

Additional Documentation Request (ADR) Quick Reference Guide



Response Required!

- Medicare Administrative Contractors (MACs), such as NGS, are authorized to collect medical documentation as stated by the [Social Security Act, Section 1833\(e\)](#)
- Responding to an ADR is the responsibility of the provider and is required
- Providing medical records of Medicare patients to NGS does not violate the Health Insurance Portability and Accountability Act (HIPAA)
- A nonresponse to ADRs is consistently the top Medical Review denial



What's Next?

- Ensure NGS has your current address and contact information on file and that you've identified a point of contact in your facility
- You can designate a "Correspondence Address" to receive your medical review ADRs
- To make address updates with NGS, please visit the Provider Enrollment page of the NGS website and follow the guidance in the ADR
- If you receive a 56900 denial, contact NGS as soon as possible



MAC – Provider Assistance In Responding to ADRs

- Contact NGS if you do not have your original ADR letter; please do not allow this to cause you to not respond or delay responding to the request
- NGSConnex will allow you to track and review any pending ADRs for NGS



Road Blocks to ADR Success

- Out of date contact information in PECOS
- Lack of established access, or up-to-date login credentials, to NGSConnex
- Lack of a backup designee with NGSConnex access
- Duplicate responses: Submission of duplicate responses may prolong the claim review process and result in avoidable denials or claim rejections
- Changing address in PECOS [Welcome to the Medicare Provider Enrollment, Chain, and Ownership System \(PECOS\)\(hhs.gov\)](#)



Methods of Responding to MR ADRs

- Providers are encouraged to upload their documentation through [NGSConnex](#)
- NGSConnex is free, fast and allows providers to track the status of their responses
- [NGSConnex User Guide – NGSMEDICARE](#)
- Other methods of response include: Electronic Submission of Medical ocumentation (eSMD), Fax or Mail
- Do not submit documents by more than one method and only submit requested documents

Reference: [Medical Review & Compliance: Respond to Additional Documentation Requests](#)