

## NGS Connex Allows Status Checks for Redeterminations or Re-openings

The NGS Connex online tool now gives you the ability to check the status of a Redetermination or a Reopening Request. Just follow these steps to get the status:

1. Go to <https://connex.ngsmedicare.com/home/start.swe?SWECmd=Start&SWEHo=connex.ngsmedicare.com>
2. Log in or register and then Click on the My Claims tab
3. Click on the select button next to the appropriate PTAN/NPI.
4. Select “claims” in the Claim Type drop down box.
5. Enter the Beneficiary Medicare Number, Beneficiary Last Name, Beneficiary First Name (or first initial), Beneficiary Date of Birth (MMDDYYYY or MM/DD/YYYY) and Claim Number.
6. Click the Load Redetermination/Reopening Status button.
7. The status will display at the bottom of the screen.

NGSConnex will display the status whether it is pending or finalized and will include all redeterminations/re-openings requests regardless of how they were originally initiated (written, fax, telephone or NGSConnex). When a review has been completed, the system will display a “finalized” status and status description. When a review is still being conducted, the status will display as “pending.” The date the request was received will display and the review can take up to 60 days to complete.

Not only does NGSConnex allow you to submit and check the status of all redeterminations/re-openings requests, but it has many self-service functions that can save you time. If you do not currently have NGSConnex access, follow the setup instructions available on their website. Once on the home page, select the NGSConnex link located under the Resources menu on the top-navigation menu. In addition to the information provided above, NGSConnex offers many other time-saving options, including;

- Query for claims status
- View supplier demographic information
- Obtain same/similar information for DME MAC suppliers
- Query financial data
- Order duplicate remittances
- Query beneficiary eligibility/entitlement

There are **no** costs associated with using NGSConnex. All you need is Internet access and an email address.