national government SERVICES

NGS PROVIDER EXPERIENCE
Innovation | Education | Collaboration

NGSConnex-Account Management

3/25/2025

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.*

NGSMU
NGS Medicare University
Meaningful | Informative | Simplified

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

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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

Kathy Mersch

Provider Outreach and Education Consultant

Michael Dorris

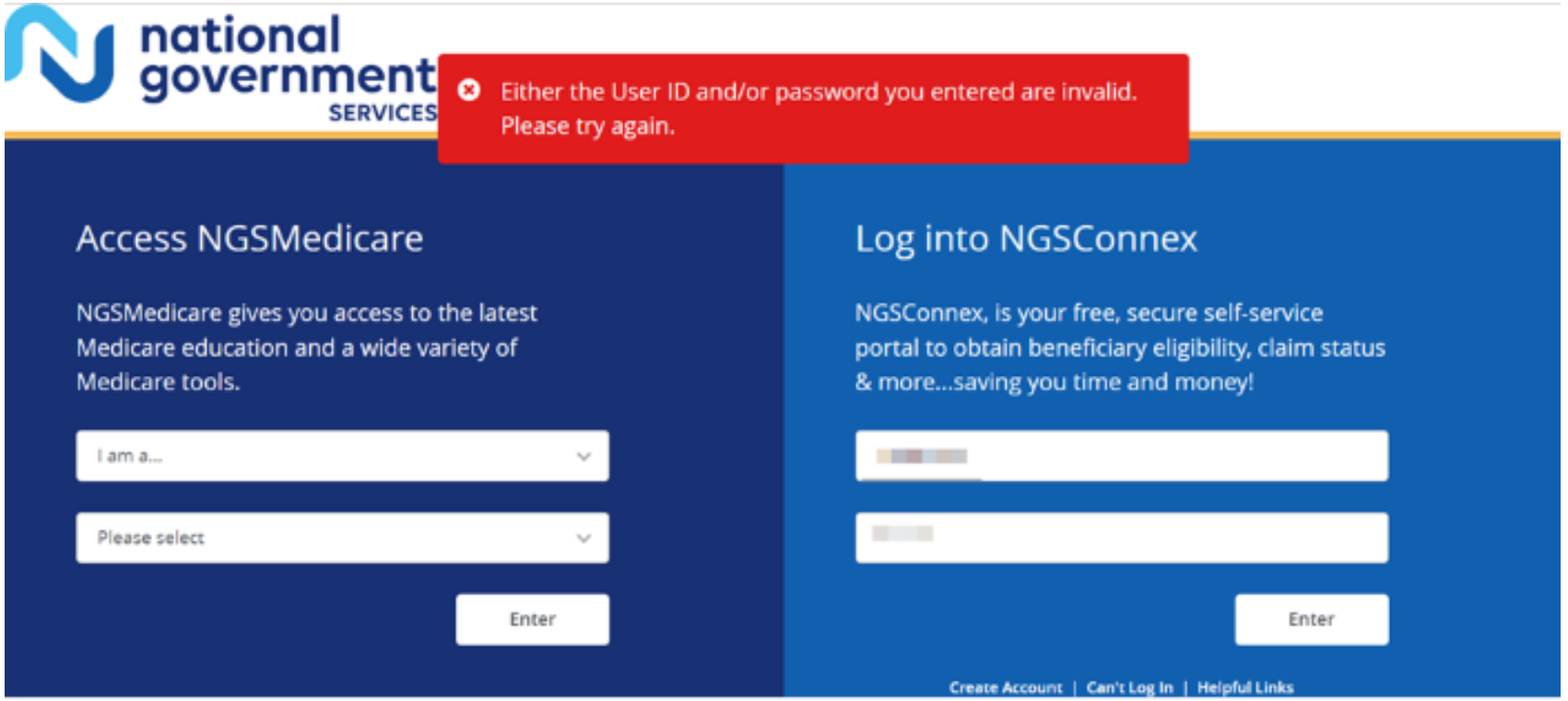
Provider Outreach and Education Consultant

Agenda

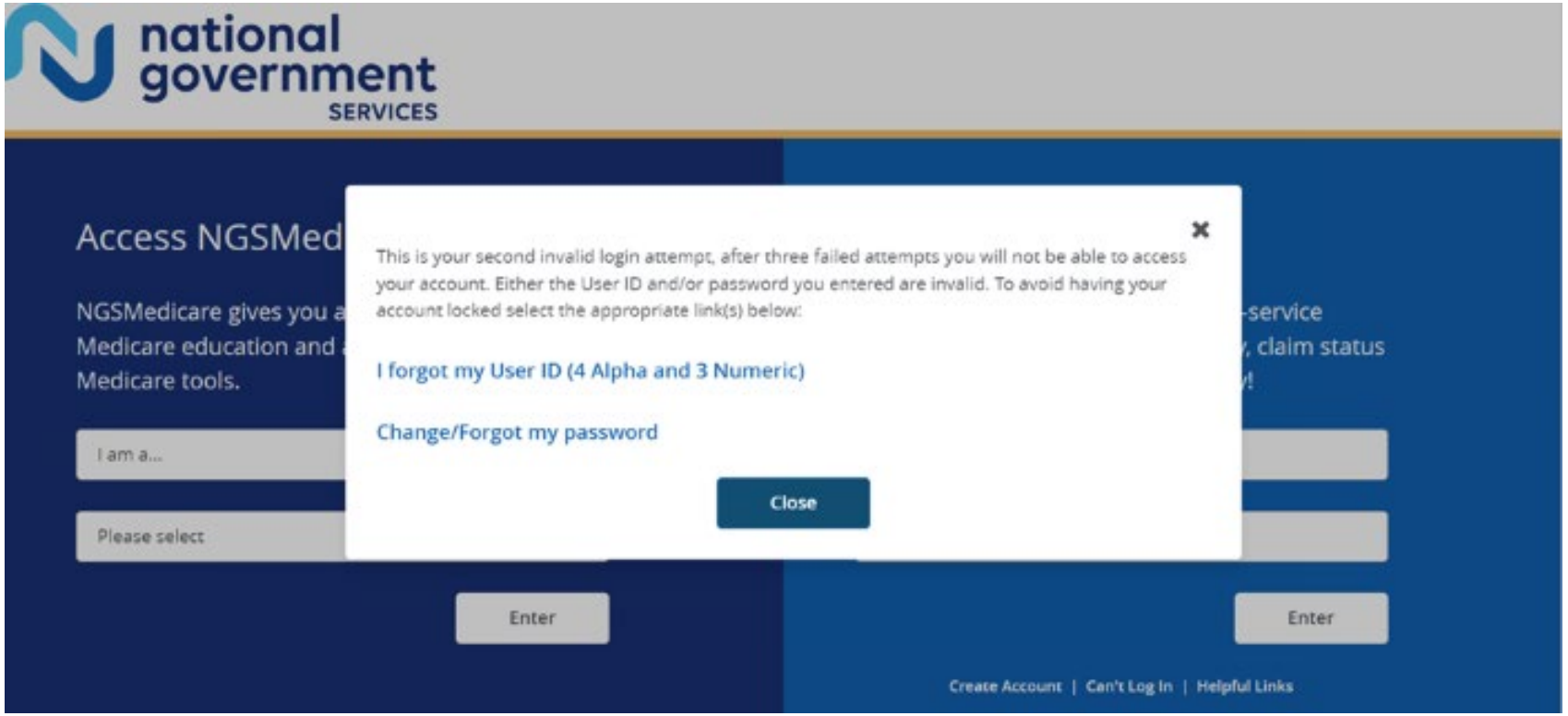
- Login Issues
- Account Suspensions
- Local Security Officer Responsibilities
- Edit User Profile
- Update Access
- Add Additional Provider Accounts
- Resources
- Questions

