





Navigating NGS and CMS Websites

6/12/2025

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

After this session, attendees will be able to:

- Use NGS' website to find helpful information and self-service tools for use in billing Medicare claims
- Search CMS' website for Medicare regulations and other helpful information





Today's Presenter



- Andrea Freibauer
 - Provider Outreach and Education Consultant







Agenda

- NGS Medicare Resources
- CMS Medicare Resources
- Questions?



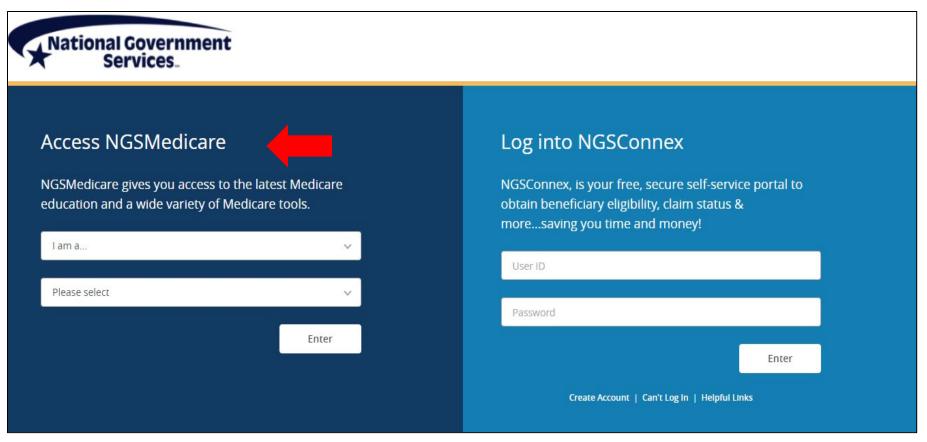




NGS Medicare Resources

NGS Website – Landing Page

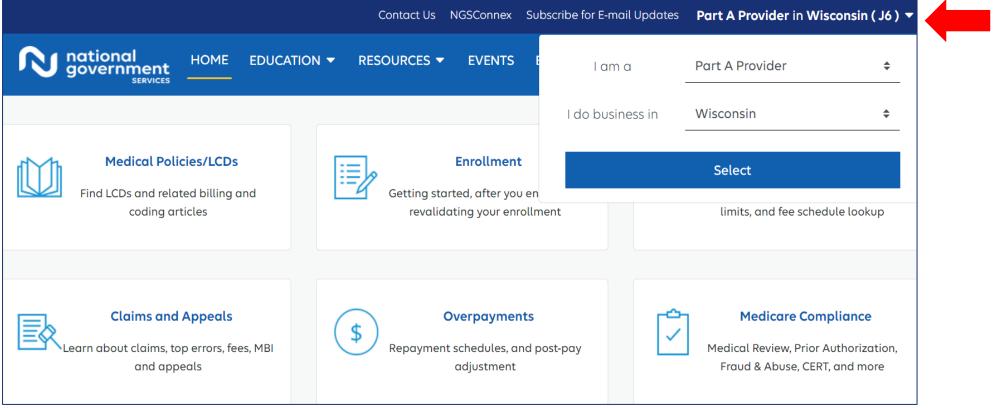
Access <u>our website</u> or log into NGSConnex





NGS Website – Home Page

 Top tabs, switch between LOB or NGS contract, top navigation bar and tiles







NGS Website – Top Navigation Bar

- Click on
 - National Government Services logo to go back to landing page
 - Home to return to home page from anywhere on website
 - Education, Resources, Events, Enrollment and Apps tabs for specialized information
 - Search function (magnifying glass) to enter topic

