

National Government Services Stakeholders Newsletter November 2024

As your Medicare Administrative Contractor (MAC), National Government Services (NGS) is dedicated to working with providers we serve. Our goal is to keep you informed about changes to Medicare and the training opportunities available to you.

NGS Part A and Part B News

- [Accountable Care Organization Realizing Equity, Access, and Community Health Model Claims Adjusted in Error](#)
- [Claim Denials During Hospice Elections Liability Reminder](#)
- [Take Advantage of Tobacco Counseling When Performing Medicare Wellness Visits](#)
- [November is Lung Cancer Awareness Month](#)
- [Reminder – Beginning 11/18/2024, Beneficiary Eligibility Information Not Offered on the IVR](#)
- [NGSConnex: Overview, Access, Navigation and Eligibility Look Up](#)
- [Tobacco Cessation Counseling Doesn't Have to Be Lengthy or Intimidating](#)
- [Frequently Asked Questions Have Been Reviewed and Updated](#)
- [Jurisdiction 6 Part B Top Claim Errors are Updated](#)
- [Jurisdiction K Part B Top Claim Errors are Updated](#)
- [Don't Wait Until 11/18/2024 To Use NGSConnex for Beneficiary Eligibility Information](#)
- [Two Weeks to Prepare to Use NGSConnex for Beneficiary Eligibility Information](#)
- [The Utilization of the KX Modifier on Dental Claims](#) article has been updated.
- [Coming Soon – The CY 2025 Medicare Physician Fee Schedule](#)

Centers for Medicare & Medicaid Services News

- [MLN Connects® Newsletter: October 24, 2024](#)
- [MLN Connects® Newsletter: October 31, 2024](#)
- [MLN Connects® Newsletter: November 7, 2024](#)
- [MLN Connects® Newsletter: November 14, 2024](#)

Reminders

- [Know Your Provider Enrollment Revalidation Due Date Today and Protect Your Bottom Line](#)
- [Understanding Revalidation Application Requirement of Submission](#)
- [Get PECOS Access to Maintain Medicare Provider Enrollment Records](#)
- [Provider Enrollment: Reduce Development Requests for Additional Action](#)
- [Provider Enrollment: Verify Bank Account Information to Prevent Interruption in Medicare Payment](#)
- [Institutional Providers: Revised CMS-855A version \(09/24\) Medicare Enrollment Application](#)

Beneficiary Eligibility Information Leaves the IVR

As we’ve communicated, beginning 11/18/2024, beneficiary eligibility information will not be offered on the IVR. This includes all beneficiary eligibility information that was obtained under Option 1, Eligibility. The IVR will continue to offer the other non-eligibility transactions.

If you’re still using the IVR for eligibility, you only have one week to transition your process for obtaining eligibility to NGSConnex. If you’re not currently an NGSConnex user, register today so you can continue to obtain beneficiary eligibility information without interruption to you or your facility/practice.

We encourage new and existing users to join us on webinars to learn all you need to know about looking up beneficiary eligibility in NGSConnex. There will be time allotted after the overview to answer your questions. You may register below, or via our Events page.

The webinars listed are held in Eastern Time.

NGSConnex: Overview, Access, Navigation and Eligibility Look Up

Date	Time	Link to Register
Wednesday, 11/20/2024	9:30-11:00 a.m.	Register
Tuesday, 11/26/2024	10-11:30 a.m.	Register
Monday, 12/2/2024	11:00 a.m-12:30 p.m.	Register

Use the instructions in the Registration section of the applicable NGSConnex User Guide below to start the registration process:

- [NGSConnex User Guide](#) for Part A, HHH and FQHC providers
- [NGSConnex User Guide](#) for Part B providers

As a reminder, our Customer Service Representatives aren’t permitted to share eligibility information because it’s available through NGSConnex.

Eligibility Information at Your Fingertips in NGSConnex!

To prepare for beneficiary eligibility information no longer being offered in the IVR system beginning 11/18/2024, register for NGSConnex if you haven’t already done so.

Did you know that you can obtain Medicare beneficiary information in NGSConnex, our secure provider portal?

When you log into NGSConnex and conduct an Eligibility lookup, you will have all of the following information at your fingertips.

- Part B deductible information
- Other insurance information
- Home health and hospice information
- Inpatient/SNF spell history information
- End-Stage Renal Disease information
- Preventive services information
- Audiology screening information

- COVID-19, flu, pneumococcal vaccine information
- Therapy information, and much more!

There is no need to try and document the information by writing it down, because you can print and or save the information electronically for your records.

How Do You Get Started?

If you are already registered for NGSConnex, login today and go the Eligibility Lookup tab to initiate an Eligibility Lookup.

