

NGSCONNEX Redetermination Request Tips

March 27, 2018

Do you utilize NGSConnex to submit redetermination requests? If so, below are a few tips to follow to help ensure your request is submitted correctly.

If you are submitting a redetermination request for a claim and all of the claim lines were denied and you want the entire claim to be reviewed:

1. Indicate you are appealing the entire denied claim.
 - a. Part A providers indicate you are appealing the entire claim in the “**Description of Item or Service in Question**” field.
 - b. Part B providers indicate you are appealing the entire claim in the “**Reasons for Appeal**” field.

2. In the **Claim Line Procedure Code(s)** field, click the **Search** icon and this will open **Claim Lines Information** applet. Click the **New Record** icon, enter the required fields.
 - a. If you are appealing the entire denied claim, enter the claim line details for the last claim line item on the claim.

If you are submitting a redetermination request for a claim that was partially denied, and you want all of the denied claim lines reviewed:

1. Indicate you are appealing **all** of the denied claims.
 - a. Part A providers indicate you are appealing **all** of the denied claim lines in the “**Description of Item or Service in Question**” field.

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- b. Part B providers indicate you are appealing **all** of the denied claim lines in the “**Reason for Appeal**” field.
2. In the **Claim Line Procedure Code(s)** field, click the **Search** icon and this will open the **Claim Lines Information** applet. Click the **New Record** icon, enter the required fields.