



To the Point: myCGS® DME Web Portal: eLetters

Slide 1: *To the Point* is brought to you by the Provider Outreach and Education team at CGS. This segment covers an exciting new feature, myCGS DME Web Portal: eLetters.

Slide 2: The eLetters Inbox in myCGS shows a table of the letters that CGS has sent to you over a 30-day time span.

It currently includes Additional Documentation Requests (ADR) letters, Advance Determination of Medicare Coverage (ADMC) letters, and Prior Authorization letters.

You can view information about the letters, such as the name of the associated beneficiary.

You can also choose to view or save a copy of the letters.

To access the eLetters Inbox in myCGS, choose the Correspondence Menu and the eLetters option.

Only Designated Approvers (DAs) automatically have access to the eLetters Inbox. To grant End Users access, DAs must assign eLetters permissions in the User Management section of myCGS.

Slide 3: To search for letters, first select which jurisdiction you wish to search – Jurisdiction B or C.

Second, select which letter types you want to see - ADR, ADMC, and/or PRIOR AUTH - and press ADD. Add them individually or press and hold the Ctrl or Shift key on your keyboard to select multiple letter types at once.

Added letters will show next to the Letter Type selection field and you can remove any by clicking Delete.

Third, enter the date range you wish to search. You can search for up to a 30-day range within the last 365 days. You can't search for today's date, as those letters will not yet appear in myCGS.

After entering your search criteria, press the SUBMIT button.

This Inbox defaults to showing letters for all the NPI/PTANs on your myCGS account. We'll cover how to change your settings later in this presentation.

Slide 4: After pressing Submit, your search results appear.

Results show the Jurisdiction, Letter Date, Letter Type, NPI and PTAN, and the beneficiary's name for each letter.



ADMC and Prior Auth letters also display the Documentation Control Number (DCN) while ADRs also show the Claim Control Number (CCN) or Internal Control Number (ICN).

You can sort the letters by clicking on the header of any column. You can also filter the results by typing any information shown on the table. For example, you can type in a specific date or a beneficiary name (full or partial).

myCGS shows 10 letters on the screen at a time. If more than 10 letters match your search, use the page navigation tool to view the next page.

You can also change the number of letters shown by using the "Show entries" dropdown menu. Choose between 10, 25, 50, or 100.

To export the table from your search to Excel, press the MS Excel icon located in the top-right portion of the screen.

Click the download icon next to each line to view, print, or save the letter.

Slide 5: eLetters Email Notifications

If you have permission to access the eLetters Inbox, by default, you'll get an email whenever new letters are available in myCGS for each NPI/PTAN associated with your account.

You may get up to one email a day per NPI/PTAN for each jurisdiction.

Now, let's talk about setting your options.

Slide 6: Customize your settings by using the eLetters Option Screen. To access this screen, select My Account and then the eLetters Option.

Slide 7: When you first access the eLetters Option Screen, the opt in and opt out options aren't set. This means your eLetters inbox is set to be fully opted in, so you'll see all the letters for your NPI/PTANs and get email notifications when new letters are available.

Slide 8: The Opt In option enables access to information in your eLetters inbox and turns on email notifications for the NPI/PTANs you've selected.

The Opt Out option disables access completely to the eLetters inbox. This means you won't be able to see any information in your eLetters Inbox Screen. You also won't get any email notifications about new letters.

Let's look closer at the opting in.

Slide 9: After selecting Opt In, you can select preferences for each NPI/PTAN. Check or uncheck the box to choose which letters appear in your eLetters Inbox Screen. Checked means you'll see the letters for that NPI/PTAN; unchecked means you won't.

You can also choose which NPI/PTANs that you want to get email notifications for when new letters are available by checking or unchecking each box. Checked box means you'll get emails; unchecked means you won't.

You can use Select All to apply the same choice to all your NPI/PTANs. Keep in mind that unselecting an NPI/PTAN in the Letters Inbox column automatically unselects the matching Email Notifications column.

Slide 10: myCGS shows up to 10 NPI/PTANs per page in the selection table. Change the number of NPI/PTANs shown by using the "Show entries" dropdown menu (choose between 10, 25, 50, or 100).

If you have multiple pages of NPI/PTANs and you've made changes to your options, press the SUBMIT button to save your changes before navigating to the next page.

Slide 11: Here are resources for today's edition of *To the Point*. Links to:

- myCGS DME Web Portal page:
JB: <https://www.cgsmedicare.com/jb/index.html>
JC: <https://www.cgsmedicare.com/jc/index.html>
- myCGS User Manual: <https://www.cgsmedicare.com/mycgs/manual/dme/index.html>

- myCGS Registration & Account Management Guide: <https://www.cgsmedicare.com/mycgs/regguide/dme/index.html>

Slide 12: Thank you for viewing this session of *To the Point* on myCGS eLetters. We hope you will join us again for other educational opportunities.