



Save Time and Money Through Utilizing Self- Service Tools

6/4/2024

Today's Presenters

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Objective

The purpose for this webinar is to introduce the provider community to all the available self-service tools. Learn how to empower yourself and staff through accessing these helpful resources to troubleshoot issues independently.



Agenda

NGSConnex

Interactive Voice Response (IVR)

HIPAA Eligibility Transaction System (HETS)

Fiscal Intermediary Standard System (FISS)/Direct Data Entry (DDE)

Common Working File (CWF)

Digital Platforms

Resources

What is the Medicare Program?

- Federally-administered health insurance program which covers people over 65 and certain younger people with disabilities or ESRD
 - Medicare benefits offer coverage for
 - Part A - Hospital Insurance
 - ✓ Examples: hospital, SNF, HH+H
 - Part B – Supplementary Medical Insurance (SMI)
 - ✓ Examples: Outpatient (Part B of Part A), Physician (Part B)
 - Part C - MAO/HMO
 - ✓ Example: Medicare Advantage
 - Part D - Prescription drugs
 - [Who are the MAC's | CMS](#)

What is Provider Self-Service?

- Not all issues and questions require calling the Provider Contact Center
 - We have many provider self-service tools to:
 - Verify beneficiary entitlement and eligibility
 - ✓ MSP
 - ✓ Home Health and Hospice
 - ✓ MAO plan enrollment
 - Help avoid coding errors that cause claims to RTP or reject

NGSConnex

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 'National Government Services' logo. The main content area is split into two columns. The left column, titled 'Access NGSMedicare', contains a dropdown menu for 'I am a...' and another for 'Please select', with an 'Enter' button below. The right column, titled 'Log into NGSConnex', has a yellow arrow pointing to the title. Below the title is a description: 'NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!'. This section includes input fields for 'User ID' and 'Password/Temporary Password', an 'Enter' button, and a yellow arrow pointing to the 'Create Account | Can't Log In | Helpful Links' text. The footer contains logos for NPPES (National Plan & Provider Enumeration System), mu (medicare university), and PECOS (Participating Entity Clearinghouse). Below these are links for 'About Us', 'Privacy Notice', and 'Site Map'. The CMS logo is in the bottom right corner of the footer.

Logging In

Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!



[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

System Access

The screenshot shows the 'Individual' registration step in a four-step process (Account, Individual, Business, Finish). The form includes fields for First Name, Last Name, Role, Work Phone Number, Email Address, Verify Email Address, Mobile Phone Carrier, Mobile Phone Number, Challenge Question, and Challenge Answer. There is a checkbox for 'Email Updates?' which is checked. A yellow arrow points to the 'Next' button at the bottom right.

The screenshot shows the 'Business' registration step in a four-step process (Account, Individual, Business, Finish). The form includes a 'Local Security Officer' section with a 'No' radio button selected, and fields for 'PIN', 'PIN 2', and 'PIN 3'. There are also fields for 'Line of Business' and 'Date'. A 'Back' button is at the bottom left, and a yellow arrow points to the 'Finish' button at the bottom right.

NGSConnex Home Page

What would you like to do in NGSConnex?



