

Welcome to the CGS Part A Medicare website. Whether you're based in Kentucky or Ohio, you'll find information on this website that will answer many of your questions regarding documentation, claim submission, coverage, and new Medicare initiatives. This video will familiarize you with several key features of the Part A Medicare website.

1. The main Part A Medicare page includes two areas below the rotating pictures where you can find highlighted topics and information. The information in these areas will change from time to time, so make sure to keep an eye on the information located here.

2. Near the top of this page, you will see a contract navigation bar which displays the different Medicare contracts held by CGS. This navigation bar is located at the top of every page throughout the CGS website. To view information specific to Part A Medicare, select the "Kentucky and Ohio Part A" tab. The tab will display in dark blue, indicating that you are viewing the Part A Medicare area of the CGS website. To view other contract areas on the CGS website, simply click on the specific tab for the contract that you wish to access.

3. The search bar, which is powered by Google, is located on the top right side of the page. After you submit a search, site-wide results will display and you will have the option to easily refine your results to include only Part A, or another contract.

To do this, simply select the contract tab and your search results will display all available information for the contract you selected. You will notice a "Search Tips" button above the contract filters. The search tips page explains how to improve your search and quickly find the information you are looking for.

4. The Part A Medicare site includes a navigational aid called the bread crumb trail. It is located above the title of each page. The bread crumb trail allows users to keep track of their location within the website by displaying a hyperlink "trail".

This accomplishes two things; you will always be able to see how you got to that web page, and second, it allows you to jump back one or more pages with a single click of the mouse.

5. There are many pages within the CGS website that utilize collapsing and expanding links, such as the Appeals FAQs in the Part A site. To view the answer to any of the questions displayed, simply click on the question and the answer will appear. When you click on another question, the new answer will open and the previous answer will be closed. The "Quick Links" menu on the main page also expands and collapses. Simply click on the "Quick Links" bar to expand.

6. The left side menu is arranged in alphabetical order, with the exception of the "myCGS Portal" and "Customer Service" links at the top. You will notice that when clicking on a main topic, a drop-down menu with links to more information appears and a brief topic overview is displayed in the body of the page.

7. In the upper right side of every Part A Medicare page, you will find "print", "bookmark", "email", and "font size" buttons. These buttons will help maximize your user experience and functionality of the website.

Clicking the "Print" button will open a new window which will consist of printer-optimized text from the body of the page which you are viewing. This will allow you to print main content on the page without including the header, footer, and menus.

The "Bookmark" button will automatically add the current page to your browser's bookmarks. This is helpful if you find yourself visiting a certain page frequently, such as the Education and Events Calendar.

Clicking on the "Email" button will allow you to send an email containing a link the current page you are viewing. This is a very quick way to share helpful information with a colleague.

8. There are many helpful links in the footer which is located at the bottom of every Part A Medicare page.

Under the "Utilities" section, there is a "Join/Update Listserv" link. Clicking here will take you to a page where you can either sign up for the first time or update your listserv subscription.

There are also "Print", "Bookmark", and "Email" buttons in the "Utilities" section. These buttons do the same thing as the buttons at the top of the page which were discussed earlier in this video.

The "Stay Connected" area includes links to the various CGS social media accounts.

The "Site Info" section contains links to the "Video Tour", "Website Feedback", "Site Map", and the website "Disclaimer".

The video tour link takes you to this video that you are currently watching. You may wish to share this link with others who also utilize this website.

The "Website Feedback" link takes you to a page where you can send a short message directly to the webmaster of this site. We take your input seriously and hope that you will utilize this feature to help improve our site.

You will want to use the "Site Map" link if you are having trouble locating a particular link in the left side menu. The site map will give you a list of links to all of the major topics covered in the left side menu which was discussed earlier in this video.

The "Disclaimer" link is self-explanatory. If you want to view this disclaimer, click on the link.

The "Contact Us" link will provide you with addresses, phone numbers, and fax numbers for all of Part A Medicare Departments.

9. When accessing the CGS Part A Medicare website, you may receive a survey pop-up message. We encourage you to complete this short website satisfaction survey every time it is offered. We base many website improvements around this feedback, so your input is very important to us. We want to continue making enhancements that will exceed your needs and expectations.

10. Thank you for viewing this tutorial video. We hope this website will be a great resource for all of your Medicare information and questions.

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