

# Learn Over Lunch-NGSConnex Inquiries

7/24/2025

**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

During this session, we'll focus on when and how to submit general inquiries efficiently through the NGSConnex portal.



# Today's Presenters

Kathy Mersch

Provider Outreach  
and Education  
Consultant



Michael Dorris

Provider Outreach  
and Education  
Consultant





# Agenda

[Initiate a General Inquiry](#)

[View a General Inquiry](#)

[Resources](#)

[Questions](#)

# Changes to Written General Inquiries

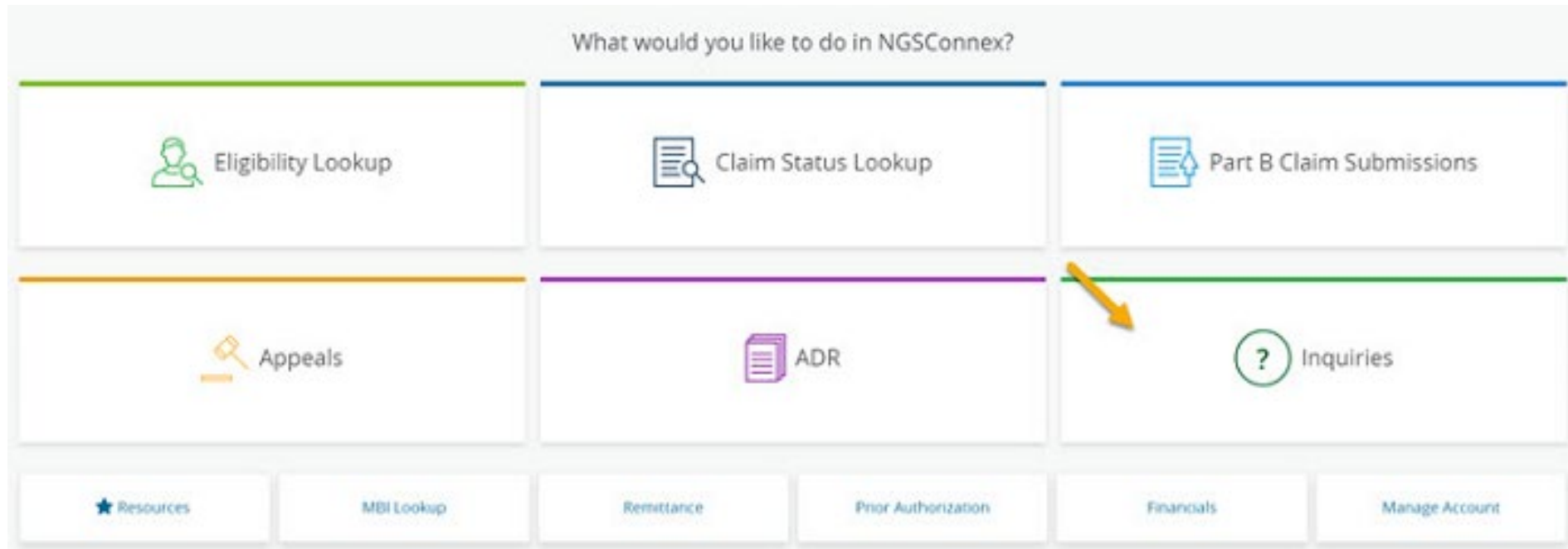
- [Effective 5/27/2025](#)
- No longer accepting written correspondence through
  - P.O. Boxes
  - Faxes
- Medicare Correspondence Request Form no longer accepted



The background is a solid dark blue color, overlaid with a complex pattern of lighter blue, semi-transparent geometric shapes. These shapes include various polygons, triangles, and rounded rectangles, some of which are nested or overlapping, creating a layered, architectural effect. The shapes are oriented in different directions, giving the background a sense of dynamic movement and depth.

