

For security purposes, each myCGS user must have a unique User ID and password that is NOT to be shared. This guide will help with creating and maintaining secure passwords.

<b>Length of Password</b>	At least 8 characters
<b>Password Requirements</b>	<ul style="list-style-type: none"> <li>• Case sensitive</li> <li>• Must contain an upper-case letter</li> <li>• Must contain a lower-case letter</li> <li>• Must contain at least one special character (such as @, # or \$)</li> <li>• Must contain numbers (0-9) and letters (A-Z, a-z)</li> <li>• Must begin with a letter</li> <li>• Cannot use leading portion of first or last name</li> <li>• Cannot contain spaces</li> <li>• Cannot use same password as the previous thirteen passwords</li> </ul>
<b>Password Expiration &amp; Changes</b>	<p>Must be changed every 60 days.</p> <p>Must contain at least 6 different characters than the previous password.</p> <p>When password expires, user will be prompted to create a new password upon log in.</p>
<b>Frequency of Password Change</b>	Password can be changed once in a 24-hour period.
<b>Password Reset</b>	If user forgets password, access the Password Reset Tool by selecting the 'Forgot your password?' link on the Log In screen; or the 'Forgot or Change Your Password' link on the Welcome screen.

## ADDITIONAL TIPS & REMINDERS

- myCGS users logged into the system will automatically timeout after 15 minutes of inactivity.
  - The user can immediately log back into myCGS.
- myCGS users who attempt to login three times unsuccessfully within 120 minutes will experience an indefinite lock-out period.
  - If a Provider User is locked out: Contact your Provider Administrator to regain access.
    - TIP:** To save time and to avoid the lockout period altogether, check with your Provider Administrator for assistance prior to the third attempt. The Provider Administrator can re-establish a user's access.
  - If the Provider Administrator is locked out: Contact the EDI Help desk to unlock the account.
- In order to remain active in myCGS, Provider Administrators and Provider Users must log into the portal at least **once every 30 days**.
  - If the Provider Administrator is deactivated for non-use, ALL Provider Users granted access by the administrator will be deactivated, as well.
  - Provider Administrators and Provider Users must re-register as NEW users.

**TIP:** You will receive a reminder email from [ops.no.reply@palmettogba.com](mailto:ops.no.reply@palmettogba.com) when you have not logged into myCGS for a consecutive **20 day period**. If, after receiving this email, you still do not log in, another email will be sent on **day 25**. Add this email address to your address book to ensure our notification is delivered to your inbox.

## EDI HELP DESK

- Part A Providers: 1.866.590.6703 (Option 2)
- Part B Providers: 1.866.276.9558 (Option 2)
- Home Health and Hospice Providers: 1.877.299.4500 (Option 2)