

# Preventing Appeals Delays by Avoiding Duplicate Submissions

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Providers and beneficiaries have the right to appeal claim determinations made by NGS. NGS has 60 days to process and complete your first level of appeal.

Submitting duplicate appeal requests, either via paper or through NGSConnex, in an effort to speed up this process causes administrative delays and slows down the processing of your appeal. Please do not submit a duplicate appeal. NGS asks for your patience in waiting up to 60 days for an appeal decision to be made.

You may check on the status of your appeal request through several self-help tools on the NGS website.

- ⇒ **Appeals Calculator** - To determine the timely filing date for your appeal request
- ⇒ **NGSConnex** - To check the status of your appeal request
- ⇒ **Interactive Voice Response System Information** - To check the status of your appeal request