



NGSConnex: User Pain Points Examples/Solutions

6/11/2025

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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Recording

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 resolutions to issues experienced while using this portal.

Today's Presenters



- Charity Bright
 - Agile Product Owner NGSConnex
- Provider Outreach and Education Consultants
 - Kathy Mersch
 - Michael Dorris



Agenda

- [Create an Account/Manage Account](#)
- [Can't Log In](#)
- [Eligibility Lookup](#)
- [Appeals](#)
- [ADRs](#)
- [Resources](#)
- [Q&A](#)

Create/Manage Account



What type of account should I register for?

- Standard Account holder has access to different functions within NGSConnex as approved by LSO
- LSO responsible for managing access for users. LSO can perform these actions by selecting Manage Account button on homepage
 - LSO's have access to different functions within NGSConnex.

Create an Account – LSO

- To perform transactions/inquiries in NGSConnex, there must be at least **one** active LSO registered in NGSConnex
 - NGS does not dictate who may be LSO
 - **Note:** Highly recommended each provider organization have at least two active LSOs

How Do I Become an LSO?

- Create LSO account when registering for NGSConnex

1 Account 2 Individual 3 Business 4 Finish

Local Security Officer:
Will you be a Local Security Officer (LSO) for your organization? *

Yes No

Check/EFT Number *
Check from past 90 days

Check/EFT Amount *
Enter a Check/EFT Number issued in the past 90 days. Enter the corresponding Check/EFT amount.
If you do not have a Check/EFT issued in the past 90 days. Select the 'I'm a new provider'

I'm a new provider and have not received a check from Medicare or I'm an existing provider and have not received a check within the past 90 days.

NPI * PTAN * TIN (Last 5 digits) *

Line of Business * State *

Access (select all that apply)

- Provider Profile
- Financials
- Claims
- Eligibility Lookup

Account is not created until you select the 'Finish' button

Back Finish

Steps to Update Your Account Type

- Log in to NGSConnex
- Select Manage Account tab on homepage
- Select User Profile and scroll down to System Access section
- Select checkbox next to applicable provider account
- Select Edit button

Update Your Account Type

^ System Access

Reset Search

Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input type="checkbox"/> Requested								03/19/2025 05:52:55 PM	03/19/2025 05:52:55 PM
<input type="checkbox"/> Approved								03/28/2025 11:18:51 AM	03/28/2025 11:18:51 AM
<input type="checkbox"/> Approved								03/28/2025 11:18:04 AM	03/28/2025 11:18:04 AM
<input type="checkbox"/> Approved								03/28/2025 11:17:19 AM	03/28/2025 11:17:19 AM
<input type="checkbox"/> Approved								03/28/2025 11:16:30 AM	03/28/2025 11:16:30 AM

1 to 5 of 213 items

Provider Profile

Claims

Eligibility Lookup

Financials

LSO / User Management

User Management Comments

< **1** 2 3 4 ... 43 >

Update Your Account Type

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

LSO / User Management



User Management Comments

Check/EFT Number (Within the last 90 days)

Check from past 90 days



Enter a Check/EFT Number issued in the past 90 days. Enter the corresponding Check/EFT amount.

If you do not have a Check/EFT issued in the past 90 days. Select the 'I'm a new provider'

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.

