

# A Guided Tour of the NGS Medicare Part B Website

6/20/2024

**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

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# Objective

We'll provide a live virtual walkthrough of our NGS Medicare website. This will include a review of all features, topics, tools and resources. We'll also address any questions you have at the end of the presentation.

# Today's Presenters

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Provider Outreach and  
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# Agenda

- [Overview of the Medicare Part B Website](#)

# Overview of the Medicare Part B Website

# Starting Out <sub>1</sub>

- Accept Attestation

## Attestation

### NGSConnex

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

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Accept

# Starting Out <sup>2</sup>

- NGS Medicare and NGSConnex sign in page

The screenshot displays the sign-in interface for NGS Medicare and NGSConnex. At the top left is the National Government Services logo. The main content area is split into two columns. The left column, titled 'Access NGS Medicare', provides information about Medicare education and tools, with two dropdown menus for user selection and an 'Enter' button. The right column, titled 'Log into NGSConnex', provides a self-service portal for beneficiary eligibility and claim status, with input fields for 'User ID' and 'Password', and an 'Enter' button. Below the main content area are three service logos: NPPES (National Plan & Provider Enumeration System), NGS Medicare University (NGSMU), and PECOS (Provider Enrollment, Chain of Ownership, and Certification System). The footer contains navigation links for 'About Us', 'Privacy Notice', and 'Site Map', along with the CMS logo and copyright information for 2023.

**national government SERVICES**

### Access NGS Medicare

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

Password

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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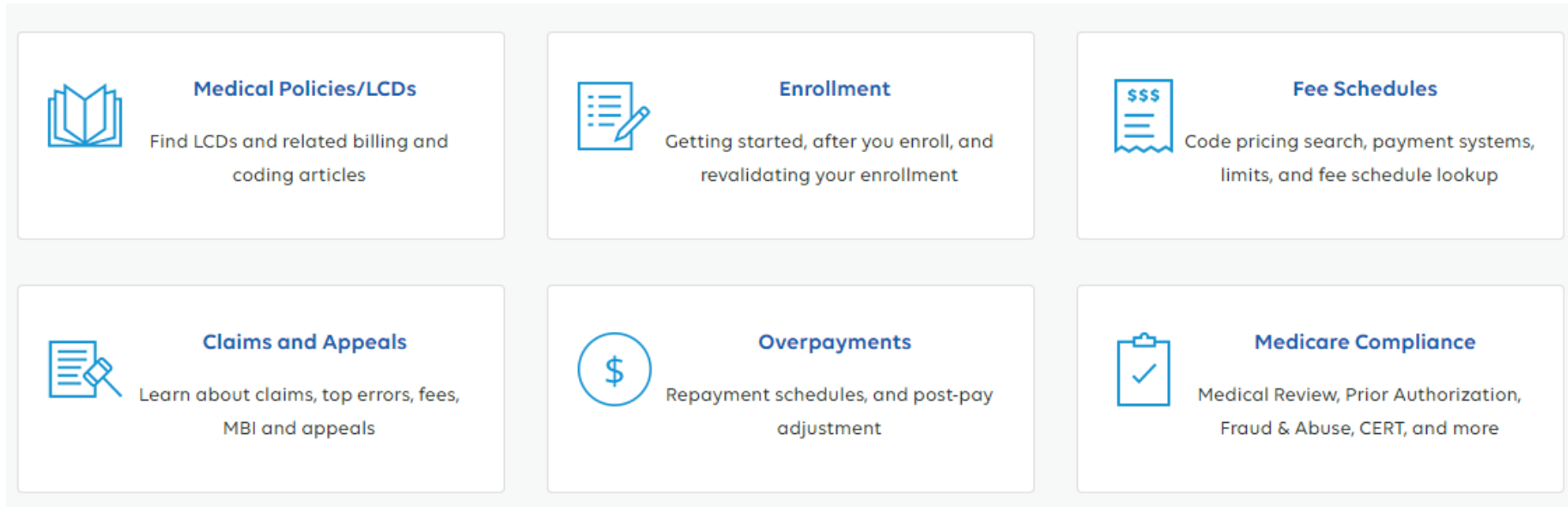
# Top Tabs and Dropdowns

