



Need Answers?

The Options to Consider Before Calling
or Writing Into Medicare

6/10/2025

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

NGS self-service options and other channels can answer most of provider's questions. During this session, we will show you how to effectively utilize these tools.

Today's Presenters

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Provider Outreach & Education
Consultant



Kathy
Mersch

Provider Outreach & Education
Consultant





Agenda

Overview of Provider Customer Service Plan

Michael Dorris

Overview of Self-Service Options

Michael Dorris

Want to Talk to Us?

Michael Dorris

Make the Most of Your Call

Michael Dorris

Do You Need to Submit an Inquiry?

Kathy Mersch

Make the Most of Your General Inquiry

Kathy Mersch

Resources

Kathy Mersch

Questions

Overview of Provider Customer Service Plan

CMS Goals

- Continuously improve provider satisfaction
- Deliver accurate, timely and consistent customer service
- To be a trusted source of information

Provider Customer Service Plan

- **PCSP Components**

- PECOS
- Provider Self-Service Options
- Provider Contact Center
- Provider Outreach & Education


Overview of Self-Service Options

NGS Website

- NGS website gives you access to the latest information
 - Select Line of Business
 - Select State or Territory
- [NGSMedicare.com Website Tutorial](#)

NGS Website ⁽²⁾

NGS website



national government SERVICES

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


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.

[About Us](#)[Privacy Notice](#)[Site Map](#)



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

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NGSConnex

- NGSConnex is a free, secure, web-based application developed by National Government Services
- NGSConnex provides access to a wide array of self-service functions

Combined Landing Page – Log into NGSConnex

[NGS website](#)

The screenshot displays the National Government Services website landing page. At the top left is the "National Government Services" logo. The page is divided into two main sections: "Access NGSMedicare" on the left and "Log into NGSConnex" on the right. The "Log into NGSConnex" section is highlighted with a yellow arrow pointing to the "Log into NGSConnex" text. Below this text is a description: "NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!". There are two input fields: "User ID" and "Password/Temporary Password", each followed by an "Enter" button. A yellow arrow points to the "Create Account | Can't Log In | Helpful Links" text below the password field. The footer contains logos for NPPES (National Plan & Provider Enumeration System), mu (medicare university), and PECOS (Provider Enrollment, Chain of Ownership, and System), each with a brief description of their services. At the bottom right is the CMS logo.

National Government Services

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

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CMS

NGSConnex Homepage

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

What Is the IVR?

- IVR System
 - Research application used to provide general/common Medicare beneficiary and/or claim information
 - Text-to-speech technology
 - Uses natural language
 - Allows you to speak directly into telephone to make a selection
- CMS mandate

Benefits of Using IVR

- No sign up and minimal training needed
- Need phone access, no need for computer
- All provider departments can use
 - E.G.: Admissions, billing, accounting
- Extended hours to serve many schedules
- Stay on call as long as needed to get as much information as necessary
- Uses same system as PCC, NGSConnex, FISS DDE

Note: Beneficiary eligibility information no longer offered on the IVR

Accessing the IVR

| State | IVR Number | Hours Available |
|---|--------------|---|
| Illinois, Minnesota, Wisconsin | 877-309-4290 | Monday – Friday: 6:00 a.m. – 7:00 p.m. ET Saturday: 7:00 a.m. – 3:00 p.m. ET |
| Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont | 877-567-7205 | Monday – Friday: 6:00 a.m. – 7:00 p.m. ET Saturday: 7:00 a.m. – 3:00 p.m. ET |

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.

Want to Talk to Us?

