

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.*



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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



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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

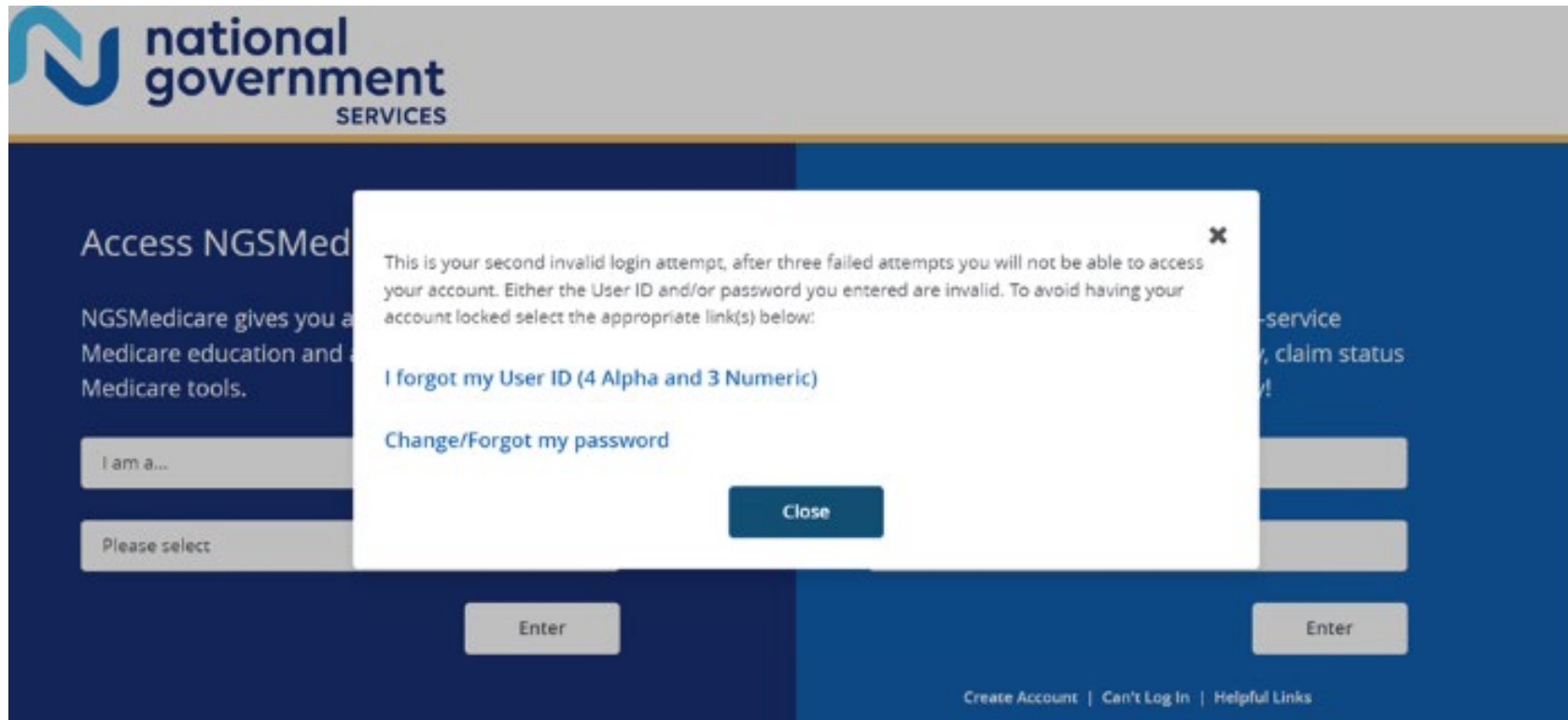
Log into NGSConnex

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

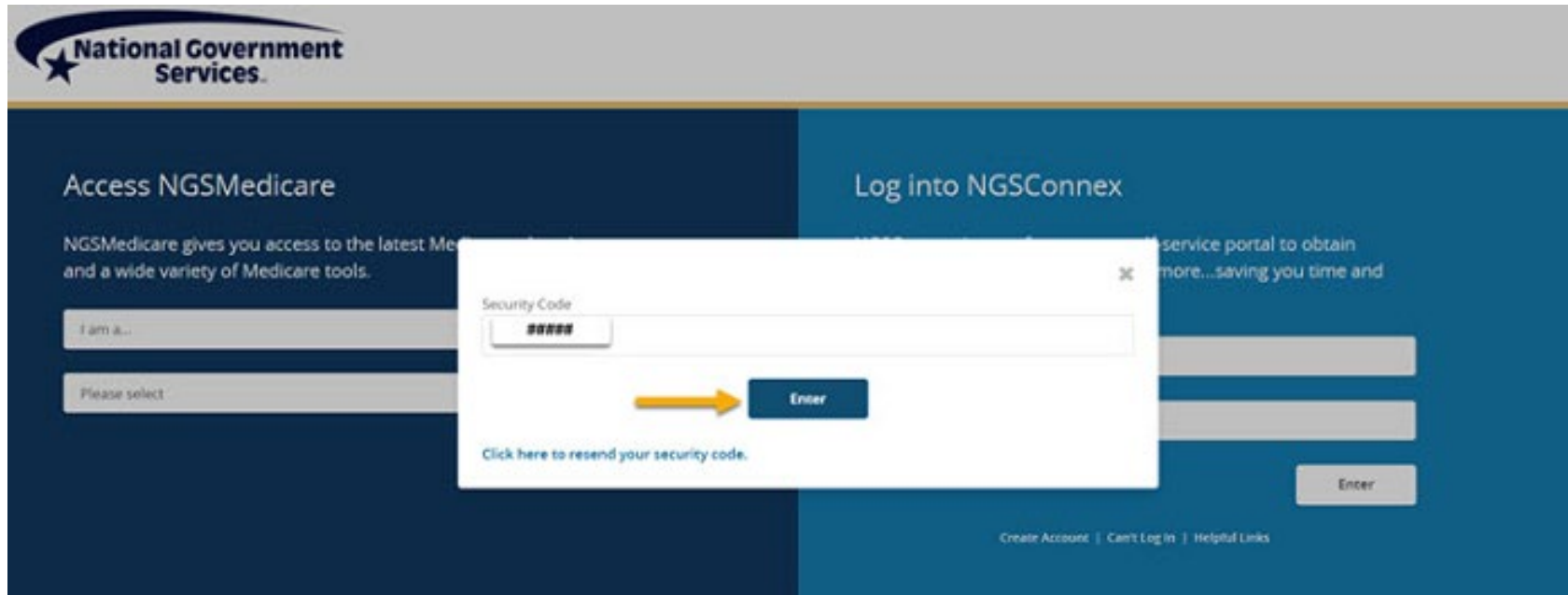
Create Account | Can't Log In | Helpful Links