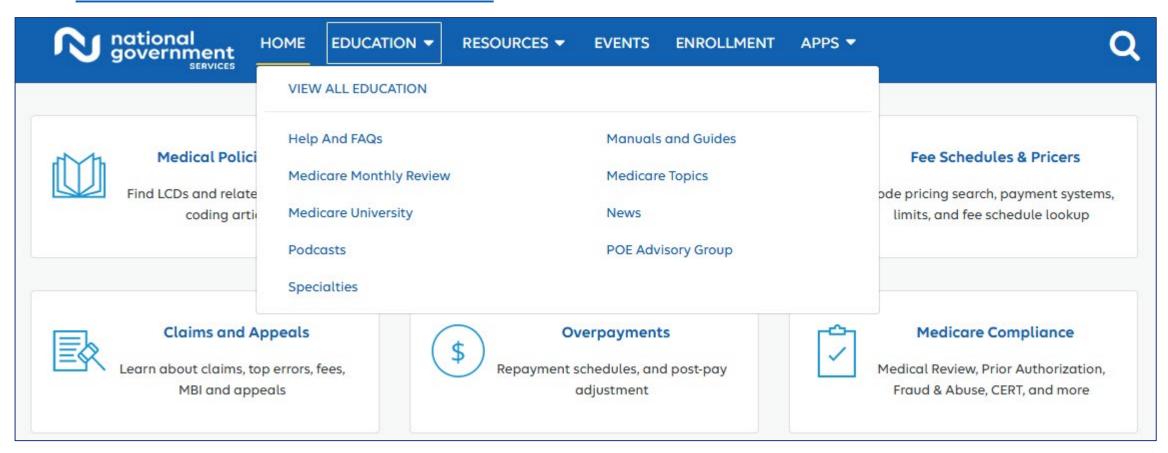






NGS Website - Education Tab

NGS website – Education







Education > Help and FAQs

Answers to commonly asked questions







Education > Medicare University

- Create account: <u>Medicare University Self Sign Up</u>
- Log in: <u>Medicare University Secure login</u>
- Free online learning platform
 - Offers on-demand education
 - Interactive online learning
 - Various topics
 - Flexibility
 - You determine your schedule
 - Available 24/7
 - Self-paced
- Retrieve, view, download certificates from our webinars





Education > Specialties

- Detailed tip sheets and articles
 - Provider types
 - Specialties
 - Benefit categories
- Currently 15 to choose from







Education > Specialties > Hospital

HOSPITAL

Hospital Billing for Beneficiaries Enrolled in Option Code C Medicare Advantage Organization Plans

Inpatient Admission Prior to
Medicare Entitlement Job Aid

Hospital Acquired Conditions and Present on Admission Resource for Acute Care Hospital Facilities

JK: Medicare Paid Hospital Providers Twice for Nonphysician Outpatient Services Provided Shortly Before or During Inpatient IPPS Hospital Stays

Hospitals Must Correctly Assign Severe Malnutrition Diagnosis Codes to Inpatient Claims

Hospital Billing for Beneficiaries Enrolled in Option Code C Medicare Advantage Organization Plans

A Medicare beneficiary can choose to enroll in an option code C MAO plan. If they do, that plan replaces their original Medicare. Original Medicare is not secondary to the MAO plan because the beneficiary is not enrolled in both. You can check if a beneficiary is enrolled in an option code C MAO plan using NGSConnex and/or HIPAA Eligibility Transaction System (HETS).

If you render outpatient or inpatient hospital services to a beneficiary who is enrolled in an option code C MAO plan at the time of services, submit a claim for those services to that MAO plan. Do not submit a claim to us **instead** as we will reject it based on the beneficiary's MAO plan enrollment.

Beneficiary Is Enrolled in an MAO Plan for a Portion of an Inpatient Hospital Stay

In most situations, the MAO plan is in effect during a beneficiary's entire inpatient hospital stay. Because an inpatient hospital stay can span multiple dates, you may determine an MAO plan was in effect for **only a portion of that stay**. If this is the case, you must determine which payer is responsible for the inpatient stay – the option code C MAO plan, original Medicare or a combination of both. Refer to your hospital type below to determine the responsible payer(s):



Select a Topic to Learn More!				
Appropriate Use Criteria	Beneficiary Notices Initiatives	Billing		
Clinical Trials	Coding and Edits	COVID-19		
Diabetes Awareness	Documentation	Drugs and Biologicals		
End-Stage Renal Disease	Evaluation and Management	Health Professional Shortage Area		
Home Infusion Therapy	Intensive Outpatient Program	Medically Unlikely Edits		
Modifiers	New Provider Center	Pain Management		
Remittance Advice	RuralServ	Sleep Studies		
Timely Filing	Tobacco Cessation	Transplant Services		

Education > Medicare Topics

- Detailed tip sheets and articles
 - Coverage
 - Documentation
 - Billing
- Currently 24 to choose from







Education > News



NGS and CMS News

Posted daily



Complete search fields and hit search

Search box: Enter topic

Timeframe: Dropdown; number of days or year

Source: Dropdown; various options



Review results

Great way to find information on specific topics





Education > Podcasts



Navigating Medicare: Part A Insights for Providers

Listen to our podcast on Spotify and Apple Podcasts! We will have a new episode on the 1st and 3rd Wednesday of each month.