Eligibility Lookup



Claim Status Lookup



Part B Claim Submissions



Appeals



ADR



Inquiries

★ Resources

MBI Lookup

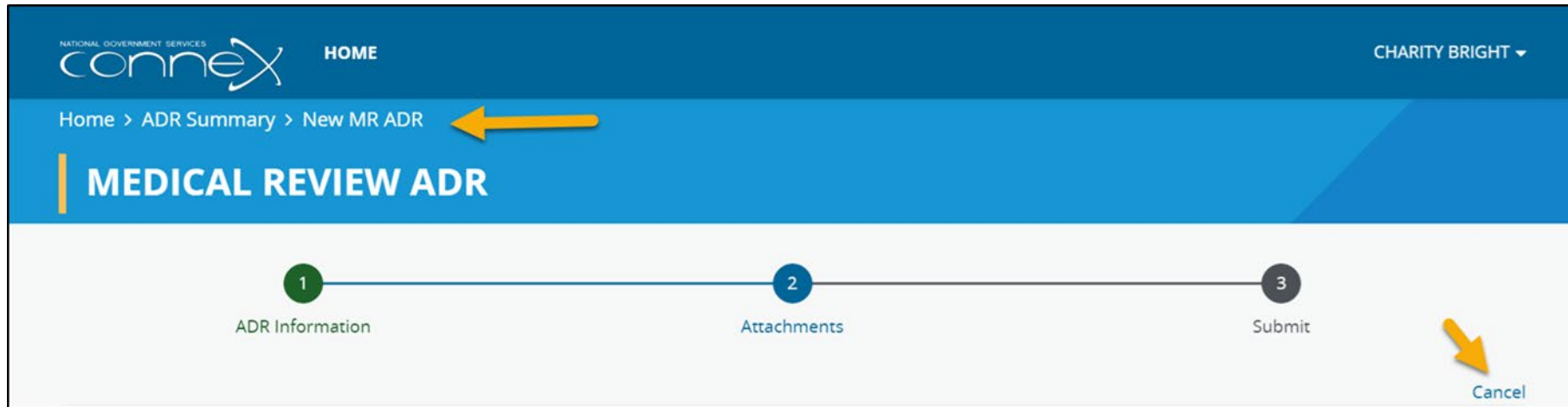
Remittance

Prior Authorization

Financials

Manage Account

Navigation: Breadcrumbs



Navigation

NATIONAL GOVERNMENT SERVICES **connex** HOME

▼ Select a Provider

Search Provider [Reset Search](#)

PTAN	NPI	TIN	Provider/Supplier	City	State	LOB	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	DELAFIELD	WI	Part B	<input type="button" value="Select"/>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	CHICAGO	IL	Part A	<input type="button" value="Select"/>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	BAYSIDE	NY	Part B	<input type="button" value="Select"/>
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	LEWISTON	ME	Part A	<input type="button" value="Select"/>

1 to 4 of 6 items

< 1 2 >

▼ 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*

XXXXXXXXXX Enter Last Name Enter First Name mm/dd/yyyy [Reset Search](#)

* Denotes required field.

Left Side Navigation

The screenshot displays the Medicare Secondary Payer interface. The left side navigation menu includes the following items: Beneficiary Eligibility, Part B Deductibles, Medicare Advantage, Medicare Secondary Payer (highlighted in red), Crossover, Qualified Medicare Beneficiary, Home Health Plan, Hospice, Inpatient/SNF Spell History, End Stage Renal Disease, Preventive Services, COVID-19 Vaccine, Pneumococcal Vaccine, Medicare Diabetes Prevention Program, Cardiac Rehabilitation, Intensive Cardiac Rehabilitation, Pulmonary Rehabilitation, Acupuncture Benefits, Smoking Cessation Counseling, and Therapy. The main content area is titled "Beneficiary Eligibility" and contains two sections: "Beneficiary Information" and "Entitlement Information". The "Beneficiary Information" section includes fields for 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), and Zip. The "Entitlement Information" section includes fields for 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), and Part B Termination Date. A "Printable View" link is located in the top right corner. Yellow arrows point to the left side navigation menu, the top right corner, and the "1-Beneficiary insured due to d" field in the Entitlement Information section.

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

Progress Bar

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



Eligibility Lookup

What would you like to do in NGSConnex?



Eligibility Lookup



Claim Status Lookup



Part B Claim Submissions



Appeals



ADR



Inquiries

★ Resources

MBI Lookup

Remittance

Prior Authorization

Financials

Manage Account

Claim Status Lookup

What would you like to do in NGSConnex?



Eligibility Lookup



Claim Status Lookup



Part B Claim Submissions



Appeals



ADR



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What would you like to do in NGSConnex?



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Part B Claim Submissions



Appeals



ADR



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Additional Documentation Requests

What would you like to do in NGSConnex?



Eligibility Lookup



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Part B Claim Submissions



Appeals



ADR



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What would you like to do in NGSConnex?



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Additional Buttons

What would you like to do in NGSConnex?



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Part B Claim Submissions



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ADR



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IVR

What Is the IVR?

- Interactive voice response (IVR) system
 - Research application used to provide general/common Medicare beneficiary and/or claim information
 - Text-to-speech technology
 - Uses natural language
 - Allows you to speak directly into the telephone to make a selection
- CMS mandate

Benefits of Using IVR

- No sign up and minimal training needed
- Need phone access; No need for computer
- All provider departments can use
 - e.g., admissions, billing, accounting
- Extended hours to serve many schedules
- Stay on call as long as needed to get as much information as necessary
- Uses same system as PCC, NGSConnex, FISS DDE

IVR Research (Main Menu) Options

- Patient eligibility
- Claims status
- Checks
- Remittance statements
- Provider enrollment status
- Patient status
- Check appeals status
- General Information (available 24 hours)

Patient Eligibility Provider Validation Elements

- NPI
- PTAN
- Last five (5) digits of TIN
- Beneficiary MBI
- Beneficiary first and last name
- Beneficiary DOB
- DOS

Patient Eligibility Available Information

- Part A and Part B effective and termination dates
- MSP type and insurer information
- Hospital inpatient, SNF, LTR benefit days
- Amount applied to Part B deductible, PT/OT limits (current and prior year)
- Home health and hospice effective and termination dates

Accessing the IVR

State	IVR Number	Hours Available
Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont	877-567-7205	Monday–Friday: 6:00 a.m.–7:00 p.m. ET Saturday: 7:00 a.m.–3:00 p.m. ET
Illinois, Minnesota, Wisconsin	877-309-4290	Monday–Friday: 6:00 a.m.–7:00 p.m. ET Saturday: 7:00 a.m.–3:00 p.m. ET

HETS

What is HETS?