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 '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'.

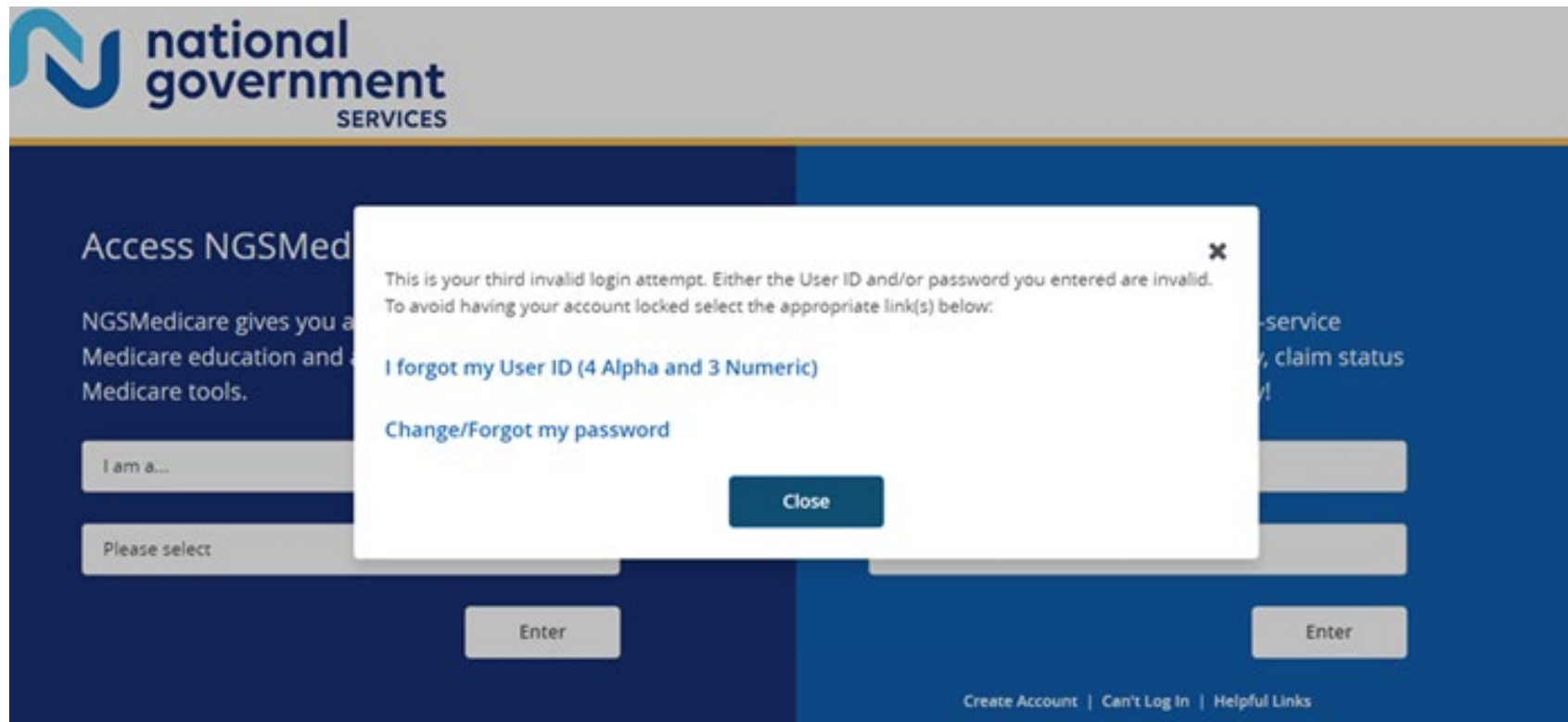
Security Code Field



Invalid Login Attempts

The screenshot displays the National Government Services login interface. At the top left is the logo for National Government Services. A red error banner at the top center reads "Invalid username or password." Below this, there are two main sections: "Access NGS Medicare" on a dark blue background and "Log into NGSConnex" on a light blue background. The "Access NGS Medicare" section includes a text description, a dropdown menu with "I am a..." selected, another dropdown menu with "Please select" selected, and an "Enter" button. The "Log into NGSConnex" section includes a text description, a text input field with "XXXX##" masked, a password input field with "*****" masked, 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".

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

national government SERVICES HOME

Now Available! Prior Authorization Requests for OPD services may be submitted by Part B providers on behalf of the Part A facility.