Spotify:



Apple Podcasts:





Education > POE Advisory Group

- We maintain four POE AGs
 - Primary communication vehicle between us/provider community
 - Meet three four times per year online (Part A)
 - To become member, email request as outlined on website
- Mission and Charter
- Membership Rosters
- Meeting Schedules
- Meeting Minutes



NGS Website – Resources Tab

• NGS website – Resources

HOME EDUCATION	▼ RESOURCES ▼	EVENTS	ENROLLMENT	APPS ▼
VIEW ALL RESOURCES	5			
Claims and Appeals		Contact Us		
Cost Reports		EDI Enrollment		
EDI Solutions		Fee Schedules and Pricers		
Forms		Medical Policies/LCDs		
Medicare Compliance	1	NGSConnex		
Overpayments		Production Alerts		
Tools & Calculators		Subscribe for E-mail Updates		





Resources > Contact Us



<u>Interactive Voice Response</u> (IVR)

Claim status, deductibles, checks and other general information



NGSConnex

Free, secure self-service portal to obtain beneficiary eligibility, claim status and more...saving you time and money



Provider Contact Center

Claims processing, Medicare information/billing, general guidance, or other complex issues



Mailing Addresses

ADRs, claims, EDI, FOIA, medical policy, enrollment, or other inquiries





Resources > Medical Policies/LCDs

Use search box to search LCDs and medical policy articles

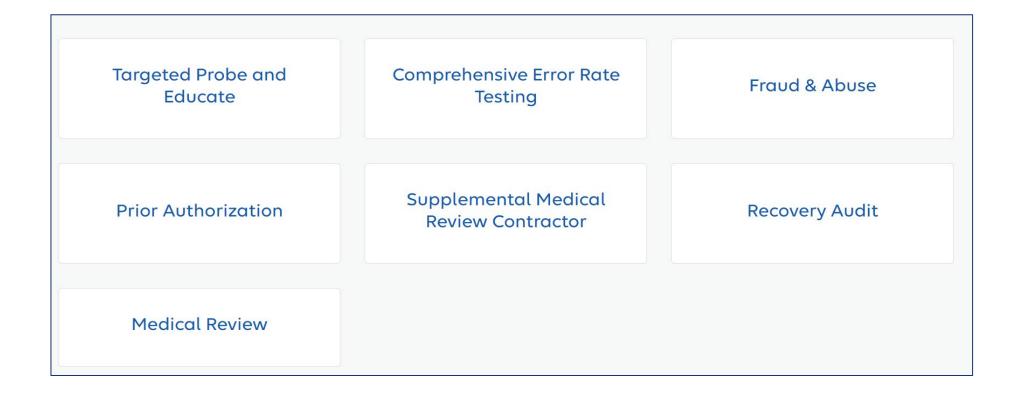






Resources > Medicare Compliance

• NGS website - Medicare Compliance







Resources > NGSConnex

- Free, secure, web-based application developed by NGS just for you!
- Provides access to self-service functions:
 - Obtain beneficiary eligibility information
 - Query for your claim status
 - Initiate and check status of redetermination and reopening requests
 - View your provider demographic information
 - Query for your financial data
 - Obtain duplicate 1099s
 - Submit documents for responses to Additional Documentation Requests
 - Submit quarterly Credit Balance Reports
- How to Register (NGSConnex User Guide)





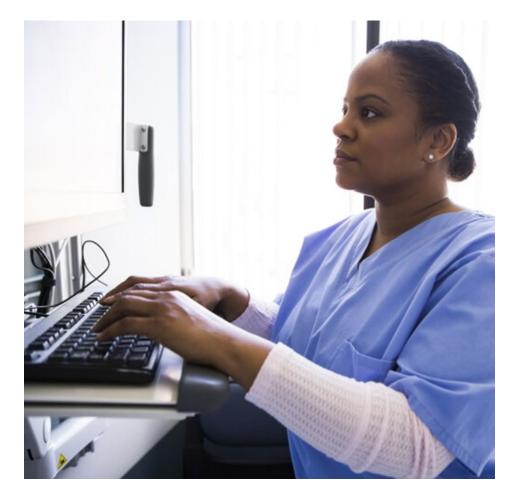
Resources > Production Alerts

- Check Production Alerts before calling the PCC!
- Current issues with status (open or closed)
 - Provider types impacted
 - Applicable reason code(s), CPT/HCPCS code(s)
 - Description of issue
 - NGS action
 - Provider action



Resources > Subscribe to E-mail Updates

- Complete profile
- Choose the appropriate jurisdictions for all E-mail updates you want to receive
 - J6: Part A, B, HHH and FQHC
 - JK: Part A, B, HHH and FQHC
- Select <u>Subscribe</u>

