



A CELERIAN GROUP COMPANY

To the Point – myCGS Prior Authorization Smart Submission (PASS)

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To the Point is presented by the Provider Outreach and Education Department at CGS.

The Provider Outreach and Education department creates these brief recordings on hot topics or upcoming events. The purpose is to provide suppliers with quick information on identified topics, how they affect you and any action(s) needed on your part. These recordings are less than 10 minutes and will contain resources for additional information when applicable. This segment of To the Point is on myCGS Prior Authorization Smart Submission or PASS.

This session of To the Point will provide a brief explanation of the latest enhancement of myCGS which is the PASS process and the benefits to the supplier. To the Point will conclude with information on why suppliers should use myCGS PASS and resources for complete details.

myCGS PASS is a simple way to submit all the information needed for a Prior Authorization Request through the myCGS web portal. A few benefits of using myCGS PASS includes, saving time and money, everything is completed within the portal, up-front editing and it checks for duplicate submissions, approved or pending.

From the Delivery Confirmation page in myCGS PASS, suppliers will also receive additional up-front editing to assist suppliers in determining if the same item has been submitted for prior authorization in the past. Once the required fields have been entered, and the next button selected, the system will return an alert or error message, if applicable. An example of an alert would be if the beneficiary resides in the other CGS jurisdiction, B vs C. If there's an error, for example, it could be because either the beneficiary does not reside in jurisdictions B or C, or the information entered does not match our records. The supplier should verify the information before attempting to resubmit or submit to the correct DME MAC.

At the Program Codes screen in myCGS PASS, the system will check for duplicate submissions. Select the applicable HCPCS code and press the next button. myCGS will search to determine if a Prior Authorization Request was previously submitted and approved. It will also check to determine if the beneficiary and the HCPCS code entered has a Prior Authorization request pending. If either situation occurs, the system will issue an alert message to the user.

Before uploading supporting documentation and submitting your prior authorization request, myCGS will present you with a checklist of required documents for your request. Ensure your files contain each of the items on the list, and then select the checkboxes next to each. You must check off every item to continue. myCGS displays a list of applicable program resource links, each will take you to an educational resource on our website. These educational resources will help to ensure you have all the necessary documentation to support your Prior



Authorization request.

Suppliers can find complete instructions on how to submit Prior Authorizations through the myCGS web portal on the CGS website. Locate and select the myCGS User Manual in the left-hand navigation panel of the CGS website. From there, select Chapter 5, Claim Preparation and then under Prior Authorization, select Smart Submission.

Why should you use myCGS PASS? Suppliers can save time and money by submitting prior authorization requests in the web portal. Here are some examples of those savings:

- It is the preferred method over fax or mail.
- The submissions are secure.
- Suppliers receive front-end notifications.
- Duplicate submissions are returned in real-time.
- Resources are available in the portal.
- Confirmation is received with the date and time.

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

- **myCGS User Manual**
- <https://www.cgsmedicare.com/mycgs/manual/dme/index.html>
- **Prior Authorization web page**
- JB: https://www.cgsmedicare.com/jb/mr/condition_of_payment_prior_auth.html
- JC: https://www.cgsmedicare.com/jc/mr/condition_of_payment_prior_auth.html
- **Prior Authorization Lookup Tool**
- JB: https://www.cgsmedicare.com/medicare_dynamic/jb/pa/pa.aspx
- JC: https://www.cgsmedicare.com/medicare_dynamic/jc/pa/pa.aspx
- **Supplier Manual, Chapter 9**
- JB: <https://www.cgsmedicare.com/jb/pubs/pdf/chpt9.pdf>
- JC: <https://www.cgsmedicare.com/jc/pubs/pdf/chpt9.pdf>

Thank you for viewing this session of *To the Point* on myCGS Prior Authorization Smart Submission or PASS. We hope you will join us again for other educational offerings by the Provider Outreach and Education Department here at CGS.