- Allows users to submit HIPAA compliant 270 eligibility request files over a secure connection and receive 271 response files
 - [R2020Q100 HETS 270/271 Companion Guide](#)
- Replaces CWF eligibility transactions HIQA, HIQH, ELGA and ELGH
 - Provider access revocations began 2/1/2020
 - [CWF Eligibility Sunset Frequently Asked Questions \(FAQ\)](#)

HETS

- Available 24/7, except Mondays
- Provides same eligibility data as HIQA
 - Currently does not provide
 - Lifetime psychiatric day availability
 - Hospice revocation information and election period breakdown*
 - Home health episode dates*
 - *Will be included in upcoming release

Where to Find Information on HETS

- [CMS website](#)
 - Research, Statistics, Data and Systems > HIPAA Eligibility Transaction System (HETS) Help (270/271)
 - [CMS website](#) has section devoted to HETS, including:
 - [Vendor and registration information](#)
 - [HETS user guide](#)
- MCARE Help Desk
 - Monday through Friday, 7 a.m. to 7 p.m. ET
 - mcare@cms.hhs.gov
 - 866-324-7315

FISS DDE

What is FISS DDE?

- Process that allows remote user connectivity to Medicare mainframe
- NGS uses FISS DDE to
 - process claims
 - maintain records
- Providers access through online computer system

Why Use FISS DDE?

- Providers use FISS DDE to
 - Research coding
 - Submit claims
 - Track submitted claims
 - Correct, adjust, and cancel claims
 - View reports

Accessing FISS DDE

- FISS logon ID and password required
 - [NGSMedicare](#)
 - Claims > Electronic Data Interchange (EDI) Enrollment
 - EDI Guided Enrollment User Guide
- User logon ID and password are for individual use only
 - Do not share with coworkers or other staff

FISS Main Menu

MAP1701 NATIONAL GOVERNMENT SERVICES, #13001 UAT ACMFA561 11/03/20
MXG9282 MAIN MENU A20204CP 11:01:27

- 01 INQUIRIES
- 02 CLAIMS/ATTACHMENTS
- 03 CLAIMS CORRECTION
- 04 ONLINE REPORTS

ENTER MENU SELECTION: _

PLEASE ENTER DATA - OR PRESS PF3 TO EXIT

Inquiries Submenu

MAP1702 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 03/11/20
MXG9282 INQUIRY MENU A2020200 13:18:11

BENEFICIARY/CWF	10	ZIP CODE FILE	19
DRG (PRICER/GROUPER)	11	OSC REPOSITORY INQUIRY	1A
CLAIM SUMMARY	12	CLAIM COUNT SUMMARY	56
REVENUE CODES	13	HOME HEALTH PYMT TOTALS	67
HCPC CODES	14	ANSI REASON CODES	68
DX/PROC CODES ICD-9	15	CHECK HISTORY	FI
ADJUSTMENT REASON CODES	16	DX/PROC CODES ICD-10	1B
REASON CODES	17	CMHC PAYMENT TOTALS	1C
INVOICE NO/DCN TRANS	88	PROV PRACTICE ADDR QUER	1D
		NEW HCPC SCREEN	1E

ENTER MENU SELECTION:

Claims/Attachments Submenu

MAP1703 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMMMA561 02/13/13
TC98548 CLAIM AND ATTACHMENTS ENTRY MENU C201313P 12:09:44

CLAIMS ENTRY

INPATIENT	20
OUTPATIENT	22
SNF	24
HOME HEALTH	26
HOSPICE	28
NOE/NOA	49
ROSTER BILL ENTRY	87

ATTACHMENT ENTRY

HOME HEALTH	41
DME HISTORY	54
ESRD CMS-382 FORM	57

ENTER MENU SELECTION: █

PLEASE ENTER DATA - OR PRESS PF3 TO EXIT

Claims Correction Submenu

```
MAP1704      NATIONAL GOVERNMENT SERVICES,#13001 UAT  ACMFA561 09/27/21
MXG9282      CLAIM AND ATTACHMENTS CORRECTION MENU  A20214CF 11:48:57

                CLAIMS CORRECTION
    INPATIENT                21
    OUTPATIENT               23
    SNF                      25
    HOME HEALTH              27
    HOSPICE                  29

                CLAIM ADJUSTMENTS          CANCELS
    INPATIENT                30              50
    OUTPATIENT               31              51
    SNF                      32              52
    HOME HEALTH              33              53
    HOSPICE                  35              55

                ATTACHMENTS
    PACEMAKER                42
    AMBULANCE                43
    HOME HEALTH              45

ENTER MENU SELECTION: _

PLEASE ENTER DATA - OR PRESS PF3 TO EXIT
```

