

# Part B Medicare Administrative Contractor Overview for Dental Providers

9/11/2024

**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.*

# Today's Presenter



**NGS PROVIDER EXPERIENCE**  
Innovation | Education | Collaboration

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Provider Outreach and  
Education Consultant



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# Recording

Attendees/providers are never permitted to record (tape record or any other method) our educational events. This applies to webinars, teleconferences, live events and any other type of National Government Services educational events.

# Objective

The purpose of this webinar is to introduce dental providers in Jurisdiction 6 and K to National Government Services. This will include:

- Who we are
- Our responsibilities as a CMS MAC
- Discussion of the Medicare Program
- Resources



# Agenda

- [MACs and Jurisdictions](#)
- [NGS Website/Medicare Education](#)
- [Electronic Billing](#)
- [Claim Filing Guidelines](#)
- [Medicare Fee Schedules](#)
- [Stay Connected](#)

# MACs and Jurisdictions

# Medicare Administrative Contractors

- A MAC is a private health care insurer that is awarded a geographic jurisdiction to process Medicare Fee-For-Service (FFS) claims and assist Medicare providers with other services
- Jurisdictions awarded by CMS
  - Parts A and B
  - Home Health and Hospice
  - Durable Medical Equipment benefits
- Each jurisdiction includes multiple states
  - [Who are the MACs | CMS](#)

# National Government Services

## A/B MAC Jurisdiction 6 and Jurisdiction K

- NGS is responsible for Part A and Part B Medicare providers
  - Jurisdiction 6: Illinois, Minnesota, Wisconsin
  - Jurisdiction K: Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, Vermont



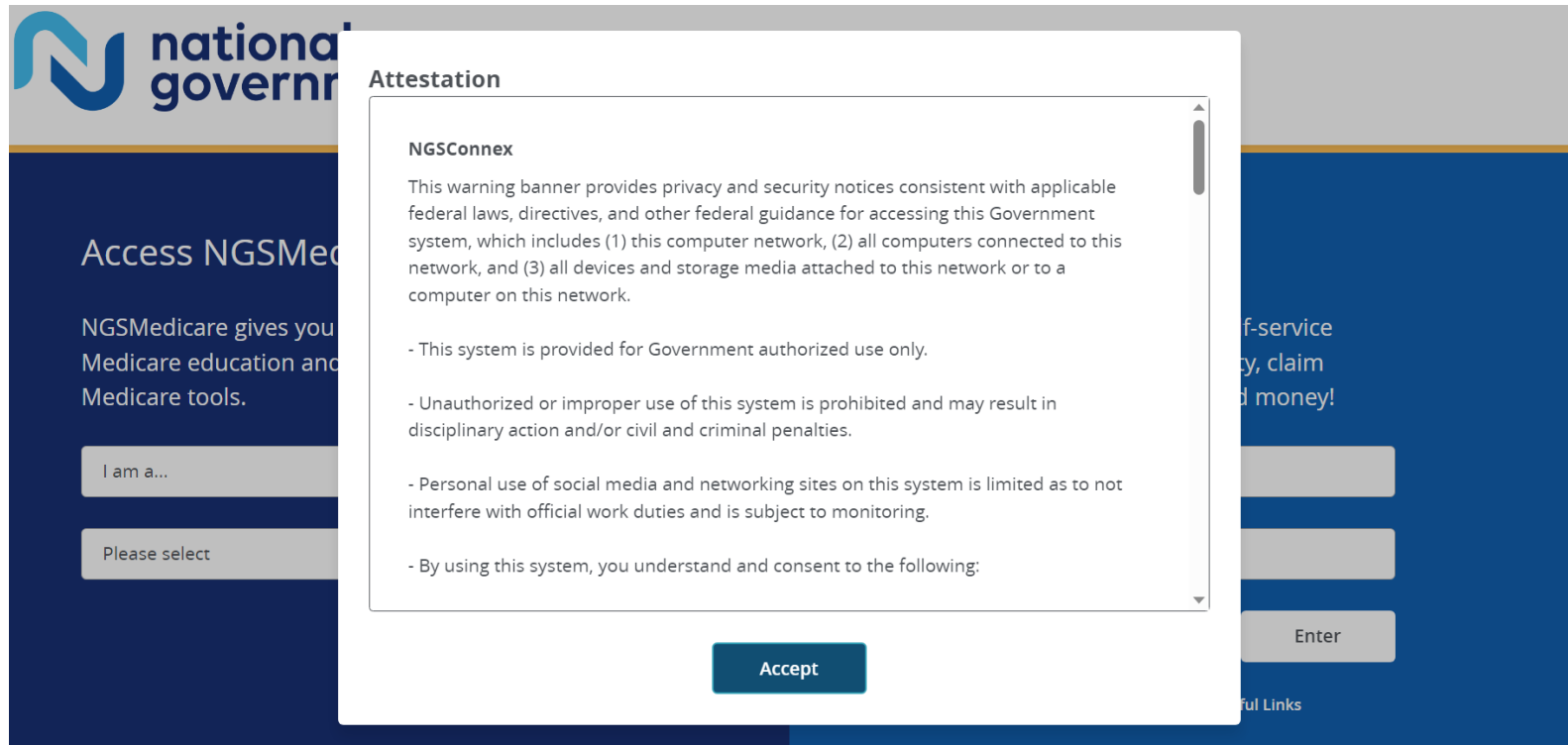
# NGS Responsibilities as the Part B MAC

