



A CELERIAN GROUP COMPANY

myCGS Portal:

How to Submit a Prior Authorization Request

Hey everyone! Need to submit a prior authorization request? I've got you covered! Today, I'll show you the fastest and easiest way to do it using the myCGS DME Portal. Let's dive in!

Why use myCGS? Because it's simple! The portal uses PASS—Prior Authorization Smart Submission—which walks you through the process step by step. No guesswork, fewer errors, and a better chance your request gets approved.

Here's how to do it:

Step 1: Log in to myCGS

Go to our website and click the myCGS icon in the top right corner.

Step 2: Start your request

Click Claim Preparation, then Prior Authorization, and select Smart Submission.

Step 3: Check your info

Your account details will auto-fill. Make sure they're correct. If you need a different NPI or PTAN, select it from the dropdown.

Step 4: Add contact information

Enter the name and phone number for questions. Email is optional, but it's great to have just in case the contact person can't be reached by phone. Then click Next.

Step 5: Delivery confirmation

Has the item been delivered? Select Yes or No.

If it has, myCGS will ask if the beneficiary is eligible for retroactive Medicare coverage.

Step 6: Enter beneficiary information

Add the MBI, name, and date of birth. If it doesn't match Medicare records, you'll get an error.

Step 7: Select program and equipment

Choose the Prior Authorization category and HCPCS code. If there's already a request for this code, the system will alert you.

Step 8: Add accessories if needed

Select accessory codes from the list.

Step 9: Expedited request

If the beneficiary's health is at risk without the equipment, select Yes.

Step 10: Upload documents

Attach all required files. Each file can be up to 50 MB, and you can upload up to 15 files.



Finally, click Submit

Once you hit submit, you'll get a confirmation with the date and time. Processing takes up to 10 days. And that's it—you're done!"If this video helped you, please fill out our website survey and let us know! Thanks for watching and don't forget to click like and subscribe and hit the bell so you never miss an update!