

# Duplicate Redetermination Requests Cause Processing Delays-Medicare

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**April 22, 2019**

Medicare has 60 days to complete a redetermination decision. To verify if they have received your redetermination request or to check the status, use NGSConnex (secure Internet portal) or the interactive voice response system.

Please do not submit duplicate redetermination requests since this causes processing delays and increases handling costs for both Medicare and your office. Additionally, only use one method to submit a redetermination request. If you file your request via NGSConnex, please do not also mail a written request.