

Messages and Greenmail myCGS

Length: 03:55

Date Recorded: 03.22.2018

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

CGS hopes that you are taking advantage of our myCGS Portal. If you aren't signed up, do it today! It's free and CGS is constantly working to add additional features.

myCGS will make your office run more smoothly and give you the information you need almost instantly on your screen. No more looking through snail mail or searching for mail sent to an incorrect address. It's much quicker too!

Our Green Mail initiative allows registered myCGS users IMMEDIATE access to correspondence mailed to you from CGS. Having access to letters via Green Mail completely resolves the problem with misrouted correspondence from us, allowing you to take the appropriate actions within the noted time frames.

Once signed up for myCGS, myCGS Administrators have an option of opting IN to receive Greenmail only or opting out to receive Greenmail AND a paper notification.

Notification is delivered to the myCGS "Messages" tab of the Users and Administrators registered under a specific PTAN/NPI combination. To ensure you receive the notification, Users and Administrators will also be sent an email to the registered email address informing them notification has been delivered to the myCGS inbox.

Some of the messages that can be received through Green Mail are:

- Additional Documentation Request (ADR) for medical records and other documentation (pre- and post-pay)
- Requests for information to complete processing of pending claims
- Unfavorable and partially-favorable decisions on Redeterminations/Appeals
- Reopening Correction Letter
- Claim dismissal letters
- Letters identifying changes to beneficiary records
- Quarterly status letters and pre- and post-pay documentation requests from our medical review department
- Responses to general inquiries
- And MANY more!

In this video we'll show you how to make the transactions to select the kind method of mail you would like to receive from myCGS.



First of all, after the sign in has been completed, search for the 'Admin' tab' at the top right hand part of the header. Underneath the header, there will be a box displaying how many messages and how many alerts you have that have been not been read.

myCGS users have the option to receive only green mail, or green mail and hard copy mail.

In this video we will also explain how to select either option.

Select the *Green Mail Options* tab.

Note that the *Opt OUT* is the default button. If you don't make a change, you will receive Greenmail AND paper notification.

If you prefer to receive Greenmail only, the Administrator will need to select Opt IN, and then select *Change*.

Don't worry that your change is permanent. Opting In or Opting Out can be changed or updated at any time.

CGS hopes that you use myCGS for all the transactions that are available for your line of business. If you haven't already, sign up and save time and resources!