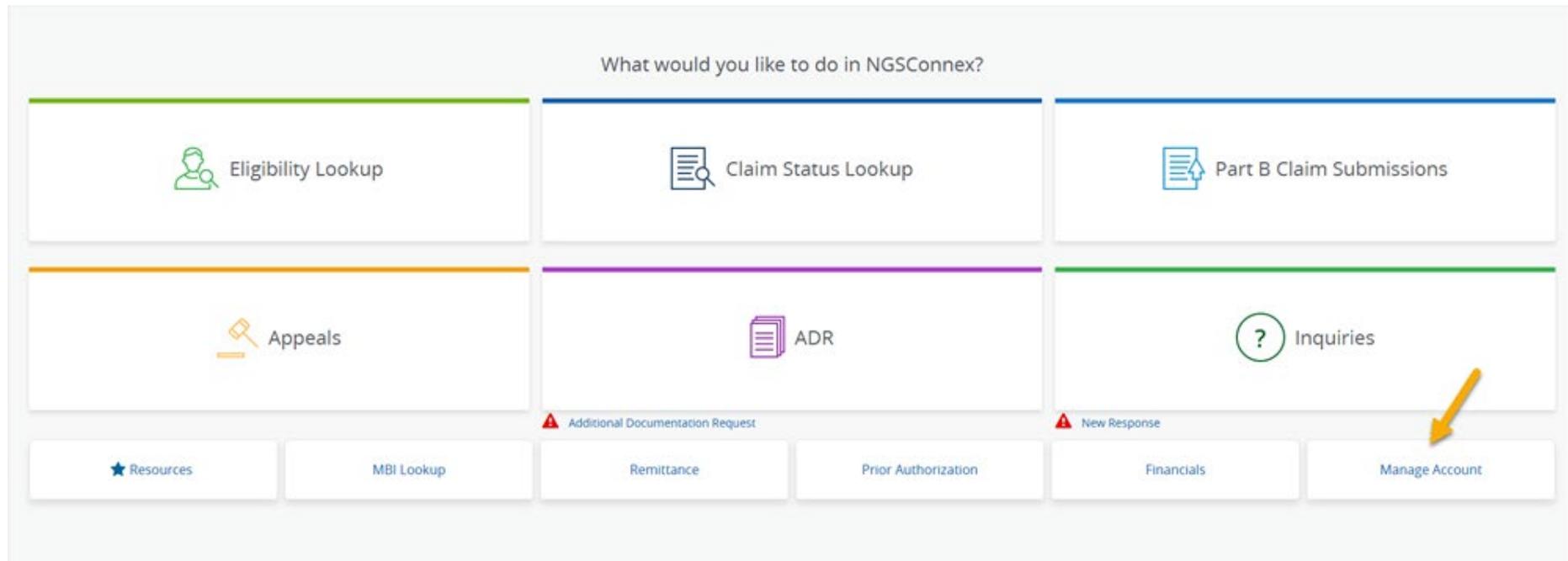
Access Code

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.

How Do I Know If I Am an LSO?

- Login to NGSConnex
- Select Manage Account from homepage



User Management

- If you are LSO for any provider organization, you will have User Management tab

national government SERVICES HOME

Home > User Management

USER MANAGEMENT

USER MANAGEMENT

System Access

Search Access Search Reauthorize All Users Access Last User Recert Date: 12/16/2024 03:09 PM

Status	User ID	User First Name	User Last Name	NPI	PTAN	TIN	LOB	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input checked="" type="checkbox"/> Requested												03/20/2025 11:05:36 AM	03/20/2025 11:05:36 AM
<input type="checkbox"/> Requested												03/13/2025 06:33:12 AM	03/13/2025 06:33:12 AM
<input type="checkbox"/> Requested												12/26/2022 11:54:10 AM	12/26/2022 11:54:10 AM
<input type="checkbox"/> Requested												05/10/2024 08:17:10 AM	05/10/2024 08:17:10 AM
<input type="checkbox"/> Requested												03/20/2025 11:24:38 AM	03/20/2025 11:24:38 AM

1 to 5 of 8175 items

Provider Profile Eligibility Lookup LSO / User Management User Management Comments

Claims Financials

What Are My Responsibilities as LSO?

- LSO Responsibilities
 - Responsible for approving access to users requesting data access to specific provider account (NPI, PTAN, TIN) within their organization
 - Required to review all user accounts within their organization to ensure each user has appropriate access each year; every 365 days
 - Remove access from users' when they leave organization or no longer have need to know information within NGSConnex
 - Review and edit system access to ensure users have minimum necessary access to information within NGSConnex

Recertify Users Access

Home > User Management ADDITIONAL HELP ▾

USER MANAGEMENT

User Profile | **User Management**

^ System Access

Search Access Last User Recert Date: 11/22/2024 11:25 AM

Reset Search

Status	User ID	User First Name	User Last Name	NPI	PTAN	TIN	LOB	Approved By	Provider Name	Physical City	Physical State	Create
<input type="checkbox"/> Approved									CAVIN, CROWE			08/17/10:10:
<input type="checkbox"/> Approved												02/22/01:23:
<input type="checkbox"/> Approved												02/22/01:26:
<input type="checkbox"/> Approved												06/23/09:08:
<input type="checkbox"/> Approved												12/17/09:39:

Who Is My LSO?

- If I am Standard Account holder, how do I find LSO?
 - Log in to NGSConnex
 - Select Manage Account button on homepage
 - Select User Profile and scroll down to System Access panel
 - Select checkbox next to provider record (NPI, PTAN, TIN) you want to find LSO for
 - Scroll down to My LSO section. All LSOs for provider organization will be listed, along with contact information

Who Is My LSO?

^ My LSO 

[Reset Search](#)

User ID ↕	First Name ↕	Last Name ↕	Work Phone #	Email

1 to 3 of 3 items

Add Provider Accounts

- Log in to NGSConnex
- Select Manage Account tab on homepage
- Select User Profile and scroll down to System Access section
- Select New button

Add Provider Accounts

^ System Access



Reset Search

Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input type="checkbox"/> Requested								03/19/2025 05:52:55 PM	03/19/2025 05:52:55 PM
<input type="checkbox"/> Approved								03/28/2025 11:18:51 AM	03/28/2025 11:18:51 AM
<input type="checkbox"/> Approved								03/28/2025 11:18:04 AM	03/28/2025 11:18:04 AM
<input type="checkbox"/> Approved								03/28/2025 11:17:19 AM	03/28/2025 11:17:19 AM
<input type="checkbox"/> Approved								03/28/2025 11:16:30 AM	03/28/2025 11:16:30 AM