Login Issues

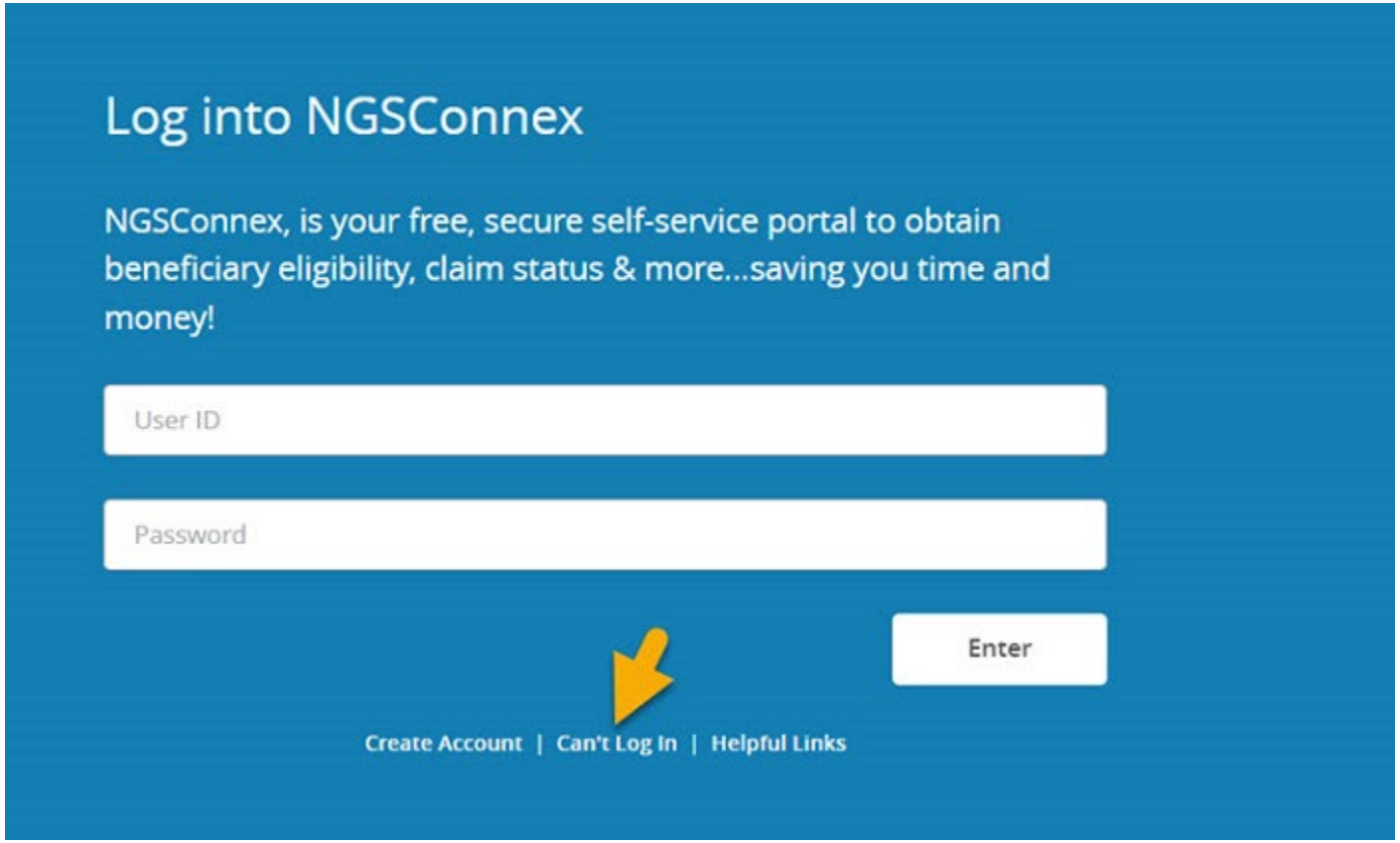
Change/Forgot My Password



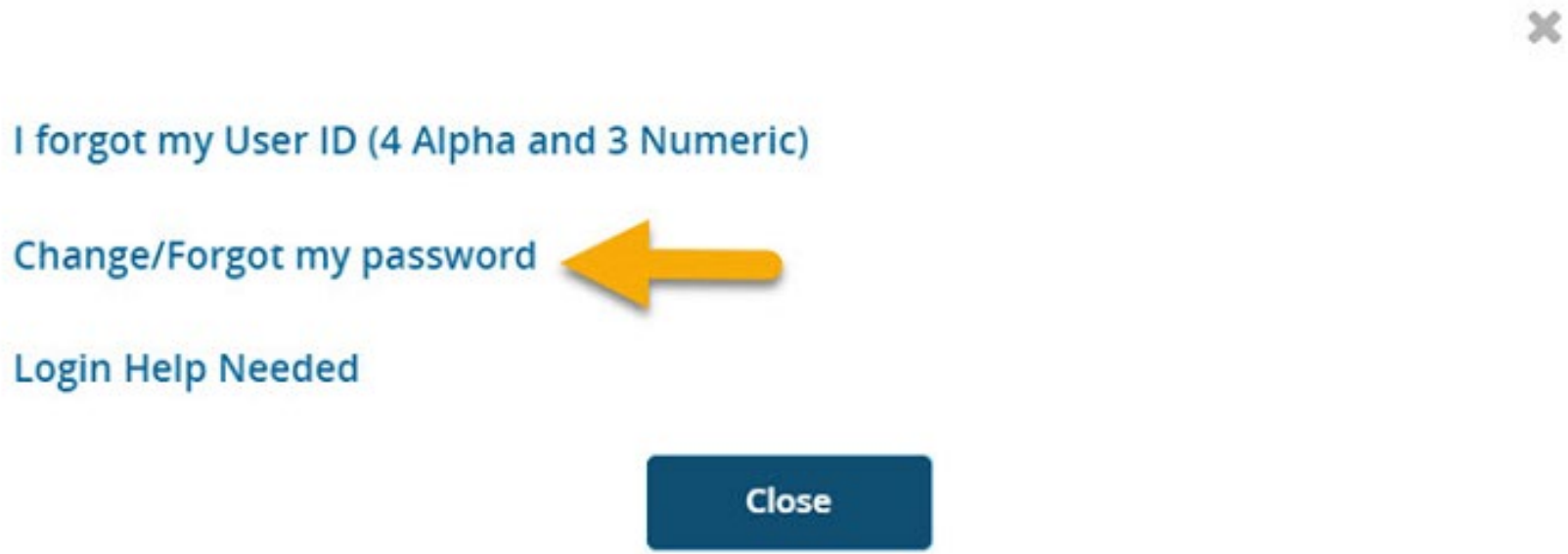
Error Message



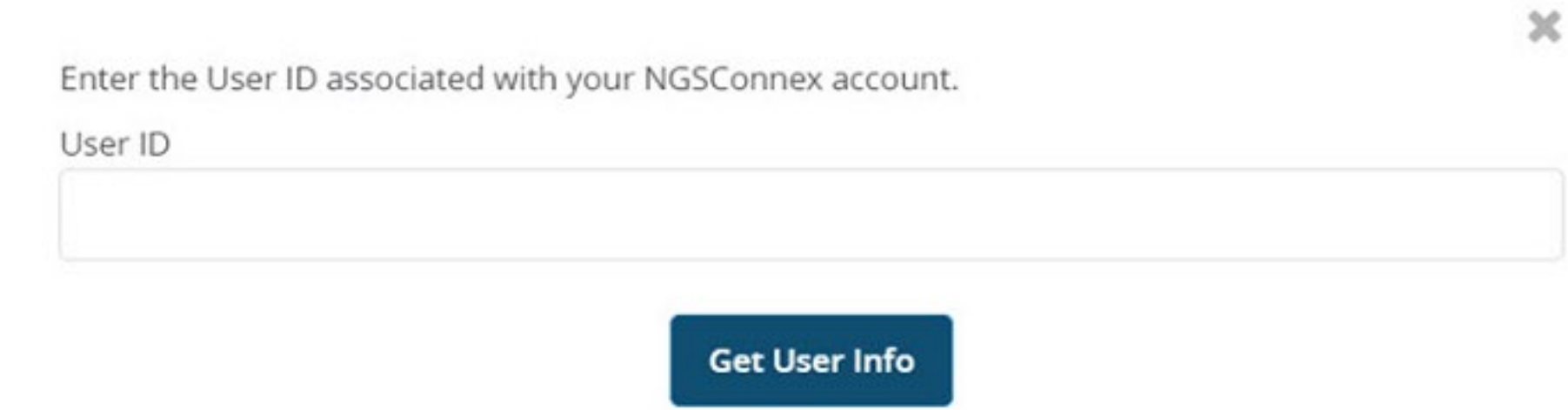
Can't Log In Link



Change/Forgot My Password Link

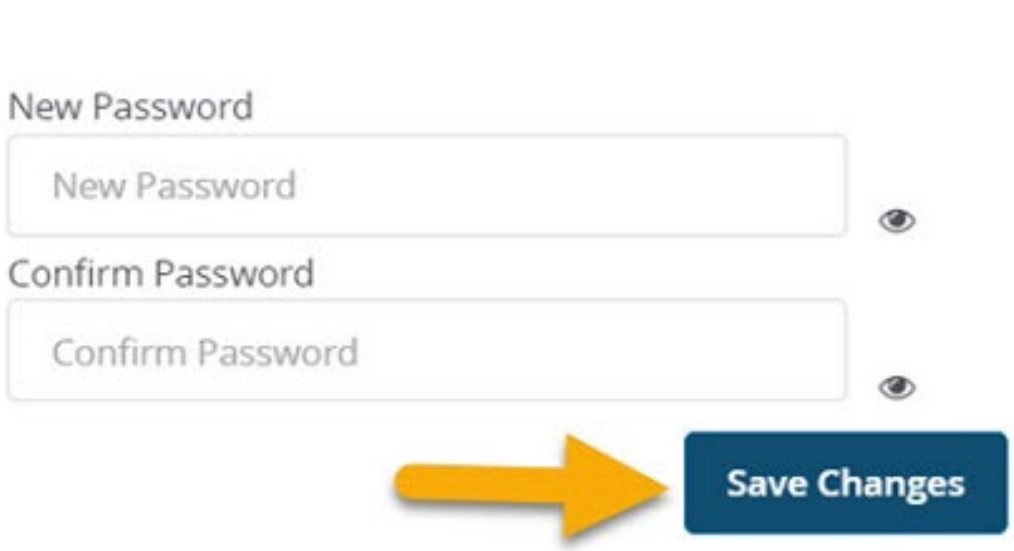


User ID

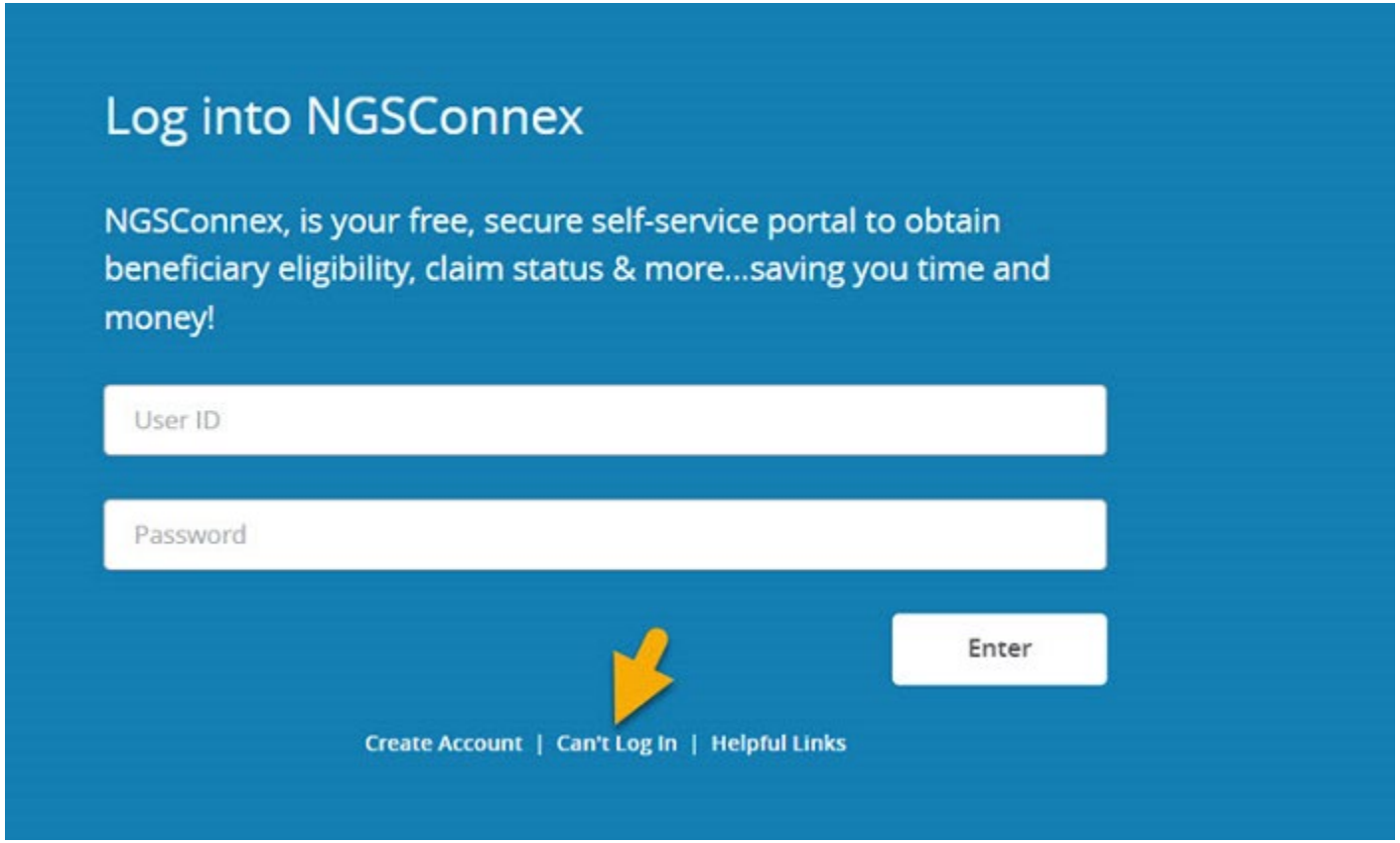

Enter the User ID associated with your NGSConnex account.
User ID
Get User Info

Challenge Question

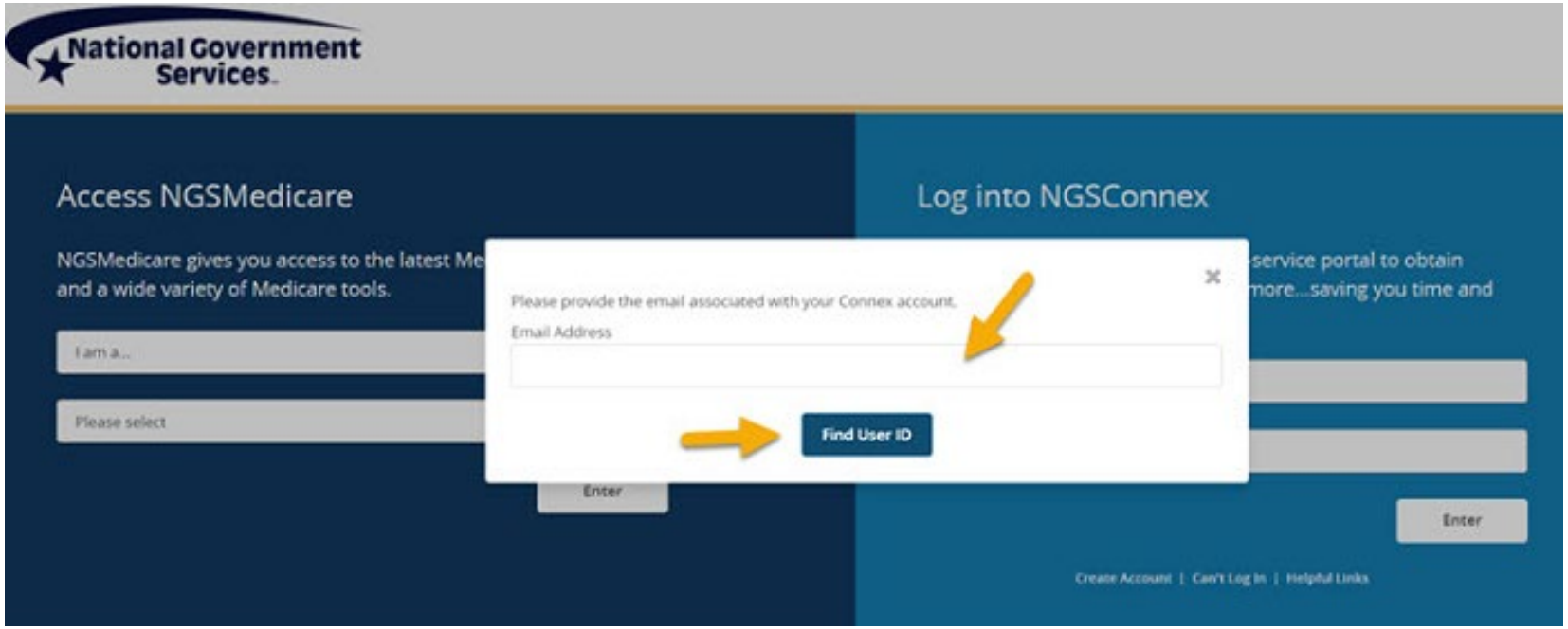
Change Password



Forgot My User ID

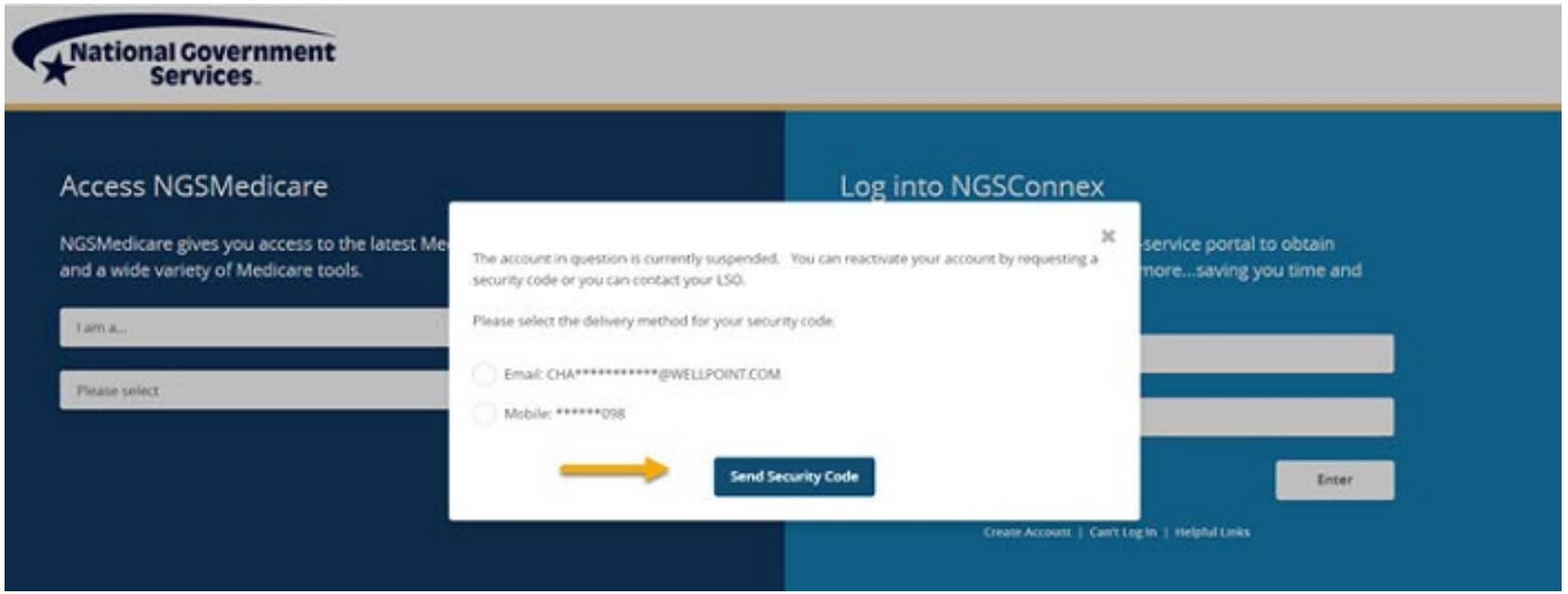


Find User ID

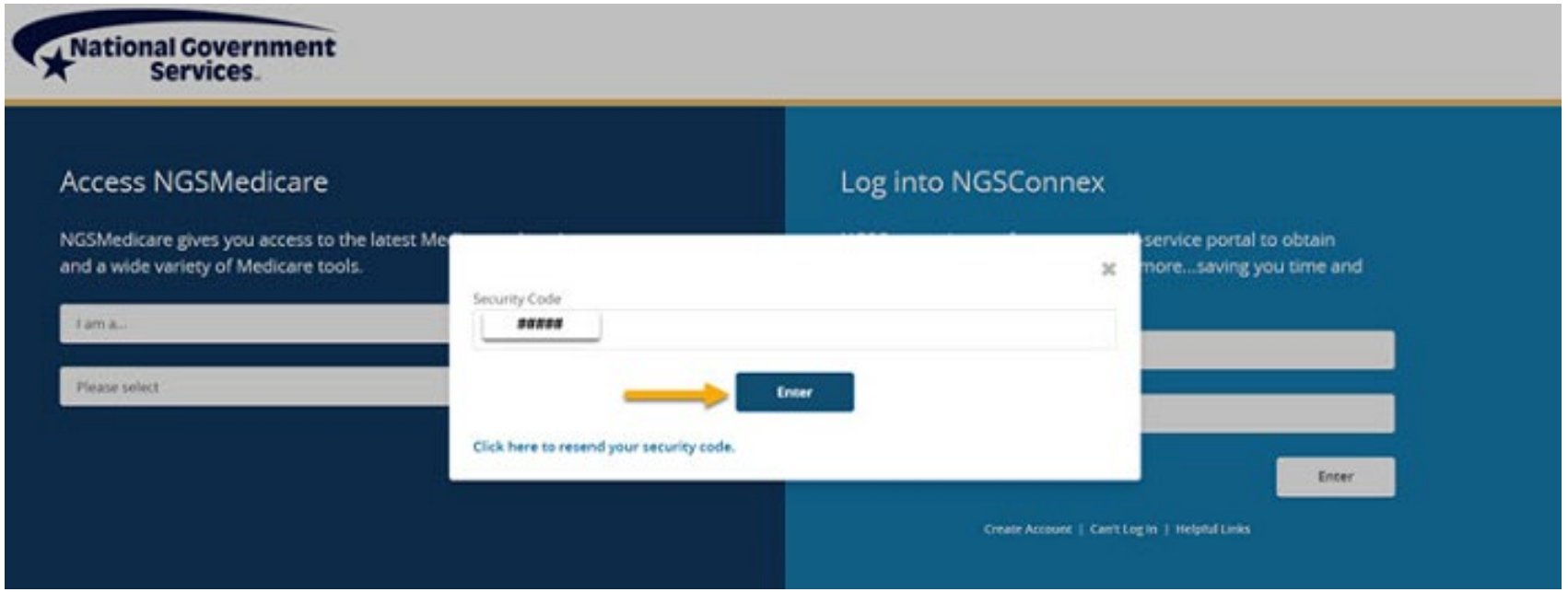

National Government Services
Access NGSMedicare
NGSMedicare gives you access to the latest Me
and a wide variety of Medicare tools.
I am a...
Please select
Enter
Please provide the email associated with your Connex account.
Email Address
Find User ID
Log into NGSConnex
service portal to obtain
more...saving you time and
Enter
Create Account | Can't Log In | Helpful Links

Account Suspensions

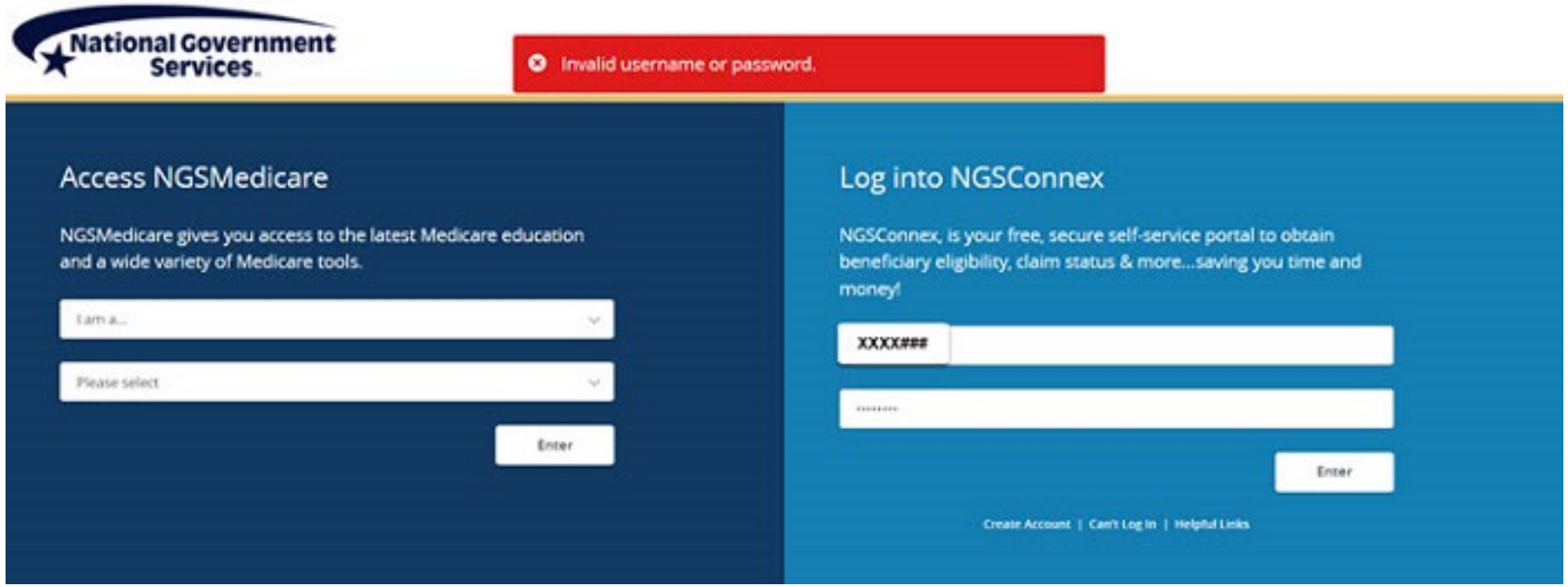
Send Security Code



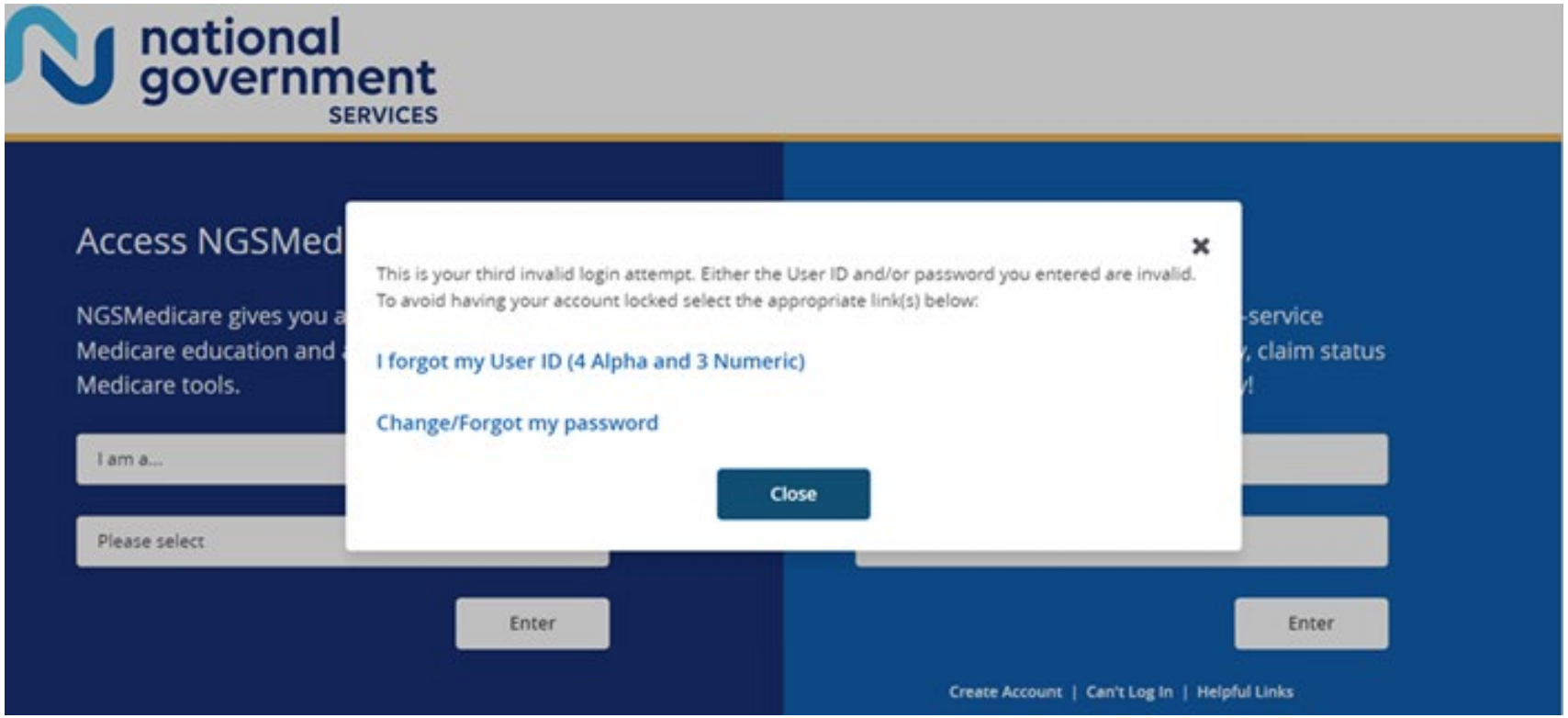
Security Code Field



Invalid Login Attempts



Error Message (4)

