



**NGSMEDICARE UNIVERSITY**

MEANINGFUL • INFORMATIVE • SIMPLIFIED EDUCATION



# NGS Medicare Virtual Conference

## Fall 2021

### Preview Upcoming NGSConnex Changes

11/10/2021





# Today's Presenters

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# Objectives

- You will hear about our new consolidated home page at [NGSMedicare.com](https://NGSMedicare.com) offering a single entry point to our provider content site and web portal. We will provide you with a preview of our fresh new user interface for NGSConnex. We will provide a high level overview of what you can expect in the new NGSConnex portal.

# Agenda

- Browser Compatibility
- Combined Landing Page
- NGSConnex Homepage
- NGSConnex Navigation
- Account Management, Additional Help and Logout

# Browser Compatibility

- Access NGSConnex using one of the supported browsers below
  - [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

# Combined Landing Page – Log into NGSConnex

- NGS Website

The screenshot displays the National Government Services website. The top left features the NGS logo. The main content area is split into two columns. The left column, titled 'Access NGSMedicare', contains a form with two dropdown menus and an 'Enter' button. The right column, titled 'Log into NGSConnex', contains a form with 'User ID' and 'Password/Temporary Password' fields, an 'Enter' button, and a yellow arrow pointing to the 'Log into NGSConnex' heading. Below the form are links for 'Create Account', 'Can't Log In', and 'Helpful Links'. The footer contains logos for NPPES, MU (Medicare University), and PECOS, along with navigation links for 'About Us', 'Privacy Notice', and 'Site Map', and the CMS logo.



# NGSConnex Homepage



# NGSConnex Homepage

The screenshot shows the NGSConnex homepage. At the top left is the logo for National Government Services Connex. To its right is a 'HOME' link with a yellow arrow pointing left. At the top right is the user name 'CHARITY BRIGHT' with a dropdown arrow. Below the header is a yellow notification bar that reads 'Note: Last Login: 09/21/2021 3:46 PM'. The main content area is titled 'What would you like to do?' and contains six large 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). At the bottom is a row of six smaller tiles: 'MBI Lookup', 'Tools', 'Remittance', 'Prior Authorization', 'Financials', and 'Manage Account' (with a circular refresh icon).

# NGSConnex Homepage (cont.)

The screenshot displays the NGSConnex homepage interface. At the top, the logo for National Government Services Connex is visible, along with the text 'HOME' and the user name 'CHARITY BRIGHT'. A yellow notification bar indicates the last login time: 'Note: Last Login: 09/21/2021 3:46 PM'. Below this, a central heading asks 'What would you like to do?'. The main content area is organized into a grid of service tiles. The top row includes 'Eligibility Lookup', 'Claim Status Lookup', and 'Part B Claim Submissions'. The second row features 'Appeals', 'ADR', and 'Inquiries'. At the bottom, a horizontal navigation bar contains links for 'MBI Lookup', 'Tools', 'Remittance', 'Prior Authorization', 'Financials', and 'Manage Account'. A yellow arrow points to the 'MBI Lookup' link.

NATIONAL GOVERNMENT SERVICES  
**connex** HOME

CHARITY BRIGHT ▾

Note: Last Login: 09/21/2021 3:46 PM

What would you like to do?

Eligibility Lookup

Claim Status Lookup

Part B Claim Submissions

Appeals

ADR

Inquiries

MBI Lookup

Tools

Remittance

Prior Authorization

Financials

Manage Account

# NGSConnex Navigation



# Select a Provider

## ▼ Select a Provider

🔍 Search Provider

Search

Reset Search

PTAN ▾	NPI ▾	TIN ▾	Provider/Supplier ▾	City ▾	State ▾	LOB ▾	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DELAFIELD	WI	Part B	Select
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CHICAGO	IL	Part A	Select
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BAYSIDE	NY	Part B	Select
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISTON	ME	Part A	Select

1 to 4 of 6 items

# Select a Beneficiary

## ▼ Select a Beneficiary



Select a beneficiary using the fields below. Don't have a Medicare Number? Use the [MBI Lookup](#)

Medicare Number \*

Last Name \*

First Name \*

Date of Birth \*

[Reset Search](#)

\* Denotes required field.