# Initiate a General Inquiry

# NGSConnex Homepage






# Type of Inquiry

**Type of Inquiry?** ×

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



# Select a Provider Panel

▼ Select a Provider

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

# New Inquiry

[Home](#) > [Inquiries](#)

INQUIRIES

> Provider

PTAN

NPI

Provider Profile

Change Provider

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

**Filters:**

From Created Date

To Created Date

Electronic Inquiry ID

Status

Inquiry Type

-Select-

-Select-

Search

Reset Search

New Inquiry

Electronic Inquiry ID

Status

Created Date


NGS Response Date

Line of Business

Inquiry Type

No items to show...


# Provider Details

 Cancel

### 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"/>





# Inquiry Information

The screenshot displays a web form titled "Step 2: Inquiry Information". At the top, a progress bar shows four steps: 1. Provider Details, 2. Inquiry Information (current step), 3. Attachments, and 4. Submit. A "Cancel" link is located in the top right corner. The form contains six input fields arranged in two rows. The first row includes "Contact Name \*" (text input), "Reason for Inquiry \*" (text input), and "Inquiry Type \*" (dropdown menu). The second row includes "Contact Telephone Number \*" (text input), "Contact Email Address \*" (text input), and "Issue Type \*" (dropdown menu). At the bottom left is a "Back" button, and at the bottom right is a "Next" button, which is highlighted by a large orange arrow.

1 Provider Details 2 Inquiry Information 3 Attachments 4 Submit

Cancel

Step 2: Inquiry Information

Contact Name \* Reason for Inquiry \* Inquiry Type \*

Contact Telephone Number \* Contact Email Address \* Issue Type \*

Back Next

# 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

# Submission

Home > Inquiries > New Inquiry

## INQUIRIES


- 1 Provider Details
- 2 Inquiry Information
- 3 Attachments
- 4 Submit

Cancel

### Step 4: Ready To Submit?

Have you verified your inquiry is complete, all supporting documentation is attached and you are ready to submit your request?