1 to 5 of 213 items

Provider Profile

Claims

Eligibility Lookup

Financials

LSO / User Management

User Management Comments

< 1 2 3 4 ... 43 >

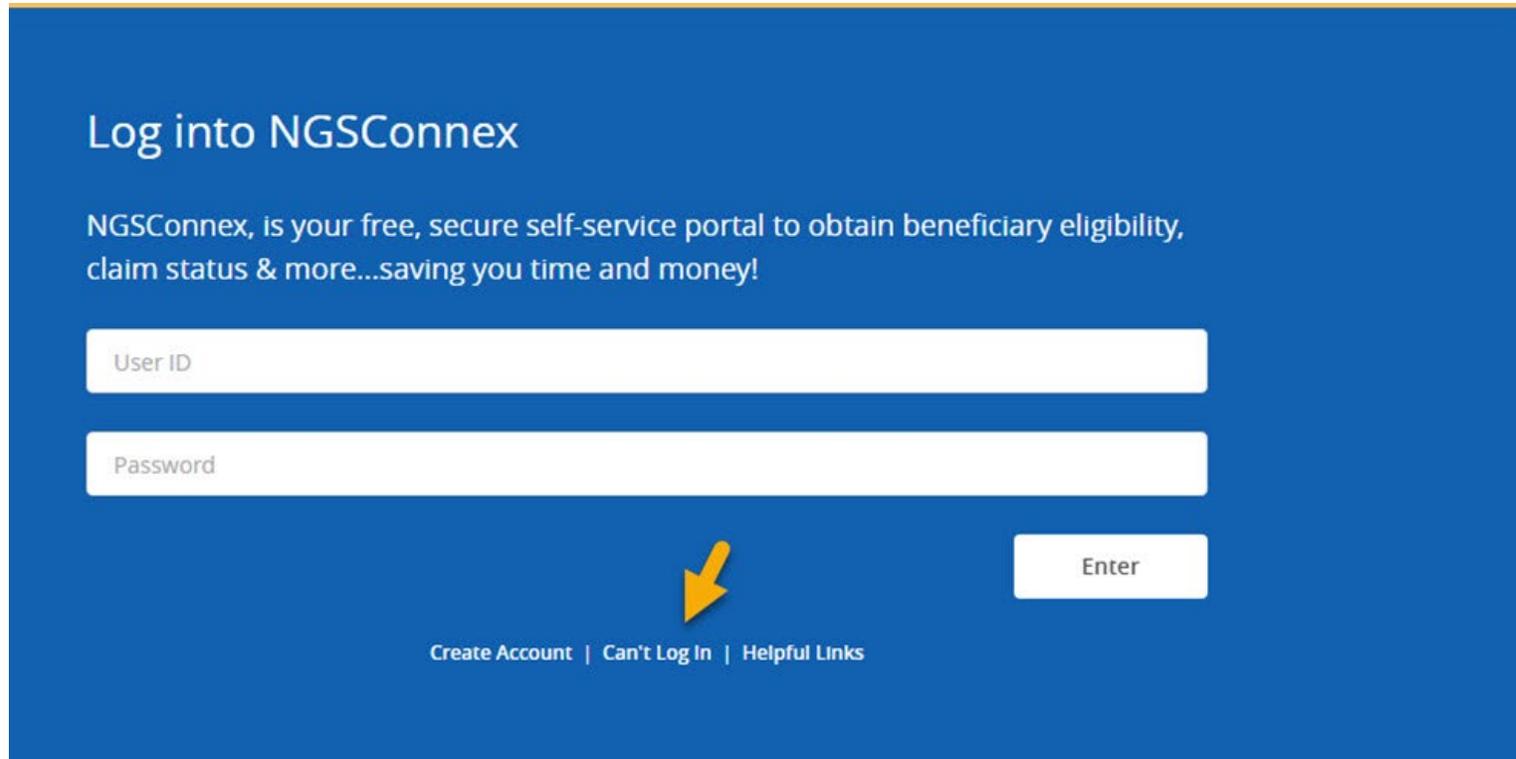
Can't Log In

Reminders to Prevent Account Suspension

- Login at least once every 30-days to avoid account suspension
- Change password at least once every 60-days to avoid account suspension
- Comply with NGSConnex Rules of Behavior
 - Do not share NGSConnex accounts
 - BOTS are prohibited in NGSConnex