# NGSConnex Navigation

The screenshot displays the NGSConnex interface for creating a new Medical Review ADR. At the top left, the logo for National Government Services (connex) is shown next to a 'HOME' link. On the top right, there is a 'CHARITY BRIGHT' dropdown menu. Below the header, a breadcrumb trail reads 'Home > ADR Summary > New MR ADR', with a yellow arrow pointing to the 'New MR ADR' link. The main heading is 'MEDICAL REVIEW ADR'. A progress bar below the heading consists of three steps: '1 ADR Information', '2 Attachments', and '3 Submit'. The first step is highlighted with a green circle. A yellow arrow points to a 'Cancel' link in the bottom right corner of the page.

# NGSConnex Navigation

**Beneficiary Eligibility**

**Beneficiary Information**

Medicare Number	Last Name	First Name
MBI Term Date	Date of Birth 12/14/1974	Date of Death
Sex Female	Address Line 1	Address Line 2
City MINNEAPOLIS	State MN	Zip

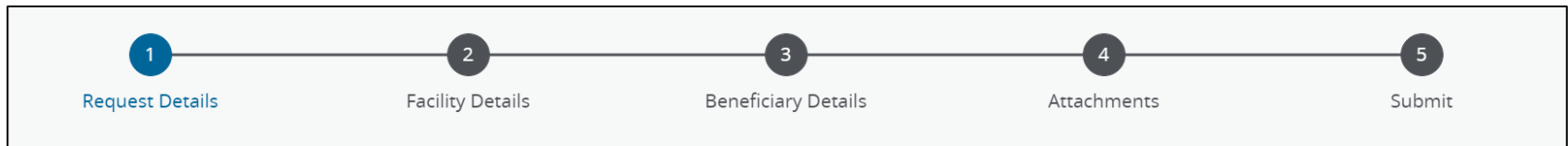
**Entitlement Information**

Part A Entitlement Reason 1-Beneficiary insured due to d	Part A Entitlement Date 07/01/2012	Part A Termination Date
Prior Part A Entitlement Date	Prior Part A Termination Date	
Part B Entitlement Reason 1-Beneficiary insured due to d	Part B Entitlement Date 03/01/2020	Part B Termination Date



# NGSConnex – Task Bar

- NGSConnex transactions often include multiple steps. The task bar will help you navigate through each step.



# Consistent/Simplified Process to Submit Documentation

- Drag and drop to attach a file
- Browse to upload a file

Attachments

**Note:** Please upload required attachments to support the MR ADR submission.

📎 Drop a file here or browse to upload

Maximum file size: 25 MB

# Account Management / Additional Help and Logout



# Manage Account

- To manage your personal account in NGSConnex you can access the User Profile
  - Select the 'Manage Account' button from the homepage

The screenshot shows the 'USER PROFILE' page in the NGSConnex system. The page has a blue header with the 'connex' logo and 'HOME' link. Below the header, there are two tabs: 'User Profile' (selected) and 'User Management'. The main content area is titled 'User Profile' and contains a form with the following fields:

User ID	Mobile Phone #
First Name *	Mobile Phone Carrier
Charity	--Select--
Last Name *	Work Phone #
Bright	(317) [redacted]
Email *	Role *
charity.bright@anthem.com	Provider
Email Updates <input checked="" type="checkbox"/>	
Challenge Question *	Challenge Answer *
What city were you born?	shelbyville

At the bottom of the form, there are two buttons: 'Edit Profile' (red) and 'Change Password' (blue). A yellow arrow points to the 'Change Password' button.