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

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](#)

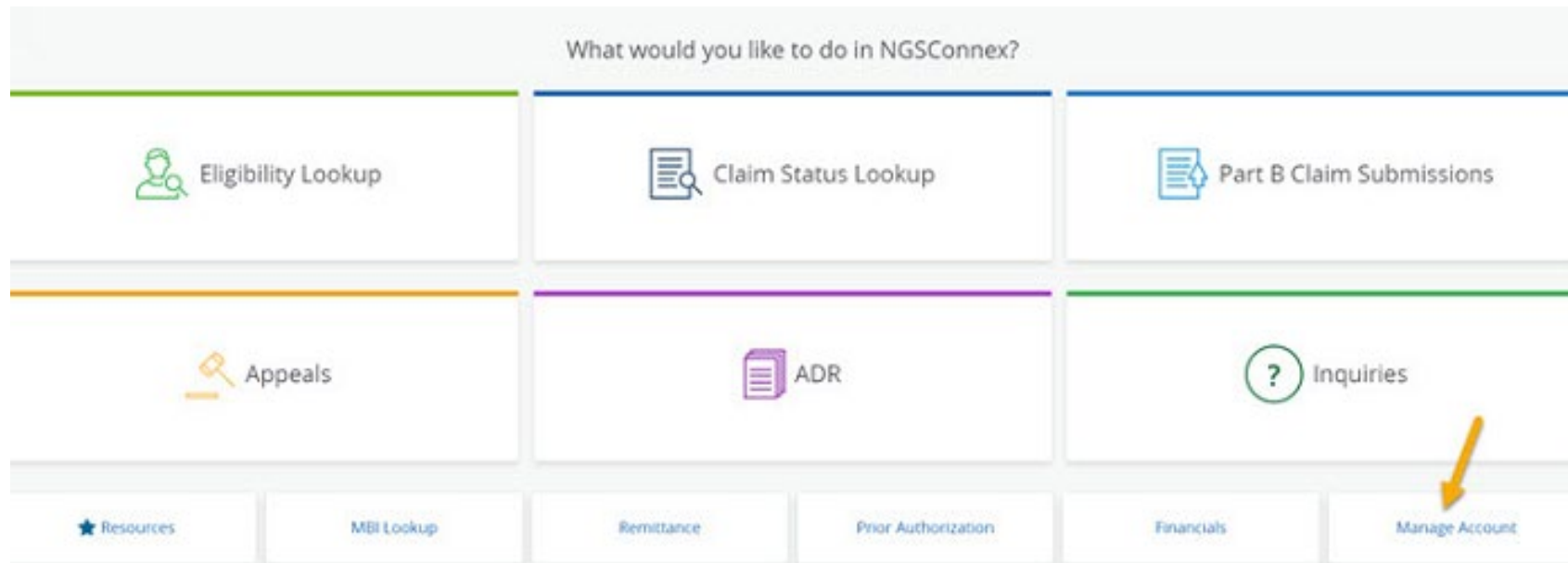
User ID	First Name	Last Name	Work Phone #	Email

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 ⁽²⁾



User Management

The screenshot displays the 'User Management' interface. At the top, there is a breadcrumb '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 yellow arrow points to the 'User Management' tab. Underneath, there is a 'System Access' section with a search bar and a 'Search' button. A table below the search bar lists system access records. A yellow arrow points to the first row of the table. The table has columns for Status, User ID, User First Name, User Last Name, NPI, PTAN, TIN, LOB, Approved By, Provider Name, and Physical City.

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 web application 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 is a pagination control showing '1 to 5 of 2612 items' and a set of buttons for page navigation (1, 2, 3, 4, 523). Below the pagination, there are three buttons: 'Edit Access', 'Decline', and 'Cancel'. Below these buttons, there are several checkboxes with labels: 'Provider Profile' (checked), 'Claims' (checked), 'Eligibility Lookup' (checked), and 'Financials' (checked). To the right of these checkboxes, there 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 ⁽²⁾

- ✘ 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.

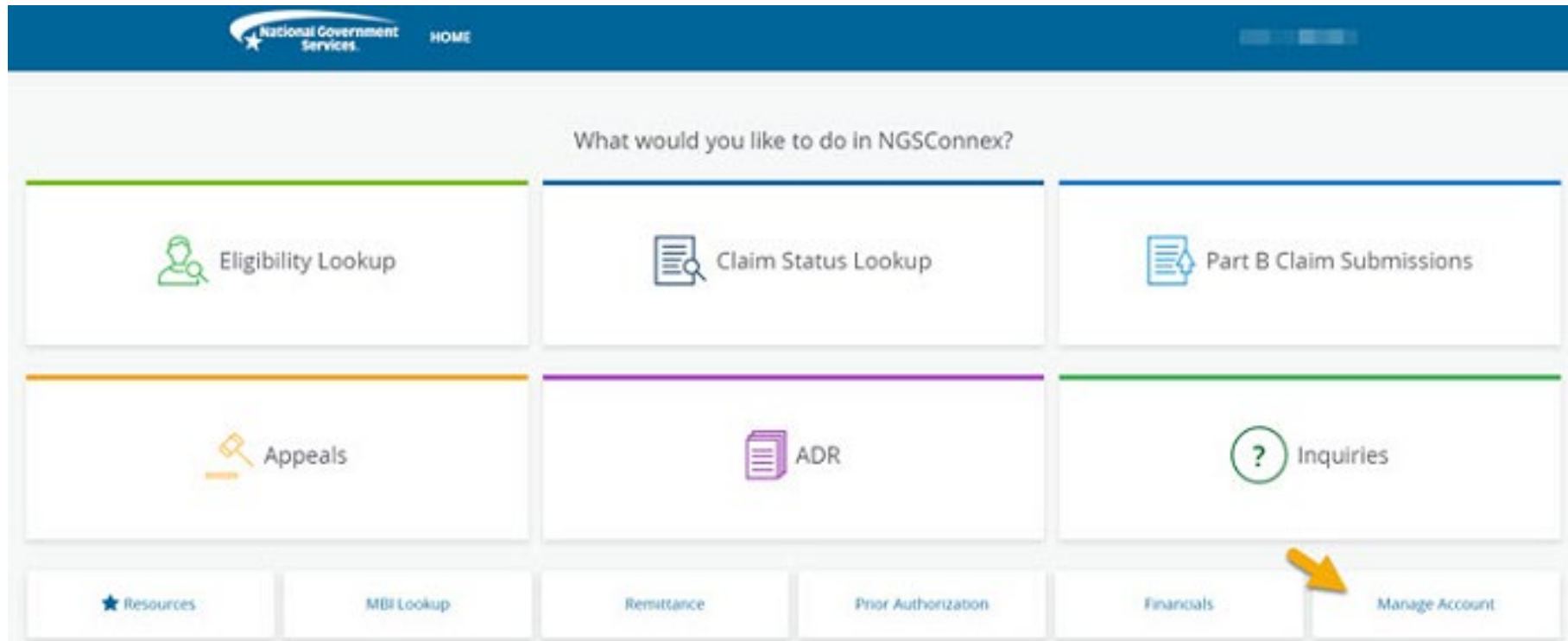
Recertify Users Access (3)