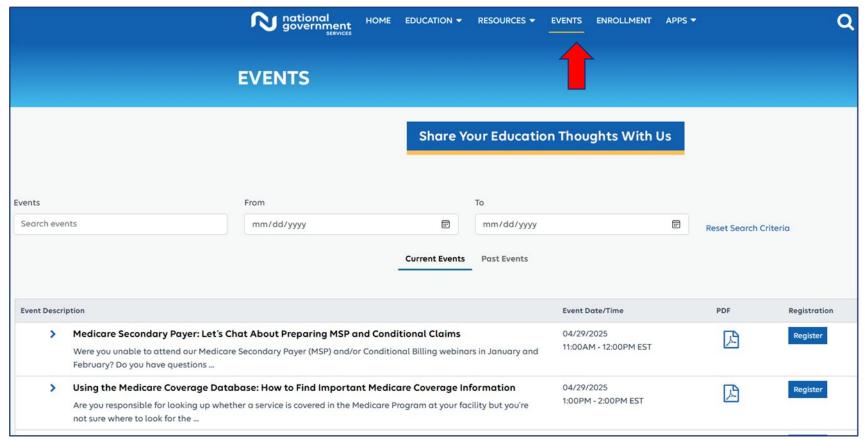






NGS Website – Events Tab

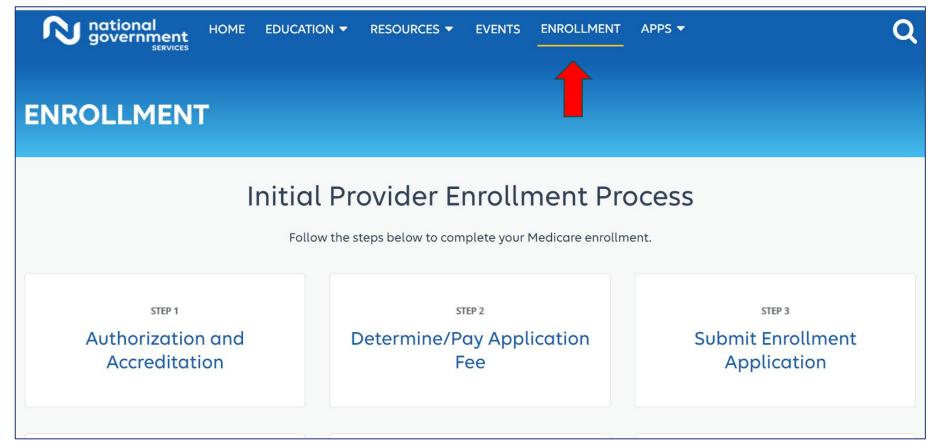
NGS website - Events





NGS Website – Enrollment Tab

NGS website - Enrollment





NGS Website – Apps Tab

HOME EDUCATION ▼ RESOURCES ▼ EVENTS ENROLLMENT APPS ▼

- LinkedIn
- Medicare University
- NGSConnex
- NPPES
- PC-ACE
- PECOS
- Podcast
- YouTube

















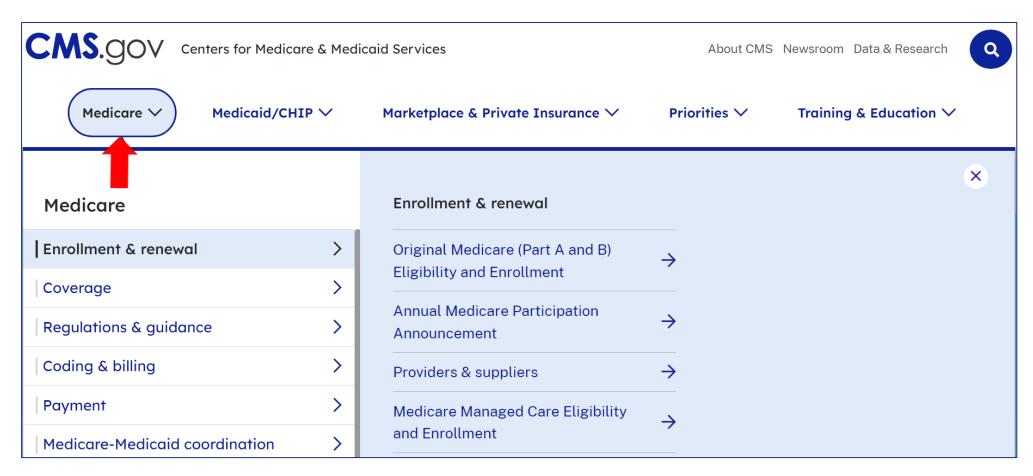
CMS Medicare Resources

CMS Website

- CMS website
 - Home page features:
 - Five tabs including Medicare and Training & Education
 - Top resources including:
 - Medicare fee schedules
 - Codes for claim reimbursement
 - Manuals, forms and transmittals
 - Recent articles
 - Helpful links
 - Email update sign up (type in email and hit sign up button)