Provider Contact Center

| State | Live Representative | IVR | Hours Available |
|--|---|--------------|--|
| Illinois, Minnesota, Wisconsin | 877-702-0990 <i>TTY: Call 711 and provide the above phone number to the agent.</i> | 877-309-4290 | Monday – Friday* 8:00 a.m. – 4:00 p.m. CT *Closed for training on the 2nd and 4th Friday of the month. 11:00 a.m. – 3:00 p.m. CT |
| Connecticut, Maine, Massachusetts, New Hampshire, New York, Vermont, Rhode Island | 888-855-4356 <i>TTY: Call 711 and provide the above phone number to the agent.</i> | 877-567-7205 | Monday – Friday* 8:00 a.m. – 4:00 p.m. ET *Closed for training on the 2nd and 4th Friday of the month. 12:00 p.m. – 4:00 p.m. ET |



Make the Most of Your Call

Be Prepared

- Have the following information ready before calling PCC:
 - NPI
 - PTAN
 - Tin last five digits
- Note: You are allowed three attempts to correctly provide NPI, PTAN, and last five digits of your TIN.

Be Prepared ⁽²⁾

Have required claim-specific information ready before calling:

- Beneficiary's MBI
- Beneficiary's last and first name or initial (DOB may be needed)
- DOS in question
- Denial reason (if unknown please call IVR)

Provider Contact Center ⁽²⁾

- PCC can assist with a wide-range of Medicare coverage and billing-related inquiries
- PCC is available to:
 - Clarify a processed claim
 - Assist with general/billing questions
 - Provide IVR and NGS website guidance
 - Assist with other complex issues

Provider Contact Center ⁽³⁾

- PCC can assist with a wide-range of Medicare coverage and billing-related inquiries
- PCC is NOT available to:
 - Provide claim status or eligibility
 - Provide claim CPT/HCPCS codes, modifiers
 - Preauthorize any type of service or supply
 - Answer beneficiary inquiries

Reminder

- Effective 5/1/2025, PCC will service one PTAN/NPI combination per call
- [Provider Contact Center – Make the Most of Your Call](#)

Reminder ⁽²⁾

- Effective 3/14/2025, Medicare Advantage information for Part A and Part B not offered on IVR
- [Utilize NGSConnex to obtain Medicare Advantage details](#)

Overview of Top Issues – Provider Contact Center

Part A – Provider Contact Center

Top Trends

| Jurisdiction | Part A Provider Type | Trend |
|--------------|----------------------|---------------------|
| J6 | All | General Information |
| J6 | All | Claim Denials |
| J6 | All | RTP |

| Jurisdiction | Part A Provider Type | Trend |
|--------------|----------------------|---------------------|
| JK | All | Claim Denials |
| JK | All | General Information |
| JK | All | RTP |

Trends/Solutions - Provider Contact Center

- General Inquiries – NGS website or NGSConnex
- Claim Denials – RA, NGSConnex, NGS website
- Top Claim Errors – FISS/DDE, NGSConnex, NGS website
- Note:
 - Attend Provider Outreach & Education Events

Do You Need to Submit an Inquiry?

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



NGSConnex Online Inquiry System

NGSConnex

- Beneficiary eligibility and entitlement information
- Query claims status
- View provider/supplier demographic information
- Query financial data
- View and print remittance advice
- Submit an online inquiry

NGSConnex Online Inquiry System ⁽²⁾

- Select the appropriate Inquiry Type from the drop-down menu
- NGSConnex – Used to submit inquiries related to completing a transaction or inquiry within the portal
- General (not claim specific) – Used to submit 'general' inquiries about medical policies, Medicare regulations, etc.
- HiServ – Providers who participate in the HiServ program are required to select HiServ for inquiry and issue type
- Medical Review – Used to submit inquiries only related to Medical Review
- Medicare Claim – Used to submit inquiries regarding a specific claim

Learn Over Lunch-NGSConnex Inquiries

- 6/3/2025 Webinar
- Join this session to learn how to efficiently utilize NGSConnex for general inquiry submissions
- [Registration](#)

The background is a solid blue color with a complex, abstract pattern of overlapping geometric shapes. These shapes include various polygons, triangles, and curved forms, creating a sense of depth and movement. The colors range from a deep navy blue to a lighter, medium blue, with some areas appearing slightly more saturated than others.

