Commercial Repayment Center Portal (CRCP)

User Guide

Version 4.3

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Chapter 1: Summary of Version 4.3 Updates

The following are updates to the Commercial Repayment Center Portal (CRCP) User Guide version 4.3:

To clarify possible error messages encountered during document upload, a note regarding page size has been added (Section 10.6).

To clarify actions following an error message during the ID proofing process, advice regarding how to continue has been added (Section 6.3.2).

Chapter 2: Introduction

2.1 Overview of the CRCP

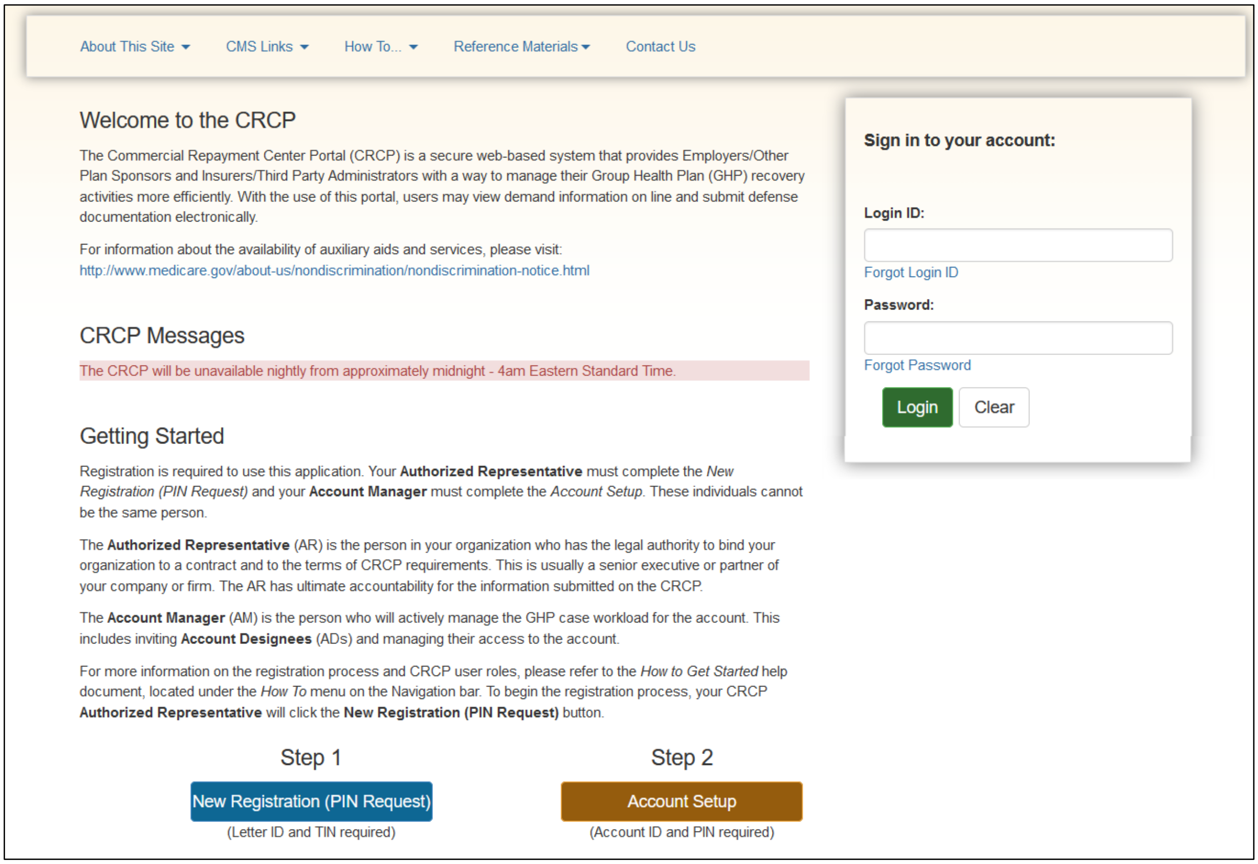
The Commercial Repayment Center Portal (CRCP) is a secure web-based system that provides employers, other plan sponsors, insurers, and Third-Party Administrators (TPAs) with a way to manage their Group Health Plan (GHP) recovery activities and cases online. Specifically, CRCP users can electronically communicate with the Commercial Repayment Center (CRC) to resolve their GHP debt with Medicare.

This system provides the ability for users to perform the following actions:

- View demand and related case information.
- View information for submitted defenses.
- Submit new defenses for a claim or claim lines associated with a case.
- Upload defense documentation.
- View and track case information, including financial data, defense status, and correspondence history.
- View and read letters.

Note: The CRC will continue to support the manual submission of documented defense documentation. The CRCP serves to augment that process.

Figure 2-1: Welcome to the CRCP



2.2 Account Types

Before you begin the process of creating a new account, you must determine your account type. There are two account types available for CRCP users: Employer or Insurer. Account types are mutually exclusive and require registration on the CRCP.

- Employer: The Employer account is intended for employers or other plan sponsors.
- Insurer: The Insurer account is intended for insurers or other claims processing Third Party Administrators (TPAs).

2.3 Login ID and Password Limits

Each user of the CRCP can have only one login ID and password. Unless previously registered, you must begin at the *Welcome to the CRCP* page to register for a CRCP account.

Note: Invited Account Designees (AD) following the registration link bypass the *Welcome to the CRCP* page during registration.

2.3.1 Coordination of Benefits Secure Web Site (COBSW) Application Users

Users of other COBSW applications Medicare Secondary Payer Recovery Portal (MSPRP), Section 111 COBSW, and Workers' Compensation Medicare Set-Aside Arrangement Portal (WCMSAP) must use the same login ID and password for each application. If you already have a login ID and password for these applications, you will not be allowed to create new credentials on the CRCP. Additionally, if you change your password in any COBSW application, it is changed for all other COBSW applications, including the CRCP.

Note: *Login ID* and *Password* fields are case sensitive.

2.4 Users and Roles

A CRCP user can be defined as one of three possible roles:

- Authorized Representative (AR)
- Account Manager (AM)
- Account Designee

A CRCP AR, AM, or AD may have another role (AR, AM, or AD) in the other COBSW systems.

2.4.1 Authorized Representative (AR) Role

The AR is the person in your organization (employer/other plan sponsor or insurer/TPA) who has the legal authority to bind the organization to a contract and to the terms of CRCP requirements. This is usually a senior executive or partner of your company or firm. The AR has ultimate accountability for the information submitted on the CRCP.

The AR initiates the registration process (or designates another to do so) by requesting a Personal Identification Number (PIN), but the AR does not have direct access to the CRCP application and cannot be a user on the portal.

On completing the *PIN Request* process, the account ID will appear on the *PIN Request Completed Successfully Thank You* page and the AR will receive an email containing the account ID, as well as a separate email containing a four-digit PIN. The AR then provides the account ID, PIN, and company contact information to the designated AM, who will finish the process of setting up the account on the CRCP. Once the AM completes the *Account Setup* process, a Profile Report is emailed to the AR. The AR is responsible for returning the signed Profile Report to the Benefits Coordination & Recovery Center (BCRC).

2.4.1.1 AR Responsibilities

The AR is responsible for the following activities of the CRCP:

- Completing the *PIN Request* process.
- Providing the designated AM with the PIN, account ID, and company contact information.
- Reviewing, approving, and physically signing the Profile Report, including the Data Use Agreement (DUA), and returning it to the Electronic Data Interchange (EDI) Representative.

2.4.1.2 AR User Restrictions

The AR must comply with the following CRCP user restrictions:

- A CRCP AR may not be a user (AM or AD) of the CRCP application but can be the AR for multiple CRCP accounts.

2.4.2 Account Manager (AM) Role

The AM is the person who will actively manage the GHP case workload for the account. This includes inviting ADs and managing their access to the account. ADs are invited by the AM at the account ID level.

Once the AR completes the *PIN Request* process and provides the AM with the PIN, account ID, and company contact information, the designated AM will complete the *Account Setup* process. Once the *Account Setup* process is finished, a Profile Report is emailed to the AR for review and approval. The AM is copied on the email.

Once the account is set up, the AM can begin inviting ADs to the account. However, until the signed Profile Report has been returned and processed by the EDI Representative, the AM cannot access the full CRCP functionality, such as viewing or submitting documented defense information. Once the EDI Representative has activated the account, the AM will have full functional access to the CRCP to begin working cases.

2.4.2.1 AM Responsibilities

The AM is responsible for the following activities in the CRCP:

- Completing the *Account Setup* process.
- Inviting or adding ADs to an account.
- Revoking or removing AD access to an account.
- Updating personal contact information.
- Updating AR contact information.
- Replacing the AR, if necessary.

2.4.2.2 AM Role Restrictions

The AM must comply with the following CRCP user role restrictions:

- The AM cannot be the AR for any CRCP account.
- An AM may be the AM for multiple CRCP accounts.
- An AM can be an AM for one account and an AD for another account.
- The AM can replace the AR for their account with an existing AR from a different account.
- An AM cannot update organizational account information (Company Tax Identification Number (TIN), Company Name, Address, etc.). The AM must contact the CRC to make any of these changes.
- A user cannot be both an AM and an AD for the same account.

2.4.3 Account Designee (AD) Role

An AD assists the AM with GHP recovery cases. The AM may, but is not required to, invite individuals to register as ADs associated with the account and become users of the CRCP. Each CRCP account may have zero, one, or up to 200 ADs.

An AD must first be invited by an AM. If the AD has never registered for a COBSW application before, the AD must create a login ID and password to gain access to the account on the CRCP. An AD who is already registered with a CRCP account, or who is already a user on another COBSW application, can use their current credentials to log into the CRCP. Once an AM has invited an AD, the system sends an email to the AD with instructions on how to register (new users only) and access the account.

ADs can be associated with multiple CRCP accounts using their single login ID. After logging in, ADs are presented with a list of accounts to which they are associated. ADs can then select an account and choose from several actions available for managing that account, such as viewing demands and case information, and submitting defense documentation.

If you want an AD to be reassigned as an AM to an existing account, contact your EDI Representative to make the change.

2.4.3.1 AD Responsibilities

The AD is responsible for the following activities in the CRCP:

- Registering on the CRCP at the invitation of the AM.
- Obtaining a login ID and password (for new application users only).
- Updating personal contact information.
- Viewing and managing recovery cases.

2.4.3.2 AD Role Restrictions

The AD must comply with the following CRCP user role restrictions:

- The AD cannot be an AR for any CRCP account.
- The AD can be an AM for a different CRCP account.
- The AD cannot be both AM and AD for the same CRCP account.
- The AD can be reassigned as an AM to an existing account.
- The AD cannot invite other users to be an AD for a CRCP account.
- The AD cannot update CRCP organizational account information (Company TIN, Company Name, Address, etc.).

2.5 Finding Help

When you arrive at the CRCP, you will find several helpful resources. Most are located on the main navigation bar of the application:

- User Guide
- How To Menu
- Quick Help
- Entry Hints

2.5.1 User Guide

This user guide, located under the *Reference Materials* menu on the CRCP, includes general information about the CRCP system and provides specific process steps on how to use the CRCP navigation and portal screens. The information in this guide may be used in conjunction with other online help documents, which will help with completing common tasks.

You can access this user guide and all help pages at the following CRCP URL: https://www.cob.cms.hhs.gov/CRCP/

2.5.2 How To… Menu

On the main navigation bar (Section 7.2), you will find a **How To…** menu that provides links to brief instructions on completing the following common tasks:

- How to Get Started
- How to Request your Login ID
- How to Request your Password
- How to Change your Password
- How to Reset your PIN
- How to Change your Authorized Representative
- How to Change your Account Manager
- How to Invite and Remove Account Designees

Click the **How To** link, and then click any of the topic links to open the corresponding instructions.

2.5.3 Quick Help

On each CRCP web page, you will find a *Quick Help* link that, when clicked, opens a help document in a separate browser window. The document explains the specific web page and the actions you may take on it. The *Quick Help* documents provide steps and explanations of fields, menus, and other information for the selected page.

2.5.4 Entry Hints

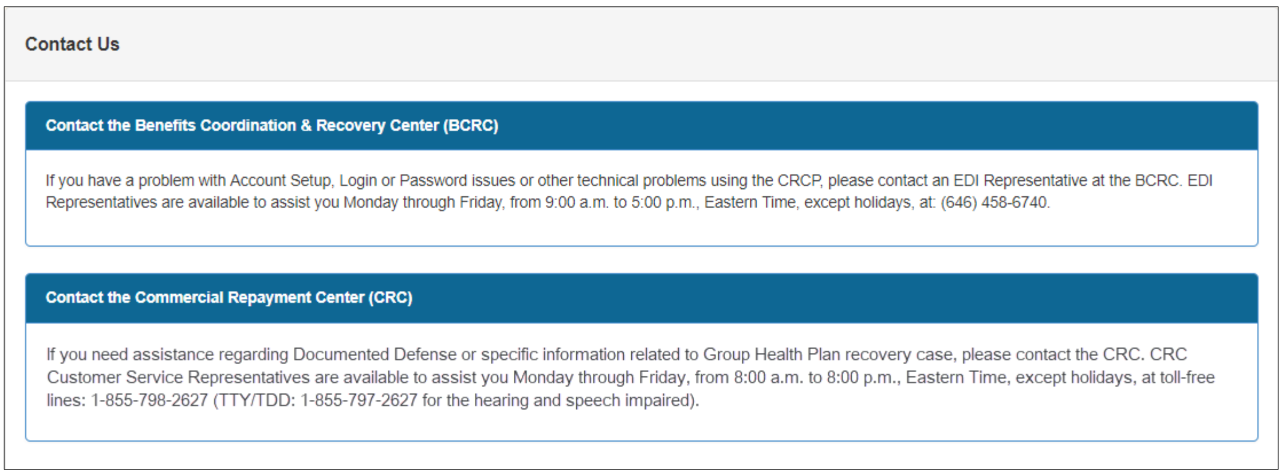
On certain pages, there are one or more *Entry Hint* or *Search Hint* links. Clicking one of these links displays a pop-up window that provides additional details about completing fields or conducting a search. Field details include requirements, constraints, and other general guidelines.

2.5.5 Help Contact Information

The following describes general contact information for different issues. For information regarding how to respond to common error messages, see Chapter 12.

When you click the **Contact Us** hyperlink from the navigation bar, you are taken to the *Contact Us* page.

Figure 2-2: Contact Us



2.5.5.1 Account Setup, Login, Password, or Other Account Issues

Users of the CRCP may need assistance with managing an account or managing their personal information within the application. If you have a problem with your account setup, login, or password, or are experiencing other technical problems using the CRCP, please contact an EDI Representative at the Benefits Coordination & Recovery Center (BCRC).

EDI Representatives are available to assist you Monday through Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at (646) 458-6740. Or contact them by email at COBVA@bcrcgdit.com.

Contact an EDI Representative When:

- Your AM has any questions or problems regarding your account at any time during account setup.
- The Profile Report is not received within 10 business days after completing the *Account Setup* process.
- You incorrectly entered your PIN or account ID three times and the account was automatically locked.
- You forgot your login ID or password and cannot remember the answers to your security questions.
- You are unable to log in due to your account being in “Inactive” Status.

- Incorrect company information is displayed or associated with your account during the PIN Request step.
- Discrepancies regarding activity history appear on the *Account Activity* page.
- You need to remove access to a letter associated with an account ID.
- You need to change the AM for an account ID. (The AR for the account is responsible for making this contact.)

2.5.5.2 Demands, Documented Defenses, or GHP Case Issues

Users of the CRCP may need assistance regarding Demands, Documented Defenses, or specific information related to a GHP recovery case. If you need assistance with these topics, please contact the CRC.

Representatives are available to assist you Monday through Friday, from 8:00 a.m. to 8:00 p.m., Eastern Time, except holidays, at: 1-855-798-2627 or TTY/TDD: 1-855-797-2627 for the hearing and speech impaired.

Chapter 3: Accessing the CRCP

3.1 Login Warning and Data Use Agreement

Before accessing the CRCP, all users must read the *Login Warning* page and accept the Data Use Agreement (DUA). The login warning and DUA outline requirements, expectations, and guidelines for the use of the CRCP system. Understanding the login warning and acceptance of the DUA is a pre-requisite for using the CRCP system.

After acceptance of the agreement, the *Welcome to the CRCP* page is the first page displayed for the CRCP. The *Welcome to the CRCP* page is the starting point for requesting a Personal Identification Number (PIN), setting up an account, and logging into the CRCP using your login ID and password.

Accepting the DUA

1. If you accept the DUA and choose to proceed to the *Welcome to the CRCP* page, click **I Accept**.
2. If you do NOT accept the DUA and choose to exit the CRCP system without accessing the *Welcome to the CRCP* page, click **Decline**.

Figure 3-1: Login Warning

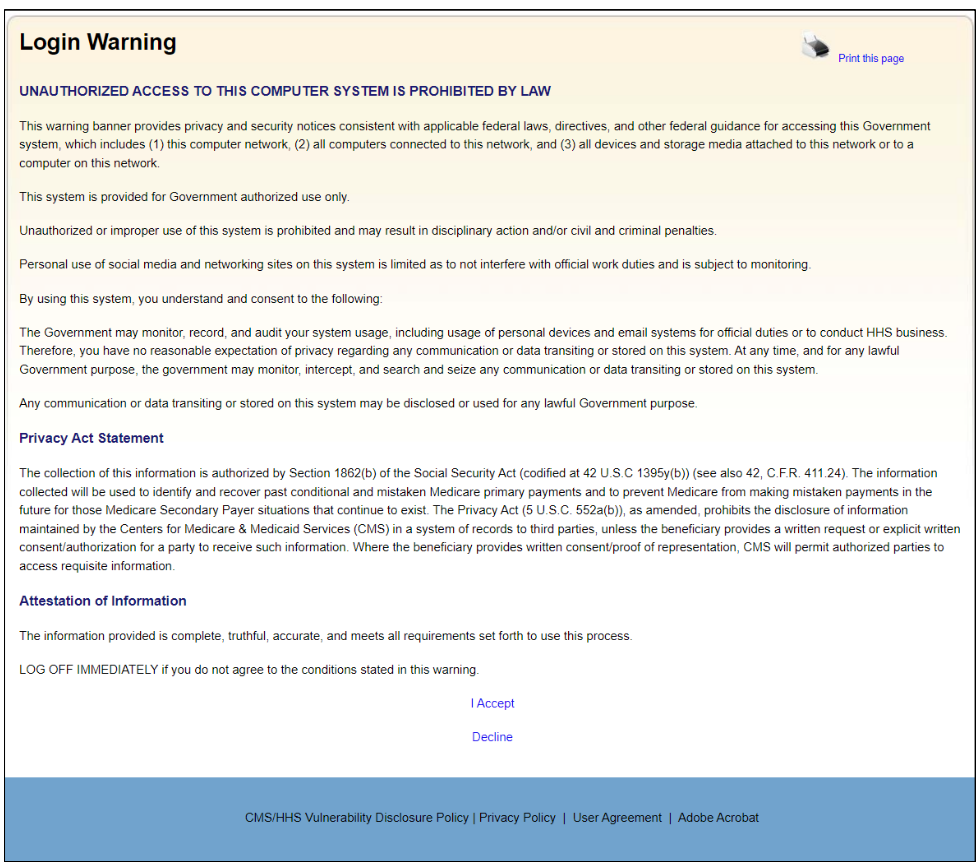


Table 3-1: Login Warning Fields

Field	Description
Decline	This button indicates you do not agree with the terms of the Login Warning and re-displays the *Login Warning* page.
I Accept	This button indicates you agree with the terms of the Login Warning and displays the *Welcome to the CRCP* page.

The *Login Warning* page appears every time you access the CRCP. It must be accepted every time you access or log in to the system.

Note: For the remainder of this user guide, it is assumed that you have read, understood, and accepted the login warning and DUA, and have clicked **I Accept**. All instructions given in the remainder of this guide will omit this step and begin at the *Welcome to the CRCP* page.

3.2 Welcome to the CRCP

The *Welcome to the CRCP* page is the first page that appears after accepting the DUA. This page is the "starting point" for using the CRCP. From this page, you can:

- Request a PIN (Section 4.2)
- Set up an account (Section 4.3)
- Log into an existing account (Section 5.1)
- Access the CRCP navigation bar (Section 7.2)
- Retrieve a Forgotten Login ID (Section 5.1.2.1)
- Retrieve a Forgotten Password (Section 5.1.2.2)

The *Welcome to the CRCP* page also displays messages from the CRCP, such as downtime notices, system updates, etc.

Figure 3-2: Welcome to the CRCP

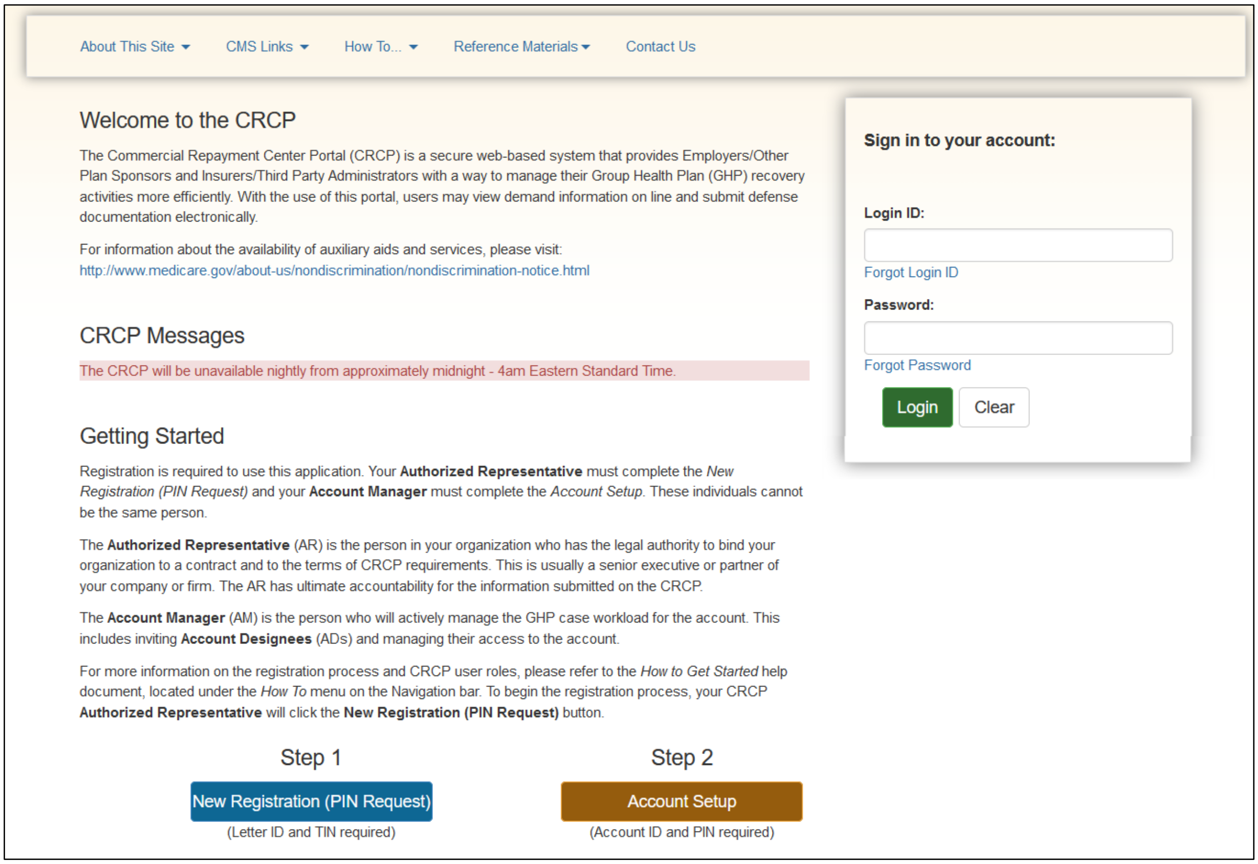


Table 3-2: Welcome to the CRCP Fields

Field	Description
Login ID	Enter your login ID in the field.
Password	Enter your password in this field.
Forgot Login ID	Link that enables a user to retrieve a forgotten login ID.
Login	This button logs you in and displays the *Account Listing* page.
Forgot Password	Link that enables a user to retrieve a forgotten password.
Clear	This button deletes all text entered in the *Login ID* and *Password* fields.
New Registration (PIN Request)	This button begins the PIN request process and displays the *Personal Identification Number (PIN) Request* page.
Account Setup	This button begins the account setup process and displays the *Account Setup Introduction* page.

Chapter 4: Registering for the CRCP

4.1 Introduction

This chapter describes the prerequisites and steps for registering for the CRCP. Registration is a two-step process: requesting a Personal Identification Number (PIN) and setting up an account. Each step must be completed by an individual with a different role in your organization.

It is critical that you provide accurate information during the registration process. Documents available on the CRCP under the *How To* and the *Quick Help* links provide detailed information to assist you.

Once you have started a step, you must complete it without interruption. If you click the **Cancel** button or close the application at any point before completing the step, your changes will not be saved and all entered data will be lost. You must then begin the process again from the beginning.

Note: Gather all the information you will need before beginning the registration step as described in Section 4.1.2.

4.1.1 PIN Request and Account Setup Requirements

Before starting the *PIN Request* or *Account Setup* processes on the CRCP, you must select individuals from your organization to fill the following roles:

- Authorized Representative (AR): Completes the *PIN Request* process.
- Account Manager (AM): Completes the *Account Setup* process.

See Section **2.3** for a detailed description of these roles, the responsibilities, and user restrictions.

4.1.2 Prerequisites for Registration

To complete the registration process, you will need the following company and letter information:

PIN Request

- Letter ID from a Demand or Defense letter issued from the Commercial Repayment Center (CRC)
- One of the following pieces of information as it appears on the letter (depending on the letter type selected):
  - For a Demand Letter: the Total Debt Due
  - For a Defense Letter: the Case ID
- Company Tax Identification Number (TIN)

  Note: You must provide a TIN when registering and creating an account. TIN entries that do not match an actual company in the CRCP will result in errors. Contact the CRC in the event you do not have a TIN available (see Section 2.5.5).
- Company account type (either employer or insurer)

- Company name and address (to confirm and verify)
- AR's official contact information (name, job title, address, email address, phone number, etc.)

Account Setup

- Account ID
- PIN
- The AM's official contact information (name, address, email address, phone number, etc.)
- Company name and address (to confirm and verify)

4.2 PIN Request

Requesting a PIN is the first step in the CRCP registration process. This step must be completed by the individual who will be the designated AR for your organization, or by someone working on behalf of the AR.

4.2.1 Summary of PIN Request Tasks

During the PIN Request process, you (the AR) will complete the following tasks:

- Request a PIN.
- Enter contact information for the AR.
- Review and verify your PIN request and AR information.
- Submit the PIN request.

4.2.2 PIN Request Steps

Note: All fields marked with an asterisk (*) are required.

1. From the *Welcome to the CRCP* page, click **Step 1: New Registration (PIN Request)**.

   The *Personal Identification Number (PIN) Request* page appears (Figure 4-1).

2. From the drop-down list, select the company account type for which you are registering.
3. Enter the Company TIN.
4. In the next two fields, enter (and re-enter) the Letter ID for the letter you are using to request a PIN.
5. Using the available radio buttons, select the type of letter you plan to use for the PIN Request and enter the specific, required information for that letter.

   See the "RE:" ("Regarding") section of these letters to identify the key information you will need for the request. Click the **Entry Hint** link for additional information about completing the fields.

6. Click **Continue** to proceed to the *Authorized Representative (AR) Information* page (Figure 4-2) or click **Cancel** to proceed to the *Cancel Confirmation* page.

   From the *Cancel Confirmation* page, click **Cancel** to redisplay the *Personal Identification Number (PIN) Request* page with all information intact; or click **Continue** to return to the *Welcome to the CRCP* page with no information saved.

7. On the *Authorized Representative (AR) Information* page, enter the required contact information of the AR.
8. Click **Continue** to save the AR contact information and proceed to the *PIN Request Summary* page (Figure 4-3), or click **Cancel** to proceed to the *Cancel Confirmation* page.

   From the *Cancel Confirmation* page, click **Cancel** to redisplay the *Authorized Representative (AR) Information* page with all information intact; or click **Continue** to return to the *Welcome to the CRCP* page with no information saved.
9. On the *PIN Request Summary* page, verify that your information is correct before continuing.

   To make changes to either the *Personal Identification Number (PIN) Request* or the *Authorized Representative Information* pages, click **Edit** in the *PIN Request* or *AR Information* sections.

   Make any necessary edits; then click **Continue** to navigate back to the *PIN Request Summary* page.
10. To submit your data, click **Continue** and continue to the *PIN Request Thank You* page (Figure 4-4), or click **Cancel** to proceed to the *Cancel Confirmation* page.

    From the *Cancel Confirmation* page, click **Cancel** to redisplay the *PIN Request Summary* page with all information intact; or click **Continue** to return to the *Welcome to the CRCP* page with no information saved.

After the final PIN Request step is completed, the assigned account ID appears on the *PIN Request Completed Successfully Thank You* page and an email containing the account ID and a separate email containing the PIN are sent to the AR at the email address entered on the AR information page. You should print and save the *PIN Request Completed Successfully Thank You* page for your records.

The email containing the PIN should arrive within seven business days. If you do not receive the email within that time, please contact an EDI Representative by phone at (646) 458-6740 or by email at COBVA@bcrcgdit.com.

After noting the account ID on the *PIN Request Completed Successfully Thank You* page and receiving the PIN email, you must give this information, and company contact information, to the designated AM for your company. The AM will complete the *Account Setup* process (Section 4.3).

To begin the *Account Setup* process, the AM must go to the *Welcome to the CRCP* page at https://www.cob.cms.hhs.gov/CRCP/ and click the **Step 2 – Account Setup** button.

Notes:

After three unsuccessful attempts to enter your PIN Request information in a single browsing session, you will be instructed to contact the CRC. The *Contact the Commercial Repayment Center (CRC)* page will appear with instructions.

Additionally, you will be instructed to contact the CRC if the information you entered is already matched to an existing CRCP account, if the TIN you entered cannot be matched to a TIN on file, or if there are other discrepancies in the information entered on the *Personal Identification Number (PIN) Request* page (see Section 2.5.5).

Figure 4-1: Personal Identification Number (PIN) Request

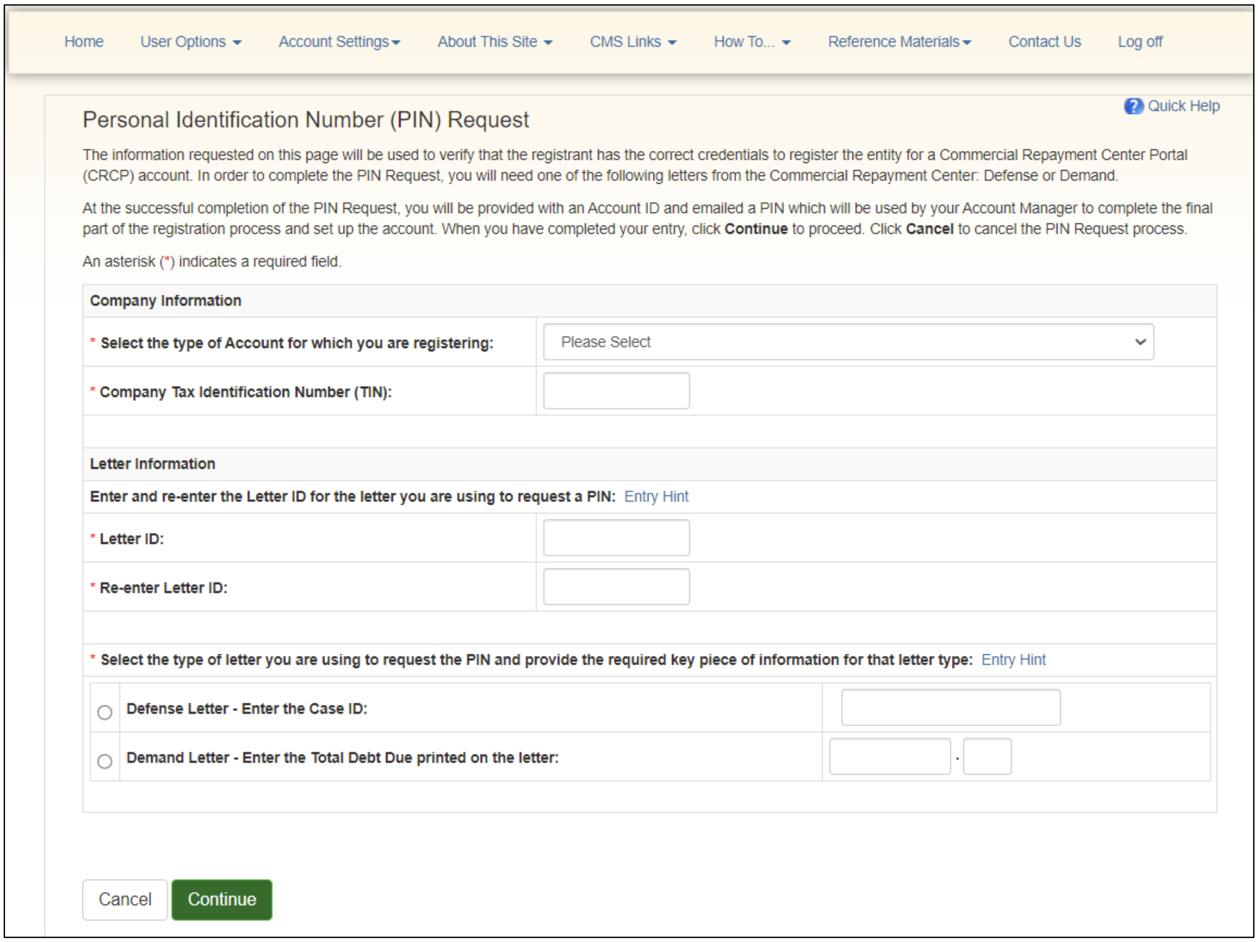


Table 4-1: Personal Identification Number (PIN) Request Fields

Field	Description
Company Information	-
Select the type of Account for which you are registering.	Displays the user account types in a drop-down menu. Select from: • **Employer**- Applies to Employers and Other Plan Sponsors • **Insurer** – Applies to Insurers and Claims Processing Third Party Administrators (TPAs)
Company Tax Identification Number (TIN)	Enter the TIN for your organization. This field is a nine-digit numeric field.
Letter Information	-
Letter ID	Enter the Letter ID. The Letter ID can be found in the upper left corner on Defense or Demand letters in the "Regarding" section. Click the **Entry Hint** link for additional information.
Re-Enter Letter ID	Re-enter the Letter ID from the previous field for verification.

Field	Description
Defense Letter	Enter the Case ID. This field is a 17-character, alpha-numeric field. If the case ID begins with a “C,” include this character when you key in the case ID. No other special characters are allowed.
Demand Letter	Enter the Total Debt Due. You may enter dollars up to nine digits (do not enter commas); include cents. Enter this amount exactly as it appears on your letter. Enter “00” in the cents field if there are no cents.
Cancel	This button deletes all entered information, cancels the *PIN Request* process, and returns you to the *Welcome to the CRCP* page.
Continue	This button authenticates the information you entered, saves the information in the system, and takes you to the *Authorized Representative (AR) Information* page.

Figure 4-2: Authorized Representative (AR) Information

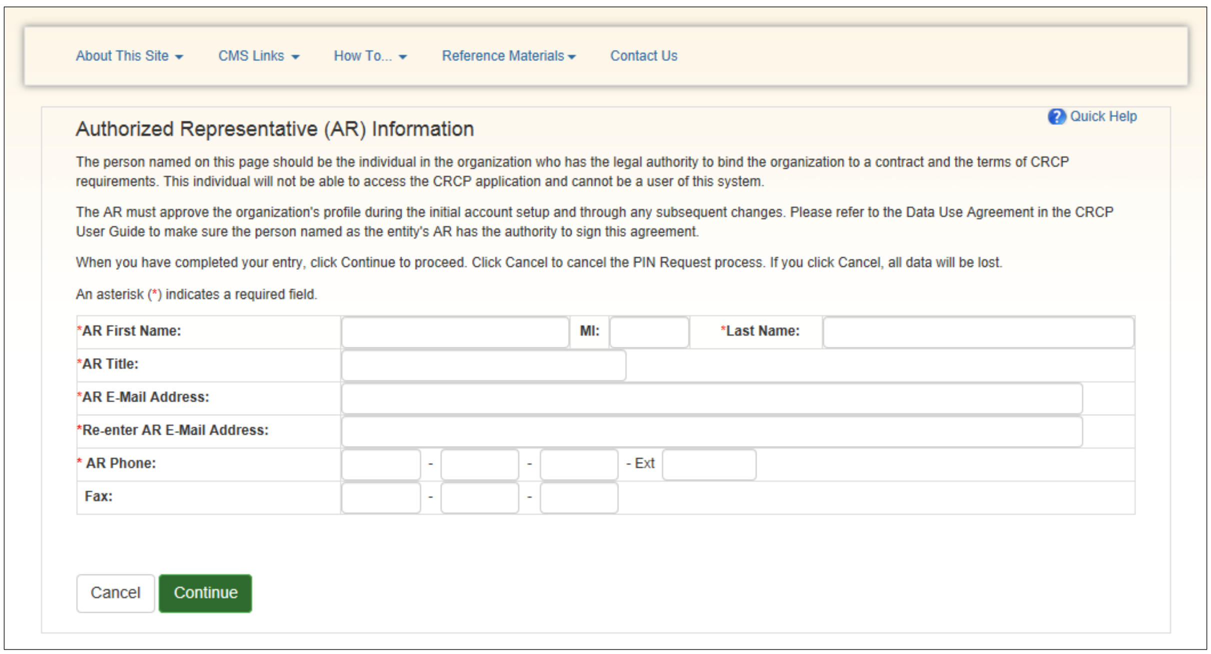


Table 4-2: Authorized Representative (AR) Information Fields

Field	Description
AR First Name	Enter the full first name of the AR for the account. This field is alphabetic and can only contain letters, spaces, hyphens (-), and apostrophes (‘). You can enter up to 15 characters.
MI	Enter the middle initial of the AR. You can enter only one letter. This field is optional.
Last Name	Enter the last name of the AR for the account. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes (‘). You can enter up to 24 characters.
AR Title	Enter the title of the AR for this account. This field is alphabetic and can only contain letters.
AR E-Mail Address	Enter the AR contact email address, not an email for the organization or a distribution list. This field must contain an @ sign followed by a valid extension (i.e., .org, .com, .net, etc.).
Re-enter AR E-Mail Address	Re-enter the email address from the previous field. This must exactly match the information entered in the *AR E-Mail Address* field.
AR Phone + Ext.	Enter the full 10-digit phone number (with the area code) plus an optional extension. The *AR Phone* field is numeric with no spaces.
Fax	Enter the full 10-digit fax number (with the area code). This field is optional.
Cancel	This button deletes all entered information, cancels the PIN request process, and returns you to the *Welcome to the CRCP* page.
Continue	This button validates the entered information, saves it in the system, and takes you to the *PIN Request Summary* page.