Steps to Unsuspend the Account

- Select Can't Log In link on NGSConnex login page



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

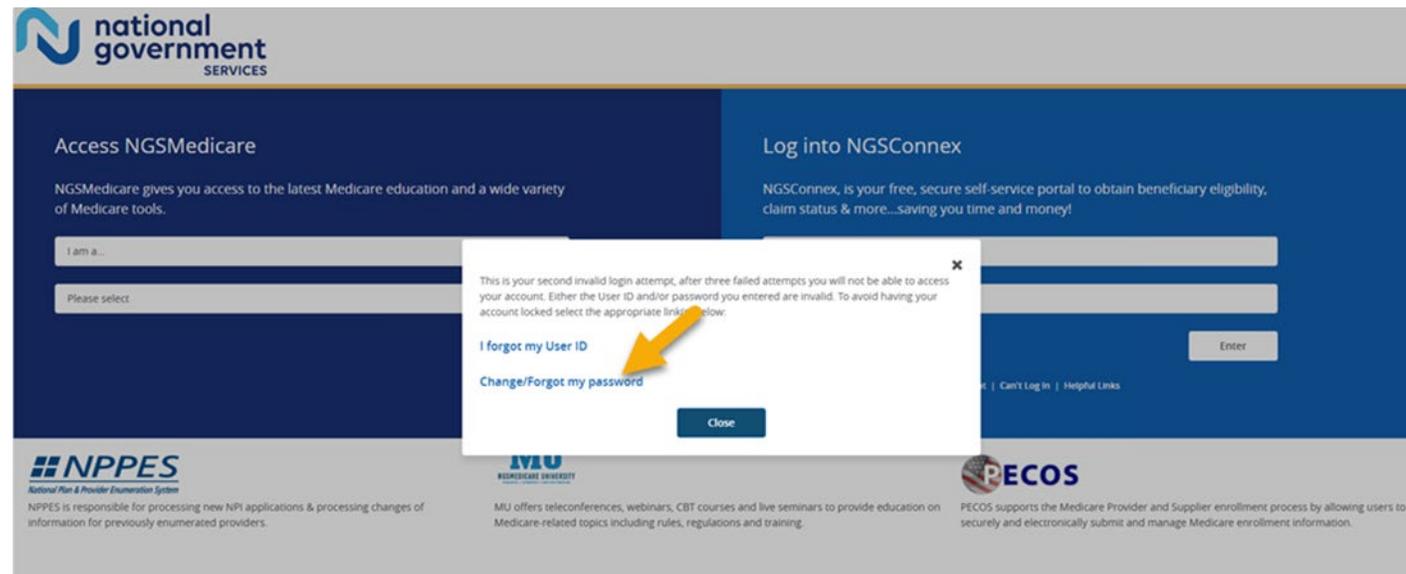
Password

Enter

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

Steps to Unsuspend Account

- Select Change/Forgot Password link. Follow on-screen directions
- We will email security code to email address associated with your NGSConnex account. This will unsuspend account and allow you to change your password



Entering User ID or Password

- Enter User ID or password associated with your NGSConnex account
 - If your User ID or password contains letter 'l' make sure you are **not** entering number '1' or vice versa
 - If your User ID contains letter 'O' make sure you are **not** entering number '0' or vice versa
- Do not store User ID or Password in Internet browser
- Password Requirement Reminder
 - 8-30 characters
 - One upper case alphabetic character
 - One lower case alphabetic character
 - One numeric character
 - One special character:
 - ! @ # \$ % ^ & * () , . ? : { } | < >

Eligibility Lookup

Medicare Inactive Coverage

- Current Medicare Inactive Begin Date/End Date
- Current Medicare Inactive Coverage Reason
 - Individual incarcerated per requested date(s) of service
 - Individual deported per requested date(s) of service
 - Individual not lawfully present per requested date(s) of service

Entitlement Information		
Part A Entitlement Reason	Part A Entitlement Date	Part A Termination Date
0-Beneficiary insured due to a	11/01/2017	
Prior Part A Entitlement Date	Prior Part A Termination Date	
Part B Entitlement Reason	Part B Entitlement Date	Part B Termination Date
0-Beneficiary insured due to a	11/01/2017	
Prior Part B Entitlement Date	Prior Part B Termination Date	
Medicare Inactive Begin Date	Medicare Inactive End Date	Inactive Reason



Historical Inactive Coverage Information

- Historical Medicare Inactive Coverage information

Beneficiary Eligibility

Inactive Coverage ↻

Part B Deductibles

Medicare Advantage

Medicare Secondary Payer ↻

Crossover

Qualified Medicare Beneficiary ↻

Inactive Coverage

Note: Does not apply to this Beneficiary.

[Printable View](#)

Remaining Inpatient and SNF Days

Additional Information

Full Inpatient Days

50

Copay Inpatient Days

30

Inpatient Ded Amt Remain

\$0.00

Full SNF Days

0

Copay SNF Days

75

Inpatient Blood Ded Units Remain

3.0

Lifetime Psychiatric Days Remain

190

Lifetime Reserve Days Remain

60

Earliest Billing Date

12/06/2020

Latest Billing Date

04/10/2021

Inpatient and SNF Spell History

Inpatient/SNF Spell History				
Spell	Type	Start Dt	End Dt	NPI
1	Inpatient	04/08/2021	04/10/2021	
1	Inpatient	02/15/2021	02/18/2021	
1	SNF	01/31/2021	02/11/2021	
1	SNF	01/31/2021	01/31/2021	
1	Inpatient	01/29/2021	01/31/2021	
1	SNF	12/09/2020	12/23/2020	
1	Inpatient	12/06/2020	12/09/2020	

1 to 7 of 7 items

Why Can't I View Part B Deductible?

- If Part B deductible information does not display for specific year, it may be because the beneficiary is or was enrolled in QMB program. If so, you are prohibited from billing patient Medicare Part B deductible, co-insurance and copayments.