- Use top tabs to access specific educational topics, resources and switch between line of business or NGS contract

The screenshot displays the top navigation area of the National Government Services website. The main navigation bar includes the logo, 'HOME', 'EDUCATION', 'RESOURCES', and 'EVENTS'. A secondary navigation bar contains 'Contact Us', 'NGSConnex', 'Subscribe for Email Updates', and a dropdown menu for 'Part B Provider in New York (JK)'. The dropdown menu is open, showing 'I am a' with 'Part B Provider' selected, and 'I do business in' with 'New York' selected. A blue 'Select' button is visible below the dropdown. A yellow callout box points to the 'EDUCATION' tab with the text 'drop down to select a topic'. A yellow arrow points from the 'EDUCATION' tab to the dropdown menu with the text 'change LOB & State'. Below the navigation, there are three main content areas: 'Medical Policies/LCDs' (Find LCDs and related billing and coding articles), 'Enrollment' (Getting started, after you enroll, revalidating your enrollment), and a section for 'limits, and fee schedule lookup'.

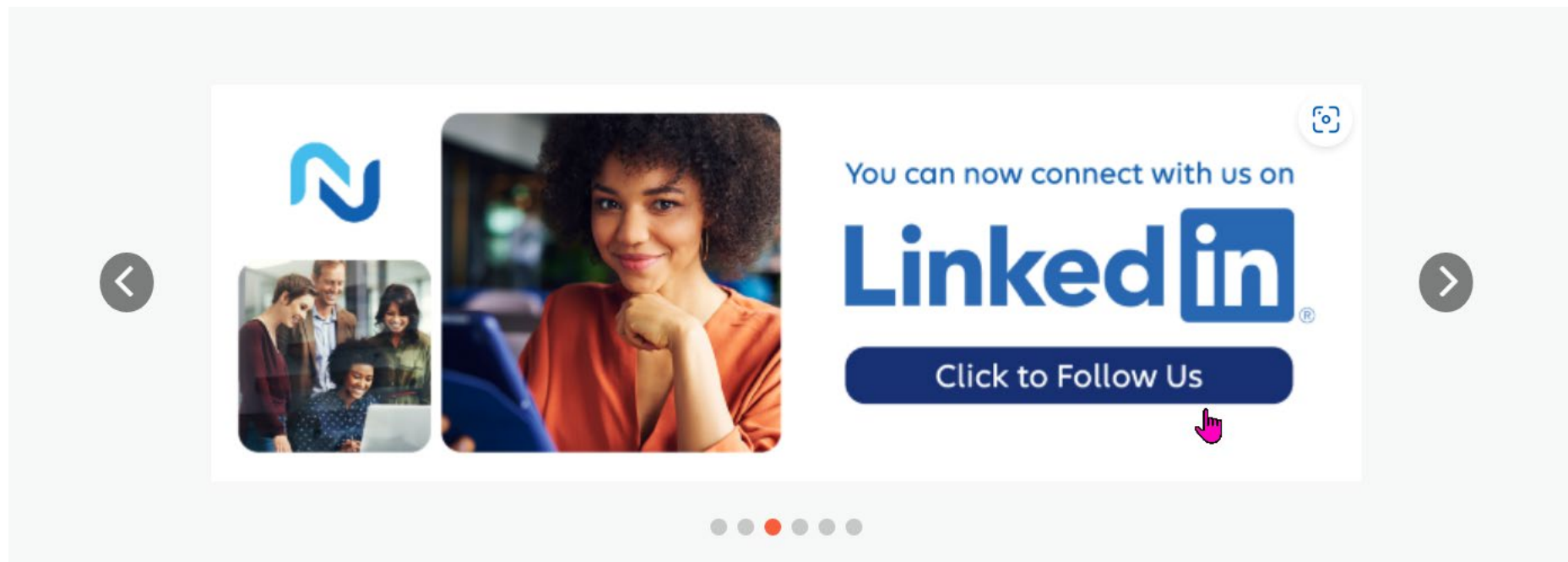
# Tiles/Cards

- Utilize the tiles/cards to access the most frequently viewed areas of our website