Figure 4-3: PIN Request Summary

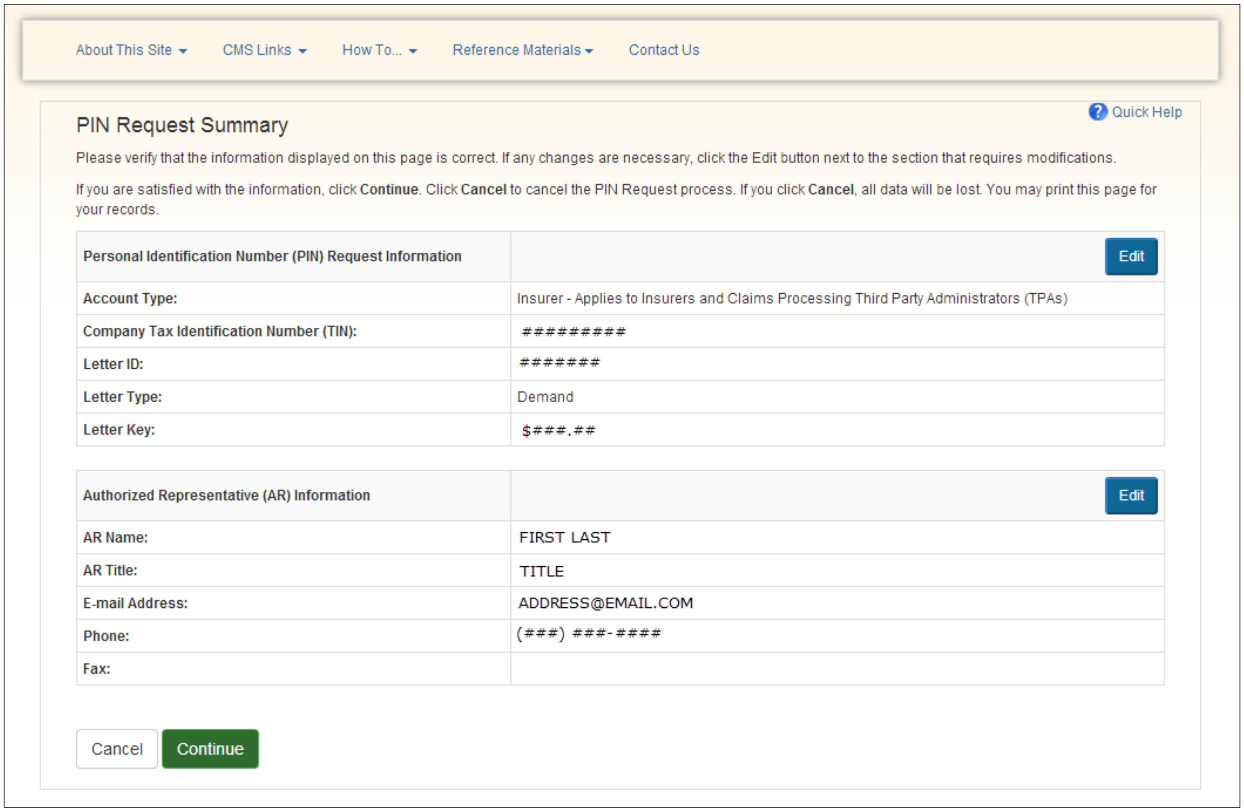
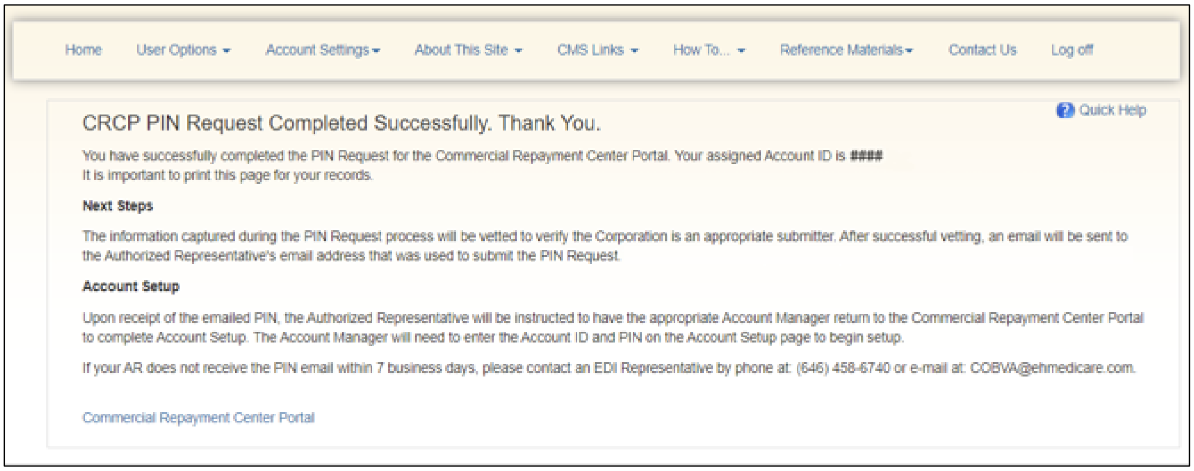


Table 4-3: PIN Request Summary Fields

Field	Description
Personal Identification Number (PIN) Request Information	-
Edit	This button transfers you to the *Personal Identification Number (PIN) Request* page, where you can edit any previously entered data.
Authorized Representative (AR) Information	-
Edit	This button transfers you to the *Authorized Representative (AR) Information* page, where you can edit any previously entered data.
Cancel	This button deletes all entered information, cancels the PIN request process, and returns you to the *Welcome to the CRCP* page.
Continue	This button saves the entered information in the system and takes you to the *PIN Request Thank You* page.

Figure 4-4: PIN Request Completed Successfully Thank You



4.3 Account Setup

Setting up an account is the second, and final, step in the CRCP registration process. This step must be completed by the individual who will be the designated AM for your account.

Before starting, you should have the account ID and PIN provided by your AR. It will be sent via two separate email to the address provided for the AR.

This information is required by the AM to complete the Account Setup process.

If you do not receive the Account ID Notification email within 1 business day, please contact an EDI Representative by phone at: (646) 458-6740 or e-mail at: COBVA@bcrcgdit.com.

You should also have the company's account type, TIN, and company name, and be able to verify your AR’s first and last name, title, email address, phone, and fax number.

4.3.1 Summary of Account Setup Tasks

During Account Setup, you (the AM) will complete the following tasks:

- Enter the PIN, account ID, and your email address. The email address is used by the system to determine if you already have a login ID for a COBSW application.
- Verify the current company information and AR contact information.
- Enter your personal contact information.
- Create a login ID and password (for new COBSW application users only).
- Review and verify your login ID (if applicable) and personal contact information.
- Select security questions and provide responses (for new COBSW application users only).
- Choose a Go Paperless option, if desired, and enter an optional email address to be included on the cc of letter notification emails sent to the AM and ADs for Go Paperless accounts.
- Submit the data.

4.3.2 Account Setup Steps

4.3.2.1 Complete Initial Setup

Note: All fields with an asterisk (*) are required.

1. From the *Welcome to the CRCP* page, click **Step 2: Account Setup**.

   The *Account Setup Introduction* page appears (Figure 4-5).

2. Review the information on the *Account Setup Introduction* page, and then click **Continue** to proceed with the process. (If you click **Cancel**, the *Welcome to the CRCP* page appears.)

   The *Account Setup* page appears (Figure 4-6).

3. In the *Account ID* field, enter the account ID.

4. In the *Personal Identification Number (PIN)* field, enter the PIN.

   The CRCP will lock the PIN after three unsuccessful attempts to enter a matching account ID and PIN combination with valid data entries. If you have problems with your account ID or PIN; please contact an Electronic Data Interchange (EDI) Representative (see Section 2.5.5.1).

5. Enter (and re-enter) the *Account Manager E-Mail Address*.

   Your email is required to verify whether you already have a login ID on another COBSW application and that you are not an AR for any account in the CRCP.

   If you are already a user on a COBSW application, you will not be prompted to create a new login ID and password for the CRCP. You will use your current COBSW credentials to log into the CRCP.

6. Click **Previous** to return to the *Account Setup Introduction* page (deleting any information you entered on the *Account Setup* page), or click **Continue** to save the information you entered here and proceed to the *Account Setup Company Information* page (Figure 4-7), or click **Cancel** to display the *Cancel Confirmation* page.

   From the *Cancel Confirmation* page, click **Cancel** to redisplay the *Account Setup* page with all information intact, or click **Continue** to navigate to the *Welcome to the CRCP* page with no information saved.

Figure 4-5: Account Setup Introduction

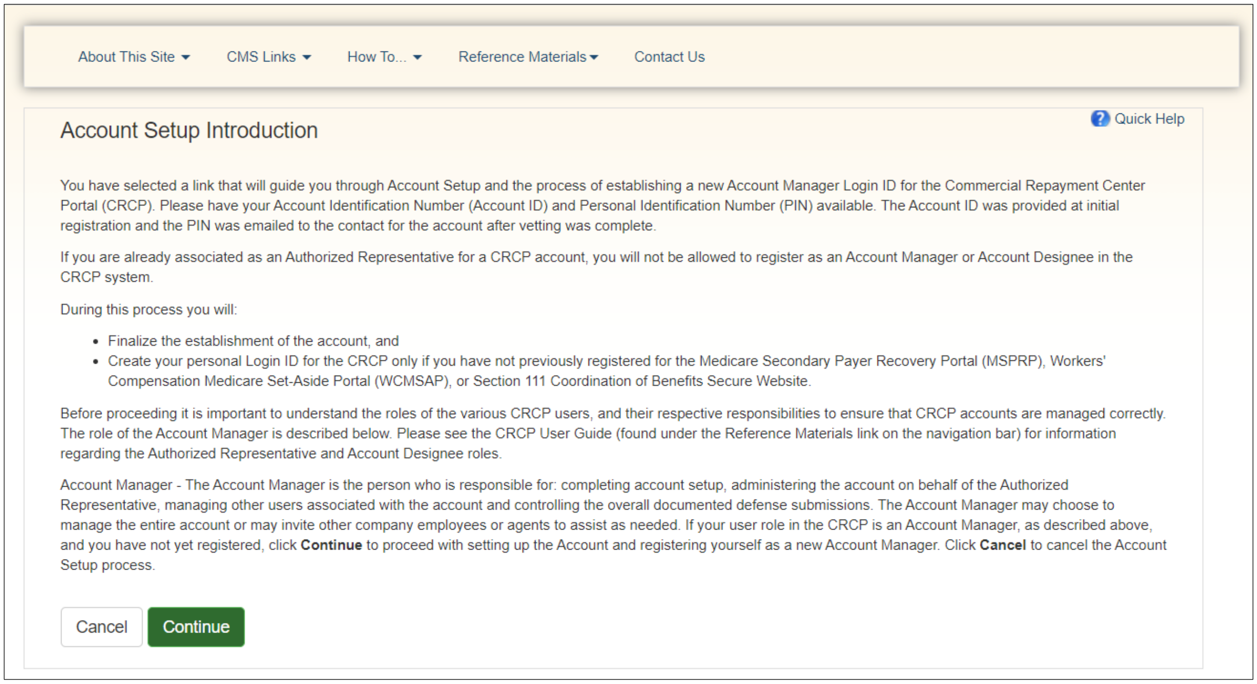


Table 4-4: Account Setup Introduction Fields

Field	Description
Cancel	This button exits the *Account Setup Introduction* page and displays the *Welcome to the CRCP* page.
Continue	This button continues the Account Setup process and displays the *Account Setup* page.

Figure 4-6: Account Setup

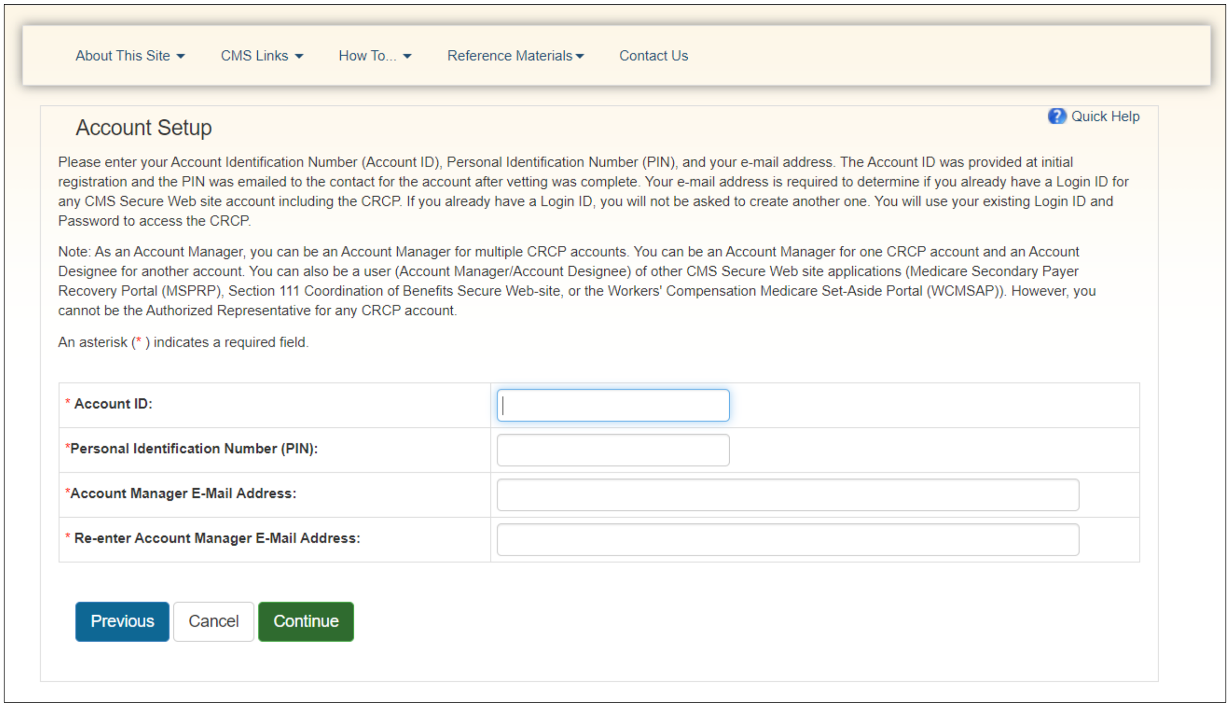


Table 4-5: Account Setup Fields

Field	Description
Account ID	Enter the account ID (provided by your AR). This field must be numeric and cannot contain any spaces, letters, or special characters.
Personal Identification Number (PIN)	Enter the PIN (provided by your AR). The PIN is a four-digit number.
Account Manager E-Mail Address	The email address of the individual that will be the Account Manager (AM) for this account must: • Be a valid email address. • Be accessible to the AM. • Not be the same email address as a registered AR in the CRCP. • Not be associated with an account that is in Inactive or Locked status.
Re-enter Account Manager E-Mail Address	The re-entered email address must match that entered in the previous field.
Previous	This button returns you to the *Account Setup Introduction* page without saving any information entered on this page.

Field	Description
Cancel	This button deletes all entered information, cancels the *Account Setup* process, and returns you to the *Welcome to the CRCP* page.
Continue	This button saves the entered information in the system and takes you to the *Account Setup – Company Information* page.

Figure 4-7: Account Setup Company Information

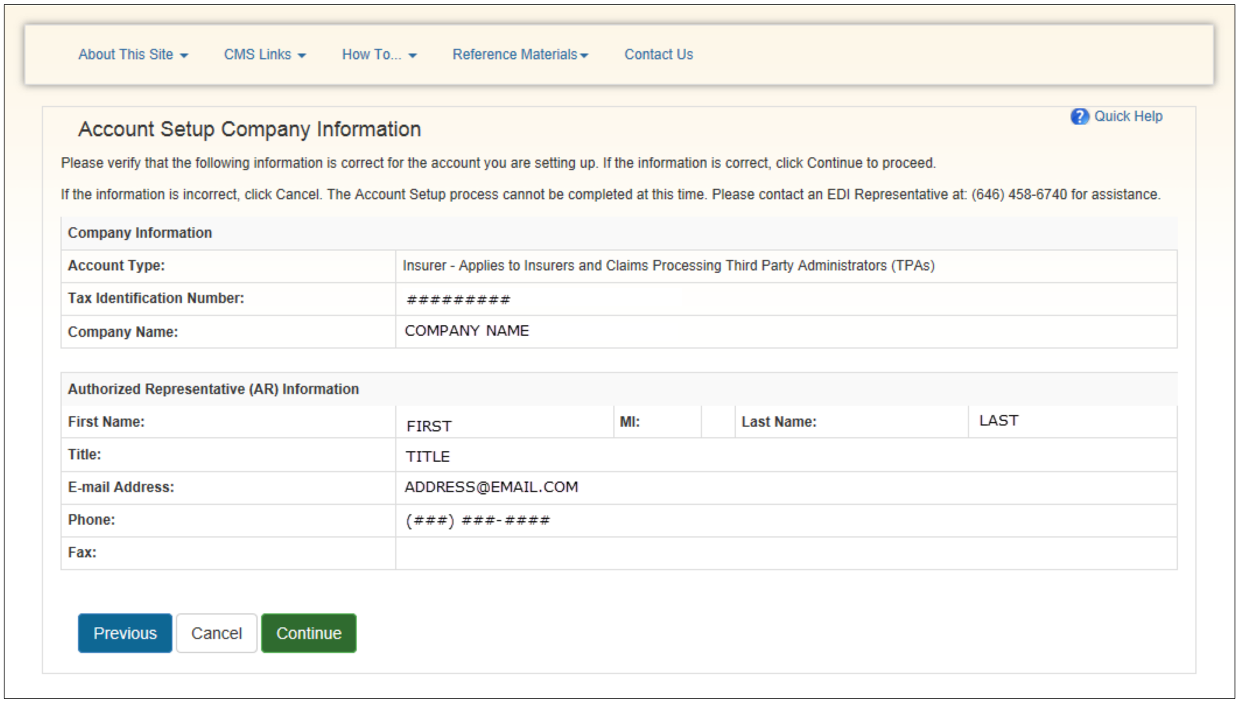


Table 4-6: Account Setup Company Information Fields

Field	Description
Company Information	-
Account Type	Displays the type of account associated with the account ID.
Tax identification Number (TIN)	Displays the TIN on file associated with the account ID.
Company Name	Displays the name of the company associated with the account ID.
Authorized Representative (AR) Information	-
First Name	Displays the full first name of the AR for the account.
MI	Displays the middle initial of the AR for the account. This field is optional.
Last Name	Displays the last name of the AR for the account.
Title	Displays the title of the AR for the account.
E-mail Address	Displays the AR contact email address.
Phone + Ext.	Displays the full 10-digit phone number (with the area code) plus an optional extension.

Field	Description
Fax	Displays the full 10-digit fax number (with the area code). This field is optional.
Previous	This button displays the *Account Setup* page without saving the information you entered on the current page.
Cancel	This button cancels the Account Setup process and deletes any information entered.
Continue	This button saves the entered information and displays the *Account Manager Personal Information* page.

4.3.2.2 Verify Company and AR Information

1. Verify the company and AR information on the *Account Setup Company Information* page.
2. If correct and you are a new user who has never registered for a COBSW application, click **Continue** to save the information you entered and proceed to the *Account Manager Personal Information* page (Figure 4-8), or click **Previous** to return to the *Account Setup* page without saving the information you entered on the current page.
3. If correct and you are an existing user, click **Continue** to save the information you entered and proceed to the *Go Paperless* page (Figure 4-10). Review the next steps summary and then verify your login and contact information.
4. If incorrect, the *Account Setup* process cannot be completed at this time. Click **Cancel** to display the *Cancel Confirmation* page. From the *Cancel Confirmation* page, click **Continue** to exit the *Account Setup* process and return to the *Welcome to the CRCP* page.

4.3.2.3 Complete Personal Information

1. Complete the fields on the *Account Manager Personal Information* page.
2. Read and accept the User Agreement and Privacy Policy.
   a. To view the User Agreement and Privacy Policy, click **View and print the User Agreement and Privacy Policy below**.
   b. Select the **I Accept the User Agreement and Privacy Policy above** checkbox to accept the agreement and policy.
3. Click **Continue** to save this information and continue to the next steps, or click **Previous** to return to the *Account Setup Company Information* page without saving the information you entered on the current page, or click **Cancel** to display the *Cancel Confirmation* page.

   From the *Cancel Confirmation* page, click **Cancel** to redisplay the *Account Manager Personal Information* page with all information intact, or click **Continue** to exit the *Account Setup* process and return to the *Welcome to the CRCP* page with no information saved.

Next Steps

If you are a new user who has never registered for a COBSW application, the *Account Manager Login Information* page (Figure 4-9) will appear when you click **Continue** on the *Account Manager Personal Information* page; continue with the new COBSW user steps.

If you are an existing user, the *Go Paperless* page (Figure 4-12) will appear when you click **Continue** on the *Account Setup Company Information* page; continue with the Go Paperless steps.

After you complete the *Account Setup* process, a Profile Report is emailed to the AR for the account, and copied to you, the AM. The AR must sign and return the *Profile Report* to complete the *Account Setup* process (see Section 4.4).

4.3.2.4 Create Login ID and Password (New COBSW Users)

1. On the *Account Manager Login Information* page, read the login and password format requirements before proceeding.
2. Enter a *Login ID* (must be seven characters in the format of two letters, three numbers, then two letters, as in AA999AA).

   See the login ID requirements in Table 4-8.
3. Enter (and re-enter) a *Password.*

   See the password requirements in Table 4-8.

4.3.2.5 Select Security Questions and Answers

You cannot select the same security question for both questions 1 and 2.

1. Select *Security Question 1* from the drop-down menu.
2. Enter an *Answer* to *Security Question 1*.
3. Repeat Steps 1 and 2 for *Security Question 2*.
4. Click **Continue** to save the information and go to the *Go Paperless* page.

4.3.2.6 Select Go Paperless Option (Optional)

1. If you want the account to receive letter notifications by email instead of mailed letters, check the **Go Paperless** box to opt in to Go Paperless and receive letter notifications via email.

   Note: If you wish to have letters sent by mail, do not click the box. If you do not opt in now, you may opt in at a later date.
2. Enter (and re-enter) an optional email address you wish to be copied on letter notification emails sent to the AM and ADs for Go Paperless accounts.
3. Click **Continue** to go to the *Account Summary Information* page or click **Previous** to return to the *Account Manager Personal Information* page without saving any information you entered on the *Account Manager Login Information* page; or click **Cancel** to display the *Cancel Confirmation* page.

   From the *Cancel Confirmation* page, click **Cancel** to redisplay the *Account Manager Login Information* page or click **Continue** to exit the *Account Setup* process and return to the *Welcome to the CRCP* page.

4.3.2.7 Verify Login and Contact Information

1. On the *Account Summary Information* page, verify that your information is correct before continuing.
    a. To make changes to the *Account Manager Personal Information*, *Account Manager Login Information*, or *Go Paperless* pages, click **Edit** in the corresponding sections.
    b. Make any necessary edits; then click **Continue** to navigate back to the *Account Summary Information* page, showing the edited information.
2. Click **Continue** to submit the data and continue to the *Account Setup Completed. Thank You.* page (Figure 4-12), or click **Cancel** to proceed to the *Cancel Confirmation* page.

    From the *Cancel Confirmation* page, click **Cancel** to redisplay the *Account Summary Information* page with all information intact; or click **Continue** to exit the *Account Setup* process and return to the *Welcome to the CRCP* page**.**

After the AM completes the *Account Setup* process, a Profile Report is emailed to the AR for the account, and copied to the AM. The AR must sign and return the Profile Report to complete the *Account Setup* process (Section 4.4).

Figure 4-8: Account Manager Personal Information

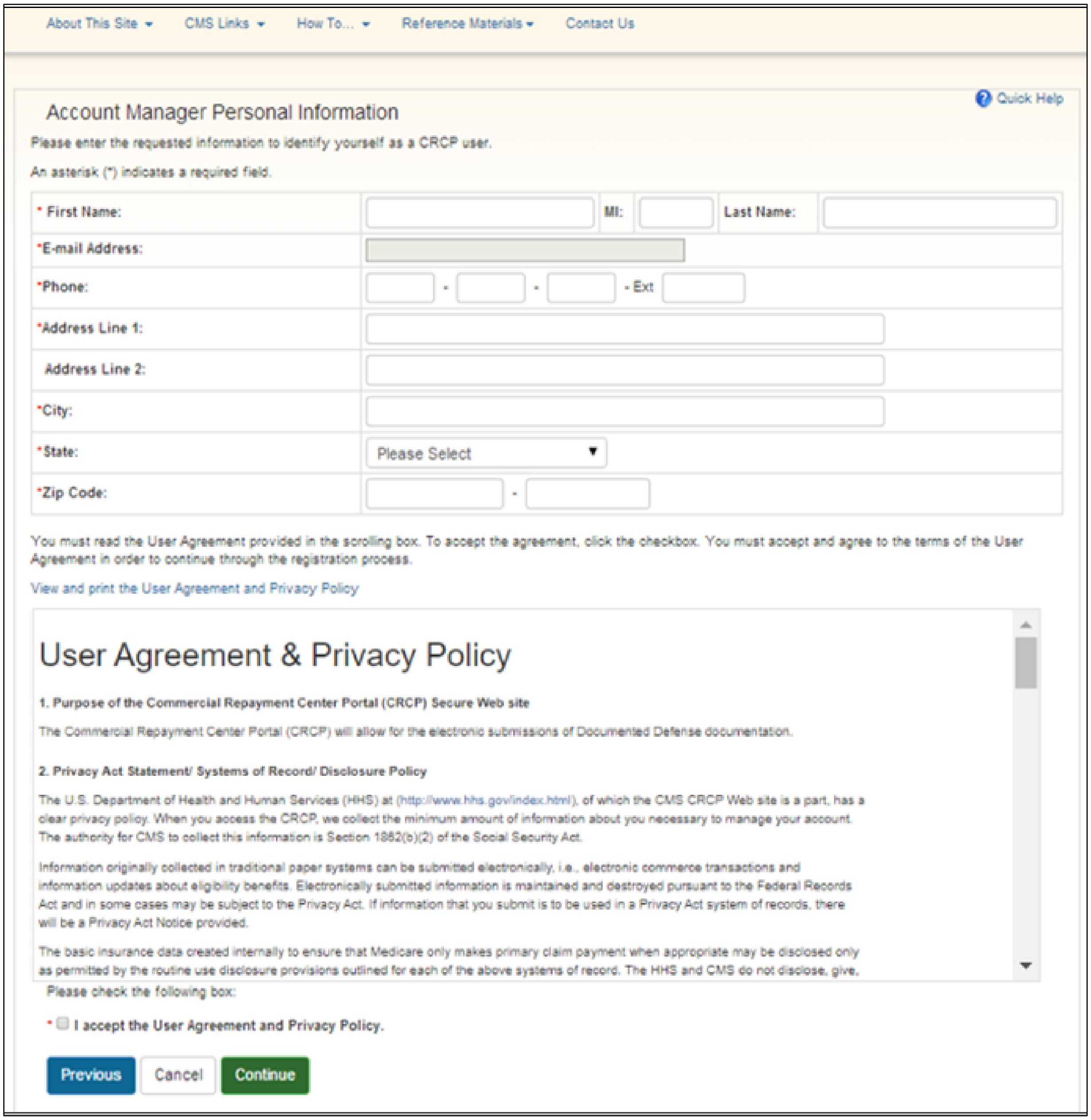


Table 4-7: Account Manager Personal Information Fields

Field	Description
First Name	Enter the First Name of the AM. This field is alphabetic can only contain letters, hyphens (-), and apostrophes ('). You can enter up to 15 characters.
MI	Enter the middle initial of the AM. You can enter only one letter. This field is optional.
Last Name	Enter the Last Name of the AM. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes ('). You can enter up to 24 characters.
E-mail Address	This is a read-only field that is pre-filled from the information entered on the *Account Setup* page.
Phone + Ext.	Enter the full 10-digit phone number (three-digit Area Code, three-digit Exchange, and four-digit Suffix) plus an extension for the AM. The phone number is numeric with no spaces. The extension is optional.
Address Line 1	Enter the address of the AM. You can enter up to 32 characters in this field. The address field must contain, at a minimum, at least two characters with one number and one letter.
Address Line 2	Enter additional address information for the AM. You can enter up to 32 characters in this field. This is an optional field.
City	Enter a city for the AM. This field can only contain letters, spaces, apostrophes, periods, hyphens, and colons.
State	Select a state from the drop-down menu.
Zip Code	Enter the five-character ZIP code and ZIP+4. These fields are numeric. It cannot contain letters, spaces, or special characters. The ZIP+4 field is optional.
User Agreement and Privacy Policy (Checkbox)	Click this checkbox to indicate your acceptance of the *User Agreement* and *Privacy Policy*.
Previous	This button returns you to the *Account Setup* page without saving any data you entered on this page.
Cancel	This button deletes all entered information, cancels the *Account Setup* process, and returns you to the *Welcome to the CRCP* page.
Continue	This button saves the entered information in the system. • If the AM is **not** an existing user in a COBSW application, this button takes you to the *Account Manager Login Information* page. • If the AM is an existing user in a COBSW application, this button takes you to the *Account Setup Completed Thank You* page.

Figure 4-9: Account Manager Login Information

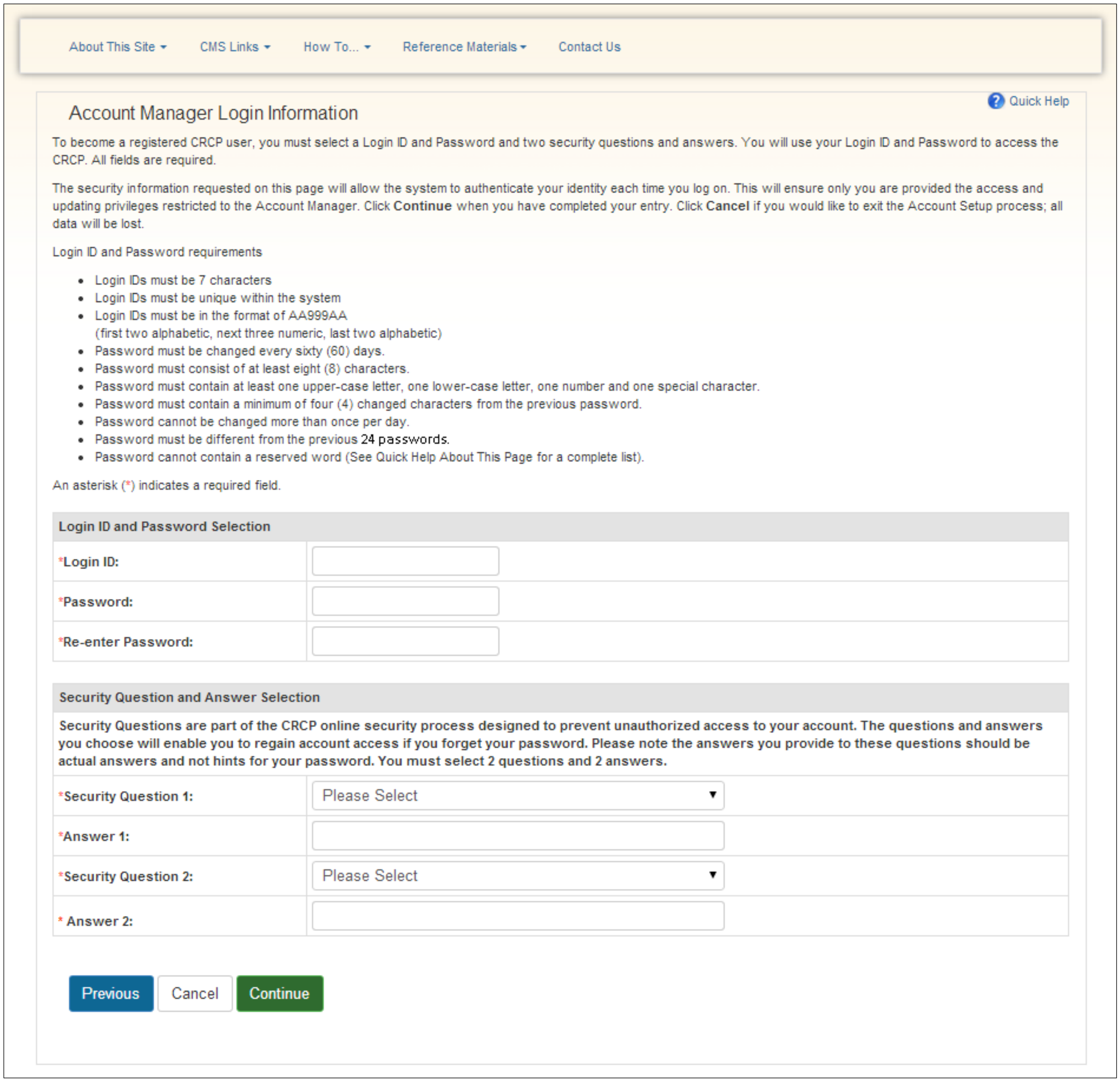


Table 4-8: Account Manager Login Information Fields

Field	Description
Login ID	Enter a login ID. Login IDs must be: • Seven characters • Unique within the system • In the format AA999AA (two letters, three numbers, then two letters).
Password	Enter a password. Passwords must: • Be changed every 60 days. • Consist of at least eight characters. • Contain at least one upper-case letter, one lower-case letter, one number, and one special character. • Contain a minimum of four changed characters from the previous password. • Not be changed more than once per day. • Be different from the previous 24 passwords. • Not contain a reserved word from the following list:

Field	Description
(Reserved Words)	PASSWORD, WELCOME, HCFA, CMS, SYSTEM, MEDICARE, MEDICAID, TEMP, LETMEIN, GOD, SEX, MONEY, QUEST, 1234, RAVENS, REDSKIN, ORIOLES, BULLETS, CAPITOL, MARYLAND, TERPS, DOCTOR, 567890, 12345678, ROOT, BOSSMAN, JANUARY, FEBRUARY, MARCH, APRIL, MAY, JUNE, JULY, AUGUST, SEPTEMBER, OCTOBER, NOVEMBER, DECEMBER, SSA, FIREWALL, CITIC, ADMIN, UNISYS, PWD, SECURITY, 76543210, 43210, 098765, IRAQ, OIS, TMG, INTERNET, INTRANET, EXTRANET, ATT, LOCKHEED, BENEFICIARY, COBC, DATAMATCH, EMPLOYER, INSURER, MANDATORY, MSPRP, ORF20ASYA, REPORTING, RETIREE, SECURITY, SSA, LOCKH33D, SOCIAL, FACEBOOK, YOUTUBE, WINDOWS, STEELERS, PATRIOTS, COMPUTER, DILBERT, MONDAY, TUESDAY, WEDNESDAY, THURSDAY, FRIDAY, SATURDAY, SUNDAY, SPRING, SUMMER, AUTUMN, FALL, WINTER, BACKUP, BUSINESS, FALCONS, BRONCOS, EAGLES, PANTHERS, DOLPHINS, JAGUARS, CHIEFS, TEXANS, RAMS, BEARS, BROWNS, LIONS, BENGALS, COWBOYS, CARDINAL, CHARGERS, RAIDERS, SAINTS, REDSOX, YANKEES, PIRATES, PHILLIES, HHS, BRAVES, NATIONAL, UNITED, STATES, TWITTER, MITRE, MARLINS, OILERS, WHITESOX, CUBS, DODGERS, GIANTS, ANGELS, DEVILS, DIAMOND, SEATTLE, HOLLYWOOD, ARIZONA, ALABAMA, ALASKA, ARKANSAS, COLORADO, DELAWARE, FLORIDA, GEORGIA, HAWAII, IDAHO, ILLINOIS, INDIANA, IOWA, KANSAS, KENTUCKY, MAINE, MARYLAND, MICHIGAN, MISSOURI, MONTANA, NEBRASKA, NEVADA, LASVEGAS, NEWYORK, OHIO, OKLAHOMA, OREGON, UTAH, VERMONT, VIRGINIA, WYOMING, ATLANTIC, PACIFIC, SANFRAN, REGIONAL, MACS, EDC, BOSTON, ATLANTA, CMSNET, MDCN, TAMPA, MIAMI, STLOUIS, CHICAGO, DETROIT, DENVER, HOUSTON, DALLAS, INDIANS, TIGERS, ROYALS, BREWERS, TWINS, MARINERS, RANGERS, BLUEJAYS, ROCKIES, ASTROS, PADRES, LAPTOP, MODEM, DELL, SOLARIS, UNIX, LINUX, IBM, ROUTER, SWITCH, SERVER, STAFF, GOOGLE, YAHOO, VERIZON, ISSO, CISO, HACKER, PROGRAM, CYBER, DESKTOP, ENTER, EXIT, UNION, PIV, NETWORK, DROID, IPAD, IPHONE, DANGER, STARWAR, STARTREK, VULCAN, KLINGON, SPOCK, KIRK, CAPTAIN, XMEN, FLASH, FRINGE, JEDI, HOLIDAY, OUTLOOK, VETERAN, ARMY, NAVY, MARINE, AIRFORCE, MAINFRAME, CDS, HP, LHM, FLEX, SESAME, POLICY, HCPCS, DME, HOD, INTEL, VIPS, VPN, CISCO, APPLE, SECURE, DISNEY, VACATION, LEXMARK, LAKERS, THUNDER, JAZZ, MAVERICKS, PHOENIX, SPURS, CELTICS, HEAT, MAGIC, BULLS, HAWKS, HORNETS, NUGGETS, BLAZERS, GRIZZLIES, BOBCATS, WIZARDS, WARRIORS, KINGS, CLIPPERS, KNICKS, NETS, RAPTORS, 76ERS, ROCKETS, PISTONS, BUCKS, PACERS, CAVALIERS, SUNS, TIMBERWOLVES
Re-enter Password	Enter the same password from the *Password* field.
Security Question 1	Select *Security Question 1* from the drop-down menu.
Answer 1	Enter an *Answer* to *Security Question 1*. The answers you provide to the security questions should be actual answers and not hints for your password. Additionally, memorize your answers.

Field	Description
Security Question 2	Select *Security Question 2* from the drop-down menu. This must be a different selection than your first security question.
Answer 2	Enter an *Answer* to *Security Question 2*. The answers you provide to the security questions should be actual answers and not hints for your password. Additionally, memorize your answers.
Previous	This button returns you to the *Account Setup* page without saving any data you entered on this page.
Cancel	This button deletes all entered information, cancels the *Account Setup* process, and returns you to the *Welcome to the CRCP* page.
Continue	This button saves the entered information in the system and takes you to the *Go Paperless* page.