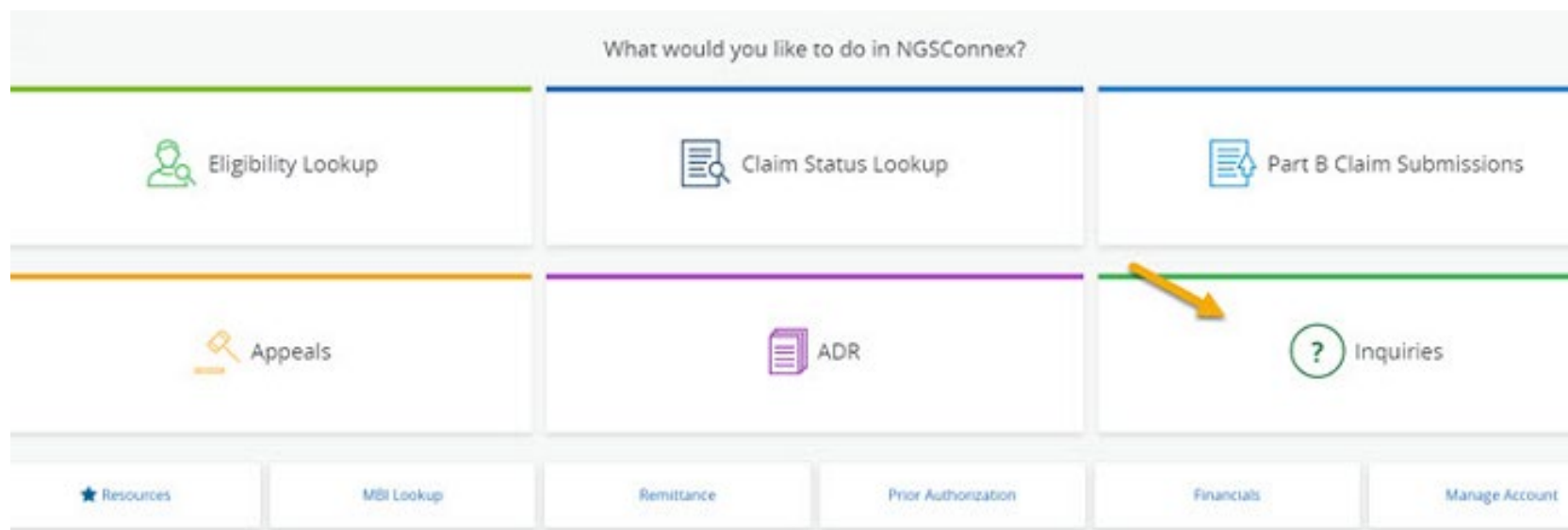
Back Submit



View a General Inquiry




# NGSConnex Homepage (2)



# Type of Inquiry <sup>(2)</sup>

Type of Inquiry? ×

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




General Inquiries      A&R Inquiries

# Select a Provider Panel <sup>(2)</sup>

✓ Select a Provider

[Reset Search](#)

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

# Locating Inquiry

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	To Created Date	Electronic Inquiry ID	Status	Inquiry Type	
05/28/2022	07/12/2022	Electronic Inquiry ID	--Select--	--Select--	<a href="#">Search</a> <a href="#">Reset Search</a>


[New Inquiry](#)


	Electronic Inquiry ID	Status	Created Date	NGS Response Date	NPI	Line of Business	Inquiry Type
<input type="checkbox"/>	#00000	Open	07/12/2022 01:14:23 PM	07/12/2022	0000000000	Part B	General (Not Claim Specific)

1 to 1 of 1 items




# Response Notes

 **Response Notes**

**Filters:** 

Created Dt:   Status:   Initiated By:   Created By:

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 Notes (2)

**Response Notes**

Filters: Created Dt: mm/dd/yyyy Status: --Select--



**Response Description**

Thank you for your response. I have an additional question regarding this test.

LineSelection	Created Dt	Created By	Status	Submitted 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

1 to 2 of 2 items

# Attachments (2)

Attachments			
Filename	File Size	Submitted Dt	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	
<div> Drop a file here or browse to upload</div> <div></div> <div>Maximum file size: 25 MB</div>			

# Resources



# Resources – NGSConnex Login Page



## 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!

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 <sup>(2)</sup>

[Contact Us](#) [NGSConnex](#) [Subscribe for E-mail Updates](#)

 [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:

