



To the Point: myCGS Password Requirements

Slide 1: *To the Point* is presented by the Provider Outreach and Education Department at CGS.

Slide 2: The purpose of *To the Point* is to provide suppliers with quick information on identified topics, how they affect you and any action(s) needed on your part. This segment of *To the Point* is on myCGS Password Requirements.

Slide 3: This session will provide an overview of setting up a password for the myCGS web portal. After you have registered for myCGS and received your User ID, you will need to establish a password. There's a quick reference guide to assist users with information on how to set your password, the password length, specific requirements, changes and expiration regarding the password and the process for forgotten passwords. We also have an article that provides the steps for unsuspending your account.

Slide 4: Why are there so many requirements for your password? The information found in the myCGS web portal is sensitive in nature. Users have access to the beneficiary's Protected Health Information (PHI) and Personal Identifiable Information (PII). CGS requires an extra level of security as found in CMS Pub. 100-25 – Information Security Acceptable Risk Safeguards Manual: Appendix A. CGS is committed to safeguarding all Medicare beneficiaries' PHI and PII.

Slide 5: This slide covers the password length and requirements needed. The myCGS web portal is a secure application which users have access to Medicare Beneficiary Identifiers (MBIs), claim status, check information and much more. The password must be at least 8 characters and it must begin with a letter. It must include at least one uppercase letter, a lower-case letter, and at least one number. The password must also contain at least one special character (ex. @, #, \$, etc.). It must contain at least six different characters than the previous password. And lastly, the password may not be the same as one of the previous 12 passwords.

Slide 6: Users must change their password every 60 days. You can create your own or use the suggested password provided by myCGS. You will receive a reminder email from myCGS (mycgs.no.reply@mycgsportal.com) when you have not logged into the portal for a consecutive 20-day period. You will continue to receive login reminders to prevent your account from being suspended.

Slide 7: If you don't remember your password, select the 'Forgot Password' link on the myCGS log in screen. Once you click on the log in link for myCGS, the User ID and Password screen comes up. Enter your User ID and select 'Forgot Password.' Follow the reset password instructions.

Slide 8: Your account may be suspended for one of the reasons listed below:

- Three (3) consecutive invalid password attempts
- Three (3) consecutive invalid Multi-Factor Authentication (MFA) attempts
- Account inactivity (haven't logged in for over 30 days)



You can follow the steps outlined on the next slide to unlock your account. If you are unable to successfully complete the steps, you will need to call the Provider Contact Center for assistance.

JB: 1.866.590.6727

JC: 1.866.270.4909

To keep your account active, you must log in to the portal at least once every 30 days. After 90 days of inactivity (no successful logins), your account will be permanently deleted.

Slide 9: Here are steps to unsuspend your account.

- Attempt to log in as usual. If the account is suspended, you'll receive an error message explaining why this happened.
 - Press OK to reset your access.
- You will be asked to answer the security questions you provided when you created your myCGS account. Answer the questions and press Submit. Note: your answers are case-sensitive.
- If your answers match the questions correctly, you will receive a message stating an email is being sent to you with further instructions.
 - If your answers do not match, try again. If you're unable to answer your security questions correctly, call the Provider Contact Center for assistance in unsuspending your account.

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- Once you receive the email, follow the link provided to change your password and reset your account.

Slide 10: Here are resources for today's edition of *To the Point*. Links to the dedicated myCGS webpage.

- The myCGS Password Quick Reference Guide
- Frequently Asked Questions specific to myCGS
- Unsuspend Your Own myCGS Account with No Phone Call Required! Article

Slide 11: Thank you for viewing this session of *To the Point* on myCGS Password Requirements. We hope you will join us again for other educational offerings by the Provider Outreach and Education Department here at CGS.