Figure 4-10: Go Paperless

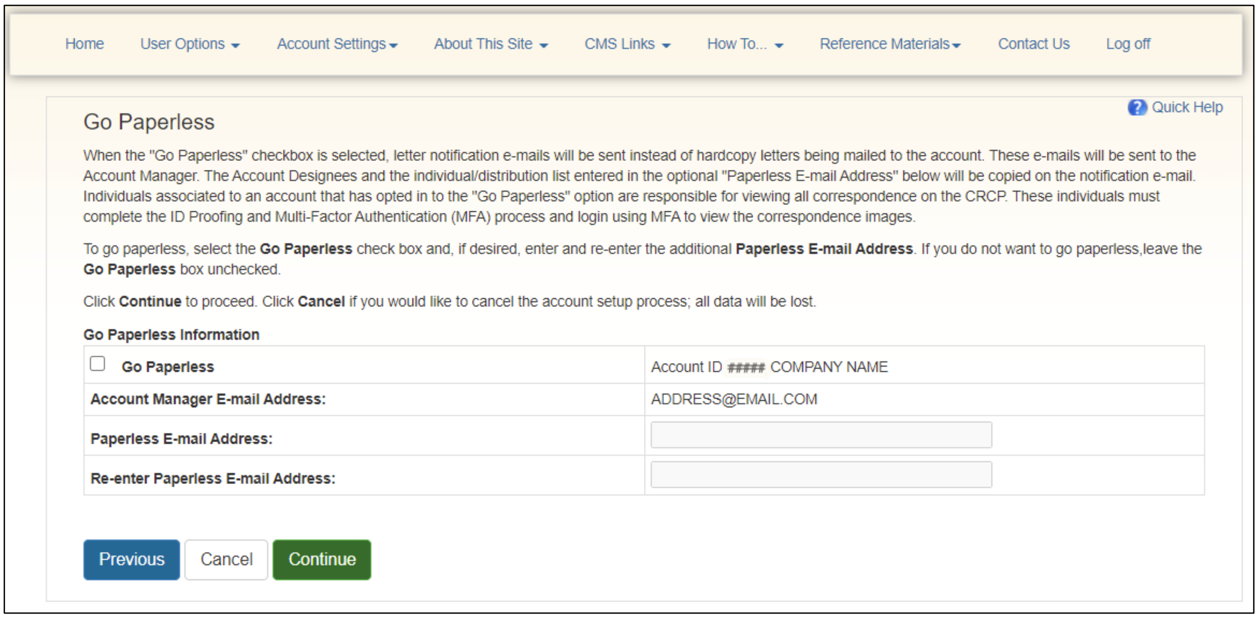


Table 4-9: Go Paperless Fields

Field	Description
Go Paperless checkbox	Click this checkbox to opt in to Go Paperless or leave unchecked if you do not want to go paperless. **Note:** When this box is checked, the fields for *Paperless E-mail Address* and *Re-enter Paperless E-mail Address* are enabled. Optional.
Account Manager E-mail Address	Displays the email address for the *Account Manager* associated with the account.
Paperless E-mail Address	Enter an additional email address that you want to be copied on the letter notification emails sent to the AM and ADs for Go Paperless accounts. Optional.

Field	Description
Re-enter Paperless E-mail Address	Re-enter the additional email address that you want to be copied on the letter notification emails. Optional.
Previous	Click to go back to the *Account Manager Login Information* page.
Cancel	Click to cancel the account setup process; all data will be lost.
Continue	Click to proceed to the *Account Summary Information* page.

Figure 4-11: Account Summary Information

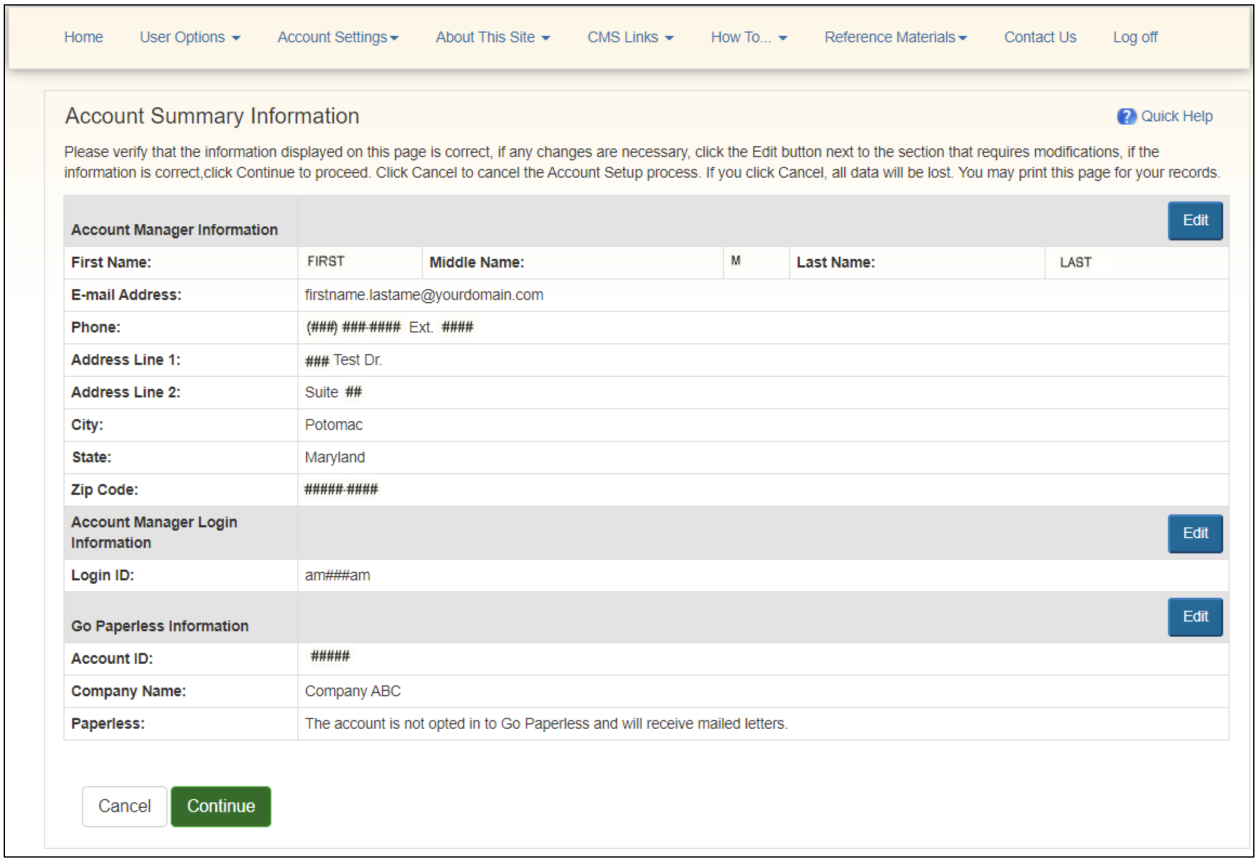


Table 4-10: Account Summary Information Fields

Field	Description
Account Manager Information	-
Edit	This button transfers you to the *Account Manager Personal Information* page, on which you can edit all previously entered data (except the email address).
Account Manager Login Information	-
Edit	This button transfers you to the *Account Manager Login Information* page, on which you can edit all previously entered data.
Go Paperless Information	-

Field	Description
Edit	This button transfers you to the *Go Paperless* page, where you can edit all previously entered data.
Cancel	This button deletes all entered information, cancels the *Account Setup* process, and takes you to the *Cancel Confirmation* page. Click **Continue** on the *Cancel Confirmation* page to return to the *Welcome to CRCP* page.
Continue	This button saves the data as presented and takes you to the *Account Setup Completed Thank You* page.

Figure 4-12: Account Setup Completed. Thank You.

4.4 Profile Report

To complete the *Account Setup* process, the designated AR for the account must complete, sign, and return the Profile Report that is emailed to the AR and the AM at the end of the *Account Setup* process (Section 4.3.2).

The Profile Report should be received by the AR within 12 business days of the *Account Setup* process being completed by the AM. If the Profile Report is not received within 12 business days, contact an EDI Representative (Section 2.5.5.1).

To complete the Profile Report and the Account Setup process, the AR must:

1. Review the Profile Report for correctness.
2. Sign the Profile Report.
3. Return the Profile Report to the BCRC with 60 business days of being sent, according to the instructions printed with the Profile Report.

Once the BCRC receives the Profile Report, they will fully activate the account. If the BCRC does NOT receive the signed Profile Report within 60 business days of being sent, the associated account will be deleted.

The signed Profile Report can be returned via email. When returning the profile report via email, enter “CRCP Profile Report” in the subject line.

Note: Prior to the BCRC’s receipt of the signed Profile Report, the account remains in Pending status. While the account is in Pending status, AMs can still access the CRCP and invite ADs to the account (see Chapter 8) for information on inviting an AD). Access to any functionality related to Demands is disabled during this time.

Chapter 5: Logging in to the CRCP

This chapter provides a description of the CRCP login process and the structure of the *Welcome to the CRCP* page.

5.1 Login

All Account Managers (AMs) and Account Designees (ADs) must be associated with a CRCP account and have a valid login ID and a password in order to log in to the CRCP system and use the Demand and Case Information features.

After the AM (and any ADs) have self-registered, the AR has returned the signed Profile Report, and the AM has completed the *Account Setup* process, then the AM and ADs can log into the CRCP using their login ID and password.

Note: You have three tries to log in to the site. After the third attempt across all login and security pages, your account will be locked. Contact an EDI Representative if you need to unlock your account.

5.1.1 Account Login

Login Steps

1. On the *Welcome to the CRCP* page (Figure 3-2), enter your login ID in the *Login ID* field, and your password in the *Password* field.
2. Click **Clear** to clear the data in the *Login ID* and *Password* fields or to remove any error messages associated with these fields that are displaying on the page.
3. Click **Login** to log in to the CRCP.

   The *Account Listing* page appears (Section 5.2).

Note: AMs and ADs cannot view or manage cases until the Electronic Data Interchange (EDI) Representative has received a valid, signed copy of the Profile Report. Until the signed Profile Report has been received, the AM will be able to invite ADs and update the Authorized Representative information but will not be able to access any functionality related to a Demand.

5.1.2 Login Help

5.1.2.1 Forgot Login ID

If you have forgotten your login ID, you can request it by clicking the **Forgot Login ID** link from the *Welcome to the CRCP* page. You will be required to provide the email address, account information, and the answers to the security questions that you supplied when you originally registered.

Note: You have three tries to complete the Forgot Login ID process successfully. On the third unsuccessful attempt across all login and security pages, your account will be locked. Contact an EDI Representative if you need to unlock your account.

To request your Login ID:

1. Click **Forgot Login ID** on the *Welcome to the CRCP* page.

   The *Forgot Login ID* page appears (Figure 5-1).

2. Enter your email address and click **Continue**.

   The *Preliminary Security Questions* page appears (Figure 5-2).

   Note: Click **Cancel** to stop and return to the *Welcome to the CRCP* page without requesting your login ID.

3. Enter the answers to the preliminary security questions with information you provided during the registration process and click **Continue**.

   The *Forgot Login ID or Password* page appears (Figure 5-3).

   Note: Click **Cancel** to stop and return to the *Welcome to the CRCP* page without requesting your login ID.

4. Correctly answer each of your pre-selected security questions, then click **Continue.**

   The *Forgot Login ID Confirmation* page appears (Figure 5-4) if your answers are correct. This page confirms that you have successfully requested your login ID.

   If the information you entered is correct, your login ID will be sent via email. If you receive an error indicating that the answers are incorrect, check your answers and re-enter. If you cannot remember the answers to your security questions, or your account is locked after too many attempts, contact an EDI Representative.

5. Click **OK** to return to the *Welcome* page.

You will receive an email containing your login ID. After receipt of the email, return to the CRCP site and log in using your login ID and password. If you do not receive your email within 24 hours, please contact an EDI Representative.

Figure 5-1: Forgot Login ID

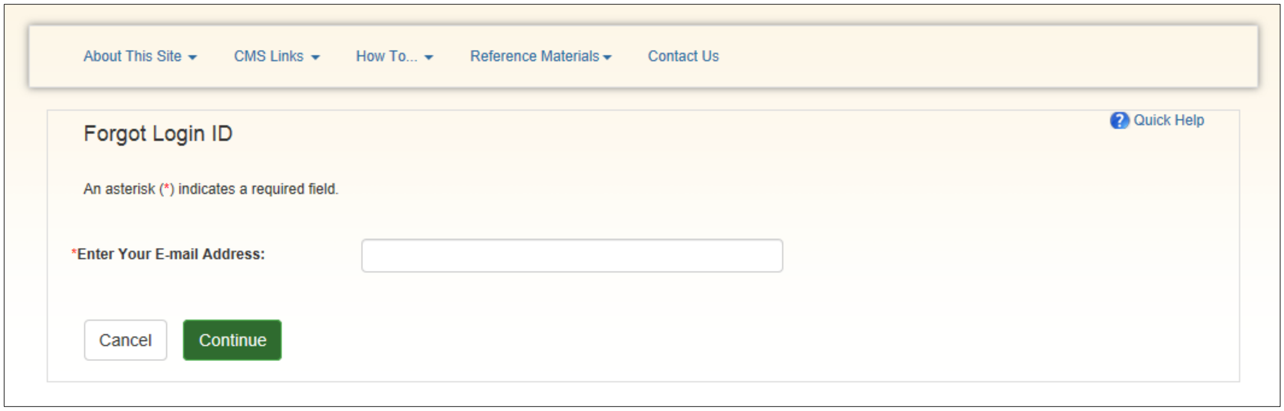


Figure 5-2: Preliminary Security Questions

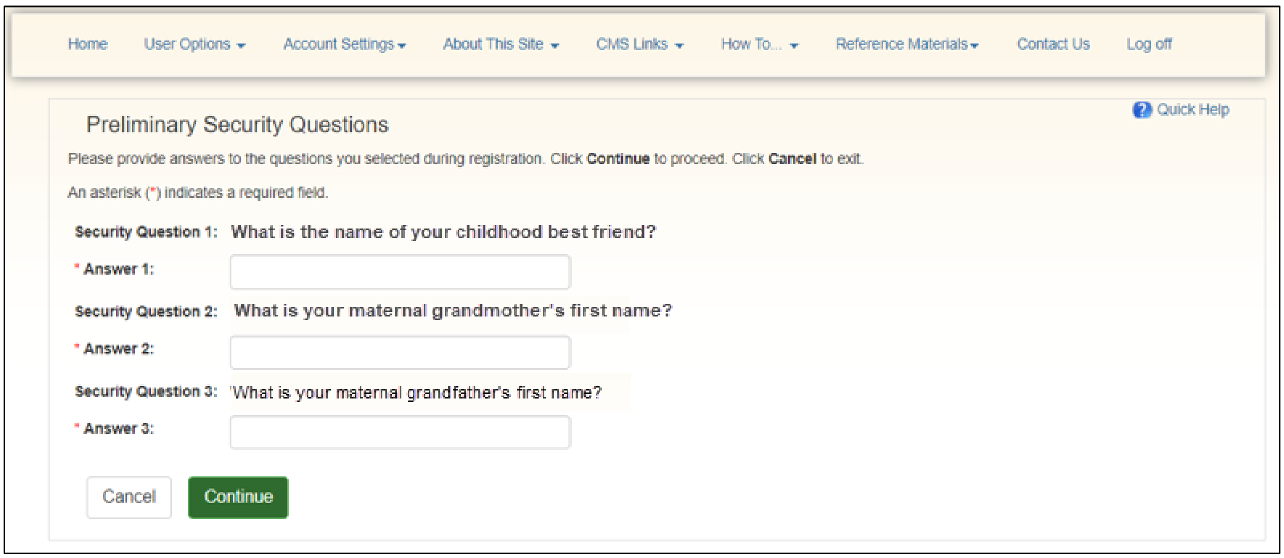


Figure 5-3: Forgot Login ID or Password

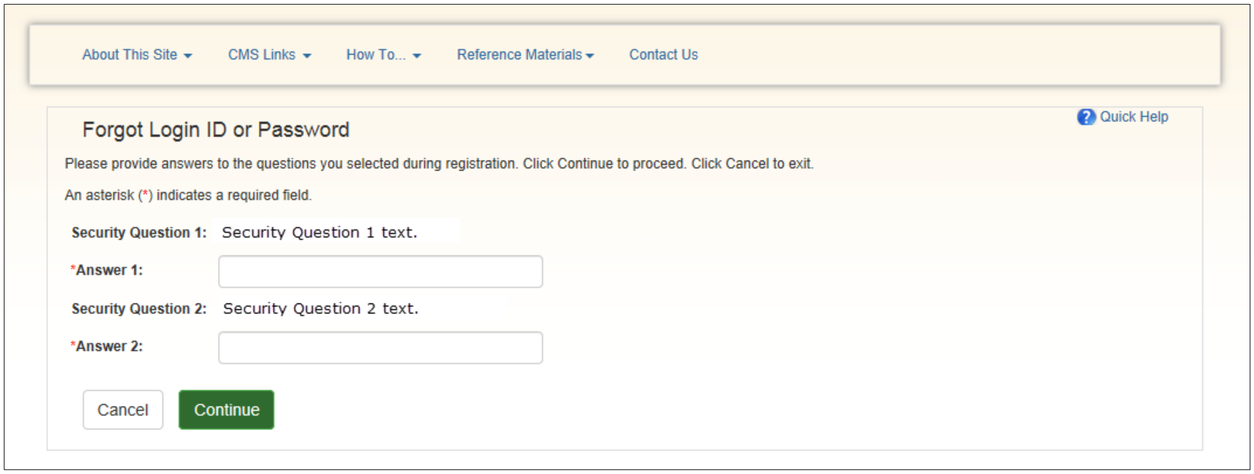
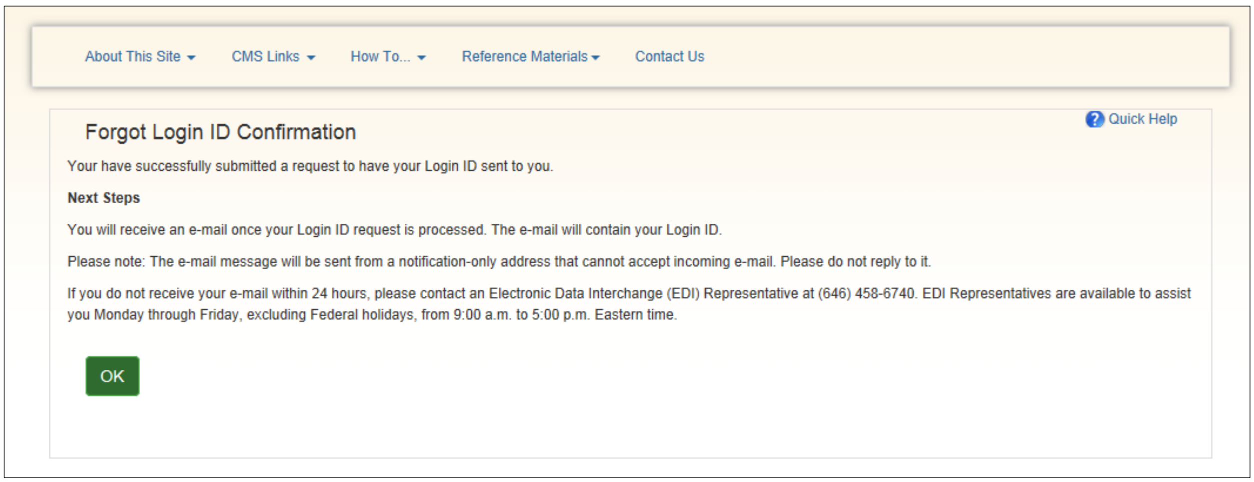


Figure 5-4: Forgot Login ID Confirmation



5.1.2.2 Forgot Password

If you forgot your password, or if you need to unlock or reactivate your account, you can do so by clicking the **Forgot Password** link on the *Welcome to the CRCP* page.

You must be a registered user who has previously obtained a login ID and password for the CRCP to make this request. If you do not have a CRCP login ID, refer to the *How to Get Started* Help document under the *How To…* menu for more information regarding the registration process.

Note: You have three tries to log in to the site. After the third attempt across all login and security pages, your account will be locked. Contact an EDI Representative if you need to unlock or reactivate your account.

To reset your password or unlock your account:

1. Click **Forgot Password** on the *Welcome to the CRCP* page.

   The *Forgot Password* page appears (Figure 5-5).

2. Enter your login ID and click **Continue**.

   The *Preliminary Security Questions* page appears (Figure 5-2).

Note: Click **Cancel** to stop and return to the *Welcome to the CRCP* page without requesting your password.

3. Answer the preliminary security questions with the information you provided during the registration process and click **Continue**.

   The *Forgot Login ID or Password* page appears (Figure 5-3).

   Note: Click **Cancel** to stop and return to the *Welcome to the CRCP* page without requesting a temporary password.

4. Correctly answer each of your pre-selected security questions and click **Continue**.

   The *Forgot Password Confirmation* page appears (Figure 5-6) if your answers are correct. This page confirms that you have successfully requested a temporary password.

   If the information you entered is correct, you will receive an email with a temporary password and instructions to follow. If you receive an error indicating that the answers are incorrect, check your answers and enter the information again. If you cannot remember the answers to your security questions, or your account is locked due to too many unsuccessful attempts, contact an EDI Representative.

   You can also click **Cancel** on the *Forgot Password* page or the *Forgot Login ID or Password* page to cancel the password reset and return to the *Welcome to the CRCP* page.

5. Click **OK** to return to the *Welcome* page.

You will receive an email containing your temporary password. After receipt of the email, return to the CRCP site and log in using your login ID and temporary password. If you do not receive your email within 24 hours, please contact an EDI Representative. You will be prompted to change your temporary password when you use it to log in to the CRCP.

Note: Resetting your password on the CRCP also resets it for all other COBSW application portals.

Figure 5-5: Forgot Password

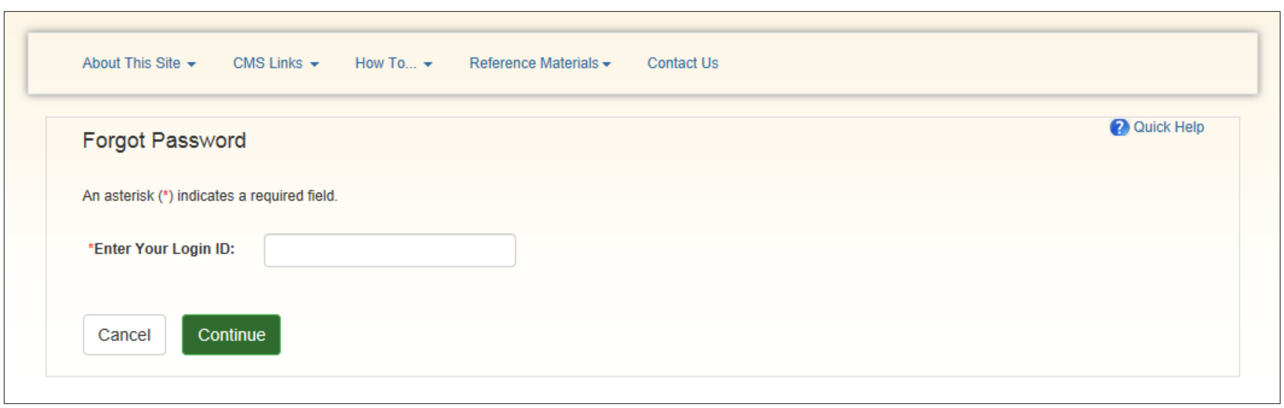
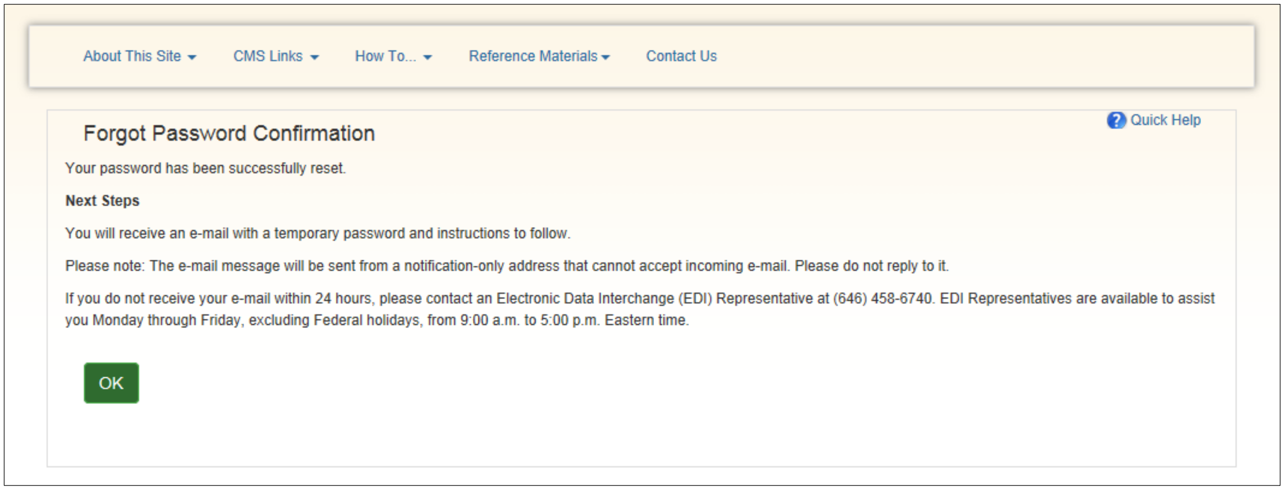


Figure 5-6: Forgot Password Confirmation



5.1.2.3 Other Login Issues

On an unsuccessful login attempt, you may encounter an error message. See Chapter 12 for a list of common errors and descriptions.

5.1.3 Concurrent Sessions

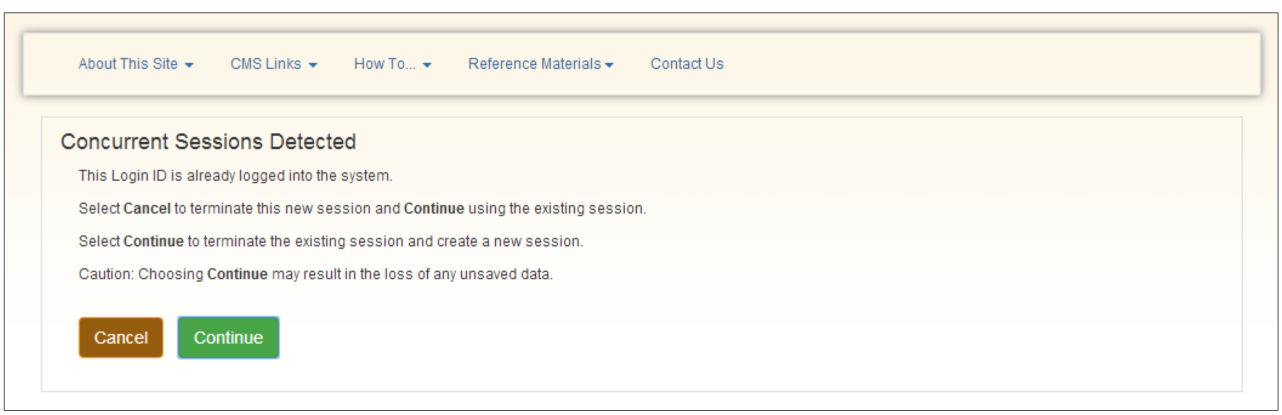
If you attempt to log in with your login ID when you are already logged in in another session window, the *Concurrent Sessions Detected* page appears. This page alerts you to the previously active session and gives you options to end the pre-existing session or cancel the current login process.

On the *Concurrent Sessions Detected* page:

Click **Continue** to close the previous session and continue to the *Account Listing* page.

Click **Cancel** to display the *Login Warning* page in the current window and leave the previous session running.

Figure 5-7: Concurrent Sessions Detected



5.2 Account Listing

The *Account Listing* page appears upon successful login. This page can be considered the CRCP "home page." You can use this page to view the account ID, company name, and associated TINs for each of your CRCP accounts. The account ID and associated TINs are linked to their respective detail pages.

This page also includes information for Multi-Factor Authentication (MFA). If you have not yet begun setting up MFA, or have begun but not yet completed the process, the *Multi-Factor Authentication* box shows your status and a link to take the next step, and the body of the page summarizes the MFA process. If you have finished setting up MFA, the MFA box shows your status and a link to activate new factors or deactivate existing factors.

Note: If Go Paperless is selected for the account, a green leaf icon appears next to the account ID.

Figure 5-8: Account Listing

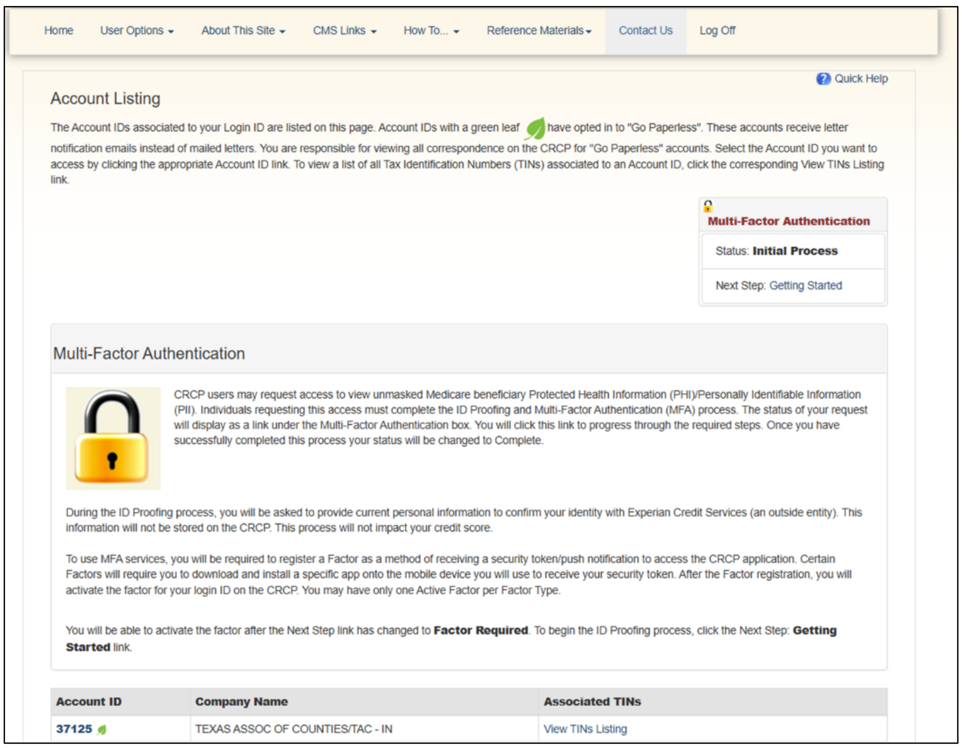


Table 5-1: Account Listing Fields

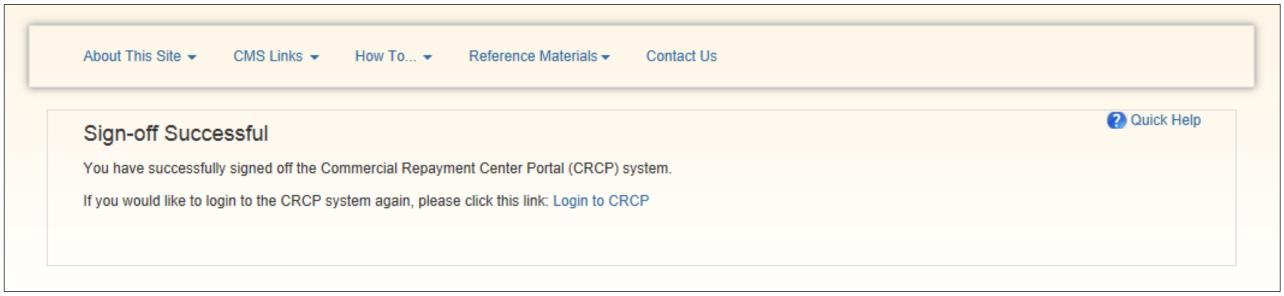
Field	Description
Account ID	Displays a list of account IDs associated with the login ID as a hyperlink. Clicking the hyperlinked **Account ID** displays the *Account Detail* page for that account ID (see Section 9.3).
Company Name	Displays the name of the company as it appears on the letter used for registration that corresponds to the account ID in the same row.
Associated TINs	Displays the TIN that corresponds to the account ID in the same row as a hyperlink. Clicking the **View TINs Listing** hyperlink displays the *TINs Associated to Account ID* page for the selected account ID (see Section 9.8).

5.3 Logoff

From any page in the CRCP, click the **Log Off** link in the navigation bar.

The system ends your session and displays the *Sign-off Successful* page. Once this displays you can close your browser. You can also click the **Commercial Repayment Center Portal** link to return to the *Login Warning* page.

Figure 5-9: Sign-Off Successful



5.3.1 Log Off Due to Inactivity

If you do nothing in a session for 30 minutes, the CRCP will automatically attempt to log you off. The *Session Inactivity Warning* page displays in a new browser window. You will have 60 seconds from the time it appears to confirm that you want to extend your session.

Click **Continue** on the *Session Inactivity Warning* page to continue the current session. If you do not click **Continue**, you will be logged off and the *Login Warning* page will be displayed.

Figure 5-10: Session Inactivity Warning

Chapter 6: Multi-Factor Authentication

The Centers for Medicare & Medicaid Services (CMS) has adopted Identity Proofing and Multi-Factor Authentication (MFA) to provide certain users with the ability to view unmasked case information. The *ID Proofing* process requires that you provide information to Experian (an external Remote Identity Proofing (RIDP) service provider) sufficient to prove that you are the person you claim to be. To prove your identity successfully, CMS uses Experian's risk-based alternative (RBA) solution, which requires users to submit personally identifiable information (PII). This process works in conjunction with MFA, which uses two different authentication factors to verify a user's identity during login.

Once you complete the process, you can choose whether or not to use an MFA factor to view previously masked case information on your accounts when you log in to the CRCP.

To complete the *ID Proofing* process, you will be required to enter current personally identifiable information (i.e., full legal name, social security number, date of birth, current residential address, personal email, and personal phone number). Before you start the process, the default MFA status displayed on your "home page" (i.e., the *Account Listing* page) will be *Initial Process* and the Next Step will be **Getting Started**. After you finish the process, the final MFA status will be *Complete*.

MFA access is granted when you:

- Successfully complete the *ID Proofing* process,
- Register a factor, and
- Activate at least one factor.

All *ID Proofing* requests are vetted through the Experian Credit Service ("Experian"), an outside entity. Once you complete the *ID Proofing* process, you then have the option to choose whether or not to log in to the CRCP using your activated factor. Your MFA status does not expire, so you won't ever need to repeat the process, although you can activate and deactivate factors at any time. Establishing MFA access for one CRCP account extends access to all of your CRCP accounts.

Note: If you are a registered user for both the CRCP and MSPRP systems, you can initiate the *ID Proofing* process on one application and then continue the process on the other. Once you complete ID proofing for one application, you are automatically ID proofed on the other.

Users who have not completed the *ID Proofing* process can continue to access the CRCP as they currently do with limited views of case information.

6.1 Eligibility

Current Account Managers (AMs) and Account Designees (ADs) can complete the *ID Proofing* process to view previously masked case information.

6.2 Understanding MFA Statuses and Actions

After logging in to the CRCP and depending on where you are in the *ID Proofing* process, different MFA Statuses and Next Step actions will appear on the *Account Listing* page in the *Multi-Factor Authentication* box. For all users who have not started the process, the default MFA Status on the *Account Listing* page will be *Initial Process* and the Next Step will be **Getting Started**.

Figure 6-1: Account Listing (MFA)

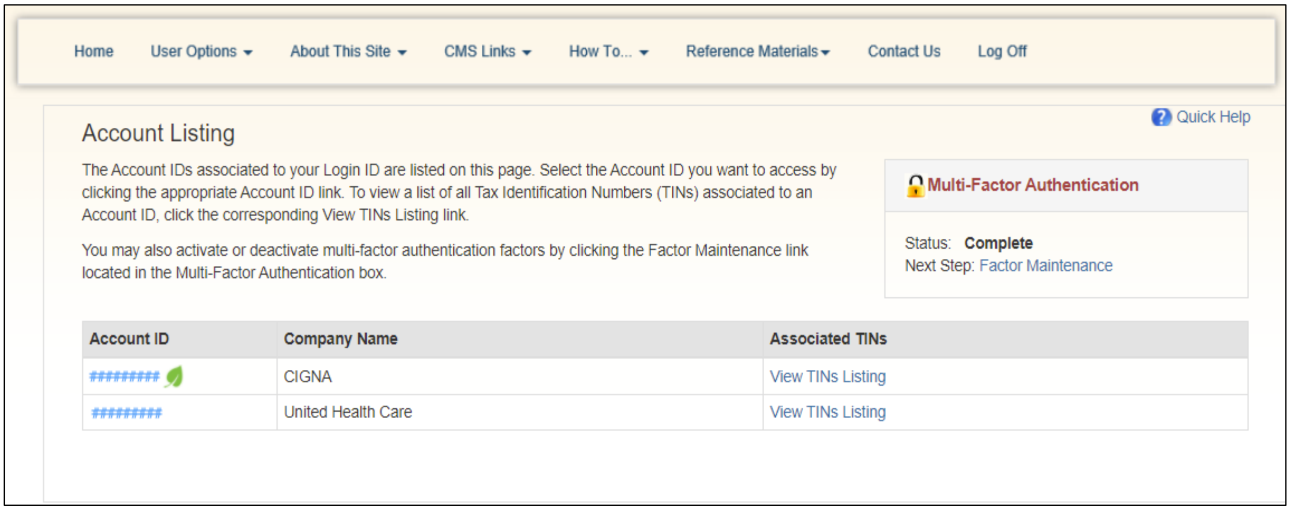


Table 6-1: MFA Statuses and Next Step Actions

Status	Next Step	Description
Initial Process	Getting Started	This is the default status. Indicates either you have not yet started the *ID Proofing* process, or you have attempted ID Proofing (i.e., clicked **Continue** on the *ID Proofing and Core Credentials* page), but have not exceeded the total limit of three attempts to complete the process.
ID Proofed	Factor Required	Indicates: • You have successfully submitted your personal information to Experian through the *ID Proofing Core Credential* page, and • Experian has accepted your submissions, and • You currently have no factors in active status, or you have a factor in pending activation status. OR • An EDI representative has manually completed the ID Proofing process through the Electronic Data Interchange (EDI) Representative application, thus setting your MFA Status to *ID Proofed,* and • You currently have no factors in active status or you have a factor in pending activation status.