Make the Most of Your General
Inquiry

General Inquiries

- Response within 45 business days
- Once approval received from LSO in NGSConnex
 - Select Inquiries > General Inquiries
 - View previous inquiries
 - Create new inquiry

General Inquiries ⁽²⁾

- Tips when submitting an inquiry
 - Select the appropriate *Reason for Inquiry* option
 - Be clear and concise
 - Give examples if appropriate
 - Include documentation if appropriate

General Inquiries : Reason for Inquiry

- Reason for Inquiry options:
 - Connex –Used to submit inquiries related to Connex
 - Don't submit claim-specific questions
 - General (Not Claim Specific) – Used to submit 'general' inquiries about medical policies, Medicare regulations, etc.
 - Don't submit claim-specific questions or medical records.
 - HiServ – Used for providers in the HiServ program
 - Not used for any other provider types
 - Medical Review – Used to submit inquiries only related to Medical Review.
 - Don't submit responses to Medical Review ADRs here.
 - Go to ADR tab to upload documentation in response to an ADR.
 - Medicare Claim – Used for questions about a specific claim
 - Don't submit appeal requests, requests for appeal status, overpayment requests, medical records, etc.

Overview of Top Issues – Written Inquiry

Part A – Written General Inquiries

Top Trends

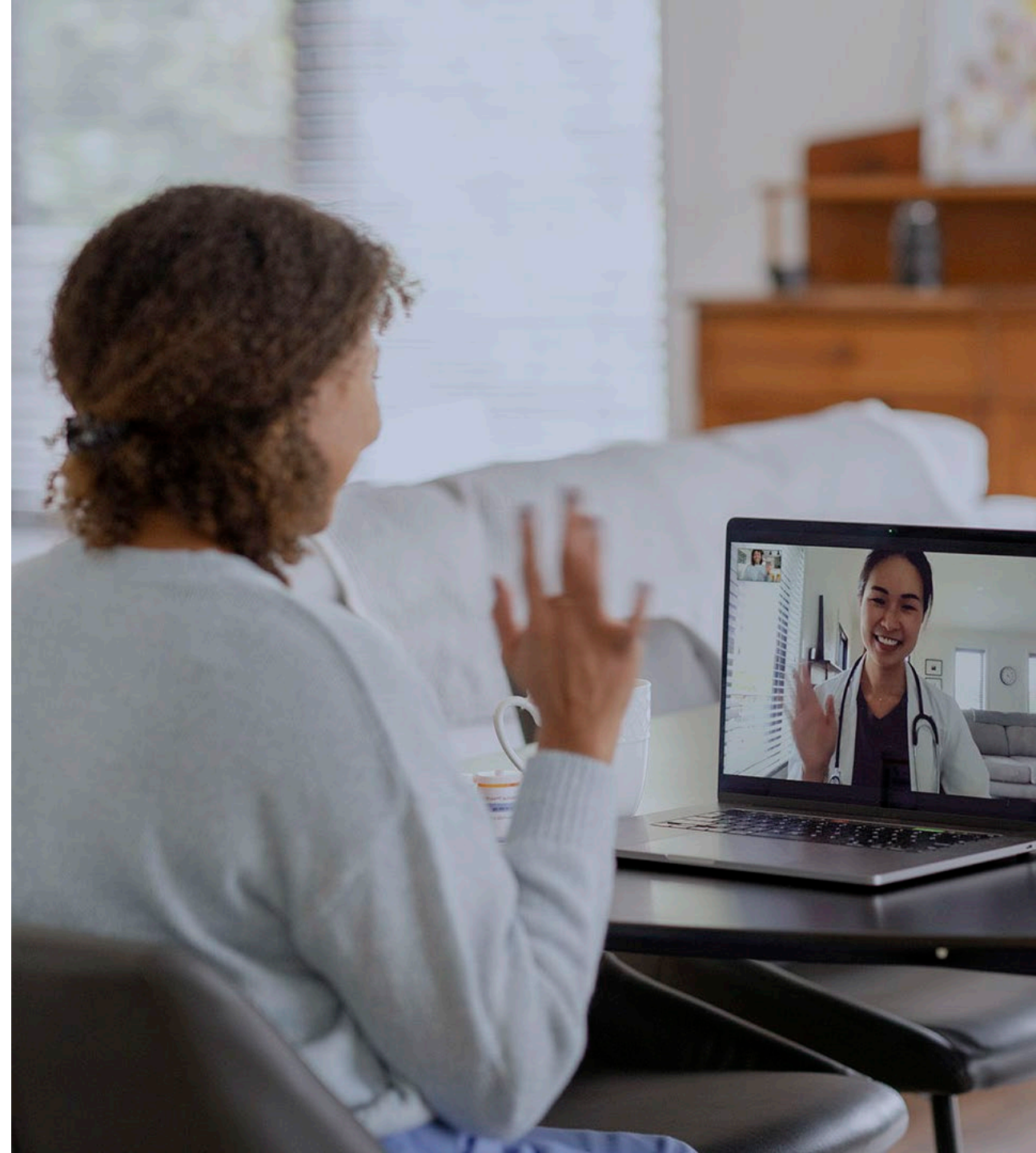
| Jurisdiction | Part A Provider Type | Trend |
|--------------|----------------------|-----------------------|
| J6 | All | Third Party |
| J6 | All | Duplicate/Non-appeals |
| J6 | All | RTP and Reject |
| Jurisdiction | Part A Provider Type | Trend |
| JK | All | Third Party |
| JK | All | Duplicate/Non-appeals |
| JK | All | RTP and Reject |

