INSTRUCTIONS for myCGS Part B Self-Service



Part B providers can now correct modifier clerical errors themselves from myCGS. You can now access your claim information to make modifier addition/correction/changes yourself, just by following these instructions.

Reopening requests must be submitted within 12 months of the original claim remittance date.

1. Enter your user ID and password in the appropriate fields, then click "Submit"



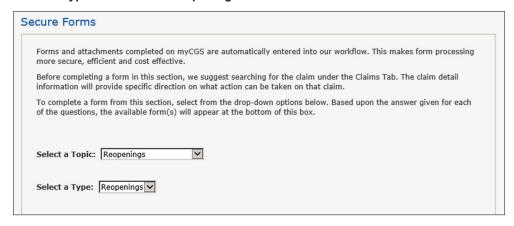
2. Select Form:



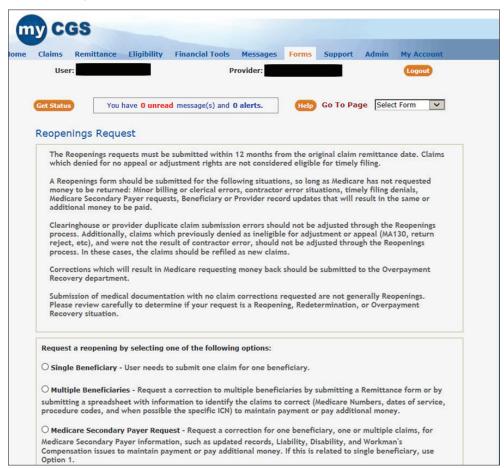




- 3. Select a Topic Reopenings
- 4. Select a Type Defaults to Reopenings



- 5. Click on Reopenings: ER -J15-B-1000 link
 - a. Once you click on the "Reopenings Part B: ER-J15—B-1000," the myCGS 'Reopenings Request' page will appear. This page explains timeframes and provides examples of valid Reopening requests. These details must be considered prior to submitting a request.



6. Select Single Beneficiary.

Single Beneficiary Reopening Form

There are four sections to the form:

- 1. Provider Information;
- 2. Beneficiary Information;
- 3. Claims Information; and
- 4. Supporting Documentation.

Each field marked with a RED asterisk is a required field.

Provider Information' Section

You must complete the following fields:

Provider Address 1
Provider City
Provider State
Provider Zip Code

Provider Phone Number Last 5 Digits of Tax ID National Provider Identifier (NPI)

Beneficiary Information' Section



Claim Information' Section

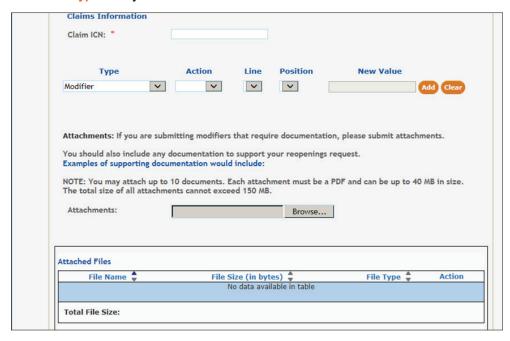
Claim ICN – This is the internal control number (ICN) of the original claim. The ICN can be located on your remittance advice.



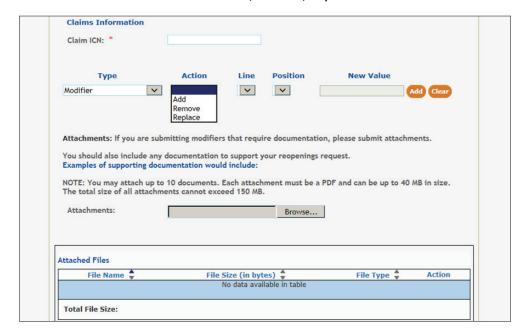
Type

Drop down box - Identifies the type of reopening you will be requesting, "Modifier"

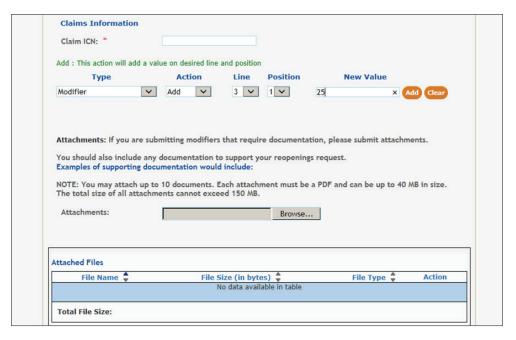
1. Select the Type of Adjustment – Modifier



2. Select the ACTION for the Modifier: Add, Remove, Replace



- 3. Select the Line on which to correct the Modifier. Please use your remittance for the specified claim to determine the line number.
- 4. Select the Position to add the Modifier. There are 4 positions available.
- Enter the 3-7 digit diagnosis code that needs to be added or replaced in the New value field. Note: When the option "Remove" is selected the New Value field is locked, and is not used.



* Reminder: Documentation is not reviewed for a modifier - add, replace, or remove correction. The reopening department will only handle a simple correction, as outlined in the steps below. Documentation, including 1500 claim forms, is not needed for modifier - add, replace or remove corrections.



'Submitters Name' field

 The first and last name of the person completing the form must be entered into the submitter's name field, before selecting the Submit button.