CMS Website – Medicare Tab





CMS Website – Medicare Tab Content

- Enrollment & renewal
- Coverage
- Regulations & guidance
- Coding & billing
- Payment
- Medicare-Medicaid coordination
- Appeals & grievances
- Quality

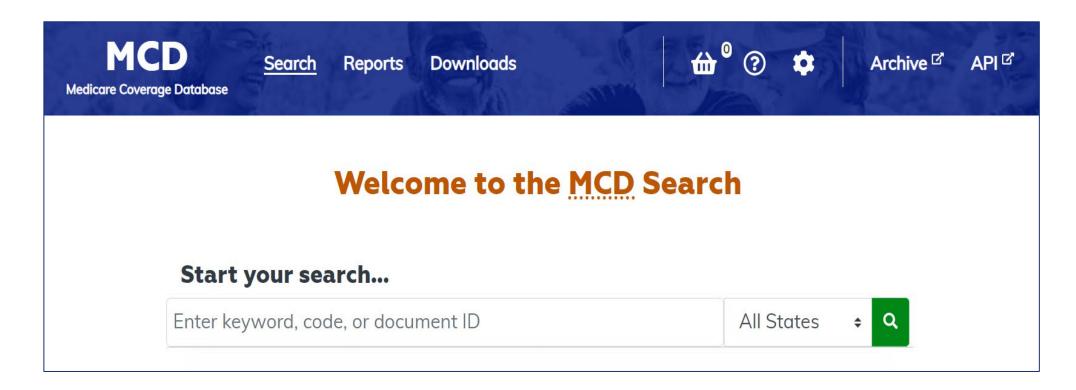
- Health & safety standards
- Employers & plan sponsors
- Innovation Center
- Audits & Compliance
- Forms & notices
- Health & drug plans
- Coordination of benefits & recovery
- Settlements





Coverage > Medicare Coverage Database

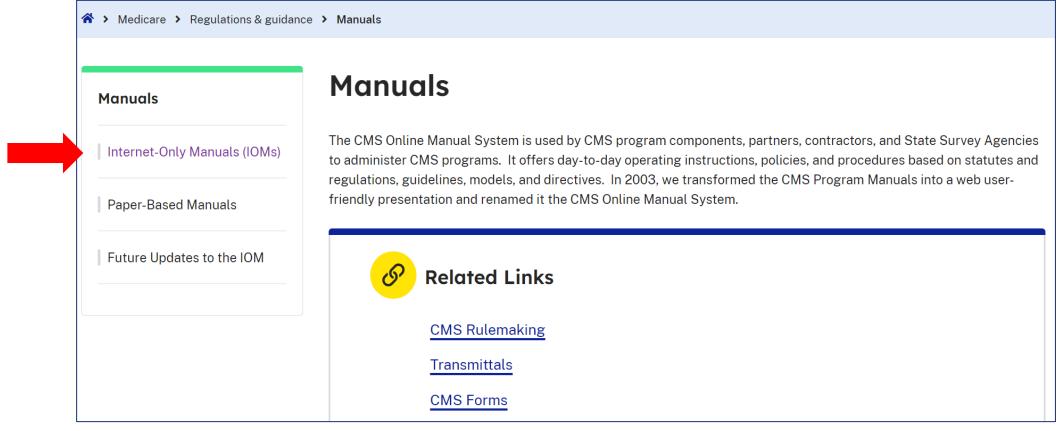
• CMS website - Medicare Coverage Database





Regulations & Guidance > Manuals > IOMs

• CMS website - IOMs





Regulations & Guidance > Manuals

- Day-to-day operating instructions, policies, regulations and guidelines for Medicare Program
- Used by contractors to administer CMS programs
- Structured in Publication/Chapter/Section format
 - <u>100-01</u> Medicare General Information, Eligibility and Entitlement Manual
 - <u>100-02</u> Medicare Benefit Policy Manual
 - <u>100-03</u> Medicare National Coverage Determinations Manual
 - <u>100-04</u> Medicare Claims Processing Manual
 - <u>100-05</u> Medicare Secondary Payer Manual
 - <u>100-06</u> Medicare Financial Management Manual
 - <u>100-07</u> State Operations Manual
 - <u>100-08</u> Medicare Program Integrity Manual



Transmittals

- Transmittals communicate new or changed policies or procedures to MACs
 - Some change IOMs
 - Some may provide one-time only notifications
- Also called "Change Requests" or "CRs"
- "Provider-friendly" MLN Matters® Articles published for many (but not all) transmittals
- On CMS website, can search transmittals from 2013 to present from Transmittals page
 - Transmittals for 2000 2012 archived (URLs on webpage)



