myCGS
User Manual

'Messages' Tab

CGS®
A CELERIAN GROUP COMPANY

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

CHAPTER 6 'Messages' Tab

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'Messages' Tab

The 'Messages' tab will allow providers access to a secure messaging system within myCGS. This messaging system will send providers messages and alerts regarding system access and functions performed while in myCGS.

Reminder: Provider Administrators have access to all tabs within myCGS. Provider Users only have access to those tabs granted by their Provider Administrator. If you are a Provider User and the 'Messages' tab is grayed out, but you believe you need access to the 'Messages' Tab, you should contact your Provider Administrator.


ACCESSING SECURE MESSAGES

After performing various functions in myCGS (i.e., submitting the Redetermination or e-Offset forms), you will receive confirmation messages in your myCGS inbox. You can access messages by either clicking on the *Messages* tab located in the menu or clicking the link displayed in the *Message Bar*.
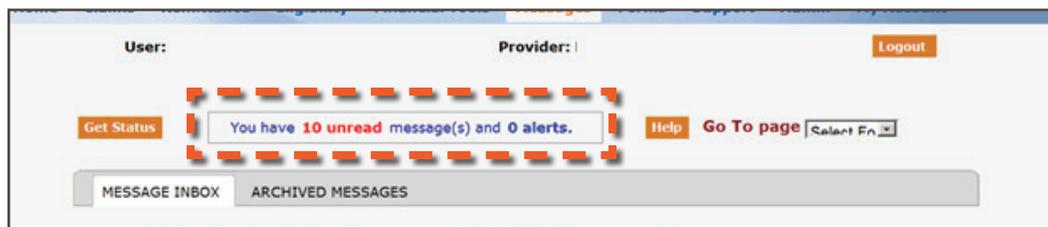
The message will contain a Subject indicating "Form Received" to advise you that your submission has been received. It will not display a 'Submission ID' until one has been assigned by CGS.
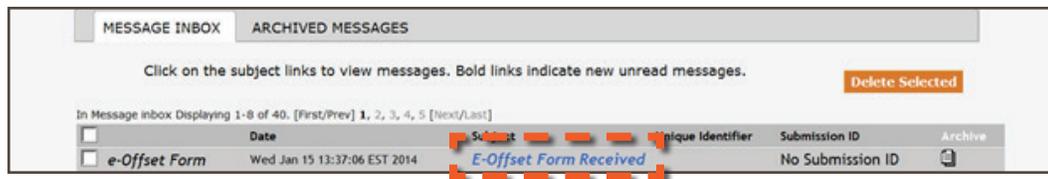
Once CGS has assigned the Submission ID, you will receive another message with a link "Secure Form Confirmation" under the Subject column. Click on this link to view the message. The message identifies the unique identifier assigned to your request

(e.g. Appeal DCN) and includes instructions on how to use the identifier to track the status of your request.

ARCHIVING MESSAGES

When accessing the 'Messages' tab, myCGS defaults to the "Message Inbox". To maintain the inbox you have the option of archiving messages.

To archive a message, click on the paper icon located in the last column of the message (Archive column).

Once the icon is selected the message is moved to the "Archived Messages" tab for future reference. To access archived messages, select the "Archived Messages" sub-tab.

DELETING MESSAGES

You also have the option of deleting messages. To delete a message, click on the block in the first column of the line to be deleted. Click the "Delete Selected" button.

To delete more than one message at a time, click on the block in the header. Doing this will check all lines. You may uncheck the lines that are not being deleted. Once all lines to be deleted are checked, click on the "Delete Selected" button.