

# NGSConnex-Account Management

2/19/2025

**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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# Objective

After this session, attendees will have a better understanding of account management within NGSConnex. We will review how to resolve login issues and account suspensions. We will also review Local Security Officer responsibilities, editing the user profile, updating access in NGSConnex, and adding additional provider accounts to profile.

# Today's Presenters

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Provider Outreach and Education  
Consultant



Michael Dorris

Provider Outreach and Education  
Consultant





# Agenda

[Login Issues](#)

[Account Suspensions](#)

[Local Security Officer Responsibilities](#)

[Edit User Profile](#)

[Update Access](#)

[Add Additional Provider Accounts](#)

[Resources](#)

[Questions](#)

# Login Issues

# Change/Forgot My Password

**national government SERVICES**

✖ Either the User ID and/or password you entered are invalid. Please try again.

### 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

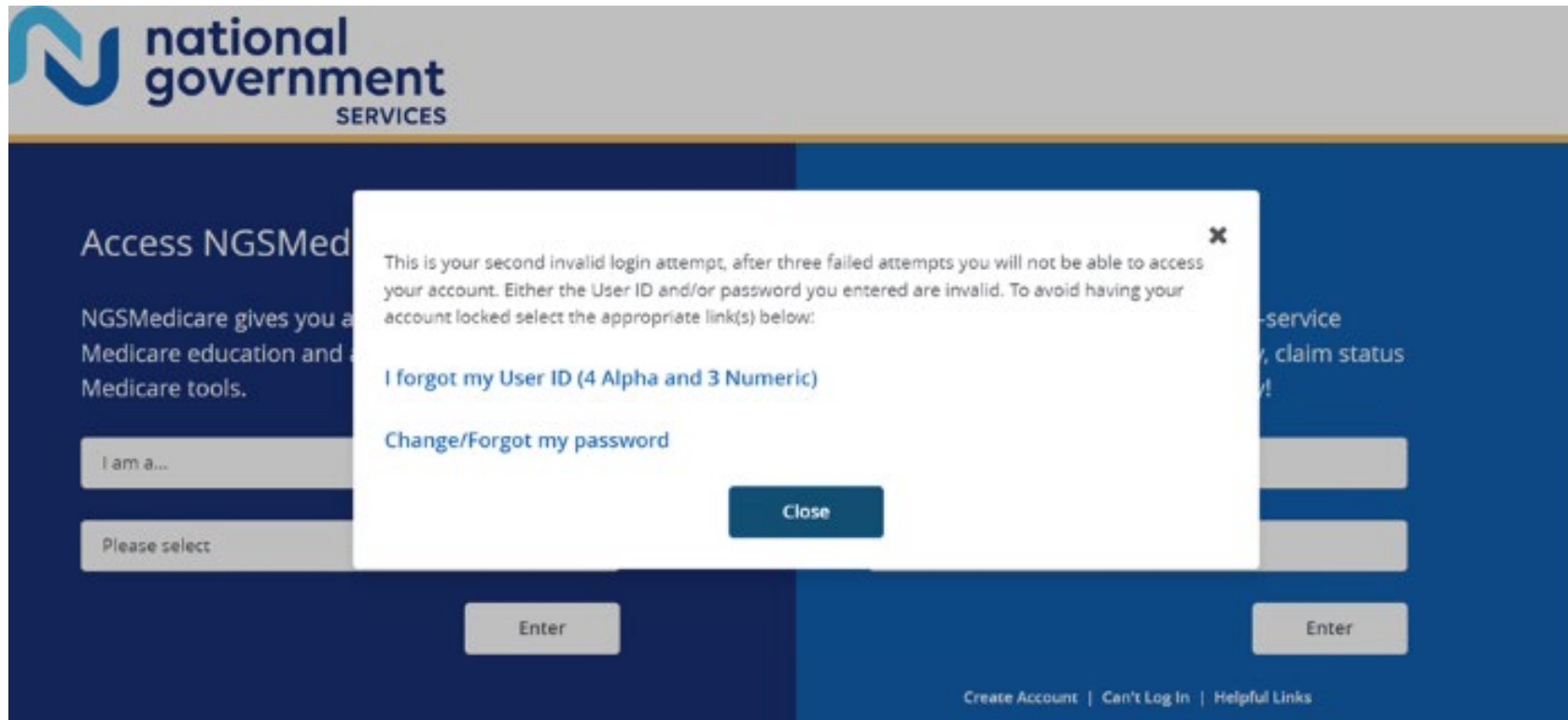
### Log into NGSConnex

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

Enter

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

# Error Message



The screenshot displays the National Government Services (NGSM) login interface. At the top left is the logo for "national government SERVICES". The main heading is "Access NGSMed". Below this, there is a brief description: "NGSMedicare gives you a... Medicare education and... Medicare tools." The login form includes a dropdown menu labeled "I am a...", a text input field labeled "Please select", and an "Enter" button. A modal dialog box is overlaid on the form, containing the following text: "This is your second invalid login attempt, after three failed attempts you will not be able to access your account. Either the User ID and/or password you entered are invalid. To avoid having your account locked select the appropriate link(s) below:". Below the text are two links: "I forgot my User ID (4 Alpha and 3 Numeric)" and "Change/Forgot my password". A "Close" button is located at the bottom of the modal. At the bottom of the page, there are links for "Create Account", "Can't Log In", and "Helpful Links".



# Can't Log In Link

Log into NGSConnex

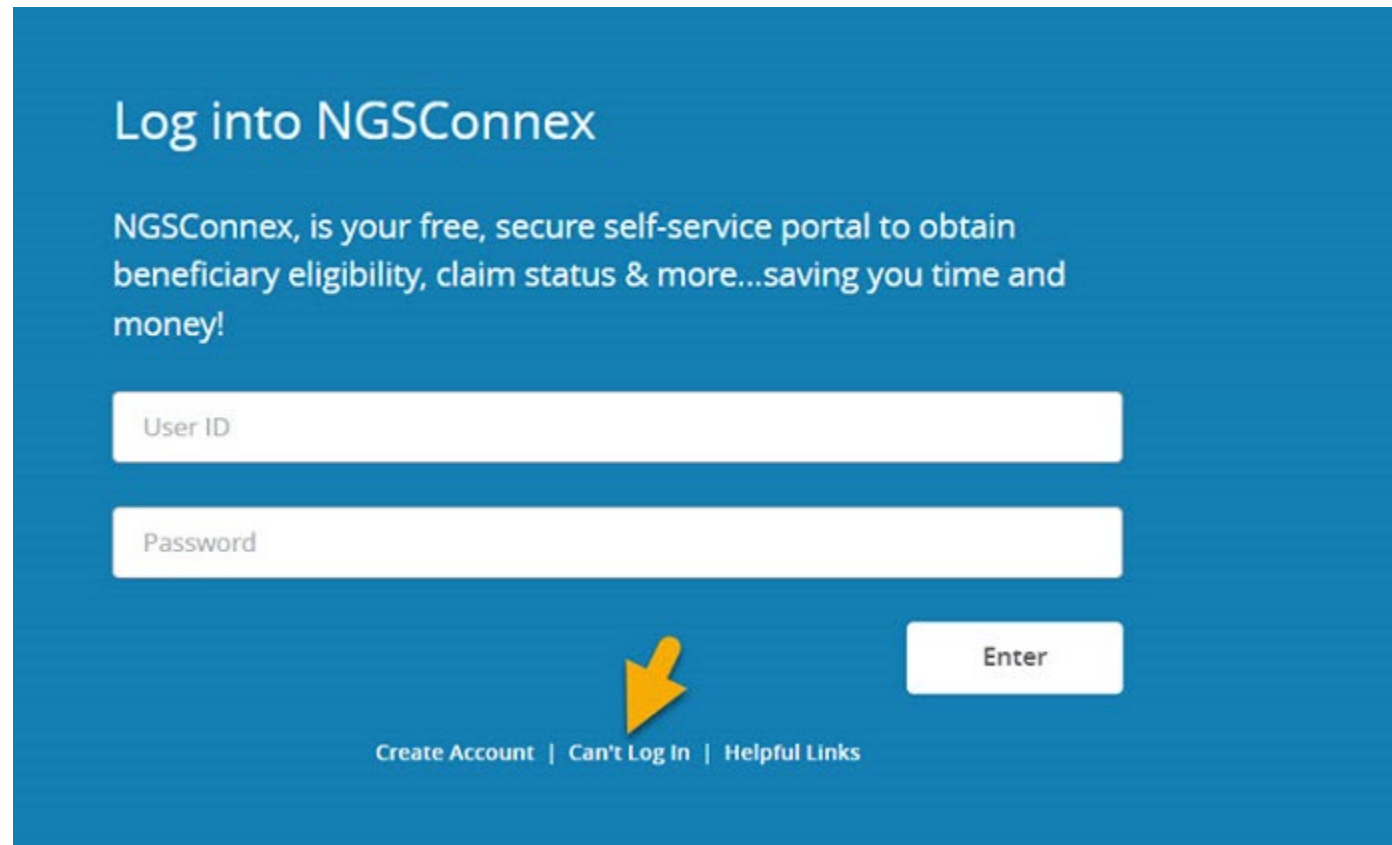
NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

