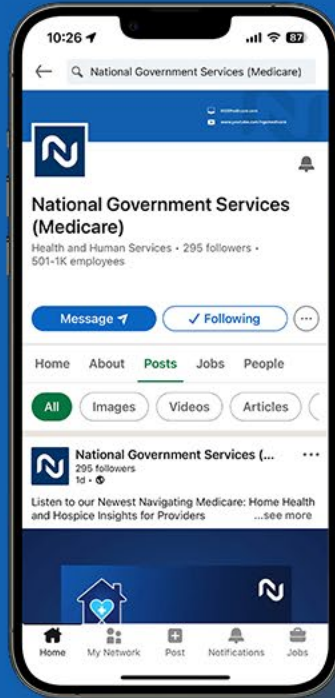
Search

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



[YouTube Channel](#)  
Educational Videos



[Medicare University](#)  
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](#)

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