Regulations & Guidance > Transmittals

• CMS website – Transmittals





Transmittal Overview Page

R13195CP

Transmittal # R13195CP

Issue Date 2025-04-25

Subject April 2025 Integrated Outpatient Code Editor

Implementation Date 2025-04-07

CR # 13992

Publication # 100-04

Transmittal Year 2025



R13195CP

- Same information as in chart on previous page
- Message published in MLN Connects® Newsletter (when applicable)
- Scroll to bottom of page for Downloads section for link(s)
 - Transmittal
 - MLN Matters® Article
 - Not written for all transmittals





Transmittal Details (Top of First Page)

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-04 Medicare Claims Processing	Centers for Medicare & Medicaid Services (CMS)
Transmittal 13195	Date: April 25, 2025
	Change Request 13992

Transmittal 13134 issued April 02, 2025, is being rescinded and replaced by Transmittal 13195, dated April 25, 2025, to add business requirement (13992.4) for new informational edit W7137. All other information remains the same.

SUBJECT: April 2025 Integrated Outpatient Code Editor (I/OCE) Specifications Version 26.1

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to provide the Integrated OCE instructions and specifications for the Integrated OCE that will be utilized under the Outpatient Prospective Payment System (OPPS) and non-OPPS for hospital outpatient departments, community mental health centers, all non-OPPS providers, and for limited services when provided in a home health agency not under the Home Health Prospective Payment System or to a hospice patient for the treatment of a non-terminal illness. The attached recurring update notification applies to publication 100-04, chapter 4, section 40.1.

EFFECTIVE DATE: April 1, 2025

*Unless otherwise specified, the effective date is the date of service.

IMPLEMENTATION DATE: April 7, 2025





MLN Matters® Articles

- Similar information to transmittals
- Fewer pages
- Organized to assist providers in obtaining critical "need to know" information at a glance





KNOWLEDGE · RESOURCES · TRAINING

Inpatient Psychiatric Facilities: Return to Provider Claims with Point of Origin for Admission or Visit Code D & Charges for Emergency Department Services

Related CR Release Date: April 17, 2025	MLN Matters Number: MM14026
Effective Date: October 1, 2025	Related Change Request (CR) Number: CR 14026
Implementation Date: October 6, 2025	Related CR Transmittal Number: R13173OTN

Related CR Title: New Edit Implementation for Inpatient Psychiatric Facilities Prospective Payment System (IPF PPS) for Point of Origin (PoO) Admission or Visit Code "D" Related to the Emergency Department (ED) Adjustment Policy

Affected Providers

- Inpatient Psychiatric Facilities (IPFs)
- Hospitals
- Other providers billing Medicare Administrative Contractors (MACs) for services

Action Needed

Make sure your billing staff knows about:

- Emergency department (ED) adjustment policy
- How to bill for a patient's transfer from a hospital or critical access hospital (CAH) to the same facility's psychiatric unit
- New Fiscal Intermediary Shared System (FISS) edit to prevent under-payments
- How to correct a returned claim

Medicare > Coordination of Benefits & Recovery

- Coordination of Benefits & Recovery
 - Coordination of benefits overview
 - MSP
 - BCRC
- Providers should **not** contact BCRC to correct existing MSP records or set up new MSP records





CMS Website – Training & Education Tab

• CMS website - Training & Education





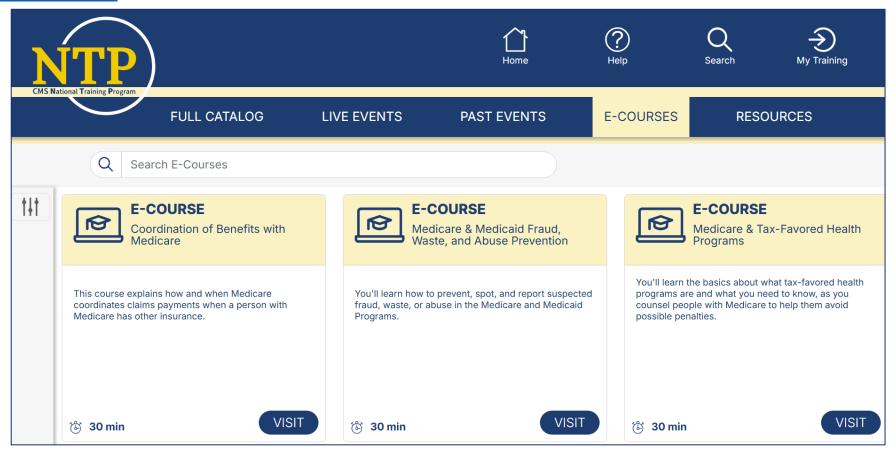
CMS Website – Training & Education Tab Content

- CMS National Training Program
- Partner outreach resources
- Medicare Learning Network (MLN)
- CMS Open Door Forums
- Look up topics
- Learn more
- Find your provider type



Training & Education > CMS National Training Program

• Resources and e-Courses







Training & Education > Medicare Learning Network® (MLN)

- Resources & Training
 - Publications & Multimedia
 - Web-Based Training
 - MLN Matters® Articles
 - MLN Connects® Newsletter
 - Provider Compliance
 - CERT Outreach & Education Task Force



The Medicare Learning Network®



Free educational materials for health care providers on CMS programs, policies, and initiatives.