User ID

Password

Enter

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



# Change/Forgot My Password Link

I forgot my User ID (4 Alpha and 3 Numeric)

Change/Forgot my password



Login Help Needed

Close

# User ID

Enter the User ID associated with your NGSConnex account. ✕

User ID

**Get User Info**

# Challenge Question

What city were you born in?



Validate Answer

# Change Password

New Password



Confirm Password



Save Changes



# Forgot My User ID

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](#)

# Find User ID

**National Government Services**

## Log into NGSConex

Please provide the email associated with your Connex account.

Email Address

**Find User ID**

Enter

Create Account | Can't Log In | Helpful Links

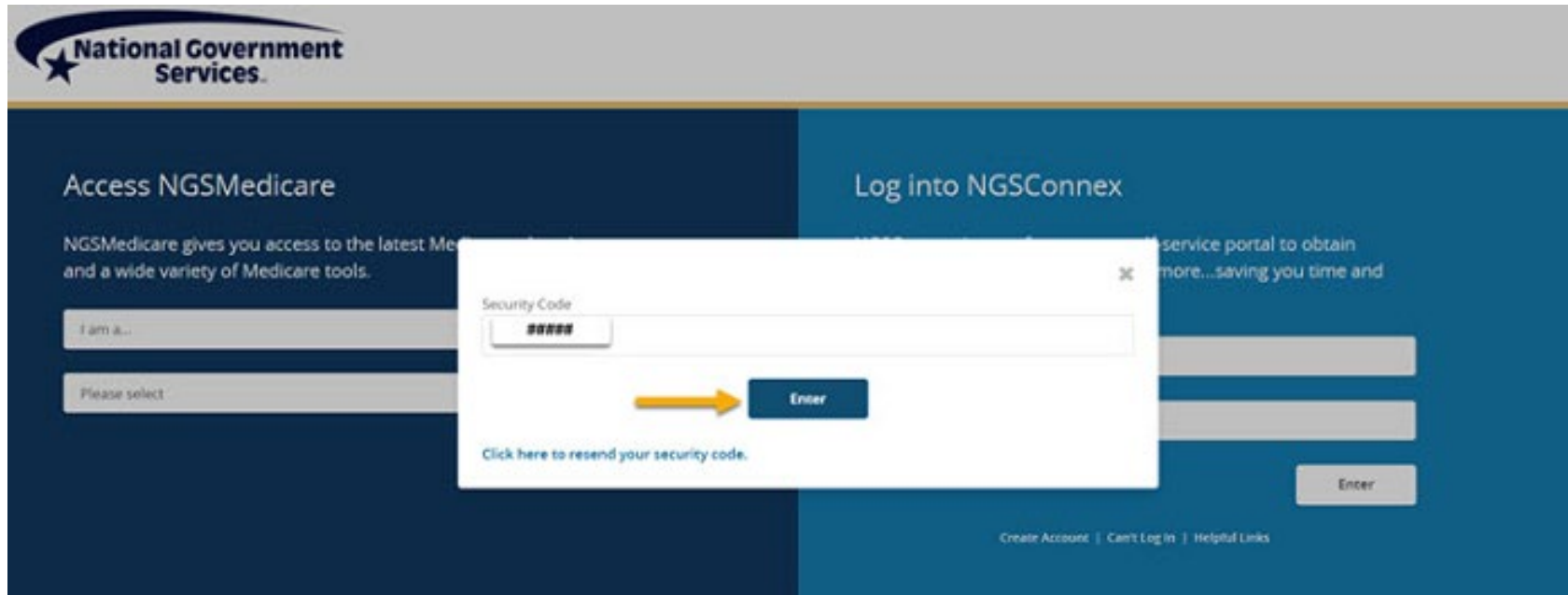
# Account Suspensions



# Send Security Code

The screenshot displays the National Government Services login interface. On the left, the 'Access NGS Medicare' section includes a description and input fields for 'I am a...' and 'Please select'. On the right, the 'Log into NGSConex' section features a text input field and an 'Enter' button. A central dialog box is open, containing the following text: 'The account in question is currently suspended. You can reactivate your account by requesting a security code or you can contact your LSO.' Below this, it asks to 'Please select the delivery method for your security code:' with two radio button options: 'Email: CHA\*\*\*\*\*@WELLPOINT.COM' and 'Mobile: \*\*\*\*\*098'. A yellow arrow points to a 'Send Security Code' button. At the bottom of the dialog, there are links for 'Create Account', 'Can't Log In', and 'Helpful Links'.

# Security Code Field



# Invalid Login Attempts

The screenshot displays the National Government Services website with a red error banner at the top center that reads "Invalid username or password." Below the banner, there are two main sections: "Access NGS Medicare" on the left and "Log into NGSConnex" on the right. The "Access NGS Medicare" section includes a description of the service, a dropdown menu for "I am a...", another dropdown menu for "Please select", and an "Enter" button. The "Log into NGSConnex" section includes a description of the portal, a username field containing "XXXX##", a password field with masked characters, and an "Enter" button. At the bottom of the "Log into NGSConnex" section, there are links for "Create Account", "Can't Log In", and "Helpful Links".