Written Trends/Solutions

- Third Party/Outsource – NGS website, NGSConnex, or work with third party
 - [Attention All Medicare Providers: Are You Using an Outsource Company?](#)
- Duplicate/Non-appeals
 - [Tip Sheet for Medicare Providers on First Level of Appeals \(Redeterminations\)](#)
- Claim Error Reasons – FISS/DDE, NGSConnex, NGS website
- Note
 - Attend Provider Outreach & Education Events

Accessing NGSConnex- Outside United States and Territories

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



Part A – Electronic Inquiries

Top Trends

| Jurisdiction | Part A Provider Type | Trend |
|--------------|----------------------|-----------------------|
| J6 | All | Duplicate Copy Remits |
| J6 | All | Verify Claim Paid |
| J6 | All | RTP and Reject |
| Jurisdiction | Part A Provider Type | Trend |
| JK | All | Duplicate Copy Remits |
| JK | All | Verify Claim Paid |
| JK | All | RTP and Reject |

Electronic Inquiries Trends/Solutions

- Duplication of Remits – NGSConnex or IVR
- Verify Paid Claim – RA, NGSConnex
- Claim Error Reasons – FISS/DDE, NGS website, NGSConnex
- Note:
 - Attend Provider Outreach & Education Events

Resources

Resources

Production Alerts

- Notification concerning FISS system issues (typically national issues) that may impact claim submission and/or processing
 - Notification is sent via listserv messaging
 - You can check NGS website for production alert issues as well as updates to those issues
 - Active and closed issues

Resources (2)

Alerts

Search Alerts

Status: All Statuses

Timeframe: Select

Date Reported: 08/11/2022

Part A Invalid MBI Cross-Reference Issue

National Government Services is informing Part A providers of a claim processing issue causing invalid MBI cross-referencing. This is resulting in multiple, inactivated HICN being associated with the impacted claims.

[Read More](#)

Date Reported: 05/25/2022

COVID-19 Vaccine Administration Returning to Providers - Reason Code 32287

Claims for COVID-19 vaccine administration performed on the same DOS as another vaccine administration (e.g., PPV, flu or tetanus) are incorrectly being returned to providers with RC 32287.

[Read More](#)

Date Reported: 03/07/2022

Part A FISS Cancel Adjustment Issue

FISS Maintainer will be creating a file to identify the cancel claim records that posted to the CWF as original claims (those with a CD value of "3" instead of "4") and will be providing those files to CWF. The CWF Maintainer will run those files through the HIMR to cancel the incorrectly posted records.

