Dear Valued Customer,

In an effort to assist you with determining if a patient is eligible to receive DME wound care products dispensed from your facility, Amerx Health Care has assembled a list of instructions for registering your facility with the appropriate Region/Jurisdiction provider. Each website is specific to your facilities Region/Jurisdiction and Amerx recommends you check your patient's eligibility prior to dispensing any DME items to avoid potential denials.

Home Health Denials - If a patient is currently receiving Home Health benefits/services they are not eligible to receive DME wound care products from your office. Instead, these items will need to be provided by the Home Health Agencies in charge of caring for the patient.

The following guidelines are to assist in registering your facility:

Region/Jurisdiction A – plus Jurisdiction E & F: NHIC, Corp. - http://www.medicarenhic.com/

The following states are represented by Region A: Connecticut, Delaware, District of Columbia, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island and Vermont.

To access patient eligibility data, complete the following steps for registration with NHIC, Corp:

- Go to website: http://www.medicarenhic.com/
- Click on "Home Page" link under the Durable Medical Equipment Medicare Administrative Contractor (DME MAC) Jurisdiction A section.
- Click "I agree"
- Expand the "PSP" tab.
- Click on "PSP Invitation"
- After reviewing the information, click on the link in the last paragraph for: NHIC PSP E-Authentication Identity Proofing Documentation form, to download the invitation form.
- Click on link in the paragraph for: NHIC PSP E-Authentication Identity Proofing Documentation form: http://www.medicarenhic.com/viewdoc.aspx?id=1166
    o Complete the form and mail the completed form to the following address:
        ▪ NHIC PSP Communications – DME, 75 Sgt. Williams Terry Drive, Hingham, MA, 02043.
    o **THIS FORM MUST BE NOTARIZED!**
- You will receive a response in the form of a "Welcome Letter" that will guide you through the final steps for login and access to patient eligibility information.

Region/Jurisdiction B – plus Jurisdictions 6, K and B: NGSCONNEX
(National Government Services Connex) – http://www.ngsmedicare.com/
The following states are represented by Region B: Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, and Wisconsin.
To access patient eligibility data, complete the following steps for registration with NGSCONNEX:

- Go to website http://www.ngsmedicare.com/
- Scroll to the bottom and Click on the NGSConnex Logo
- Click Accept
- On Home Page set up user name and password by clicking new user. After doing this it will tell you what to do.
- Write down user name and password
- Go to home page and login with user name and password
- Click Ok
- On this page select Entitlement
- On this page select Query under Beneficiary Eligibility Information
- On this Page enter the following:
    - Enter beneficiary Medicare number
    - Enter beneficiary Last Name
    - Enter beneficiary First Name
    - Enter beneficiary birthdate (2 digits for month, 2 digits for day and 4 digits for year)
- Select Go
- This page will tell about the following may have to scroll for some information
    - Home Health Status
- If there is a Home Health Section it will tell the date of admission, date of discharge, date of last billing, and if patient has been discharged or if still in home health.
- It has been our experience that DME (wound care dressings, gauze, Amerigel, anything that home health can provide) can't be billed until patient has been discharged from home health for 30 days.
- Braces, Diabetic Shoes and Inserts, anything that home health doesn't provide can be billed at any time.
    - Medicare Deductible and if it has been met
    - Medicare Crossover information
    - If patient has Medicare Advantage
    - If patient has used any Physical Therapy Cap
    - Other Information

Region/Jurisdiction C: CGS (Celerian Group Company) -
http://www.cgsadmin.com/
The following states are represented by Region C: Alabama, Arkansas, Colorado, Florida, Georgia, Louisiana, Mississippi, New Mexico, North Carolina, Oklahoma, Puerto Rico, South Carolina, Tennessee, Texas, U.S. Virgin Islands, Virginia, and West Virginia.

To access patient eligibility data, complete the following steps for registration with myCGS:

- Go To: http://www.cgsadmin.com/
- Scroll over Medicare and select the appropriate jurisdiction. (i.e. - Jurisdiction C DME MAC)
- Click "Accept."
- In the top right hand corner, select: myCGS Login.
- Click on "Register for myCGS" and follow instructions for registration. A registration guide can be found at: (http://www.cgsmedicare.com/jc/mycgs/pdf/mycgs_RegistrationGuide.pdf) If you are currently registered with myCGS, proceed to the next step.
- Once registered with myCGS, login into your account.
  Select the "Eligibility" tab. Instructions for the "Eligibility" tab can be accessed at: https://www.cgsmedicare.com/pdf/mycgs/chapter4.pdf
- On this page enter the following:
  - Enter beneficiary Last Name
  - Enter beneficiary First Name
  - Enter beneficiary Birth Date
  - Enter beneficiary Medicare Number.
  - Select a date rage. (If this is left blank, the system will automatically use the current calendar date for inquiry.)
  - Click on "Submit Inquiry"
- Click on "Hospice/Home Health Tab" in the tool bar at the top.
  - This page will display home health and hospice data based on the date range entered. If no home health or hospice claims have been received by CMS for the date range requested, no data will appear. To make sure you see all of the information, enter a date range in the inquiry screen. myCGS will allow up to 12 months prior to the date of request.
    The Home Health section provides information for each episode and end date and the corresponding billing activity dates.

Region/Jurisdiction D: Noridian-Endeavor - https://www.noridianmedicare.com/

The following states are represented by Region D: Alaska, Arizona, California, Guam, Hawaii, Idaho, Iowa, Kansas, Missouri, Montana, Nebraska, Nevada, North Dakota, Oregon, South Dakota, Utah, Washington, Wyoming, Northern Mariana Islands and American Samoa.

To access patient eligibility data, complete the following steps for registration with Noridian Endeavor:

- Go to website: https://www.noridianmedicare.com/
- Click on the "Provider Portal: Endeavor Login" icon on the left hand side of the page.
- Select "New User Registration" and follow the steps for registration.
- Once registered, log in to your account.
- Select the "Eligibility Benefits Inquiry" tab.
  - Enter beneficiary Last Name
  - Enter beneficiary First Name

- o Enter beneficiary Birth Date
- o Enter beneficiary Medicare Number.
- o Select a date rage.
- o Click on Submit Inquiry.
- Click on "HHEH" tab.
  - o This page will display:
    - Payer name and ID
    - Provider Number
    - Episode start and end date
    - Earliest and latest billing dates

If you have any questions regarding registering your facility with the companies listed above, please contact the Region/Jurisdiction directly. Their contact information can usually be found by clinking on the "Contact Us" tab.

If you have any questions/or feedback on our instructions or with Amerx products, contact us directly at 1-800-448-9499.

Sincerely,
Amerx Health Care Customer Support