**National Government Services.**

**Invalid username or password.**

### 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

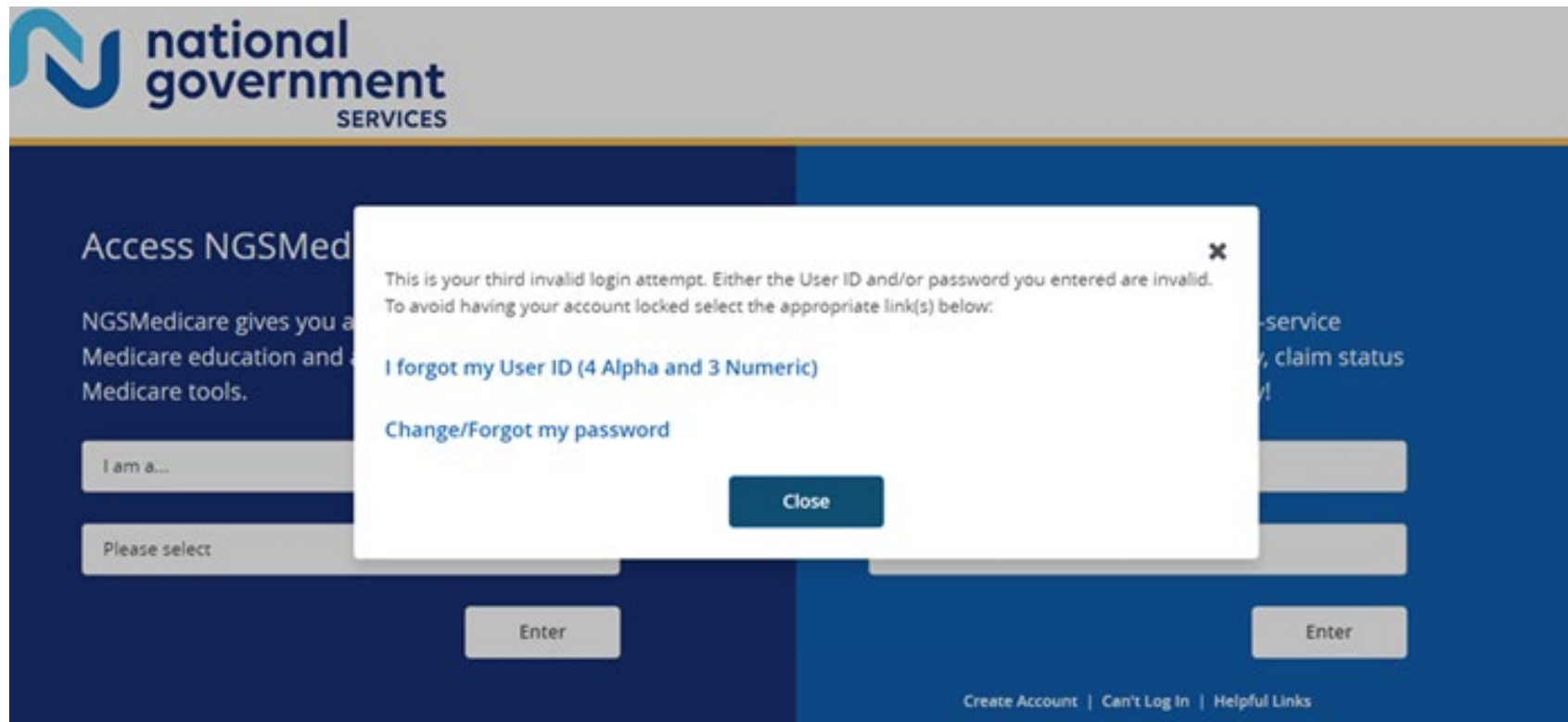
NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

XXXX##

Enter

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

# Error Message (4)

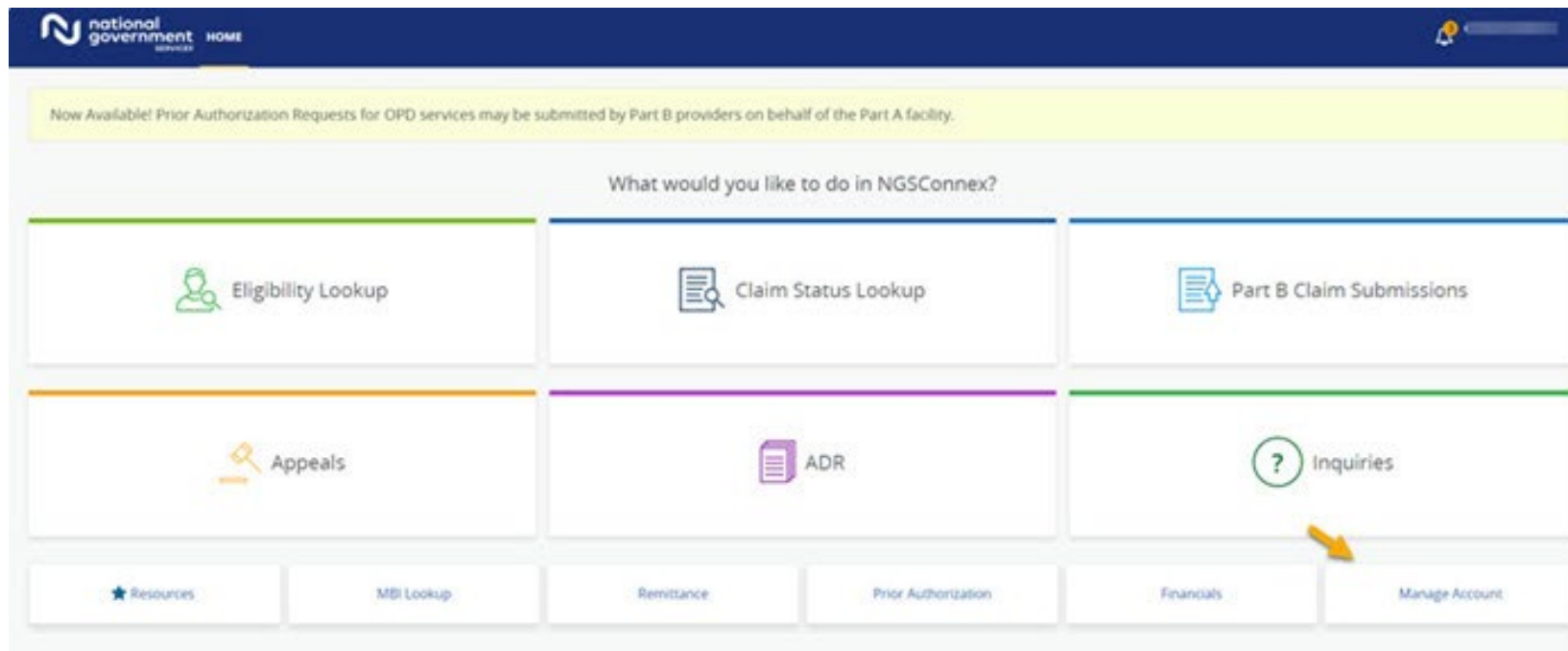


# Local Security Officer Responsibilities

# Polling Question

**Do you know who your local security officer (LSO) is for NGSConnex? Yes or No?**

# Manage Account



# User Profile

System Access

Search Access   Reset Search

Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input type="checkbox"/> Declined								08/23/2021 08:07:57 PM	12/16/2024 06:55:14 PM
<input type="checkbox"/> Approved								12/18/2024 12:37:20 PM	12/18/2024 12:37:20 PM
<input type="checkbox"/> Approved								12/16/2024 03:08:24 PM	12/16/2024 03:08:24 PM
<input type="checkbox"/> Approved								12/09/2024 02:31:07 PM	12/09/2024 02:31:07 PM
<input type="checkbox"/> Approved								12/06/2024 12:43:36 PM	12/06/2024 12:43:36 PM

1 to 5 of 186 items

Provider Profile

Claims

Eligibility Lookup

Financials

LSO / User Management

User Management Comments

1 2 3 4 - 38 >



# My LSO

^ My LSO

[Reset Search](#)