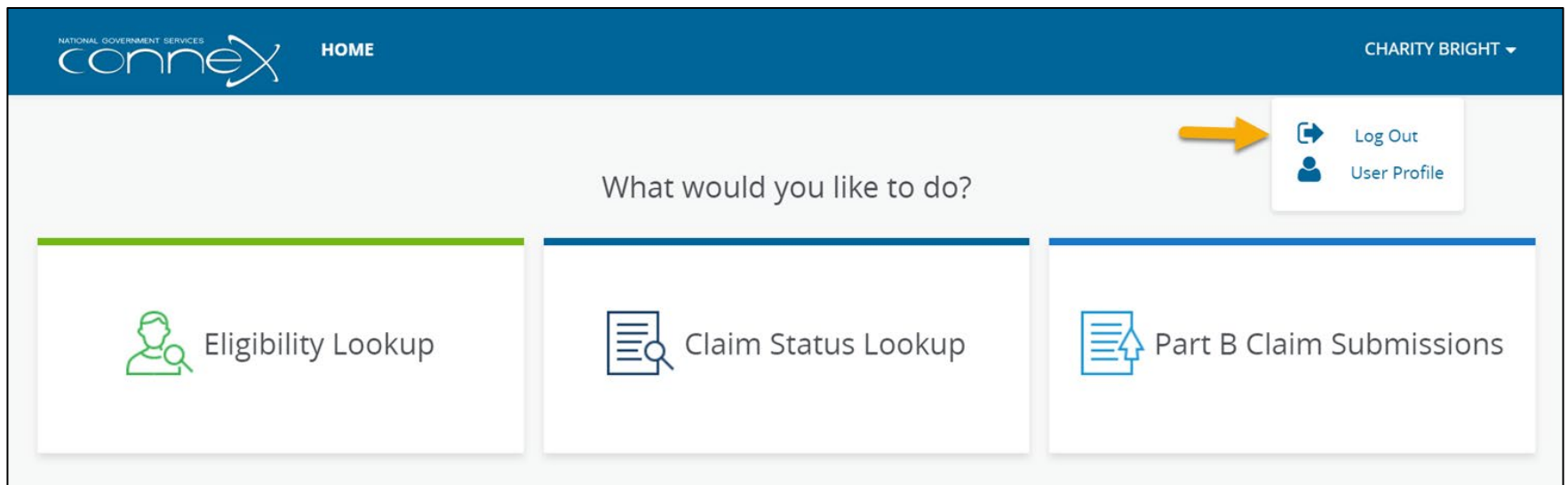
# Additional Help

- Links to the *NGSConnex User Guide*
- Links to other resources
  - YouTube videos
  - Educational articles



# Logout

- System timeout after 15 minutes of inactivity in the portal



The screenshot displays the Connex portal interface. At the top left, it shows 'NATIONAL GOVERNMENT SERVICES' and the 'connex' logo. The word 'HOME' is centered in the top navigation bar. On the top right, the user's name 'CHARITY BRIGHT' is displayed with a dropdown arrow. A yellow arrow points to the dropdown menu, which contains two options: 'Log Out' (with a door icon) and 'User Profile' (with a person icon). Below the navigation bar, the main content area features the heading 'What would you like to do?' and three large, light-colored buttons with icons and text: 'Eligibility Lookup' (with a person icon), 'Claim Status Lookup' (with a document and magnifying glass icon), and 'Part B Claim Submissions' (with a document and arrow icon).

# Steps to Prepare for New NGSConnex

- When will the new NGSConnex portal be available to providers?
  - February 2022
- What providers can do to prepare?
  - Login to current NGSConnex and retrieve any historical transaction data needed after February 2022
  - Watch Email Update messages for important communications on the new portal
  - Register and attend educational webinars on new portal transactions

# Thank You!

- Follow-up email
  - Attendees will be provided a Medicare University Course Code
- Questions?

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