The top screenshot shows the 'Part B Deductibles' page. The left sidebar has 'Part B Deductibles' selected, indicated by a blue underline and a yellow arrow. The main content area has a dark blue header 'Part B Deductibles' and a yellow note: 'Note: If blank, verify the beneficiary's Qualified Medicare Beneficiary (QMB) status below. If the beneficiary is enrolled in a QMB for the entire year(s), deductible does not apply.'

The bottom screenshot shows the 'Qualified Medicare Beneficiary' page. The left sidebar has 'Qualified Medicare Beneficiary' selected, indicated by a blue underline and a yellow arrow. The main content area has a dark blue header 'Qualified Medicare Beneficiary' and a table with the following data:

Effective Dt	Termination Dt	State
01/01/2006		NY

Below the table, it says '1 to 1 of 1 items'.

Appeals

Appeal History

- Last 60 days of appeal submissions will display
 - To narrow or expand search, use filter options

The screenshot shows the 'Appeal History' interface. At the top, there are two tabs: 'Appeal History' (selected) and 'Claim Search'. Below the tabs, a text box explains that the last 60 days of appeals submitted via NGSConnex are displayed and that filter options can be used to narrow or expand the search. It also notes that to view appeal status/decision letters for requests NOT submitted via NGSConnex, a 'Claim Search' should be initiated. For requests submitted via NGSConnex, the 'Claim Number' hyperlink is available when the appeal has an assigned Appeal Number.

Filters:

Appeal ID: [] From Submit Date: 01/30/2025 To Submit Date: 03/31/2025 Request Type: --Select-- Medicare Number: [] Claim Number: [] Created By: --Select-- [Search] [Reset Search]

[Export to Excel](#)

Appeal Number	Submitted Date	Created By	Request Type	Medicare Number	Beneficiary Name	Claim Number	Requester's Full Name
<input type="checkbox"/> 1-111111111	03/11/2025	[]	Redetermination	[]	[]	1111111111111111AAAA	[]
<input type="checkbox"/> Pending	03/11/2025	[]	Redetermination	[]	[]	1111111111111111BBBB	[]
<input type="checkbox"/> []	03/11/2025	[]	Redetermination	[]	[]	[]	[]

1 to 3 of 3 items

Appeals Status – Final Reversal

- Final Reversal – no letter issued

Home > Appeals > Claim Details ADDITIONAL HELP ▾

APPEALS

Initiate Clerical Error Reopening Initiate Redetermination Close

Claim Header

Claim Lines

Appeals Status

Appeal Number	Received Date ▾	Status ▾	Decision Date ▾	Adjusted DCN ▾	Appeal Level ▾	View Decision Letter
<input type="checkbox"/>	01/12/2024	Final-Reversal	01/25/2024		Redetermination – Level 1 (NGS)	Refer to the adjusted claim remittance advice, a provider letter was not issued for this appeal.

1 to 1 of 1 items

Appeals Status – Final Affirmation

- Final Affirmation – select View Decision Letter hyperlink

Home > Appeals > Claim Details ADDITIONAL HELP ▾

APPEALS

Close

Claim Header

Claim Lines

Appeals Status

Appeal Number	Received Date ▾	Status ▾	Decision Date ▾	Adjusted DCN ▾	Appeal Level ▾	View Decision Letter
<input type="checkbox"/>	09/16/2024	Final Affirmation (see letter for additional details)	10/22/2024		Redetermination – Level 1 (NGS)	View Decision Letter

1 to 1 of 1 items



Check Appeal Status Under Claim Status Lookup

- If unable to locate MRN under Appeals section of NGSConnex, follow these steps
 - Select Claim Status Lookup on homepage
 - Enter Medicare Number (MBI or HICN) and from and to service date
 - Locate original claim from claim summary list, select claim number hyperlink to view appeal status information
 - Select Appeal Status from left-side navigation
 - Select View Decision Letter link. If MRN is available, it will display

ADR

View ADR letters in NGSConnex

- ADR Summary will display any claim(s) that have been selected by NGS Medical Review or Claims for additional documentation

Note: ADR responses and attachments submitted via NGSConnex prior to 2/25/2022 will not display in the portal. To view ADR details, select the claim number hyperlink below.

ADR Summary | ADR Not In List | Submission History

NGS recommends responding to all ADRs within 35-40 days of the letter date. The 'Due Date' displayed is 45-days from the letter date (CMS Requirement). CMS allows a grace period for MR ADRs. To determine if you can respond, select the claim number hyperlink and the 'Respond to ADR' button will display. If it is past due, you will see an 'exclamation point' and can hover over for more information.

All ADRs in the 'Awaiting Documentation' status for the provider selected display below. Those within the timeframe to respond, will display with the oldest due date first.