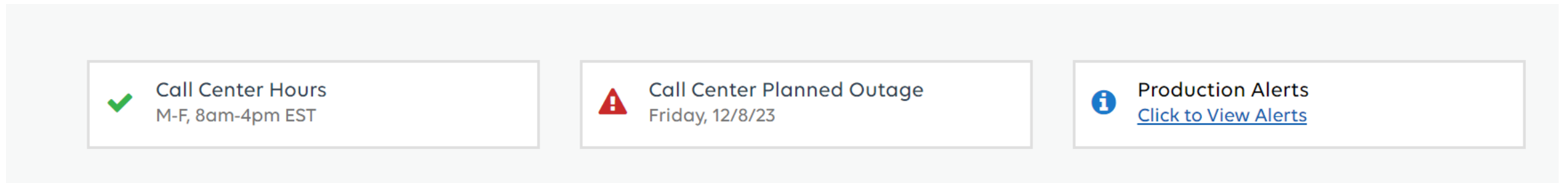
# Scrolling Banner

- Quickly access current NGS initiatives and hot topics using the scrolling banner



# System Status Bar

- View real-time availability of self-service tools, production alerts and provider contact center



The System Status Bar displays three items in a horizontal row:

- Call Center Hours**: Indicated by a green checkmark icon, with the text "M-F, 8am-4pm EST".
- Call Center Planned Outage**: Indicated by a red warning triangle icon, with the text "Friday, 12/8/23".
- Production Alerts**: Indicated by a blue information icon, with the text "Click to View Alerts" and a blue underlined link.

# News and Featured Tools

- Easily access
  - Latest news/all news articles
  - Most commonly used self-service tools or view all self-service tools

## LATEST NEWS

[View All News Articles](#)

MLN Connects® Newsletter: November 30, 2023  
Posting Date: 11/30/2023

Critical Access Hospitals: Bill Correctly  
Posting Date: 11/29/2023







LCD and Billing and Coding Article Updates for November/December 2023  
Posting Date: 11/29/2023

The Comprehensive Error Rate Testing Contractor  
Posting Date: 11/29/2023

The CY 2024 Medicare Physician Fee Schedule Is Now Available  
Posting Date: 11/29/2023

## FEATURED TOOLS

[View All Tools](#)

 Prior Authorization Exemption Status Inquiry Tool	 Fee Schedule Lookup	 90-Day Global Period Calculator
 Interactive Voice Response Conversion Tools	 Check Provider Enrollment Application Status	 Podiatry Calculator

# Current Events

- Scroll to review/register one of our next nine educational events

The screenshot displays three event cards in a row, each with a blue header and a white body. The first card is titled 'Repetitive Scheduled Non-Emergent Ambulance Transports Prior Authorization' and is scheduled for Dec 07, 2023, from 1:00PM to 2:00PM EST. The second card is titled 'Completing the CMS-855I Paper Application' and is scheduled for Dec 12, 2023, from 8:30AM to 9:30AM EST. The third card is titled 'Medicare Secondary Payer Payment Methodology' and is scheduled for Dec 12, 2023, from 10:00AM to 11:30AM EST. Each card includes a 'Register' button and a 'Read More' link. Navigation arrows are visible on the left and right sides of the event list.

Event Title	Date & Time	Description	Register	Read More
Repetitive Scheduled Non-Emergent Ambulance Transports Prior Authorization	Dec 07, 2023 1:00PM - 2:00PM EST	Attention All Independent Ambulance Suppliers! The Repetitive, Scheduled Non-Emergent Ambulance Transport (RSNAT) Prior ...	Register	Read More
Completing the CMS-855I Paper Application	Dec 12, 2023 8:30AM - 9:30AM EST	During this webinar, we'll provide an understanding of the how to complete the CMS-855I provider enrollment paper ...	Register	Read More
Medicare Secondary Payer Payment Methodology	Dec 12, 2023 10:00AM - 11:30AM EST	It's essential for providers to determine the beneficiary's responsibility to ensure claims are being submitted to the ...	Register	Read More