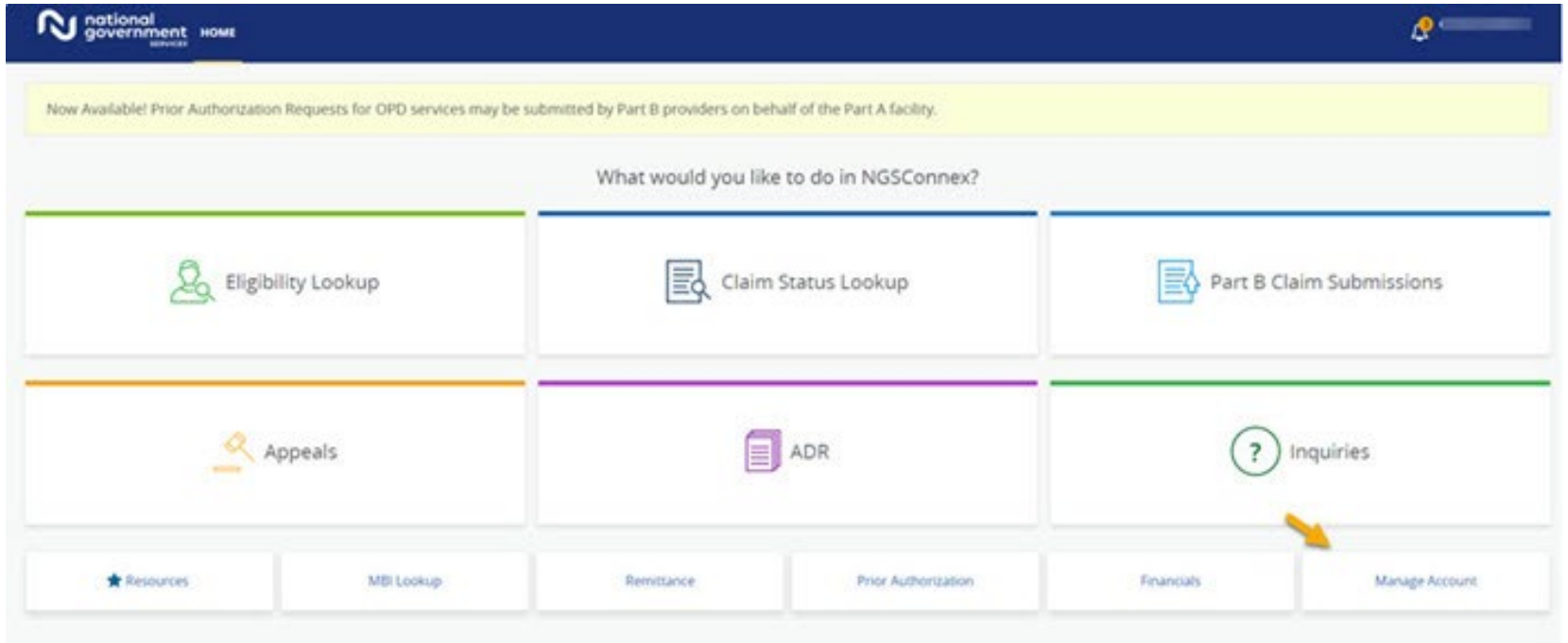


Local Security Officer Responsibilities

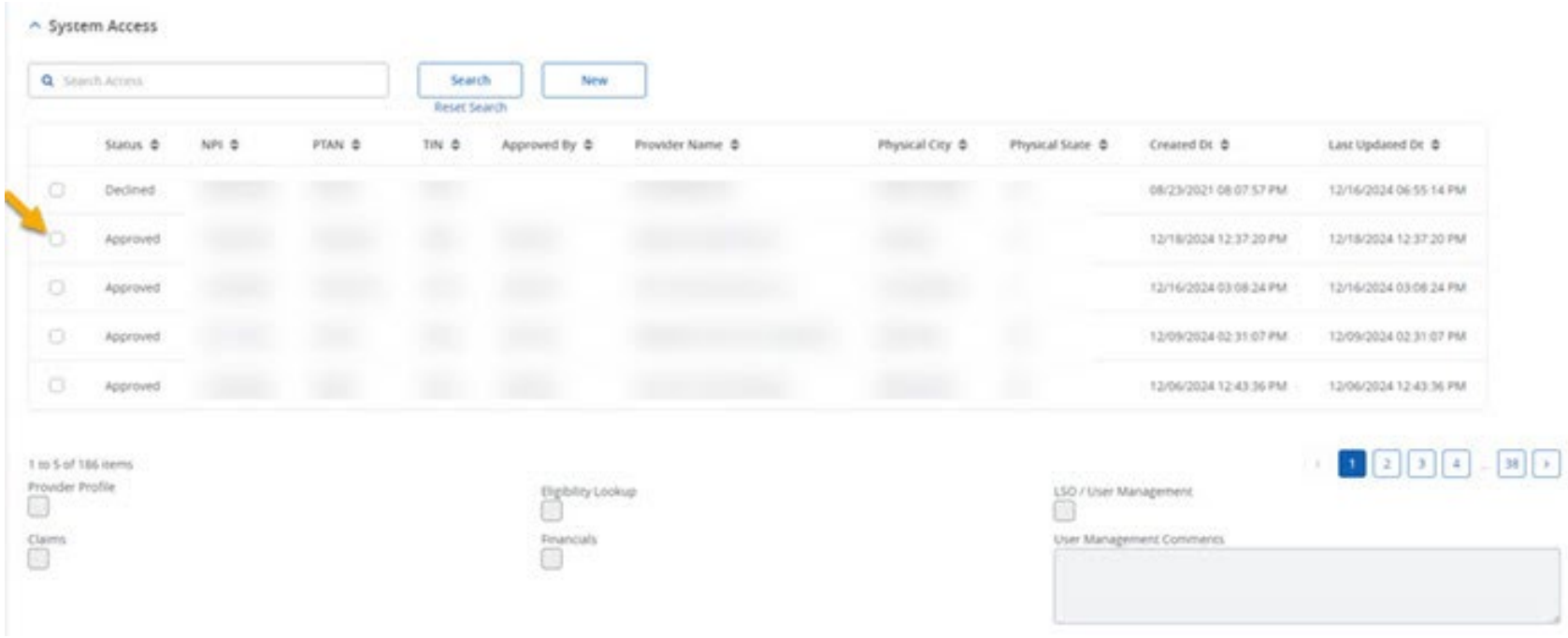
Polling Question

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

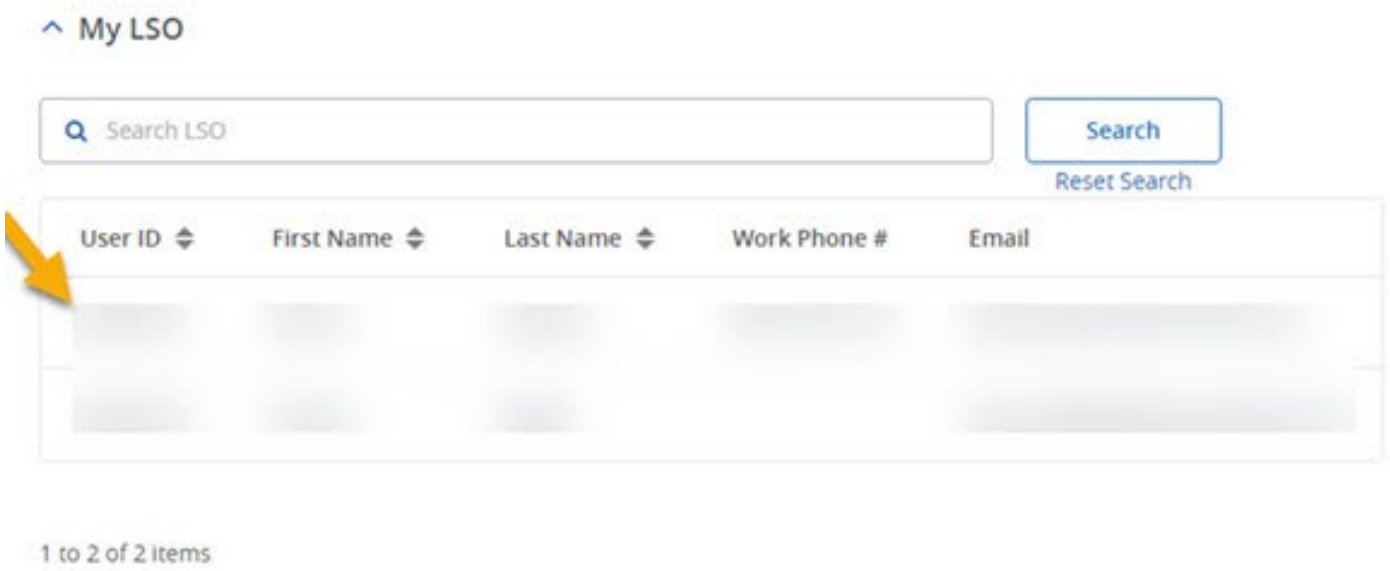
Manage Account



User Profile



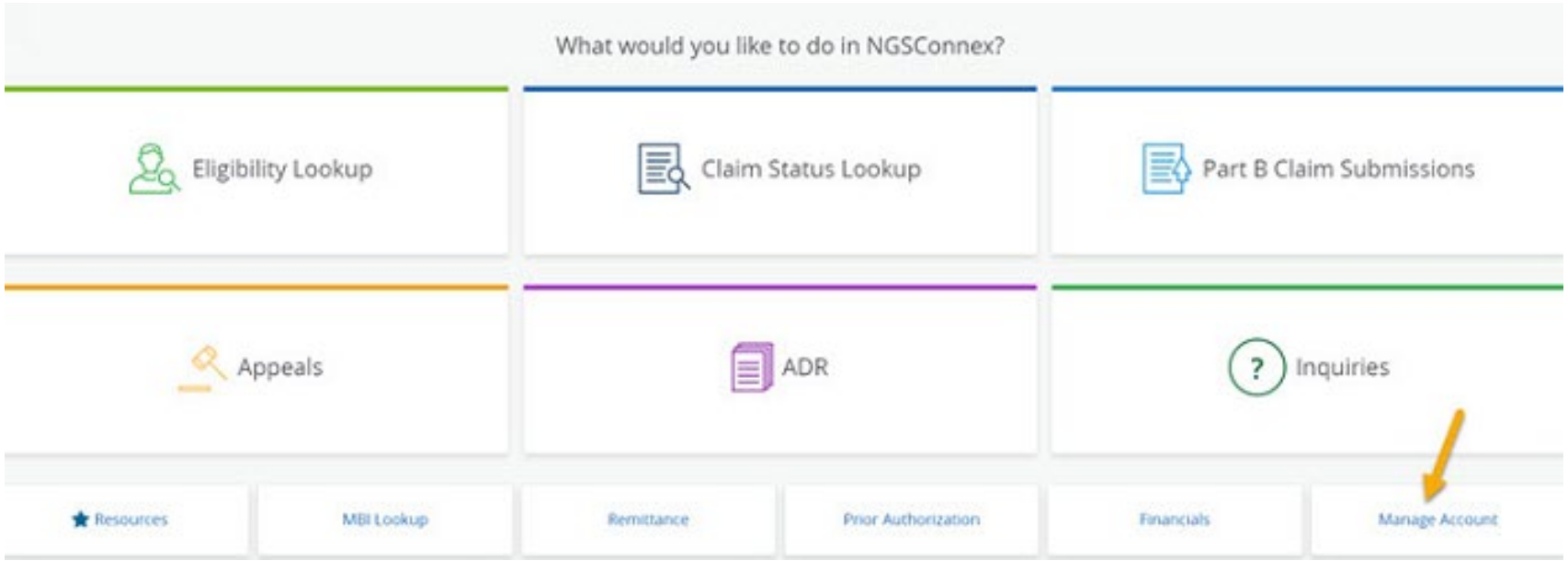
My LSO


My LSO
Search LSO
Search
Reset Search
User ID
First Name
Last Name
Work Phone #
Email
1 to 2 of 2 items

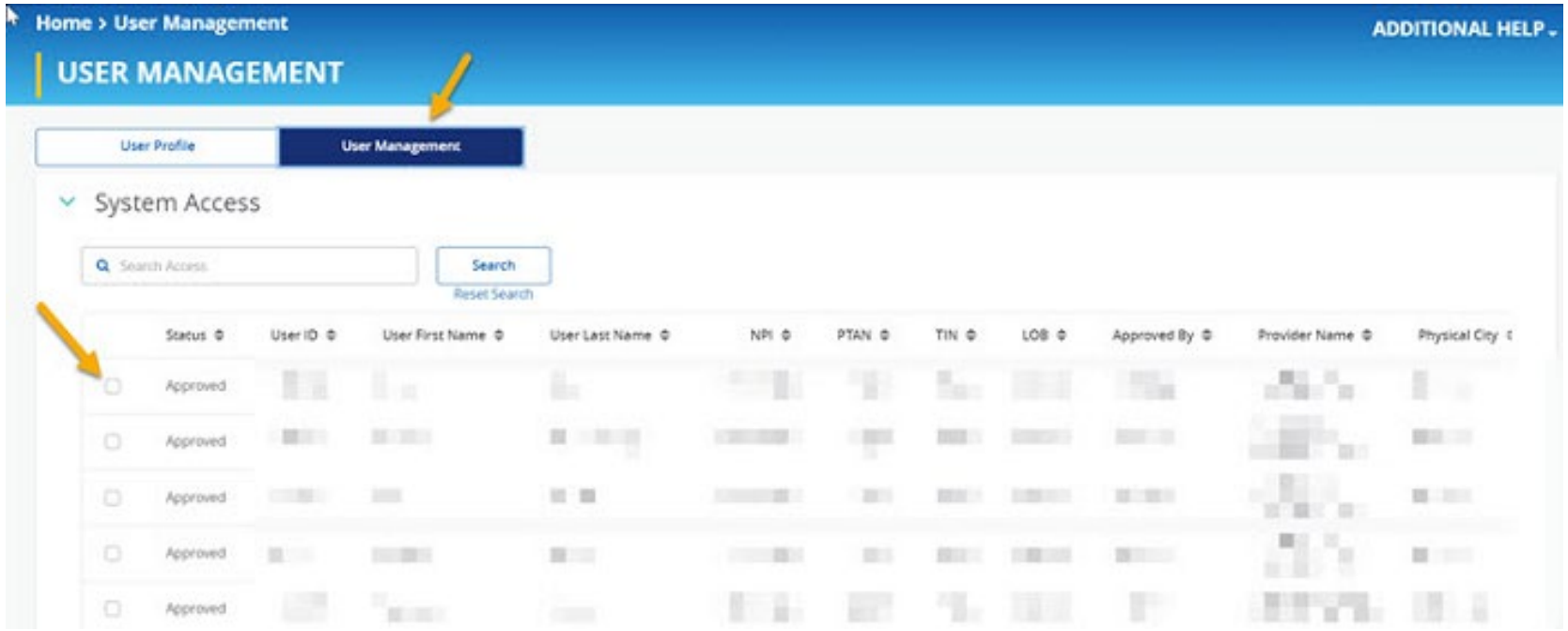
LSO Responsibilities

- 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

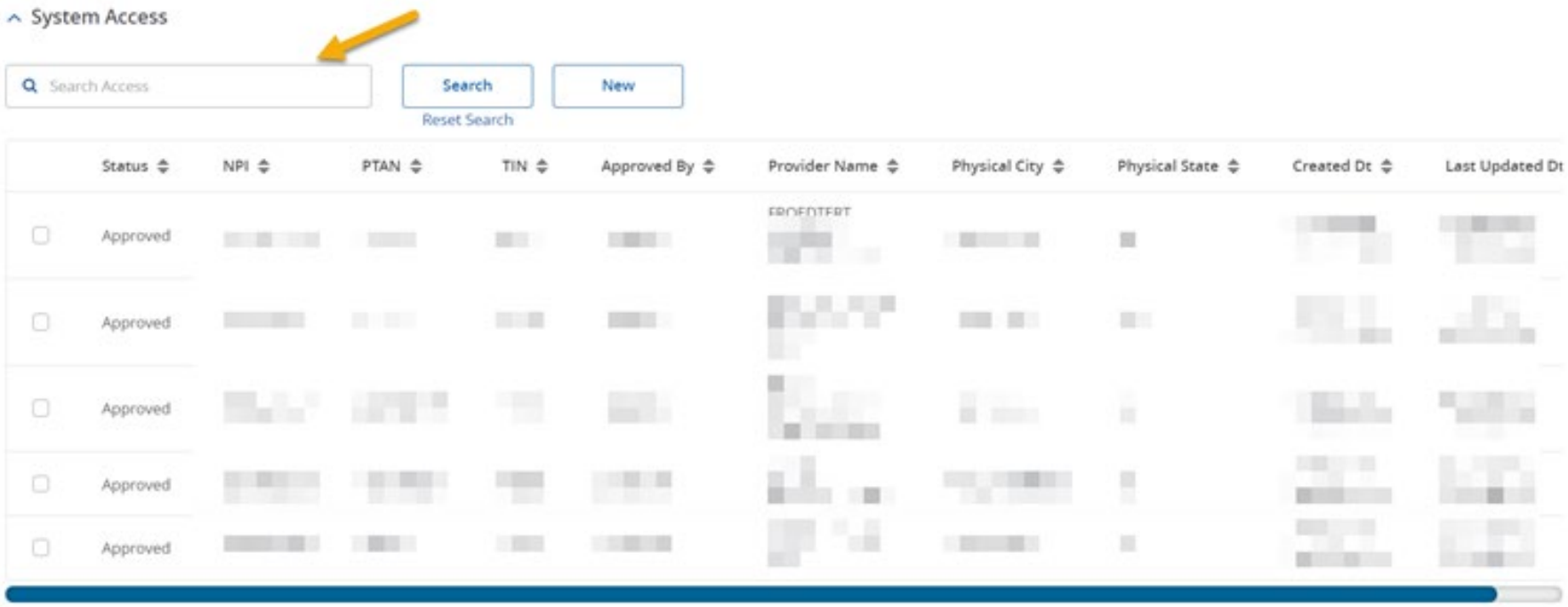
Manage Account (2)