Filters:

ADR From Date: 12/01/2024 | ADR To Date: 03/31/2025 | ADR Status: Awaiting Documentation | Claim Number: | CaseID: | **Search** | Reset Search

[Export to Excel](#)

Claim Number	From Service Date	To Service Date	Beneficiary Name	ADR Date	ADR Status	Due Date	ADR Type	Case ID	Nurse Review Decision	Remittance Advice Date
225	12/13/2024	12/13/2024		03/12/2025	Awaiting Documentation	04/26/2025	Medical Review (MR)			
225	02/04/2025	02/12/2025		03/13/2025	Awaiting Documentation	04/27/2025	Medical Review (MR)			
225	02/03/2025	02/17/2025		03/19/2025	Awaiting Documentation	05/03/2025	Medical Review (MR)			
225	02/06/2025	02/26/2025		03/21/2025	Awaiting Documentation	05/05/2025	Medical Review (MR)			
225C	01/08/2025	01/08/2025		03/24/2025	Awaiting Documentation	05/08/2025	Medical Review (MR)			
225C	01/06/2025	01/06/2025		03/24/2025	Awaiting Documentation	05/08/2025	Medical Review (MR)			

ADR Details – View ADR Letter

Home > ADR Summary > ADR Details

ADR DETAILS - 225 [REDACTED]

- ADR Details
- ADR Letter**
- Claim Lines
- Submission History
- Appeal Status
- TPE Decision Letter 

ADR Letter

[View ADR Letter](#)



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 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.

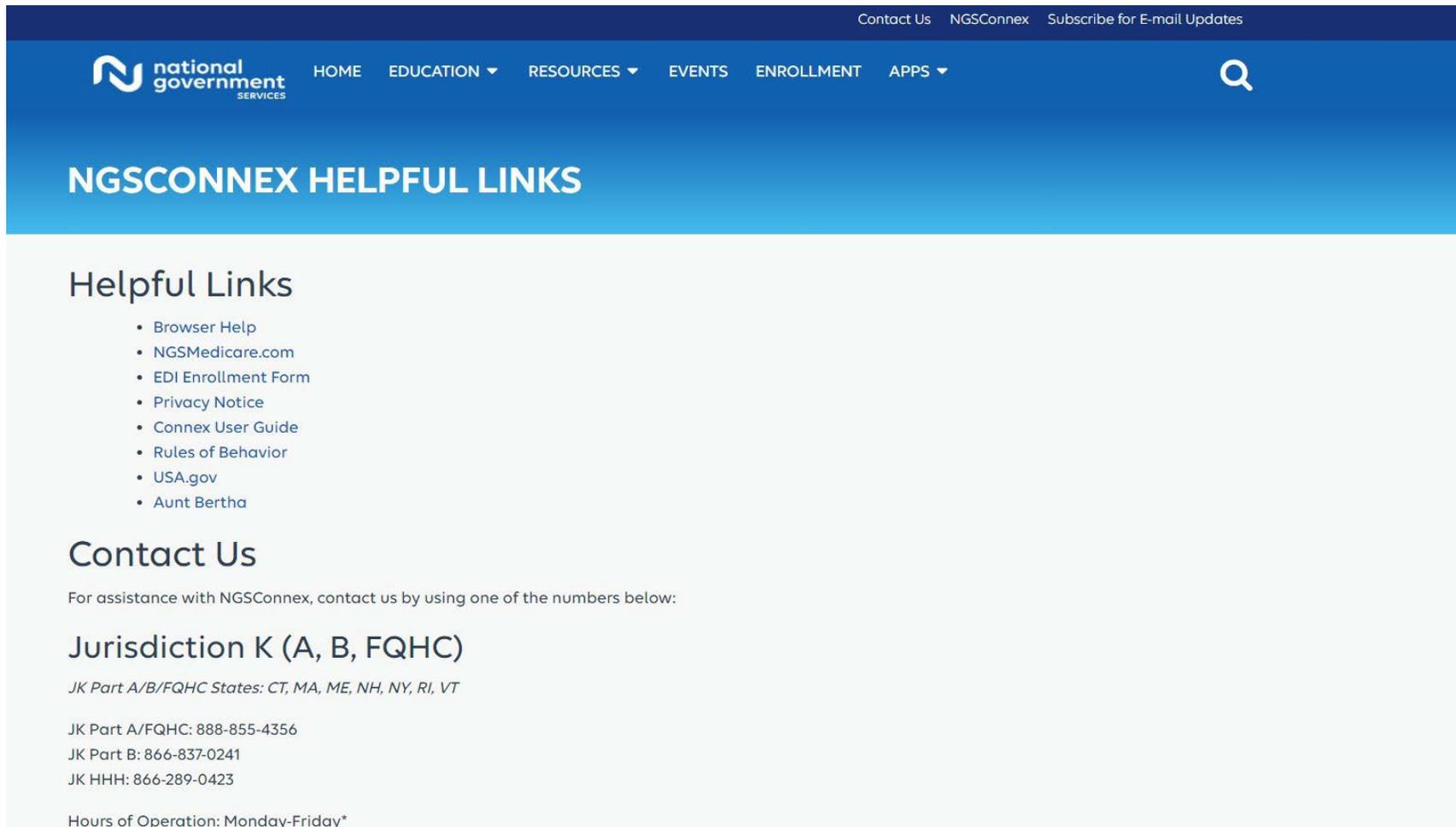


MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.