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 and dropdown menus for user information: "User ID", "Mobile Phone #", "First Name", "Mobile Phone Carrier", "Last Name", "Work Phone #", "Email", and "Role". There is also a checkbox for "Email Updates" which is checked, and two text input fields for "Challenge Question" and "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

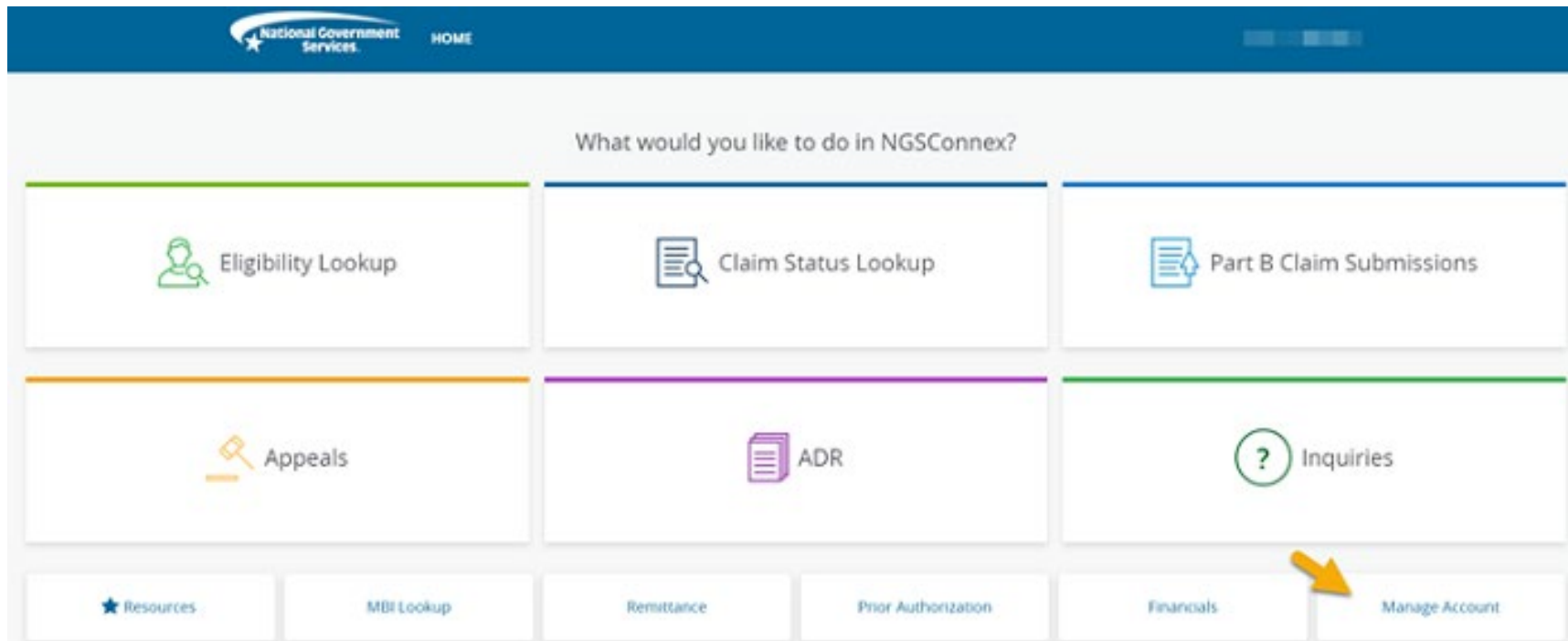
The screenshot shows a web interface for user profile management. At the top, there are two tabs: 'User Profile' (selected) and 'User Management'. Below the tabs, the 'User Profile' section is expanded, indicated by a yellow arrow pointing to the 'User Profile' header. The form contains several input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

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. Underneath, there are three password input fields: 'Current Password', 'New Password', and 'Confirm Password'. Each field has a placeholder text matching its label. 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 white button with a blue border). 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 ⁽³⁾



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"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									
<input type="checkbox"/>									

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

System Access

Search Access Search New Edit Delete

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

1 to 5 of 72 items

1 2 3 4 15

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)