- Process claims
- Make and manage providers Medicare FFS payments and overpayments
- Enroll providers in Medicare FFS
- Determine medical necessity
  - Establish medical policies
- Handle redetermination requests (level one appeal)
- Educate providers
  - FFS billing requirements
  - Changes in the Medicare Program
  - Respond to provider telephone and written inquiries

# NGS Website/Medicare Education

# www.NGS Medicare.com

- Landing page



# www.NGSMedicare.com

- Access website or NGSConnex

The image shows two side-by-side panels from a website. The left panel, titled 'Access NGSMedicare', has a dark blue background and contains a description of the service, two dropdown menus, and an 'Enter' button. The right panel, titled 'Log into NGSConnex', has a medium blue background and contains a description of the portal, two input fields for 'User ID' and 'Password', an 'Enter' button, and a footer with links for 'Create Account', 'Can't Log In', and 'Helpful Links'.

**Access NGSMedicare**

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](#)


# NGSMedicare.com Home Page


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


**national government SERVICES** **HOME** EDUCATION ▼ RESOURCES ▼ EVENTS ENROLLMENT APPS ▼ 


**Medical Policies/LCDs**  
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

FEEDBACK

# NGSMedicare.com Education Tab

The screenshot displays the top navigation bar of the NGSMedicare.com website. The 'EDUCATION' tab is highlighted with a red box and has a dropdown menu open. The dropdown menu lists several options, with 'Medicare University' selected. The main content area features several informational cards: 'Medical Policies', 'Claims and Appeals', 'Overpayments', 'Medicare Compliance', and 'Fee Schedules'. A 'FEEDBACK' button is visible on the left side of the page.

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

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

VIEW ALL EDUCATION

- Help And FAQs
- Manuals and Guides
- Medicare Arcade
- Medicare Monthly Review
- Medicare Topics
- Medicare University
- News
- POE Advisory Group
- Self-Service Pulse
- Specialties

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

**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

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

FEEDBACK

# NGSMedicare.com Specialties

national government SERVICES

HOME EDUCATION RESOURCES EVENTS ENROLLMENT APPS



Education

## SPECIALTIES



Select a Specialty to Learn More!

Ambulance	Anesthesia	Audiology
Cardiac	Chiropractic Services	Dental
Durable Medical Equipment, Prosthetics, Orthotics and Supplies	Independent Diagnostic Testing Facility	Laboratory/ Pathology
Mental Health	Nephrology	Oncology

# NGSMedicare.com Events

Search events     [Reset Search Criteria](#)

Current Events Past Events

Event Description	Event Date/Time	PDF	Registration
<p><b>&gt; Ambulance Services and Establishing Medical Necessity for Part B Providers</b></p> <p>This webinar will help the ambulance community understand the importance of medical necessity as it pertains to Medicare's coverage guidelines.</p>	03/20/2024 10:00AM - 11:00AM EST		<a href="#">Register</a>
<p><b>&gt; Let's Chat Open Forum: Change Healthcare/Optum Payment Disruption Accelerated/Advance Payment Program</b></p> <p>Part A and Part B Providers experiencing cash flow problems related to Change Healthcare/Optum Payment Disruption, which began on 2/21/2024, may ...</p>	03/20/2024 10:00AM - 11:00AM EST		<a href="#">Register</a>