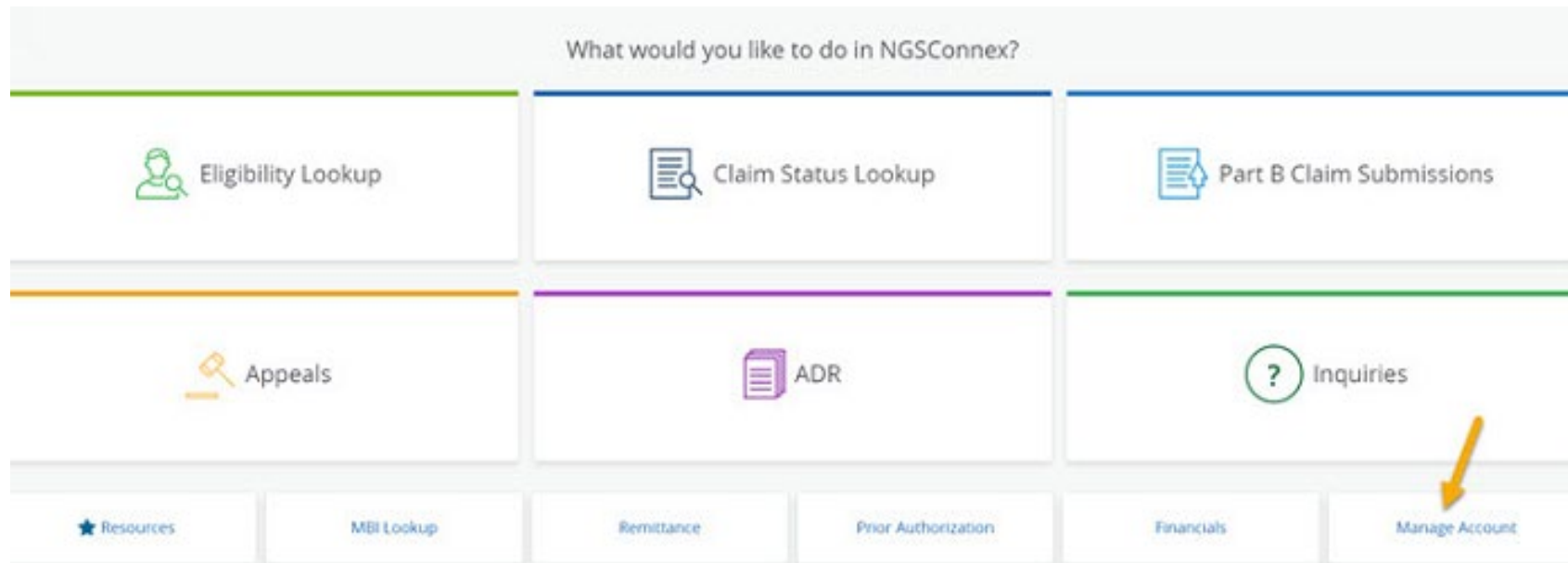
User ID ↕	First Name ↕	Last Name ↕	Work Phone #	Email

1 to 2 of 2 items

# LSO Responsibilities

- User Access
  - Approve
  - Decline
  - Modify
  - Remove access
    - Leave organization
    - No longer need to know applicable information
- Recertify user accounts yearly
- Ensure users have minimum necessary access

# Manage Account <sup>(2)</sup>



# User Management

The screenshot displays the 'User Management' interface. At the top, there is a breadcrumb trail 'Home > User Management' and a link for 'ADDITIONAL HELP'. Below this is a blue header with 'USER MANAGEMENT' and two tabs: 'User Profile' and 'User Management'. A search bar labeled 'Search Access' with a 'Search' button and a 'Reset Search' link is present. The main content is a table with columns: Status, User ID, User First Name, User Last Name, NPI, PTAN, TIN, LOB, Approved By, Provider Name, and Physical City. The table contains five rows, all with a status of 'Approved'. A yellow arrow points to the first row's status column, and another yellow arrow points to the 'USER MANAGEMENT' header.

Status	User ID	User First Name	User Last Name	NPI	PTAN	TIN	LOB	Approved By	Provider Name	Physical City
Approved										
Approved										
Approved										
Approved										
Approved										

# System Access

System Access

Search Access

Reset Search

	Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input type="checkbox"/>	Approved					EDDENTERT				
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									

# Edit Access

The screenshot displays a user interface for managing access. At the top, there is a table with two rows. The first row has an unchecked checkbox and the word 'Approved'. The second row has a checked checkbox and the word 'Approved', and this row is highlighted in yellow. Below the table, there are three buttons: 'Edit Access', 'Decline', and 'Cancel'. To the right of these buttons is a pagination control showing '1 to 5 of 2612 items' and a set of page numbers (1, 2, 3, 4, 523). Below the buttons, there are several checkboxes with labels: 'Provider Profile' (checked), 'Claims' (checked), 'Eligibility Lookup' (checked), and 'Financials' (checked). To the right of these is a checkbox for 'LSO / User Management' (unchecked) and a text area for 'User Management Comments'.

# Recertify Users Access

By clicking the statement below then clicking the **'I Agree'** button, I attest that:

I have received training on my role, CONNEX Local Security Officer and on the **Connex Rules of Behavior (ROB)** and understand and agree to comply with the requirements for my LSO activities and the provisions of the ROB. I understand that violations of the ROB may result in my CONNEX access being terminated.

- I acknowledge that I have received training on the **Connex Rules of Behavior (ROB)**. I understand and agree to comply with the ROB provisions.
- I acknowledge that I am a Connex user and certify that I need access.

Pressing the **'I Agree'** button indicates that you have read and understand the above statements.

- \*  I have read and understand the above statements.
- \*  As an LSO, I monitor all Connex user accounts within my organization to ensure that each user has the appropriate access.

# Recertify Users Access <sup>(2)</sup>

- ✘ The LSO for the provider organization must recertify Connex access annually. The LSO can recertify access by logging into NGSConnex, selecting Manage Account and User Management.



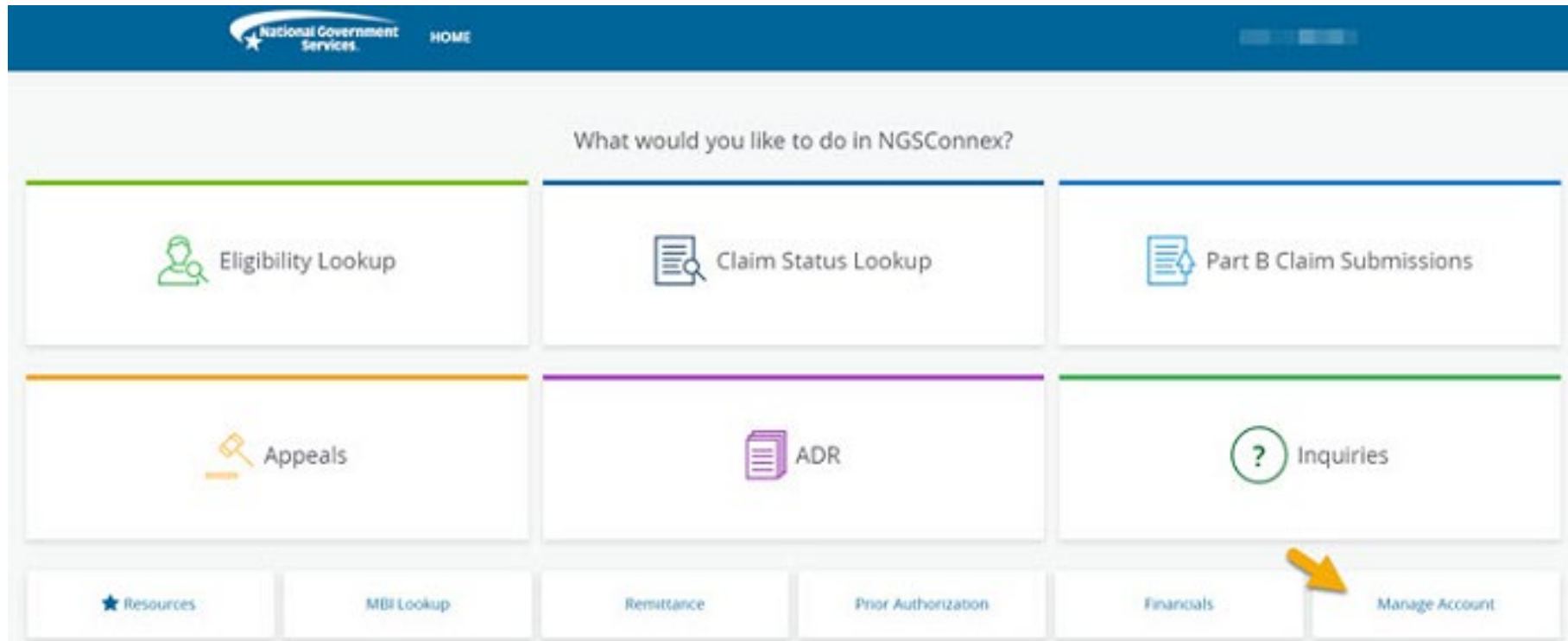
# Recertify Users Access (3)