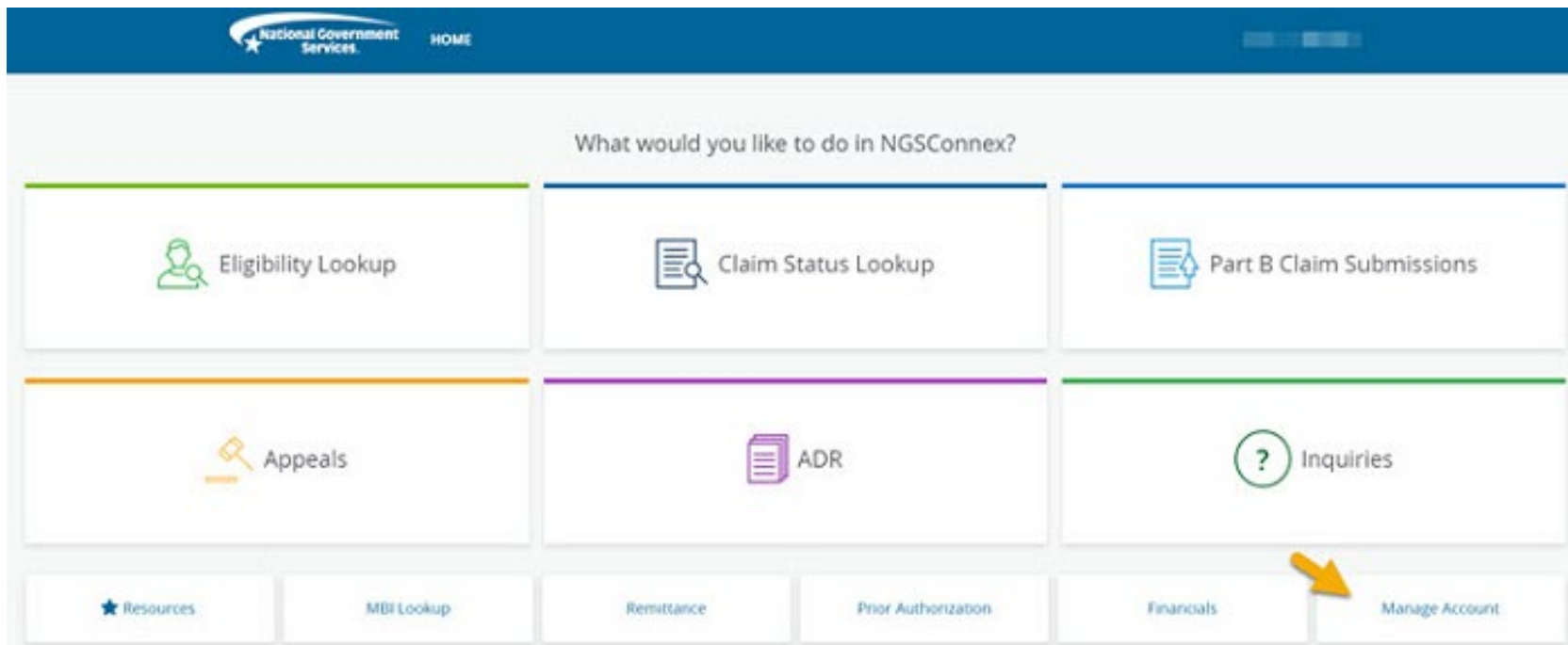
Check/EFT Amount

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 ⁽⁴⁾



System Access (3)

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

1 to 5 of 72 items

1 2 3 4 15

Applicable Checkboxes ⁽²⁾

Provider Profile

Claims

Eligibility Lookup

Financials

System Access (4)