# National Government Services Offers CEU Credits Through AAPC







- All NGS Part B Provider Outreach and Education attendees can receive one CEU from the AAPC for every hour of NGS education received
- If you are accredited with a professional organization other than AAPC and plan to request continuing education credit, please contact your organization not NGS with your questions concerning CEUs
- Teleconferences and webinar education
  - Upon completion of the education, you will receive an email from NGS which will serve as proof of attendance
- Face-to-face education
  - A certificate of attendance will be provided at the conclusion of the event

# NGSMedicare.com Enrollment Tab

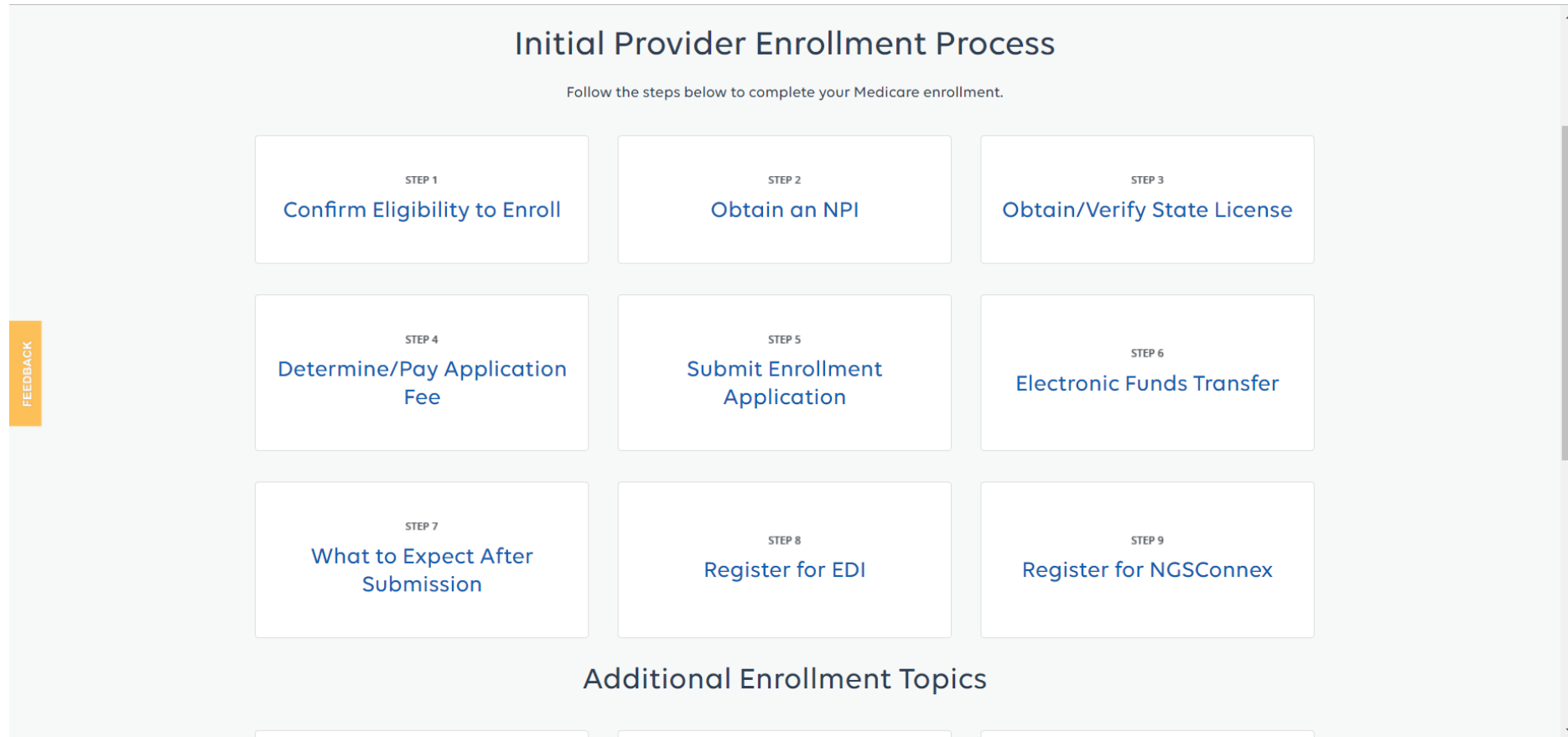
Contact Us NGSConnex Subscribe for Email Updates **Part B Provider in New York ( JK )** ▾