The screenshot displays the 'User Management' section of a web application. At the top, there are two tabs: 'User Profile' and 'User Management', with 'User Management' being the active tab. Below the tabs, there is a 'User Profile' dropdown menu and a yellow notification box stating: 'Note: User is suspended due to 30 days or more of inactivity, user must go to the NGS Medicare.com home page, select (Can't Log in) and then select (Change/forget my password) to unsuspend their ID.' Below this, there is a 'System Access' section with a search bar, a 'Search' button, and a 'Recertify All Users Access' button. A yellow arrow points to the 'Recertify All Users Access' button. To the right of the search bar, it says 'Last User Recert Date: 12/16/2024 03:09 PM'. Below the search bar is a table with columns: Status, User ID, User First Name, User Last Name, NPI, PTAN, TIN, LOB, Approved By, Provider Name, Physical City, Physical State, and Create. The table contains three rows of data, all with a status of 'Approved'.

Status	User ID	User First Name	User Last Name	NPI	PTAN	TIN	LOB	Approved By	Provider Name	Physical City	Physical State	Create
<input checked="" type="checkbox"/> Approved												04/05 09:48
<input type="checkbox"/> Approved												04/05 04:33
<input type="checkbox"/> Approved												04/12 09:28

Edit User Profile

# Manage Account (2)



# Edit Profile

The screenshot displays a web interface for editing a user profile. At the top, a blue header contains the text "USER PROFILE". Below this, a navigation bar shows two tabs: "User Profile" (which is selected and highlighted in dark blue) and "User Management". The main content area is titled "User Profile" with a dropdown arrow. It contains several input fields arranged in two columns:


- User ID
- Mobile Phone # \*
- First Name \*
- Mobile Phone Carrier \*
- Last Name \*
- Work Phone #
- Email \*
- Role \*
- Email Updates (checkbox, checked)
- Challenge Question \*
- Challenge Answer \*

At the bottom right of the form, there are two buttons: "Edit Profile" and "Change Password". A yellow arrow points to the "Edit Profile" button. Another yellow arrow points to the "User Profile" tab in the navigation bar.

# Save Changes

▼ User Profile

User ID *	XXXXXXXX	Mobile Phone # *	(999) 999-9999
First Name *	XXXXXX	Mobile Phone Carrier *	
Last Name *	XXXXXXXX	Work Phone #	(999) 999-9999
Email *	xxxx.xxxx@gmail.com	Role *	
Email Updates	<input checked="" type="checkbox"/>		
Challenge Question *		Challenge Answer *	XXXXXX



# User Profile – Change Password

The screenshot shows a web interface for user profile management. At the top, there are two tabs: 'User Profile' (selected) and 'User Management'. Below the tabs, the 'User Profile' section is expanded, indicated by a yellow arrow pointing to the 'User Profile' header. The form contains several input fields: 'User ID', 'Mobile Phone #' (with a red asterisk), 'First Name \*', 'Mobile Phone Carrier \*' (dropdown), 'Last Name \*', 'Work Phone #' (with a red asterisk), 'Email \*', and 'Role \*' (dropdown). There is also a checked 'Email Updates' checkbox. At the bottom, there are two buttons: 'Edit Profile' and 'Change Password', with a yellow arrow pointing to the 'Change Password' button. A 'Challenge Question \*' dropdown and a 'Challenge Answer \*' text field are also present.

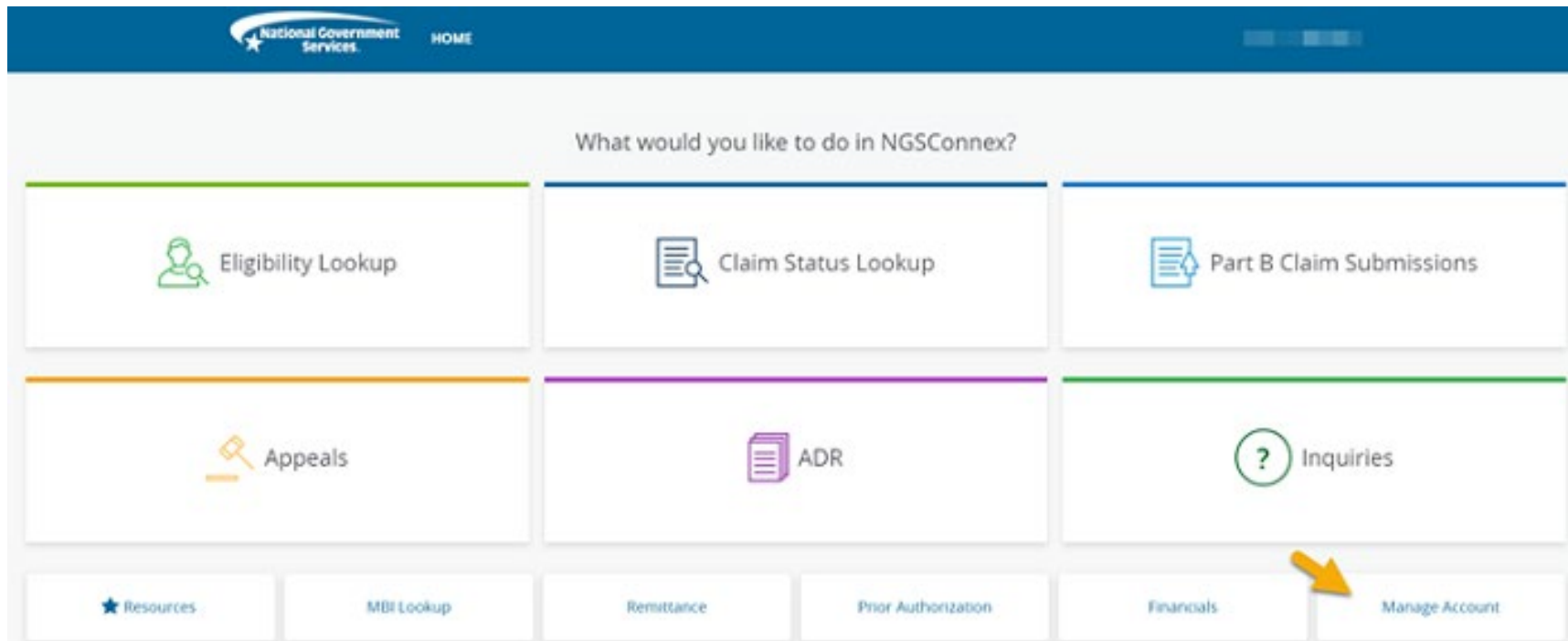
# User Profile – Change Password (2)

The screenshot shows a web interface for changing a user's password. At the top, there are two tabs: 'User Profile' (which is selected and highlighted in dark blue) and 'User Management'. Below the tabs, there is a section titled 'User Profile' with a dropdown arrow. Inside this section, there are three password input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has a placeholder text of the same name. To the right of the 'New Password' and 'Confirm Password' fields, there are small eye icons for toggling visibility. At the bottom of the form, there are two buttons: 'Save Changes' (a dark blue button) and 'Cancel' (a light blue button). Two yellow arrows are overlaid on the image: one points to the 'User Profile' tab, and the other points to the 'Save Changes' button.

