myCGS Portal - Cost Report Submissions & Multi-Factor Authentication (MFA) Options

Background

myCGS is a self-service, web-based application developed specifically to serve the needs of health care providers and their staff in Jurisdiction 15. It offers:

- Availability 24/7

- Services and functions that are FREE of charge

- Access to beneficiary eligibility, claim and payment information, forms allowing you to submit redetermination requests, and respond to Medical Review Additional Documentation Requests (ADR), and much more.

To use myCGS, providers must have an Electronic Data Interchange (EDI) agreement on file with CGS.

- If you do not have an EDI agreement with CGS, refer to the **J15 EDI Enrollment (Agreement) Form & Instructions:** http://www.cgsmedicare.com/pdf/J15_EDI_EnrollAgreement2015re.pdf

- In addition, to ensure you are able to utilize this free self-service option, please refer to the **myCGS System Requirements:** http://cgsmedicare.com/articles/cope29182.html

myCGS Suite of Resources

CGS makes available a comprehensive package of education resources and job aids to help you with your questions. They are available on the website links below.

Resources

Once user access is established, providers are encouraged to utilize the following learning resources:

- myCGS User Manual
- Frequently Asked Questions
- myCGS Help Desk and Contact Information
- myCGS Password Quick Reference Guide **PDF**

A summary of some of the myCGS functions you may be interested in as a myCGS user:

- Eligibility **PDF**
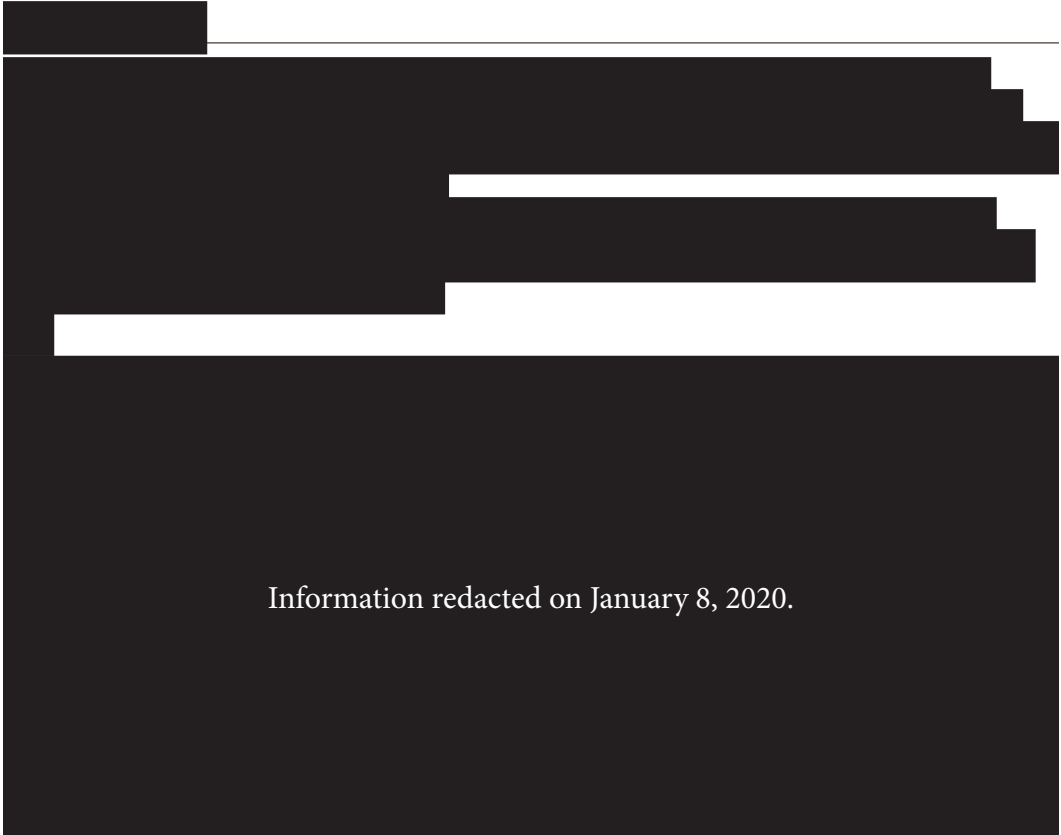- Forms **PDF**
- Remittance **PDF**

Helpful articles and job aids to assist myCGS home health and hospice users:

- Assigning Multiple Provider Admins
- Attaching Documents in myCGS
- 'eOffsets' Job Aid **PDF**
  - eOffset Using myCGS: Clarification of Valid Requests
- Intro to myCGS Web Portal (1st in a Series)
- Medical Review ADR Job Aid
- myCGS General Inquiry – HHH
- Password Quick Reference Guide **PDF**
- Redetermination Requests **PDF**
  - Redeterminations Through myCGS: Reminders
  - Submitting Redeterminations through myCGS (3rd in a Series)
- Registration Checklist **PDF**
- Tips for Uploading myCGS Files

- HHH: http://www.cgsmedicare.com/hhh/mycgs/index.html
- Part A: http://www.cgsmedicare.com/parta/myCGS/index.html
- Part B: http://www.cgsmedicare.com/partb/myCGS/index.html

Information redacted on January 8, 2020.

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Security Matters! Multi-Factor Authentication (MFA) Option

What is MFA? CGS implemented the Multi-Factor Authentication (MFA) to enhance the security of Medicare data, as well as myCGS user data. **This feature is optional.** MFA offers an extra layer of security to help keep your myCGS account secure even if someone manages to obtain your password without your knowledge..

How to Activate MFA

1. When logging into myCGS, you can choose to turn the MFA feature on by accessing the **My Account** tab.

2. Once MFA is successfully activated, you will be presented with a verification page.

3. You can choose to receive an eight-digit verification code via text (if a mobile phone number was entered on the **My Account** tab), or via an email message.

4. Each time you access myCGS, you will receive the eight-digit verification code via the option you previously selected (text or email). Once the verification code is entered, you will have access to the myCGS website portal.

Please refer to the *myCGS User Manual*, **Chapter 1: Overview of myCGS** for an explanation of the process with easy-to-follow screen shots:

- HHH, Part A, and Part B: http://www.cgsmedicare.com/pdf/mycgs/chapter1.pdf