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 (2)



The screenshot shows the top navigation bar of the NGSConnex website. It includes the National Government Services logo, a search icon, and a menu with items: HOME, EDUCATION, RESOURCES, EVENTS, ENROLLMENT, and APPS. In the top right corner, there are links for 'Contact Us', 'NGSConnex', and 'Subscribe for E-mail Updates'. Below the navigation bar is a blue header for 'NGSCONNEX HELPFUL LINKS'. The main content area is titled 'Helpful Links' and contains a bulleted list of links: Browser Help, NGS Medicare.com, EDI Enrollment Form, Privacy Notice, Connex User Guide, Rules of Behavior, USA.gov, and Aunt Bertha. Below this is a 'Contact Us' section with a paragraph of text and a list of phone numbers for different jurisdictions: 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), and JK HHH (866-289-0423). The hours of operation are listed as 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

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.

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](#)



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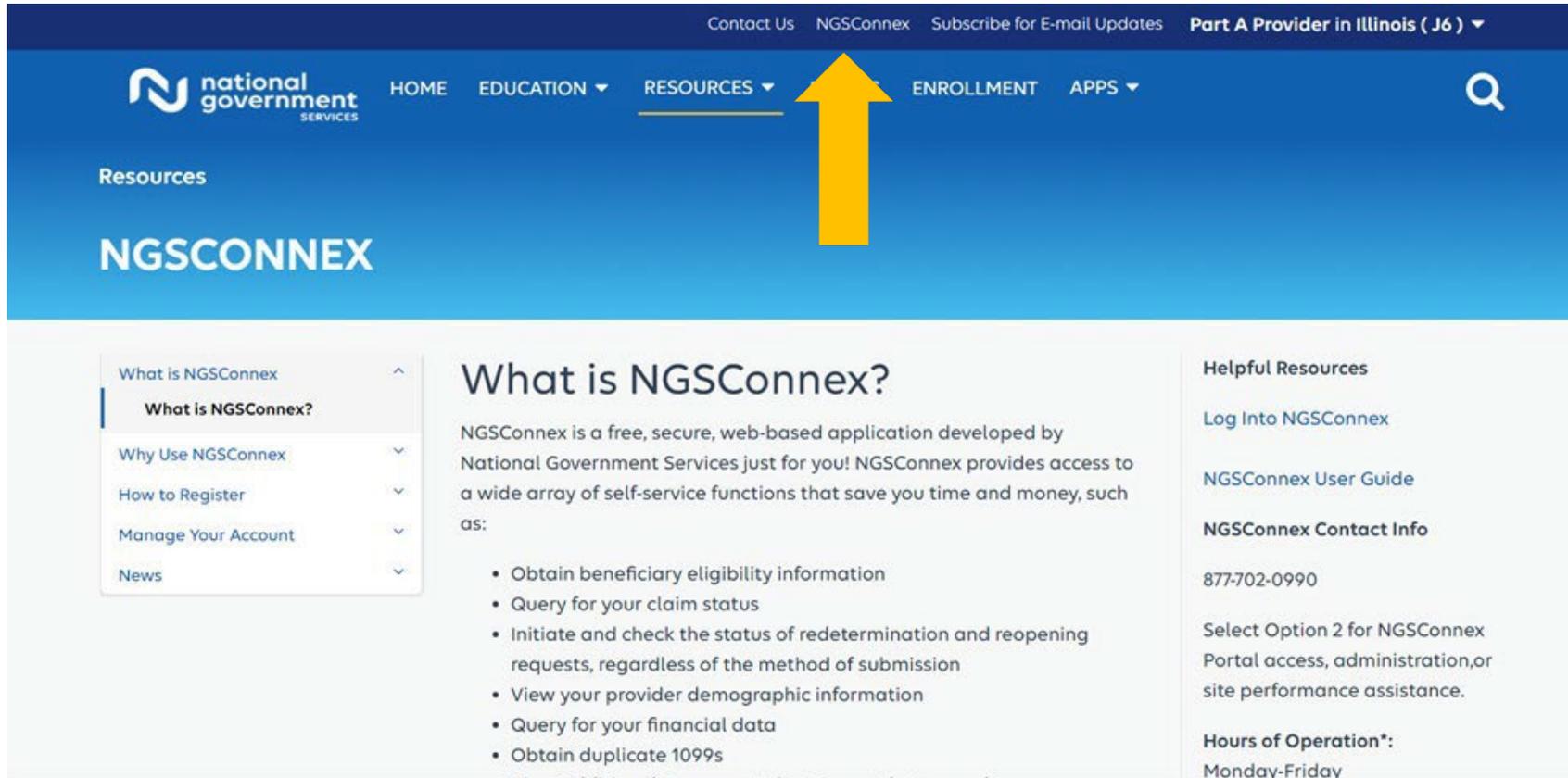


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PECOS supports the Medicare Provider and Supplier enrollment process by allowing users to securely and electronically submit and manage Medicare enrollment information.