# Common Apps

- Most commonly used apps



NGSConnex



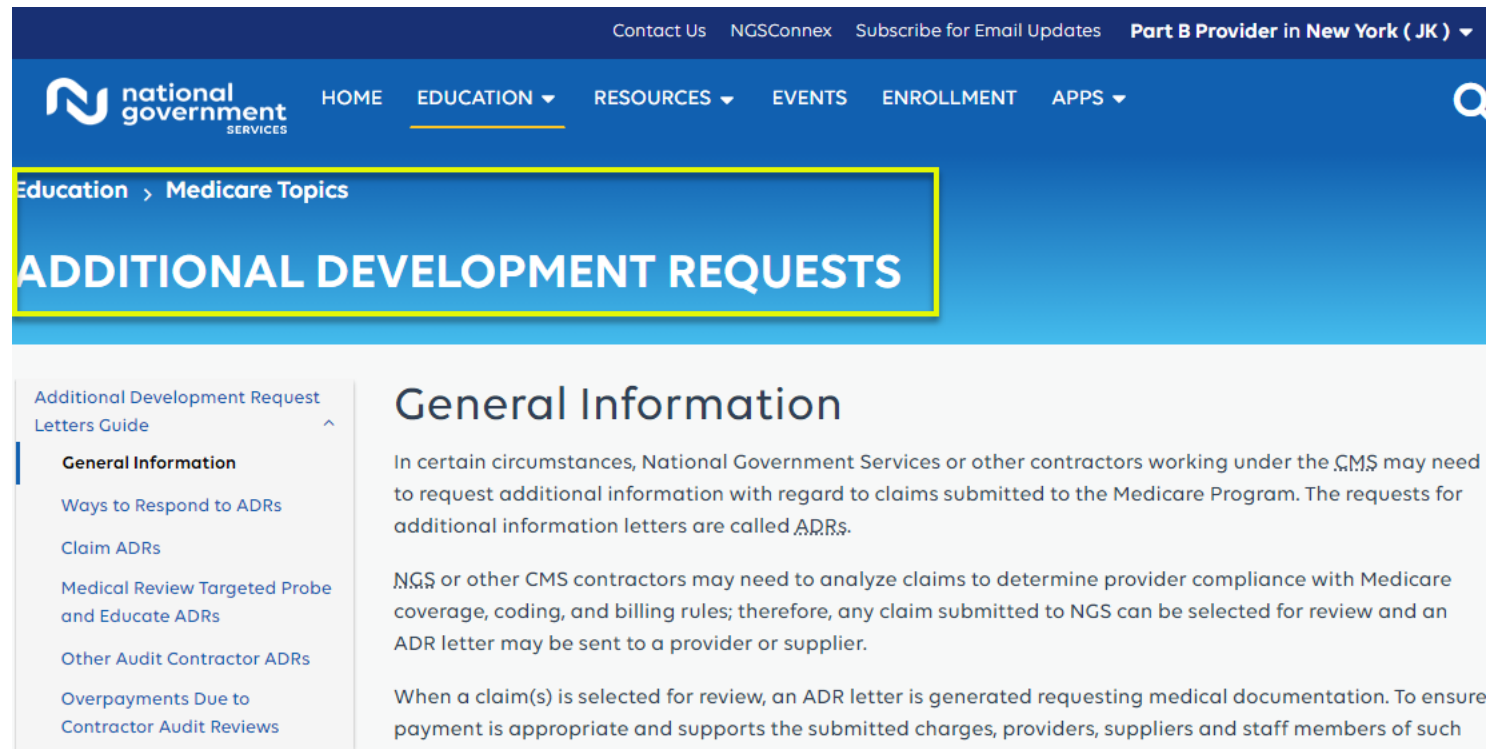
MEDICARE UNIVERSITY

## Provider Enrollment, Chain, and Ownership System

PECOS support the Medicare Provider and Supplier enrollment process by allowing users to securely and electronically submit and manage Medicare enrollment information.

# Breadcrumbs

- Allows you to know where you are on the NGS website and provides a path to previously viewed content



The screenshot shows the top navigation bar of the National Government Services website. The breadcrumb trail is "Education > Medicare Topics". The article title "ADDITIONAL DEVELOPMENT REQUESTS" is highlighted with a yellow border. The left sidebar contains a table of contents for the article, and the main content area has a "General Information" section.

