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Getting Started

Welcome to the National Government Services (NGS) personalized website tour. After you’ve completed this tour, you’ll have all the tools and resources you need to successfully navigate your personalized NGSMedicare.com website.
Creating an Account
To begin your personalized experience you will need to create a personalized account. To do this, click on the “Create Account” link and follow the steps that are outlined in the next few pages.*

Login
If you already have an account please log in with your user name and password. If you are a new user, you will need to set up a personalized account. To begin, click on the “Create Account” link.

Guest
You still have the option to continue as a guest, which will allow you to select a line of business, your state and the option to remember your selection. This option should be used if you do not want a personalized experience.

*If you are viewing the website as a guest and do not see this welcome page, click the National Government Services logo in top left-hand corner of the screen to view this page.
User Name and Password

There are two options for creating an account, by selecting whether you are an NGSConnex.com user or not. If you are an NGSConnex.com user, you can create an account by using your existing user name and password.

Account

If you are not an NGSConnex.com user, you will need to create a user name and password in the “NO, I AM NOT A CONNEX USER” fields. Passwords must include the following:

- 1 Alpha Character
- 1 Number
- 1 Upper Case
- 1 Special Character
- Length 8–30 Characters

If you are currently an NGSConnex user, select the “YES, I AM CURRENTLY A CONNEX USER” option and enter your NGSConnex user name and password. This will allow you to keep just one user name and log in for both your personalized NGSMedicare.com and NGSConnex.com.
Create Your Account: Step 2

**Personal**

The second step is to fill out all the required personal information including your name, company, address, contact information and security question.

The security question will be used to reset your password if you forget it.

Be sure to provide a valid email address as an email will be sent at the end of the registration process to activate your account.
Primary Line of Business
Selecting your primary line of business and specialties will help us create your personalized experience.

Primary Line of Business (LOB)
Start by telling us your primary Job Responsibility from the drop down list. If you do not see your job responsibility in the list, please select other and type in one that best represents your job.

Add Specialty
The Primary Line of Business you select will be the Primary Line of Business you log into. You will always have the ability to change the Primary Line of Business. Make your Primary Line of Business selection for the following:

Line of Business
Select a Primary Line of Business from the drop down.

States You Bill
Select a primary state, but also feel free to select all states from the secondary drop down list.

Pick Your Specialties
Pick as many specialties that apply to you. As you select a specialty from the drop down, a new drop down will appear allowing you to select up to five specialties. The first five specialties that you pick will drive your personalized content, so make sure the first five are the most relevant to you and your business. Once you have selected five, the sixth drop down will allow you check the remaining specialties.
Create Your Account: Step 3

Additional Lines of Business
After you make your primary selection, you will have the option to add other lines of business and specialties. Selecting multiple lines of business allows you to have a personalized experience for each Primary Line of Business selection while giving you an easy way to switch back and forth.

Additional Primary Line of Business
By adding additional Primary Line of Business will allow you to create more personalized home page experiences for each. Make your additional Primary Line of Business selection for the following:

Line of Business
Select a Primary Line of Business from the drop down.

States You Bill
Select a primary state, but also feel free to select all states from the secondary drop down list.

Pick Your Specialties
Pick as many specialties that apply to you. As you select a specialty from the drop down, a new drop down will appear allowing you to select up to five specialties. The first five specialties that you pick will drive your personalized content, so make sure the first five are the most relevant to you and your business. Once you have selected five, the sixth drop down will allow you check the remaining specialties.

Select as many additional Primary Line of Business and specialties that apply.
Confirmation and Activation
The last step before beginning your personalized experience is to confirm and activate your account.

Confirmation
After you have completed your personalized account, an activation email will be sent to the email address you provided. Before you can begin your personalized experience, you will need to verify your email by clicking the confirmation link.

Activate Account
Once you have clicked the activation link and verified your email address, your account will be activated and you will see the activation message.
Once you've registered, your primary LOB home page will appear by default. You will also have access to the following features:

**Quick Links**
You can get to the Contact Us, Subscribe to Email Updates and My NGSConnex using these links from anywhere on the site.