Status	Next Step	Description
Pending Phone	Contact Experian	Indicates: You were unsuccessful with completing the *ID Proofing* process or because you exceeded your total limit of three valid submission attempts (i.e., you clicked **Continue** without receiving validation errors the maximum three times allowed on the *ID Proofing and Core Credentials* page).
Pending Verification	Contact the BCRC	Indicates that Experian was unable to verify your identity. Contact the BCRC for manual *ID Proofing*.
Complete	Factor Maintenance	Indicates: • You have successfully completed the *ID Proofing* process, and • You have at least one factor in active status. **Note:** In this case, the Next Step is replaced with the **Factor Maintenance** link. Click this link to activate or deactivate factors.

Table 6-2: Next Step Action Details

Action	Description
Getting Started	Displays the *ID Proofing and Multi-Factor Authentication Overview* page (to begin the *ID Proofing* process). (Section 6.3.1)
Contact Experian	Displays the *Contact Experian* page (to attempt to complete the *ID Proofing* process by phone). (Section 6.6.1) **Note:** This page is displayed when Experian is unable to validate your identity using the information submitted from the *ID Proofing Core Credentials* page.
Contact BCRC	Displays the *Contact the Benefits Coordination & Recovery (BCRC)* page (to manually complete *ID Proofing* through a BCRC EDI representative). (Section 6.6.2)
Factor Required	Displays the *Multi-Factor Authentication (MFA) Maintenance* page (to add a factor). (Section 6.4)
Factor Maintenance	Displays the *Multi-Factor Authentication (MFA) Maintenance* page (to activate or deactivate factors). (Section 6.4)

6.3 ID Proofing Process

Process Overview

Click the **Next Step: Getting Started** link from the *Account Listing* page, and work through the pages that follow. Once that process is completed, you will register and activate a factor. At that point, you will be able to log in to the CRCP using that factor in order to see previously masked case information, as applicable.

During this process, you will be asked to provide current personally identifiable information toExperian Credit Services (an outside entity) to confirm your identity. This information will not be stored on the CRCP. This process will not impact your credit score.

6.3.1 ID Proofing and MFA Overview

The *ID Proofing and Multi-Factor Authentication Overview* page is the first step for starting the *ID Proofing* process. This page provides general information about the process and its purpose. Click **Continue** to continue the process.

6.3.2 Completing ID Proofing Core Credentials

Clicking **Continue** from the *ID Proofing and Multi-Factor Authentication Overview* page displays the *ID Proofing Core Credentials* page. This page allows you to enter personally identifiable information and submit it to Experian to validate your identity as part of the *ID Proofing* process (see Table 6-3 for field descriptions).

Notes:

First and *Last Name* fields are pre-filled and are the ones associated with your login ID. These names must match your *full legal name*, or Experian will not be able to validate your identity.

Address information entered on this page should match your current residential address so Experian can verify your identity. Successful ID proofing hinges upon Experian being able to use the address you provide to match to the address they have on file for you. If you have recently moved, include your previous address. Do not use a business address or business phone number.

If you need to make corrections, click **Cancel** on this page and make any changes through the CRCP *Update Personal Information* page.

When you click **Continue** from the *ID Proofing Core Credentials* page, you will see an error message if any of the data you entered fails a validation check. If your data passes all validation checks and Experian is unable to process the request, you will be instructed to try again later. Data validation corrections and Experian's inability to process the request will not count towards your total submission attempts.

If you were unsuccessful in identity proofing, the MSPRP will tell you to contact either the BCRC or Experian, depending on the reason you were unsuccessful. If you are instructed to contact Experian, your *Account Listing* page will show your status as **Pending Phone** and the CRCP will display the *Contact Experian* page (Section 6.6.1). At this stage, you *must* contact Experian for assistance in completing the *ID Proofing* process.

Note: If you attempt the *ID Proofing* process in the MSPRP and your submission fails, it also counts toward your total number of allowed attempts.

To Complete ID Proofing Core Credentials

1. From the *Account Listing* page in the CRCP, click the **Next Step: Getting Started** link displayed in the *Multi-Factor Authentication* box.

   The *ID Proofing and Multi-Factor Authentication Overview* page appears (Figure 6-2).

   Note: This page also displays your current MFA status.

2. Click **Continue** or click **Cancel** to cancel the operation.

   If you click **Continue**, the *ID Proofing Core Credentials* page appears (Figure 6-3).

   Note: A *COBSW Reference Number* is assigned automatically in a read-only field that is associated with your login ID.

3. Check that your *First* and *Last Names* are correct; then complete the remaining fields on the page (Table 6-3).
4. Click **Continue** to create and submit an *ID Proofing Core Credentials* record to Experian.

When the submission is successful and Experian is able to verify your identity, the CRCP will display the *MFA Maintenance* page. The CRCP will also change the MFA Status on the *Account Listing* page. If Experian is unable to verify the personal information you provided, the *Failed Attempt* page will appear.

Note: The status set depends on the response sent by Experian.

Figure 6-2: ID Proofing and Multi-Factor Authentication Overview

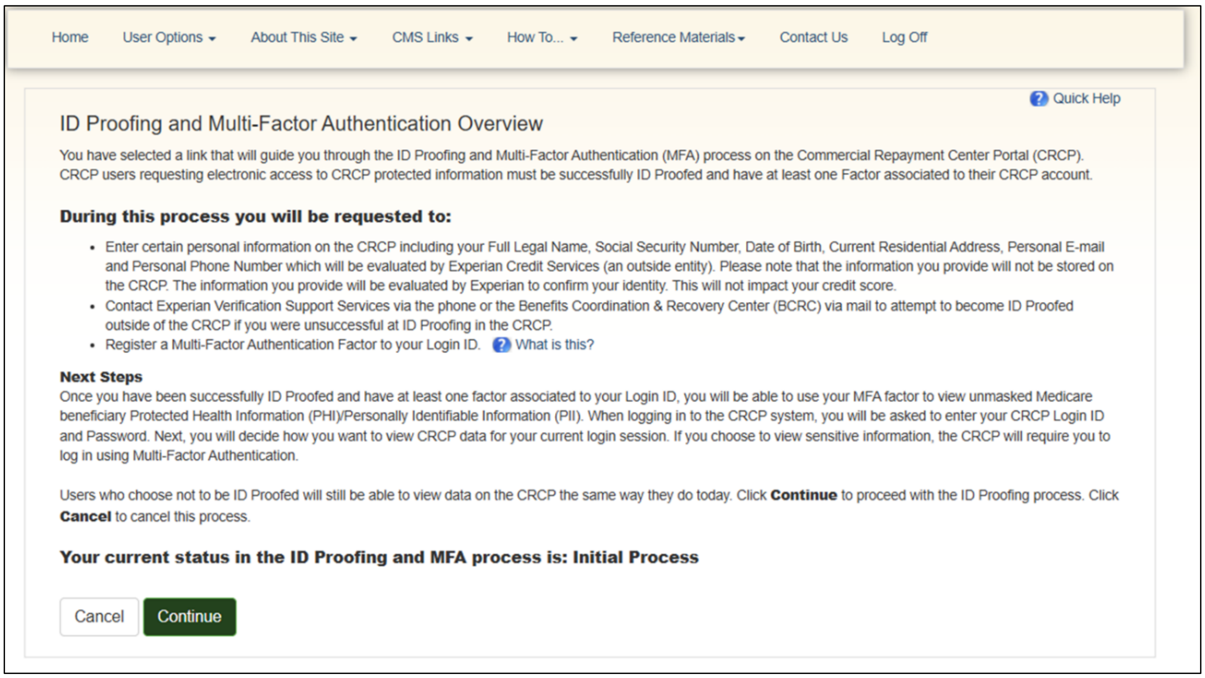
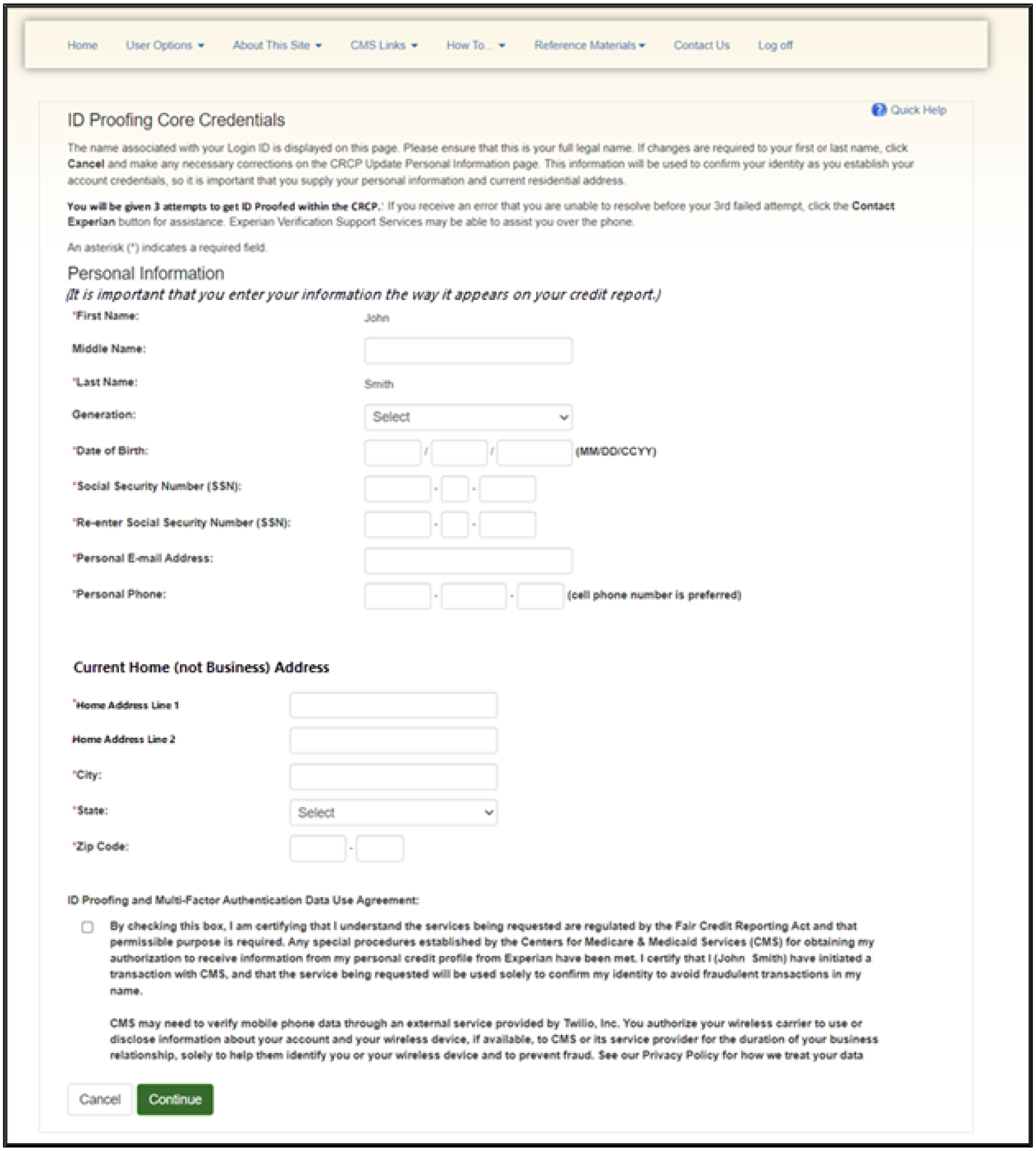


Figure 6-3: ID Proofing Core Credentials



Home User Options About This Site CMS Links How To... Reference Materials Contact Us Log off

Quick Help

ID Proofing Core Credentials

The name associated with your Login ID is displayed on this page. Please ensure that this is your full legal name. If changes are required to your first or last name, click **Cancel** and make any necessary corrections on the CRCP Update Personal Information page. This information will be used to confirm your identity as you establish your account credentials, so it is important that you supply your personal information and current residential address.

You will be given 3 attempts to get ID Proofed within the CRCP. If you receive an error that you are unable to resolve before your 3rd failed attempt, click the **Contact Experian** button for assistance. Experian Verification Support Services may be able to assist you over the phone.

An asterisk (*) indicates a required field.

Personal Information

(It is important that you enter your information the way it appears on your credit report.)

*First Name: John

Middle Name:

*Last Name: Smith

Generation: Select

*Date of Birth: / / (MM/DD/CCYY)

*Social Security Number (SSN): - -

*Re-enter Social Security Number (SSN): - -

*Personal E-mail Address:

*Personal Phone: - - (cell phone number is preferred)

Current Home (not Business) Address

*Home Address Line 1

Home Address Line 2

*City:

*State: Select

*Zip Code: -

ID Proofing and Multi-Factor Authentication Data Use Agreement:

By checking this box, I am certifying that I understand the services being requested are regulated by the Fair Credit Reporting Act and that permissible purpose is required. Any special procedures established by the Centers for Medicare & Medicaid Services (CMS) for obtaining my authorization to receive information from my personal credit profile from Experian have been met. I certify that I (John Smith) have initiated a transaction with CMS, and that the service being requested will be used solely to confirm my identity to avoid fraudulent transactions in my name.

CMS may need to verify mobile phone data through an external service provided by Twilio, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to CMS or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our Privacy Policy for how we treat your data

Cancel Continue

Table 6-3: ID Proofing Core Credentials

Field	Description
Personal Information	-
First Name	Required. Pre-filled by CRCP. This is the first name associated with your login ID (required). The First Name field length is 15 characters, and blanks or special characters are not allowed. The first three characters cannot be “C/O,” and the first four characters cannot be “AKA ” (i.e., AKA followed by a space). **Note:** If the CRCP returns an error while validating, click the **Manage Personal Information** link in the *Account Settings* box on the *Account Listing* page to correct any errors.
Middle Name	Optional. The Middle Name field has a maximum field length of 15 characters. Spaces or special characters are not allowed. The first three characters cannot be “C/O,” and the first four characters cannot be “AKA ”(i.e., AKA followed by a space).
Last Name	Required. Pre-filled by CRCP. This is the last name associated with your login ID. Maximum field length is 25 characters; minimum is two. This field may contain a hyphen or apostrophe. The first three characters cannot be “C/O.” If you have two last names, enter a hyphen to split the last name.
Generation	Optional.
Date of Birth	Required. This field must be numeric and have exactly eight characters. Do not use hyphens, dashes, or special characters (Example: 12102014).
Social Security Number (SSN)	Required. This field must be numeric and include exactly nine characters. Do not use hyphens, dashes, or special characters (Format example using invalid number: 666779999). The field cannot start with 000, 666, or 900-999. **Note:** The SSN will **not** be stored on the CRCP database.
Re-enter Social Security Number (SSN)	Required.
Personal E-Mail Address	Required. The maximum field length is 80 characters. Any standard email format accepted. Use a personal email address to which you have access. It does not need to match the one associated with your login ID. Email addresses beginning with a dash are accepted. Do not use a business email.
Personal Phone	Required. This field must be numeric. Do not use hyphens, parenthesis, dashes, or special characters (Example: 4105556666). **Note:** Use a personal mobile phone number (if you have one). (A landline can be used, but a mobile cell phone is preferred.) Do not use a business phone number.
Current Residential Address	**Notes:** To assist Experian in verifying your identity, this should be your current residential address. Do not use a business address. If you have a recent change in address, try to use a prior residential address for identity proofing.

Field	Description
Address Line 1	Required. The maximum field length is 30 characters. The field is alphanumeric and can only include spaces, # (pound) signs, dashes, slashes, apostrophes, and periods. Do not enter extraneous symbols. Do not use commas in *Address Line 1*; instead, use *Address Line 2* for unit numbers. Military APO addresses are valid but foreign addresses are invalid.
Address Line 2	Optional. The same restrictions apply as *Address Line 1* except the maximum field length is 29 characters. Use this line for unit numbers.
City	Required. The maximum field length is 38 characters. This field can only include letters and spaces. APO addresses use "APO" in this field.
State	Required.
Zip Code (Zip+4)	Five-digit ZIP is required; four-digit extension is optional. APO addresses use the ZIP code for that address; the *City* field must contain "APO."
ID Proofing and Multi-Factor Authentication Data Use Agreement	Required Clicking the checkbox indicates you agree to the terms of the agreement.
Continue	This button submits an *ID Proofing Core Credentials* record to Experian.
Cancel	This button cancels the current operation, discards the data, and returns you to the *Account Listing* page.

6.4 Multi-Factor Authentication (MFA) Maintenance

Once you have successfully completed the *ID Proofing* process, your next steps are to register and activate the factor that will be associated with your CRCP login ID. Once activated, you can log in to the CRCP and choose a factor if you want to view unmasked case information.

The *Multi-Factor Authentication (MFA) Maintenance* page displays the factor(s) associated with your login ID, along with associated factor information. From this page, you can activate a new factor, or activate a registered factor in a pending-activation status, by clicking the **Activate Factor** button, or deactivate a factor no longer in use by clicking **Deactivate Factor**. You must have at least one factor in active status to view unmasked case information on the CRCP.

Note: If you have previously completed the *ID Proofing* process and are currently using Voice call or Text Message (SMS) as a Factor Type, this service was discontinued after **March 1, 2025.** To maintain access after that date, you must register another factor type.

Note: You can have up to two factors in active and/or pending activation status for your login ID (i.e., a maximum of one Okta Verify and one Google Authenticator Factor).

6.4.1 Register Multi-Factor Authentication (MFA)

The *Register Multi-Factor Authentication (MFA)* page allows you to register the factors that will be associated with your CRCP login ID. From this page, you can register a factor by selecting the factor type (i.e., Okta Verify or Google Authenticator).

Once a factor is registered, you must activate it using the *Activate Factor* page before you may log in using MFA to view previously masked case information.

To register an MFA Factor

1. Click the **Factor Required** or **Factor Maintenance** link on the *Account Listing* page.

   The *Multi-Factor Authentication (MFA) Maintenance* page appears (Figure 6-4).

2. Click **Activate Factor**.

   The *Register Multi-Factor Authentication (MFA)* page appears (Figure 6-5).

   Note: To complete a factor in a pending activation status, you must select the row associated with the factor and click **Activate Factor**; then, youwill need to complete the activation process, as described in Section 6.4.2.

3. Select a factor type from the drop-down menu.
4. Click **Continue** to generate an MFA security token (one-time access code) via your factor type and proceed to the *Complete Factor Setup* page (Figure 6-7), where you will complete the factor setup.

Figure 6-4: Multi-Factor Authentication (MFA) Maintenance (No Factors)

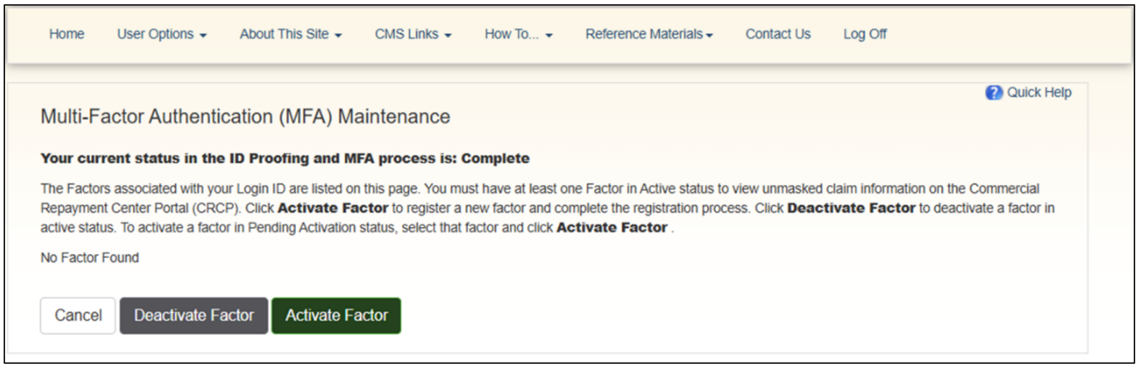


Figure 6-5: Register Multi-Factor Authentication (MFA)

6.4.2 Complete Factor Setup

The *Complete Factor Setup* page allows you to complete the registration process for the factor that will be associated with your CRCP login ID. This page displays the factor type you selected and a QR barcode that contains the URL and setup information the app needs to add the account under the text instructions.

To Complete Factor Setup:

1. Download the Okta Verify or Google Authenticator app onto your mobile device following the app's instructions.

   Note: These apps can be downloaded from the Google Play Store on Android devices or from the App Store for iPhone, iPad, and MAC.

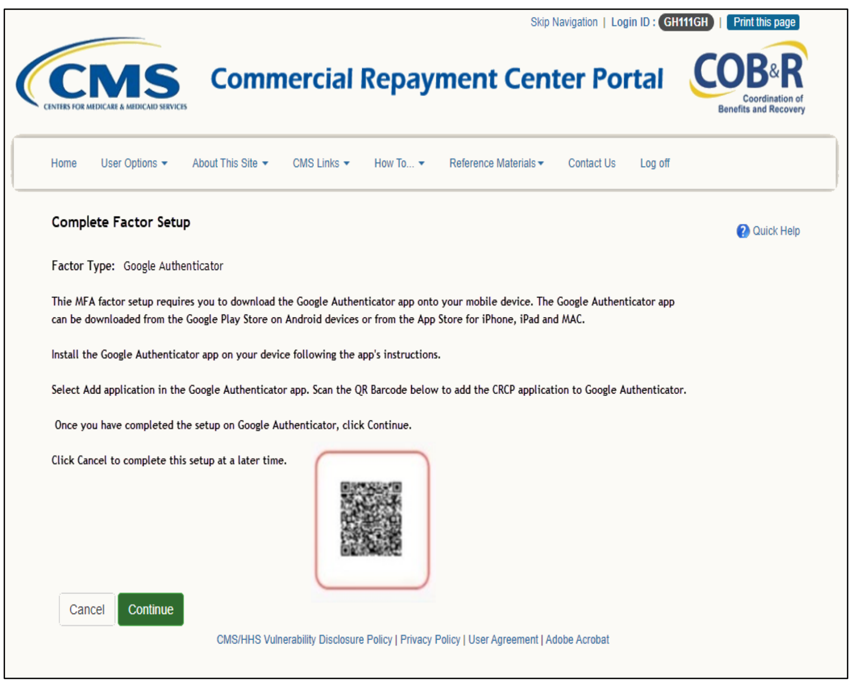
2. Once you have downloaded the app, follow directions within the app and scan the QR barcode shown on the *Complete Factor* page.

   This adds the CRCP application to your authentication app.

3. Once you have completed these setup steps, click **Continue** to complete the setup and proceed to the *Activate Factor* page. Click **Cancel** to complete the setup at a later time.

   If successful, the authentication factor will be set to **Active** status. If unsuccessful, the status will be set to **Pending Activation**.

Figure 6-6: Complete Factor Setup (Okta Verify Factor)



6.4.3 Activate Factor

The *Activate Factor* page allows you to activate the factor or factors you selected on the previous page that will be associated with your CRCP login ID.

At this point, you must have successfully completed the *ID Proofing* process, selected the factor type (i.e., Okta Verify or Google Authenticator) or received the MFA security token on your device.

Notes: You can have up to two factors in active and/or pending activation status for your login ID (i.e., a maximum of one Okta Verify or Google Authenticator Factor).

See Section 6.4.1 and 6.4.2 for steps on getting to the *Activate Factor* page.

To Activate a Factor

1. Enter the MFA security token on the *Activate Factor* page.
2. **Note:** If you do not enter the correct MFA security token within three attempts, you will automatically be locked out of the CRCP. Contact an EDI Representative to unlock your account. Click **Continue** to complete the activation or **Cancel** to return to the *Multi-Factor Authentication Maintenance* page.

   If you click **Continue**, the *Factor Activated Successfully* page appears (Figure 6-8).
3. Click **Continue** to return to the *Multi-Factor Authentication (MFA) Maintenance* page.

Once you have activated at least one factor, the CRCP will set your MFA Status to *Complete* on the *Account Listing* page.

Figure 6-7: Activate Factor

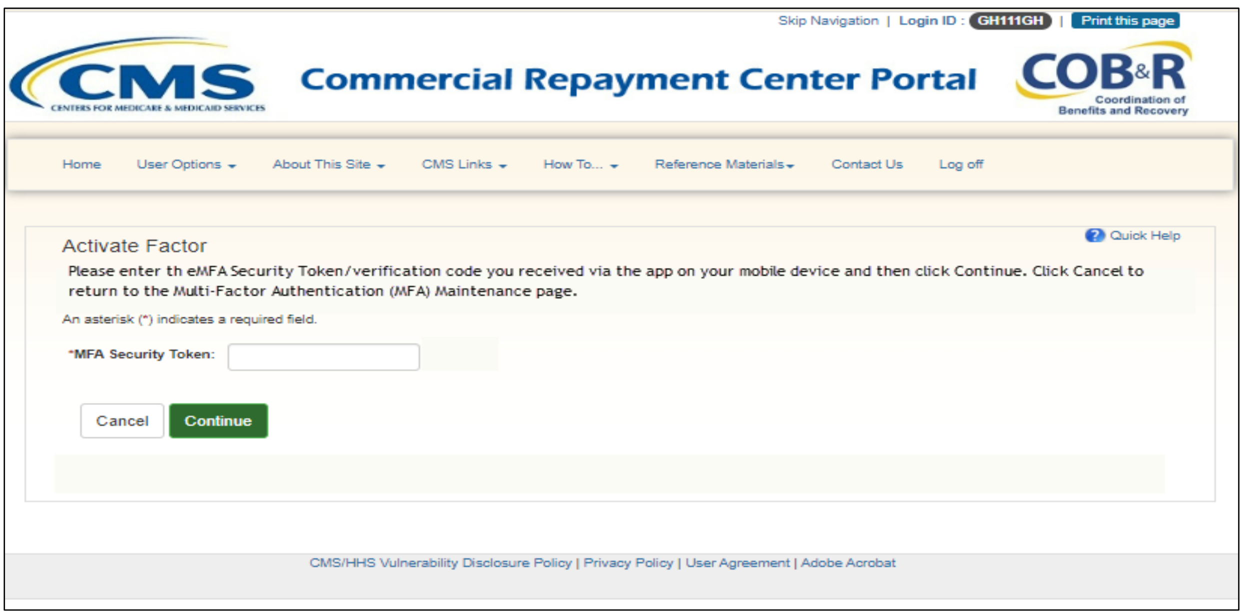


Figure 6-8: Factor Activated Successfully

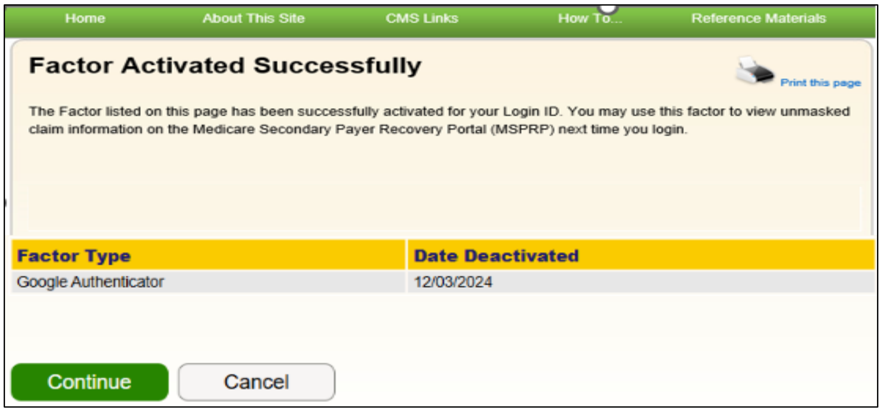
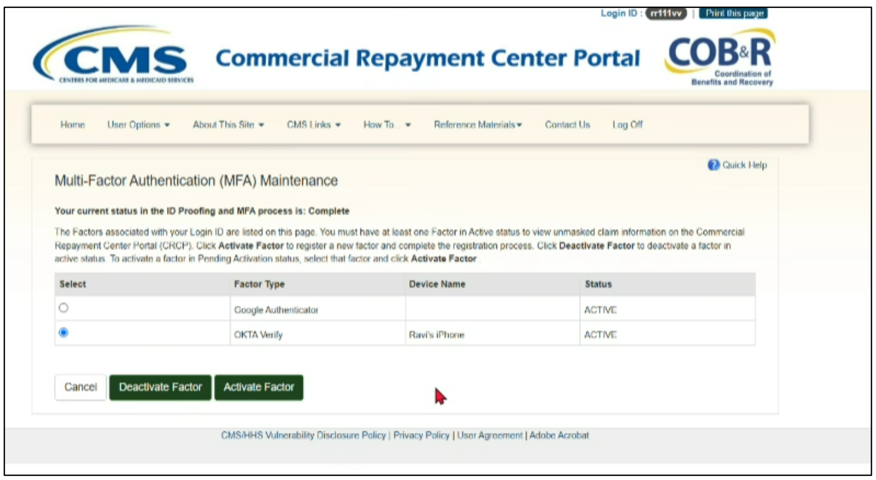


Figure 6-9: Multi-Factor Authentication (MFA) Maintenance (With Factors)



6.4.4 Deactivate Factor

Once you activate one or more factors on the CRCP, you can deactivate them at any time. Once a factor is deactivated, you will not be able to use it to view previously masked case information on the CRCP, unless you activate it again using the *Multi-Factor Authentication (MFA) Maintenance* page.

Notes:

You may also deactivate a factor that is in pending activation status.

If you activate and then deactivate the text message factor and then decide to register it again using the same phone number, you will not need to activate it by entering a security token. The system keeps this factor on file. If you select this factor type again, the system will place it in Active status automatically.

To Deactivate a Factor

1. Click the **Factor Maintenance** link on the *Account Listing* page.

   The *Multi-Factor Authentication (MFA) Maintenance* page appears.

2. Click the radio button to select the factor you want to deactivate.
3. Click **Deactivate Factor**.

The *Deactivate Factor Confirmation* page appears.

4. Click **Continue** to confirm the deactivation or click **Cancel** to cancel the deactivation process.

   The *Factor Deactivated Successfully* page appears.

5. Click **Continue** to return to the *Multi-Factor Authentication (MFA) Maintenance* page when completed.

Figure 6-10: Deactivate Factor Confirmation

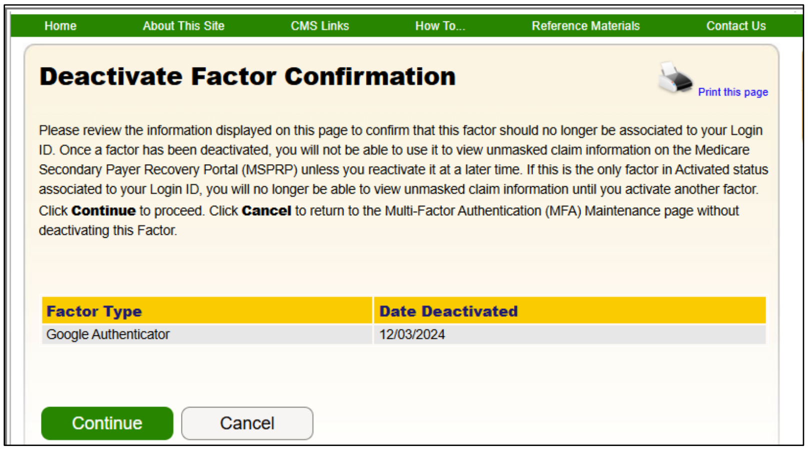
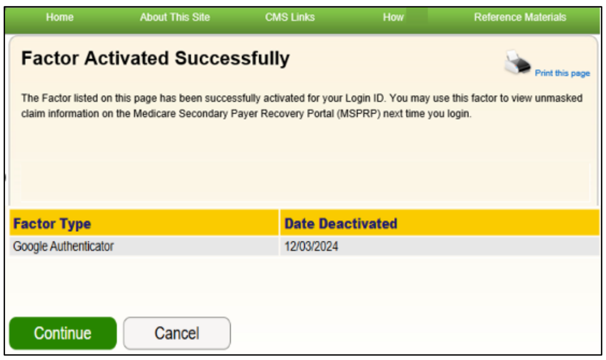


Figure 6-11: Factor Deactivated Successfully



6.5 Logging in Using MFA

Once you have completed the *ID Proofing* process and have at least one MFA factor in active status on the CRCP, you can log in to the CRCP and choose whether or not to use MFA to view previously masked case information.

When you log in, the CRCP displays the *Select Login Option* page automatically.

If you want to use MFA, select the **Login using Multi-Factor Authentication** option and select a factor. You will be redirected to the *Multi-Factor Authentication (MFA) Verification* page where you will have three attempts to successfully enter the MFA security token or approve the notification to your mobile device, if you chose Okta Verify. If you fail to do so, the CRCP will lock your account after the third attempt, and you will be prevented from viewing any CRCP data. Contact an EDI representative to unlock your account. **Note:** You may also use steps in Section 5.1.2.2 to unlock your account yourself.

To use MFA:

1. Log in to the CRCP.

   The *Select Login Option* page appears (Figure 6-12).

   Note: This page will not appear if you have not activated any MFA factors.

2. Click to select either the **Login using Multi-Factor Authentication** or **Login without my Multi-Factor Authentication** radio button.

If using MFA Services, select an MFA factor from the drop-down menu. If using Okta Verify, you must also choose whether you would like to receive push notifications or enter a code manually.

3. Click **Continue** to continue the login or **Cancel** to sign off from the application.

   If you click **Continue**, the *Multi-Factor Authentication (MFA) Verification* page appears (Figure 6-13)

4. Enter the *MFA Security Token* and click **Continue** to continue the login or **Cancel** to return to the *Select Login Option* page.

If you click **Continue**, the *Account Listing* page appears (Figure 6-15).

Figure 6-12: Select Login Option

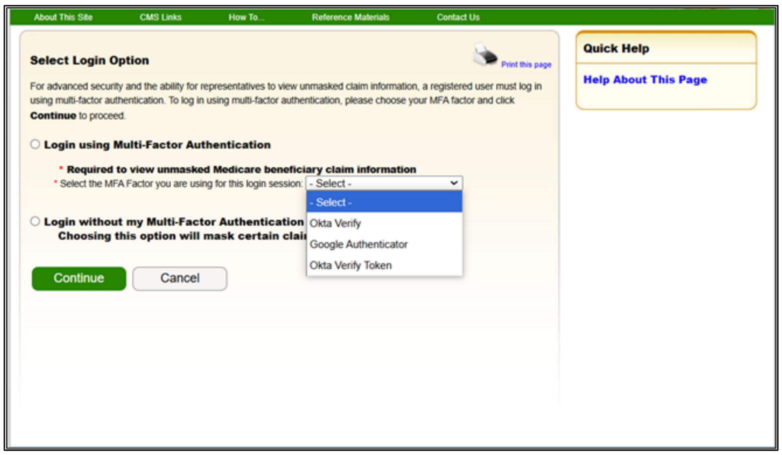
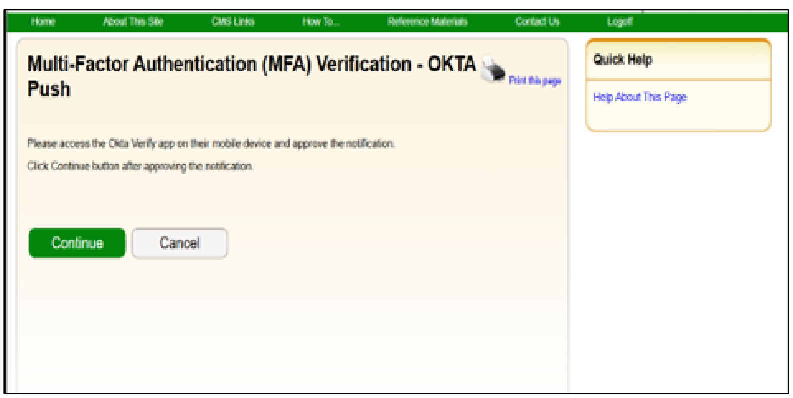


Figure 6-13: Multi-Factor Authentication (MFA) Verification



6.6 Troubleshooting

6.6.1 Contact Experian

This page provides instructions on how to contact Experian so you can attempt to complete the *ID Proofing* process by phone.

To Contact Experian

Call 833 203-6550 during the times indicated to contact the Experian Call Center.

The agent will ask you for the COBSW Reference Number (displayed on the *Contact Experian* page) along with your name and other personally identifiable information to try to complete the ID Proofing process.

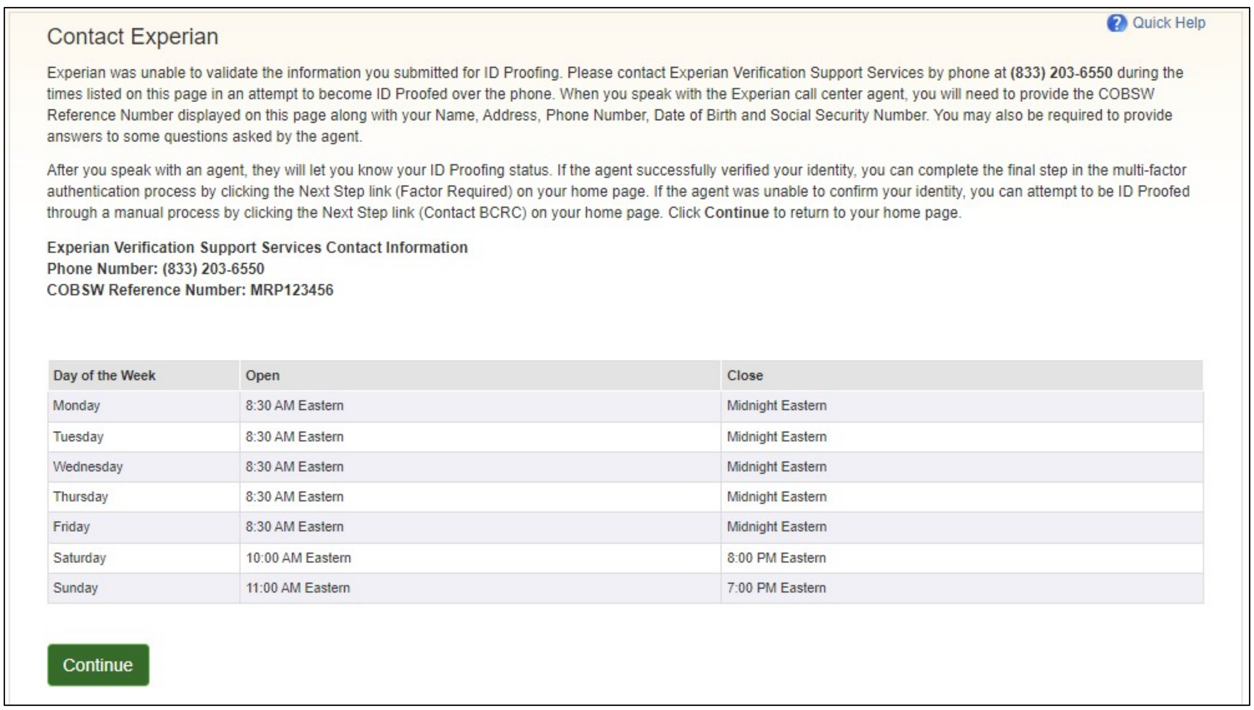
If the agent verifies your identity successfully, they will let you know. Click **Continue** to return to the *Account Listing* page. Your status will be listed as **ID Proofed** and the Next Step will be the **Factor Required** link. Click this link to complete the final step of the *Multi-Factor Authentication* process.