Contact Us NGSConnex Subscribe for Email Updates Part B Provider in New York (JK) ▾

national government SERVICES HOME EDUCATION ▾ RESOURCES ▾ EVENTS ENROLLMENT APPS ▾

Education > Medicare Topics

**ADDITIONAL DEVELOPMENT REQUESTS**

Additional Development Request Letters Guide ^

<b>General Information</b>
Ways to Respond to ADRs
Claim ADRs
Medical Review Targeted Probe and Educate ADRs
Other Audit Contractor ADRs
Overpayments Due to Contractor Audit Reviews

## General Information

In certain circumstances, National Government Services or other contractors working under the CMS may need to request additional information with regard to claims submitted to the Medicare Program. The requests for additional information letters are called ADRs.

NGS or other CMS contractors may need to analyze claims to determine provider compliance with Medicare coverage, coding, and billing rules; therefore, any claim submitted to NGS can be selected for review and an ADR letter may be sent to a provider or supplier.

When a claim(s) is selected for review, an ADR letter is generated requesting medical documentation. To ensure payment is appropriate and supports the submitted charges, providers, suppliers and staff members of such



# Left-Side Navigation

- Reduces scrolling to view related articles/job aides

The screenshot shows the National Government Services website interface. At the top, there is a dark blue navigation bar with the logo and menu items: HOME, EDUCATION (highlighted), RESOURCES, EVENTS, ENROLLMENT, and APPS. A search icon is on the right. Below the navigation bar, the breadcrumb path is 'Education > Medicare Topics'. The main content area has a blue header with the word 'BILLING' in white. The left sidebar contains a list of articles, with 'Annual Wellness Visits - Billing Tips for Physicians' highlighted in blue. A yellow arrow points from this article in the sidebar to the main article content. A yellow callout box with the text 'date content was updated' points to the date 'Reviewed 11/3/2023' at the bottom of the article. The main article content includes a title, a sub-header, a paragraph, a list of tips, and a footer with a link to the MLN Medicare Wellness Visits page.

Contact Us | NGSConex | Subscribe for Email Updates | Part B Provider in New York (JK) ▾

national government SERVICES | HOME | EDUCATION ▾ | RESOURCES ▾ | EVENTS | ENROLLMENT | APPS ▾ | 🔍

Education > Medicare Topics

## BILLING

Outpatient Services for Registered Inpatients

Allergen Immunotherapy Preparation (95144-95165)

Ambulatory Surgical Center Approved HCPCS Codes and Payment Rates

**Annual Wellness Visits - Billing Tips for Physicians**

CPT Code 15830: Excision, Excess Skin and Subcutaneous Tissue; Abdomen, Inframamillary Panniculectomy

Electronic... that Exce...

Fee-For-Time Compensation Arrangement and Reciprocal

### Annual Wellness Visits – Billing Tips for Physicians

After reviewing *AWV* claim history submitted to the Part B *MACs, PDE*, has put together the following tips to help Medicare enrolled physician/providers improve AWV denials by:

