my CGS

Web Portal Registration
CHECKLIST

myCGS is an Internet-based, application that enables providers to access their Medicare information securely. There is no cost to providers to use **myCGS**.

It's easy to register. Just go to: https://www.cgsmedicare.com. Select your CGS line of business, either Part A, Part B, or Home Health and Hospice.

KEY POINTS-ACCESSIBLE INFORMATION

myCGS myCGS users have access to LOTS of information!

- **Claim Status:** Check the status of claims submitted to CGS. Perform a number of functions directly from the claim status screen, which include submitting requests for Redetermination, Part B Reopening, and respond to our requests for additional documentation. In addition, Part B providers can submit Part B claims direct to CGS!

- **Medical Review:** Respond to our requests for additional documentation (ADR) from our medical review department. Also, request Redeterminations and Part B Reopenings.

- **Remittances:** Look up and print remittance advices from the past year.

- **Eligibility:** Verify whether Medicare is primary or secondary; see if your patient is enrolled in a Medicare Advantage plan; review preventive benefits; home health and hospice utilization; and MUCH more!

- **MBI Look-Up:** Instant access to search for your patients' Medicare Beneficiary Identifier (MBI)!

- **Financial:** Verify the number of claims approved-to-pay and payment amounts. Submit requests for immediate offset to satisfy a demanded overpayment.

- **Forms:** In addition to the functions above, submit general inquiries; requests for Comparative Billing Reports (CBRs); send credit balance reports; and correspond securely with our Audit & Reimbursement team!

HOW TO ENROLL – FOUR SIMPLE STEPS

1. Register using your billing or group NPI/PTAN.

2. To enroll, you will need:

   a. An EDI Enrollment agreement on file. (Hint: if you are currently submitting claims electronically to CGS, you already have an EDI Enrollment form on file). If you do not, you will need to complete the form, which is available at https://www.cgsmedicare.com; select the tab for your line of business (Part A, Part B, or HHH); click on the EDI tab in the left-navigation section. Click on the EDI Enrollment icon to access the EDI Enrollment Packet.

   b. Your NPI, PTAN, and Tax ID number.

   c. The most recent Medicare payment amount received: This information will help us confirm you are a provider with CGS. To do this, we will need the last check amount that was processed through our processing system. If you do not have this information, the CGS IVR for your contract can provide that information. If you need additional assistance, please contact the CGS EDI Department.

3. Set up your validation questions and answers to help you with password resets in the future. Complete the required security step requirements. Submit the application.

4. Once submitted, an email will be sent to the email address on the application to verify your registration. Click on the link within that email, and **myCGS** will be available to you! You will receive your User ID and have the ability to change your password at that point.

The original person who registers for **myCGS** will be considered the Provider Administrator. The Provider Administrator is responsible for granting access to other users (known as Provider Users) in the organization, and can also reset passwords. It is recommended that the Provider Administrator be your organization's administrator, financial administrator, or billing supervisor, and be readily available to assist the Provider Users. ***NOTE: We also recommend that each organization appoint more than one Provider Administrator.***

YOU'RE READY TO GO!

Questions? Contact the CGS EDI department at:

- HH&H: **1.877.299.4500** (Option 2).
- Part A: **1.866.590.6703** (Option 2).
- Part B: **1.866.276.9558** (Option 2).

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