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

**FEEDBACK**

-  **Medical Policies/LCDs**  
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
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Learn about claims, top errors, fees, MBI and appeals
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Repayment schedules, and post-pay adjustment
-  **Medicare Compliance**  
Medical Review, Prior Authorization, Fraud & Abuse, CERT, and more

# Initial Provider Enrollment Process





# National Government Services New Provider Center

- [New Provider Center](#)
- Introduction to Self-Service Tools and Education for New Providers
  - Provider Self-Service Tools
  - NGSConnex.com: Online Access to Medicare Transactions That Can Save Time & Money!
  - Interactive Voice Response System
  - NGS Medicare.com
    - Email Updates
    - Medical Policies/LCDs
    - Electronic Data Interchange
- Immediate Recoupment of Medicare Overpayments
- CMS Website Links
- Educational Offerings
  - YouTube
  - Training Events
  - Medicare Topics and Specialties
  - Medicare University

# Electronic Billing

# NGSMedicare.com Resources

The screenshot displays the website's navigation and content. At the top, there are links for 'Contact Us', 'NGSConnex', 'Subscribe for Email Updates', and a location dropdown for 'Part B Provider in Connecticut ( JK )'. The main navigation bar includes 'HOME', 'EDUCATION', 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS'. The 'RESOURCES' menu is open, listing categories such as 'Claims and Appeals', 'EDI Enrollment', 'Forms', 'Medicare Compliance', 'Overpayments', and 'Tools & Calculators'. The 'EDI Enrollment' item is highlighted with a red box. Below the menu, the 'EDI Enrollment' page content is visible, including a sub-menu with items like 'EDI Guided Enrollment User Guide', 'Benefits of EDI and Real Time Claim Status', 'I Am Not Yet Enrolled in Medicare', 'ASCA Requirements for Paper Claim Submissions', and 'Trading Partner ID Recertification'. The main content area contains introductory text for providers and a section for 'Helpful Resources' with links to 'Approved Entities', 'Network Service Vendors', and 'Check EDI Application Status'. A 'Contact the EDI Help Desk' section provides a phone number (888-379-9132) and availability hours (Monday-Friday, 8:00 a.m.-5:00 p.m. ET and 8:00 a.m.-4:00 p.m. CT).

# NGSMedicare.com

The screenshot displays the top navigation bar of the NGSMedicare.com website. The navigation menu includes: HOME, EDUCATION, RESOURCES (highlighted with a red box), EVENTS, ENROLLMENT, and APPS. A search icon is located on the right side of the navigation bar. Below the navigation bar, a dropdown menu is open under the 'RESOURCES' tab, listing the following options: VIEW ALL RESOURCES, Claims and Appeals, EDI Enrollment, Forms, Medicare Compliance, Overpayments, Tools & Calculators, Contact Us, EDI Solutions (highlighted with a red box), Medical Policies/LCDs, NGSConnex, and Production Alerts. The main content area features several informational cards: 'Medical Policies' (Find LCDs and related coding articles), 'Claims and Appeals' (Learn about claims, top errors, fees, MBI and appeals), 'Repayment schedules, and post-pay adjustment', 'Fee Schedules' (pricing search, payment systems, limits, and fee schedule lookup), and 'Medicare Compliance' (Medical Review, Prior Authorization, Fraud & Abuse, CERT, and more).