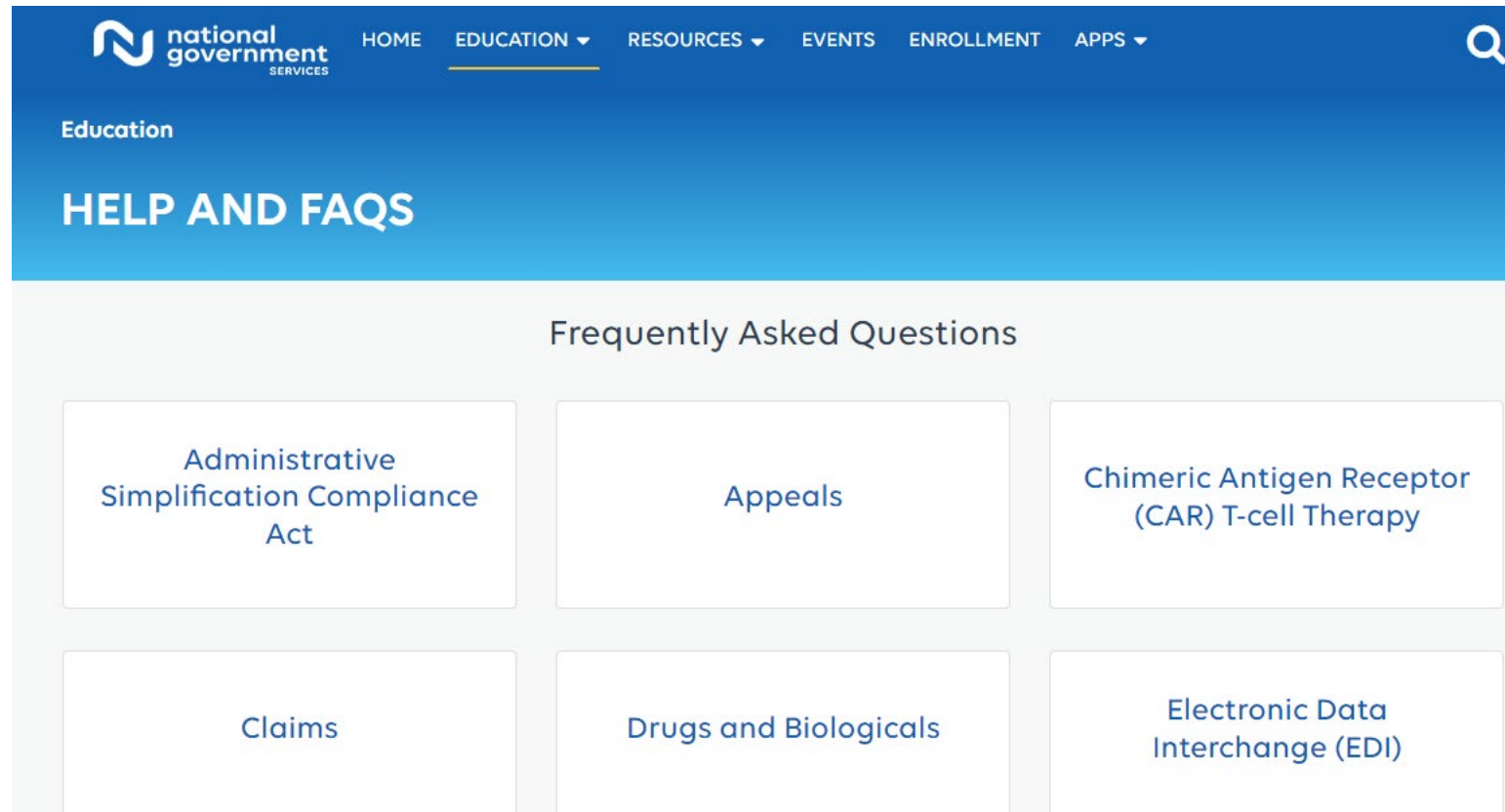
- submitting an AWV before the patient is allowed their next annual visit (frequency),
- submitting an AWV when the patient has not been eligible for Medicare for one year (should bill welcome to Medicare),
- billing and initial AWV more than once (second and subsequent should be billed as subsequent AWV),
- duplicate submission of the AWV on one date of service,
- submission of modifier with the AWV code (typically modifier 25, not valid),
- submitting AWV to original Medicare when the patient is covered by Medicare *HMO* (submission to wrong contractor) and
- separate evaluation and management services can be provided and billed at the same visit as the welcome to Medicare or AWV, provided the services are significant, separately identifiable and medically necessary to treat the beneficiary's illness or injury.

For more information, visit the [MLN® Medicare Wellness Visits](#).