Update Access



# Manage Account <sup>(3)</sup>



# System Access (2)

System Access

Search Access Search New Edit Delete

Reset Search

Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input checked="" type="checkbox"/>	1000000000	0000000000	0000000000	0000000000	0000000000 0000000000 0000000000				
<input type="checkbox"/>	1000000000	0000000000	0000000000	0000000000	0000000000 0000000000 0000000000				
<input type="checkbox"/>	1000000000	0000000000	0000000000	0000000000	0000000000 0000000000 0000000000				
<input type="checkbox"/>	1000000000	0000000000	0000000000	0000000000	0000000000 0000000000 0000000000				
<input type="checkbox"/>	1000000000	0000000000	0000000000	0000000000	0000000000 0000000000 0000000000				

1 to 5 of 72 items

1 2 3 4 15

# Applicable Checkboxes

Provider Profile



Claims



Eligibility Lookup



Financials



# Save Changes (2)

Provider Profile



Claims



Eligibility Lookup



Financials



Save

Cancel

# Update Account Type

The screenshot shows a web interface for 'System Access'. At the top, there is a search bar labeled 'Search Access' with a 'Reset Search' link below it. To the right of the search bar are four buttons: 'Search', 'New', 'Edit', and 'Delete'. An orange arrow points to the 'Edit' button. Below the buttons is a table with the following columns: Status, NPI, PTAN, TIN, Approved By, Provider Name, Physical City, Physical State, Created Dt, and Last updated Dt. The first row of the table is highlighted in yellow and has a checked checkbox in the Status column, with an orange arrow pointing to it. The other rows have unchecked checkboxes. At the bottom left of the table area, it says '1 to 5 of 72 items'. At the bottom right, there is a pagination control showing '1', '2', '3', '4', and '15' with arrows.

# LSO/User Management Checkbox

---- Required fields for Local Security Officer (LSO) Access ----

LSO / User Management



User Management Comments

Check/EFT Number (Within the last 90 days)

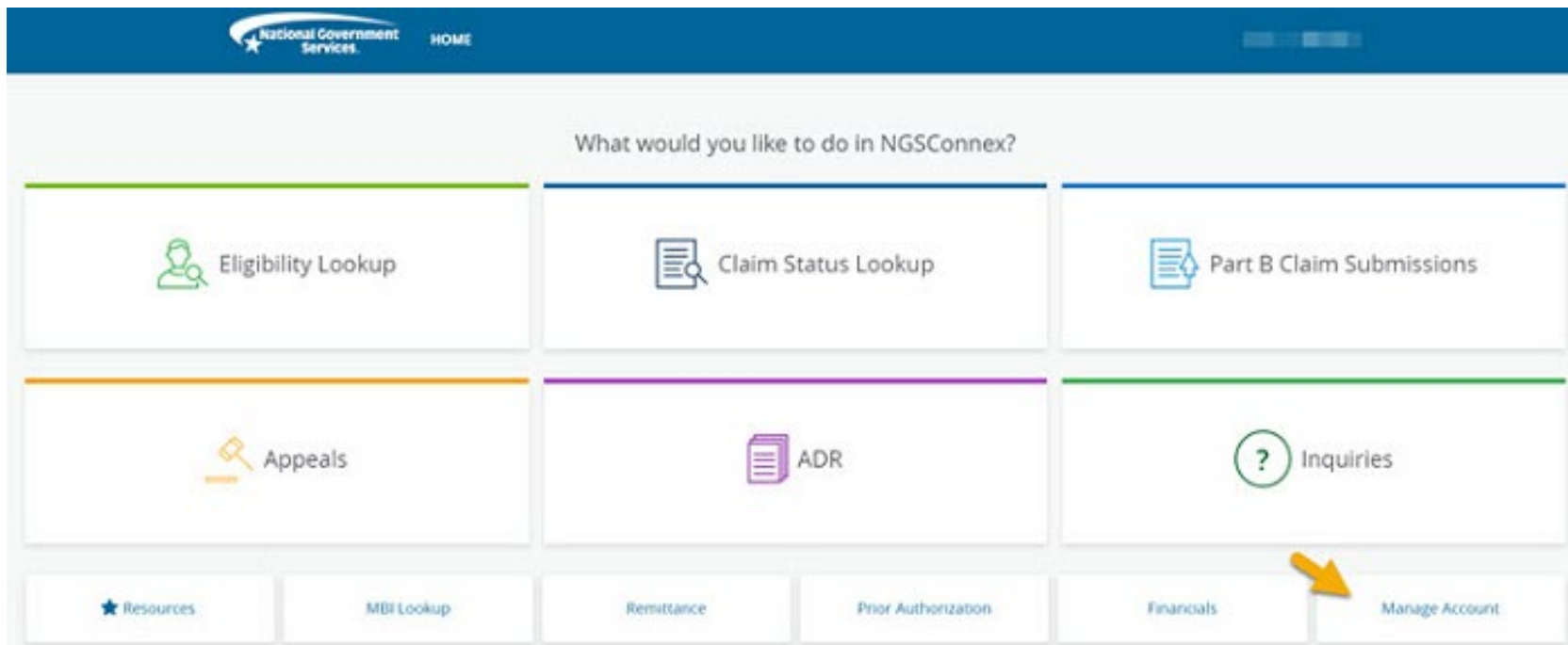
Check/EFT Amount

I am a new provider and have not received a check from Medicare or I am an existing provider and have not received a check in the last 90 days.

Access Code

Add Additional Provider Accounts

# Manage Account <sup>(4)</sup>





# System Access (3)

The screenshot displays a web application interface for managing system access. At the top, there is a search bar labeled 'Search Access' with a magnifying glass icon, a 'Search' button, a 'Reset Search' link, and a 'New' button. A yellow arrow points to the 'New' button. Below the search controls is a table with the following columns: Status, NPI, PTAN, TIN, Approved By, Provider Name, Physical City, Physical State, Created Dt, and Last Updated Dt. The table contains several rows of data, each with a checkbox in the first column. At the bottom of the table, there is a pagination control showing '1 to 5 of 72 items' and a set of page numbers (1, 2, 3, 4, 15) with navigation arrows.

# Applicable Checkboxes <sup>(2)</sup>

Provider Profile

Claims

Eligibility Lookup

Financials

# System Access (4)

^ System Access

Search Access  Search New

Reset Search

	Status	NPI	PTAN	TIN	Approved By	Provider Name	Physical City	Physical State	Created Dt	Last Updated Dt
<input type="checkbox"/>	Approved					FRONTIER				
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									
<input type="checkbox"/>	Approved									

# LSO/User Management Checkbox (2)

---- Required fields for Local Security Officer (LSO) Access ----

LSO / User Management



User Management Comments

Check/EFT Number (Within the last 90 days)

Check/EFT Amount

I am a new provider and have not received a check from Medicare or I am an existing provider and have not received a check in the last 90 days.



Access Code

If check information is entered an Access Code will auto-populate when access is approved.

If check information is not entered, an Access Code will be mailed to the provider payee address on file.