# Benefits of Electronic Data Interchange

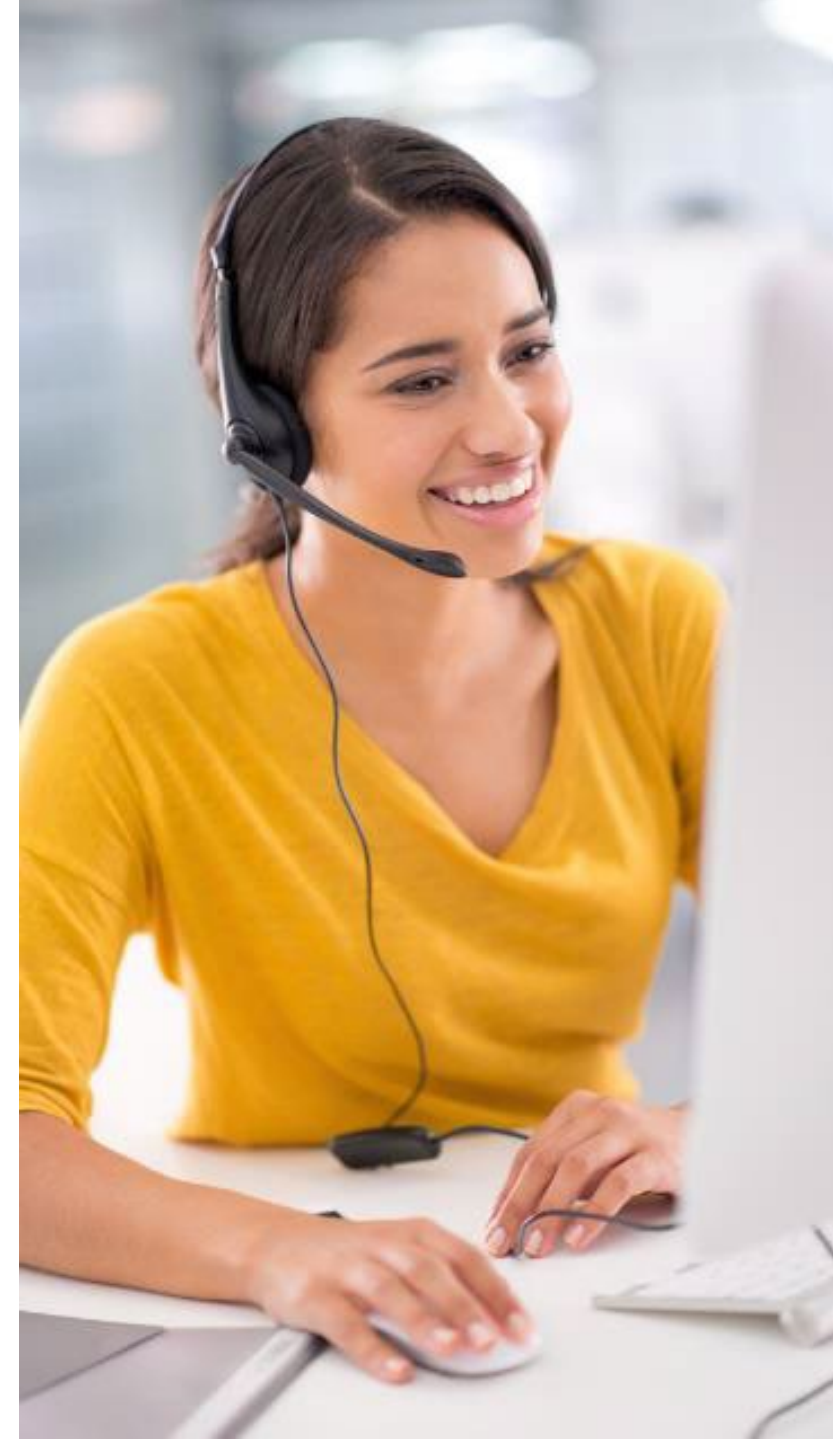
- Reduced paperwork
- Improved cash flow
- Easier monitoring of claims
- Less cost
- Less processing time
  - Electronic claims are held for 14 days
  - Paper claims are held for 29 days



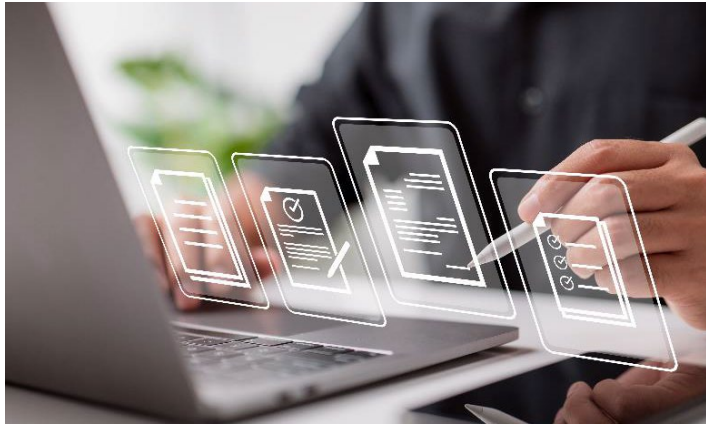


# EDI Helpdesk Information

- Toll-Free number
  - JK: 888-379-9132
  - J6: 877-273-4334
- Hours of Operation
  - Monday–Friday: 8:00 a.m.–5:00 p.m. ET
    - By phone or [email](#)
    - Closed for training the 2nd and 4th Friday of the month from 12:00–4:00 p.m. ET