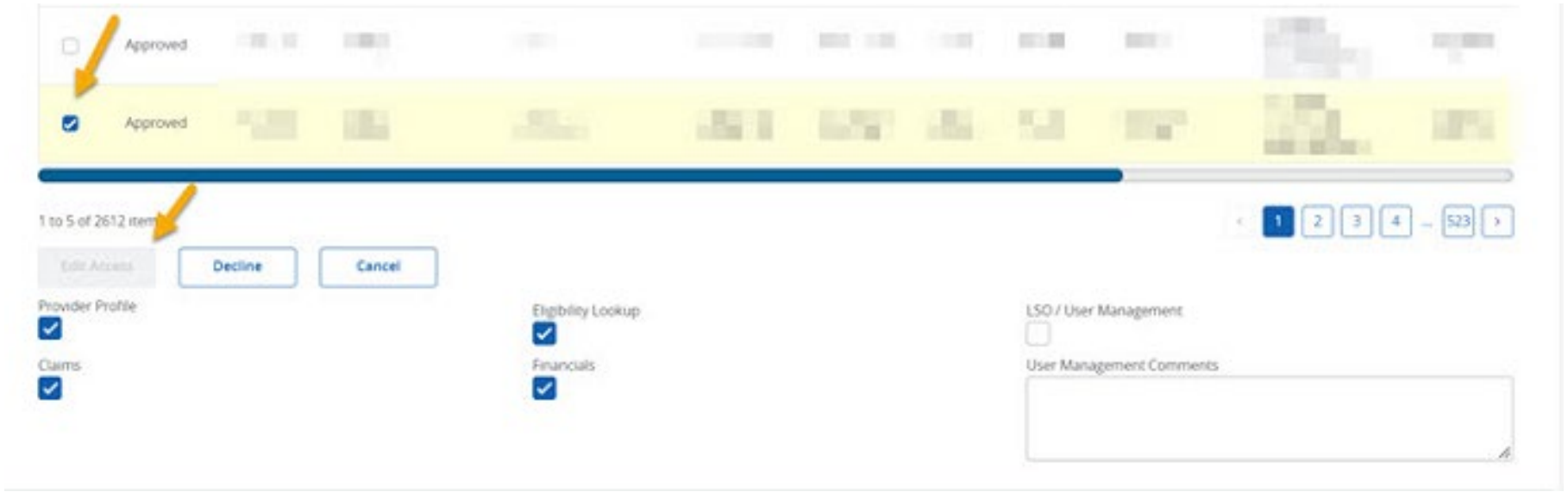
User Management



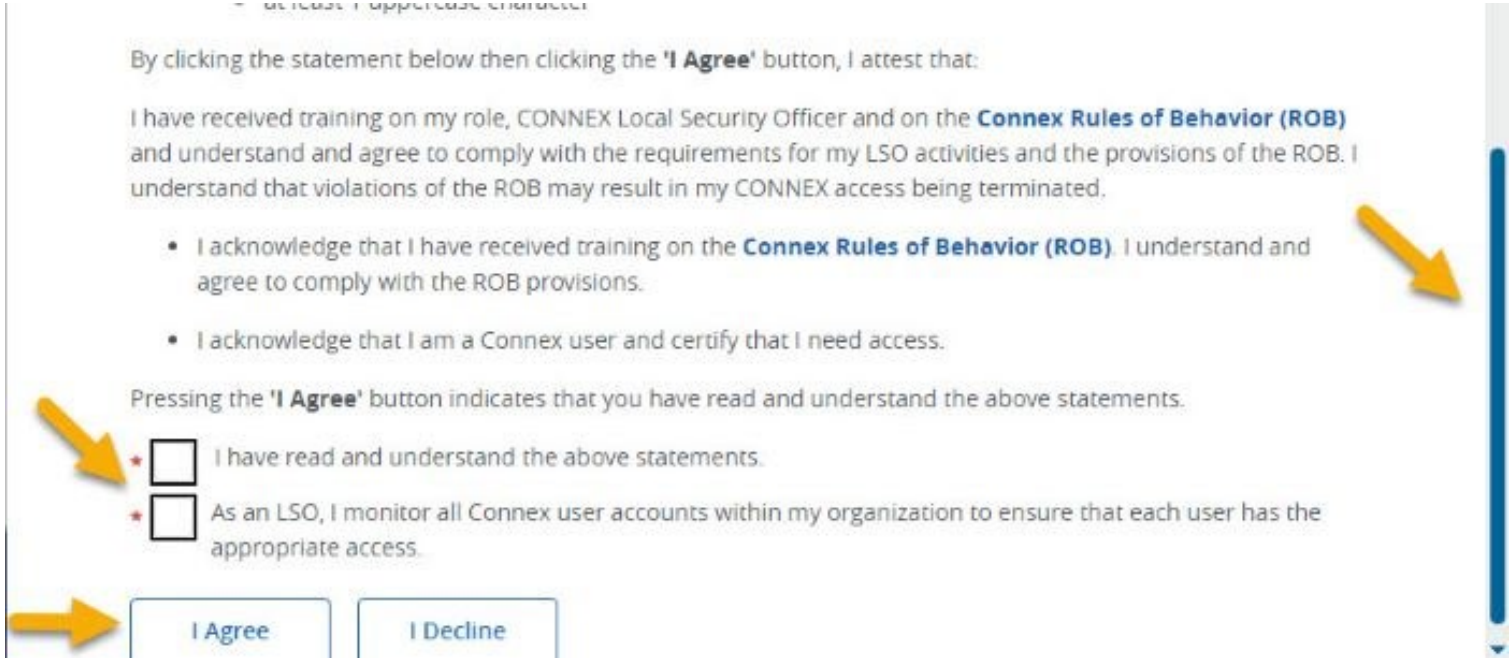
System Access



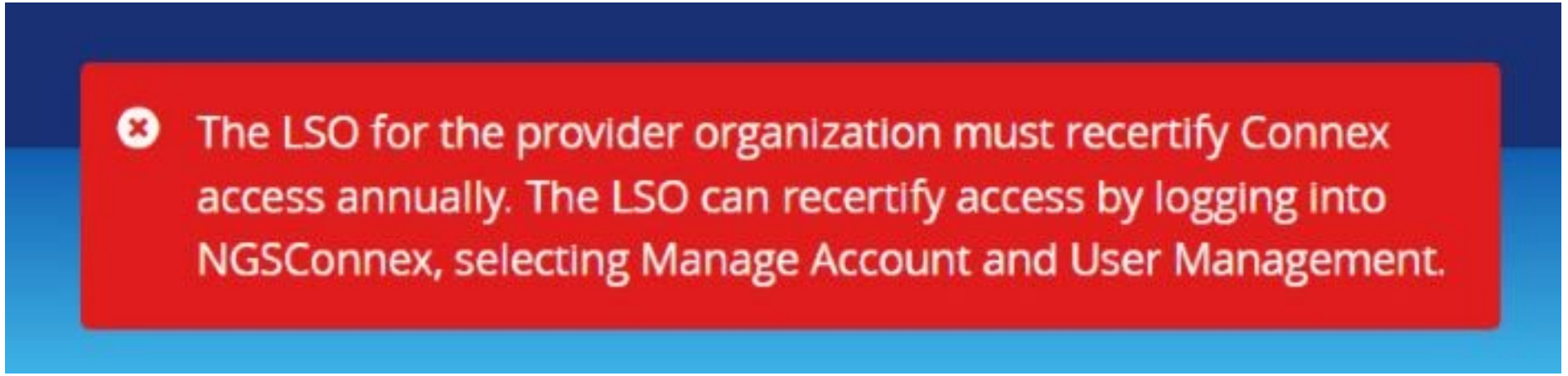
Edit Access


Approved
Approved
1 to 5 of 2612 items
1
2
3
4
523
Edit Access
Decline
Cancel
Provider Profile
Eligibility Lookup
LSO / User Management
Claims
Financials
User Management Comments

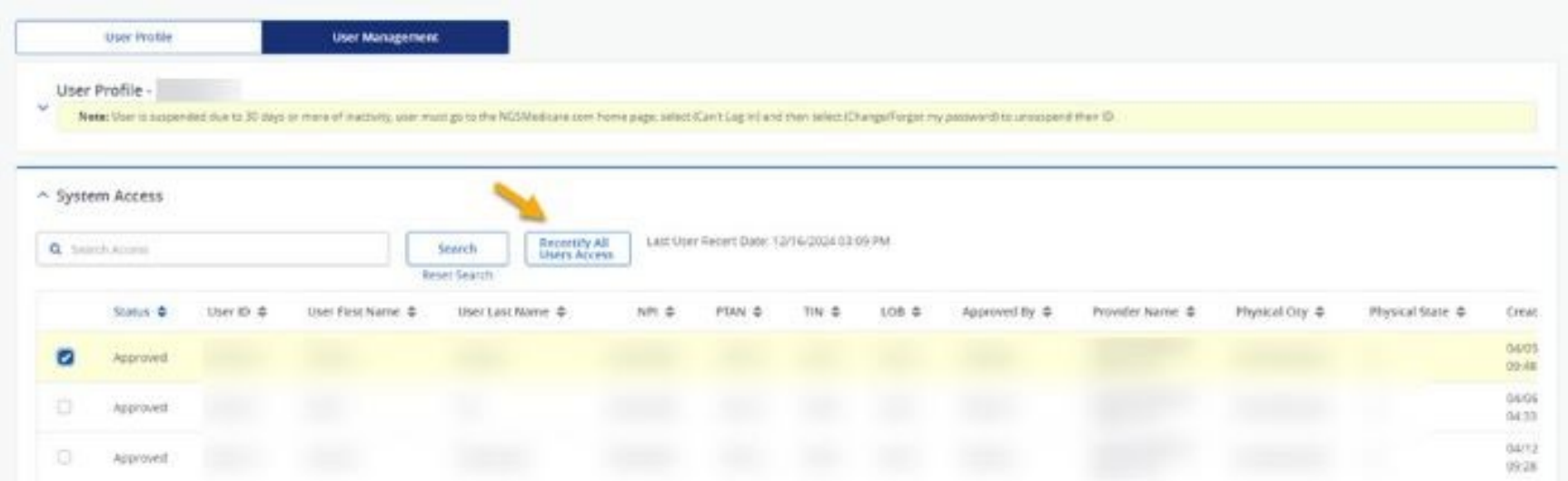
Recertify Users Access



Recertify Users Access (2)

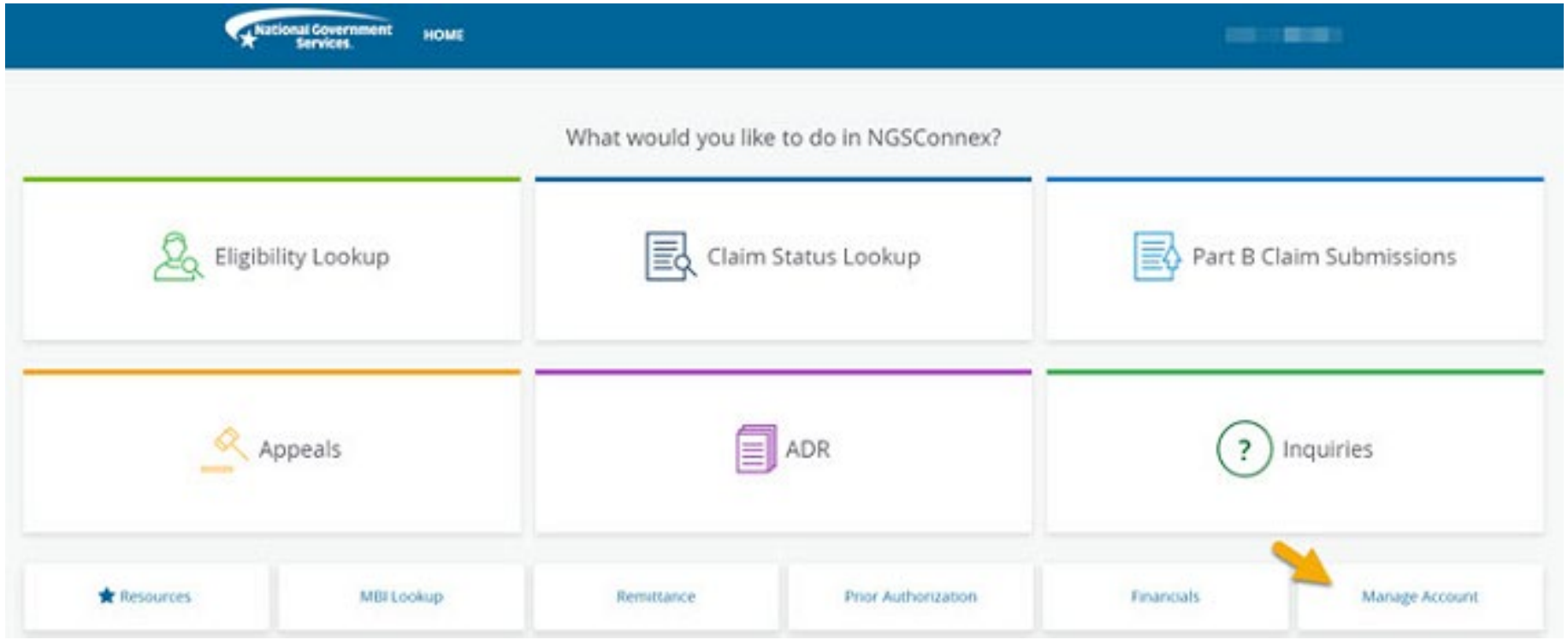


Recertify Users Access (3)