Phone Verification Unsuccessful?

If the Experian agent is unable to confirm your identity, they will let you know that you have failed the phone *ID Proofing* process. Click **Continue** to return to the *Account Listing* page. Your status will be listed as **Pending Verification** and the Next Step will be the **Contact BCRC** link (Figure 6-15). Click this link to access information for contacting the BCRC so you can complete the *ID Proofing* process manually (Figure 6-16).

From the *Contact Experian* page, click **Continue** to return to the *Account Listing* page.

Figure 6-14: Contact Experian



Quick Help

Contact Experian

Experian was unable to validate the information you submitted for ID Proofing. Please contact Experian Verification Support Services by phone at **(833) 203-6550** during the times listed on this page in an attempt to become ID Proofed over the phone. When you speak with the Experian call center agent, you will need to provide the COBSW Reference Number displayed on this page along with your Name, Address, Phone Number, Date of Birth and Social Security Number. You may also be required to provide answers to some questions asked by the agent.

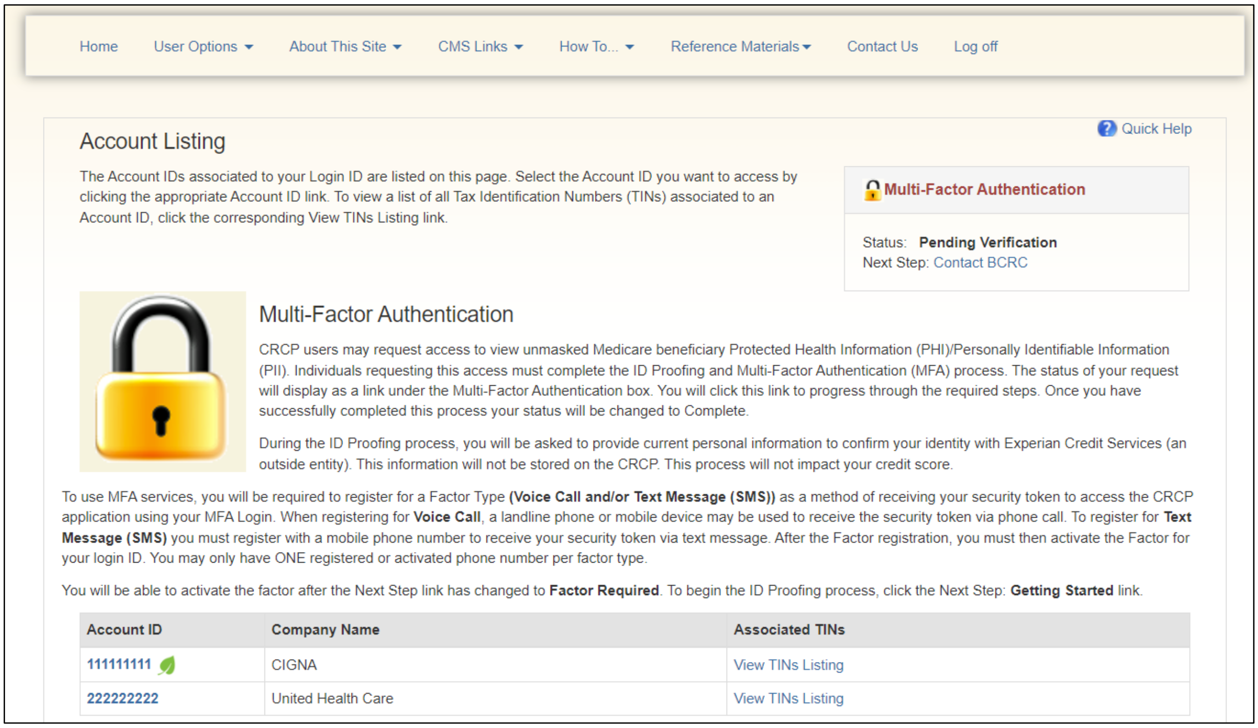
After you speak with an agent, they will let you know your ID Proofing status. If the agent successfully verified your identity, you can complete the final step in the multi-factor authentication process by clicking the Next Step link (Factor Required) on your home page. If the agent was unable to confirm your identity, you can attempt to be ID Proofed through a manual process by clicking the Next Step link (Contact BCRC) on your home page. Click **Continue** to return to your home page.

Experian Verification Support Services Contact Information
Phone Number: (833) 203-6550
COBSW Reference Number: MRP123456

Day of the Week	Open	Close
Monday	8:30 AM Eastern	Midnight Eastern
Tuesday	8:30 AM Eastern	Midnight Eastern
Wednesday	8:30 AM Eastern	Midnight Eastern
Thursday	8:30 AM Eastern	Midnight Eastern
Friday	8:30 AM Eastern	Midnight Eastern
Saturday	10:00 AM Eastern	8:00 PM Eastern
Sunday	11:00 AM Eastern	7:00 PM Eastern

Continue

Figure 6-15: Account Listing (MFA Status: Pending Verification)



6.6.2 Contact the BCRC

If Experian was unable to verify your identity and you still want to continue with the *ID Proofing* process, you will need to bring specific documentation to a notary public and have that individual verify your identity and notarize a statement to that effect. You will then need to send your documentation to the Benefits Coordination & Recovery Center (BCRC) and have an EDI representative manually complete *ID Proofing* for you.

To contact the BCRC

1. Click the **Contact BCRC** link from the *Account Listing* page.

   The *Contact the Benefits Coordination & Recovery Center (BCRC)* page appears (Figure 6-16).

   The *Notary Statement Template* link on this page opens a blank statement that you can download, complete, and have signed by a notary public as proof of your identity. This template includes a list of documents you can choose from to prove your identity to the notary.

   The *Notarized Statement Sample* link opens a sample of a completed document (Figure 6-17).

2. Complete and mail the notarized statement to the BCRC EDI department at the address indicated on the page.

3. Click **Continue** to return to the *Account Listing* page.

If the BCRC is able to verify your identity, you will receive an email notification within 45 days of receipt of your notarized document. If you have not received the notification after 45 days, contact the EDI department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: 646-458-6740 (TTY/TDD: 1-855-797-2627).

Once you receive a verification email notification from the BCRC, the MFA Status on the *Account Listing* page will be set to *ID Proofed* and the Next Step will be the **Factor Required** link.

Figure 6-16: Contact the BCRC

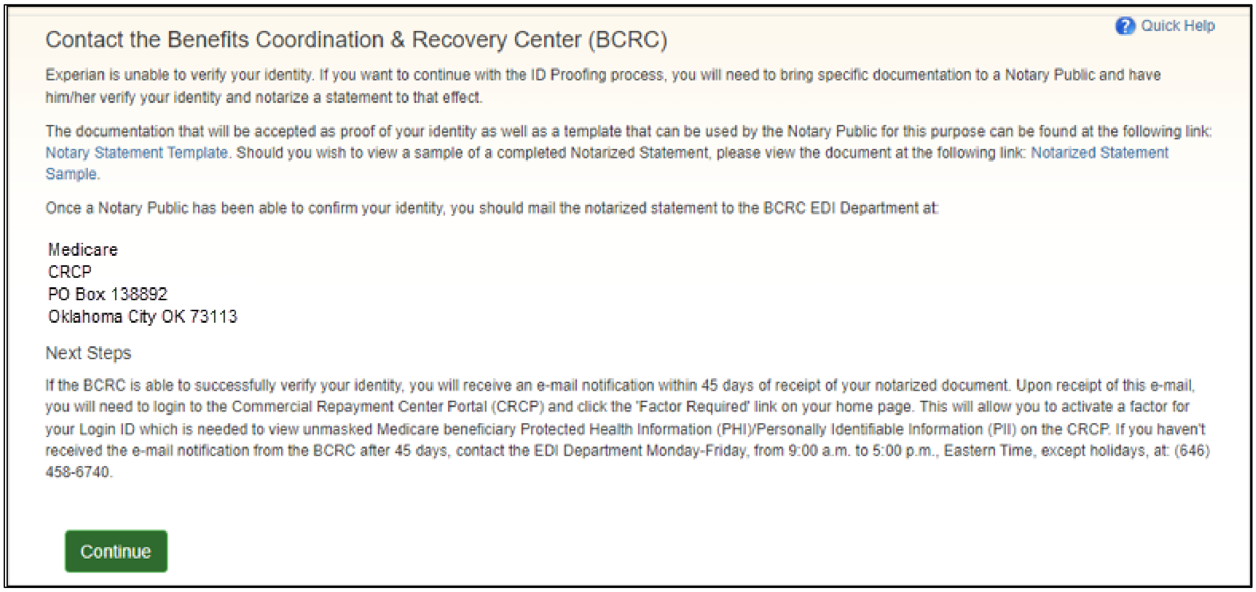


Figure 6-17: Example Notary Statement

NOTARY STATEMENT - VERIFICATION OF IDENTIFICATION (SAMPLE)

Name of Applicant: First Name, Middle Name, Last Name

Address of Applicant: _Street Name____________________________

_City, State, Zip Code____________________

MSPRP E-mail Address: ___JDoe@hotmail.com__

Signature ______________________________________

State of ______State________

County of _____County________________________

On this, the ___##_____day of _Month______, 20##__, before me, a Notary Public, the undersigned officer in and for the above state and county, personally appeared_______ Applicant Name ______________________, proved to be the person named by providing the following document(s):
____Driver's License____ as identification.

In witness hereof, I hereunto set my hand and official seal.

Notary Public
My Commission Expires: _ mm/dd/yyyy_______

Acceptable Forms of Identification

An individual can provide proof of his or her identity by providing <u>any one</u> tier one documents or <u>any combination</u> of the tier two documents listed below:

Tier One Document	Driver's License; School Identification Card with photograph of the individual; Voter Registration Card; U.S. Military Card; U.S. Military Draft Record; Identification Card issued by the federal, state, or local government with the same information included on driver's licenses; U.S. Passport; I-551 Permanent Resident Card; Certificate of Naturalization; Military Dependent Identification Card; Tribal Card; Authentic Document from a Tribe declaring membership for an individual; U.S. Coast Guard Merchant Mariner Card
Tier Two Document	US Public Birth Certificate; Social Security Card; Marriage Certificate Divorce Decree; Employer Identification Card; High School or College Diploma; Property Deed or Title

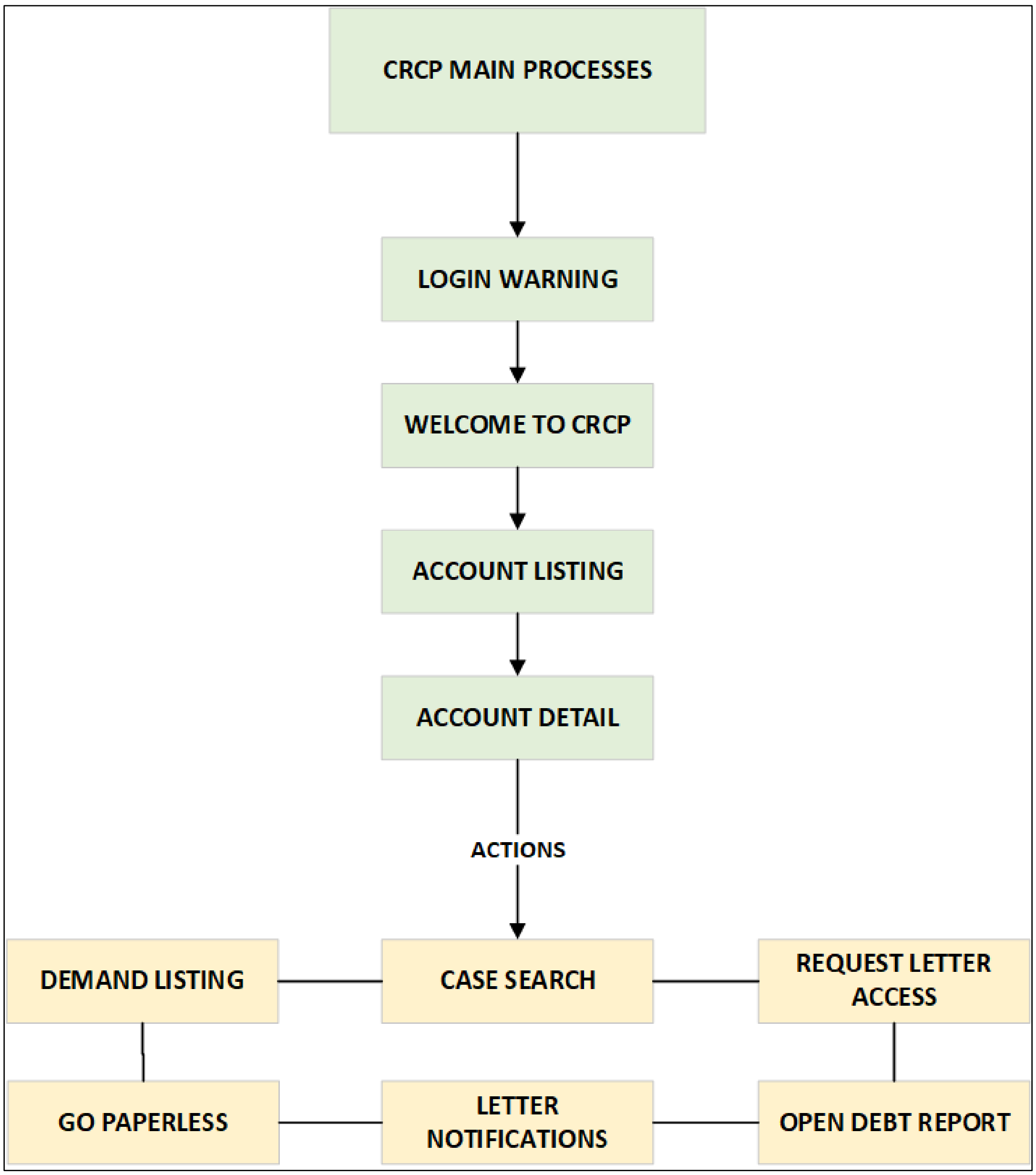
Chapter 7: Navigating the CRCP

7.1 Structure of the CRCP

The CRCP is designed to keep common functions and processes as close together as possible. This means that pages related to case information, accounts, etc., are grouped together with pages of similar functions.

This figure outlines the high-level structure and processes of the CRCP:

Figure 7-1: CRCP Main Processes



To navigate between pages, the CRCP includes navigation buttons, on-page hyperlinks, and the navigation bar. Some navigation bar options include drop-down menus for additional options. The following are examples.

Figure 7-2: Hyperlink

Figure 7-3: Navigation Button

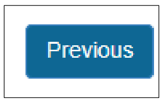
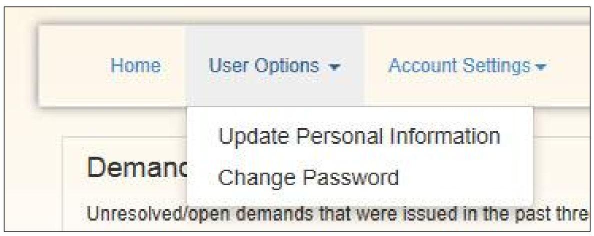


Figure 7-4: Navigation Bar Drop-Down Menu



Additionally, most column headers, with an arrow, allow sorting. Clicking on a column header allows you to sort the data in that column alpha-numerically, either ascending or descending. Click the column header again to reverse the sorting order. Column headers with a text box or drop-down menu allow filtering. Selecting an option from the drop-down menu or entering text in the blank field below the column header allows you to filter the rows displayed in a table.

7.2 Navigation Bar

The navigation bar appears at the top of each CRCP web page and provides menus containing links to common pages and additional information to assist you in using the CRCP.

Figure 7-5: Navigation Bar

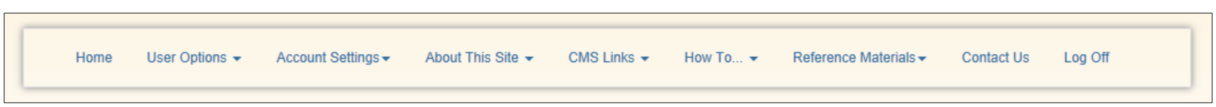


Table 7-1: Navigation Bar

Link	Description
Home	Links to the *Account Listing* page from any page in the CRCP.
User Options	This drop-down menu links to the *Update Personal Information* page and the *Change Password* page (Section 11.1). This menu is available only after login.

<table>
<tr><th>Link</th><th>Description</th></tr>
<tr><td>Account Settings</td><td>This pull-down menu links to:
View or Update Authorized Representative (AR) Information (Account Manager only)
Designee Maintenance (Account Manager only)
View Account Activity (Account Manager and Account Designees can access)
View Associated TINs (Account Manager and Account Designees can access)
The Account Settings option only becomes visible after you select an account ID from the Account Listing page.</td></tr>
<tr><td>About This Site</td><td>Links to the How to Use This Site document, which offers general information on how to use the CRCP application.</td></tr>
<tr><td>CMS Links</td><td>This pull-down menu links to CMS websites.</td></tr>
<tr><td>How To…</td><td>Provides links to Help pages that explain how to perform the following functions:
How to Get Started
How to Request your Login ID
How to Request your Password
How to Change your Password
How to Reset Your PIN
How to Change your Authorized Representative
How to Change your Account Manager
How to Invite and Remove Account Designees</td></tr>
<tr><td>Reference Materials</td><td>Links to the CRCP User Manual (this guide).</td></tr>
<tr><td>Contact Us</td><td>Provides contact information for the BCRC (which houses the EDI Department) and the CRC, including operating hours and phone numbers for both organizations (Section 2.5.5).</td></tr>
<tr><td>Log Off</td><td>Allows you to end the CRCP session and exit the system (Section 5.3).</td></tr>
</table>

7.3 Additional Information

After you log in, the section above the page logos displays the *Print this Page* link, the current login ID, and the *Skip Navigation* link.

Print this Page

Click **Print this Page** to display local print options for the current browser window.

Displayed Login ID

The currently logged in user's login ID is displayed in read-only format.

Skip Navigation

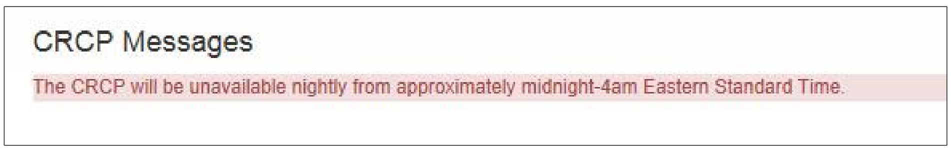
Click this hyperlink to jump past the navigation menu directly to the page content. This allows screen readers to skip reading the navigation menu for the current page.

Figure 7-6: Additional Information Links

7.4 CRCP Messages

The *CRCP Messages* section of the *Welcome to the CRCP* page displays system messages, including alerts, messages, and updates from the EDI Representative.

Figure 7-7: CRCP Messages



Chapter 8: Inviting Users to Accounts

8.1 Account Designee (AD) Information

The Account Designee (AD) user role is an optional role in the CRCP, and each CRCP account may have zero, one, or up to 200 ADs.

ADs assist the Account Manager (AM) with the Group Health Plan (GHP) recovery cases. ADs may select from several actions available for managing an account, such as viewing demands and case information, and submitting defense documentation.

See Section 2.4.3 for more details on the AD role responsibilities and restrictions.

All ADs must be invited to register by the AM for a specific account. ADs can be added, edited, and deleted at the account ID level from the *Account Designee Listing* page.

An AM for one CRCP account can be an AD for a different CRCP account. A user cannot be both AM and AD for the same CRCP account.

8.1.1 Account Designee Listing

Use the navigation bar to access the *Account Designee Listing* page: in the *Account Settings* menu (visible after you select an account ID from the *Account Listing* page), select **Designee Maintenance**.

The *Account Designee Listing* page appears (Figure 8-2). This page displays details for all individuals who were invited to be ADs for the current account ID and lists the total number of ADs for the account. By default, the list is sorted by last login date, and then last name. You can click the *Last Name*, *Status*, and *Last Login Date* column headers to search (by last name), sort, and filter the designees.

Figure 8-1: Designee Maintenance Menu Option

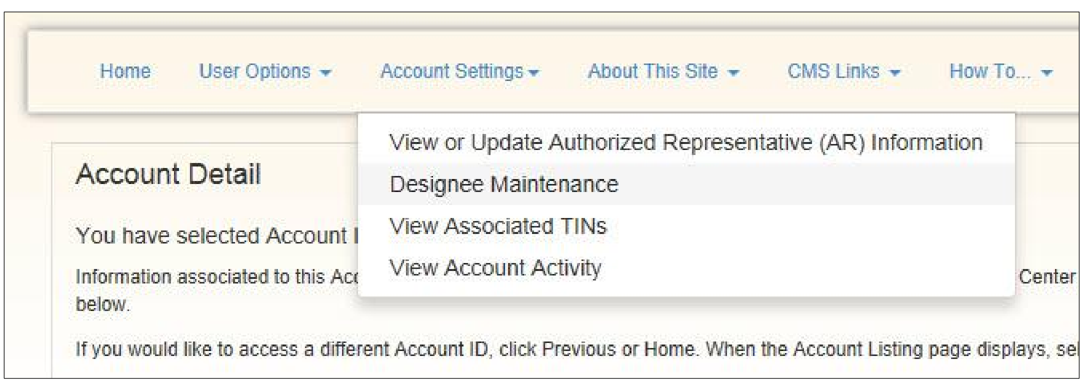


Figure 8-2: Account Designee Listing

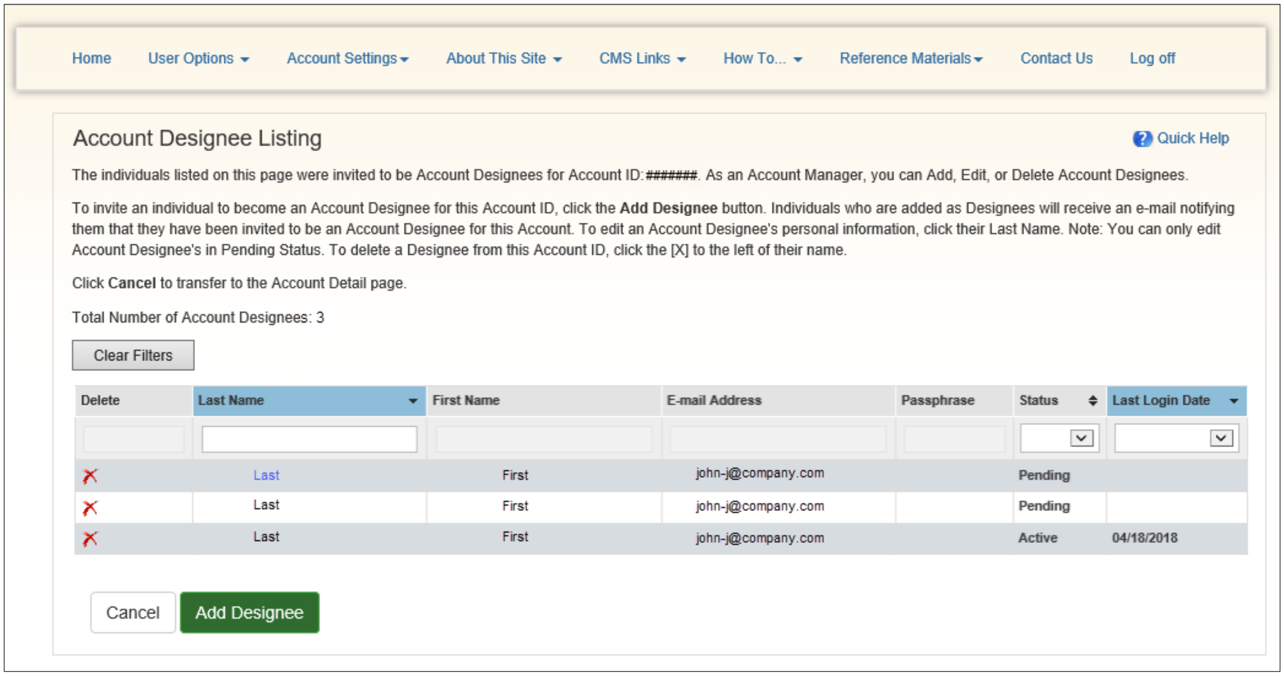


Table 8-1: Account Designee Listing Fields

Field	Description
Clear Filters	This button removes sorted and filtered values and redisplays the original default sorted results.
Delete (Icon)	Click the Delete icon (X) to delete the AD.
Last Name	Displays the last name of the AD. **Note:** Searchable and filterable column: click the arrows in the header to sort or reverse the sort order; type a search term into the box at the top of the column to filter for names beginning with that value.
First Name	Displays the first name of the AD.
Email Address	Displays the email address of the AD.
Passphrase	Displays the passphrase created by the AM that will be used by the AD to register for an account.
Status	Displays the status of the AD registration. Possible values: Pending Active Locked Expired Revoked **Note:** Sortable and filterable column: click the arrows in the header to sort or reverse sort order; click the drop-down menu at the top of the column to show only designees with that status.

Field	Description
Last Login Date	Indicates the last date the designee logged in to an account in any COBSW application. Sortable and filterable. Filter range values include: • 0 to 14 days inactive • 15 to 29 days inactive • 30-44 days inactive • 45+ days inactive **Note:** This list automatically sorts blank values to the top.
Cancel	This button cancels the process and displays the *Account Detail* page.
Add Designee	This button displays the *Account Designee Information* page and begins the process of adding a new AD.

8.2 AD Maintenance

AMs are responsible for inviting or adding ADs to an account and revoking or removing AD access to an account. All AD maintenance is initiated from the *Account Designee Listing* page.

8.2.1 Account Designee Listing: Basic Functions

From the *Account Designee Listing* page, the AM can perform several functions:

- Add an AD by inviting an individual to register (Section 8.2.1.1).
- Edit an AD's information while the AD's registration is still pending (Section 8.2.1.2): this includes the option to regenerate the invitation email to invite the AD to the account ID
- Sort and filter ADs on Last Login Date, Status and Last Name.
- Delete an AD from the account ID (Section 8.2.1.3).

To return to the *Account Detail* page at any time, click **Cancel** from the *Account Designee Listing* page.

8.2.1.1 Add a Designee Steps

1. Click **Add Designee** from the *Account Designee Listing* page.

   The *Account Designee Information* page appears.

2. On the *Account Designee Information* page, enter and re-enter the email address of the individual you are inviting to become an AD (Figure 8-3).

3. Click **Continue** to proceed to the *Account Designee Invitation* page (Figure 8-4) or click **Cancel** to return to the *Account Designee Listing* page.

4. On the *Account Designee Invitation* page:

   If the email address belongs to a registered COBSW user:

   Confirm that the read-only information displayed on the page is correct.

   If the email address does NOT belong to a registered COBSW user:

   Enter the AD's first and last name in the *Designee First Name* and *Designee Last Name* fields. Next, enter a passphrase in the *Passphrase* and *Re-enter Passphrase* fields (see Table 8-3 for additional information on these fields).

5. Click **Continue** to proceed to the *Account Designee Confirmation* page (Figure 8-5).

   You can also click **Previous** to return to the *Account Designee Information* page or click **Cancel** to return to the *Account Designee Listing* page.

   The *Account Designee Confirmation* page appears, listing the name and email address of the new AD that you have just added.

6. Click **OK** to return to the *Account Designee Listing* page.

Individuals who are added as ADs will then receive an invitation email notifying them that they have been invited to be an AD for the account ID. AD invitees who do not yet have a login ID and password for any other COBSW system will be directed to follow the link sent in the email to initiate the registration process and must use the passphrase that the AM generated and gave to them in order to complete their registration. AD invitees who already have a login ID and password for another COBSW application will receive a notification email but can simply log into the CRCP system to access the account using their existing login ID and password.

Figure 8-3: Account Designee Information

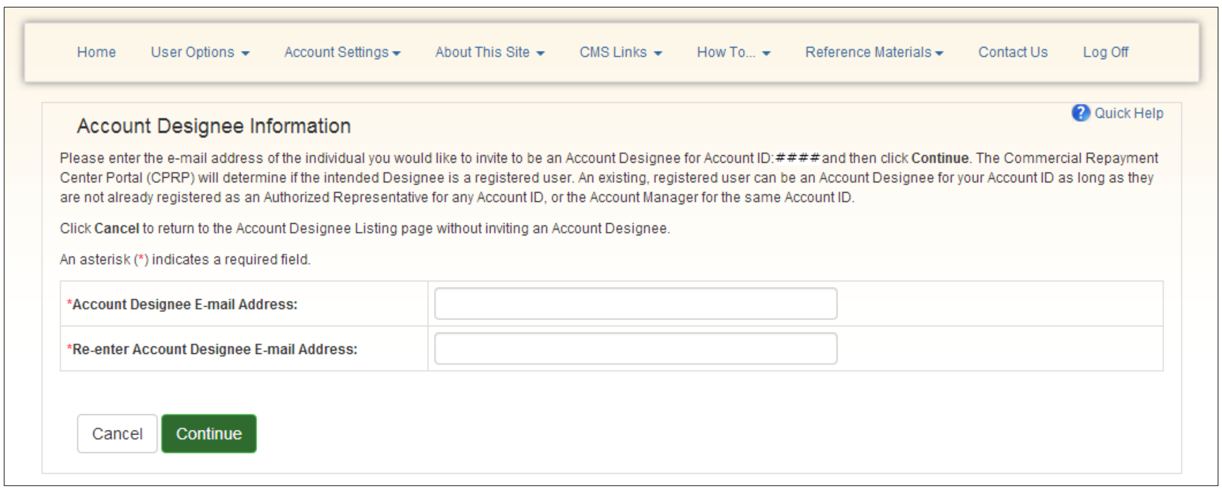


Table 8-2: Account Designee Information Fields

Field	Description
Account Designee E-mail Address	Enter the email address of the individual you would like to invite to be an AD for the current account. The AD email address cannot already be associated with an AR in any CRCP account, or to the AM of the currently selected account.
Re-enter Account Designee E-mail Address	Re-enter the email address from the previous field.
Continue	This button saves the AD email address and takes you to the *Account Designee Invitation* page.
Cancel	This button deletes all entered information, cancels the AD invitation process, and returns you to the *Account Designee Listing* page.

Figure 8-4: Account Designee Invitation

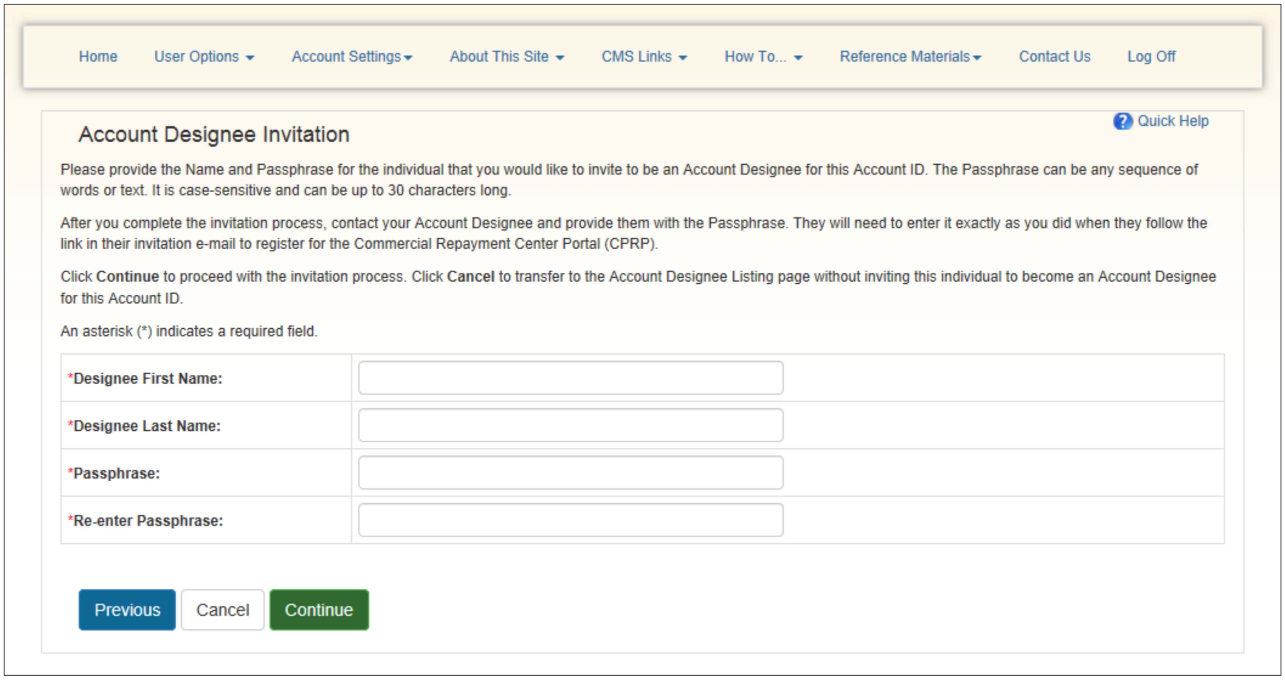
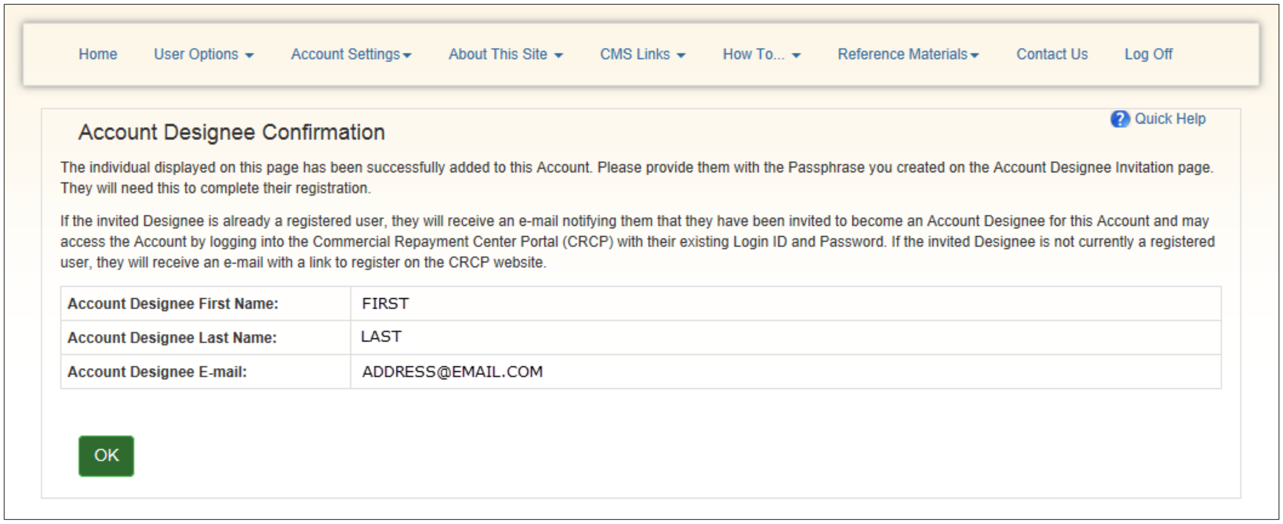


Table 8-3: Account Designee Invitation Fields

Field	Description
Designee First Name	Enter the full first name of the AR for the account. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes ('). You can enter up to 15 characters.
Designee Last Name	Enter the last name of the AR for the account. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes ('). You can enter up to 24 characters.
Passphrase	Enter the passphrase that the AD will use to complete the registration process. The passphrase can be any sequence of words or text. It is case-sensitive and can be up to 30 characters long. The AM must provide the AD with the passphrase. They will need to enter it exactly as it was entered by the AM when they follow the link in their invitation email to register for the CRCP.
Re-enter Passphrase	Re-enter the passphrase from the previous field.
Previous	This button deletes any information added on this page and returns you to the *Account Designee Information* page without saving any data entered on this page.
Continue	This button saves the information on this page and takes you to the *Account Designee Confirmation* page.
Cancel	This button deletes all entered information, cancels the AD invitation process, and returns you to the *Account Designee Listing* page.

Figure 8-5: Account Designee Confirmation



8.2.1.2 Edit a Designee Steps

This process can also be used to regenerate the AD invitation email with the registration link.

Note: You can only edit ADs who have not yet completed their registration process (i.e., the Status is Pending).

1. From the *Account Designee Listing* page, click the hyperlinked last name of the AD you wish to edit.

   The *Update Account Designee Information* page (Figure 8-6) displays with the previously saved data for the AD populated in the editable fields.

2. Make any changes necessary to the fields. Note that all fields are required and must be filled out correctly. You must also re-enter both the AD email address and passphrase.
3. If you need to re-send the registration email to the AD, select the **Regenerate…** checkbox.
4. Click **Continue** to save your changes and proceed to the *Update Account Designee Confirmation* page (Figure 8-7) or click **Cancel** to return to the *Account Designee Listing* page.
5. Click **Continue** to return to the *Account Designee Listing* page.