**Home Button**
Access your Jurisdiction Home Page from anywhere on the site.

**My Searches**
Your favorite pages, job aid and manuals, as well as frequently used forms, searches and recent news are now available for quick access using this area.

**My Tools**
Your favorite tools are now available on the home page. Simply choose “Edit” to the right of the My Tools header and choose which tools and calculators you use all the time.
Enrollment, Claims & Appeals

**Enrollment**
This tab opens to reveal the most important enrollment tasks such as PECOS Web access, electronically submit, update and sign Medicare enrollment applications, Enrollment Forms, search the Opt Out database, and Access the Medicare Participating Physicians Directory and EDI Enrollment.

**Claims & Appeals**
This tab opens to reveal the most important claims and appeals tasks such as Fee Schedules, Price Look-up’s and Top Claim Errors.
Medical Policy & Review
Assists you in medical review processes and strategies. Access policy education topics, information on medical review, CERT, benefit integrity, RA program, and the Medical Policy Center.

Education
Webinars, Teleconferences & Events
Includes schedules for these upcoming events and gives access to the updates and summaries of past events.
Cost Report (Part A)
Includes information on cost reports, PS&R reports, requesting a Due Date Extension, filing an Amended Cost Report, submitting Supporting Documentation, reviewing the Bad Debt Listing, requesting an Accelerated Payment, requesting an Interim Rate Adjustment, and requesting Provider-Based Approvals.
National Government Services, Inc. has served as a Medicare contractor with the CMS since 1966.
My Recent Searches & My Tools

New Feature Sidebar
This useful new feature allows you to quickly access areas of the site that you use often.

My Recent Searches
This section will display your last ten main banner searches. If you have multiple line of business portals set up within your profile, each LOB portal will show the last ten searches within that particular line of business.

My Forms
This section will allow you to save up to ten forms from the “Provider Resources > Forms” section on our website. This allows for easy access to those forms you use most often. If you have multiple line of business portals set up within your profile, each LOB portal will allow you to save up to ten forms for that particular line of business.
My Recent Bookmarks & News

My Recent Bookmarks
The section will allow you to save up to ten content pages from anywhere within the specific line of business portal. If you have multiple line of business portals set up within your profile, each LOB portal will allow you to save up to ten content pages for that particular line of business. This allows for quick reference in the future.

My Recent News
This section will automatically display the most recent news articles based on the line of business and any specialties selected within your profile. If you have multiple line of business portals set up within your profile, each LOB portal will display the most recent news articles for that particular line of business/specialty combination.
My Job Aids & Manuals

The section will allow you to save up to ten job aids and/or manuals from the “Education > Job Aids & Manuals” section on our website. If you have multiple line of business portals set up within your profile, each LOB portal will allow you to save up to ten job aids/manuals for that particular line of business. This allows for quick reference in the future.
My Tools

New Feature
Fast access to what is most important to you!

My Tools
This section displays your top three used tools for each LOB on the right-hand side of the home page. Tools presented here allow for quick access without having to navigate to the tools page. You have the ability to edit and select up to three frequently used tools further personalizing your experience.
NGS YouTube Videos

NGS playlist on YouTube
For more help navigating our website, we have created several YouTube videos to walk you through the process.

Navigating Your Personalized Experience on YouTube

1. Overview of Your Personalized Experience
2. Creating an Account
3. My Recent Searches, Bookmarks, & News
4. My Policies, My Forms, My Job Aids & Manuals/Supplier Manuals
5. What’s New & Recommended for You
6. My Tools
7. Changing Lines of Business & Editing Your Profile

Click Here To Visit This YouTube Playlist!
External Portal Links
You have direct access to the NGSConnex online web application, Medicare University and CMS homepage from any page on the website.

My NGSConnex
NGSConnex is a secure portal that offers many features to help you with your Medicare billing process. You can view claims and eligibility information and much more.

Medicare University Link
Access to free computer-based training Medicare information

CMS
Access to a federal government website managed by the Centers for Medicare & Medicaid Services