myCGS User Manual





'Messages' Tab



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'Messages' Tab

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'Messages' Tab

'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.

my CGS		
Home Claims Remittance Eligibility	Fin Messages Forms	s Support Admin My Account
User:	Provider:	Logout
Get Status You have 10 unre	and message(s) and 0 alerts.	Co To page Select For

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*.

User:	Provider:	Logout
Get Status You have 10	unread message(s) and 0 alerts.	Help Go To page Select For
MESSAGE INBOX ARCHIVED	MESSAGES	

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.

MESSAGE INBOX	ARCHIVED MESSAGES			
Click on the	subject links to view messages	. Bold links indicate new unread messages.	Dalata Cal	-
n Messane inhox Displaving	1.8 of 40 (First/Prev] 1 2 3 4 5 [h	evt/i ast1	Delete se	ected
in Message inbox Displaying	g 1-8 of 40. [First/Prev] 1, 2, 3, 4, 5 [N Date	ext/Last]	Submission ID	Archive

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

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

Get Status	You have 10 unread messa	ge(s) and O alerts.	Help Go To p	Dage Select Fo	
MESSAGE INBOX	ARCHIVED MESSAGES				
Click on the	subject links to view message	es. Bold links indicate new unre	ad messages.	Delete Sel	lected
Click on the	subject links to view message 1-8 of 40. [First/Prev] 1, 2, 3, 4, 5 [es. Bold links indicate new unre	ad messages.	Delete Sel	lected
Click on the	subject links to view message 1-8 of 40. [First/Prev] 1, 2, 3, 4, 5 [Date	es. Bold links indicate new unre	ad messages. Unique Identifier	Delete Sel	lected Archive
Click on the n Message inbox Displayin e-Offset Form	subject links to view message 1 -8 of 40. [First/Prev] 1, 2, 3, 4, 5 [Date Wed Jan 15 13:40:05 EST 2014	es. Bold links indicate new unre	ad messages. Unique Identifier	Delete Sel Submission ID W151021401500033	Archive

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).

t Status	You have 8 unread messa	age(s) and 0 alerts.	Help Go To	page Select Form	•
MESSAGE INBO	ARCHIVED MESSAGES				
Click on t	he subject links to view messag	ges. Bold links indicate new u	nread messages.	Delete S	Selected
issage inbox Displa	ying 33-39 of 39. [First/Prev] 1, 2, 3, 4 Date	, 5 [Next/Last] Subject	Unique Identifier	Submission ID	Arc
e-Offset Form	Mon Jan 13 16:45:05 EST 2014	E-Offset Form Confirmation	12-295233	W151021401400002	0
e-Offset Form	Mon Jan 13 16:43:46 EST 2014	E-Offset Form Received	12-295233	No Submission ID	0
e-Offset Form	Mon Jan 13 16:35:05 EST 2014	E-Offset Form Confirmation		W151021401400001	
e-Offset Form	Mon Jan 13 16:33:10 EST 2014	E-Offset Form Received		No Submission ID	9
e-Offset Form	Thu Jan 9 16:13:57 EST 2014	Secure Form Confirmation		W151021400900035	
e-Offset Form	Thu Jan 9 16:13:57 EST 2014 Thu Jan 9 16:13:44 EST 2014	Secure Form Confirmation Secure Form Confirmation	12-295233	W151021400900035 W151021400900032	0

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.

t Status	You have 8 unread messa	age(s) and O alerts.	Help Go	To page Select Form
MESSAGE INBC	X ARCHIVED MESSAGES			
	Click on the subject links to	o view messages.		
				Delete Selected
				Delete Selected
n Message Arc	hives Displaying 1-8 of 12. [Firs	st/Prev] 1, 2 [Next/Last] Subject	Unique Identifier	Delete Selected
n Message Arc	hives Displaying 1-8 of 12. [Firs Date Thu Jan 9 16:13:44 EST 2014	st/Prev] 1, 2 [Next/Last] Subject Secure Form Confirmation	Unique Identifier 12-295233	Submission ID W151021400900031
n Message Arc	hives Displaying 1-8 of 12. [Firs Date Thu Jan 9 16:13:44 EST 2014 Thu Jan 9 16:13:26 EST 2014	st/Prev] 1, 2 [Next/Last] Subject Secure Form Confirmation Secure Form Confirmation	Unique Identifier 12-295233	Submission ID W151021400900031 W151021400900025
n Message Arc	hives Displaying 1-8 of 12. [Firs Date Thu Jan 9 16:13:44 EST 2014 Thu Jan 9 16:13:26 EST 2014 Thu Jan 9 13:06:56 EST 2014	st/Prev] 1, 2 [Next/Last] Subject Secure Form Confirmation Secure Form Confirmation E-Offset Form Received	Unique Identifier 12-295233	Submission ID W151021400900031 W151021400900025 No Submission ID

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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.

Click on the	Click on the subject links to view messages. Bold links indicate new unread messages. Delete Selected Message inhor Displaying 1-8 of 38. [Erst/Prev] 1, 2, 3, 4, 5 [Next/] act]					
	Date	Subject	Unique Identifier	Submission ID		
	Wed Jan 15 13:40:05 EST 2014	E-Offset Form Confirmation		W151021401500033	۵	
e-Of set Form	Wed Jan 15 13:37:06 EST 2014	E-Offset Form Received		No Submission ID	8	
e-Offset Form	Wed Jan 15 13:30:08 EST 2014	E-Offset Form Confirmation	12-3946CN	W151021401500032	9	

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.

He sage moox orspins					
	Date	Subject	Unique Identifier	Submission ID	
e-Offset Form	Wed Jan 15 13:40:05 EST 2014	E-Offset Form Confirmation		W151021401500033	
Offset Form	Wed Jan 15 13:37:06 EST 2014	E-Offset Form Received		No Submission ID	8
e-Offset Form	Wed Jan 15 13:30:08 EST 2014	E-Offset Form Confirmation	12-3946CN	W151021401500032	8
erOffset Form	Wed Jan 15 13:30:08 EST 2014	E-Offset Form Confirmation	09-0935CN	W151021401500031	۲
] Offset Form	Wed Jan 15 13:30:07 EST 2014	E-Offset Form Confirmation	12-4050CN	W151021401500030	8
e Offset Form	Wed Jan 15 13:27:13 EST 2014	E-Offset Form Received	12-4050CN	No Submission ID	
Offset Form	Wed Jan 15 13:27:13 EST 2014	E-Offset Form Received	12-3946CN	No Submission ID	8
e-Offset Form	Wed Jan 15 13:27:12 EST 2014	E-Offset Form Received	09-0935CN	No Submission ID	8