[Read More](#)

Date Reported: 02/01/2022

Part A Anesthesia Claim Returning to Providers in Error

CMS has instructed all MACs to hold all Part A 13X and 85X TOBs for anesthesia services with DOS on or after 1/1/2022 until CMS fully implements a replacement file for these claims.

Choose:

- All statuses
- Active
- Closed

Resources ⁽³⁾

FQHC Claim Hold Effective DOS 1/1/2025

| | |
|--------------------------|---|
| Date Reported: | 01/03/2025 |
| Date Updated: | 02/12/2025 |
| Date Resolved: | 01/29/2025 |
| Status: | Closed |
| Provider Types Impacted: | Part A FQHCs in Jurisdiction K and Jurisdiction 6 |
| Reason Code(s): | N/A |
| Claim Coding Impact: | N/A |

Description of Issue

CMS has issued claim hold instructions to all MACs, due to release and testing of a new FQHC pricer.

National Government Services Action

As per CMS instruction, NGS will apply condition code 15 to hold claims so timeliness will not be impacted.

Provider Action

No provider action is indicated.

Proposed Resolution/Fix

Claims released 1/29/2025.

Watch for updates!

Resources ⁽⁴⁾

- [NGSConnex User Guide](#)
- [Interactive Voice Response System](#)
 - [Part A Provider IVR User Guide](#)
 - [Part A IVR Flow Chart](#)
 - [Part A Touch-Tone Card/Eligibility Checklist](#)
 - [Interactive Voice Response Conversion Tools](#)
 - Beneficiary Name to Number Converter
 - PTAN and Beneficiary Medicare Number Converter
 - IVR Conversion Tables
- FISS DDE Provider Online Guide
 - [NGS website](#)
 - Education > Manuals

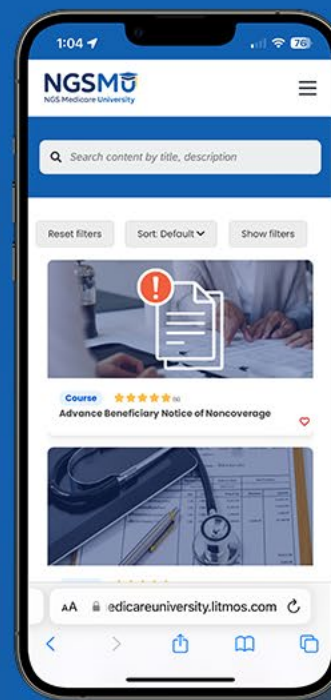
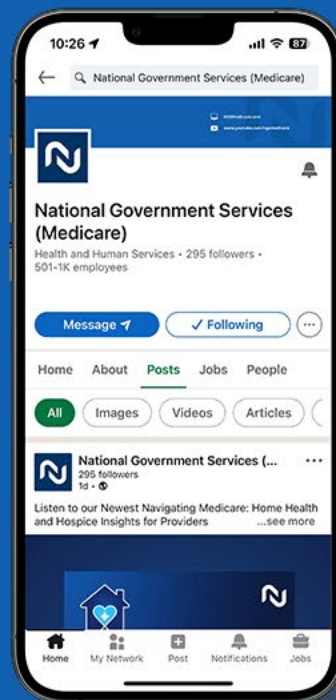
Resources ⁽⁵⁾

- [National Uniform Billing Committee](#)
- [NGS Medicare University website](#)
- [Medicare University User Guide](#)
 - Must [create a user account](#) unique to you
 - Frequently asked questions
- Technical issues with Medicare University
 - E.g., issues logging on and off the system, course will not launch, course information boxes will not open, issues with links
 - MedicareUniversity@anthem.com