Resources – NGS Medicare



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 divided into three columns. The left column is a sidebar menu with items: What is NGSConnex (selected), Why Use NGSConnex, How to Register, Manage Your Account, and News. The middle column is titled 'What is NGSConnex?' and contains a paragraph describing the application and a bulleted list of features. The right column is titled 'Helpful Resources' and contains links for Log Into NGSConnex, NGSConnex User Guide, NGSConnex Contact Info, and Hours of Operation*.

Contact Us NGSConnex Subscribe for E-mail Updates Part A Provider in Illinois (J6) ▾

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

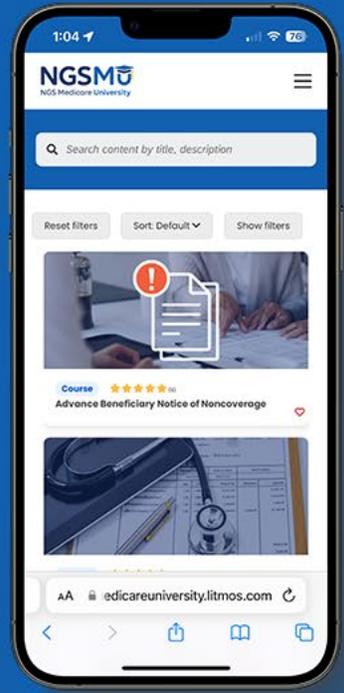
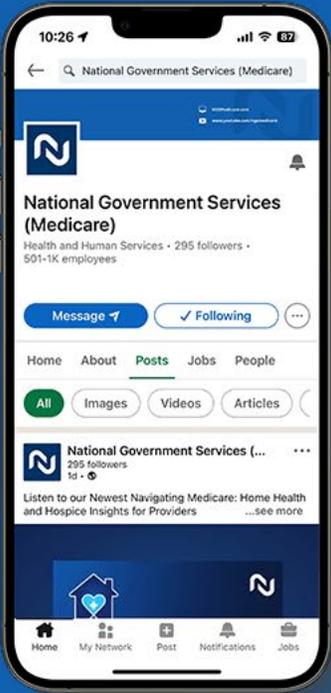
The screenshot shows the Notification Center interface for National Government Services. At the top, there is a dark blue header with the 'national government SERVICES' logo and a 'HOME' link. A yellow arrow points to a notification bell icon in the top right corner. Below the header, a blue breadcrumb trail reads 'Home > Notification Center'. The main content area is titled 'NOTIFICATION CENTER' and 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 options is a table with the following columns: 'Alert Type', 'PSAN', 'Description', and 'Last Update/Respond by Date'. The table contains three rows of notifications:

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

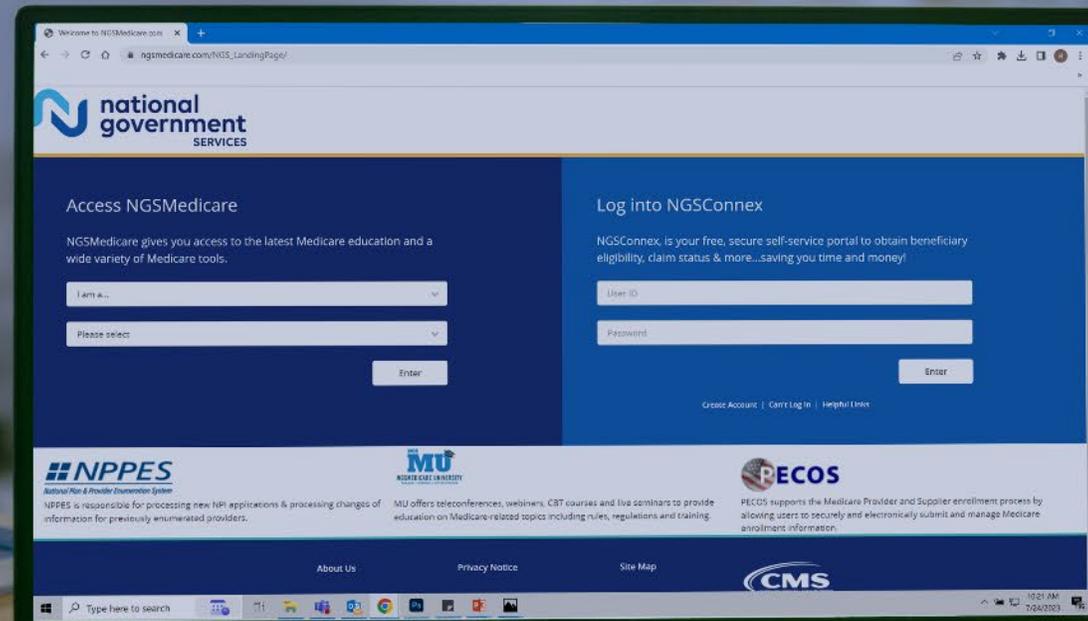


[Medicare University](#)
Self-paced online learning



[LinkedIn](#)
Educational Content

Find us online



www.NGS Medicare.com

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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