# Save Changes <sup>(3)</sup>

Provider Profile



Claims



Eligibility Lookup



Financials

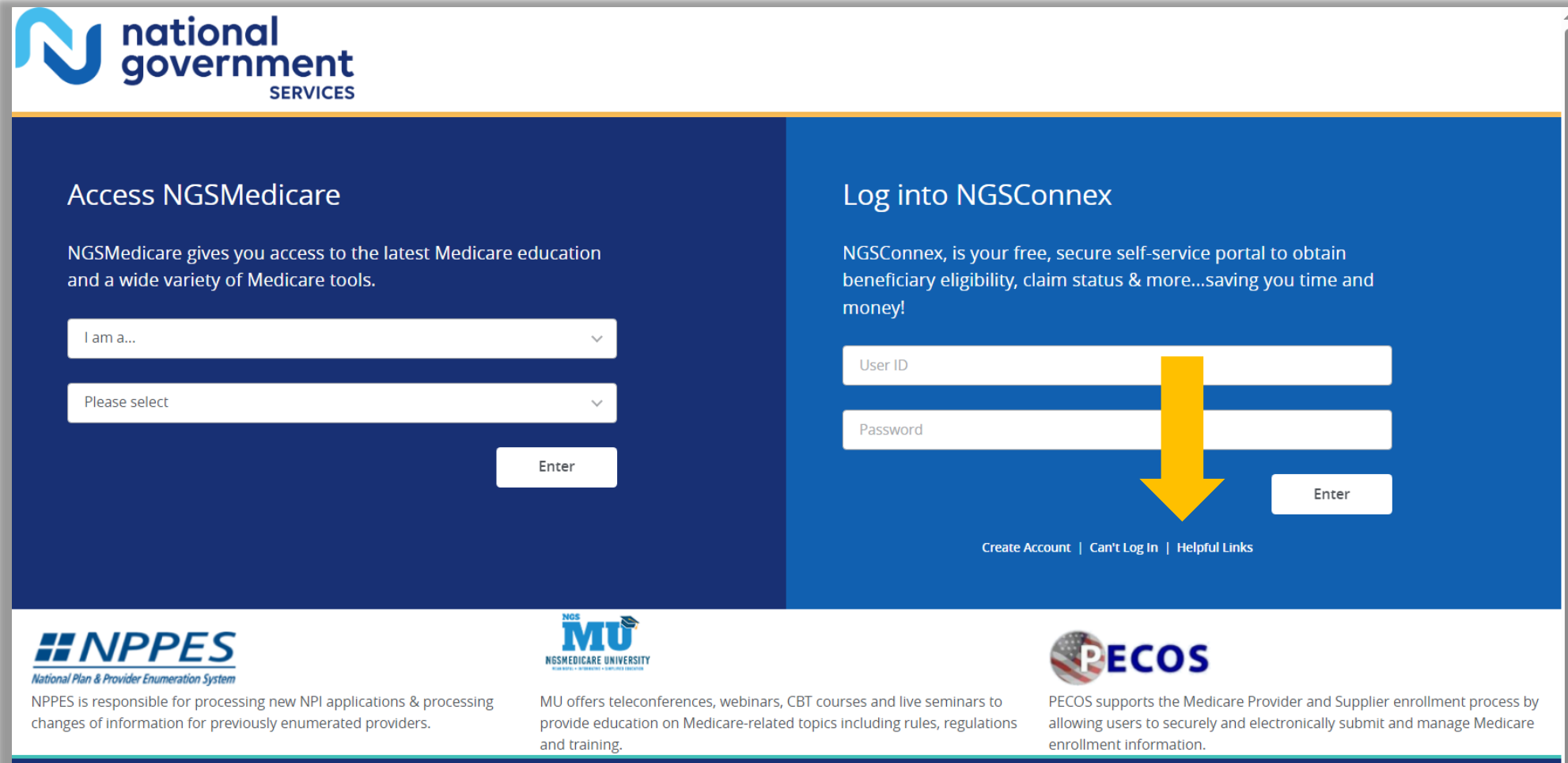


Save

Cancel

# Resources

# Resources – NGSConnex Login Page



The screenshot shows the NGSConnex login page with two main sections: 'Access NGSMedicare' and 'Log into NGSConnex'. The 'Access NGSMedicare' section has two dropdown menus and an 'Enter' button. The 'Log into NGSConnex' section has 'User ID' and 'Password' input fields, an 'Enter' button, and a large yellow arrow pointing down. At the bottom, there are three logos: NPPES, NGS MU (NGSMedicare University), and PECOS, each with a brief description of their services.

**national government SERVICES**

## 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

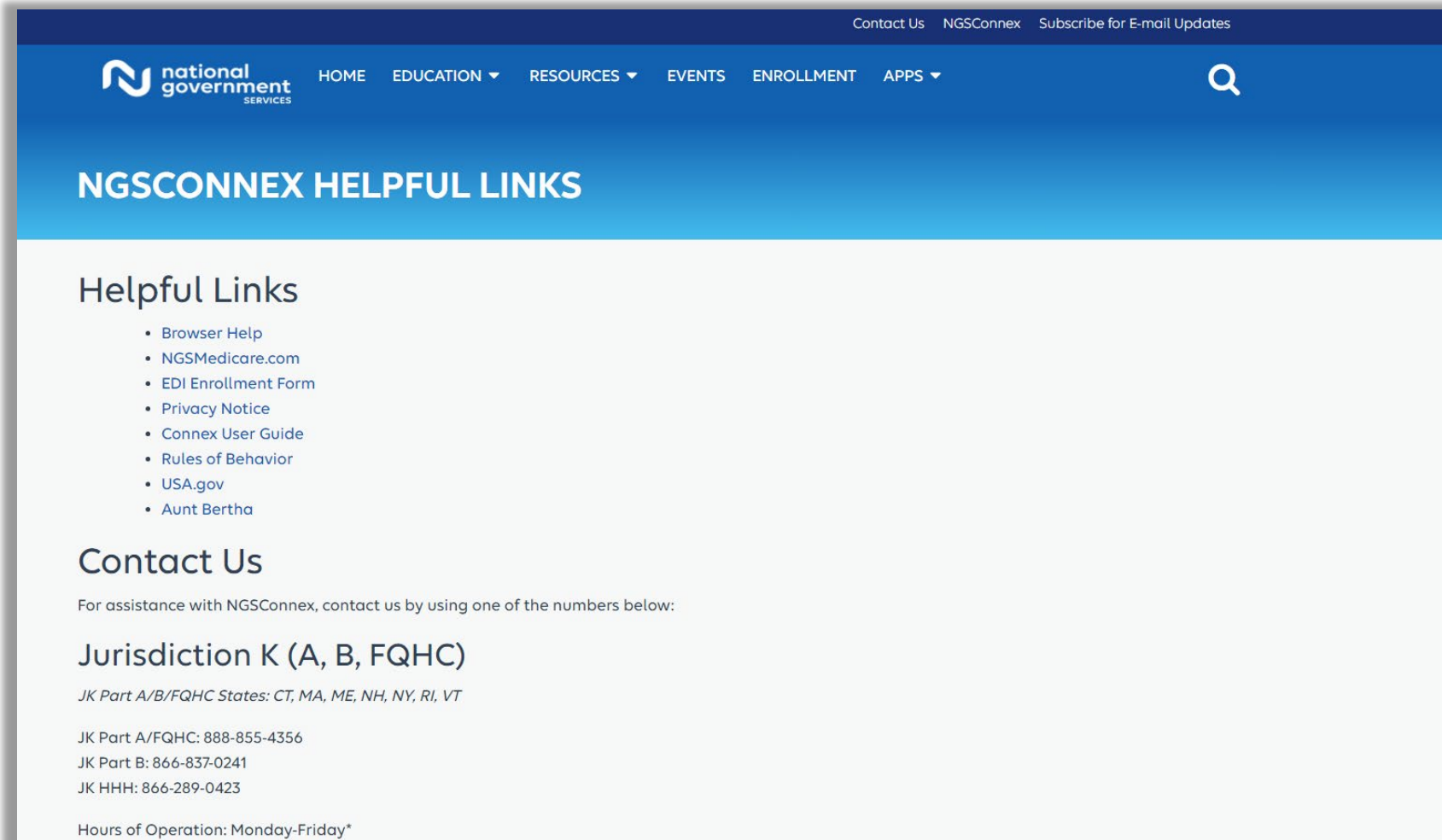
[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

**NPPES**  
National Plan & Provider Enumeration System  
NPPES is responsible for processing new NPI applications & processing changes of information for previously enumerated providers.