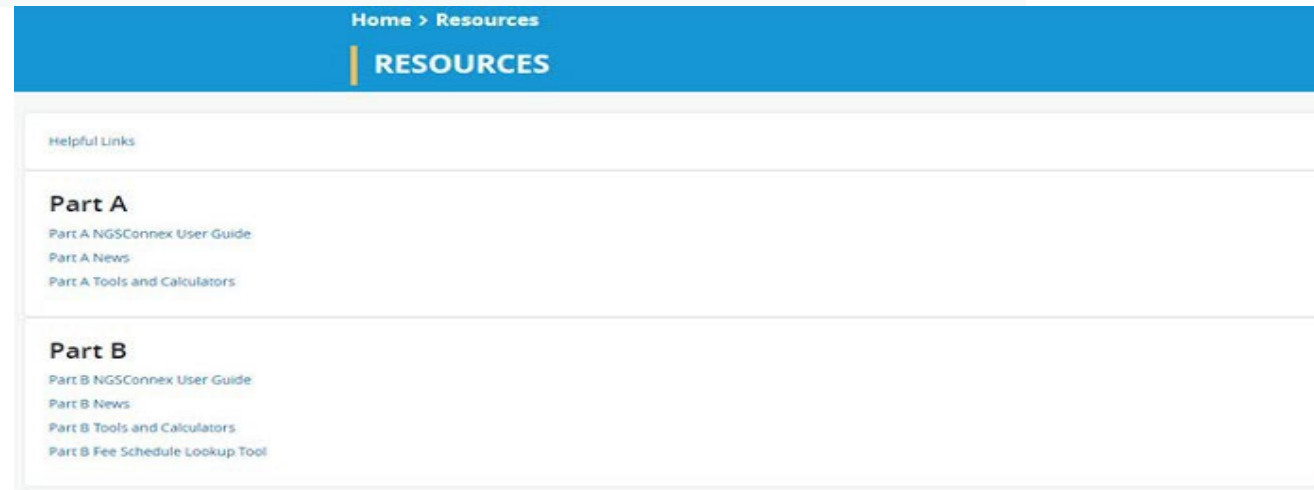
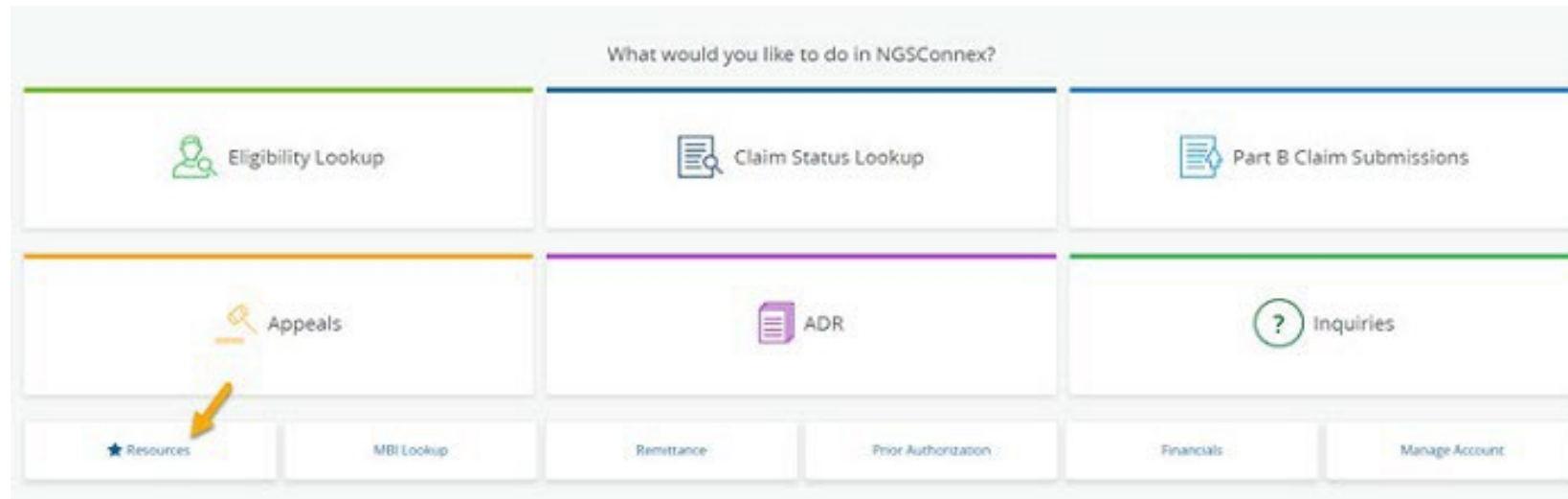
#### Jurisdiction K (A, B, FQHC)

