



PASSWORD QUICK REFERENCE GUIDE

For security purposes, each myCGS user must have a unique User ID and password. This guide will help with creating and maintaining secure passwords.

| | |
|--|--|
| Length of Password | At least 8 characters |
| Password Requirements | <ul style="list-style-type: none"> • Case sensitive • Must contain an upper-case letter • Must contain a lower-case letter • Must contain at least one special character (such as @, # or \$) • Must contain numbers (0-9) and letters (A-Z, a-z) • Must begin with a letter • Cannot use leading portion of first or last name • Cannot contain spaces • Cannot use same password as the previous thirteen passwords |
| Password Expiration & Changes | <p>Must be changed every 60 days.</p> <p>Must contain at least 6 different characters than the previous password.</p> <p>When password expires, user will be prompted to create a new password upon log in.</p> |
| Frequency of Password Change | Password can be changed once in a 24-hour period. |
| Password Reset | If user forgets password, access the Password Reset Tool by selecting the 'Forgot your password?' link on the Log In screen; or the 'Forgot or Change Your Password' link on the Welcome screen. |

ADDITIONAL TIPS & REMINDERS

- myCGS users logged into the system will automatically timeout after 15 minutes of inactivity.
 - The user can immediately log back into myCGS.
- myCGS users who attempt to login three times unsuccessfully within 120 minutes will experience an indefinite lock-out period.
 - If a Provider User is locked out: Contact your Provider Administrator to regain access.

TIP: To save time and to avoid the lockout period altogether, check with your Provider Administrator for assistance prior to the third attempt. The Provider Administrator can re-establish a user's access.
 - If the Provider Administrator is locked out: Contact the EDI Help desk to unlock the account.
- In order to remain active in myCGS, Provider Administrators and Provider Users must log into the portal at least **once every 30 days**.
 - If the Provider Administrator is deactivated for non-use, ALL Provider Users granted access by the administrator will be deactivated, as well.
 - Provider Administrators and Provider Users must re-register as NEW users.

TIP: You will receive a reminder email from ops.no.reply@palmettogba.com when you have not logged into myCGS for a consecutive **20 day period**. If, after receiving this email, you still do not log in, another email will be sent on **day 25**. Add this email address to your address book to ensure our notification is delivered to your inbox.

EDI HELP DESK

- Part A Providers: 1.866.590.6703 (Option 2)
- Part B Providers: 1.866.276.9558 (Option 2)
- Home Health and Hospice Providers: 1.877.299.4500 (Option 2)