Online Reports Submenu (R1) Summary of Reports

MAP1671 NATIONAL GOVERNMENT SERVICES, #13001 UAT ACMA561 02/13/13
TC98548 ONLINE REPORTS SELECTION INQUIRY C201313P 13:27:43
REPORT NO

SEL	REPORT NO.	FREQUENCY	DESCRIPTION
█	050	DAILY	CLAIMS RETURNED TO PROVIDER
	201	WEEKLY	PENDING/RETURNED/PROCESSED CLM
	211	WEEKLY	SUBMITTED CREDIT BALANCES
	212	WEEKLY	OUTSTD MED AMT CREDIT BALANCES
	213	WEEKLY	DELETED CREDIT BALANCES
	630	WEEKLY	PROVIDER DISCLOSURE STATEMENT
	702	DAILY	ACS APPEALS RECEIVED

PROCESS COMPLETED --- NO MORE DATA THIS TYPE
PLEASE MAKE A SELECTION, ENTER NEW KEY DATA, OR PRESS PF3 TO EXIT

Claim Count Summary – Option 56

- The Claim Count Summary option provides a review of the total claim count and total dollar amount for claims pending in a specific location
- Updated in the system daily

Claim Status/Location Reminder

- RTP (T/B9997) claims
 - Can be corrected, but cannot be adjusted or cancelled
- Denied (D/B9997) claims
 - Can be appealed, but cannot be adjusted or cancelled
- Suspended (S) claims or those on the “payment floor” (P/B9996)
 - Not finished processing yet and cannot be adjusted or cancelled

CWF

What Is CWF?

- Maintains national beneficiary records
 - Entitlement, date of birth, date of death
 - Recent benefit periods (including any deductibles due)
 - HH episode
 - Preventive services
 - Hospice enrollment
 - MSP information
- Assists in verifying patient's eligibility

Accessing CWF

- Providers access through FISS system
 - Inquiry submenu (01)
 - Beneficiary/CWF option (10)

CWF: Preventive Services Information (MAP175J)

MAP175J		NATIONAL GOVERNMENT SERVICES, #13001 UAT						ACMFA561 03/11/20	
MXG9282 SC		ACCEPTED						A2020200 13:28:53	
MID		NM	IT	DB		SX			
PRVN SERVC	TECH D	PROF D	PRVN SERVC	TECH D	PROF D	PRVN SERVC	TECH D	PROF D	
CARD/80061	060111	060111	DIAB/82951	060111	060111	AAA /	060111	060111	
CARD/82465	060111	060111	PCBE/G0101			PTWR/G9143	0000	060112	
CARD/83718	060111	060111				IPPE/G0402	060111	060111	
CARD/84478	060111	060111	PROS/G0102	060111	060111	IPPE/G0403	060111	060111	
COLO/G0104	060111	060111	PROS/G0103	060111	060111	IPPE/G0404	060111	060111	
COLO/G0105	060111	060111	PAPT/Q0091	GDR	GDR	IPPE/G0405	0000	060112	
COLO/G0106	060111	060111	GLAU/	060111	060111	PULM/G0424	0072	0072	
COLO/G0120	060111	060111	MAMM/	GDR	GDR	CR /	0000	0000	
COLO/G0121	060111	060111	PAPT/	GDR	GDR	ICR /	0000	0000	
FOBT/G0107	TERM	TERM	HIBC/G0445	110811	110811	AWV /G0438	100914	100914	
FOBT/G0328	060111	060111	HBV/	092816	092816	AWV /G0439	100914		
FOBT/82270	070107	070107	SETS/93668	0072		BEHV/G0447	112911	112911	
IPPE/G0344	SRV	SRV							
IPPE/G0366	SRV	SRV							
IPPE/G0367	SRV	0000							
IPPE/G0368	0000	SRV							
DIAB/82947	060111	060111							
DIAB/82950	060111	060111							

PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF6-SCROLL FWD PF7-PREV PAGE PF8-NEXT PAGE