^ System Access

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 ⁽³⁾

Provider Profile



Claims



Eligibility Lookup



Financials

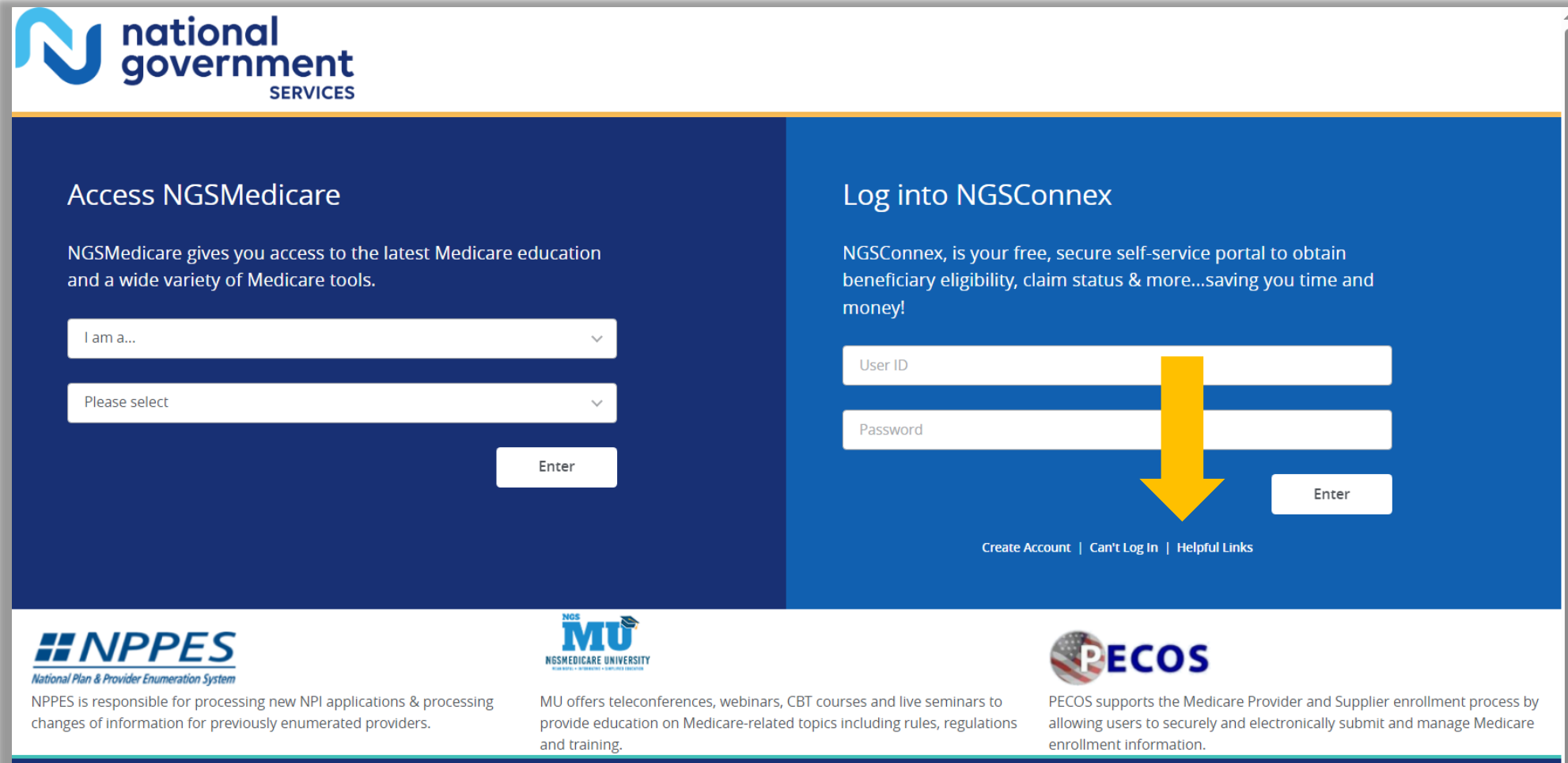


Save

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 includes a dropdown menu for 'I am a...' and another for 'Please select', with an 'Enter' button below. The 'Log into NGSConnex' section includes input fields for 'User ID' and 'Password', with an 'Enter' button and a large yellow arrow pointing down. At the bottom of the page, there are three logos: NPPES (National Plan & Provider Enumeration System), NGS MU (NGSMedicare University), and PECOS (Provider Enrollment, Chain of Ownership, and System).

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

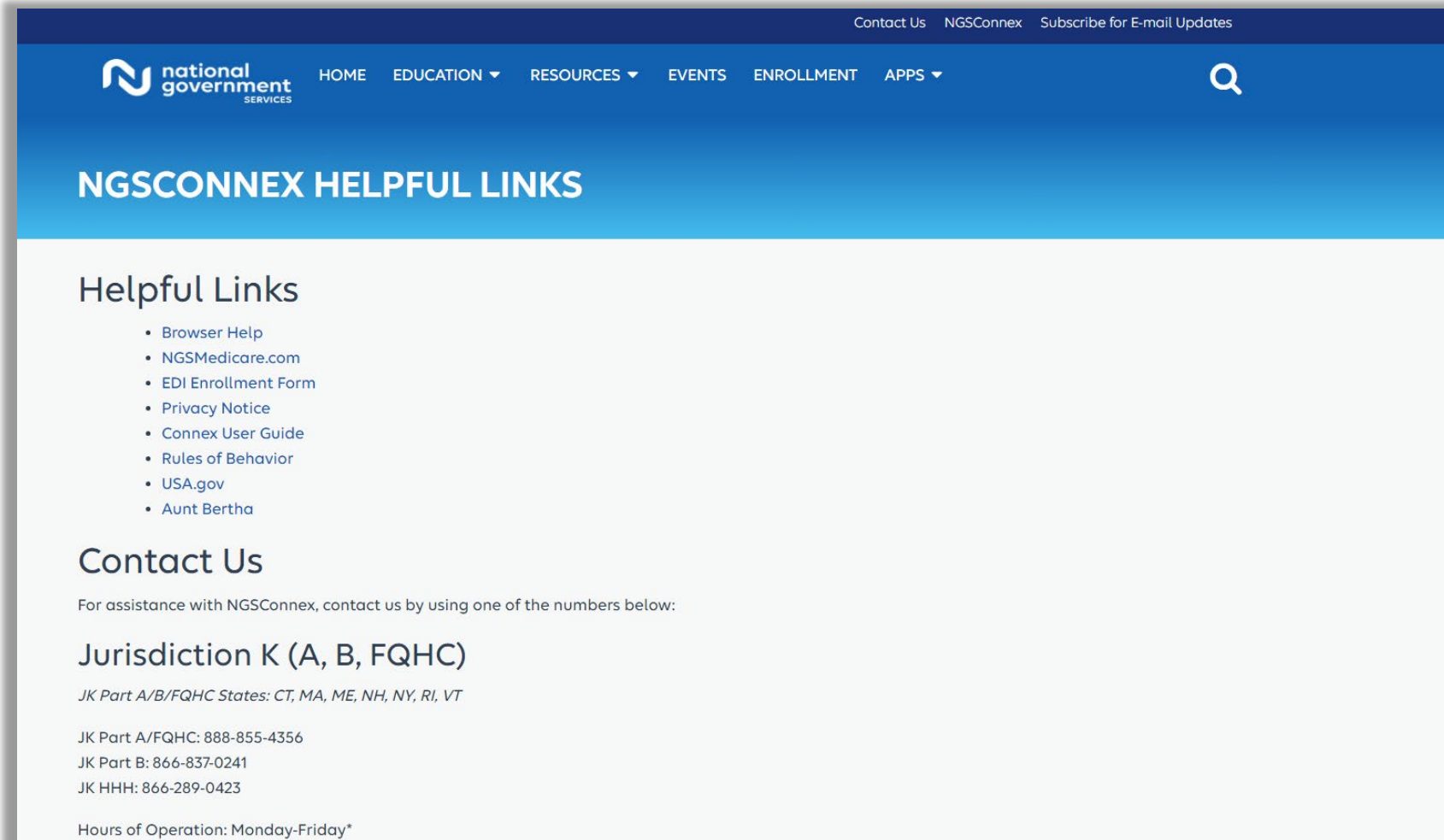
[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)