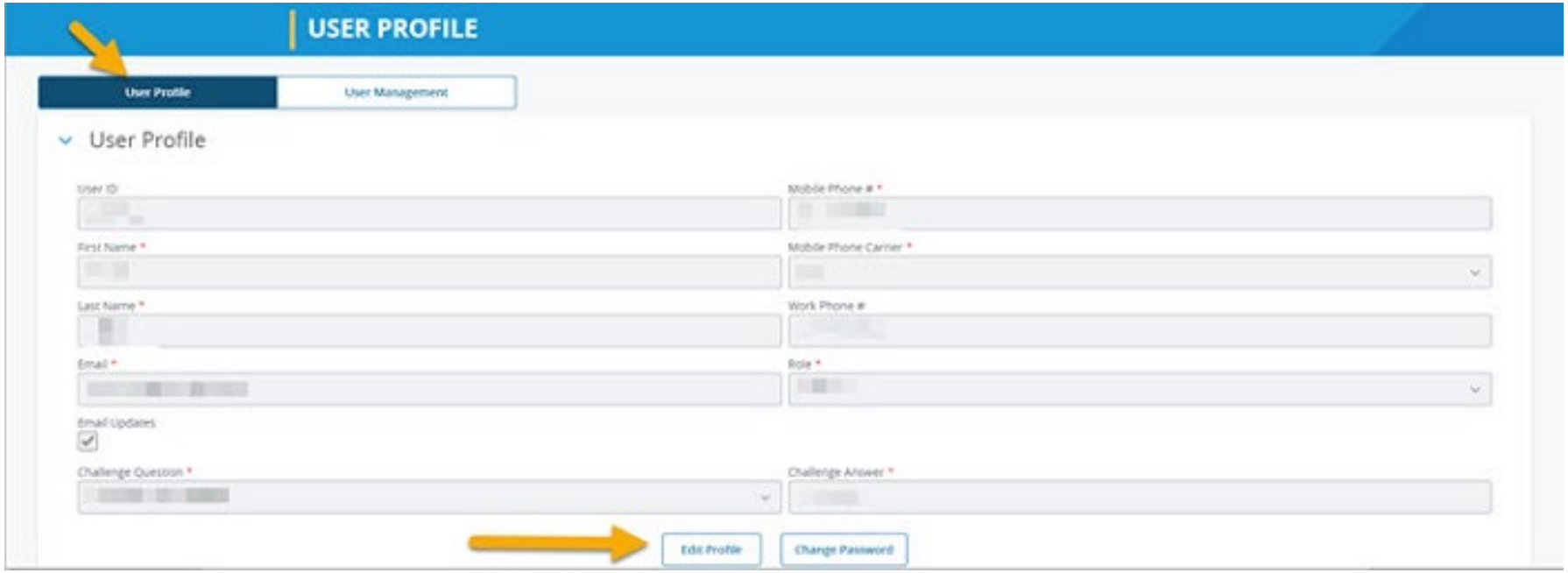


Edit User Profile

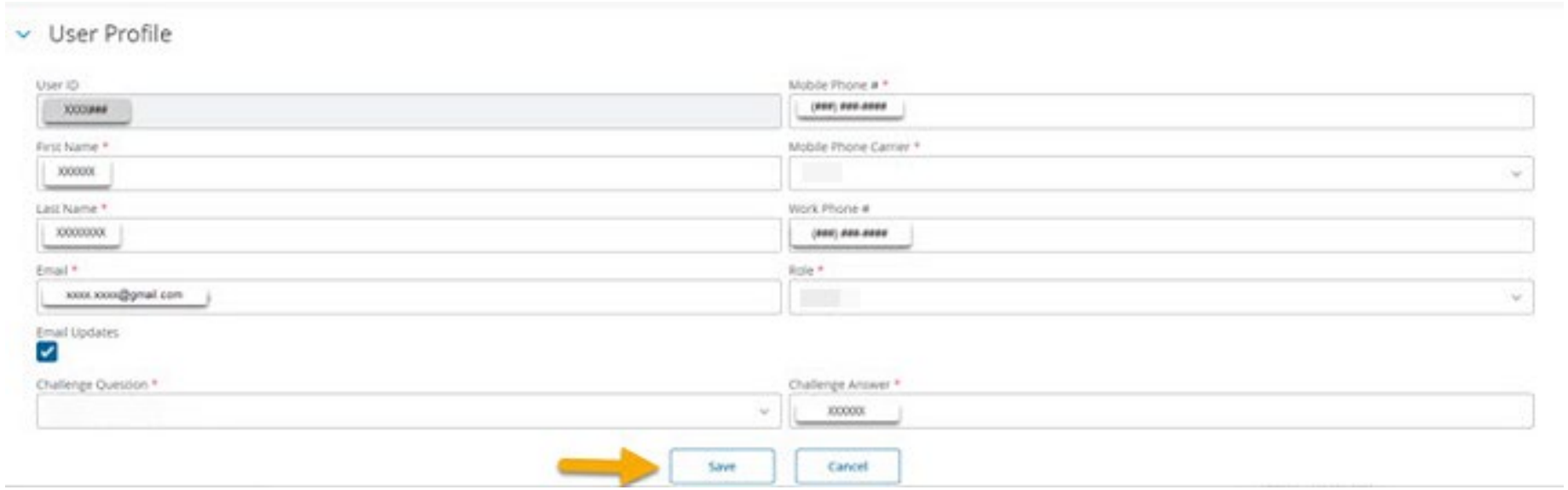
Manage Account (2)



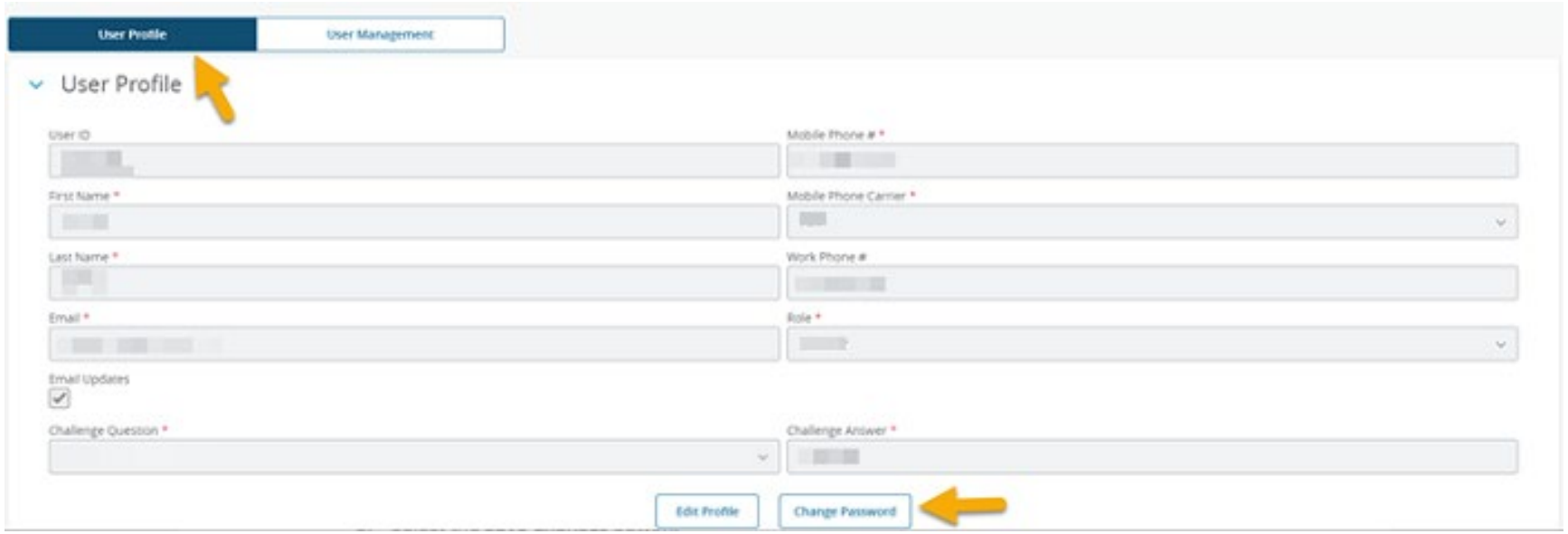
Edit Profile



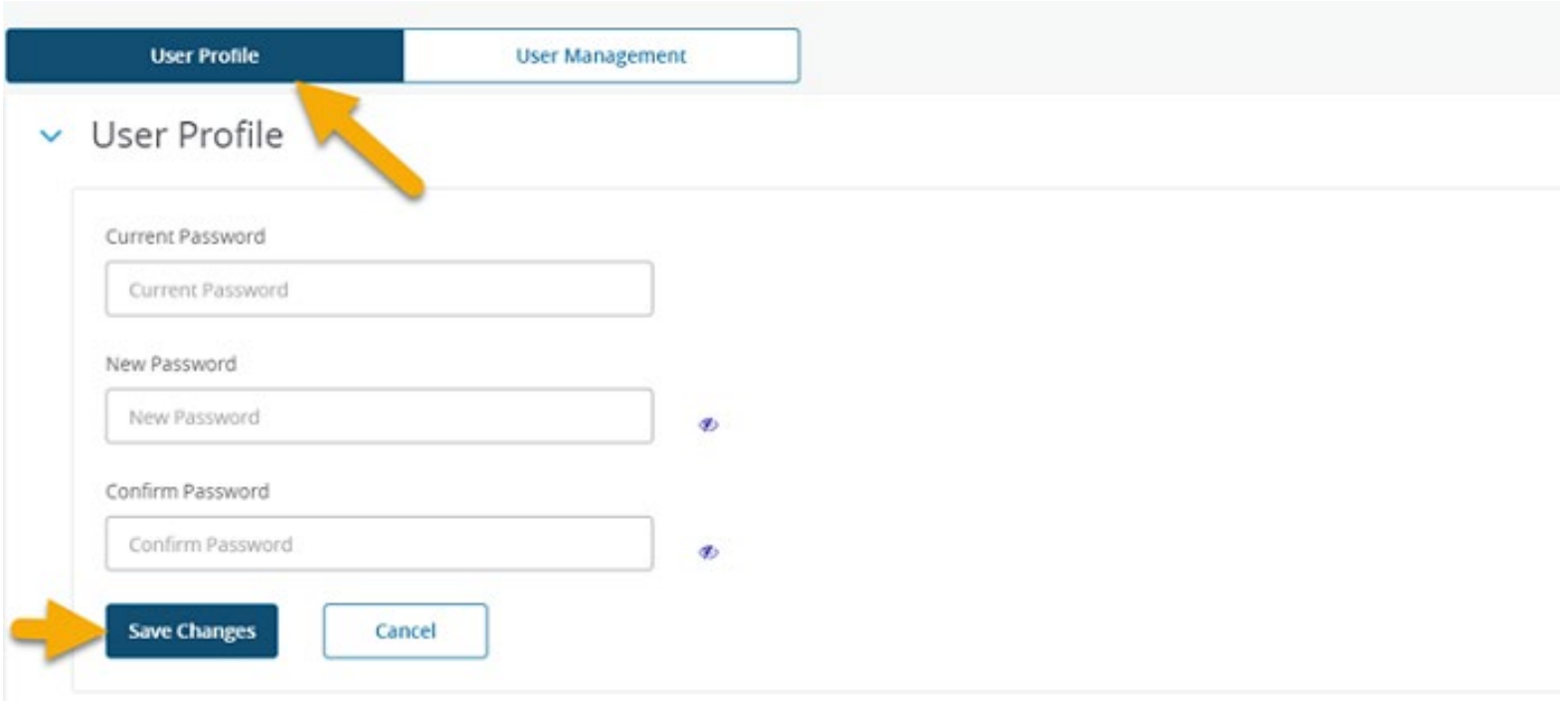
Save Changes



User Profile – Change Password

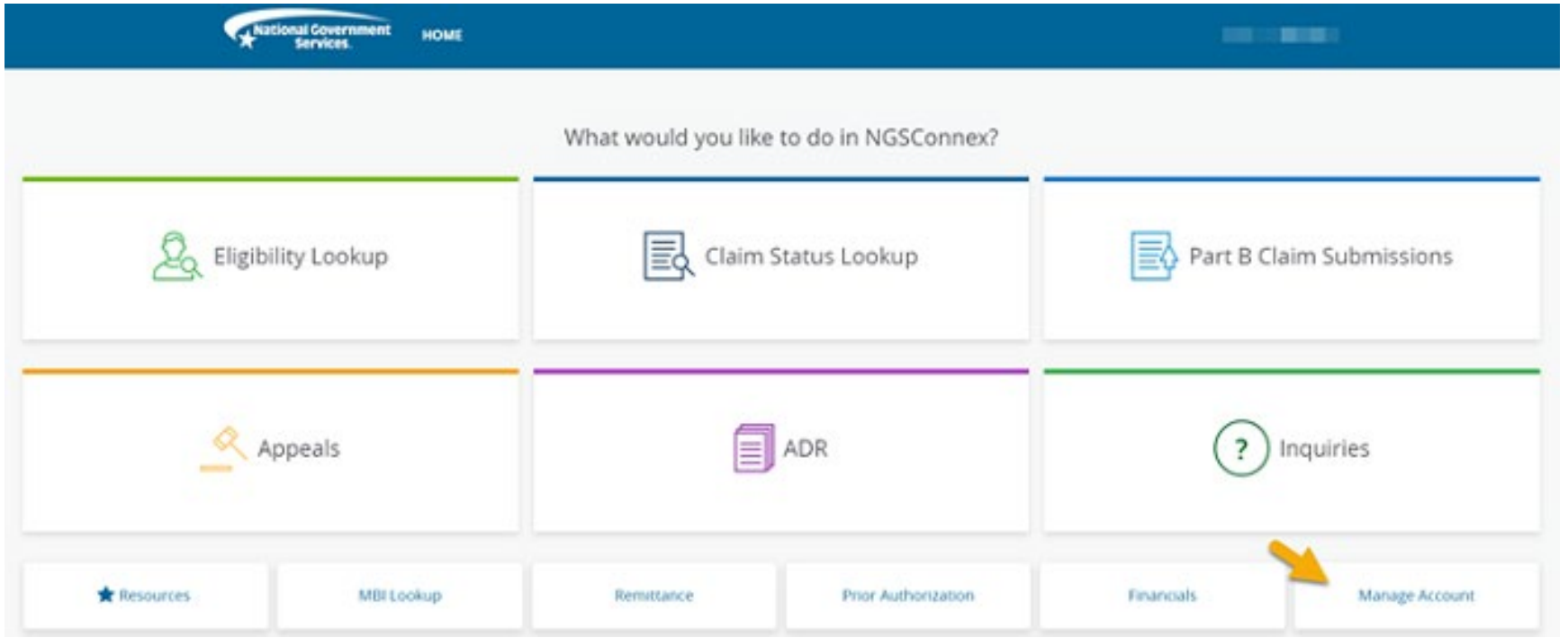


User Profile – Change Password (2)

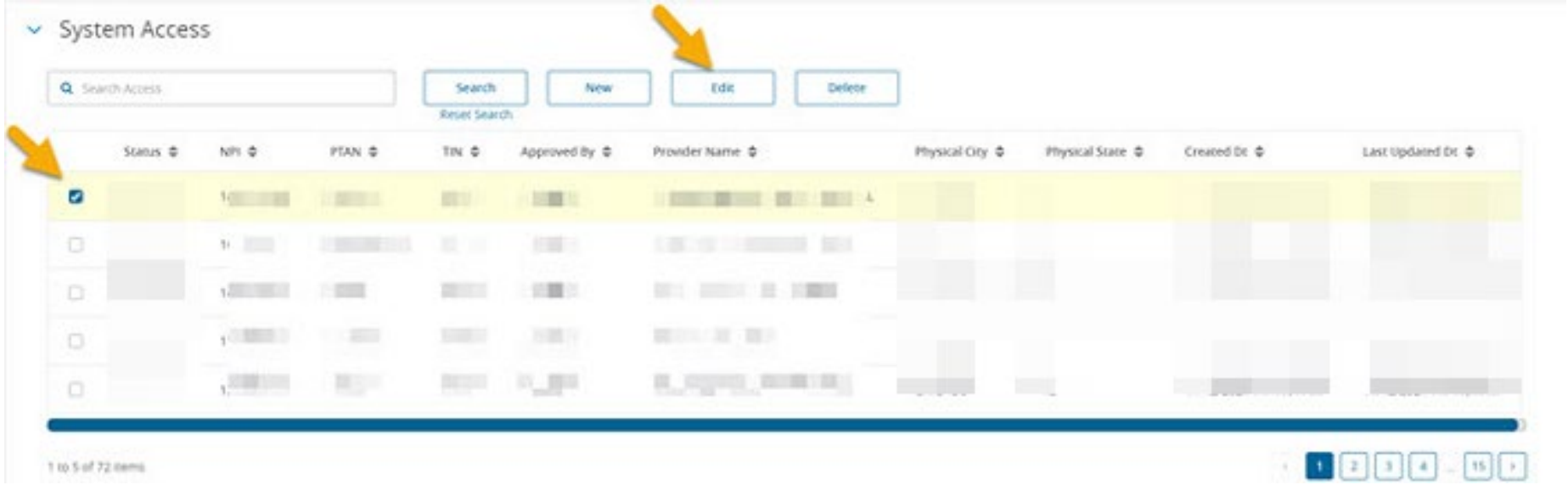


Update Access

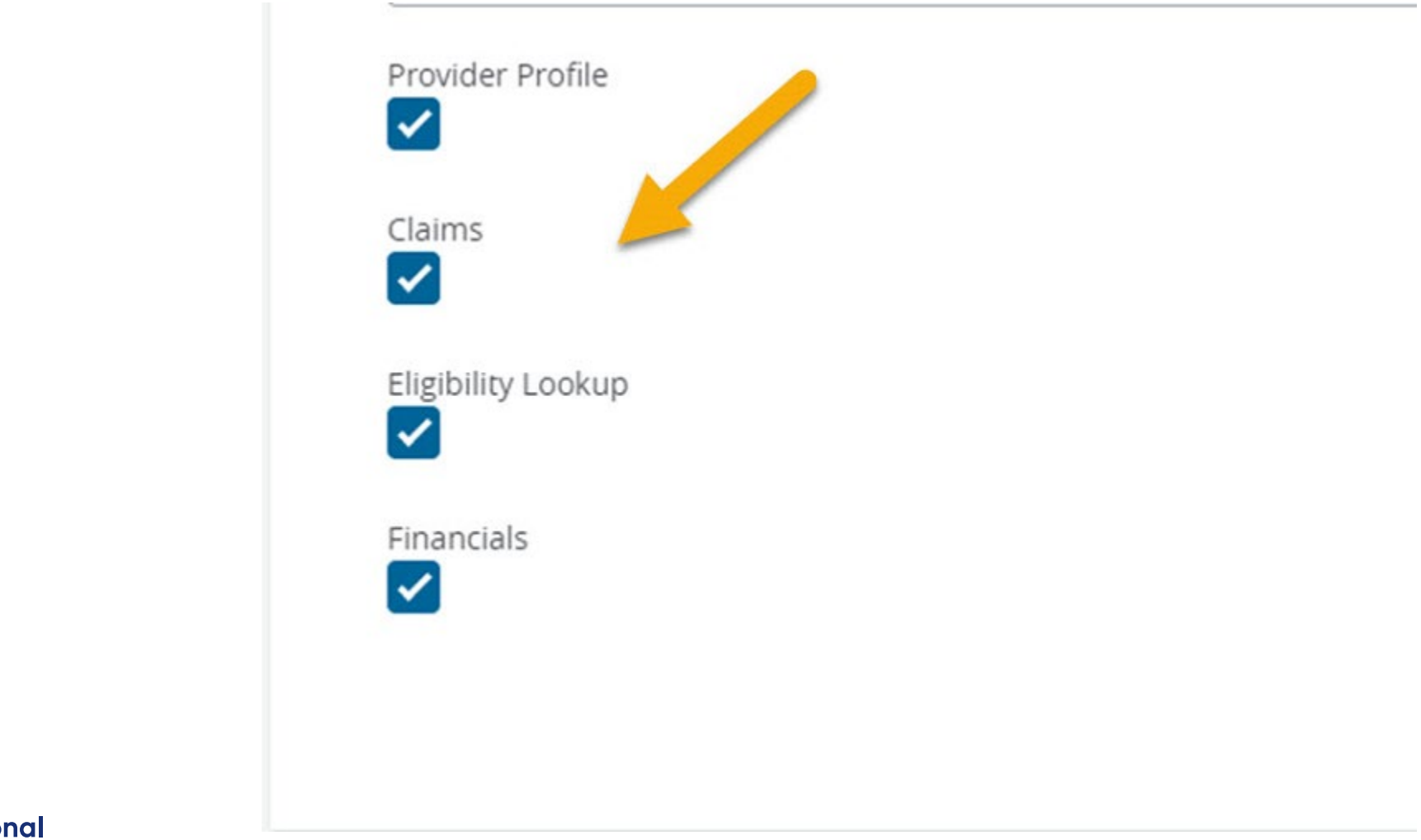
Manage Account (3)