CWF: Beneficiary and Benefit Period Information (MAP1755)

```

MAP1755          NATIONAL GOVERNMENT SERVICES,#13001 UAT   ACMFA561 03/11/20
MXG9282   SC _          ACCEPTED                          A2020200 13:30:21

CLAIM          NAME          D.O.B.          SEX          INTER 58300

APP DT          REASON CD 1  DATE/TIME 20200711328  REQ ID BDMS
DISP CD 01   TYPE 3  CENT D.O.B   D.O.D
A:CURR-ENT DT 060111  TERM DT          PRI-ENT DT          TERM-DT
B:CURR-ENT DT 060111  TERM DT          PRI-ENT DT          TERM-DT

LIFE: RSRV 60  PYSCH 190

CURRENT          BENEFIT PERIOD DATA
FRST BILL DT 000000  LST BILL DT 000000  HSP FULL DAYS 60  HSP PART DAYS 30
SNF FULL DAYS 20  SNF PART DAYS 80  INP DED REMAIN 1408.00  BLD DED PNTS 3
PRIOR          BENEFIT PERIOD DATA
FRST BILL DT 000000  LST BILL DT 000000  HSP FULL DAYS          HSP PART DAYS
SNF FULL DAYS          SNF PART DAYS          INP DED REMAIN          BLD DED PNTS

CURR B: YR 20  CASH 198.00  BLOOD 3  PSYCH 02200.00  PT          OT
PRIR B: YR 19  CASH 185.00  BLOOD 3  PSYCH 02200.00  PT          OT

PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT  PF7-PREV PAGE PF8-NEXT PAGE
    
```

CWF: HMO Enrollment Information (MAP1756)

```
MAP1756          NATIONAL GOVERNMENT SERVICES,#13001 UAT   ACMFA561 03/11/20
MXG9282   SC _          ACCEPTED                          A2020200 13:31:32

DATA IND 0004000000  NAME                               ZIP 13205

PLAN: ENR CD
CURR PLAN:          CUR ID          OPT 0  ENR          TERM
PRIR PLAN:          PRI ID          OPT 0  ENR          TERM

OTHER ENTITLEMENTS OCCURRENCE CD/DATE 0          / 0

ESRD CD/DATE          /

CAT DATA: PSYCH 190  DISCHG          IND 0  DAYS USED          BLOOD
YR 89  APP          MET 00560.00  BLD 3  CO 08  FL 142  FRM          TO
IND          INT          ADM          FRM          TO          APP
ADJ IND          CALC DED          CMS  DT
YR 89  APP          MET 00560.00  BLD 3  CO 08  FL 142  FRM          TO
IND          INT          ADM          FRM          TO          APP
ADJ IND          CALC DED          CMS  DT

PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT  PF7-PREV PAGE PF8-NEXT PAGE
```

CWF: HHA Episode Information (MAP1757)

```
MAP1757          NATIONAL GOVERNMENT SERVICES,#13001 UAT   ACMFA561 03/11/20
MXG9282  SC _          ACCEPTED                          A2020200 13:32:31

HH-REC  CN          NM          IT          DB          SX

MAMMO RSK  MAMMO DATES  TECHCOM  PROCOM
          0000          0000
          0000          0000
          0000          0000

TRANSPLANT INFO:  COV IND  TRAN IND  DIS DATE
                  000000
                  000000
                  000000

          EPISODE      EPISODE      DOEBA      DOLBA
          START      END
          00000000    00000000    00000000    00000000

PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF7-PREV PAGE PF8-NEXT PAGE
```

CWF: Hospice Period Information (MAP1758)

MAP1758 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 03/11/20
MXG9282 SC _ ACCEPTED A2020200 13:33:34

HOSPICE INFO FOR PERIODS 1 AND 2:

PERIOD	1ST	ST DATE	PROV	INTER	
OWNER CHANGE	ST DATE		PROV	INTER	
2ND ST DATE		PROV	INTER	TERM DATE	
OWNER CHANGE	ST DATE		PROV	INTER	
1ST BILLED DT		LAST BILLED DT			
DAYS BILLED		REVO IND			

PERIOD	1ST	ST DATE	PROV	INTER	
OWNER CHANGE	ST DATE		PROV	INTER	
2ND ST DATE		PROV	INTER	TERM DATE	
OWNER CHANGE	ST DATE		PROV	INTER	
1ST BILLED DT		LAST BILLED DT			
DAYS BILLED		REVO IND			

PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF7-PREV PAGE PF8-NEXT PAGE

CWF: MSP Information (MAP1759)

MAP1759 NATIONAL GOVERNMENT SERVICES,#13001 UAT ACMFA561 03/11/20
MXG9282 SC _ ACCEPTED A2020200 13:35:52
MSP DATA PAGE 1 OF 3

EFFECTIVE DATE: 030512 SUBSCRIBER NAME:
TERMINATION DATE: 092712 POLICY NUMBER:
MSP CODE: D INSURER TYPE: A
PATIENT RELATIONSHIP: 01
REMARKS CODES:

INSURER INFORMATION
NAME: PREFERRED MUTUAL INSURANCE COMPA GROUP NO:
ADDRESS: 1 PREFERRED WAY NAME:
NEW BERLIN NY 134111800

EMPLOYER DATA
NAME: EMPLOYEE ID:
ADDRESS: EMPLOYEE INFO:

PROCESS COMPLETED --- PLEASE CONTINUE
PRESS PF3-EXIT PF7-PREV PAGE PF8-NEXT PAGE

FISS DDE/CWF Resources

- [NGSMedicare](#)
 - [FISS DDE Provider Online Guide](#)
 - [HIQA Manual](#)

Digital Platforms

NGSMedicare.com Login Page

Access NGS Medicare

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

Log into NGSConnex



NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!