Not yet registered for NGSConnex? Visit [NGSMedicare.com](https://ngsmedicare.com) and click Create Account to register today. Registration instructions can be found in the NGSConnex User Guide located on the [NGSMedicare.com](https://ngsmedicare.com) website:

- [NGSConnex User Guide](#) for Part A, HHH and FQHC providers
- [NGSConnex User Guide](#) for Part B providers

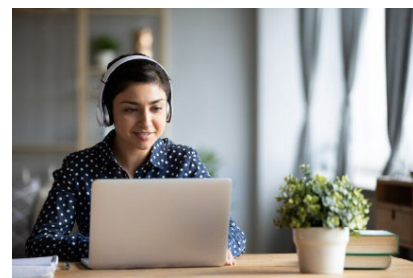
Provider Outreach and Education

Save the Dates! Fall 2024 Virtual Conference

Part B Providers:

The Fall 2024 Part B Virtual Conference, *Medicare Preventive Services Week* is happening on **12/9/2024, 12/10/2024 and 12/11/2024**. This virtual conference will discuss many of the important Medicare preventive services available and how you can help your patients take advantage of these services.

Visit our [Events](#) page for the event description, date, time, associated materials, and link to register. View the entire list or search for specific topics or dates via our search function.



Medicare Preventive Services

Medicare covers many preventive services to keep your patients healthy. Preventive services can help find health problems early, when treatment works best, and can help keep your patients from getting certain diseases. Talk to your patients about which preventive services are right for them and how often they need them.

This online interactive educational tool helps you properly provide and bill **Medicare preventive** services: [MLN006559 – Medicare Preventive Services](#).

Here's a list of preventive and screening services Medicare Part B (Medical Insurance) covers:

- [Abdominal aortic aneurysm screenings](#)
- [Alcohol misuse screenings & counseling](#)
- [Blood-based biomarker tests](#)
- [Bone mass measurements](#)
- [Cardiovascular disease screenings](#)

- Cardiovascular disease (behavioral therapy)
- Cervical & vaginal cancer screenings
- Colorectal cancer screenings
 - Multi-target stool DNA tests
 - Screening barium enemas
 - Screening colonoscopies
 - Screening fecal occult blood tests
 - Screening flexible sigmoidoscopies
- Counseling to prevent tobacco use & tobacco-caused disease
- Depression screenings
- Diabetes screenings
- Diabetes self-management training
- Glaucoma screenings
- Hepatitis B shots
- Hepatitis B Virus (HBV) infection screenings
- Hepatitis C screening tests
- HIV screenings
- Lung cancer screenings
- Mammograms (screening)
- Medical nutrition therapy services
- Medicare Diabetes Prevention Program
- Obesity behavioral therapy
- One-time “Welcome to Medicare” preventive visit
- Pre-exposure prophylaxis (PrEP) for HIV prevention
- Prostate cancer screenings
- Sexually transmitted infections screenings & counseling
- Shots:
 - COVID-19 vaccines
 - Flu shots
 - Hepatitis B shots
 - Pneumococcal shots
- Yearly “Wellness” visit

MAC Medical Review Best Practices: Updating Your Contact Information

To ensure you are receiving your ADR at the correct address, be sure to update your “Medical Review Correspondence Address.” This [video](#) will show you how to update your MRCA.

Submitting Electronic Medical Records

National Government Services can accept medical records submitted on a CD or thumb drive however, submitting via our free, secure, web-based portal [NGSConnex](#) is preferred and far more advantageous for providers.

If you do submit documents on a CD or thumb drive, please follow the guidelines in the [Submitting Electronic Medical Records via CD or Thumb Drive](#) article to ensure that we are able to process your request.

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If you do submit documents on a CD or thumb drive, please follow the guidelines below to ensure that we are able to process your request.

Failure to follow these guidelines could result in your submission being returned. The receipt date will be the date we receive everything needed to access the records being submitted.

- If you compress and/or encrypt the files, it must be with SecureZip only.
- NGS cannot access files created using digital media software. (i.e., Roxio, Nero, Cyberlink, etc.) The software creates executable (.exe) files that NGS will not attempt to access due to system security requirements.
- Submit pdf files only.
- Do not submit X-rays, you only need to send the report.
- Do not send extremely large files.

It's important that you include a cover sheet with each CD. The cover sheet should include:

- The business department to receive the CD, i.e., Medical Review, Appeals, etc.
- The specific claim(s) information, i.e., beneficiary name, Medicare number, dates of service, and claim number, for each claim on the CD.
- The reason records are being submitted.
- A point of contact for questions that may arise.
- The password, if applicable, so we can open the files included on the CD.
- If you are interested in setting up a standard password to use with all your media submissions, please call us at 315-442-4001.

Please download and use the [Cover Sheet for Electronically Submitted Medical Records](#) to submit with each CD or thumb drive. Please note that this form is available for your convenience but is **not** required.

Related Content

- [MLN® Fact Sheet: Complying With Medicare Signature Requirements](#)

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