Resources ⁽⁶⁾

Person(s) on Medicare

- Annual version of Medicare & You CMS publication
 - Published annually in various versions for Medicare beneficiaries
- 1-800-Medicare (1-800-633-4227) / (TTY users: 1-877-486-2048)
 - Available 24 hours/day; 7 days/week
 - To speak to a live person: either say “agent” or press “0”
- [Medicare.gov](https://www.medicare.gov)
- [State Health Insurance Assistance Program Regional SHIP Locator](#) (Find Your State SHIP Resource – local assistance)
- [Senior Medicare Patrol](#) (Find Your State SMP Resource – local assistance)
- [Social Security Administration](#)



Connect with
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media



[YouTube Channel](#)
Educational Videos

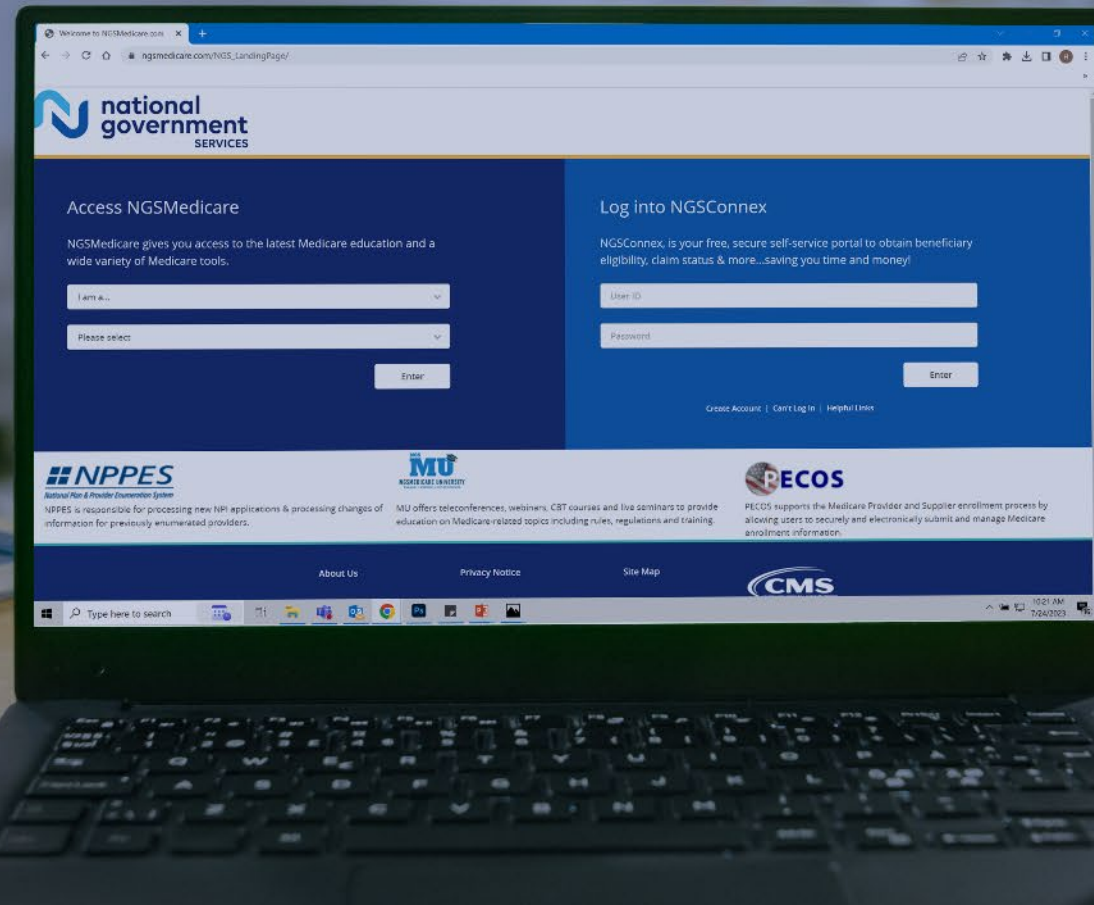


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Self-paced online learning



[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



Questions?

Thank you!