[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)





NGSMedicare.com Provider Home Page


NGSConnex Subscribe for Email Updates **Part B Provider in Connecticut** ▾


 **HOME** EDUCATION ▾ RESOURCES ▾ EVENTS ENROLLMENT APPS ▾ 


 **Medical Policies**
Find LCDs and related billing and coding articles

 **Enrollment**
Getting started, after you enroll, and revalidating your enrollment

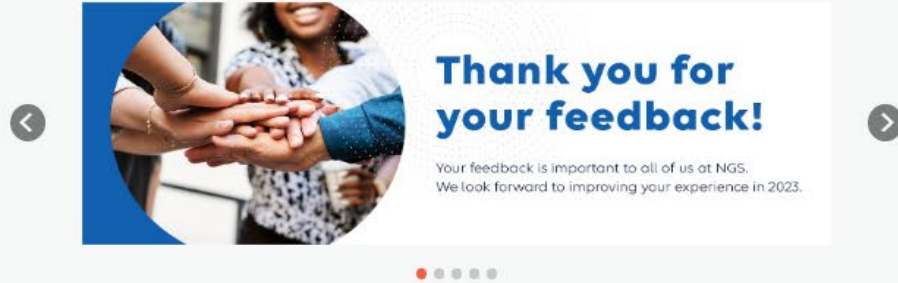
 **Fee Schedules**
Code pricing search, payment systems, limits, and fee schedule lookup

 **Claims and Appeals**
Learn about claims, top errors, fees, MBI and appeals

 **Overpayments**
Repayment schedules, and post-pay adjustment

 **Medicare Compliance**
Medical Review, Prior Authorization, Fraud & Abuse, CERT, and more

NGSMedicare.com Provider Home Page (cont.)



Thank you for your feedback!

Your feedback is important to all of us at NGS. We look forward to improving your experience in 2023.

-  **Call Center Hours**
M-F, 8am-4pm EST
-  **Call Center Planned Outage**
Monday, September 4, 2023, all day
-  **Production Alerts**
[Click to View Alerts](#)







LATEST NEWS

[View All News Articles](#)

- Part B Mass Adjustments Resulting in Overpayments**
Posting Date: 08/28/2023
- Billing and Coding Article Update for August 2023**
Posting Date: 08/24/2023
- MLN Connects® Newsletter: August 24, 2023**
Posting Date: 08/24/2023
- National Government Services: Medicare Part B Care Management Tuesdays**
Posting Date: 08/23/2023
- Customer Experience Surveys**
Posting Date: 08/21/2023

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**

NGSMedicare.com Provider Home Page ⁽³⁾



NGSConnex



Navigating Medicare: Part A Insights for Providers Podcast



MEDICARE UNIVERSITY



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Medicare University

- NGS educational program designed to provide a broad range of Medicare-related training
- Obtain CEUs from AAPC and professional organizations
 - Two types:
 - Computer-based training (CBTs)
 - Events: Webinars, teleconferences, and live seminars/face-to-face training events

Using Medicare University is Rewarding!

- Benefits
 - Learn about a variety of Medicare topics at your own pace
 - Self-report attendance to earn one MU credit per one hour of education
 - Print report card summary of all events you have taken
 - Use to demonstrate your efforts and use to report earned credit to AAPC/other organizations
 - Earn NGS associate's or bachelor's MU certificate

Medicare University Resources

- [NGS Medicare University website](#)
- [Medicare University User Guide](#)
 - Must [create a user account](#) unique to you
 - Frequently asked questions
- Technical issues with Medicare University
 - e.g. issues logging on and off the system; Course will not launch; Course information boxes will not open; Issues with links
 - Medicare.University@anthem.com

What Are Production Alerts?