# PC-ACE Billing Software



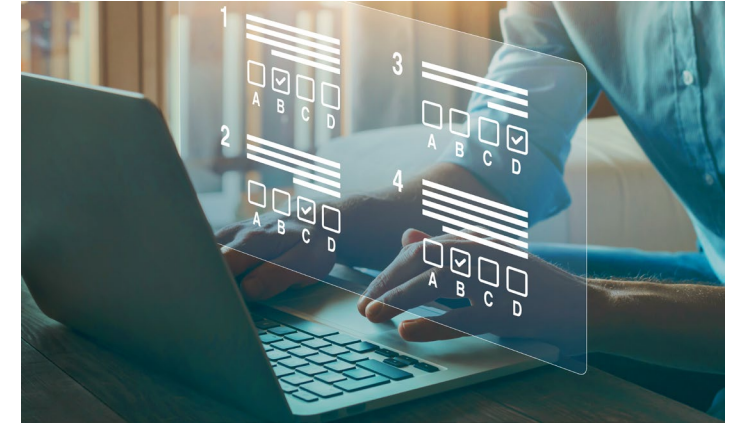
## PC-ACE

- Free billing software for JK/J6



## PC-ACE Features

- Enter patient information
- Maintains claim payment history
- Procedure file information
- Summary report



## Network Service Vendor

- Allows for exchange of EDI data

# Electronic Funds Transfer and Electronic Remittance Advice

- EFT
- Receive Medicare payments via direct deposit
- Directly deposited and available immediately
  - [EFT Authorization Agreement Form](#)
- ERA
- ERA and SPR
  - [Electronic Billing and EDI Transactions](#)

# Claim Filing Guidelines

# Ways to Submit a Claim to Medicare

- EDI
  - Preferred method
  - Electronic Media Claim (EMC)
    - 837P
    - 837D
- NGSConnex
  - Part B Claim Submission
- Paper claims
  - CMS 1500 claim form
  - ADA paper form
- Medicare claims must be filed within one year of the date of service
  - [Requesting an Exception to Timely Filing](#)



# Unprocessable and Returned Claims

- Unprocessable claims
  - Claims submitted with incomplete or invalid information are returned as unprocessable; these claims have no appeal rights
    - Message code MA130 appears on the remittance advice indicating the claim is unprocessable
- Return to provider
  - Fatal error prevents claim from entering the claims processing system
  - These claims do not appear on remittance advice
  - Refer to EDI transactions for error reasons

# Prevent Duplicate Claim Denials

- Duplicate claim submissions are often one of the top ten reasons for claim denials
  - These denials are preventable
- Tips
  - Payment floor standards require claim payments to be held
    - 29 days, paper claims
    - 14 days, electronic claims
    - Remittance and payment, including check number. are released on the same day
  - Electronic claims submitters
    - Use your EDI validation report to verify claims were received and accepted
    - Do not set up for automatic rebill every 30 days

# Appeals

The screenshot shows the top navigation bar of the National Government Services website. The navigation menu includes: national government SERVICES, HOME (underlined), EDUCATION, RESOURCES, EVENTS, ENROLLMENT, and APPS. A search icon is located in the top right corner. Below the navigation bar, there are six main content tiles arranged in a 2x3 grid. The first row contains: Medical Policies/LCDs (Find LCDs and related billing and coding articles), Enrollment (Getting started, after you enroll, and revalidating your enrollment), and Fee Schedules (Code pricing search, payment systems, limits, and fee schedule lookup). The second row contains: Claims and Appeals (Learn about claims, top errors, fees, MBI and appeals), Overpayments (Repayment schedules, and post-pay adjustment), and Medicare Compliance (Medical Review, Prior Authorization, Fraud & Abuse, CERT, and more). The 'Claims and Appeals' tile is highlighted with a red border.