Resources & Training

Learn about CMS policies and programs at your own pace

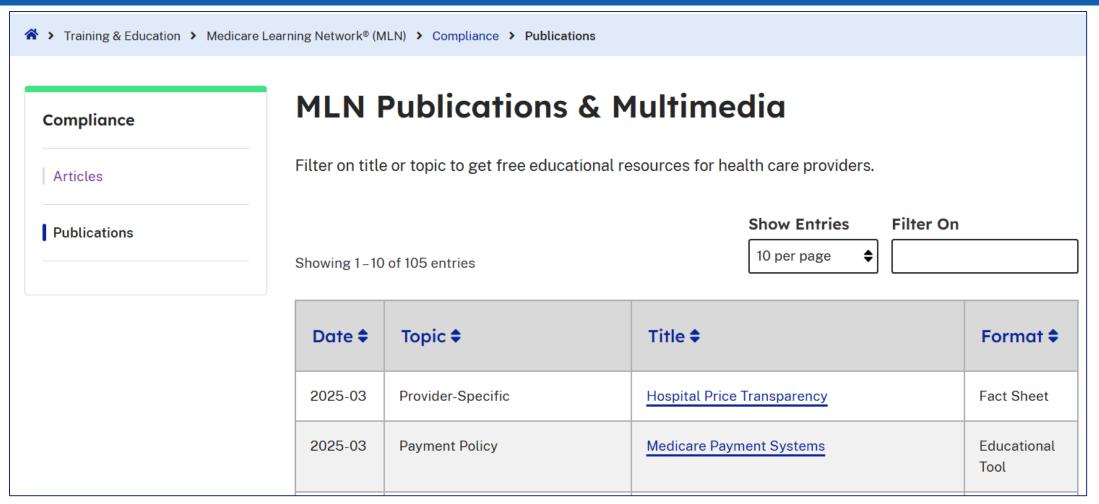


- Publications & Multimedia
- Web-Based Training
- MLN Matters® Articles





MLN Publications & Multimedia







Web-Based Training

- Free, self-paced learning on broad range of topics for providers
 - Contact MLN@cms.hhs.gov for questions about web-based training courses
 - Subscribe to MLN Connects® Newsletter for updates and to find out when new WBT courses are available
- Available courses include:
 - <u>Diagnosis Coding: Using the ICD-10-CM</u> (September 2024) (60 minutes)
 - Medicare Billing: 8371 & Form CMS-1450 (August 2024) (90 minutes)
 - Medicare Fraud & Abuse: Prevent, Detect, Report (February 2020) (88 minutes)
 - <u>Procedure Coding: Using the ICD-10-PCS</u> (September 2024) (60 minutes)
 - <u>SNF Consolidated Billing</u> (March 2024) (60 minutes)
 - World of Medicare (December 2024) (60 minutes)

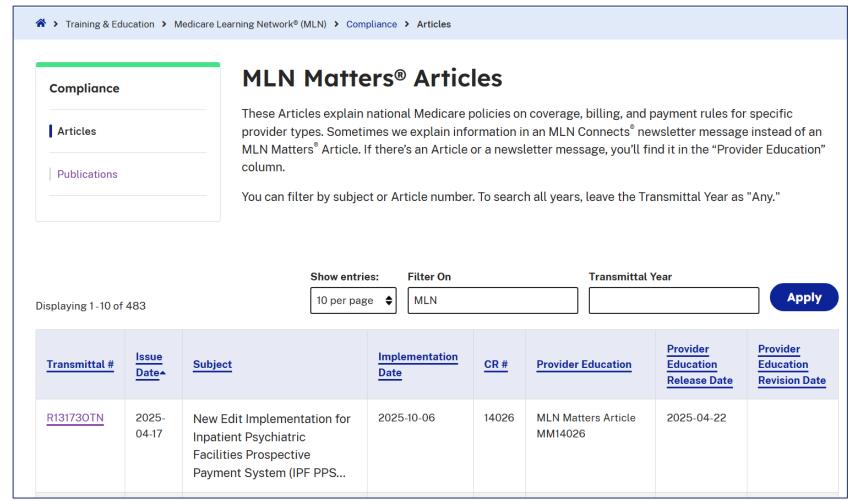


MLN Matters® Articles

- Locate MLN Matters® Articles without going to Transmittals page
 - Medicare Learning Network > Resources & Training > MLN Matters® Articles
- "Provider Education" column indicates if article or MLN Connects® Newsletter message
- Search database
 - Filter by subject or article number
 - To search all years, leave Transmittal Year as "any"