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

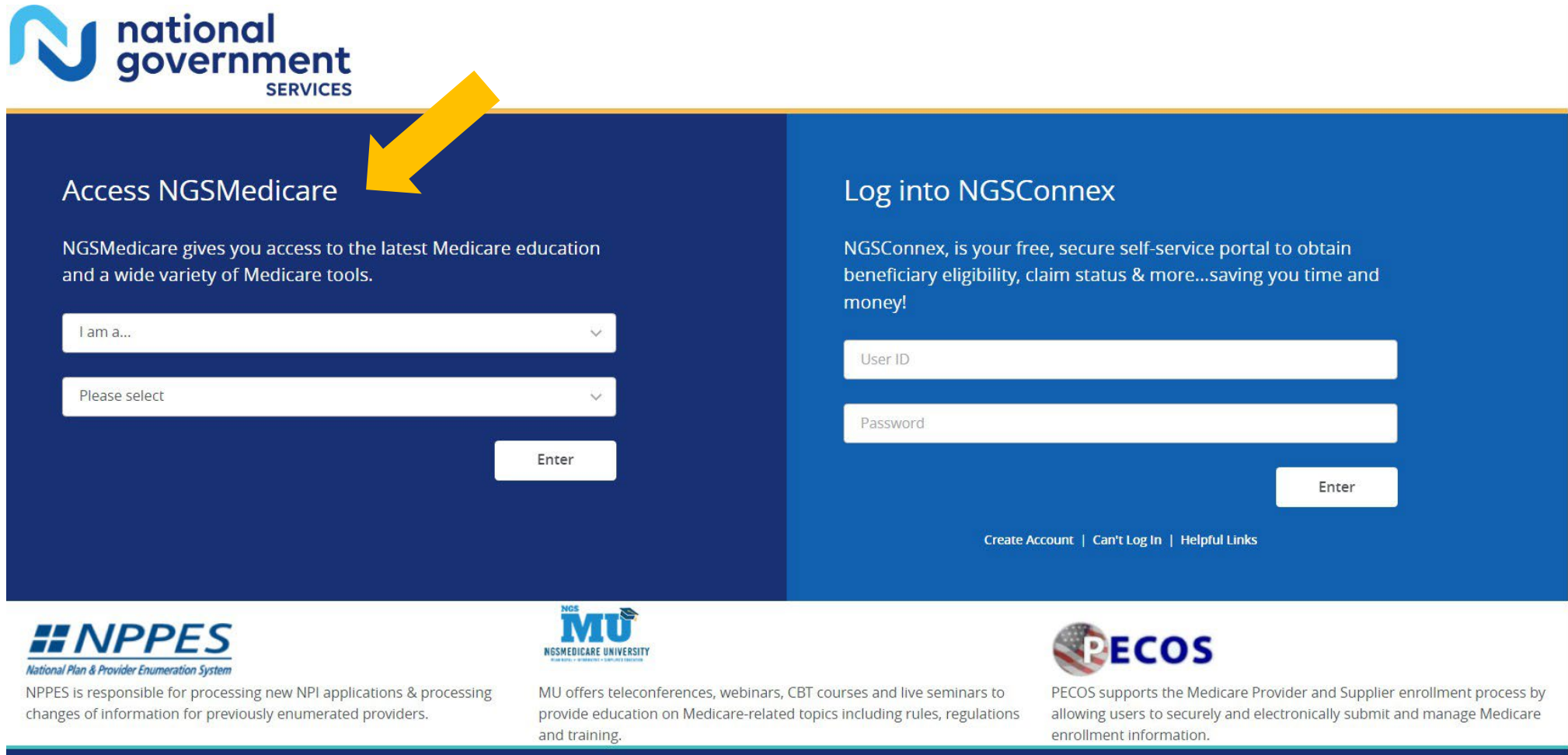
JK Part A/FQHC: 888-855-4356  
JK Part B: 866-837-0241  
JK HHH: 866-289-0423

Hours of Operation: Monday-Friday\*

# Resources – NGSConnex Home Page



# Resources – NGS Medicare



The screenshot displays the NGS Medicare Services website. At the top left is the "national government SERVICES" logo. The main content area is split into two columns. The left column, titled "Access NGS Medicare", features a description of the service and two dropdown menus labeled "I am a..." and "Please select", followed by an "Enter" button. A large yellow arrow points to this section. The right column, titled "Log into NGSConnex", provides a description of the portal and includes input fields for "User ID" and "Password", with an "Enter" button. Below the main content, there are three sections: "NPPES" (National Plan & Provider Enumeration System), "NGS MU" (NGS Medicare University), and "PECOS" (Provider Enrollment and Chain of Ownership System). Each section includes 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