Figure 8-6: Update Account Designee Information

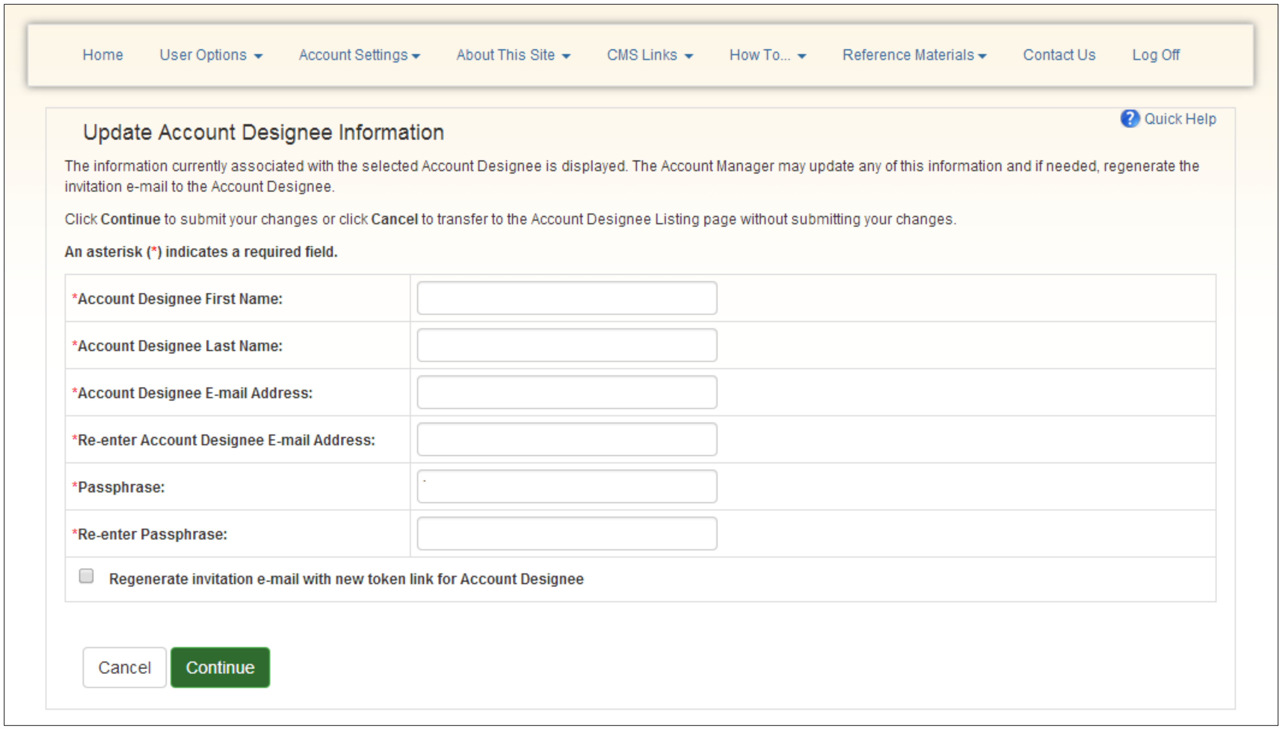


Table 8-4: Update Account Designee Information Fields

Field	Description
Account Designee First Name	Confirm the full first name of the AD on file for the account and make updates as necessary. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes (‘). You can enter up to 15 characters.
Account Designee Last Name	Confirm the last name of the AD for the account and make updates as necessary. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes (‘). You can enter up to 24 characters.
Account Designee E-mail Address	Confirm the email address of the individual you would like to invite to be an AD for the current account ID and make updates as necessary. The AD email address cannot already be associated with an AR in any CRCP account, or to the AM of the currently selected account.
Re-enter Account Designee E-mail Address	Re-enter the email address from the previous field.
Passphrase	Confirm the passphrase that the AD will use to complete the registration process and make updates as necessary. The passphrase can be any sequence of words or text. It is case-sensitive and can be up to 30 characters long. The AM must provide the AD with the passphrase. They will need to enter it exactly as it was entered by the AM when they follow the link in their invitation email to register for the CRCP.
Re-enter Passphrase	Re-enter the passphrase from the previous field.

Field	Description
Regenerate invitation e-mail with new token link for Account Designee (Checkbox)	Select this checkbox to send a new registration email with a new registration link to the AD.
Continue	This button saves the information on this page and takes you to the *Update Account Designee Confirmation* page.
Cancel	This button deletes all entered information, cancels the AD editing process, and returns you to the *Account Designee Listing* page.

Figure 8-7: Update Account Designee Confirmation

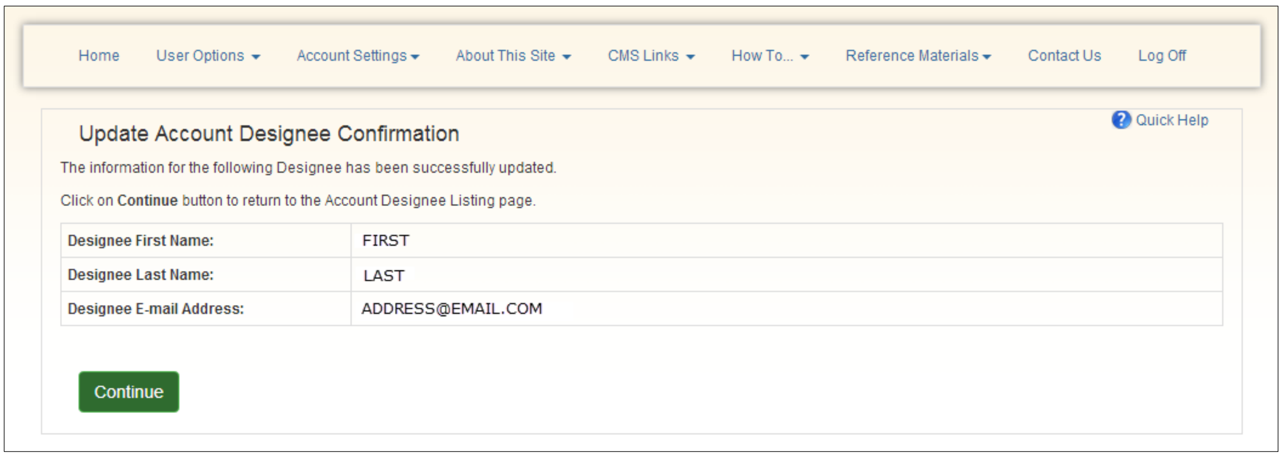


Table 8-5: Update Account Designee Confirmation Fields

Field	Description
Designee First Name	Displays the full first name of the AD.
Designee Last Name	Displays the last name of the AD.
Designee E-mail Address	Displays the email address of the AD
Continue	This button re-displays the *Account Designee Listing* page. The designee displays.

8.2.1.3 Delete a Designee Steps

Note: To help determine which currently active designees should be deleted because of long inactivity on an account, check the *Last Login Date* on the *Account Designee Listing* page.

1. To delete an AD from this account, click the Delete icon **[X]** to the left of their name on the *Account Designee Listing* page. The *Delete Account Designee Confirmation* page appears (Figure 8-8).
2. Click **OK** to delete the AD from this account ID.

   The *Account Designee Listing* page appears. The AD will no longer be listed on this page.
3. Or, click **Cancel** to return to the *Account Designee Listing* page. The AD will still be listed on this page and their status will be unchanged.

Figure 8-8: Delete Account Designee Confirmation

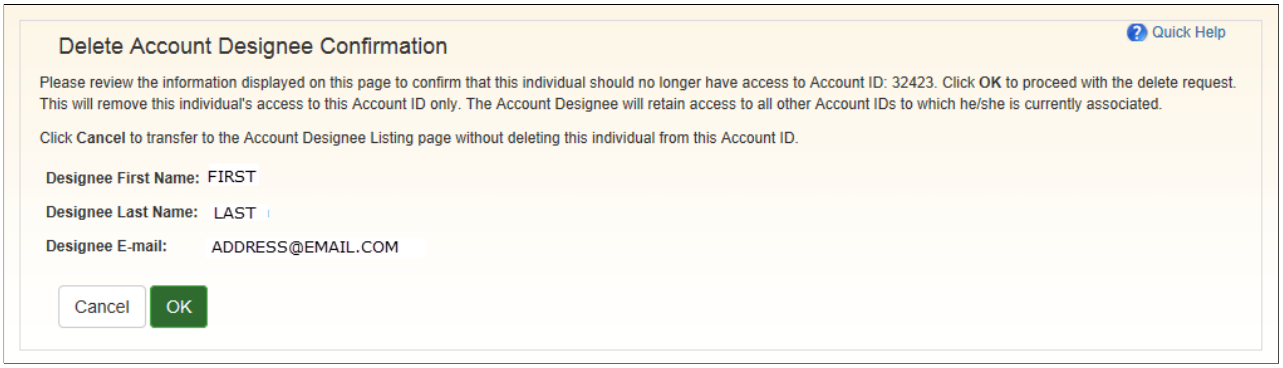


Table 8-6: Delete Account Designee Confirmation Fields

Field	Description
Designee First Name	Displays the full first name of the AD.
Designee Last Name	Displays the last name of the AD.
Designee E-mail	Displays the email address of the AD.
Cancel	This button re-displays the *Designee Listing* page. The designee is not deleted.
OK	This button re-displays the *Designee Listing* page. The designee is removed from the page.

8.3 AD Registration

When an AM invites an AD to work on a CRCP account, the CRCP sends an email invitation to the AD. The AD must then register to gain access to the CRCP account.

The *Account Designee Registration* page allows a new AD to register as a user on the CRCP. The *Account Designee Registration* page includes information about the account, the Account Manager's contact information, a text box for entering the passphrase, and a checkbox for accepting the User Agreement and Privacy Policy.

If you are an invited AD and have already registered on the CRCP or another COBSW site, then you can access the account by logging into the CRCP (Section 5.1). The *Account Listing* page lists all accounts you were invited to.

8.3.1 Summary of AD Registration Tasks

During registration, you (the AD) will complete the following tasks:

- Access the registration page and confirm your passphrase
- Complete personal information
- Complete login and password
- Verify login and personal information

8.3.2 AD Registration Steps

Access the Registration Page:

Note: All steps marked with an asterisk (*) are required.

1. Click the registration link in the email you received.
2. On the *Account Designee Registration* page (Figure 8-9), enter the passphrase provided by your AM.

   If you have forgotten the passphrase, contact your AM. The passphrase is not included in the email.
3. Read the User Agreement and Privacy Policy and click the **I accept the User Agreement and Privacy Policy above** checkbox.
4. Click **Continue** to proceed to the *Account Designee Personal Information* page (Figure 8-10), or **Cancel** to delete all data entered, cancel the registration process, and return to the CRCP *Login Warning* page.

Complete Personal Information

1. Complete all the fields (*First Name*, *Middle Initial* [optional], *Last Name*, *Phone*, *Extension* [optional], *Address Line 1*, *Address Line 2* [optional], *City*, *State*, and *ZIP Code*) on the *Account Designee Personal Information* page.

   Note: Your email address is displayed as read-only. If you need to modify your email address, you can do so only after completing the registration process. Then, go to the *Update Personal Information* page under the *User Options* drop-down menu.
2. Click **Continue** to proceed to the *Account Designee Login Information* page (Figure 8-11), or **Cancel** to delete all data entered, cancel the registration process, and return to the CRCP *Login Warning* page.

Complete Login Information

1. On the *Account Designee Login Information* page, read the login and password format requirements on the application page before proceeding.
2. Enter a *Login ID* (must be seven characters in the format of two letters, three numbers, then two letters, as in AA999AA).

   See the login ID requirements in Table 4-8.
3. Enter (and re-enter) a *Password.*

   See the password requirements in Table 4-8.
4. Select *Security Question 1* from the drop-down menu.
5. Enter an *Answer* to *Security Question 1*.
6. Repeat Steps 4 & 5 for *Security Question 2*. You cannot select the same security question for both questions #1 and #2.

   Note: If you have problems with this login or password process, contact an EDI Representative at (646) 458-6740.
7. Click **Continue** to continue to the *Account Designee Registration Summary* page, or click **Cancel** to cancel the registration process and return to the CRCP *Login Warning* page.

Verify Personal and Login information

1. On the *Account Designee Summary Information* page, verify that your information is correct before continuing.
    a. To make changes to either the *Account Designee Personal Information* or *Account Designee Login Information* pages, click **Edit** in the *Personal Information* or *Login Information* sections.
    b. Make any necessary edits; then click **Continue** to return to the *Account Designee Summary Information* page.
2. Click **Continue** to submit the data and continue to the *Account Designee Thank You* page (Figure 8-13), or click **Cancel** to return to the *Login Warning* page.

Figure 8-9: Account Designee Registration

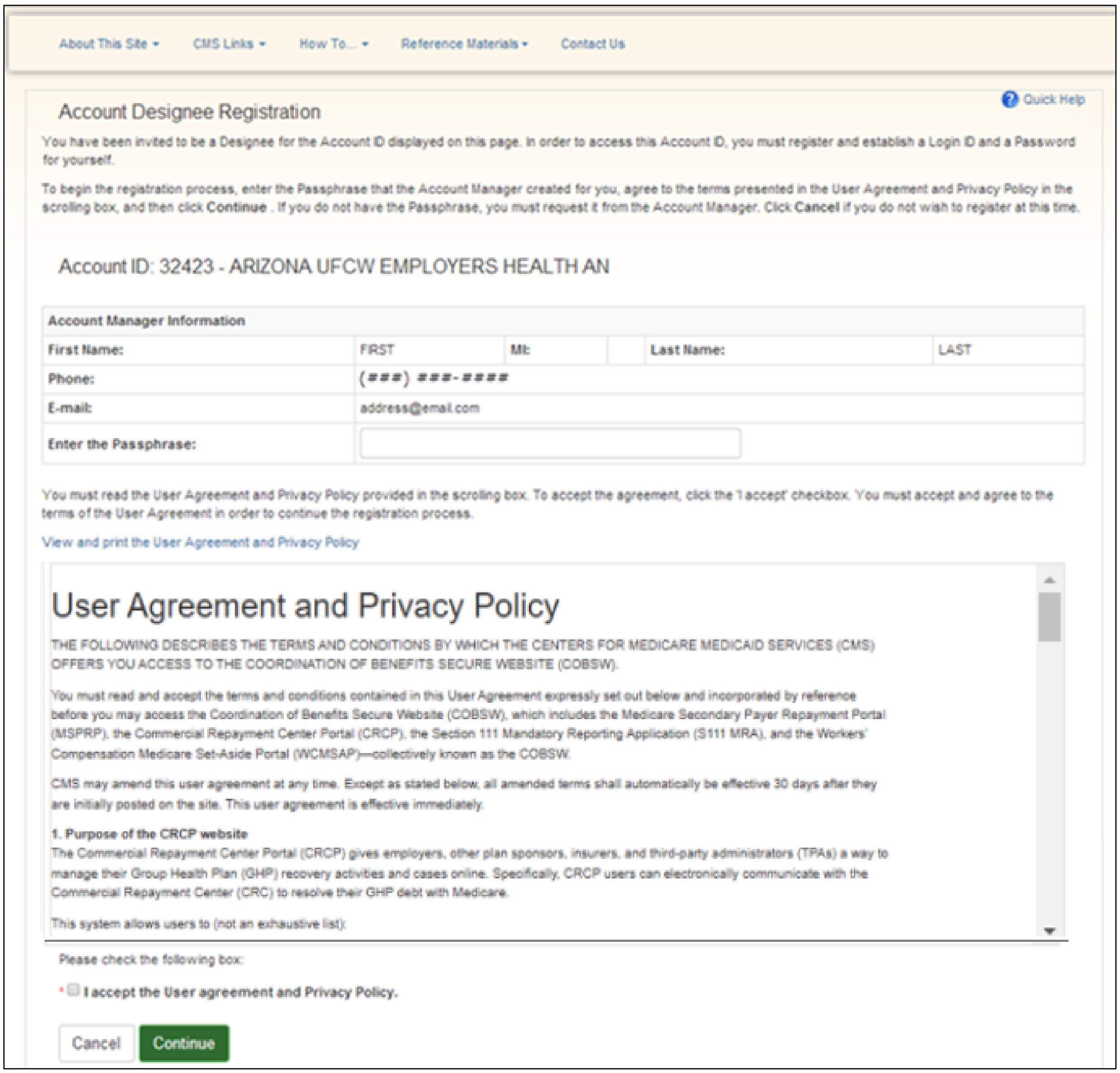


Table 8-7: Account Designee Registration Fields

Field	Description
First Name	Displays the first name of the AD in read-only format.
MI	Displays middle initial (if available) of the AD in read-only format.
Last Name	Displays the last name of the AD in read-only format.
Phone	Displays the phone number plus extension of the AD in read-only format.
E-mail	Displays the email address of the AD in read-only format.
Enter the Passphrase	Enter the passphrase provided by the AM.
User Agreement and Privacy Policy (Checkbox)	Click this checkbox to indicate your acceptance of the User Agreement and Privacy Policy.
Cancel	This button deletes all entered information, cancels the registration process, and returns you to the *Login Warning* page.
Continue	This button saves the entered information in the system and takes you to the *Account Designee Login Information* page.

Figure 8-10: Account Designee Personal Information

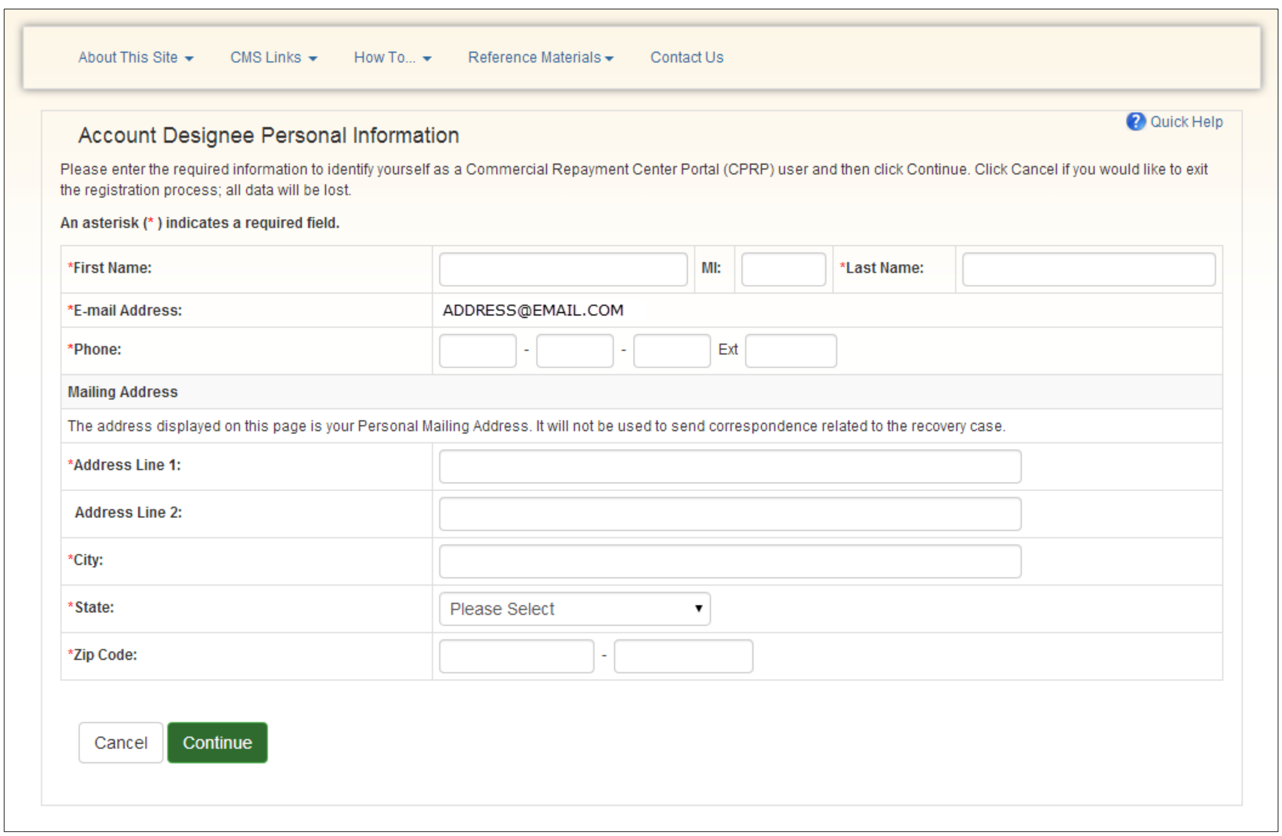


Table 8-8: Account Designee Personal Information Fields

Field	Description
First Name	Enter the first name of the AD. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes (‘). You can enter up to 15 characters.
MI	Enter the middle initial of the AD. You can enter only one letter. This field is optional.
Last Name	Enter the last name of the AD. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes (‘). You can enter up to 24 characters.
E-mail Address	This is a read-only field that is pre-filled from the information entered by the AM.
Phone + Ext.	Enter the 10-digit phone number for the AD. The phone number is numeric with no spaces. The extension is optional.
Address Line 1	Enter the address of the AD. You can enter up to 32 characters in this field. The address field must contain, at a minimum, at least two characters with one number and one letter.
Address Line 2	Enter additional address information for the AD. You can enter up to 32 characters in this field. This is an optional field.
City	Enter a city for the AD. This field can only contain letters, spaces, apostrophes, periods, hyphens, and colons.
State	Select a state from the drop-down menu.
Zip Code + Zip+4	Enter the five-character ZIP code and ZIP+4. These fields are numeric. They cannot contain letters, spaces, or special characters. The ZIP+4 field is optional.
Continue	This button saves the entered information in the system and takes you to the *Account Designee. Thank You* page.
Cancel	This button deletes all entered information, cancels the *AD Registration* process, and returns you to the *Login Warning* page.

Figure 8-11: Account Designee Login Information

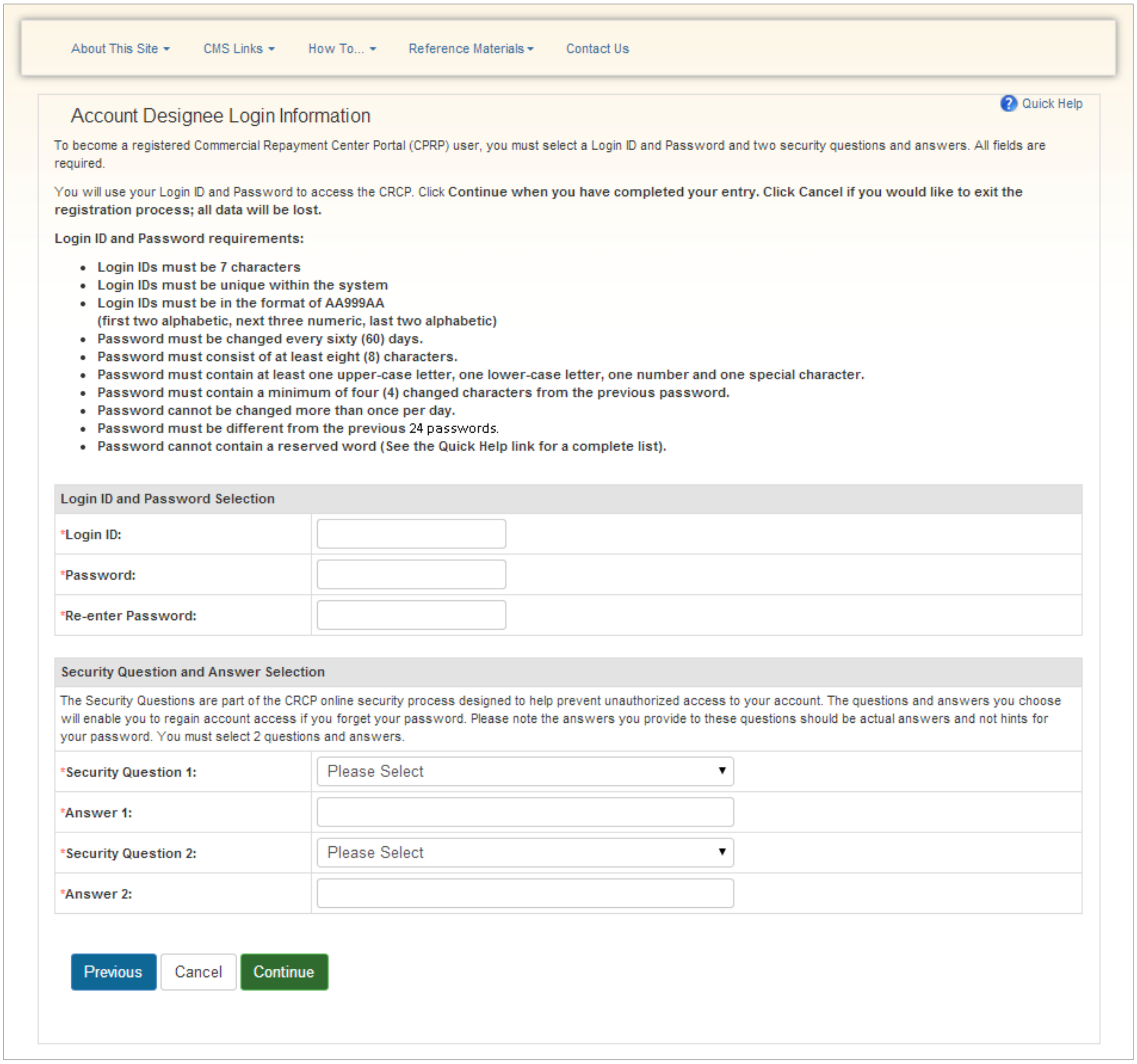


Table 8-9: Account Designee Login Information Fields

Field	Description
Login ID	Enter a login ID. Login IDs must be: • Seven characters • Unique within the COBSW system • In the format AA999AA (two letters, three numbers, then two letters).
Password	Enter a password. Passwords must: • Be changed every 60 days • Consist of at least eight characters • Contain at least one upper-case letter, one lower-case letter, one number, and one special character • Contain a minimum of four characters changed from the previous password • Not be changed more than once per day • Be different from the previous 24 passwords • Not contain a reserved word (see Table 4-8 for a list of reserved words)
Re-enter Password	Enter the same password from the *Password* field.
Security Question 1	Select *Security Question 1* from the drop-down menu.
Answer 1	Enter an *Answer* to *Security Question 1*. The answers you provide to the security questions should be actual answers and not hints for your password. Memorize your answers.
Security Question 2	Select *Security Question 2* from the drop-down menu. This must be a different selection than your first security question.
Answer 2	Enter an *Answer* to *Security Question 2*. The answers you provide to the security questions should be actual answers and not hints for your password. Memorize your answers.
Previous	This button returns you to the *Account Designee Personal Information* page without saving any data you entered on this page.
Cancel	This button deletes all entered information, cancels the AD Registration process, and returns you to the *Login Warning* page.
Continue	This button saves the entered information in the system and takes you to the *Account Designee Registration Summary* page.

Figure 8-12: Account Designee Registration Summary

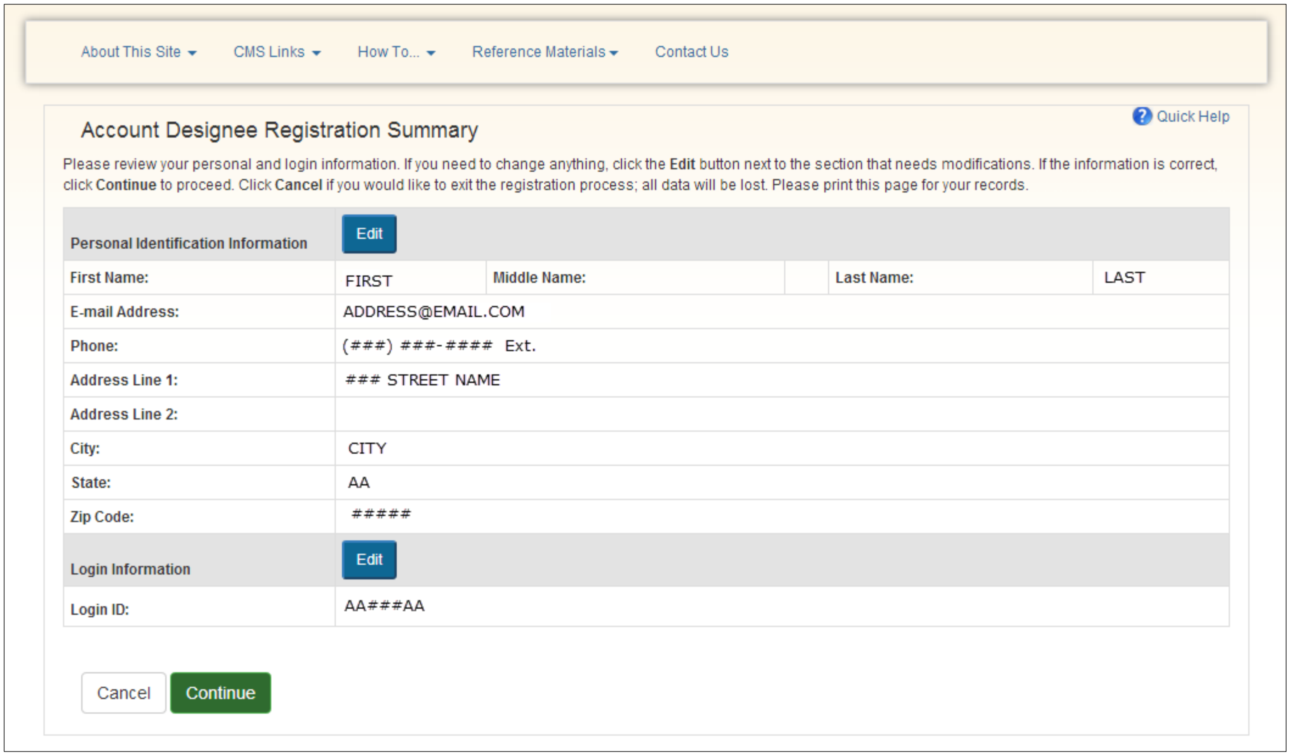
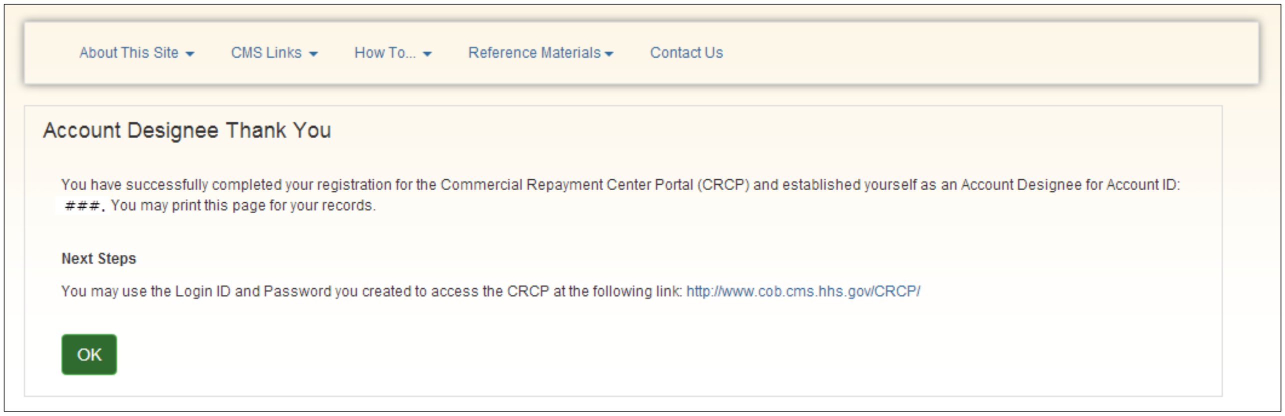


Table 8-10: Account Designee Registration Summary Fields

Field	Description
Personal Information	-
Edit	This button takes you to the *Account Designee Personal Information* page, with editable fields populated with previously entered data.
Login Information	-
Edit	This button transfers you to the *Account Designee Login Information* page, with editable fields populated with previously entered data.
Continue	This button saves all data you entered and takes you to the *Account Designee Thank You* page.
Cancel	This button deletes all entered information, cancels the AD Registration process, and returns you to the *Login Warning* page.

Figure 8-13: Account Designee Thank You



Chapter 9: Reviewing Accounts

9.1 Introduction

Each Account Manager (AM) and Account Designee (AD) can have access to multiple accounts on the CRCP for their login ID. Each account has its own unique account ID. Information such as demand letters and correspondence history, can be reviewed under the account ID they are associated with.

9.2 Account Listing and Selection

The *Account Listing* page displays the *Account ID* column and corresponding *Company Name* column for each CRCP account ID that is associated with your login ID. A third column titled *Associated TINs* displays a **View TINs Listing** hyperlink (see also Section 5.2).

Click the hyperlinked **Account ID** to navigate to the *Account Detail* page for that account ID (Section 9.3).

Click the **View TINs Listing** hyperlink to navigate to the *TINs Associated to Account ID* page for the selected account ID (Section 9.8).

9.3 Account Details

After selecting an account ID from the *Account Listing* page, the *Account Detail* page appears. The *Account Detail* page contains links to all relevant information for that account ID.

9.3.1 The Account Detail

The *Account Detail* page (Figure 9-1) contains links to the *Demand Listing* page, the *Case Search* page, the *Request Letter Access* page, the *Open Debt Report* page, the *Go Paperless* page, and the *Letter Notifications* page. These pages allow you to access information related to open demand letters and case information, upload defense documentation, review open debts, choose electronic delivery of letters, and perform additional actions related to account activity.

The *Account Detail* page is the starting point for reviewing information related to an account ID.

Once you have navigated to the *Account Detail* page, the *Account Settings* drop-down menu is displayed in the navigation bar.

Account Managers can select from the following links in the *Account Settings* drop-down menu:

- View or Update Authorized Representative (AR) Information
- Designee Maintenance
- View Account Activity
- View Associated Tax Identification Number (TINs)

Account Designees can select from the following links in the drop-down menu:

- View Account Activity
- View Associated TINs

You can also remove access related to a letter associated with the account ID displayed on the *Account Detail* page. To remove letter access, the Account Manager for this account ID must contact an Electronic Data Interchange (EDI) Representative and provide them with key information from the letter that should be removed. You can contact an EDI Representative at (646) 458-6740.

Figure 9-1: Account Detail

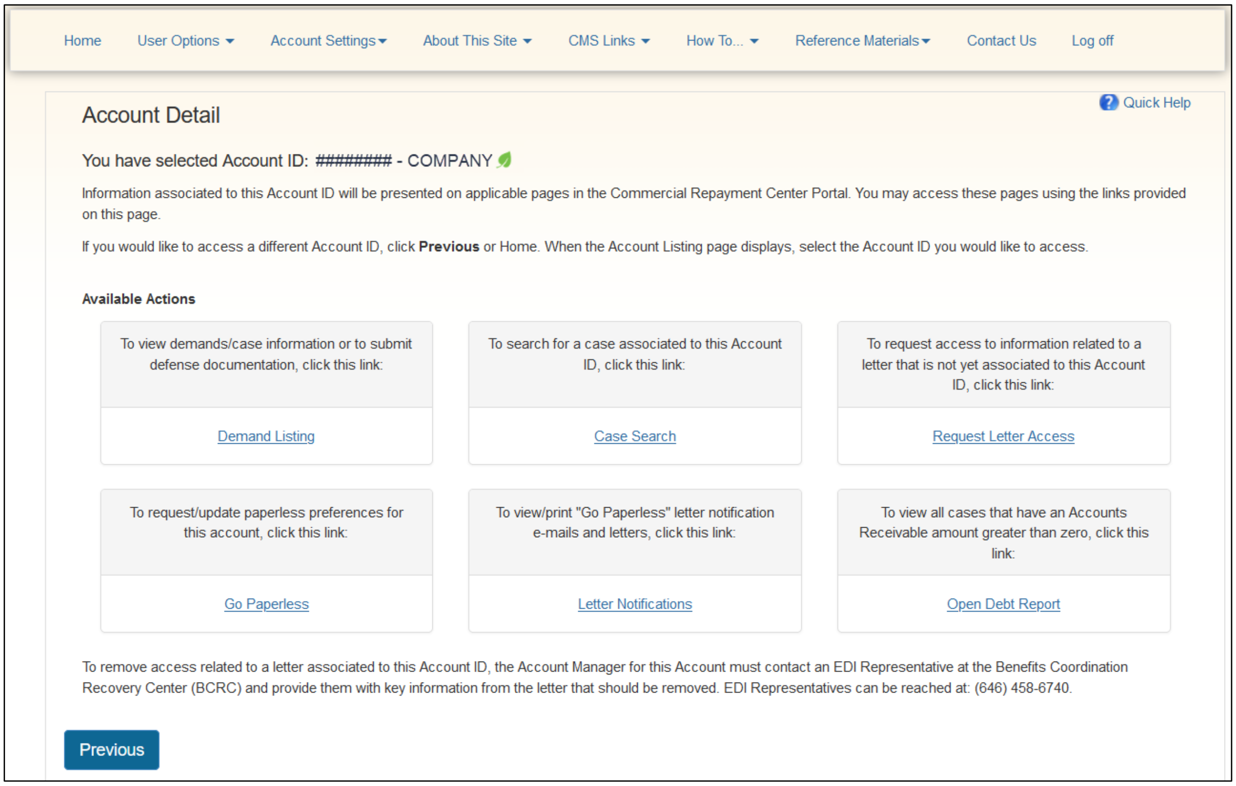


Table 9-1: Account Detail Fields

Field	Description
Demand Listing	This link takes you to the *Demand Listing* page.
Case Search	This link takes you to the *Case Search* page.
Request Letter Access	This link takes you to the *Request Letter Access* page.
Open Debt Report	This link takes you to the *Open Debt Report* page.
Go Paperless	This link takes you to the *Go Paperless* page. **Note:** Additions and edits to Go Paperless accounts may be made here. This hyperlink only appears for AMs.
Letter Notifications	This link takes you to the *Letter Notifications* page. **Note:** This hyperlink appears for accounts for which Go Paperless is active or for which Go Paperless has been inactivated within the last 30 business days.
Previous	This button takes you to the *Account Listing* page.

9.3.1.1 Demand Listing

The *Demand Listing* section of the CRCP lists current demand letter IDs that are associated with this account ID. This section allows you to:

- View a list of demand IDs associated with the account ID
- Search for a specific demand letter ID
- View details about open demands
- View case information related to demand letters
- Upload defense documentation
- View a list of defense documents that have been submitted via the CRCP

Access the *Demand Listing* section by clicking the **Demand Listing** link on the *Account Detail* page.

Note: If Go Paperless (Section 9.5) is selected for the account, a green leaf icon appears next to the account ID.

9.3.1.2 Case Search

The *Case Search* section of the CRCP allows you to search for a specific case associated with this account ID.

To search for a case:

1. Click **Case Search** from the *Account Detail* page or the *Case Information* page.

   The *Case Search* page appears.

2. Enter the case ID and click **Search**.

   Your results will appear in the *Search Results* section at the bottom of the page.

Note: By default, search results are displayed in ascending order by case ID. You can also click the column headers to change the sort order for the following fields: *Case ID*, *Demand ID*, *Medicare ID*, *Beneficiary Last Name*, and *Case Demand Amount* fields.