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

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

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# Appeal Levels

	Level One	Level Two	Level Three	Level Four	Level Five
<b>Type of Appeal</b>	Redetermination	Reconsideration (QIC)	Administrative Law Judge (ALJ) Hearing	Medicare Appeals Council (MAC)	Federal Court Review
<b>Time Limit for Filing Appeal</b>	120 days from date of receipt of the initial determination notice	180 days from date of receipt of the redetermination decision	60 days from the date of the reconsideration (QIC decision)	60 days from date of receipt of the ALJ decision	60 days from date of receipt of the MAC decision
<b>Amount in Controversy (monetary threshold to be met)</b>	No minimum (none)	No minimum (none)	The amount that must remain in controversy for ALJ hearing for requests filed on or after 1/1/2024 is \$180	No minimum (none)	For requests filed on or after 1/1/2024 at least \$1,840 remains in controversy

# Reopening

- Allows Part B providers and suppliers to correct clerical errors or omissions without having to request a formal appeal
- A reopening can be initiated on
  - NGSConnex – preferred method
  - Telephone – limited situations
  - By mail
- Resources
  - [Reopenings for Minor Errors and Omissions](#)
  - [About Appeals](#)

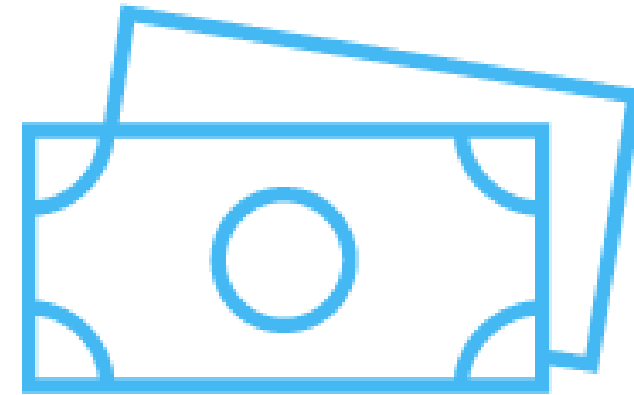
# Telephone Reopening Unit

- TRU Line JK: 888-812-8905
- TRU Line J6: 877-867-3418
- Hours of operation
  - Monday–Friday  
7:00 a.m.–3:00 p.m. CT/8:00 a.m.–4:00 p.m. ET
    - Closed for training the 2nd and 4th Friday of the month
      - JK: 12:00–4:00 p.m. ET
      - J6: 11:00 a.m.–3:00 p.m. CT
- Faxes accepted and representatives are permitted to accept no more than three claims per call

# Medicare Fee Schedules

# How Medicare Fee Schedules Work

- Medicare sets fees through the fee schedule
  - RVU
  - GPCI
  - Conversion factor
- Changes year-to-year and are approved by Congress
- Medicare physician fee schedule
  - MLN<sup>®</sup> Booklet: [How to Use the PFS Look-Up Tool](#)



Stay Connected

# NGSConnex

- NGSConnex is a free, secure, web-based application developed by NGS for use by our providers and suppliers
- NGSConnex Features
  - Beneficiary eligibility
  - Claim status and details
  - View and download remittance advice
  - Submit redetermination and reopening requests
  - View your provider demographics
  - Provider financial data
  - Electronically submit documentation
  - And more!

# Getting Started with NGSConnex

- Registration is required to access to NGSConnex
  - Access is for single users only
  - Each associate needs to complete their own registration
- Resources
  - [NGSConnex](#) Overview and instructions
  - [NGSConnex Login Page](#) and user registration
  - [NGSConnex User Guide Part B](#)



# NGS Customer Service

- Provider Contact Center
  - JK Part B
    - 866-837-0241
  - J6 Part B
    - 866-234-7340
- Privacy Requirements
  - Each caller must provide
    - NPI
    - PTAN
    - Last five digits of your TIN

# Additional JK NGS Contacts

- IVR: 877-869-6504
- EDI Helpdesk: 888-379-9132
- Provider Enrollment: 888-379-3807
- Correspondence
  - National Government Services
  - Part B Provider General Written Inquiries
  - P.O. Box 6189
  - Indianapolis, IN 46207-6189