- Notification concerning FISS system issues (typically national issues) that may impact claim submission and/or processing
 - Notification is sent via Listserv messaging
 - You can check NGS website for production alert issues as well as updates to those issues
 - Active and closed issues

Production Alerts

Alerts

Search Alerts

Status: All Statuses

Timeframe: Select

Date Reported: 08/11/2022 Status: Open
Part A Invalid MBI Cross-Reference Issue
National Government Services is informing Part A providers of a claim processing issue causing invalid MBI cross-referencing. This is resulting in multiple, inactivated HICN being associated with the impacted claims.
[Read More](#)

Date Reported: 05/25/2022 Status: Open
COVID-19 Vaccine Administration Returning to Providers - Reason Code 32287
Claims for COVID-19 vaccine administration performed on the same DOS as another vaccine administration (e.g., PPV, flu or tetanus) are incorrectly being returned to providers with RC 32287.
[Read More](#)

Date Reported: 03/07/2022 Status: Open
Part A FISS Cancel Adjustment Issue
FISS Maintainer will be creating a file to identify the cancel claim records that posted to the CWF as original claims (those with a CD value of "3" instead of "4") and will be providing those files to CWF. The CWF Maintainer will run those files through the HIMR to cancel the incorrectly posted records.
[Read More](#)

Date Reported: 02/01/2022 Status: Open
Part A Anesthesia Claim Returning to Providers in Error
CMS has instructed all MACs to hold all Part A 13X and 85X TOBs for anesthesia services with DOS on or after 1/1/2022 until CMS fully implements a replacement file for these claims.

Choose:

- All statuses
- Active
- Closed

Production Alert Example

COVID-19 Vaccine Administration Returning to Providers - Reason Code 32287

Date Reported: 05/25/2022
Date Updated:
Date Resolved:
Status: Open
Provider Types Impacted: Jurisdiction 6 and Jurisdiction K Part A Providers
Reason Code(s): 32287
Claim Coding Impact: N/A

Description of Issue

Claims for COVID-19 vaccine administration performed on the same DOQ as another vaccine administration (e.g., PPV, flu or tetanus) are incorrectly being returned to providers with RC 32287.

National Government Services Action

A fix is expected to be in production on 10/3/2022

Provider Action

Providers are advised not to resubmit impacted claims until the fix has been implemented. Please continue to monitor future Email Updates for additional updates.

Proposed Resolution/Fix

10/3/2022

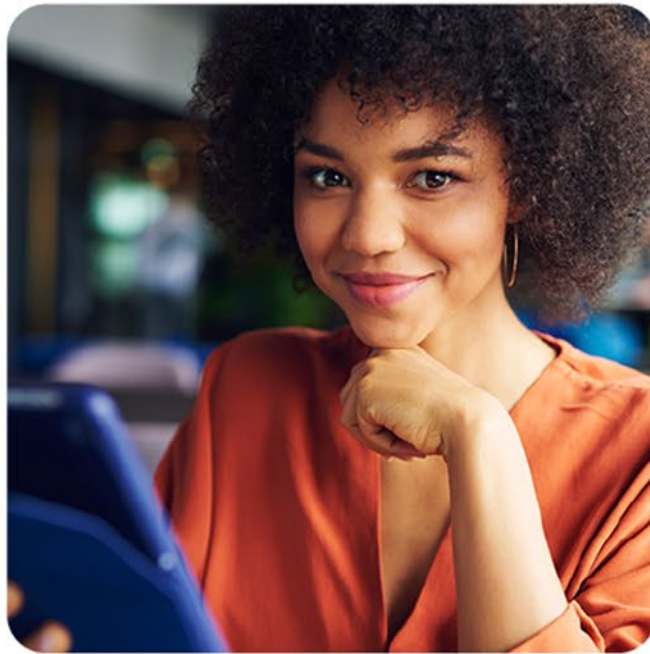
Watch for updates!

Mobile News

- Quick and easy new option to receive your Medicare news via text messaging from NGS



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 - [NGS YouTube Playlist](#)
 - [NGS Videos](#)
 - Example: [Prior Authorization – The Exemption Process](#)
- CMS
 - [CMS YouTube Home](#)
 - [CMS YouTube Playlist](#)
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Listen to Our Part A Podcast



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:](#)



Resources

Resources

- [NGSConnex User Guide](#)
- [Interactive Voice Response System](#)
 - [Part A Provider IVR User Guide](#)
 - [Part A IVR Flow Chart](#)
 - [Part A Touch-Tone Card/Eligibility Checklist](#)
 - [Interactive Voice Response Conversion Tools](#)
 - Beneficiary Name to Number Converter
 - PTAN and Beneficiary Medicare Number Converter
 - IVR Conversion Tables
- [FISS DDE Provider Online Guide](#)

Resources ⁽²⁾

- [National Uniform Billing Committee](#)
- [Medicare University](#)
 - [CBT list](#)
- [Medicare University User Guide](#)
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Resources ⁽³⁾

