

Financial Tools 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.

You're already using myCGS, our online web portal, to streamline your Medicare operations. In this video we'll take a closer look at the Financial Tools Tab and what it allows you to do to further assist with consolidating your Medicare transactions. This tab will allow users to inquire about their payment floor status and quickly identify the last three checks paid using the Cash Flow Snapshot option. Not only that, you will also find a Financial Forms option that allows you to request an e-offset, also known as an immediate offset, for requested Medicare funds and allows Part A/Home Health & Hospice providers to utilize myCGS to submit their CMS-838 Credit Balance Reports.

However, if you are not a Provider Administrator who has access to all the tabs within myCGS, and you need access to this tab, make sure you discuss this with your Provider Administrator so they can grant you access, which is a quick and simple process.

After logging into myCGS, select the "Financial Tools" tab to review and utilize these wonderful quick and easy options. If you select the *Cash Flow Snapshot* option and click submit, you will be provided with your payment floor status. This status will indicate the number of total claims, total to be paid and display your last three checks. This convenient option saves you time and energy because you won't need to make a phone call or log into the FISS Direct Data Entry (DDE) system, which is available for my Part A and Home Health & Hospice Providers, to obtain this same information.

Now, if you decide to try out the *Financial Forms* option, you'll need to select from the options shown in the drop down boxes in the topic and form selections. In the *Select a Topic* drop down, currently you only have one topic and that is *Financial*. However, under the 'Select a Form' drop down, you'll find options for the 'CMS-838 Credit Balance' (Part A & HHH Providers) or *e-offset*.

For those providers needing to submit Credit Balance Reports, myCGS offers this convenience and the process is just a matter of selecting the appropriate quarter ending, answering a few questions and uploading your attachments.

E-offset, the other option under *Financial Forms*, is open to all Medicare J15 providers who utilize myCGS. The e-offset process has been around since July 2012, and allows you to request an immediate offset each time you receive a demanded overpayment or you can make a permanent request for all future demanded overpayment. If you have questions or concerns regarding e-offsets, we encourage you to contact the Overpayment Recovery Team for your specific line of business. Once you're ready to submit your e-offset request, come on back to myCGS where you can opt for a Provider Level Offset which is an offset for the current overpayment and all future overpayments based on your PTAN/NPI combination for the ID



within myCGS, or a Demand Letter Offset, which is an offset of a particular overpayment. You may also utilize this option to request a Stop Provider Level Previously Requested e-offset.

We hope you log into myCGS, our online web portal and give the Financial Tools Tab a try!

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