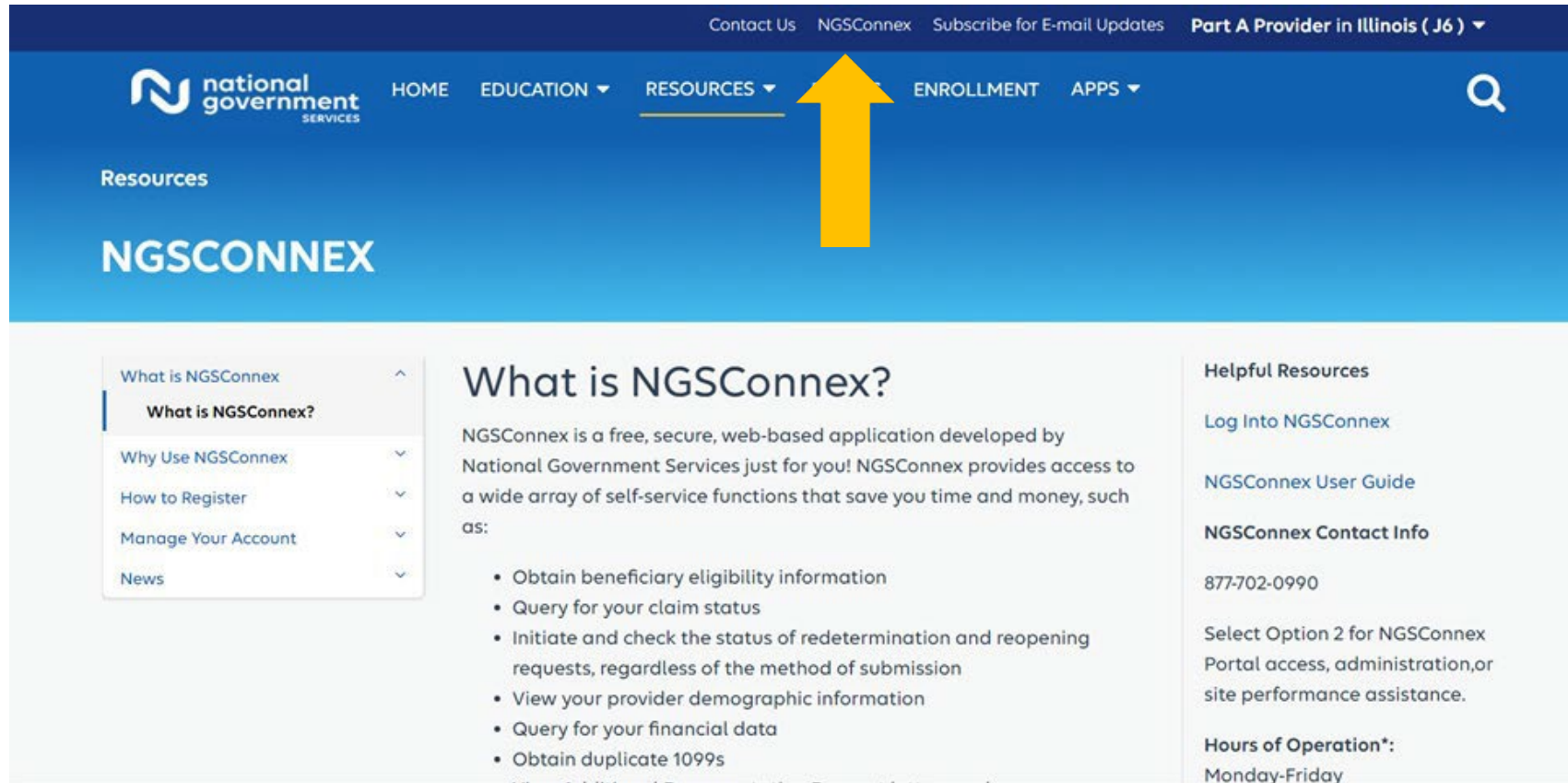
[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