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 a paragraph of text and a sub-section for 'Jurisdiction K (A, B, FQHC)' which lists phone numbers for JK Part A/FQHC, JK Part B, and JK HHH, and includes the hours of operation: Monday-Friday*.

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

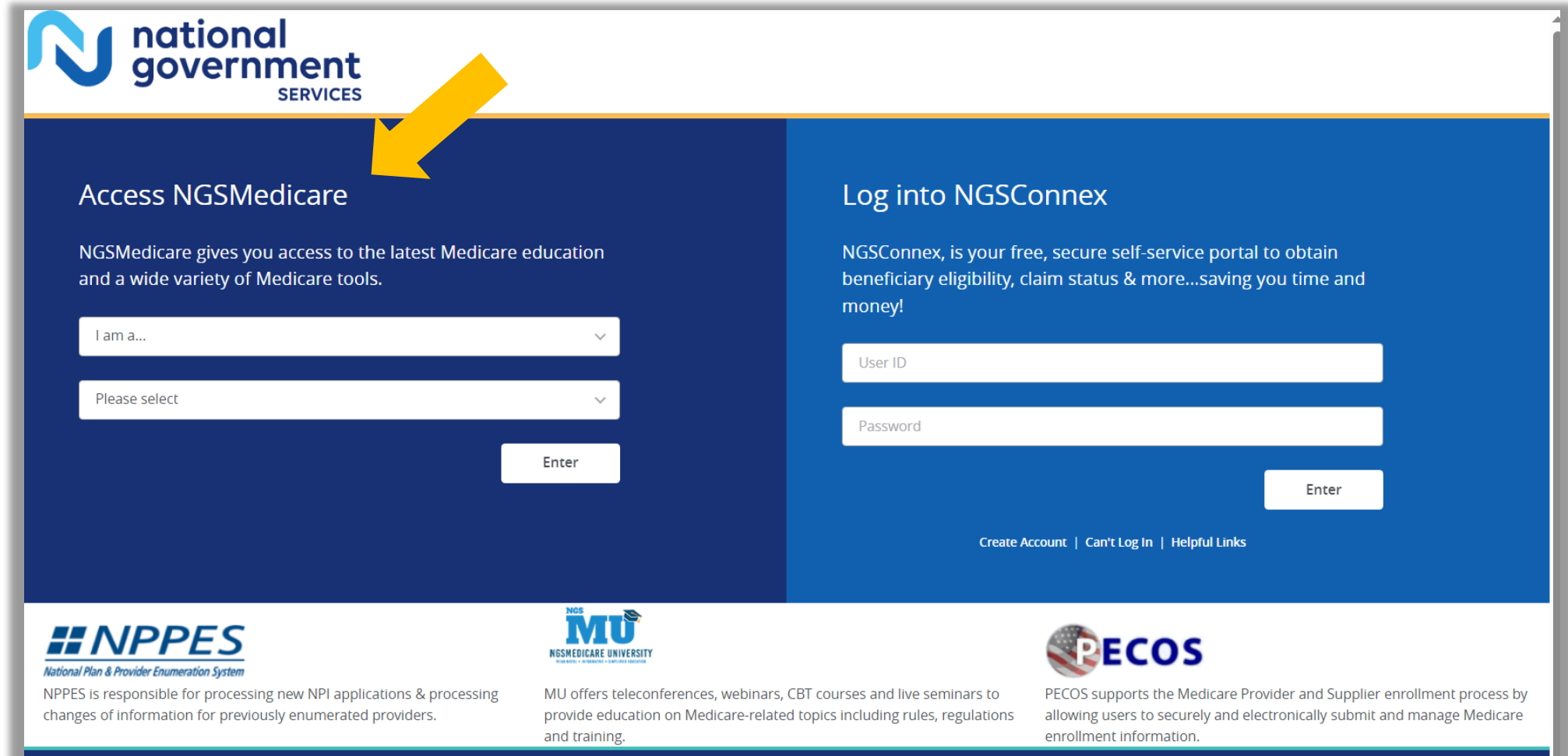
Part A

- 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 displays the NGS Medicare website interface. At the top, a dark blue navigation bar contains links for 'Contact Us', 'NGSConnex', 'Subscribe for E-mail Updates', and 'Part A Provider in Illinois (J6)'. Below this, a blue header features the 'national government SERVICES' logo, a search icon, and a main navigation menu with 'HOME', 'EDUCATION', 'RESOURCES', 'ENROLLMENT', and 'APPS'. A yellow arrow points to the 'RESOURCES' menu item. The page content is titled 'Resources' and 'NGSCONNEX'. On the left, a sidebar menu lists: 'What is NGSConnex', 'What is NGSConnex?' (selected), 'Why Use NGSConnex', 'How to Register', 'Manage Your Account', and 'News'. The main content area is titled 'What is NGSConnex?' and describes the application as a free, secure, web-based tool for self-service functions. A bulleted list includes: 'Obtain beneficiary eligibility information', 'Query for your claim status', 'Initiate and check the status of redetermination and reopening requests, regardless of the method of submission', 'View your provider demographic information', 'Query for your financial data', and 'Obtain duplicate 1099s'. On the right, a 'Helpful Resources' section includes links for 'Log Into NGSConnex', 'NGSConnex User Guide', and 'NGSConnex Contact Info' (with phone number 877-702-0990 and hours of operation: Monday-Friday).