Figure 9-2: Case Search

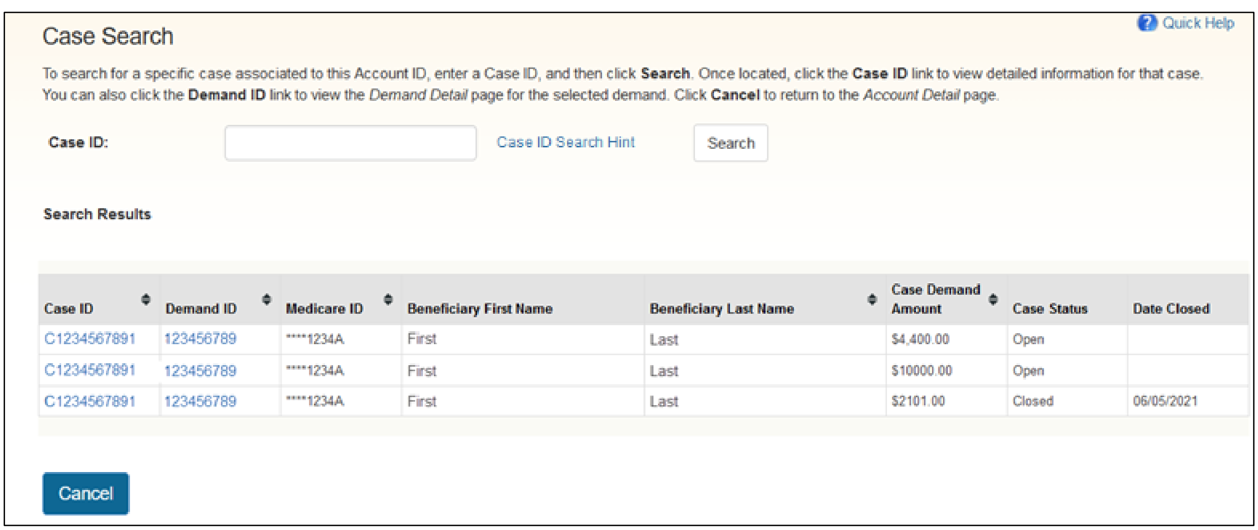


Table 9-2: Case Search Fields

Field	Description
Case ID	Enter the unique case identifier assigned by the Centers for Medicare & Medicaid Services (CMS). This field is a 17-character, alpha-numeric field. You may also search using a percent sign (%) as a wildcard at the end of the search term, after entering the first eight characters (no spaces) of the case ID. Click the **Case ID Search Hint** hyperlink for details regarding search criteria.
Search	This button searches for the cases that meet the criteria you entered in the field above.
Search Results	-
Case ID	Displays the case ID. Click the case ID hyperlink to open the *Case Information* page.
Demand ID	Displays the demand ID. Click the demand ID hyperlink to open the *Demand Detail* page for the selected demand.
Medicare ID	Displays the Medicare ID (HICN or MBI) associated with the case. (The first five characters are masked for HICNs, unless you log in using multi-factor authentication.) **Note:** The Medicare ID is also known as the Medicare Number to CMS' Medicare beneficiaries.
Beneficiary First Name	Displays the first name of the beneficiary on the case.
Beneficiary Last Name	Displays the last name of the beneficiary on the case.
Case Demand Amount	Displays the total demand amount associated with the case ID.
Case Status	Displays the status of the case. Possible values: Open Closed **Note:** The status of any case with a balance greater than zero will be Open. A case with a balance of zero will be Closed.
Date Closed	Displays the date the case was closed.
Cancel	This button cancels the search request and returns you to the *Account Detail* page.

9.3.1.3 Request Letter Access

The *Request Letter Access* section of the CRCP allows you to submit a request to access Demand or Defense letters sent by the CRC that are not currently available on the portal for the selected account ID. For more information on requesting letter access, see Section 9.4.1.

9.3.1.4 Open Debt Report

The *Open Debt Report* page shows the balance and status for open debts. The report is on-demand, with data refreshed as of the previous business day. It is available to AMs only.

If you have no open debts, the report will be blank. All information is read-only. The report will display a maximum of 1000 cases.

Note: Information on this page is refreshed nightly and may differ from what is shown on the individual case pages, which show information in real time. If Go Paperless (Section 9.5) is active for an account, a green leaf icon appears next to the account ID.

To view the *Open Debt Report* page:

1. Log into **CRCP**.
2. Select an **account ID** from the *Account Listing* page.
3. The *Account Detail* page will appear. Click on the **Open Debt Report** link under the *Available Actions* section (Figure 9-1).
4. The *Open Debt Report* page appears (Figure 9-3). Click the **Search** button to load up to a maximum of 1000 cases. To narrow the results, enter a date range in the *From Demand Date* and *To Demand Date* fields and click **Search**. To clear the search, click **Clear**.

   Note: The *From Demand Date* and *To Demand Date* may be future dates.
5. To export the list to Excel, click **Export to Excel**.
6. Click **Previous** to return to the CRCP *Account Detail* page.

Figure 9-3: Open Debt Report

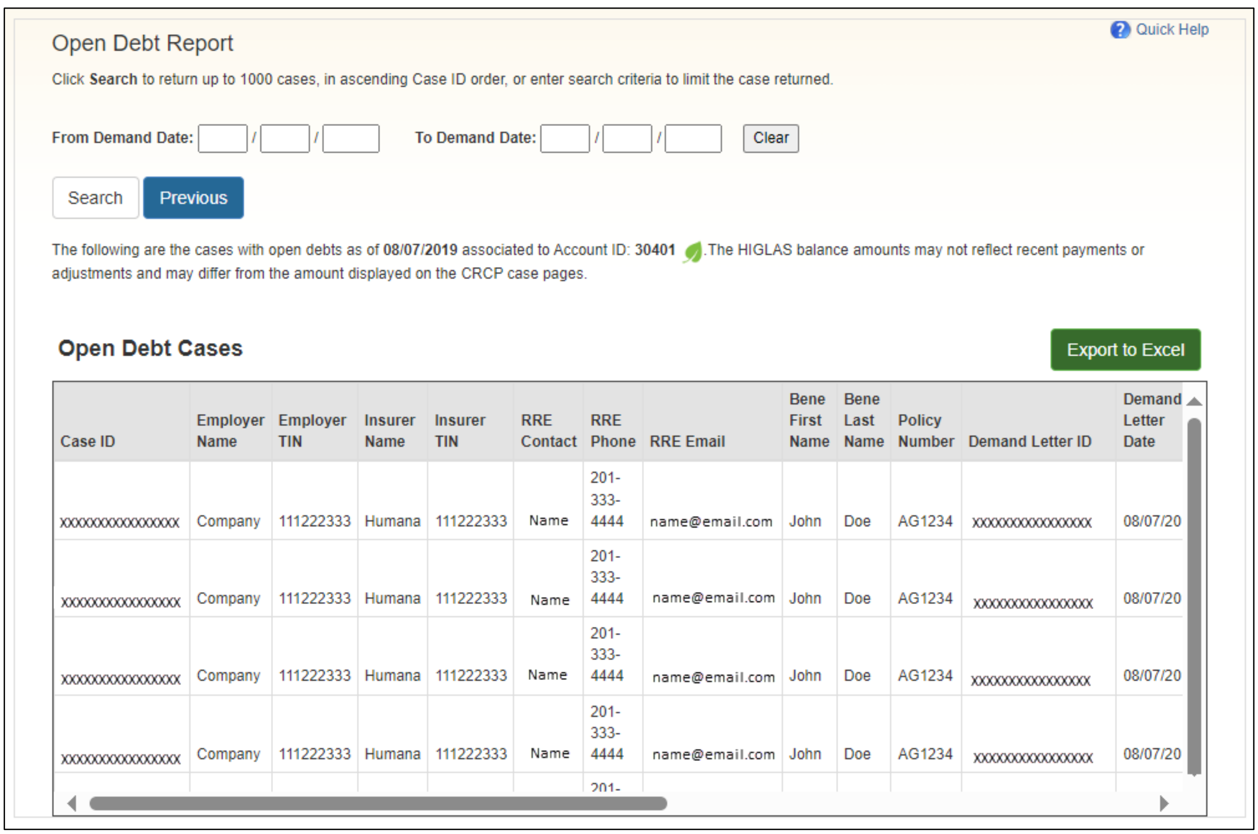


Table 9-3: Open Debt Cases

Field	Description
Case ID	The unique case identifier assigned by the Centers for Medicare & Medicaid Services (CMS).
Employer Name	The name of the employer associated with the case.

Field	Description
Employer TIN	The employer TIN.
Insurer Name	The name of the insurer associated with the case.
Insurer TIN	The insurer TIN.
RRE Contact	The account manager contact name for the Responsible Reporting Entity (RRE) associated with the case.
RRE Phone	The account manager contact phone number for the RRE associated with the case.
RRE Email	The account manager contact email address for the RRE associated with the case.
Bene First Name	The first name of the beneficiary listed on the case.
Bene Last Name	The last name of the beneficiary listed on the case.
Policy Number	The policy number provided by the lead, if any.
Demand Letter ID	The demand letter or correspondence ID.
Demand Letter Date	The date on the demand letter (mm/dd/yyyy).
Claim Count	The total number of claims per case.
Original Demand Amount	The original demand amount sent by CMS.
HIGLAS Balance	The debt amount as reported by the Healthcare Integrated General Ledger Accounting System (HIGLAS) as of the previous business day.
Treasury Ref Date	The date a debt was referred to Treasury (mm/dd/yyyy). If not referred, this field will be blank.
Fed Agency ID	The federal agency debt ID. If not referred, this field will be blank.
Status of Debt	The status of the debt as reported by HIGLAS.
Last Letter	The last letter created for the case report.
Last Letter Date	The date the last letter was sent (mm/dd/yyyy). If unavailable, this field will be blank.
Authorized Party	The name of the person or entity associated with the case. **Note:** If there is no verified authorized representative currently in effect, this field will be blank.
Party Type	The type of party associated with the case. Possible values: Third Party Administrator (TPA) Individual Company Other Insurer **Note:** If there is no verified authorized representative currently in effect, this field will be blank.
Auth Start Date	The date the authorization took effect (mm/dd/yyyy). **Note:** If there is no verified authorized representative currently in effect, this field will be blank.

Field	Description
Auth End Date	The date the authorization was terminated (mm/dd/yyyy). **Note:** If there is no verified authorized representative currently in effect, this field will be blank.

9.4 Letter Access Requests

In some cases, information related to a Demand, or Defense letter you received from the CRC is not currently available on the portal for the selected account ID. You may submit a letter access request to connect this data to the current account. To begin this process, you will need to enter and validate required information contained in the letter itself on the *Request Letter Access* page.

Once validated, information from the requested letter, as well as information from all related letters, will be available on the *Demand Listing*, and other applicable pages for this account ID.

To access the *Request Letter Access* page, click **Request Letter Access** on the *Account Detail* page.

Note: If Go Paperless is selected for an account, all TINs associated with the account will also be paperless. If you have multiple employer or insurer debtors ("party IDs") associated with the same TIN, the CRCP does not associate every party with the account when the user requests letter access, only the party for the letter ID entered from the demand letter. Therefore, parties with the same TIN as the account do not automatically go paperless when the account goes paperless. To reconcile, you will need to select the **Request Letter Access** option for each party using the information from the demand letter(s). Once done, future letters addressed to this party will be paperless.

9.4.1 Request Letter Access Steps

1. On the *Request Letter Access* page (Figure 9-4), enter (and re-enter) the letter ID and the TIN from the letter you want to associate with the account ID.
2. Using the available radio buttons, select the type of letter you plan to use for the letter access request and enter the specific required information for that letter.

   See the "RE:" ("Regarding") section of these letters to identify the key information you will need for the request. Click the **Entry Hint** link for additional information about completing the fields.
3. Click **Continue** to proceed to the *Request Letter Access Verification* page or click **Cancel** to discard the request and return to the *Account Detail* page.
4. On the *Request Letter Access Verification* page (Figure 9-5), review the information displayed on the screen.

   Click **Continue** to submit the request and proceed to the *Request Letter Access Confirmation* page or click **Cancel** to discard the request and return to the *Account Detail* page.
5. The *Request Letter Access Confirmation* page (Figure 9-6) appears after you click **Continue**.
6. Click **OK** to return to the *Account Detail* page.

You may now view this information on the *Demand Listing* page.

Figure 9-4: Request Letter Access

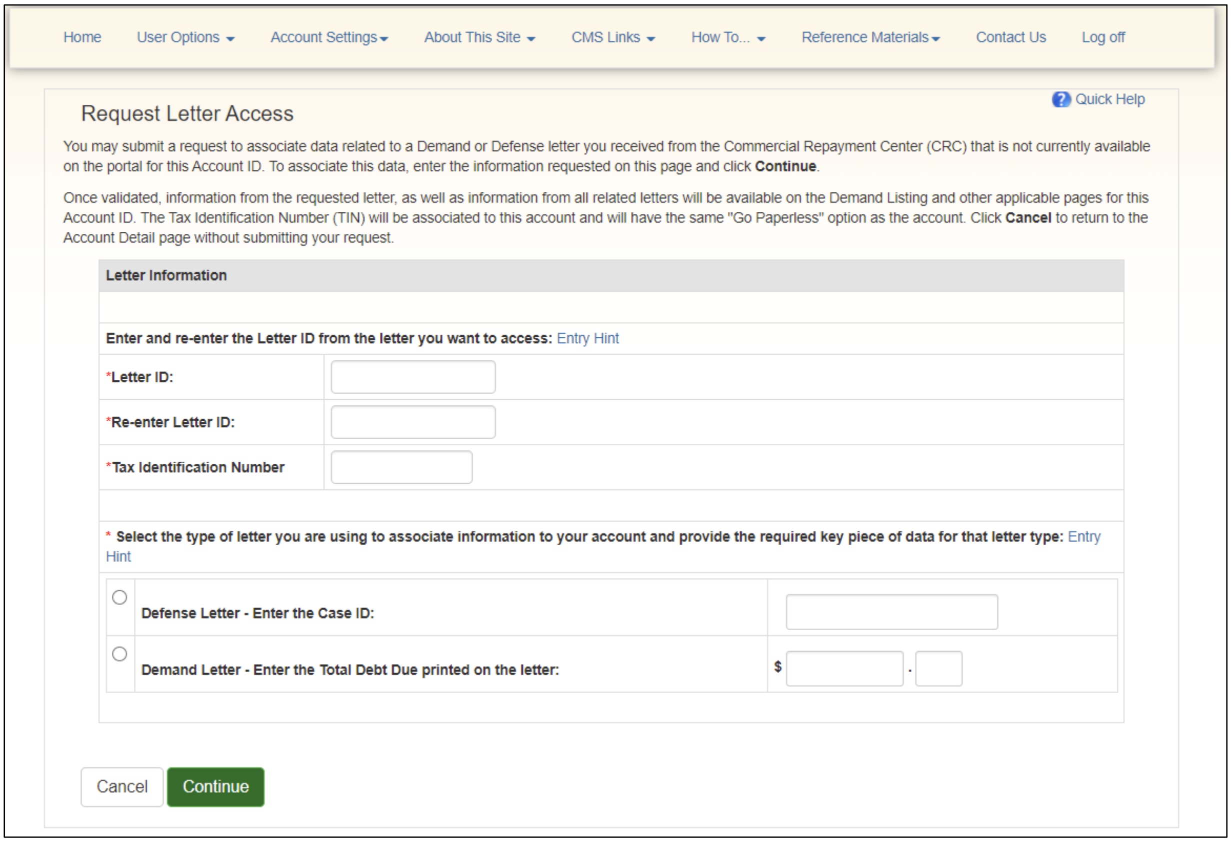


Table 9-4: Request Letter Access Fields

Field	Description
Letter Information	-
Letter ID	Enter the Letter ID. The Letter ID can be found in the upper left corner on Defense or Demand letters in the "Regarding" section. Click the **Entry Hint** link for additional information.
Re-enter Letter ID	Re-enter the Letter ID from the previous field for verification.
Tax Identification Number	Enter the nine-digit TIN corresponding to the TIN included in the letter. **Note:** If Go Paperless is selected for an account, all TINs associated with the account will also be paperless. If you have multiple employer or insurer debtors ("party IDs") associated with the same TIN, the CRCP does not associate every party with the account when the user requests letter access, only the party for the letter ID entered from the demand letter. Therefore, parties with the same TIN as the account do not automatically go paperless when the account goes paperless. To reconcile, you will need to select the **Request Letter Access** option for each party using the information from the demand letter(s). Once done, future letters addressed to this party will be paperless.

Field	Description
Defense Letter	Enter the Case ID. This field is a 17-character, alpha-numeric field. If the case ID begins with a "C," include this character when you key in the case ID. No other special characters are allowed.
Demand Letter	Enter the Total Debt Due. You may enter dollars up to 9 digits (do not enter commas); include cents. Enter this amount exactly as it appears on your letter. Enter "00" in the cents field if there are no cents.
Cancel	This button deletes all entered information, cancels the *Request Letter Access* process, and returns you to the *Account Detail* page.
Continue	This button authenticates the information you entered, saves the information in the system, and takes you to the *Request Letter Access Verification* page.

Figure 9-5: Request Letter Access Verification

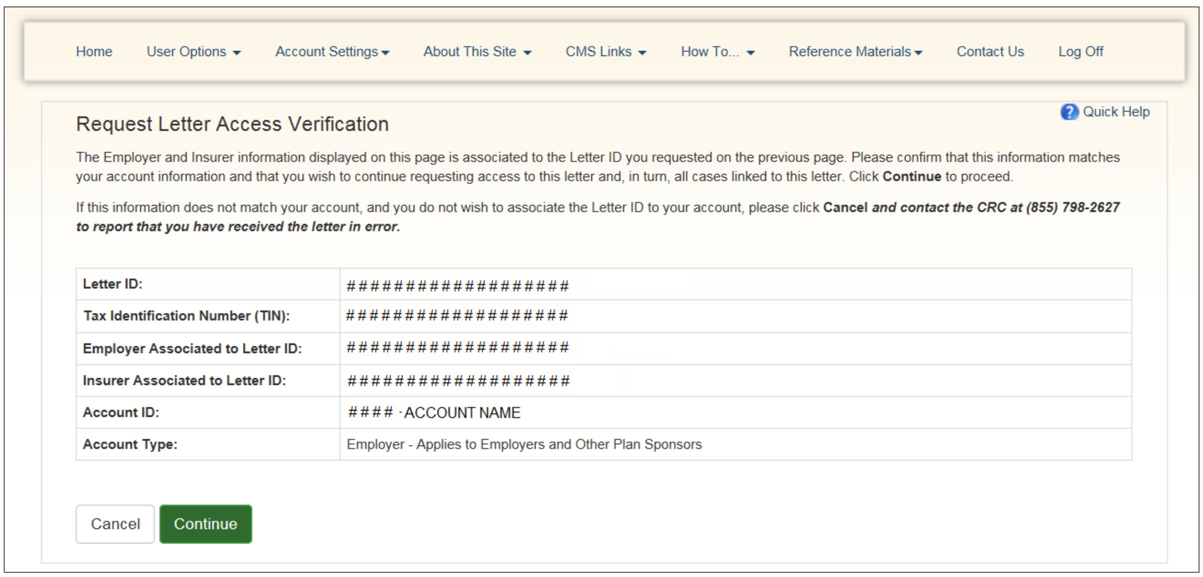
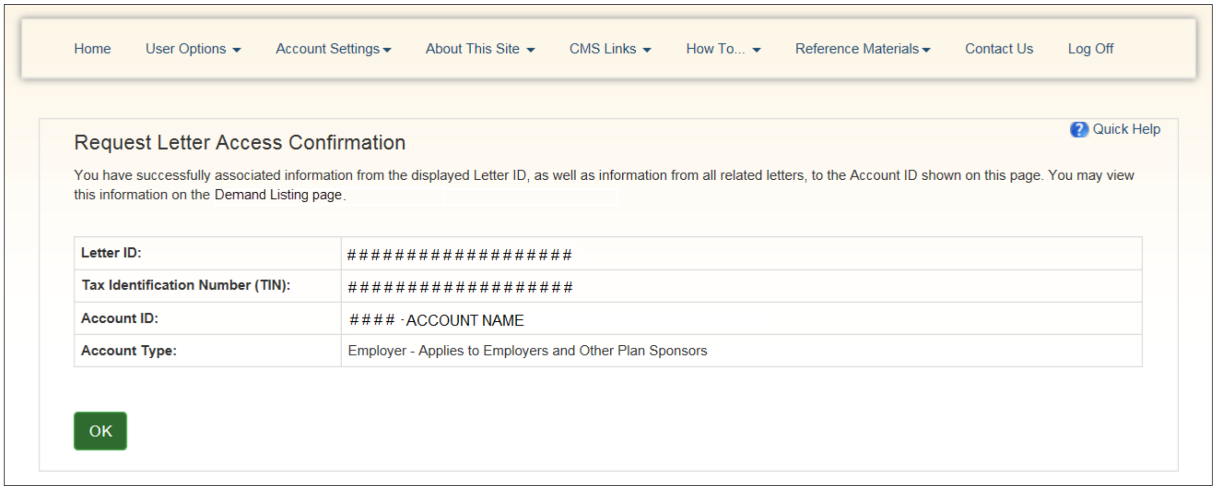


Table 9-5: Request Letter Access Verification Fields

Field	Description
Letter ID	Displays the Letter ID you entered on the previous page.
Tax Identification Number	Displays the nine-digit TIN corresponding to the TIN included in the letter.
Employer Associated to Letter ID	Displays the ID of the Employer associated with the letter ID.
Insurer Associated to Letter ID	Displays the ID of the Insurer associated with the letter ID.
Account ID	Displays the account ID and company name of the account you are associating the letter to.
Account Type	Displays the type of account associated with the account you are associating the letter to.

Field	Description
Cancel	This button deletes all entered information, cancels the *Request Letter Access* process, and returns you to the *Account Detail* page.
Continue	This button authenticates the information you entered, saves the information in the system, and takes you to the *Request Letter Access Confirmation* page.

Figure 9-6: Request Letter Access Confirmation



9.5 Go Paperless

The *Go Paperless* option allows an AM, to choose whether to receive all correspondence electronically or via the mail.

When you opt in to Go Paperless, letter notifications will be sent to you via email. Current ADs will be copied on the email. AMs and ADs can view the letters if they have completed the ID Proofing and MFA process and have logged in using MFA. You may manually enter one additional email address or distribution list to receive letter notification emails.

Note: Once the Go Paperless option is set for an account, no further outgoing recovery letters will be mailed for demands associated with the account. If a mailed letter is received for a Go Paperless account, use the *Request Letter Access* action on the *Account Detail* page to associate the demand with the account, and subsequent correspondence related to this demand will be paperless.

The Go Paperless option affects mailing to all TINs associated with this account. For more information on this, see *TINs Associated to Account ID* (Section 9.8).

9.5.1 Go Paperless Steps

1. Click the **Go Paperless** checkbox to opt in to Go Paperless.
2. Enter and re-enter an additional **Paperless E-mail Address** (if desired).
3. Click **Continue** to confirm the request or click **Cancel** to return to the *Account Detail* page without updating your account settings.

Notes: To update the *Paperless E-mail Address* for a Go Paperless account, enter and re-enter the email address and click **Continue**.

To opt out of Go Paperless, uncheck the *Go Paperless* checkbox (if checked) and click **Continue**.

Figure 9-7: Go Paperless

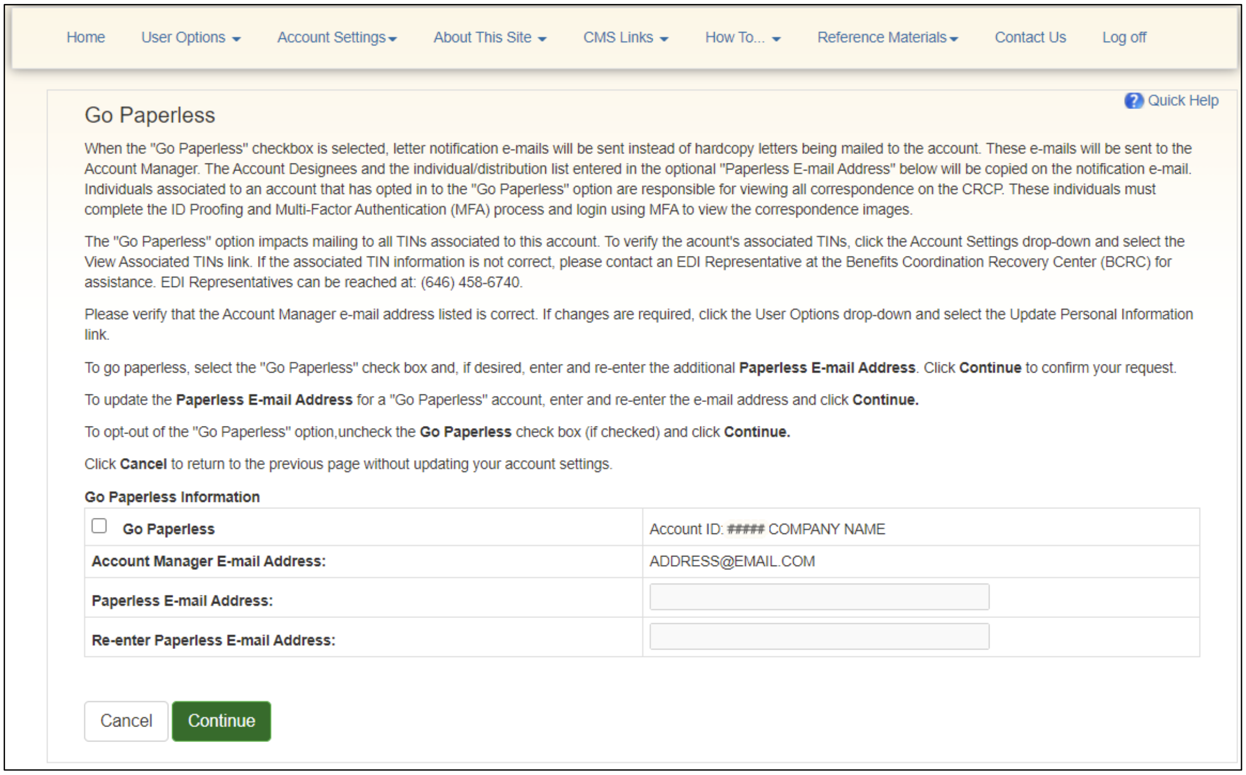


Table 9-6: Go Paperless Fields

Field	Description
Go Paperless checkbox	Click this checkbox to opt in to Go Paperless or uncheck this checkbox to resume getting paper mail. **Note:** When this box is checked, the fields for *Paperless E-mail Address* and *Re-enter Paperless E-mail Address* are enabled. Optional.
Account Manager E-mail Address	Displays the email address for the AM associated with the account.
Paperless E-mail Address	Enter an additional email address that you want to be copied on the letter notification emails sent to the AM and ADs for Go Paperless accounts. **Note:** To update the *Paperless E-mail Address* for a Go Paperless account, enter and re-enter the email address. Optional.
Re-enter Paperless E-mail Address	Re-enter the additional email address that you want to be copied on the letter notification emails. Optional.
Continue	Click to proceed to the *Go Paperless Confirmation* page.

Field	Description
Cancel	Click to return to the *Account Detail* page without updating your account settings.

9.5.2 Go Paperless Confirmation

The *Go Paperless Confirmation* page allows you to review selections you made on the *Go Paperless* page. You should receive an email confirming any updates you make to this setting, along with an updated *Profile Report* (Section 4.4) attached to it. If you do not receive a confirmation email, contact an Electronic Data Interchange (EDI) Representative at (646) 458-6740.

Figure 9-8: Go Paperless Confirmation

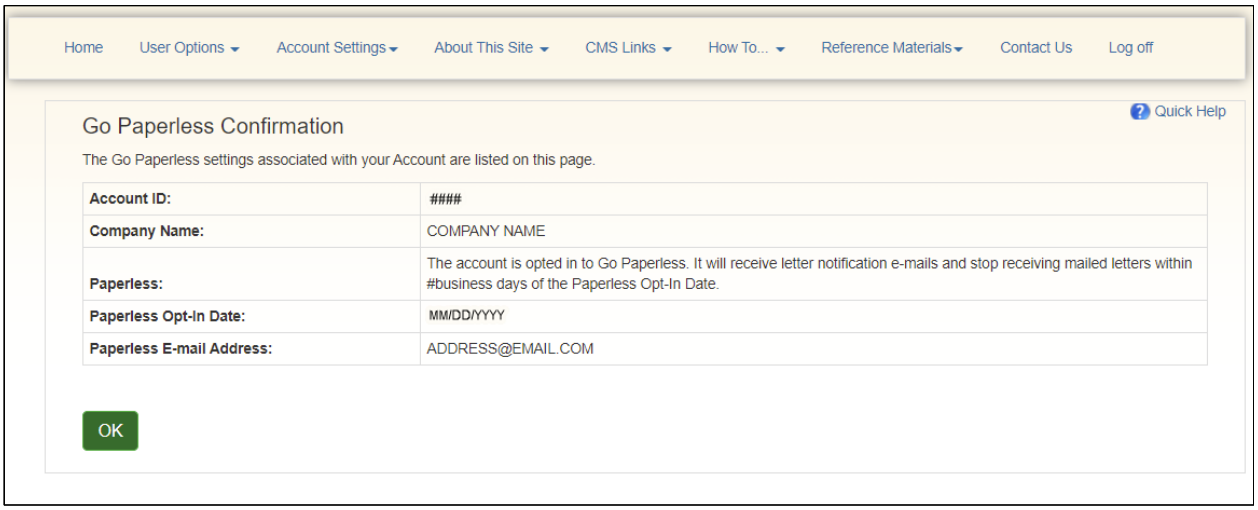


Table 9-7: Go Paperless Confirmation Fields

Field	Description
Account ID	The ID number associated with the account.
Company Name	The name of the company associated with the account.
Paperless	This field confirms that Go Paperless is active for this account, and letter notifications are now sent by email, or that it is inactive for this account, and letters are sent by paper mail.
Paperless Opt-In/Opt-Out Date	The date the account opted in to or out of Go Paperless. The field appears according to the Go Paperless status.
Paperless E-mail Address	The email address for all paperless notification emails. This field only appears when opted in to Go Paperless. If an AM enters an additional email address it will be copied on the letter notification emails sent to the AM. The ADs are automatically copied on these emails.
Continue	Click to return to the *Account Detail* page.

9.6 Letter Notifications

The *Letter Notifications* page allows you to view and print Go Paperless letter notification emails and letters sent to the account within the last 30 business days. This page is available to active

Go Paperless accounts and Go Paperless accounts that have been inactivated within the last 30 business days.

Notes: You may view letters at any time on the *Correspondence Activity* tab of the *Case Information* page, if you have logged in with MFA (see Chapter 6). By default, letters on the *Letter Notifications* page are listed in descending order by the email date. You can click the column header on the *E-mail Date* field to change the sort order.

Figure 9-9: Letter Notifications

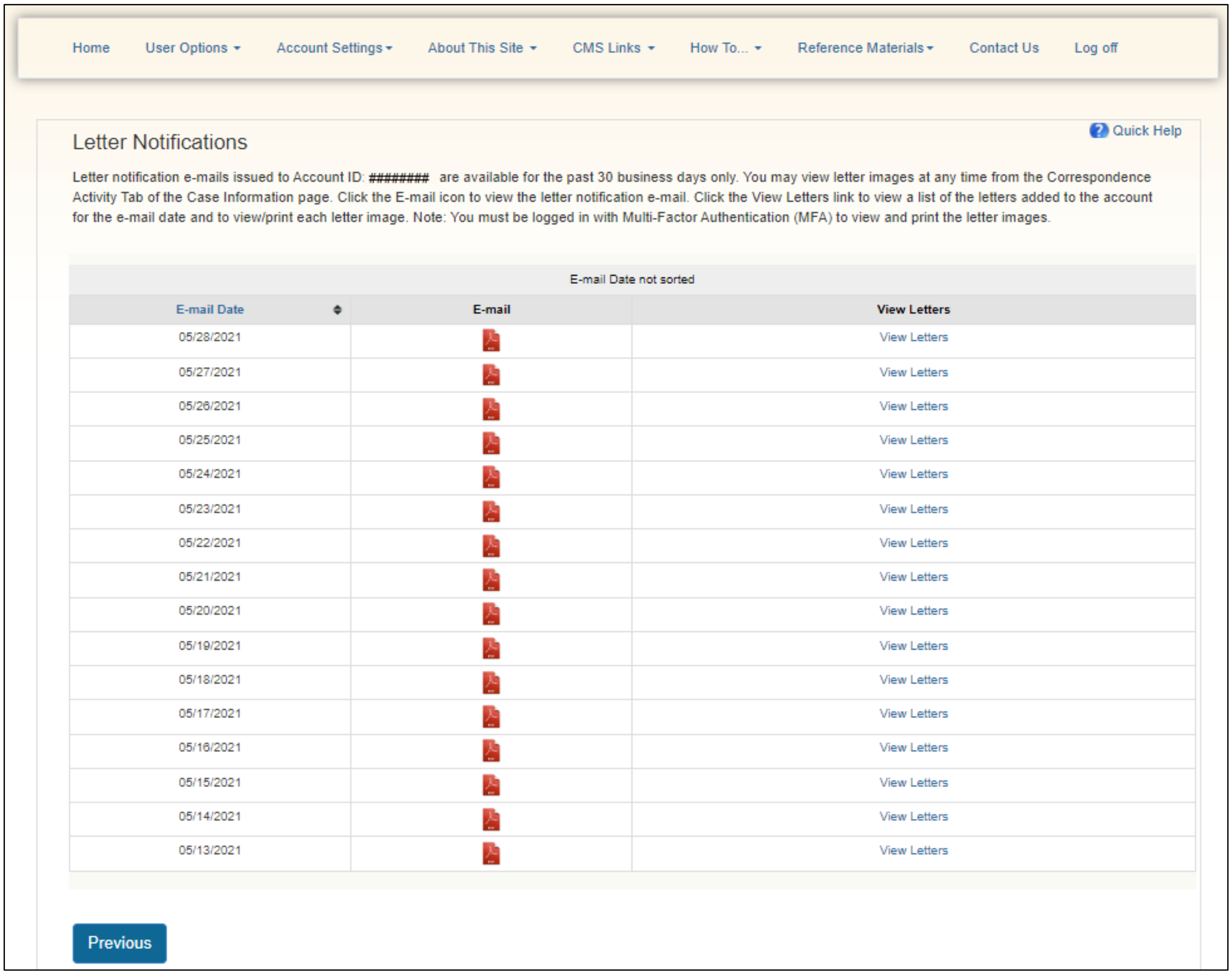


Table 9-8: Letter Notifications Fields

Field	Description
E-mail Date	The date the letter notification email was sent. Sortable column.
E-mail	PDF icon of the letter notification email. Click the icon to open the PDF of the email in a new window.
View Letters	Hyperlink to a list of letters added to the account for the selected email date. Click the **View Letters** link to open the *Letters for E-mail Date* page. **Note:** You must be logged in with MFA to view and print the letter images.
Previous	Click to return to the *Account Detail* page.

9.6.1 Letters for E-mail Date

The *Letters for E-mail Date* page allows you to view a list of letters for the account based on the email date for the letter you selected on the *Letter Notifications* page. You must be logged in with MFA to view, print, and save the letter images.

Note: By default, letters on the *Letters for E-mail Date* page are listed in descending order by the demand letter ID, descending order by the case ID, and then in acending order by correspondence type. You can click the column headers to change the sort order.

Figure 9-10: Letters for E-mail Date

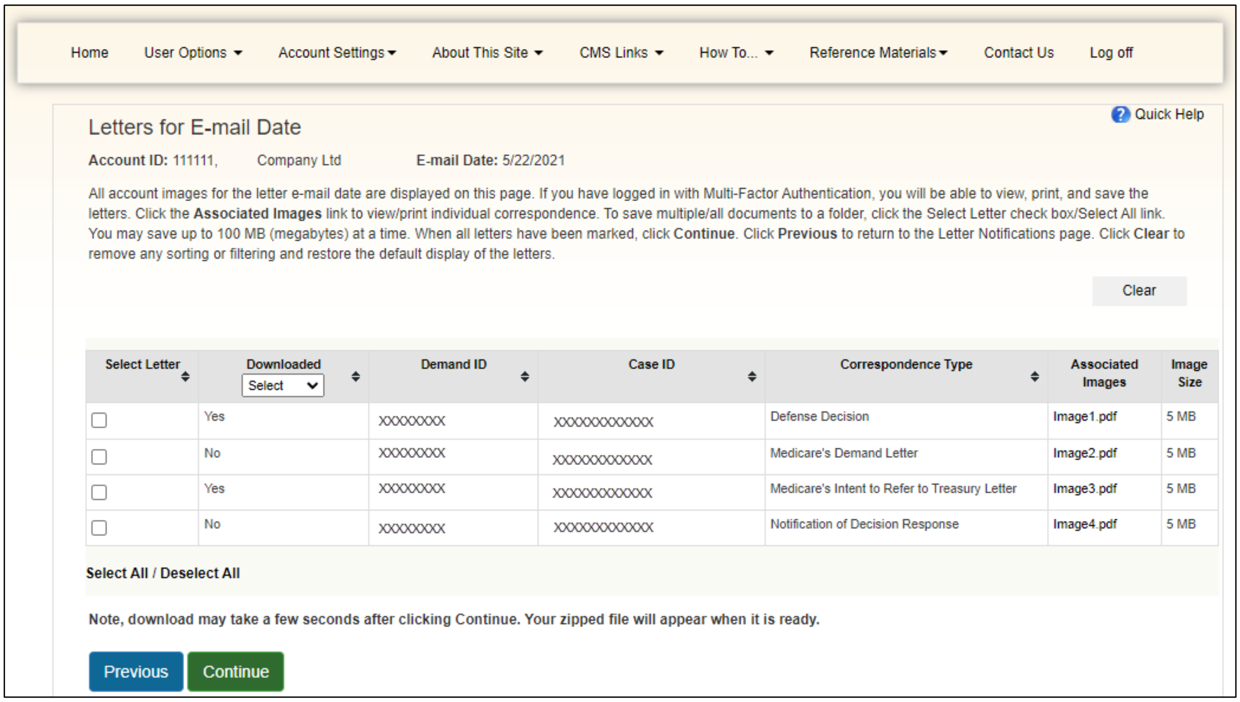


Table 9-9: Letters for E-mail Date Fields

Field	Description
Account ID	The ID of the account.
E-mail Date	The date the letter notification email was sent.
Clear	Click to remove any sorting or filtering and restore the default display of letter information.
Select Letter	Checkbox for selecting documents to save. Click the checkbox to indicate which letters you wish to download and save to a folder. **Note:** This column will only appear if you are logged in with MFA.

Field	Description
Downloaded	Indicates whether the letter has been downloaded. Possible values: Yes – A user has downloaded the letter (i.e., by selecting the letter and clicking **Continue** or by selecting the hyperlinked filename for an individual letter in the *Associated Images* column.) No – A user has not downloaded the letter. Blank – The letter was added to the page prior to the *Downloaded* column being displayed on January 9, 2023. Sortable and filterable column: click the arrows in the header to sort or reverse sort order; select from the drop-down menu to show only letters with the selected downloaded filter.
Demand Letter ID	The ID of the demand letter. Sortable column.
Case ID	The ID of the case (for non-demand letters). **Note:** This field is blank if the correspondence type is "Medicare's demand letter". Sortable column.
Correspondence Type	The description of the correspondence. Sortable column.
Associated Images	The filename for the letter image. **Note:** The filename is an active hyperlink if the user is logged in with MFA and there is an image associated with the correspondence. Click the hyperlink to open the PDF of the image in a new window.
Image Size	The file size of the image. **Note**: When downloading multiple images, the file size may be up to 100 MB.
Select All/ Deselect All	Links for either selecting or deselecting all letters listed. **Note:** These links will appear only when logged in with MFA.
Previous	Click to return to the *Letter Notifications* page.
Continue	Click to create a zipped file of your selected letter(s). **Note**: This button appears only when logged in with MFA.

9.7 Account Activity

The CRCP maintains a record of activities related to every account ID. Certain activities are recorded and listed on the *Account Activity* page, including:

- Account Setup
- Defense submitted on the CRCP
- Opted In to Go Paperless
- Opted Out of Go Paperless
- PIN Request
- Request Letter Access

- Requested Open Debt Report

The date the activity was completed and the login ID of the user who completed the activity is saved.