Reviewed 11/3/2023

# Frequently Asked Questions

- FAQs related to specific topics

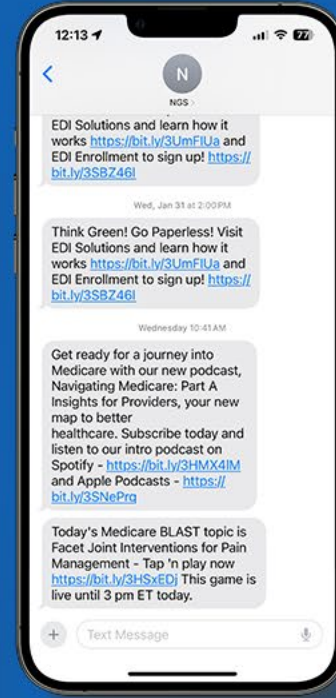
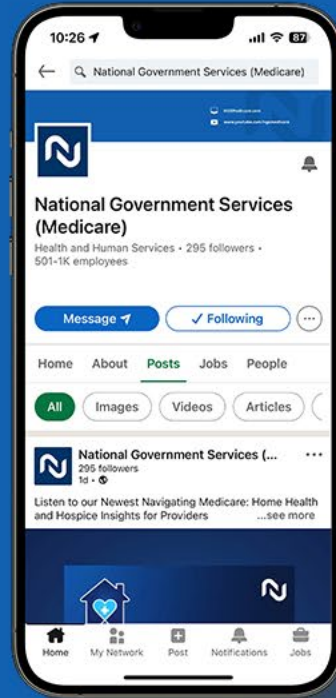


The screenshot displays the 'HELP AND FAQs' section of the National Government Services website. The page features a blue header with the 'national government SERVICES' logo and navigation links for HOME, EDUCATION, RESOURCES, EVENTS, ENROLLMENT, and APPS. A search icon is located in the top right corner. Below the header, the 'HELP AND FAQs' title is prominently displayed. The main content area is titled 'Frequently Asked Questions' and contains a grid of six topic cards: Administrative Simplification Compliance Act, Appeals, Chimeric Antigen Receptor (CAR) T-cell Therapy, Claims, Drugs and Biologicals, and Electronic Data Interchange (EDI).



# Questions?

Thank you!



# Connect with us on social media



[YouTube Channel](#)  
Educational Videos



[www.MedicareUniversity.com](http://www.MedicareUniversity.com)  
Self-paced online learning

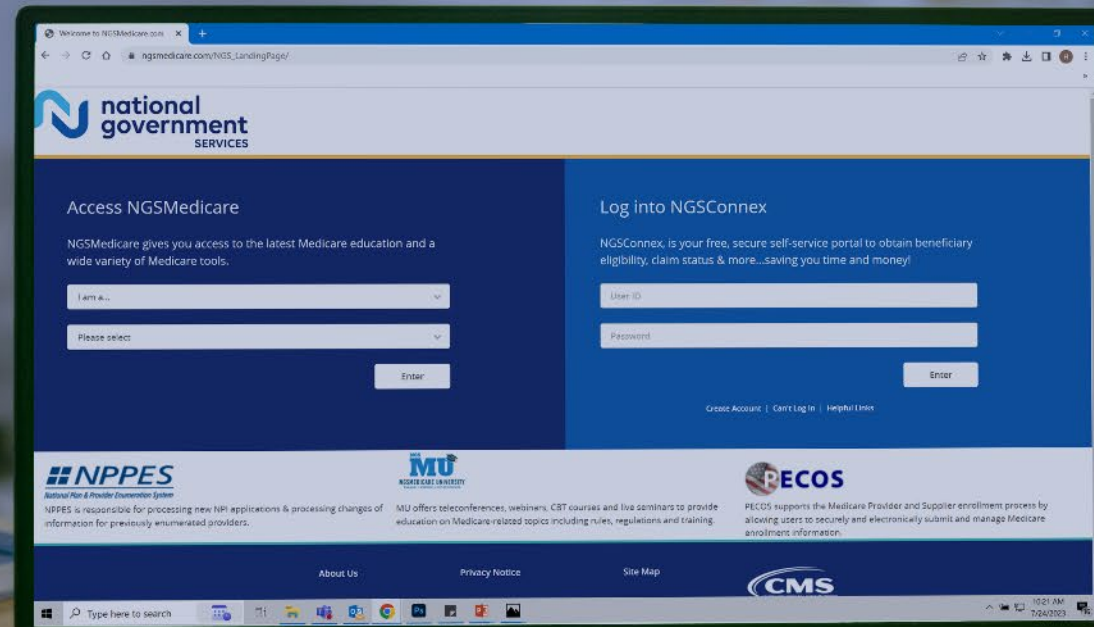
medicare **mobile**

Text NEWS to 37702; Text GAMES to 37702



[LinkedIn](#)  
Educational Content

# Find us online



[www.NGSMedicare.com](http://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



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