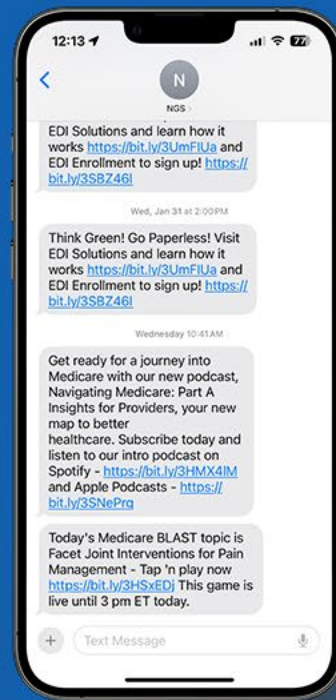
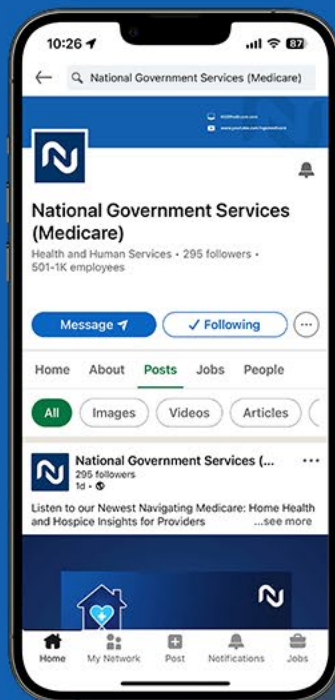
Person(s) on Medicare

- Annual version of [Medicare & You](#) publication - A CMS handbook for Medicare beneficiaries
- Published annually in various version
- Beneficiary Resources
- 1-800-Medicare (1-800-633-4227) / (TTY users: 1-877-486-2048)
- Available 24 hours/day; 7 days/week
- To speak to a live person: either say “agent” or press “0”
- [Medicare.gov](#)
- [State Health Insurance Assistance Program Regional Ship Locator](#) (Find Your State SHIP Resource – local assistance)
- [Senior Medicare Patrol](#) (Find Your State SMP Resource – local assistance)
- [Social Security Administration](#)



Questions?

Thank you!



Connect with us on social media



[YouTube Channel](#)
Educational Videos



www.MedicareUniversity.com
Self-paced online learning

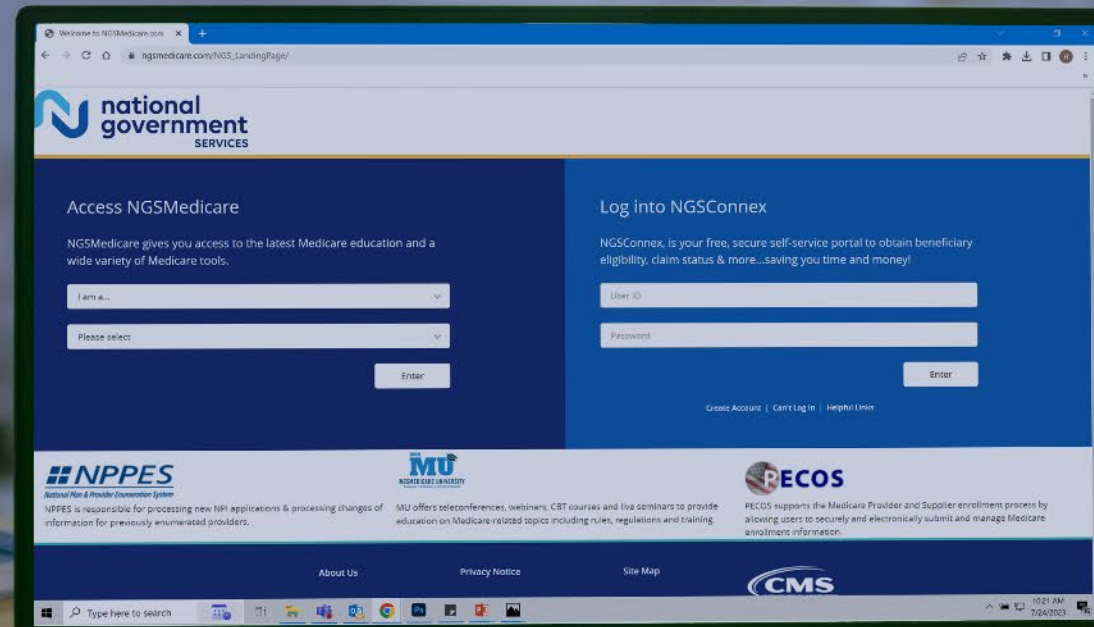
medicare **mobile**

Text NEWS to 37702; Text GAMES to 37702



[LinkedIn](#)
Educational Content

Find us online



www.NGS Medicare.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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