MLN Matters® Articles Page





MLN Connects® Newsletter

News

Get weekly Medicare Fee-for-Service email updates



MLN Connects® Newsletter



Compliance

Learn about issues and avoid common billing errors



- Provider Compliance
- CERT Outreach & Education Task Force

- Subscribe for information on
 - Program and policy details
 - News and announcements
 - Press releases
 - Claim, pricer, and code information
 - Upcoming educational event registration and reminders
 - Updates on new and revised MLN Matters Articles® and publications



Provider Compliance

News

Get weekly Medicare Fee-for-Service email updates



MLN Connects® Newsletter

Compliance

Learn about issues and avoid common billing errors



• Provider Compliance



CERT Outreach & Education Task Force

- Provider Compliance
 - Online educational tool with helpful tips and links
- CERT Outreach & Education
 Task Force
 - Education Resources
 - Web-based Training
 - Presentations
 - Events
 - CERT Videos



CMS Open Door Forums

• CMS Open Door Forums







Person(s) on Medicare

- Annual version of <u>Medicare & You</u> Publication A CMS Handbook for Medicare beneficiaries
 - Published annually in various versions
- Other beneficiary resources:
 - 1-800-Medicare (1-800-633-4227)/(TTY users: 1-877-486-2048)
 - Available 24 hours/day; seven days/week
 - To speak to a live person: either say 'agent' or press 0
 - Medicare.gov
 - State Health Insurance Assistance Program (SHIP) Locator
 - Senior Medicare Patrol (SMP) Locator
 - Social Security Administration





What You Should Do Now

- Use all available resources to stay informed about Medicare
- Take actions to be compliant with Medicare's rules and regulations
- Attend our webinars
- Share information with peers

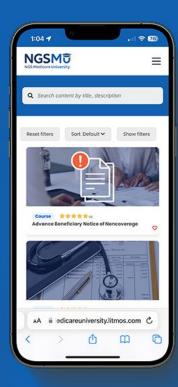


Questions?

Thank you!







Connect with us on social media

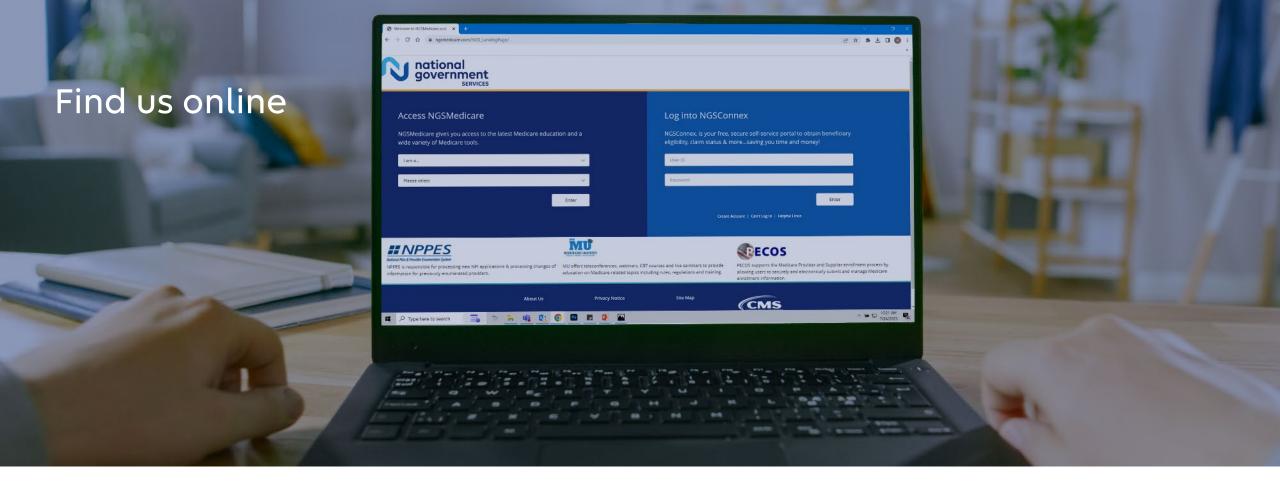














www.NGSMedicare.com

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 NGSMedicare.com webpage to stay informed of news