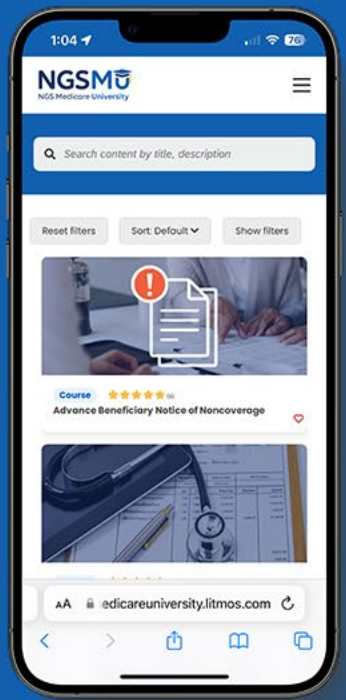
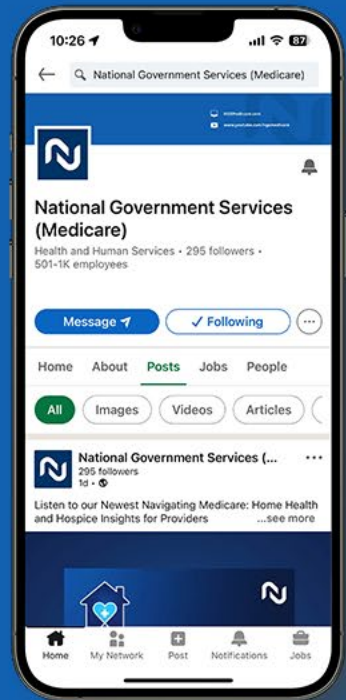
# Additional J6 NGS Contacts

- IVR: 877-908-9499
- EDI Helpdesk: 877-273-4334
- Provider Enrollment: 877-908-8476
- Correspondence  
National Government Services, Inc.  
Attn: Written Inquiries  
P.O. Box 6475  
Indianapolis, IN 46206-6475




# Questions?

Thank you!



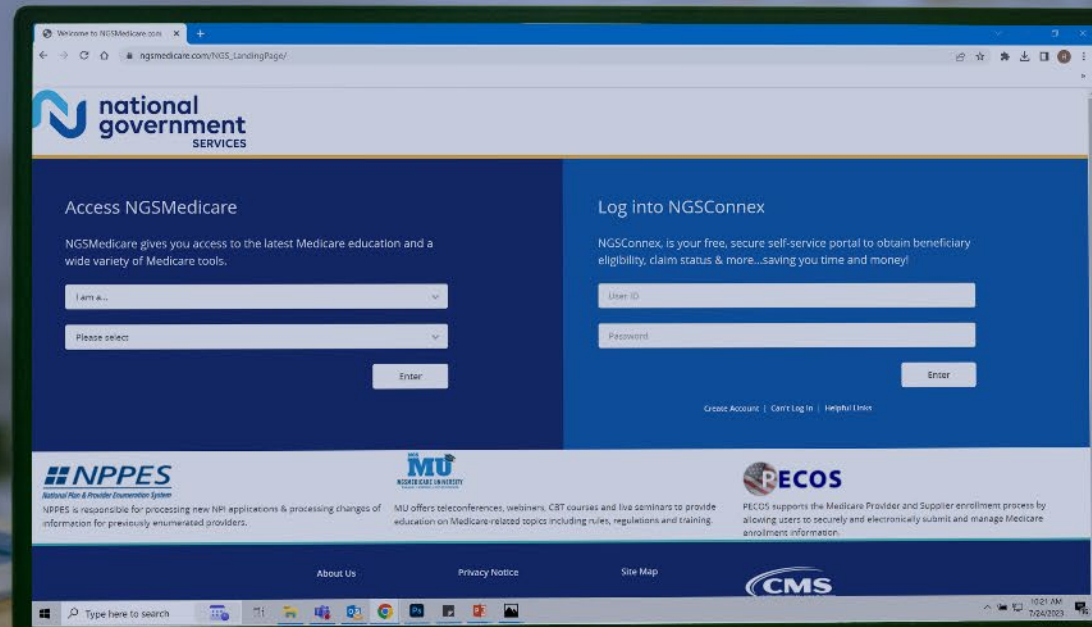
Connect with us on social media

 [YouTube Channel](#)  
Educational Videos

 [Medicare University](#)  
Self-paced online learning

 [LinkedIn](#)  
Educational Content

# Find us online



[www.NGS Medicare.com](http://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



[Sign up for Email Updates](#)

Subscribe for Email updates at the top of any NGS Medicare.com webpage to stay informed of news