myCGS ACT Questions & Answers

Question: We have five offices, all with the same name. After going through the registration process I realized it would help to rename each office to help track the user ID assigned to a specific office. Is there a way for me to change the provider name so that I can distinguish between the offices and all my different logins?

Answer: After initial registration, there is no way for you to edit the provider name. Please contact our EDI Help Desk at 1.866.758.5666 for assistance. If EDI is unable to update the names for you, we may have to escalate this to the myCGS technical team for assistance.

Question: What information is available on the FINANCIAL TOOL tab in myCGS?

Answer: When you first access this tab, it will be blank. To populate the screen, click on the Submit button located at the bottom of the screen. The information under "Payment Floor Status" includes the number of claims in our system that are in an approved-to-pay status and the amount approved to pay. (Claims in an approved-to-pay status are awaiting the payment floor, which is 14 days for electronic claims and 29 days for paper claims.) The information under "Last Three Checks" will display the dates and amounts of the last three Medicare payments sent to the provider.

Question: Is it possible for our corporate office to be assigned an ID to be able to view the financial information for all of our groups?

Answer: The way myCGS queries the system is based on the PTAN/NPI assigned to each group. Currently, there is no way to issue a "master" ID to access the financial information for multiple groups. The corporate office will have to be granted access to each group's profile by having someone from the corporate office registered as a provider user.

Question: When will remittance advice information be available in myCGS?

Answer: Currently, remittance advices (RAs) are available in myCGS from September 12, 2012, forward. We are still working to provide historical RAs. As soon as RAs prior to September 12, 2012, are available, we will be sure to let you know via listserv.

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Question: Currently, offset information is available through the IVR. Will it also be available through myCGS?

Answer: Providing offset information through myCGS is a great suggestion! We will be sure to share this suggestion with the myCGS technical team to consider for future enhancements.

Question: The contact name of the individual on the EDI Enrollment Agreement is one element required to register for myCGS. If I do not have a copy of the original agreement, how can I obtain this information?

Answer: We suggest you use the contact name on the EDI Enrollment Agreement when you register for myCGS. If you don't have that person's name or a copy of the agreement, please call our EDI Help Desk for assistance at 1.866.758.5666.

Question: Can billing services and clearinghouses register for myCGS?

Answer: From a contractor standpoint, myCGS is a tool created for our providers. We suggest that providers register for myCGS then, if appropriate, grant individuals from billing services and clearinghouses access to the system. A note on this is located under the "Services" section of the myCGS Frequently Asked Questions (FAQs) at http://www.cgsmedicare.com/parta/myCGS/FAQs.html.

Question: Will we be able to verify the number of days available for hospital or skilled nursing facility (SNF) stays under the INPATIENT tab?

Answer: myCGS will display the dates of earliest and latest billing activity for the spell of illness provided that this information is available in the common working file (CWF). If no information is displayed, it may be because the Part A claim has not been filed. If you also have access to the DDE system, in some cases, it may help to use that system simultaneously with myCGS. Also, remember to enter a date in the DATE RANGE field on the inquiry screen to allow myCGS to query the correct time period. For more information on the INPATIENT tab, please refer to page 29 of the myCGS User Manual located at http://www.cgsmedicare.com/ohb/myCGS/User_Manual.pdf.