System Access (2)

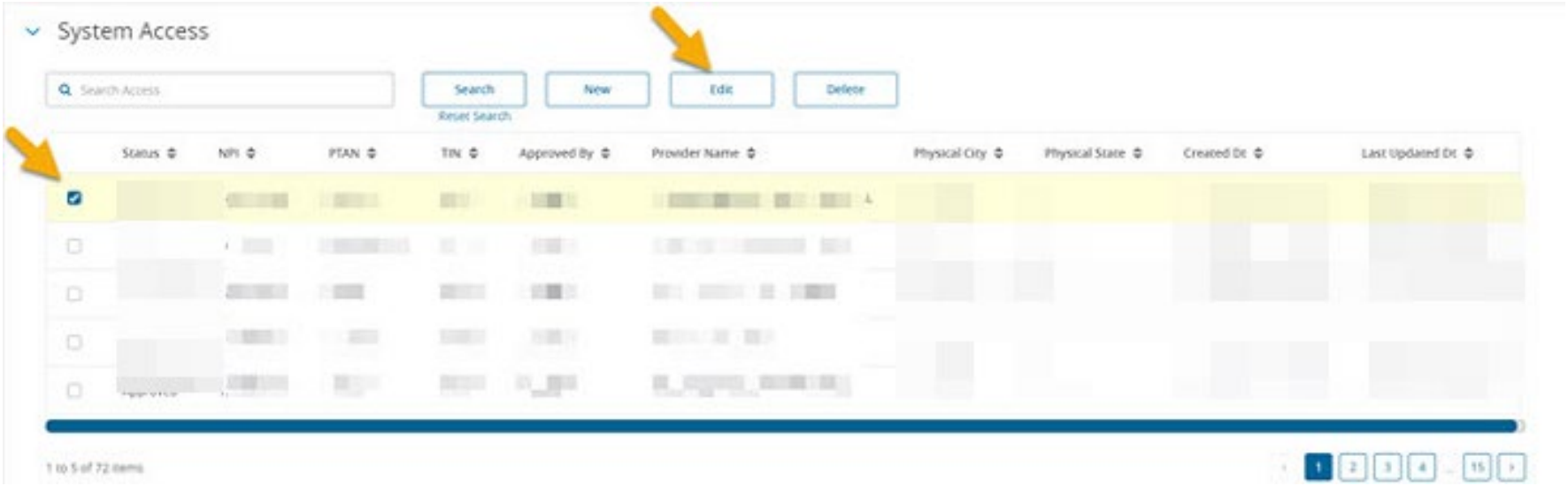


Applicable Checkboxes

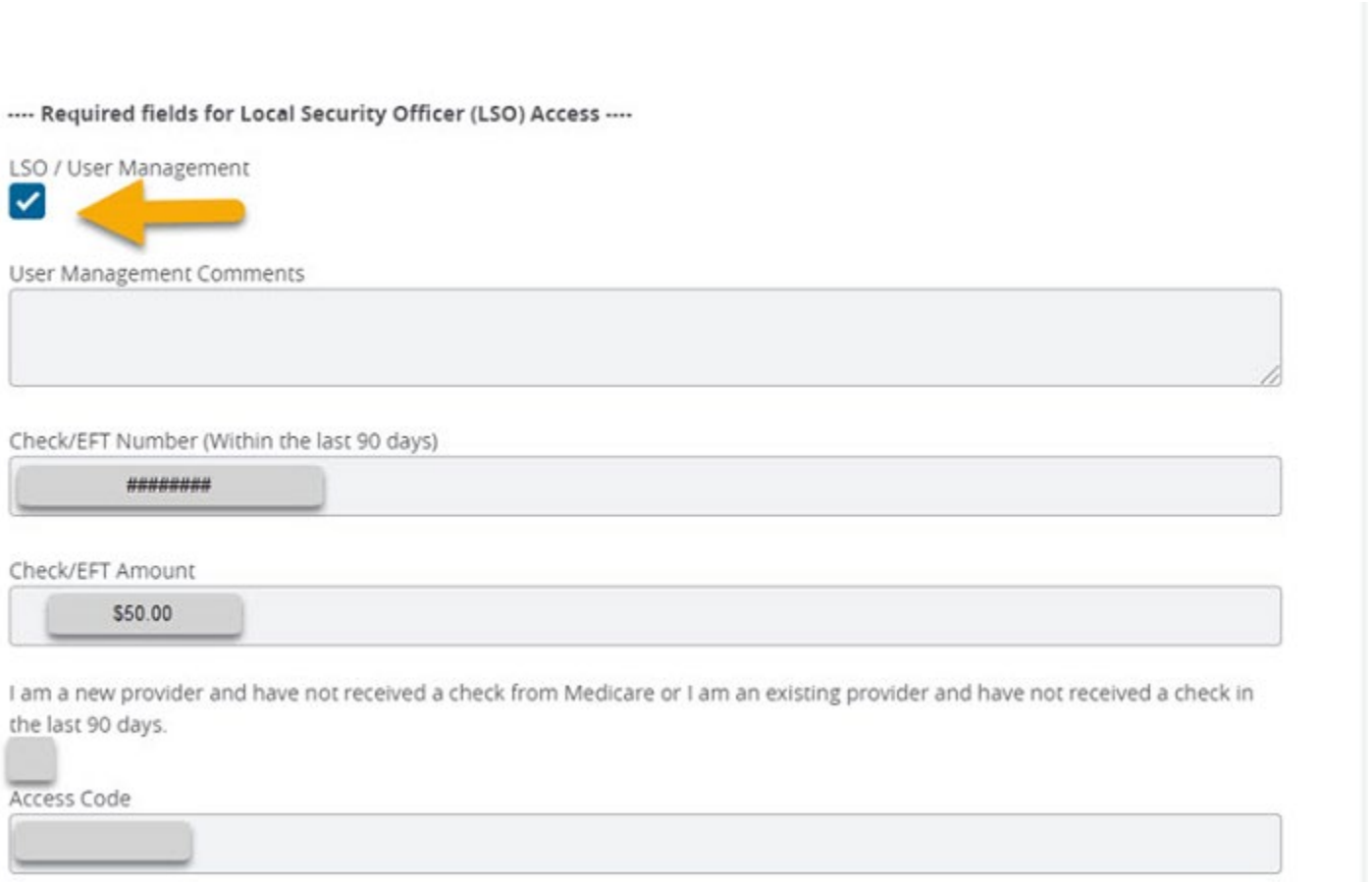


Save Changes (2)

Update Account Type

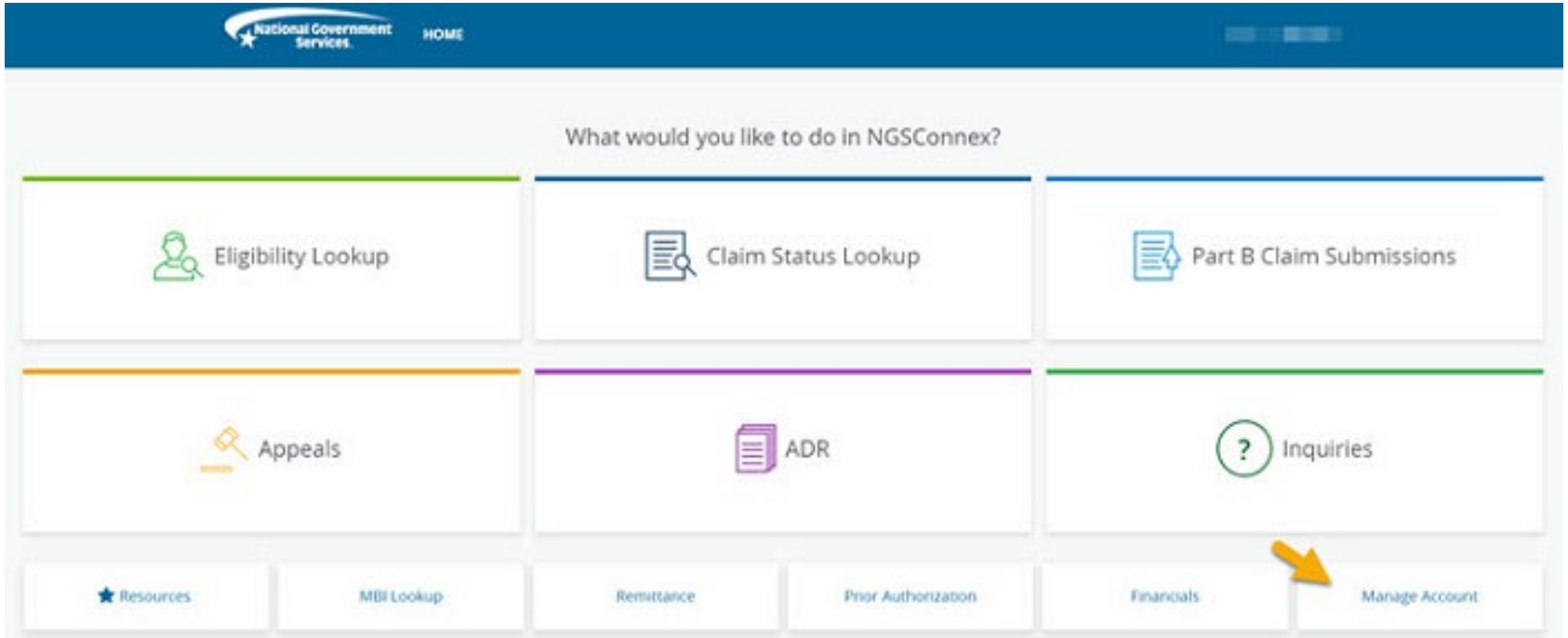


LSO/User Management Checkbox



Add Additional Provider Accounts

Manage Account (4)



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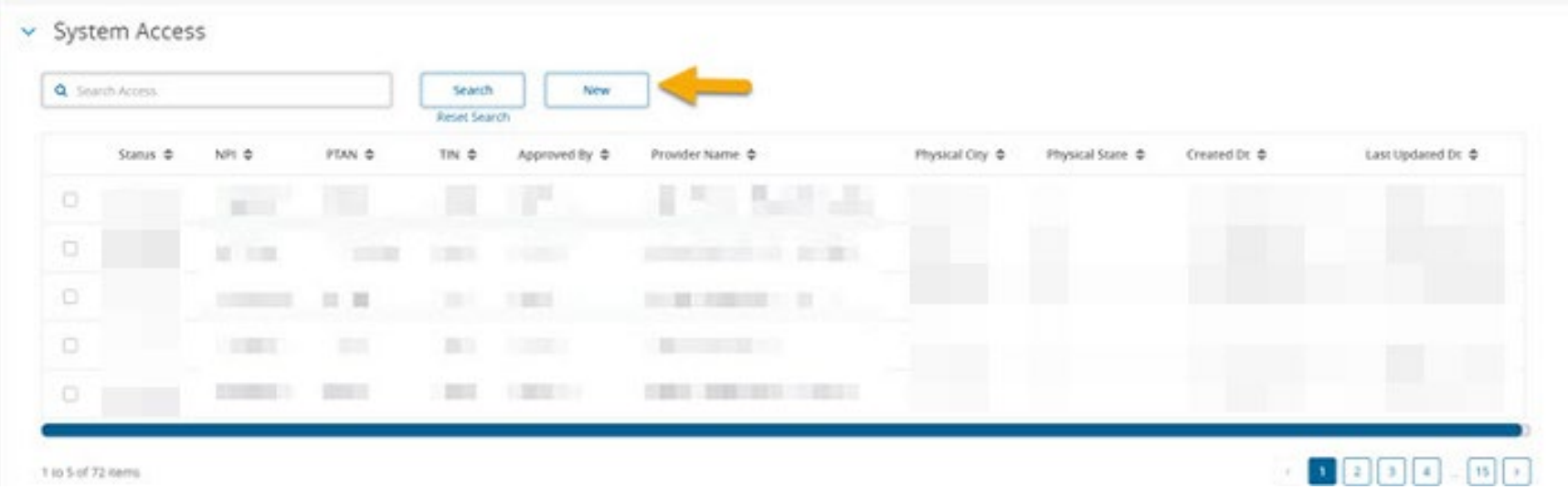
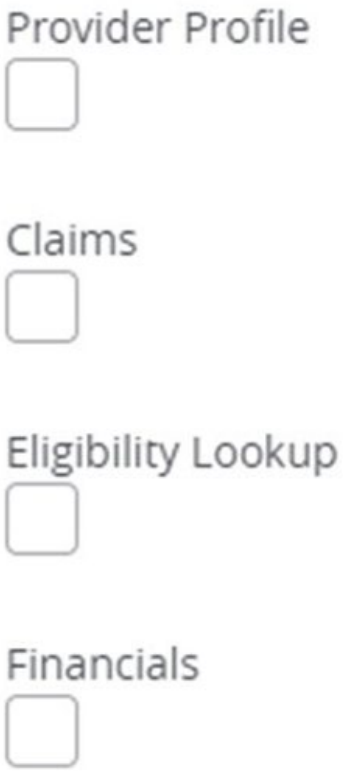
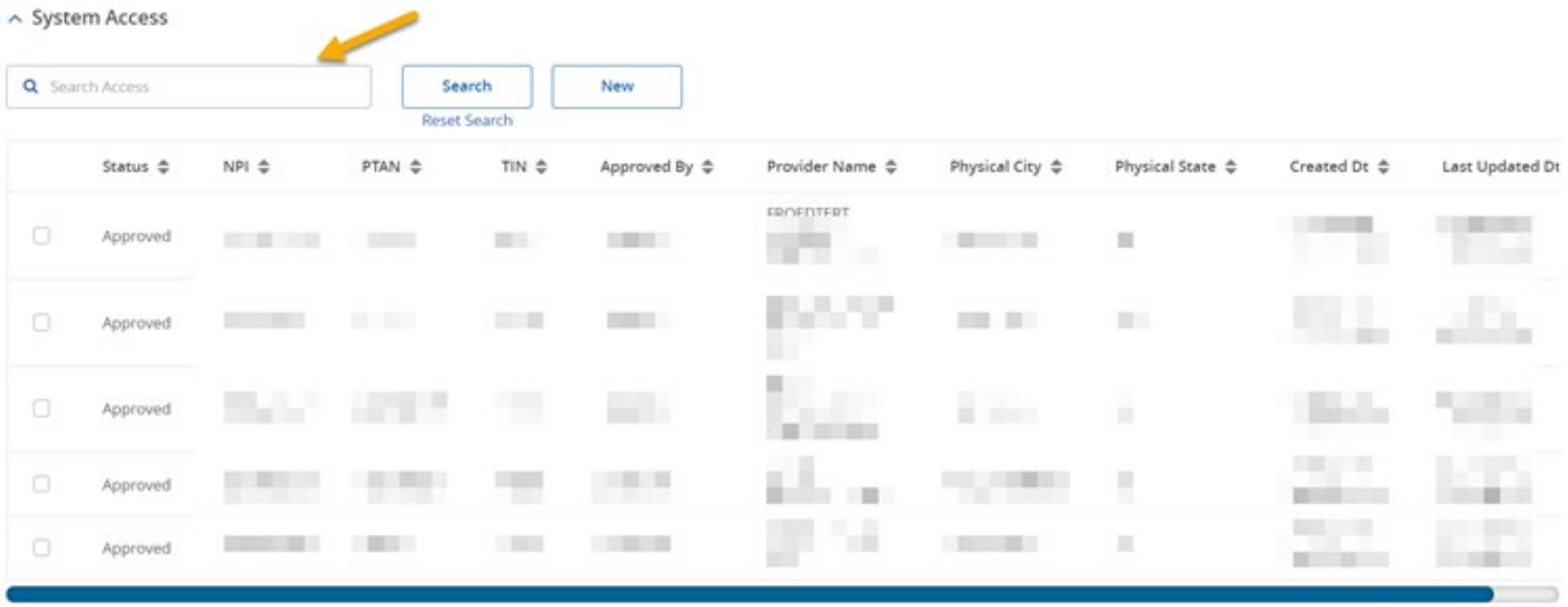