**NGS MU**  
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.

# Resources – NGSConnex Login Page (2)



The screenshot shows the top portion of the NGSConnex website. At the top right, there are links for 'Contact Us', 'NGSConnex', and 'Subscribe for E-mail Updates'. The main navigation bar includes 'HOME', 'EDUCATION', 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS', along with a search icon. Below the navigation is a blue header with the text 'NGSCONNEX HELPFUL LINKS'. The main content area is white and contains a section titled 'Helpful Links' with a bulleted list of links: 'Browser Help', 'NGSMedicare.com', 'EDI Enrollment Form', 'Privacy Notice', 'Connex User Guide', 'Rules of Behavior', 'USA.gov', and 'Aunt Bertha'. Below this is a 'Contact Us' section with the text 'For assistance with NGSConnex, contact us by using one of the numbers below:'. This is followed by a section for 'Jurisdiction K (A, B, FQHC)' with the text 'JK Part A/B/FQHC States: CT, MA, ME, NH, NY, RI, VT' and three phone numbers: 'JK Part A/FQHC: 888-855-4356', 'JK Part B: 866-837-0241', and 'JK HHH: 866-289-0423'. At the bottom of this section, it says 'Hours of Operation: Monday-Friday\*'. The National Government Services logo is in the bottom left corner of the screenshot.

Contact Us NGSConnex Subscribe for E-mail Updates

national government SERVICES HOME EDUCATION RESOURCES EVENTS ENROLLMENT APPS

## NGSCONNEX HELPFUL LINKS

### Helpful Links

- [Browser Help](#)
- [NGSMedicare.com](#)
- [EDI Enrollment Form](#)
- [Privacy Notice](#)
- [Connex User Guide](#)
- [Rules of Behavior](#)
- [USA.gov](#)
- [Aunt Bertha](#)

### Contact Us

For assistance with NGSConnex, contact us by using one of the numbers below:

### Jurisdiction K (A, B, FQHC)

*JK Part A/B/FQHC States: CT, MA, ME, NH, NY, RI, VT*








JK Part A/FQHC: 888-855-4356  
JK Part B: 866-837-0241  
JK HHH: 866-289-0423

Hours of Operation: Monday-Friday\*



# Resources – 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

Home > Resources

## RESOURCES

Helpful Links

**Part A**

- Part A NGSConnex User Guide
- Part A News
- Part A Tools and Calculators

**Part B**

- Part B NGSConnex User Guide
- Part B News
- Part B Tools and Calculators
- Part B Fee Schedule Lookup Tool

# Resources – NGS Medicare

**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.

**NGS MU**  
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.

# Resources – NGS Medicare (2)

The screenshot shows the top navigation bar of the NGS Medicare website. The navigation items are: Contact Us, NGSCONNEX, Subscribe for E-mail Updates, and Part A Provider in Illinois (J6). Below this is a secondary navigation bar with: HOME, EDUCATION, RESOURCES (highlighted with a yellow arrow), ENROLLMENT, and APPS. A search icon is located on the right. The main content area is titled "Resources" and "NGSCONNEX". On the left is a sidebar menu with items: What is NGSCONNEX (selected), Why Use NGSCONNEX, How to Register, Manage Your Account, and News. The main content area features the heading "What is NGSCONNEX?" followed by a paragraph: "NGSCONNEX is a free, secure, web-based application developed by National Government Services just for you! NGSCONNEX provides access to a wide array of self-service functions that save you time and money, such as:". Below this is a bulleted list of services: Obtain beneficiary eligibility information, Query for your claim status, Initiate and check the status of redetermination and reopening requests, View your provider demographic information, Query for your financial data, and Obtain duplicate 1099s. On the right is a "Helpful Resources" section with links for Log Into NGSCONNEX, NGSCONNEX User Guide, and NGSCONNEX Contact Info (877-702-0990, Monday-Friday).

# Notification Center

national government SERVICES HOME

Home > Notification Center

## NOTIFICATION CENTER

Filters:

Alert Type

-Select-

Search

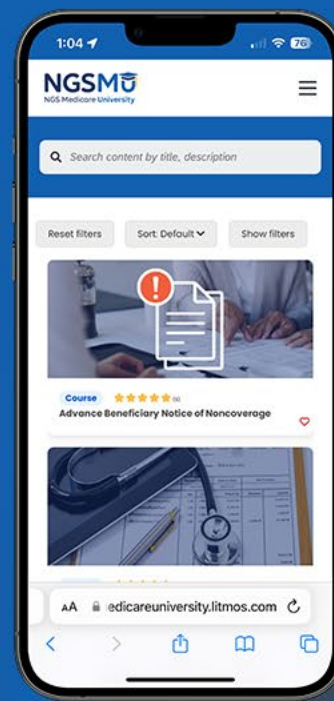
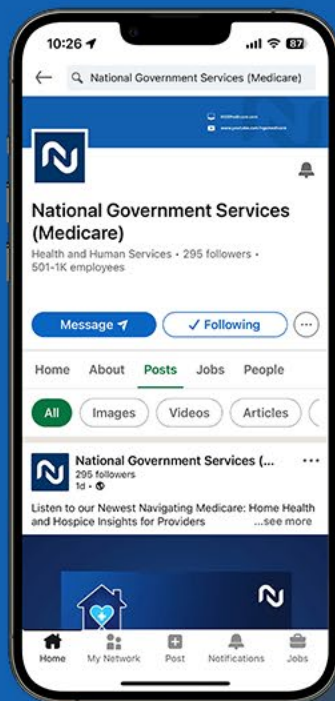
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# Questions?

Thank you!



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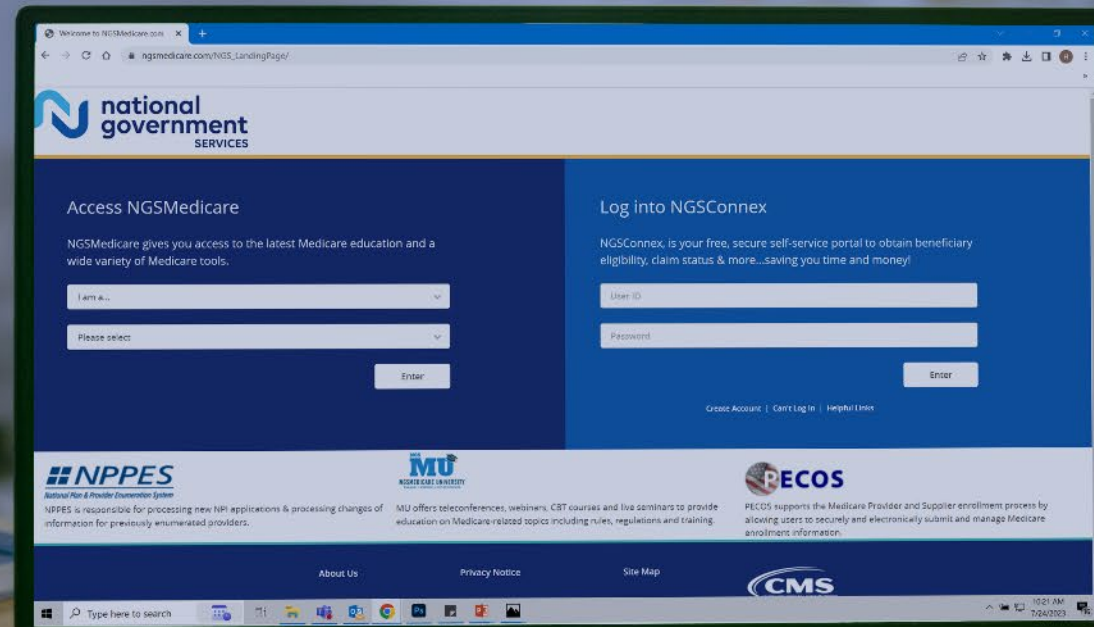


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