



Self-Service InfoCenter

When you log onto the Internet, you are just a couple of clicks away from inquiry access to your personal enrollment, claims and plan data!!! We are pleased to offer you access to our “**Self-Service InfoCenter**” that will allow plan participants internet access to this information.

The **InfoCenter** can be accessed by going to the NGS American website (www.ngs.com). Select the “Quick Login” and follow the instructions on the screen. If you are not registered, select “Register” to create your account. For security purposes, you will be sent a letter containing a verification code the first time you register. The letter will be sent to you via US mail to the address we have on file for you. Once you receive the letter, you may enter the code via our website and gain access to your personal data.

Once you have registered on the site and established your personal password, you will be able to perform the following tasks:



- View** current individual and dependent enrollment information;
- View** details of all pended, open and paid health claims;
- View** deductible and out-of-pocket status and plan requirements;
- Search** for providers within your network;
- Request** ID Card(s);
- Elect** to receive your EOBs via email; and
- Update** other coverage information (COB)

We are always interested in your feedback and suggestions. Any comments or questions you may have can be directed to NGS American via the Web Support Email Address, helpdesk@ngs.com, or call the web support help desk at 1-877-938-8875. As always, you can speak directly with an NGS claims representative through our toll free number, 1-800-521-1555.

Web Site Security Features Security at Every Level!

- Web servers and databases hosted at a secure facility
- Audit controls in place to monitor web activity and authenticate external users
- Two level authentication required for access– password and user ID
- Self determined password and user ID provides highest degree of confidentiality
- Three-factor identification required for registration
- Site access immediately discontinued for non-active participants
- Complete, HIPAA compliant SSL encryption of all PHI communications
- Privacy policy posted on site
- Inactive time-off included
- Certification of security provided by Thawte, the industry’s leading security accreditation seal of excellence

