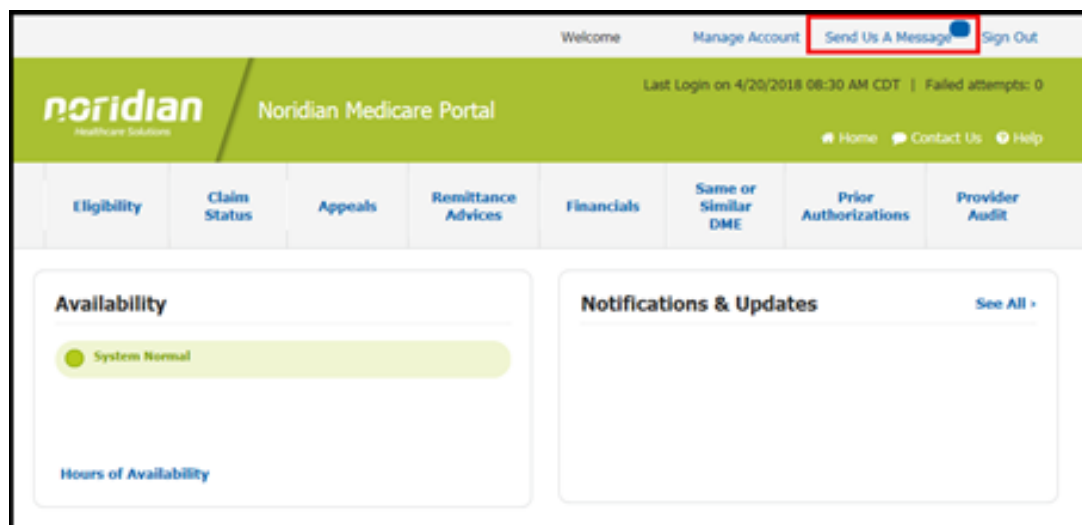


Send a Message on the Noridian Medicare Portal

August 01, 2018

Effective July 27, 2018, all Noridian Medicare Portal (NMP) users have the ability to send Noridian Medical Review teams a direct, secure message regarding their medical review concerns.

Click the "**Send Us A Message**" link in the upper right-hand corner of any screen on NMP to begin.



Exchanges with Noridian are intended to help providers understand Medical Review decisions, and learn how to avoid future denials.

Messages sent regarding non-Medical Review/CERT will be redirected to contact the Provider/Supplier Contact Centers.

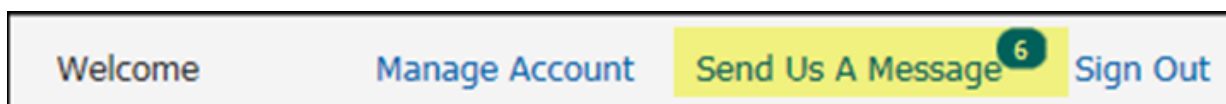
Send a Message on the Noridian Medicare Portal

Cont'd

Below are the Topics and Subtopics available:

Topic	Subtopic
Noridian CERT	CID Status Noridian CERT Letter/Communication Questions Other
Medical Review Case	Question on Claim Determination Education Information Prior Authorization Other

A New Message notification displays when Noridian has responded. Please allow 2-3 business days for a response. This is not intended to be a way of instant messaging with Noridian.



Note: Supporting documentation for an Additional Documentation Requests can not be submitted through this function.

To learn how to get started and other important information, view the [Send Us A Message section](#) of the Noridian Medicare Portal User Manual and view the Send Us A Message [self-paced tutorial](#) [↗](#).