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

**NGS MU**  
NGS MEDICARE 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 <sup>(2)</sup>



The screenshot displays the NGS Medicare 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 menu with 'HOME', 'EDUCATION', 'RESOURCES', 'ENROLLMENT', and 'APPS'. A large yellow arrow points to the 'RESOURCES' menu item. The 'Resources' section is titled 'NGSCONNEX'. On the left, a sidebar lists links: 'What is NGSConnex', 'What is NGSConnex?' (highlighted), 'Why Use NGSConnex', 'How to Register', 'Manage Your Account', and 'News'. The main content area is titled 'What is NGSConnex?' and describes it as a free, secure, web-based application. It lists several services: obtaining beneficiary eligibility information, querying claim status, initiating redetermination requests, viewing provider demographic information, querying financial data, and obtaining duplicate 1099s. On the right, a 'Helpful Resources' section includes links for 'Log Into NGSConnex', 'NGSConnex User Guide', and 'NGSConnex Contact Info', along with contact details and hours of operation.

national government SERVICES

HOME EDUCATION RESOURCES ENROLLMENT APPS

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

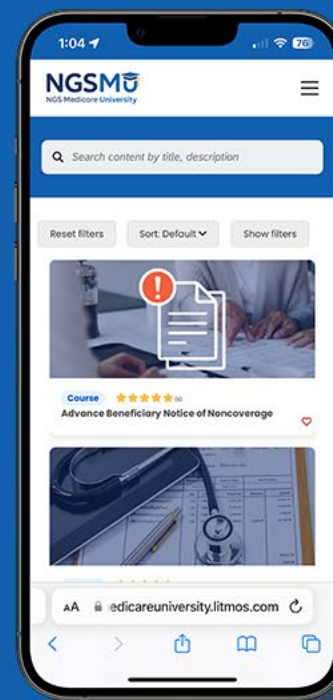
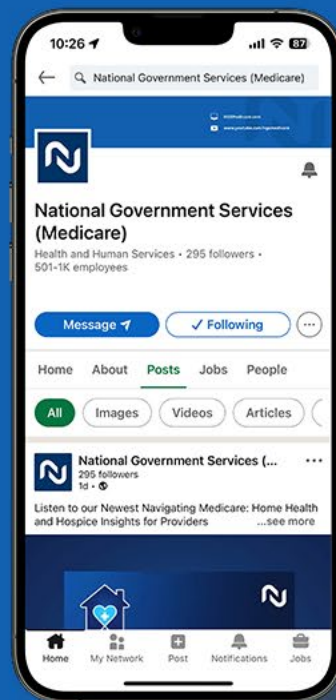
The screenshot shows the 'Notification Center' page of the National Government Services portal. At the top, there is a dark blue header with the 'national government SERVICES' logo and a 'HOME' link. A yellow arrow points to a notification bell icon in the top right corner. Below the header, a blue banner displays 'Home > Notification Center' and 'NOTIFICATION CENTER'. The main content area features a 'Filters:' section with an 'Alert Type' dropdown menu currently set to '-Select-'. To the right of the filter is a 'Search' button and a 'Reset Search' link. Below the filter and search controls is a table with four columns: 'Alert Type', 'PTAN', 'Description', and 'Last Update/Respond by Date'. The table contains four rows of notifications. The first row is for 'ADR 2-way Inquiries Available'. The following three rows are for 'Additional Documentation Request' and all three indicate 'You have ADRs in the Awaiting Documentation status'.

Alert Type	PTAN	Description	Last Update/Respond by Date
ADR 2-way Inquiries Available		You have unread ADR 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.	

