

Intro to myCGS

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Hello! My name is Nykesha Scales. I am a member of the Provider Outreach and Education team with CGS, your Medicare Administrative Contractor.

CGS is pleased to offer the myCGS Web portal to our Medicare Part A, Part B, and Home Health & Hospice providers throughout Jurisdiction 15. myCGS is a secure, Internet-based provider self-service application developed specifically to serve the needs of health care providers and their staff throughout our jurisdiction. myCGS is THE solution to moving toward a totally automated office, focusing on efficiency and convenience. Most functions are available to you 24 hours a day, seven days a week! And – it's completely FREE!

Any provider that submits claims to CGS and has a signed Electronic Data Interchange (EDI) Enrollment Agreement on file with us, is eligible to register for and access myCGS. If you do not have an EDI Agreement on file with us, the form and its instructions are available on our website on the EDI tab.

myCGS offers a wide range of information and features to make your Medicare lives a whole lot easier! Functions available to you include:

- **The Claims Tab** - The Claims tab allows users to check the status of the claims you submit to us for processing. An added benefit for Part B providers - you may submit claims to us under this tab, including those where Medicare is the secondary payer. Claims submitted to us through myCGS are paid as soon as 13 days after the date of submission because they are accepted as electronic claims. Another benefit is you have earlier detection of claim errors under the REJECTED CLAIMS sub-tab. Claims submitted electronically through myCGS immediately go through a series of edits to look for required fields, reducing the likelihood of claims being denied for payment.
- **The Remittance Tab** - The Remittance tab allows users to view and print remittance advices for claims processed by CGS. Maintaining your RAs electronically saves space and allows you to view and print only the ones you need. And they look exactly like the remittance advices you receive in the mail!
- **The Eligibility Tab** - The Eligibility tab allows users to enter a Medicare patient's identifiable information and, once validated, access detailed eligibility information regarding that patient. The sub-tabs available include:
 - Current and previous year's deductible
 - Therapy cap information for patients who receive outpatient therapy services
 - Date next eligible to receive one of the Medicare covered preventive services
 - Enrollment information if a patient has selected one of the Medicare Advantage Plan options
 - Determining the primary payer when Medicare is the secondary payer and details about that payer



- Details on home health episodes and hospice benefit periods
- Data on hospital and skilled nursing facility stays
- Whether a patient is enrolled in the Qualified Medicare Beneficiary or QMB program through Medicaid

All of this is available to you through myCGS! The guess work involved in where to submit claims or whether a patient is eligible for one of our preventive services is now a problem of the past!

- **The Financial Tools Tab** - The Financial Tools tab allows users to check the number of claims that are on the payment floor waiting to be released for payment and the total amount to be paid. This is a GREAT way to forecast payments received from CGS and when. You also have access to the last three checks issued to your office/facility. Under the FINANCIAL FORMS sub-tab, we offer a convenient way for Part A, Home Health, and Hospice providers to submit Credit Balance Reports. All providers have the option to request an immediate offset of a demanded overpayment, too. Doing this helps you return monies owed to CGS quickly, reducing the chance of interest being added to the principal balance.
- **The Messages Tab** - The Messages tab will take users to a secure messaging system to read messages and alerts regarding system access and functions performed while in myCGS. For example, any form submitted through myCGS will be assigned a Submission ID which can be used to track the status of the submitted request. The message including the Submission ID is delivered under the MESSAGE tab.
- **The Forms Tab** - The Forms tab will allow you to submit certain forms directly to CGS! Currently, the following forms are available to you:
 - **Appeals** - All providers may submit requests for Redetermination through myCGS. We also offer you an Appeals Calculator to help you determine whether the request for redetermination meets our timeliness requirements.
 - **Reopenings** - Part B providers may reopen a claim that was originally processed with minor errors or omissions.
 - **Cost Reports** - Part A, Home Health, and Hospice providers may submit annual Cost Reports with the confidence that it is received.
 - **Medical Review Additional Documentation Request (ADR)** - All providers may respond to requests for additional documentation from our medical review department specific to a pended claim being reviewed. All securely through myCGS!
 - **General Inquiries** - myCGS users may also submit general inquires related to appeals, claims, finance, medical review, provider enrollment, and provider outreach and education. All of this available to make corresponding with us convenient for you!

And another benefit - all myCGS forms will allow you to upload additional documentation and attach it to the form. Completing these functions through myCGS alleviates the chance of lost and/or misrouted correspondence, easing concerns that protected and private information is received by folks who should not see it.

- **The Admin Tab** - The Admin tab is available only to the Provider Administrator. This tab allows the admin to grant permissions, allowing others access to the various functions available in myCGS

For more information, please refer to the myCGS User Manual located on our website:

- Go to <https://www.cgsmedicare.com>
- Select your line of business
- From the left-navigation section, select the myCGS Portal tab

There you will find a host of resources to help you navigate the portal. This includes everything you need to register.

Take advantage of this FREE solution for office automation, efficiency, and convenience. Register for myCGS TODAY!

Again, this is Nykesha Scales. I truly appreciate your time. THANK YOU.