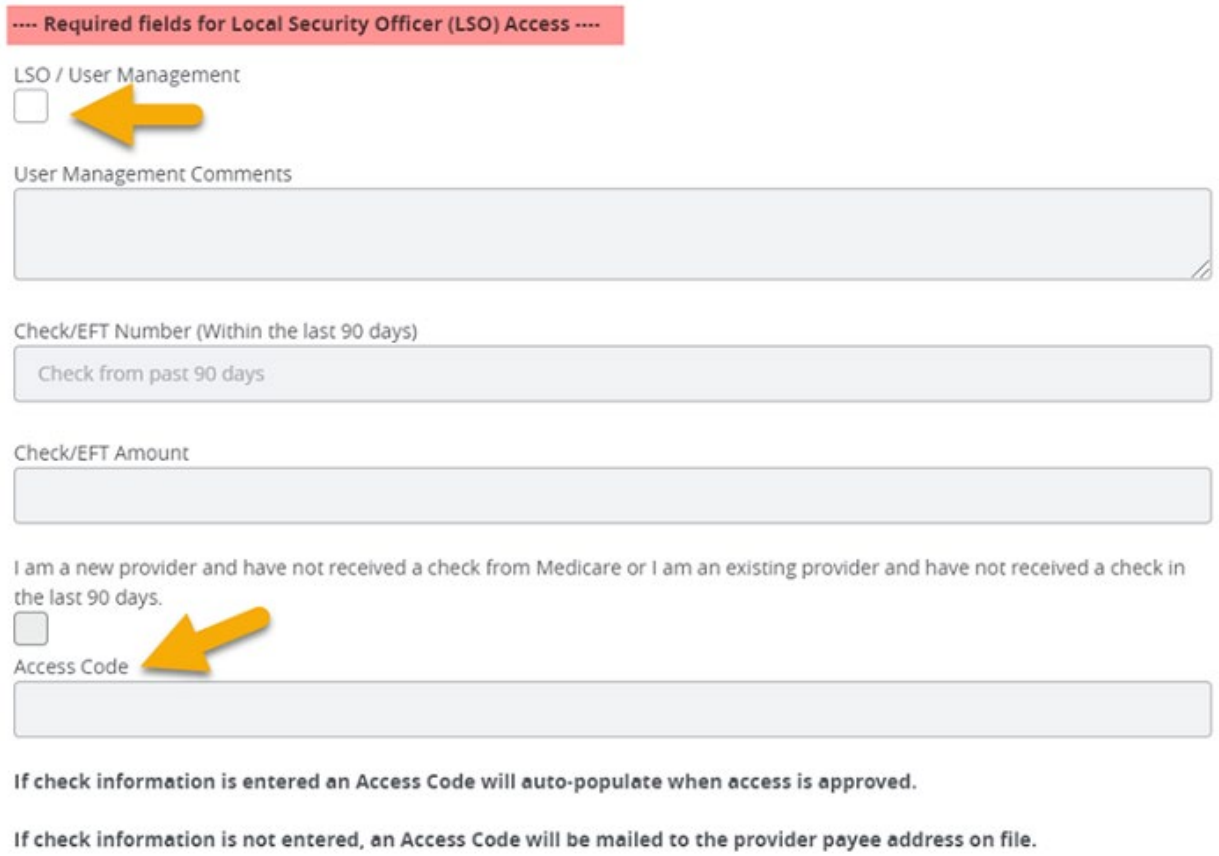
Applicable Checkboxes (2)



System Access (4)



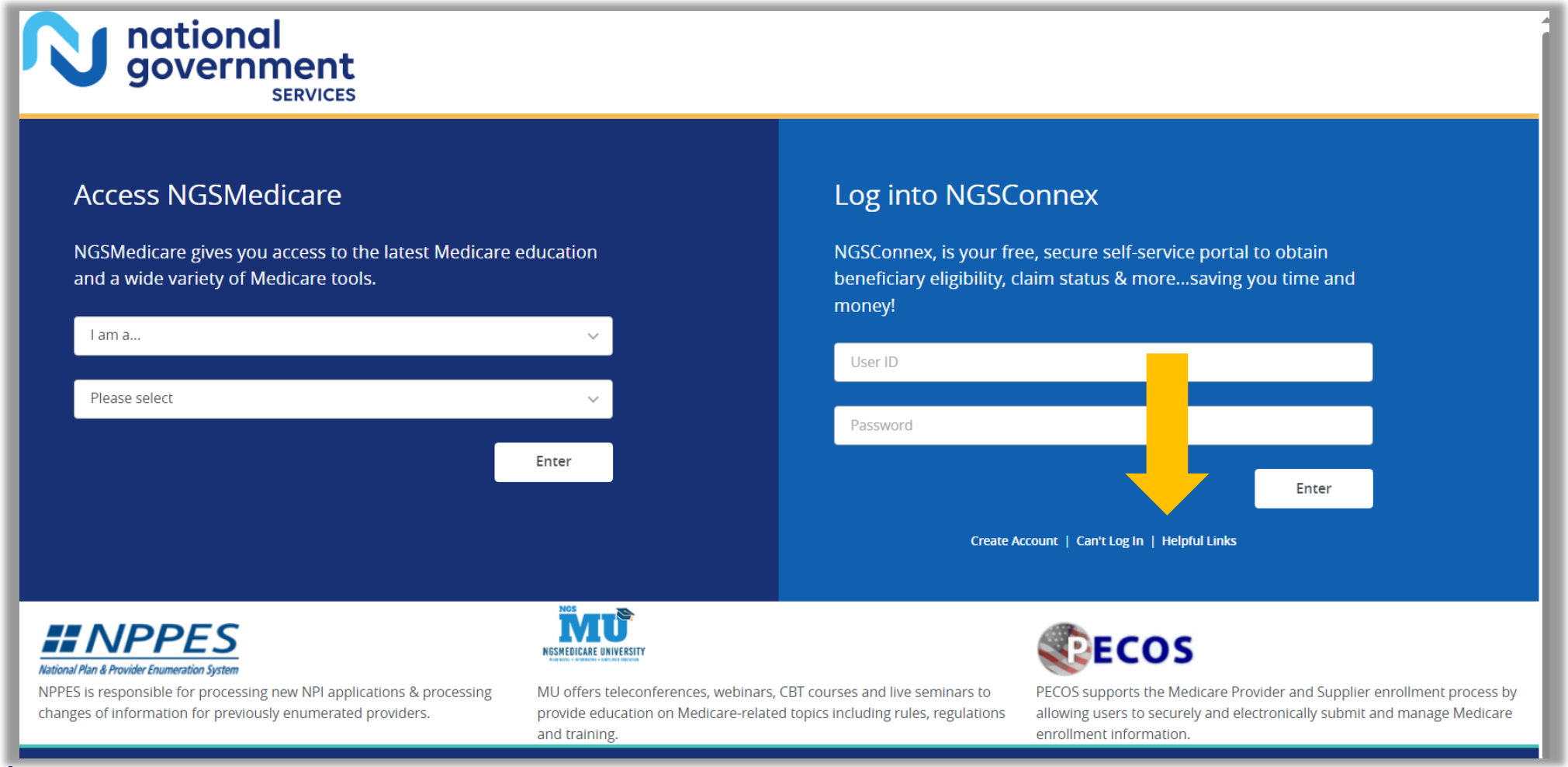
LSO/User Management Checkbox (2)



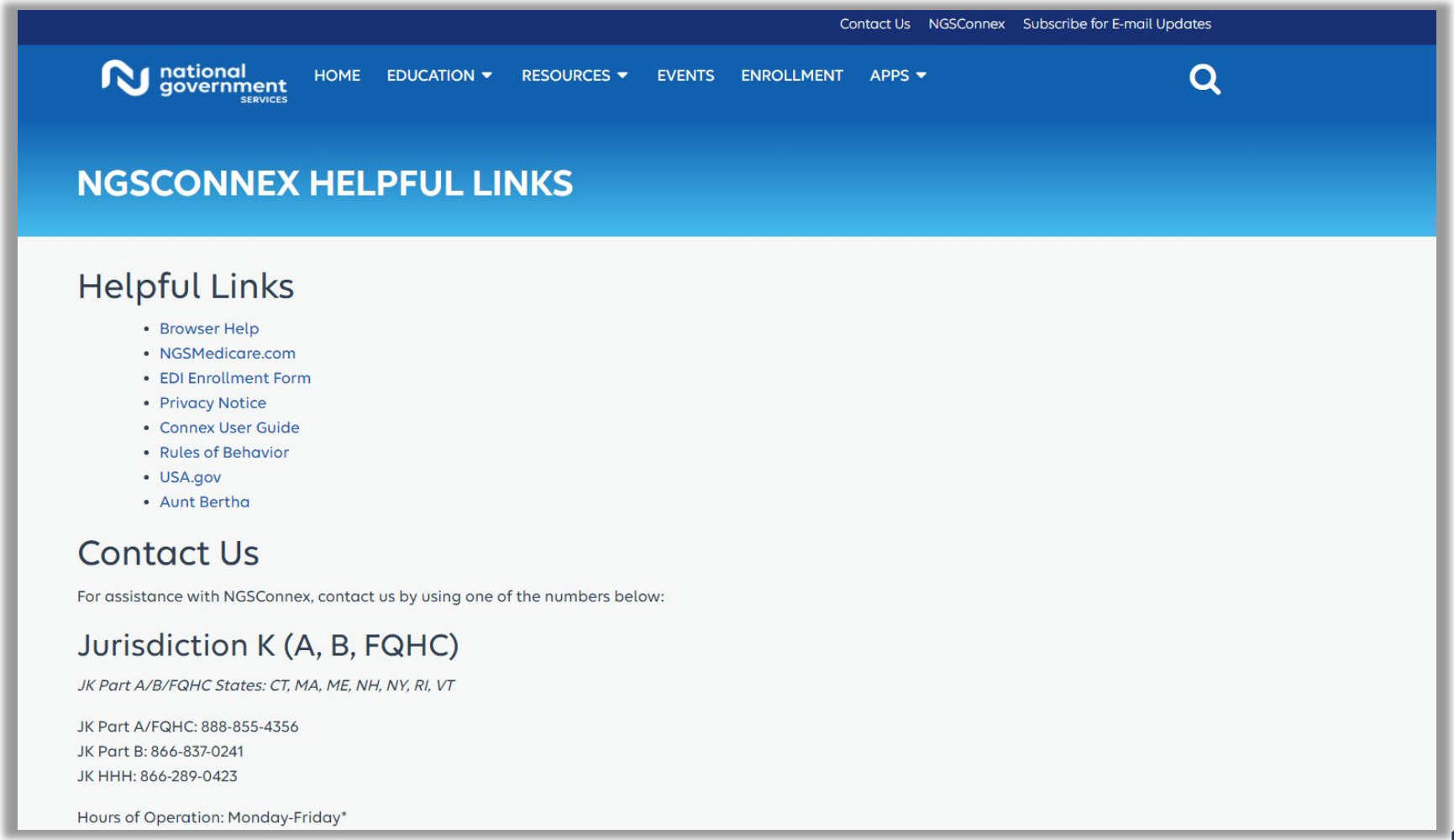
Save Changes (3)

Resources

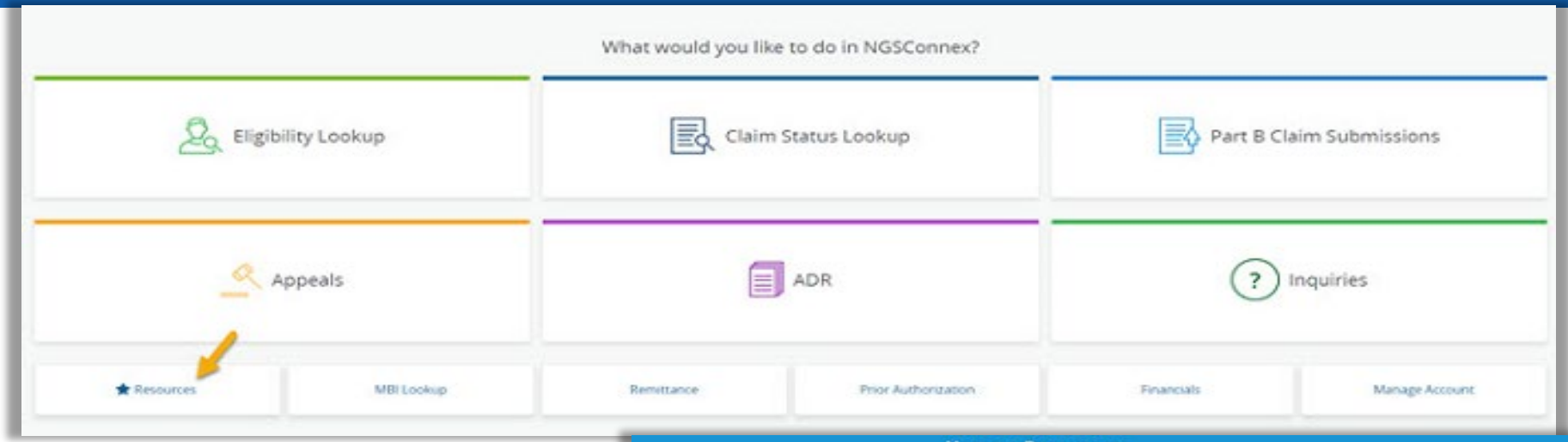
Resources – NGSConnex Login Page

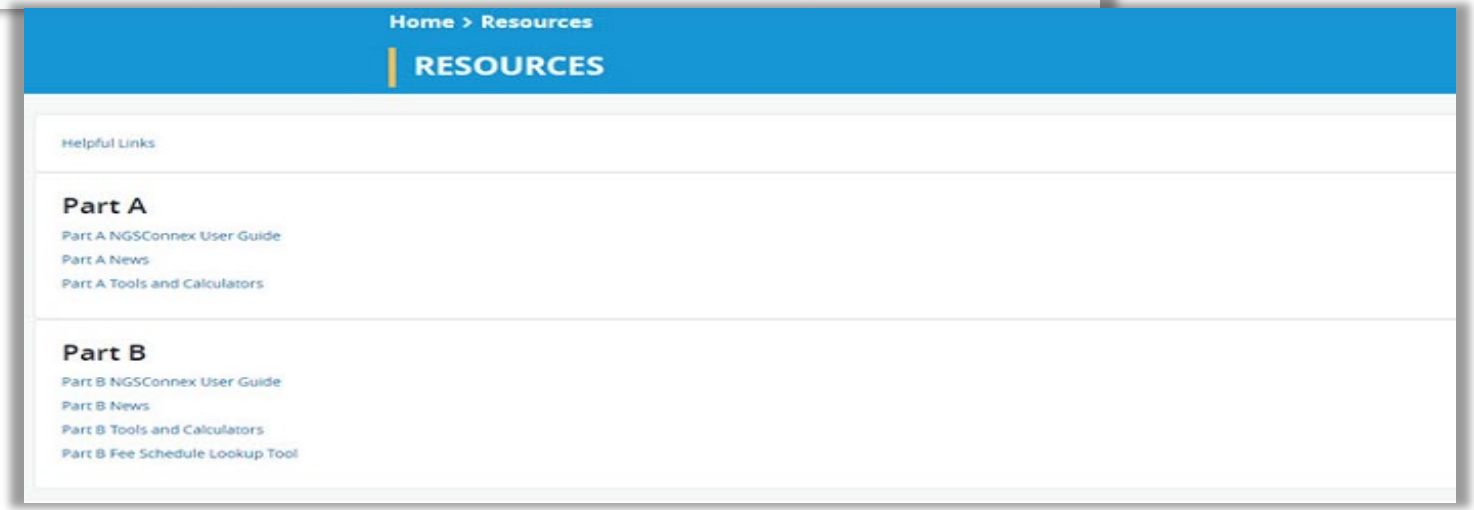


Resources – NGSConnex Login Page (2)