Notification Center

The screenshot shows the Notification Center interface for National Government Services. At the top left is the logo and the text "national government SERVICES HOME". On the top right, there is a notification bell icon with a yellow arrow pointing to it. Below the header, the breadcrumb "Home > Notification Center" is visible, followed by the title "NOTIFICATION CENTER".

Under the "Filters:" section, there is a dropdown menu for "Alert Type" currently set to "--Select--". To the right of the filter is a "Search" button and a "Reset Search" link.

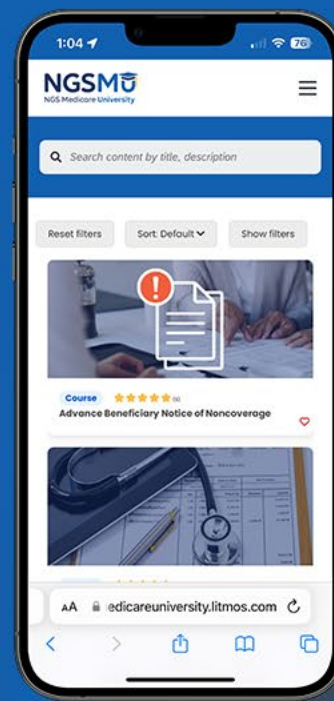
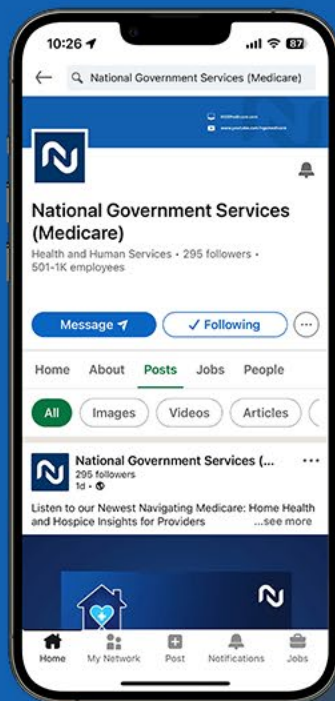
The main content area contains a table with the following data:

Alert Type	PSAN	Description	Last Update/Respond by Date
A&R 2-way Inquiries Available		You have unread A&R 2-way inquiries.	
Additional Documentation Request		You have ADRs in the Awaiting Documentation status.	
Additional Documentation Request		You have ADRs in the Awaiting Documentation status.	
Additional Documentation Request		You have ADRs in the Awaiting Documentation status.	



Questions?

Thank you!



Connect with us on social media



[YouTube Channel](#)
Educational Videos

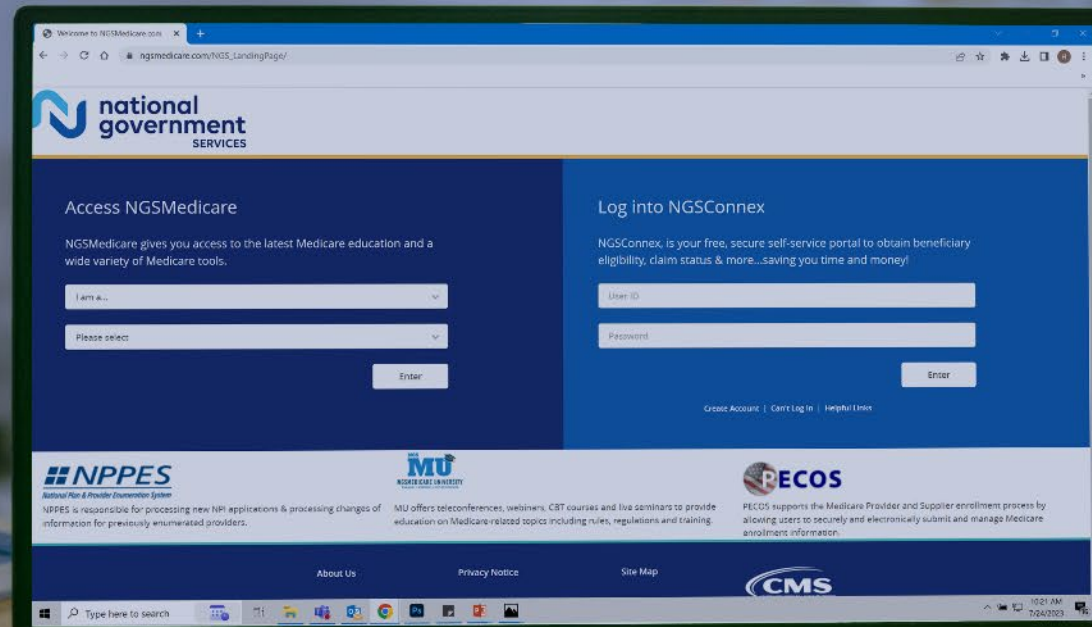


[Medicare University](#)
Self-paced online learning



[LinkedIn](#)
Educational Content

Find us online



www.NGS Medicare.com

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

Have You Heard...?

- Check out our YouTube channel for new education!
 - Part A POE Teatime: Bite Size Learning on Busy Days
 - [NGSMedicare.com - YouTube](https://www.youtube.com/channel/UC...)

