



## myCGS Web Portal (Jurisdictions B & C)

---

**Length: 07:54**

**Date Recorded: 05.08.2020**

Hello and welcome to another edition of Medicare Minute. I'm Dr. Robert Hoover, Medical Director at CGS Administrators, LLC (CGS), the Jurisdictions B & C DME MAC. In today's world with COVID-19, there's a lot of uncertainty and change. But one thing you can depend on is the myCGS web portal. In this edition of Medicare Minute<sup>SM</sup>, I'm going to highlight some of the benefits of using the myCGS web portal.

myCGS is the official web portal for DME MAC Jurisdictions B and C. CGS developed myCGS to provide DMEPOS suppliers with a fast and easy way to access Medicare claim and billing information. myCGS was originally developed to provide the functionality of our IVR system in a web-based format. From that simple goal of replicating the IVR system, the myCGS portal has grown and improved, adding many new and exciting features that have been requested by the supplier community.

First let's take a brief look at some of the features myCGS offers. On your screen now you'll see some of the services you can access through the myCGS portal.

As you can see from this list, myCGS offers you the ability do all of the things that you can do with the IVR and so much more. From checking beneficiary eligibility to submitting requested documentation, there's a variety of tasks you can complete through the myCGS web portal.

Now let's talk about a few of those benefits that you'll experience as a myCGS user.

**Benefit #1** – myCGS is a faster and easier way than the IVR to obtain beneficiary eligibility information, claim status, and any of the other IVR services.

Many DME suppliers are accustomed to using the IVR for beneficiary eligibility, claim status, and other information. myCGS provides all of the same information found on the IVR but is much faster and easier to use. For instance, once you are registered for myCGS, all of your company's NPIs and PTANs will be preloaded in myCGS when you log in. All you have to do is select the appropriate NPI/PTAN from a drop-down list, and then myCGS will automatically pre-populate the NPI/PTAN on all of your requests in the portal. You don't have to type it in yourself. Additionally, myCGS's web format is easy to navigate and much faster to use than any telephone-based system could ever be.

**Benefit #2** – myCGS provides detailed claim explanations that are customized for DMEPOS suppliers.

When a claim denies or doesn't pay in full, your Remittance Advice will include a standardized ANSI message explaining the issue. However, these messages are general in nature and don't always provide the specific details you need to continue to pursue payment. Although myCGS does also provide access to the standard ANSI messages found on your remit, it also includes



custom claim explanations that our staff has written to give you more details about the denial and a list of your next options.

For instance, the myCGS claim explanations will instruct you to resubmit a claim if that is your best option, while also informing you when you can (or cannot) submit an appeal in response to a claim denial. These same claim explanations are used by our internal staff when they assist callers with claim denials. So if you call the Provider Call Center, you'll be getting the same information that you get from myCGS. Save time, use myCGS!

**Benefit #3** – myCGS offers an easy, online way to submit documents to CGS, including Reopenings and Redeterminations.

myCGS not only allows you to view the status of a wide variety of requests you've submitted to CGS, but also allows you to submit requests directly through the web portal itself. This includes pre-claim requests like ADMC and Prior Authorization, responses to Targeted Probe & Educate or TPE documentation requests, and post-claim requests including simple claim corrections, Reopenings, and Redeterminations. Submitting a request is easy in myCGS, whether it's a Prior Authorization, Redetermination, or anything in between. Simply provide the beneficiary's information or claim information, fill out a simple online form, attach any supporting documentation needed, and press the submit button. It's really that easy! Oh and once your request has been submitted, you can also use myCGS to monitor the status of your request.

**Benefit #4** – myCGS gives you an easy way to view your ADR letters and educational material related to TPE audits.

Although CMS has instructed the DME MACs to temporarily suspended Targeted Probe and Educate activities due to the COVID-19 Public Health Emergency, we know that TPE reviews will start up again in the future. When that happens, myCGS is a great resource. myCGS provides an easy way to find the information you need, including being able to view all of the ADR letters that CGS has sent regarding your claims, plus any educational documents that CGS staff has provided during your audit. And, as previously mentioned, you can even respond to your ADR requests directly through myCGS, rather than having to reply via mail or fax.

So to summarize, the myCGS portal has a wealth of functionality to check eligibility, claim status, detailed claim explanations and the ability to respond to multiple types of documentation requests. These benefits are just a few of the many great features you'll find in our web portal.

Want to learn more or even better, get started as a myCGS user? Just refer to the links on your screen now. Note that they are jurisdiction-specific so if you're a Jurisdiction B supplier, go to [www.cgsmedicare.com/jb/myCGS](http://www.cgsmedicare.com/jb/myCGS) and to <https://www.cgsmedicare.com/jc/myCGS> if you're a Jurisdiction C supplier.

Once you're there, open the link to the myCGS Registration and Account Management Guide. This Guide contains everything you need to get started. Once you have registered, be sure to refer to the myCGS User Manual, which is also found on our website, for detailed instructions on all of the features found in myCGS.

That does it for this edition of Medicare Minute<sup>SM</sup>. Be Smart! Be Safe! And have a nice day.