The background is a solid blue color with a complex, abstract pattern of overlapping geometric shapes. These shapes include various polygons, triangles, and rounded rectangles in different shades of blue, creating a layered, three-dimensional effect. The shapes are arranged in a way that suggests movement and depth, with some shapes appearing to be in the foreground and others receding into the background.

# Questions





Connect with  
us on social  
media



[YouTube Channel](#)  
Educational Videos

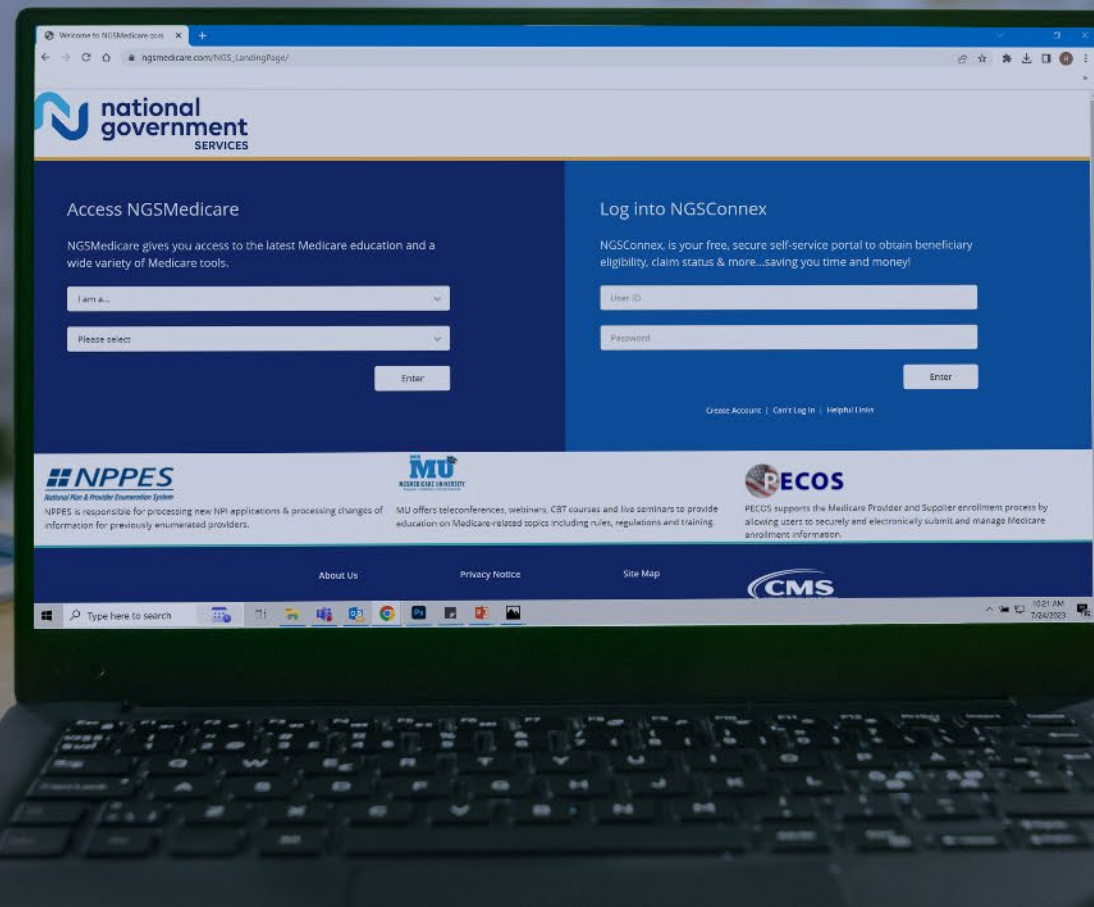


[Medicare University](#)  
Self-paced online learning



[LinkedIn](#)  
Educational Content

# Find us online



[www.NGSMedicare.com](http://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