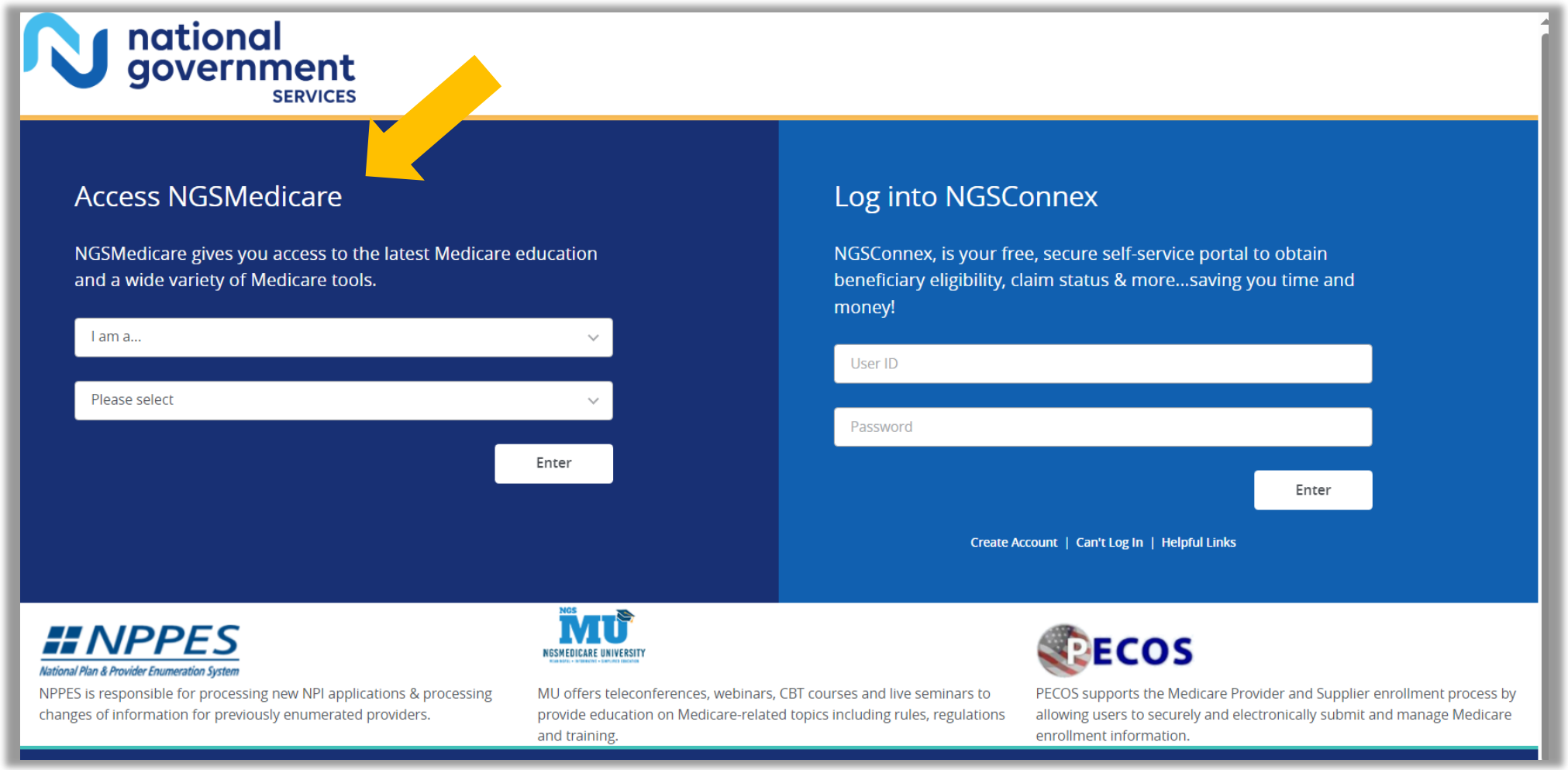


Resources – NGSConnex Home Page

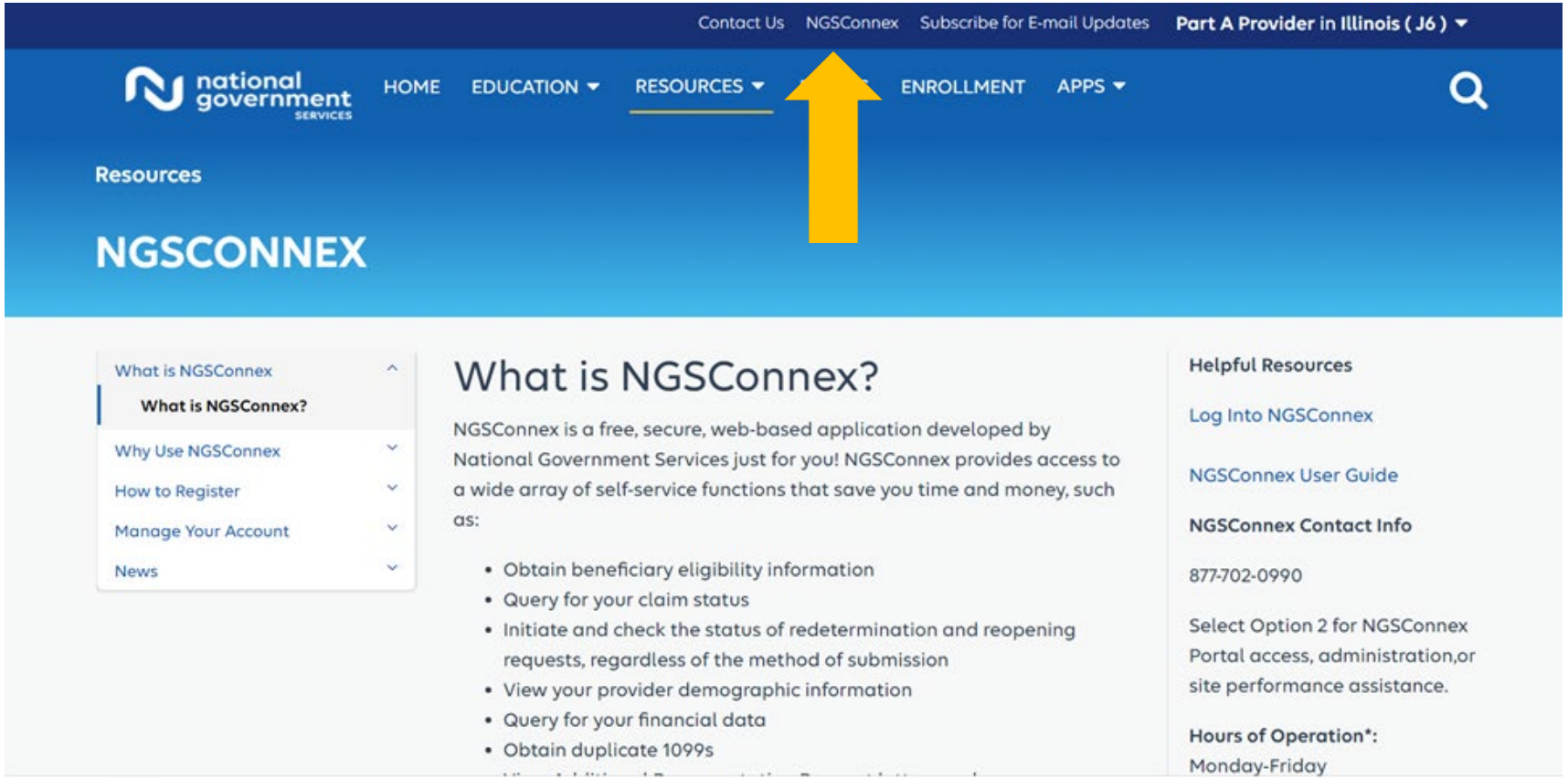




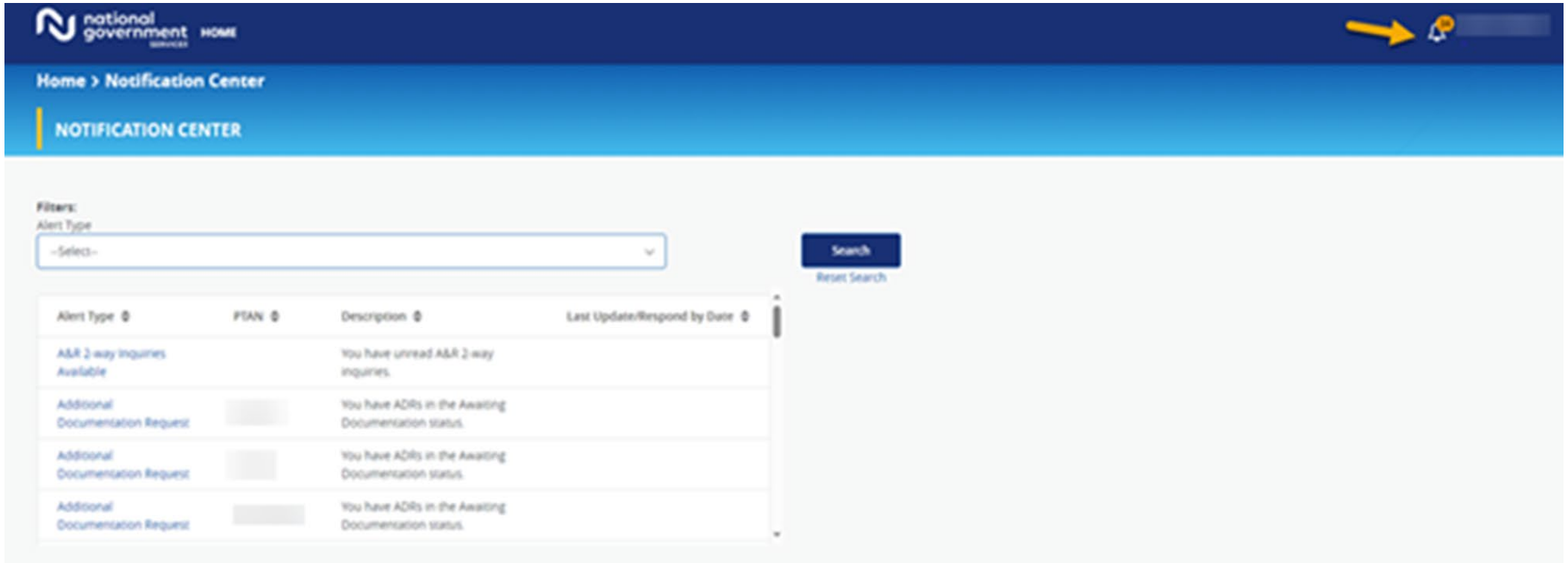
Resources – NGSMedicare



Resources – NGSMedicare (2)

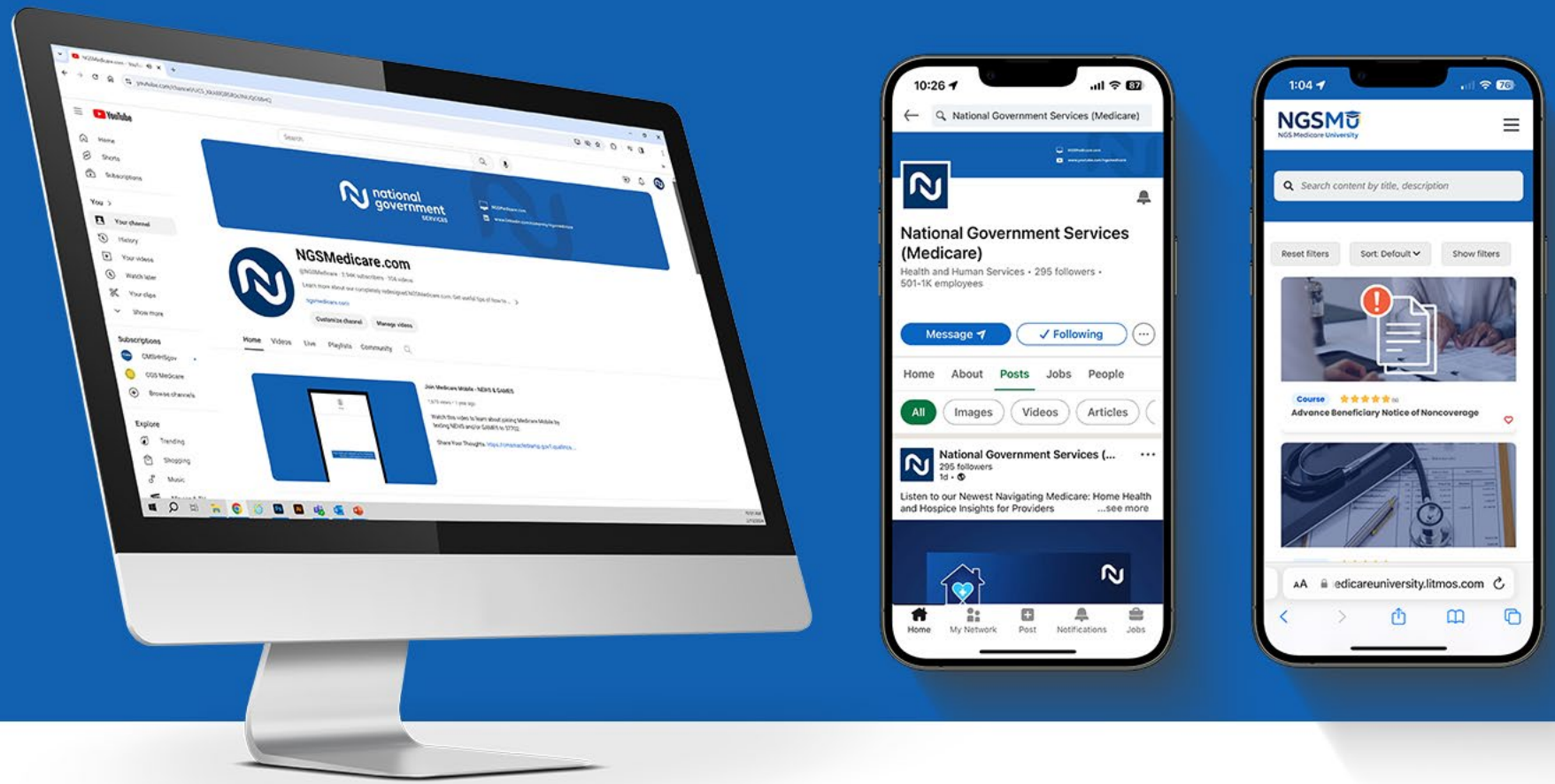


Notification Center



Questions?

Thank you!



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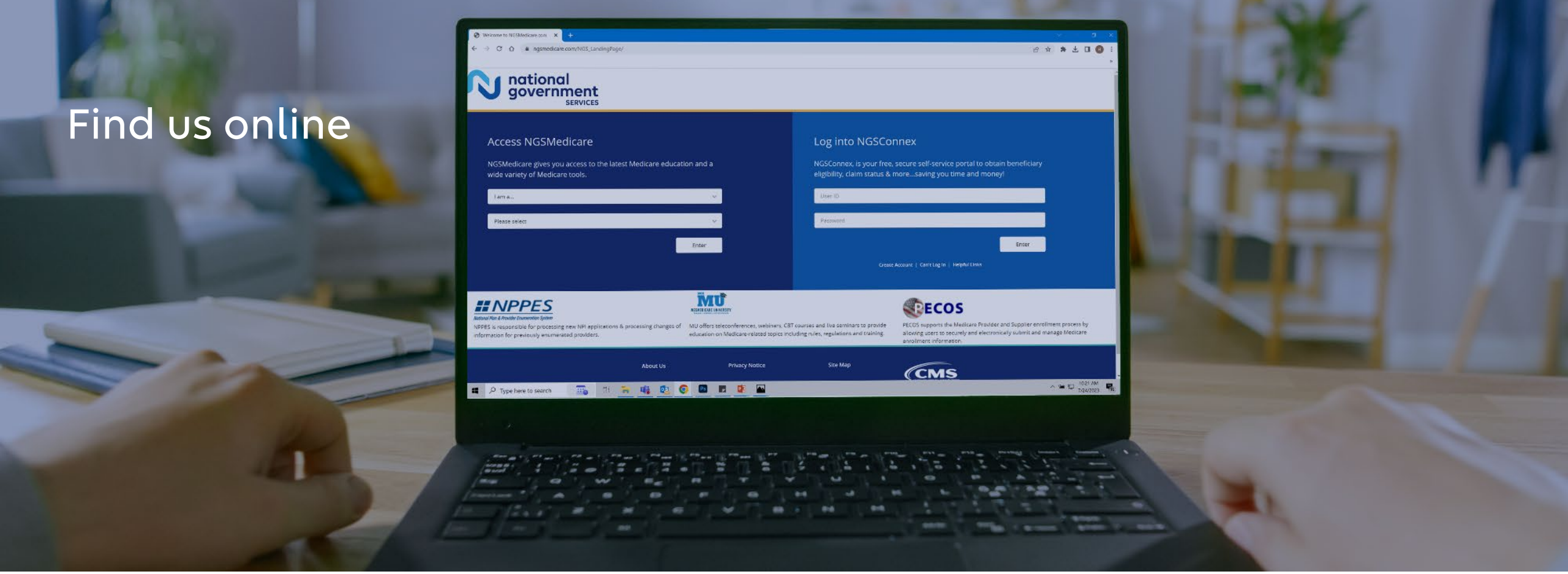

www.NGSMedicare.com
Online resources, event calendar, LCD/NCD, and tools

[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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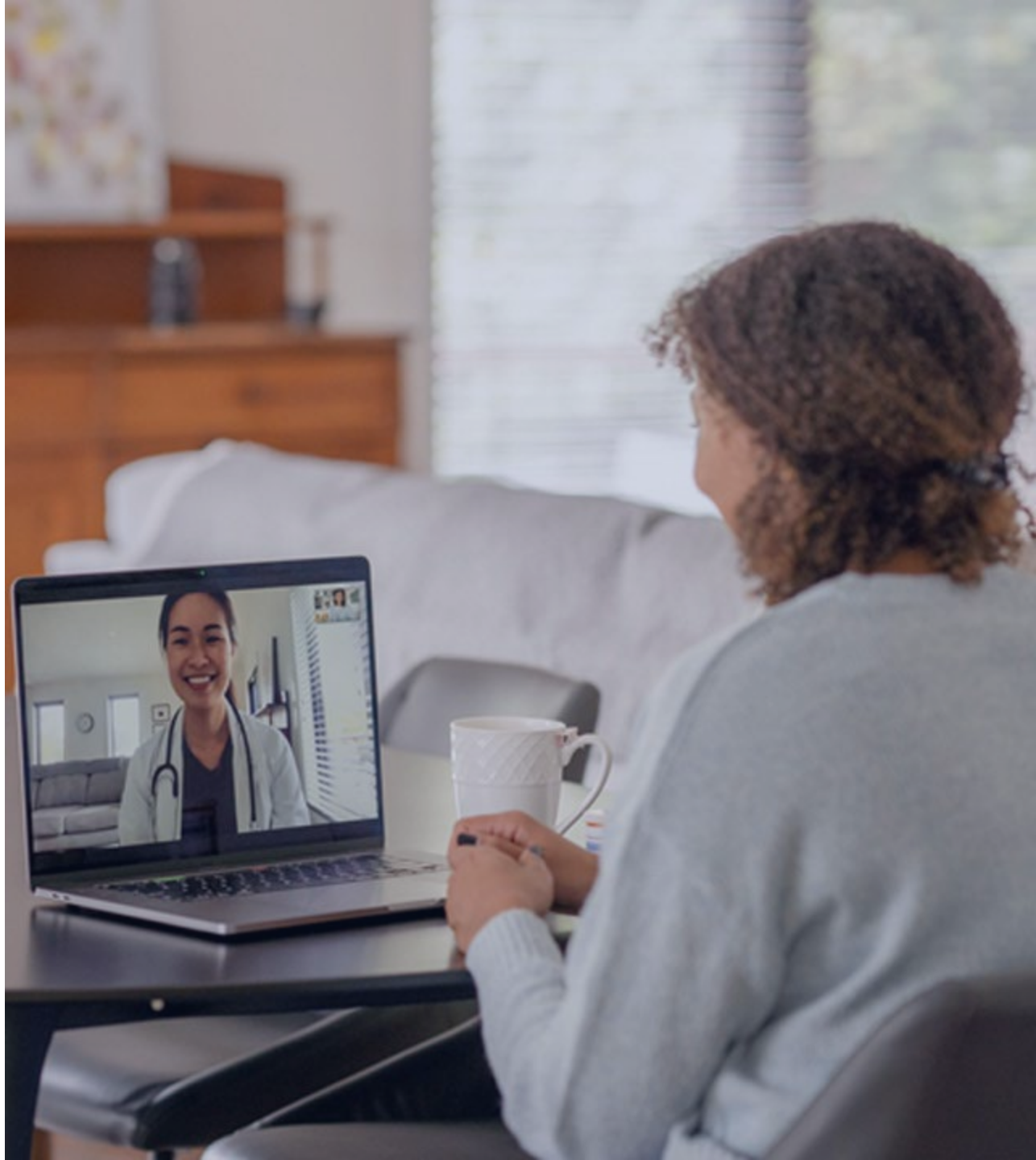
Have You Heard...?

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