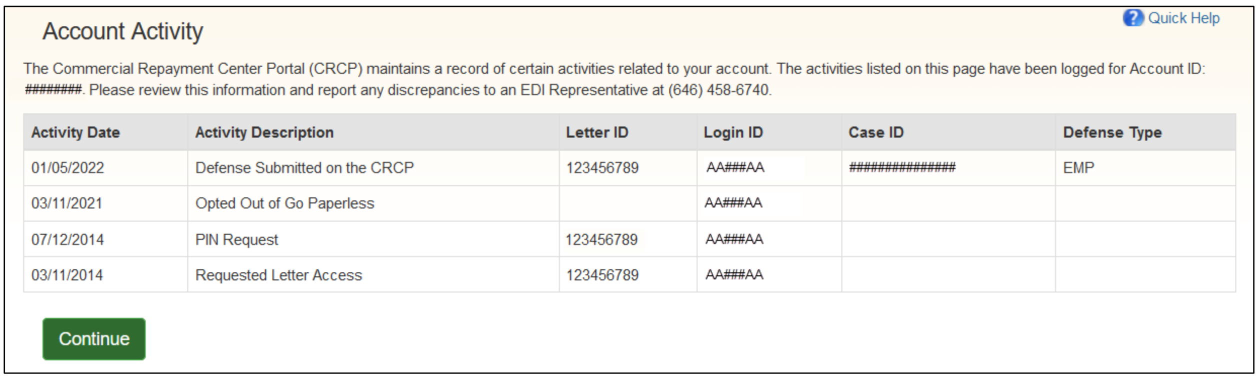
To view account activity for an Account ID:

1. From the *Account Detail* page, select the **View Account Activity** link from the *Account Settings* drop-down menu on the navigation bar.

   The *Account Activity* page appears.

2. Click any column heading to sort by that column.
3. Click **Continue** to return to the *Account Detail* page.

Figure 9-11: Account Activity



Account Activity

Quick Help

The Commercial Repayment Center Portal (CRCP) maintains a record of certain activities related to your account. The activities listed on this page have been logged for Account ID: ########. Please review this information and report any discrepancies to an EDI Representative at (646) 458-6740.

Activity Date	Activity Description	Letter ID	Login ID	Case ID	Defense Type
01/05/2022	Defense Submitted on the CRCP	123456789	AA###AA	###############	EMP
03/11/2021	Opted Out of Go Paperless		AA###AA		
07/12/2014	PIN Request	123456789	AA###AA		
03/11/2014	Requested Letter Access	123456789	AA###AA		

Continue

Table 9-10: Account Activity Fields

Field	Description
Activity Date	Displays the date the activity was completed.
Activity Description	Displays the type of activity. The available options include: • Account Setup • Defense submitted on the CRCP • Opted In to Go Paperless • Opted Out of Go Paperless • PIN Request • Requested Letter Access • Requested an Open Debt Report AMs can see all three categories of activity; ADs will only see activities they performed.
Letter ID	Displays the Letter ID associated with the Request Letter Access activity. **Note**: This field is blank for Go Paperless activity.
Login ID	Displays the login ID of the user who performed the activity.
Case ID	Displays the case ID associated with a defense submitted on the CRCP. **Note:** This field is blank for all other types of activity records.

Field	Description
Defense Type	Displays the defense type code associated with a defense submitted on the CRCP. **Notes:** This field is blank for defenses submitted on the CRCP before July 2022 and for all other types of activity records. Hover over this code to display its description.
Continue	This button takes you to the *Account Detail* page.

9.8 TINs Associated to Account IDs

Each account ID can have one or more TINs associated with it. These TINs are available to view from the Account Listing page, or via the navigation bar on the *Account Details* page.

1. Click the **View TINs Listing** link in the same row as the account ID on the *Account Listing* page. Or if you are on the *Account Details* page, look in the navigation bar for the *Account Settings* pull-down menu and click **View Associated TINs**.
2. The *TINs Associated to Account ID* page for the selected account ID appears.
3. Click **Previous** to return to the *Account Listing* page.

Figure 9-12: TINs Associated to Account ID

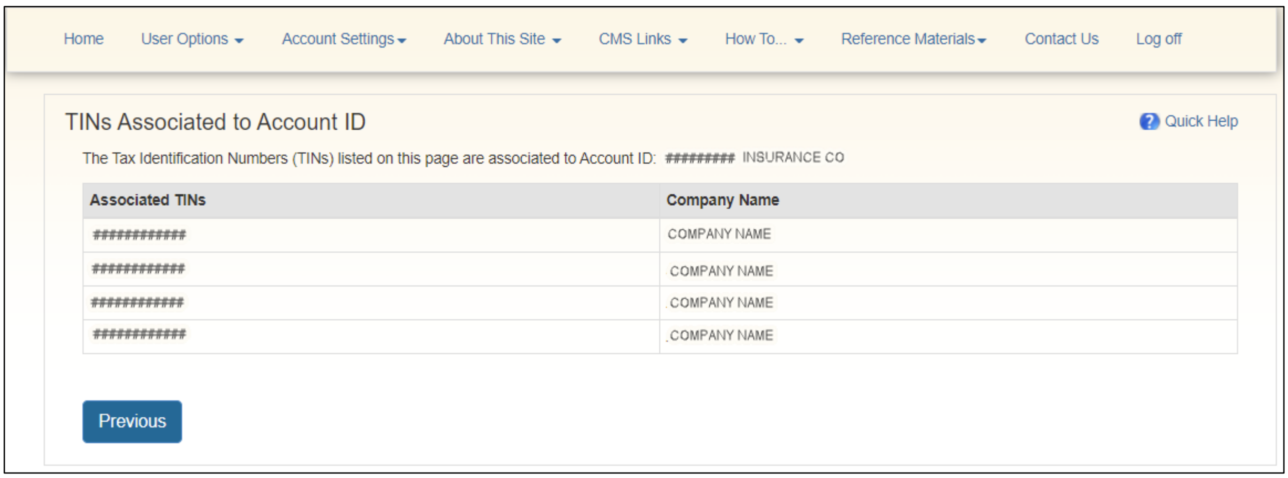


Table 9-11: TINs Associated to an Account ID Field

Field	Description
Associated TINs	Displays all TINs that have been associated with the selected account ID.
Company Name	Displays the company name associated with the TIN.
Previous	This button takes you to the *Account Listing* page.

Chapter 10: Managing Demands and Defenses for an Account ID

The CRCP allows you to view case information associated with demand packages, to submit defense documents for a claim or claim lines associated with a selected case, and to make electronic payments on your outstanding balance. Information related to incoming and outgoing correspondence at the case level is also available.

10.1 Demand Listing

The *Demand Listing* page is the starting point for viewing demand, defense, and case information. This page lists open demand IDs from the past three months.

The top section allows you to search for a specific demand letter ID (Section 10.1.2). The bottom *Demand Letters Issued to Companies Associated with Account ID* section displays the results of your search. The letters are displayed in descending order based on the date that appears in the *Letter Date* column. You can click any of the column headers to sort the list of demand letters by different criteria (*Viewed*, *Demand Letter ID*, *Number of Cases, Letter Date*, or *Demand Status*). You can use the demand letter ID hyperlinks to access additional details about a specific demand letter.

This page also helps you identify when new demand letters have been added to the account via the *Viewed* column. **Note**: When a new demand letter has been added, the Account Manager will be notified by email. The *Viewed* column initially displays **No** for new *Demand Letter IDs* that have been added to the account. **No** changes to **Yes** after clicking the *Demand Letter ID.* A blank in this column identifies demands that were added to the account prior to this functionality being added to the CRCP.

Note: If Go Paperless is selected for the account, a green leaf icon appears next to the account ID.

To access the *Demand Listing* page, click **Demand Listing** on the *Account Detail* page.

Figure 10-1: Demand Listing

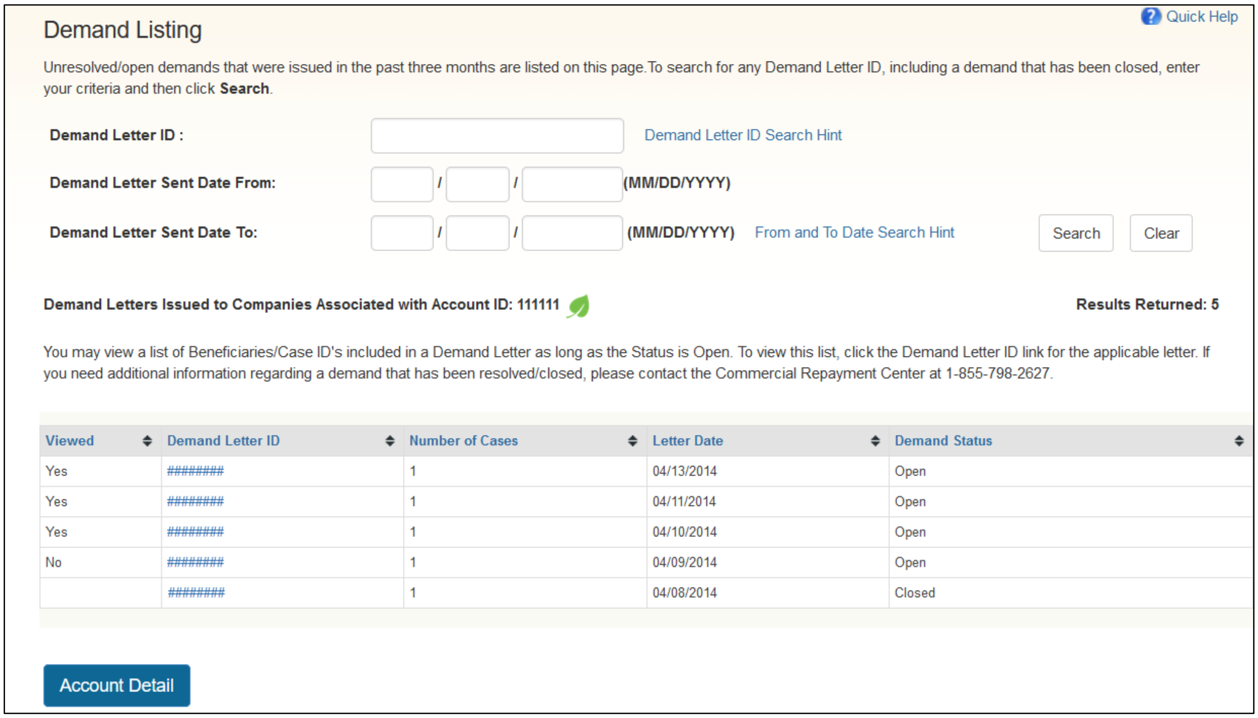


Table 10-1: Demand Listing Fields

Field	Description
Demand Listing Search	-
Demand Letter ID	Enter the Letter ID of the demand letter when conducting a search. The Demand Letter ID may include up to 15 digits. You may also search using a percent sign (%) as a wildcard after entering the first four characters of the demand letter ID. Click the **Demand Letter ID Search Hint** for details regarding search criteria.
Demand Letter Sent Date From	Enter a valid date that is less than or equal to the date entered in the *Demand Letter Sent Date To* field. Required.
Demand Letter Sent Date To	Enter a valid date that is greater than or equal to the date entered in the *Demand Letter Sent Date From* field. Optional. To search for all letters sent on one specific date, enter the same date in both the *Demand Letter Sent Date From* field and the *Demand Letter Sent Date To* field. If no value is entered in this field but a value is entered in the *Demand Letter Sent Date From* field, then the system will set the value to the current date. Click the **From and To Date Search Hint** hyperlink for details regarding search criteria.
Search	This button searches for demands that meet the criteria you entered in the fields above. Matching demand letters are displayed in the *Demand Letter Issued to Companies Associated with Account ID* section.

Field	Description
Clear	This button clears the data from the search fields above, and re-displays the original list of open demand letters sorted in descending order by letter date.
Search Results	-
Viewed	Identifies if the letter has been reviewed by a user. Values include: Yes – letter has been reviewed. No – letter has not been reviewed. Blank - letter was added to the account prior to this functionality being implemented.
Demand Letter ID	The Letter ID of the demand letter.
Number of Cases	Total number of cases associated with the demand letter ID.
Letter Date	Date of the letter. **Note:** If the Demand Status is Open and you log in using multi-factor authentication, the Letter Date is an active hyperlink that will take you to the *Images for Correspondence Type* page. You can use this page to view and print PDFs of the correspondence.
Demand Status	Identifies the status of the demand. Values include: Open – indicates that the status of at least one case included in the demand is open. Any case with a balance greater than zero will have an Open status. Closed – indicates that the status of each case included in the demand is closed. The status of any case with a balance of zero will be Closed.
Account Detail	This button returns you to the *Account Detail* page.

10.1.1 Images for Correspondence Type (Demands)

Click the hyperlinked letter date on the *Demand Listing* page to open the *Images for Correspondence Type* page for demands. Use this page to view and print PDFs of all outgoing demands.

Figure 10-2: Images for Correspondence Type (Demands)

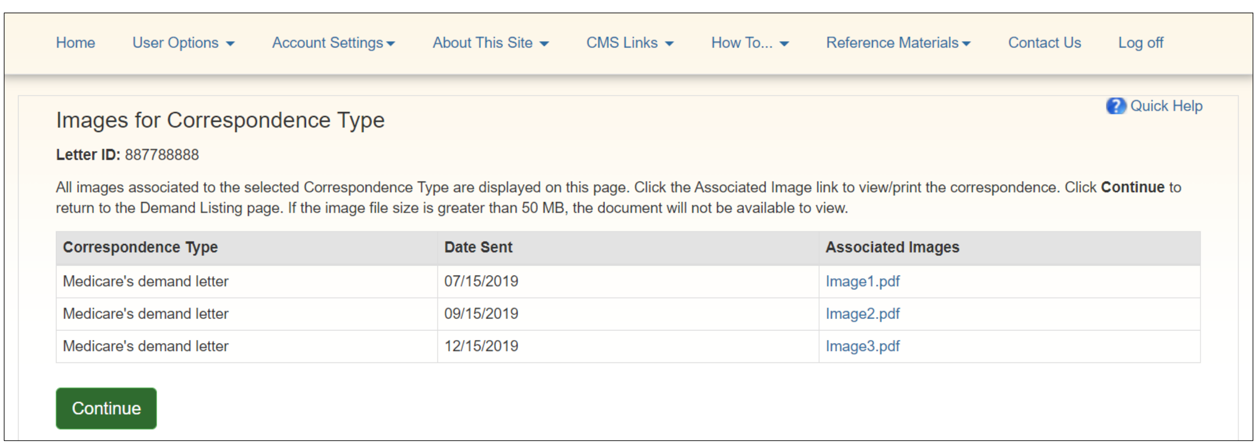


Table 10-2: Images for Correspondence Type (Demands) Fields

Field	Description
Letter ID	The ID of the demand letter.
Correspondence Type	The description of the correspondence.
Date Sent	The date the correspondence was sent (MM/DD/CCYY).
Associated Images	Hyperlink for each image associated with the demand letter. Click the hyperlink to open the PDF image of the correspondence in a new window. **Notes:** If the file size is greater than 50 MB, you will not be able to open the document. Once you open a PDF, you can print or save it. You can also have more than one PDF open at a time.
Continue	This button takes you to the *Demand Listing* page.

10.1.2 Demand Letter Search

To locate a specific demand letter, use the search fields on the *Demand Listing* page. You can search for a specific demand letter using the demand letter ID or the date the demand letter was sent. You can also search for a demand letter that was sent within a range of dates. Click the **From and To Date Search Hint** hyperlink for details regarding search criteria.

To search for a demand letter by demand letter ID:

1. Enter the demand letter ID in the *Demand Letter ID* field.
2. Click **Search**.

To search for a demand letter sent on a specific date:

1. Enter the same date in both the *Demand Letter Send Date From* and *Demand Letter Send Date To* fields.
2. Click **Search**.

To search for a demand letter sent within a range of dates:

1. Enter the range of dates in the *Demand Letter Sent Date From* and *Demand Letter Sent Date To* fields.

   If you leave the and *Demand Letter Sent Date To* field blank, the search results will contain all demand letters sent from the *Demand Letter Sent Date From* to the current date.
2. Click **Search**.

For all searches, the search results will appear in the *Demand Letters Issued to Companies Associated with Account ID* section at the bottom of the *Demand Listing* page. By default, the results are displayed in descending order based on the date that displays in the *Letter Date* column.

Note: If there are over 100 demand letters returned when a search is performed, only the first 100 will be listed and you will receive a warning message. To reduce the number of records displayed, enter as much known criteria as possible and perform another search.

Table 10-1 describes the fields on the *Demand Listing* page, including field restrictions and use of wildcards.

10.2 Demand Letter Details

For open demands, clicking on the **Demand Letter ID** hyperlink takes you to the *Demand Detail* page.

10.2.1 Demand Detail

The *Demand Detail* page (Figure 10-3) lists information pertaining to the selected demand letter in several sections. Table 10-3 describes the fields and buttons on the *Demand Detail* page.

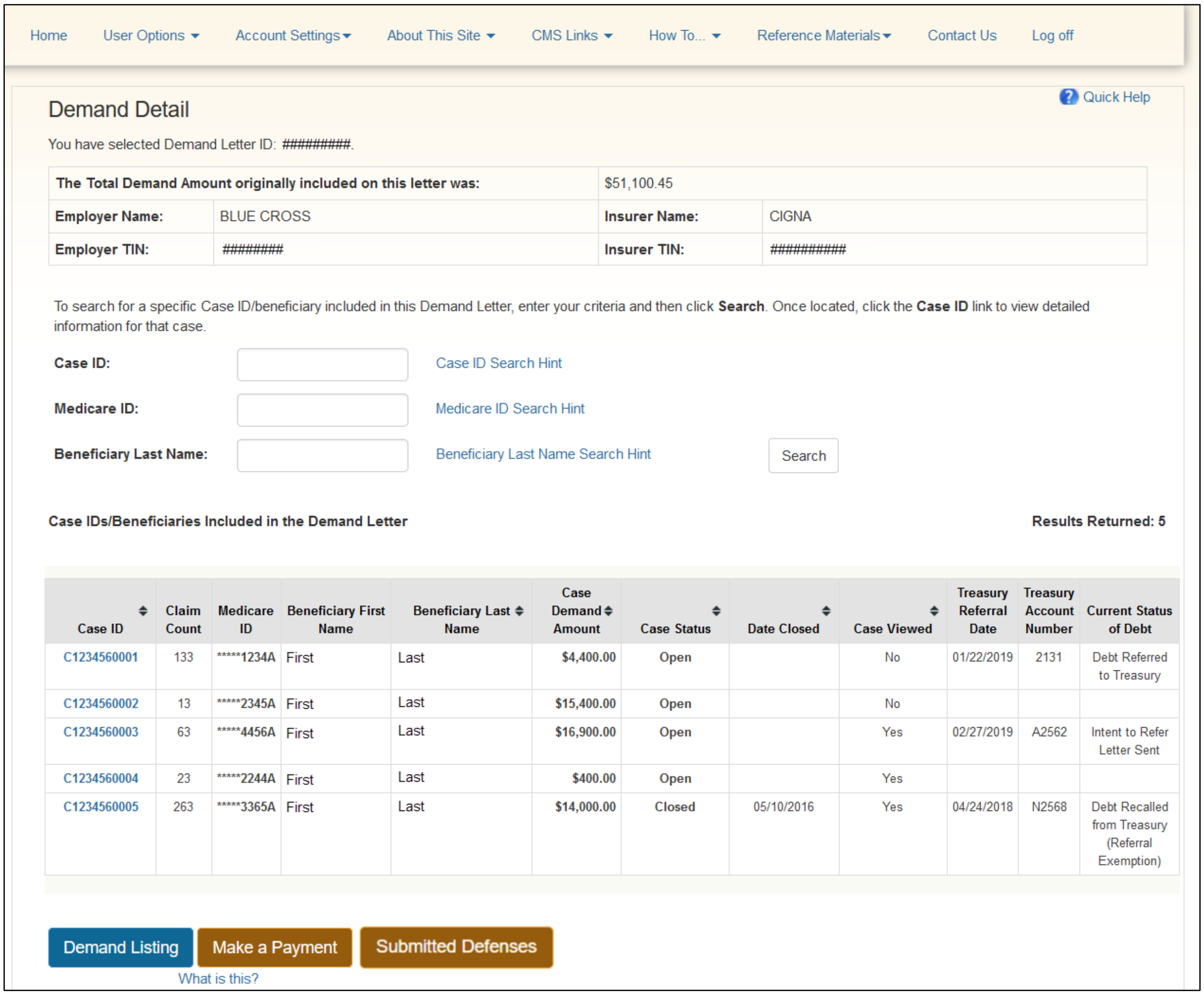
The top section of the page lists information about the demand itself, and includes the total debt due, the employer name and TIN, and the insurer name and TIN.

The middle section allows you to search for a case or beneficiary by using the case ID, Medicare ID (Health Insurance Claim Number [HICN] or Medicare Beneficiary Identification [MBI]), or beneficiary last name. **Note:** The Medicare ID is also known as the Medicare Number to CMS' Medicare beneficiaries.

The lower section displays information related to beneficiaries and cases associated with the demand letter, including the Medicare ID (HICN or MBI), beneficiary first and last name, the original case demand amount, case ID, case status, and Treasury referral information for each case in the table. By default, the table is sorted by the *Case ID* column in descending order. You can click the column headers to sort the list of demand letters by different criteria. Table 10-4 describes the *Case IDs/Beneficiaries Included in the Demand Letter* table.

The bottom of the page includes navigation buttons that allow you to make an electronic payment and view a list of previously submitted defense documents.

Figure 10-3: Demand Detail



Home | User Options | Account Settings | About This Site | CMS Links | How To... | Reference Materials | Contact Us | Log off

Quick Help

Demand Detail

You have selected Demand Letter ID: #########.

The Total Demand Amount originally included on this letter was:		$51,100.45	
Employer Name:	BLUE CROSS	**Insurer Name:**	CIGNA
Employer TIN:	########	**Insurer TIN:**	##########

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click **Search**. Once located, click the **Case ID** link to view detailed information for that case.

Case ID: Case ID Search Hint

Medicare ID: Medicare ID Search Hint

Beneficiary Last Name: Beneficiary Last Name Search Hint Search

Case IDs/Beneficiaries Included in the Demand Letter **Results Returned: 5**

Case ID	Claim Count	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed	Case Viewed	Treasury Referral Date	Treasury Account Number	Current Status of Debt
C1234560001	133	*****1234A	First	Last	$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
C1234560002	13	*****2345A	First	Last	$15,400.00	Open		No			
C1234560003	63	*****4456A	First	Last	$16,900.00	Open		Yes	02/27/2019	A2562	Intent to Refer Letter Sent
C1234560004	23	*****2244A	First	Last	$400.00	Open		Yes			
C1234560005	263	*****3365A	First	Last	$14,000.00	Closed	05/10/2016	Yes	04/24/2018	N2568	Debt Recalled from Treasury (Referral Exemption)

Demand Listing | Make a Payment | Submitted Defenses

What is this?

Table 10-3: Demand Detail Fields

Field	Description
Case ID	Enter the case ID of the case when conducting a search. If the case ID begins with a "C," include this character when you enter the case ID. You may also search using a percent sign (%) as a wildcard at the end of the search term, after entering the first eight characters (no spaces) of the case ID. Click the **Case ID Search Hint** hyperlink for details regarding search criteria.
Medicare ID	Enter the Medicare ID (HICN or MBI) associated with the case or the beneficiary when conducting a search. **Note:** The Medicare ID is also known as the Medicare Number to CMS' Medicare beneficiaries. You may also search using a percent sign (%) as a wildcard at the end of the search term, after entering the first four characters of the Medicare ID. Click the **Medicare ID Search Hint** hyperlink for details regarding search criteria.

Field	Description
Beneficiary Last Name	Enter the last name of the beneficiary you are searching for. You may also search using a percent sign (%) as a wildcard at the end of the search term, after entering the first character of the beneficiary's last name. The beneficiary's last name must start with a letter and may only contain letters, an apostrophe ('), a hyphen (-), a space, or a wildcard (%). If a wildcard is used, it must be at the end of the search term. Click the **Beneficiary Last Name Search Hint** hyperlink for details regarding search criteria.
Search	This button searches for the case or beneficiary that meets the criteria you entered in the fields above. Matching records are displayed in the *Case IDs/Beneficiaries Included in the Demand Letter* section.
Demand Listing	This button discards any changes and returns you to the *Demand Listing* page.
Make a Payment	Click this button to begin the process of paying a demand. The button is only available if the demand balance minus any pending electronic payments is greater than zero.
Submitted Defenses	This button takes you to the *Submitted Defense Documents* page. No selections are saved.

Table 10-4: Case IDs/Beneficiaries Included in the Demand Letter Table Fields

Field	Description
Case ID	Displays the case ID. For open cases, click the case ID hyperlink to display the *Financial Summary* tab on the *Case Information* page.
Claim Count	Displays the number of claims/claim lines associated with the case ID.
Medicare ID	Displays the Medicare ID (HICN or MBI) associated with the case. (The first five characters are masked for HICNs, unless you log in using multi-factor authentication.) **Note:** The Medicare ID is also known as the Medicare Number to CMS' Medicare beneficiaries.
Beneficiary First Name	Displays the first name of the beneficiary on the case.
Beneficiary Last Name	Displays the last name of the beneficiary on the case.
Case Demand Amount	Displays the total demand amount associated with the case ID.
Case Status	Displays the status of the case. When the Case Status is set to Closed, the checkbox in the *Defense* column is disabled. **Note**: The case status will be set to Open when a balance is greater than zero, and will be set to Closed when a balance is equal to zero.
Date Closed	Date the case was closed.
Case Viewed	Displays **Yes** or **No** to indicate if the case has been viewed after a specific search or after logging into a new session.

Field	Description
Treasury Referral Date	Displays the date a case was referred to the Treasury. Blank if not referred.
Treasury Account Number	Displays the number assigned to identify a debt by Treasury. Blank if not referred.
Current Status of Debt	Displays the status of debt that has been or will be referred to Treasury. Blank if not in a referral status.

10.2.2 Information Related to the Demand

From the *Demand Detail* page, you can navigate to the following pages to access additional information and functions related to the demand:

- To search for a specific case or beneficiary related to the demand, use the search fields on the *Demand Detail* page. Section 10.2.1 provides additional information about searching.
- To make an electronic payment on an outstanding balance, click the **Make a Payment** button. Section 10.3 details the payment process.
- To view defense documents previously submitted via the portal, click the **Submitted Defenses** button. Section 10.4.1 provides additional information about submitted defense documentation.
- To view case information, click the hyperlinked **case ID** in the case listing table. Section 10.5 provides additional information about the *Case Information* page.

10.2.3 Case ID or Beneficiary Search

To locate a specific demand letter ID, use the search fields on the *Demand Detail* page. You can search for a specific case or beneficiary using the case ID, Medicare ID (HICN or MBI), or the beneficiary's last name.

To search for a case or beneficiary by case ID:

1. Enter the case ID in the *Case ID* field.
2. Click **Search**.

To search for a case or beneficiary by Medicare ID:

1. Enter the Medicare ID in the *Medicare ID* field.

   Note: This is also known as the Medicare Number to CMS' Medicare beneficiaries.
2. Click **Search**.

To search for a case or beneficiary by the beneficiary's last name:

1. Enter the last name of the beneficiary in the *Beneficiary Last Name* field.
2. Click **Search**.

For all searches, the search results will appear in the *Case IDs/Beneficiaries Included in the Demand Letter* section at the bottom of the *Demand Detail* page. By default, the results are ordered by the *Case ID* column in descending order. The results of your search will continue to display when you transfer to the *Case Information* page to view information for a specific case and then return to the *Demand Detail* page using the **Demand Detail** button. The same results will continue to display until a new search is performed or you return to the *Demand Listing* page.

Table 10-3 describes the fields on the *Demand Detail* page, including field restrictions and use of wildcards.

10.3 Make a Payment

If you have an outstanding balance, that is, if your total demand amount minus any pending electronic payments is greater than zero, you can click the **Make a Payment** button to access the *Make a Payment* page.

The top of the page shows employer and insurer information, demand and balance information, total pending electronic payment amount and total payment amount. The "Select Cases" section of the page shows all the cases in the demand. The cases with balance amounts greater than zero have been automatically selected for payment.

Note: The following information is shown in real time as reported by the Healthcare Integrated General Ledger Accounting System (HIGLAS): the *Last Interest Accrual Date* field in the *Demand Information* section, all fields shown in the *Balance Information* section, and the *Case Remaining Principal Amount*, *Case Remaining Interest Amount*, and *Case Balance Amount* columns. If this information does not load, you will see an error message.

To make an electronic payment of the full demand balance, click **Continue** at the bottom of this page. To pay less than the full demand balance, you may deselect cases you don't wish to pay, or enter a new, smaller amount in the *Case Payment Amount* field next to a selected case, or both. Click **Continue** when you are finished to continue to the *Payment Verification* page to confirm your selections. If making partial payments, remember to upload any required defense documentation using the *Defense Submission* page (Section 10.6).

Electronic payments are made through Pay.gov, a secure, government-wide collection portal. To pay on Pay.gov, you will need either a PayPal account (if linked to a bank account), your debit card information, or your bank account information for direct debits (type of account, routing number, and account number). Pay.gov allows a maximum payment of $99,999,999.99 (via your bank account), $24,999.99 (for debit cards), and $10,000 (using PayPal). You will be returned to the CRCP at the end of the Pay.gov process.

10.3.1 Make a Payment Steps

To make an electronic payment:

1. On the *Make a Payment* page (Figure 10-4), select or de-select cases so that those you want to pay are selected. Update the individual case payment amounts, if necessary, and enter the account holder’s name as it appears on the account from which you are paying.

   Note: The payment amount for each case defaults to the balance amount minus any pending electronic payments for the case. You can make a partial payment, but you should submit relevant defense documentation for the portion you are not paying. See Section 10.6 for instructions.

2. Click **Continue** to proceed.

   You will be redirected to the *Payment Verification* page. Check that the information as summarized is correct. If it is not correct, click **Previous** to return to the *Make a Payment* page to make changes, or click **Cancel** to return to the *Demand Detail* page with no information saved.

   If the information is correct, click **Continue** to proceed to Pay.gov (Figure 10-6).

3. Select your payment type and enter your payment information on Pay.gov. Note payment amount limits based on payment type: $99,999,999.99 via your bank account, $24,999.99 for debit cards, and $10,000 using PayPal.

   When you have completed making your payment, Pay.gov will take you to the *Payment Status* page on the CRCP (samples: payment declined, payment accepted (Figure 10-8).

   Note: If you decide to cancel the payment process from the *Payment Information* page on Pay.gov, you will be returned to the CRCP *Make a Payment* page, with the values retained that you had already entered there.

4. Review your payment details and click **Continue** to return to the *Demand Detail* page.

   Note: You can track the status of your payment using the *Electronic Payment History* tab on the *Case Information* page (see Section 10.5.2).

Figure 10-4: Make a Payment

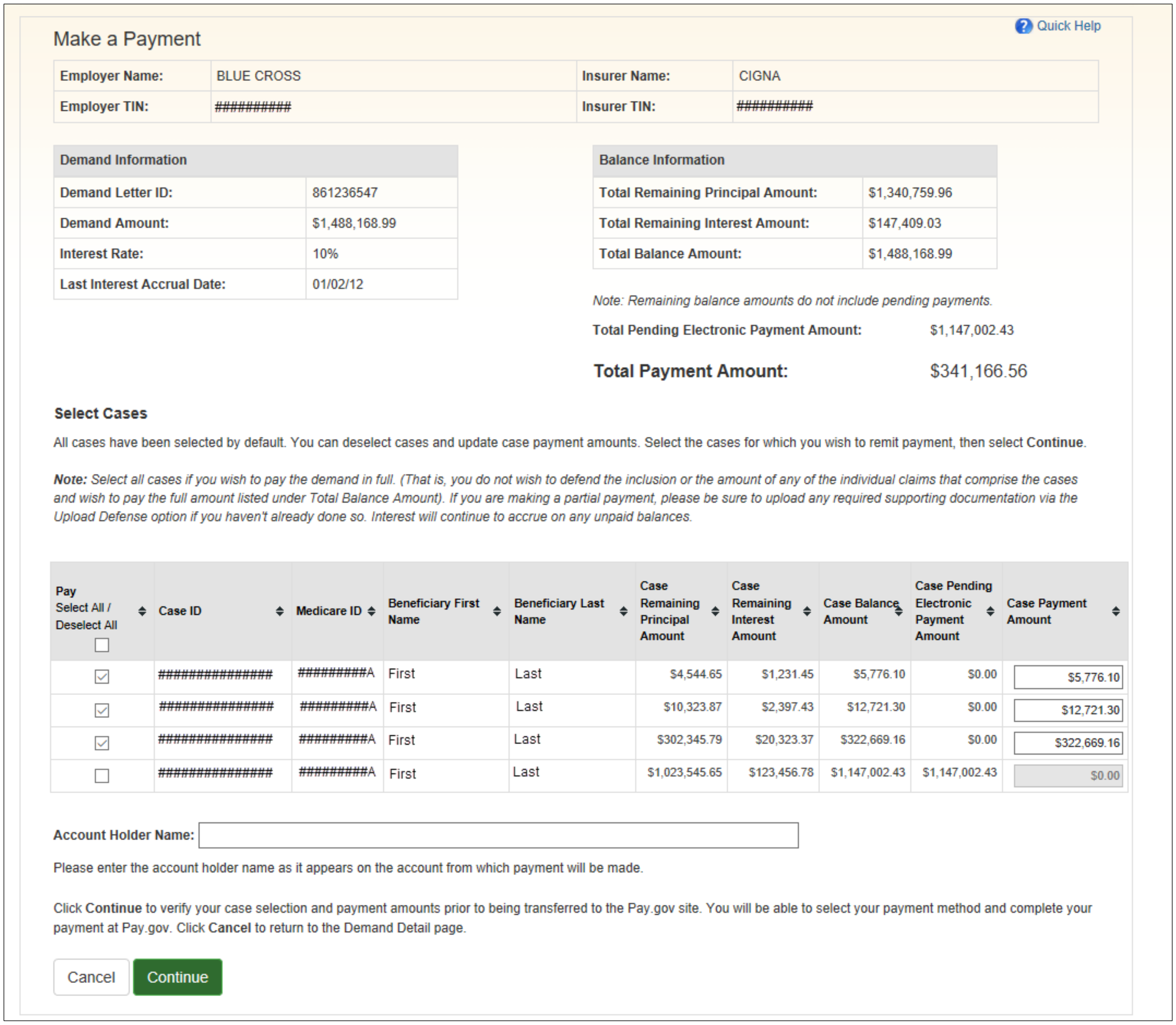


Table 10-5: Make a Payment, Select Cases Table

Field	Description
Pay	Check boxes to select or deselect cases or check the box in the first row to select/deselect all the listed cases at once. Cases are selected by default.
Case ID	Displays the case ID.
Medicare ID	Displays the Medicare ID (HICN or MBI) on the case. The first five characters are masked for HICNs, unless you log in using multi-factor authentication. **Note:** The Medicare ID is also known as the Medicare Number to CMS' Medicare beneficiaries.
Beneficiary First Name	Displays the first name of the beneficiary on the case.
Beneficiary Last Name	Displays the last name of the beneficiary on the case.
Case Remaining Principal Amount	Displays the total remaining principal balance amount for the case, shown in real time as reported by HIGLAS.

Field	Description
Case Remaining Interest Amount	Displays the total remaining interest balance amount for the case, shown in real time as reported by HIGLAS.
Case Balance Amount	Displays the total remaining balance amount for the case, shown in real time as reported by HIGLAS. **Note:** This amount does not include pending electronic payments.
Case Pending Electronic Payment Amount	Displays the total amount of all pending electronic payments.
Case Payment Amount	Displays the amount of the payment you wish to make. By default, this is the total remaining balance on the case minus any pending payments. To pay less than the full amount for the case, enter a new payment amount. Required.
Account Holder Name	Enter the name on the account being used to make the payment. Required.
Cancel	Click this button to return to the *Demand Detail* page without saving your payment information.
Continue	Click this button to verify your case selection and payment amount before accessing the Pay.gov site.

Figure 10-5: Payment Verification

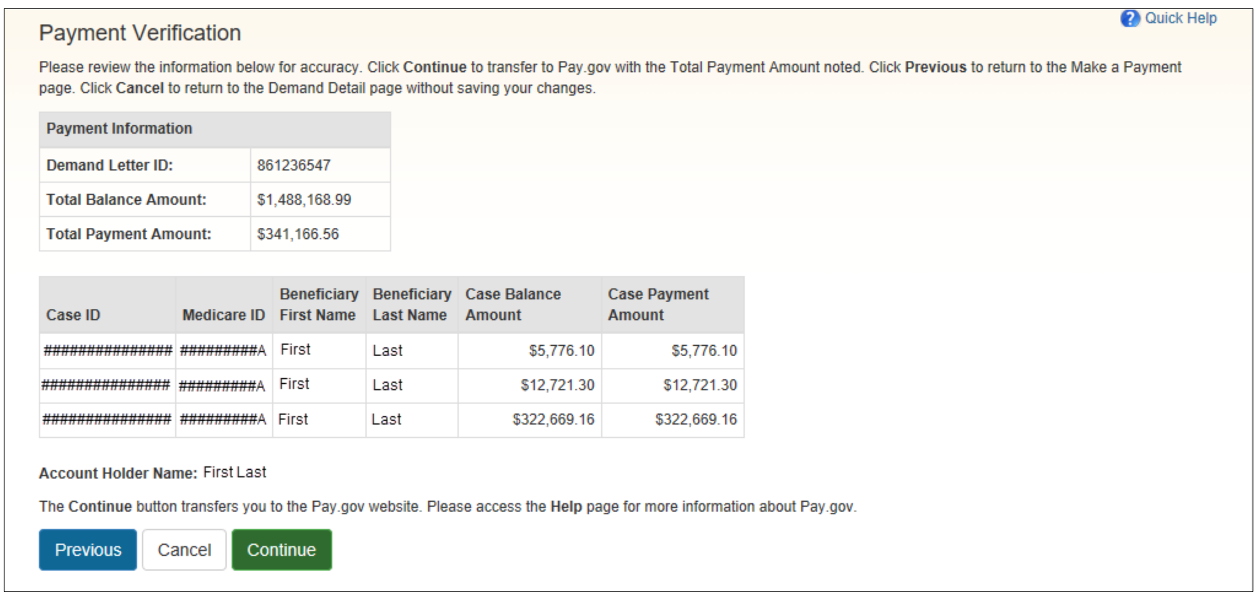


Figure 10-6: Pay.gov (Example Payment Information)

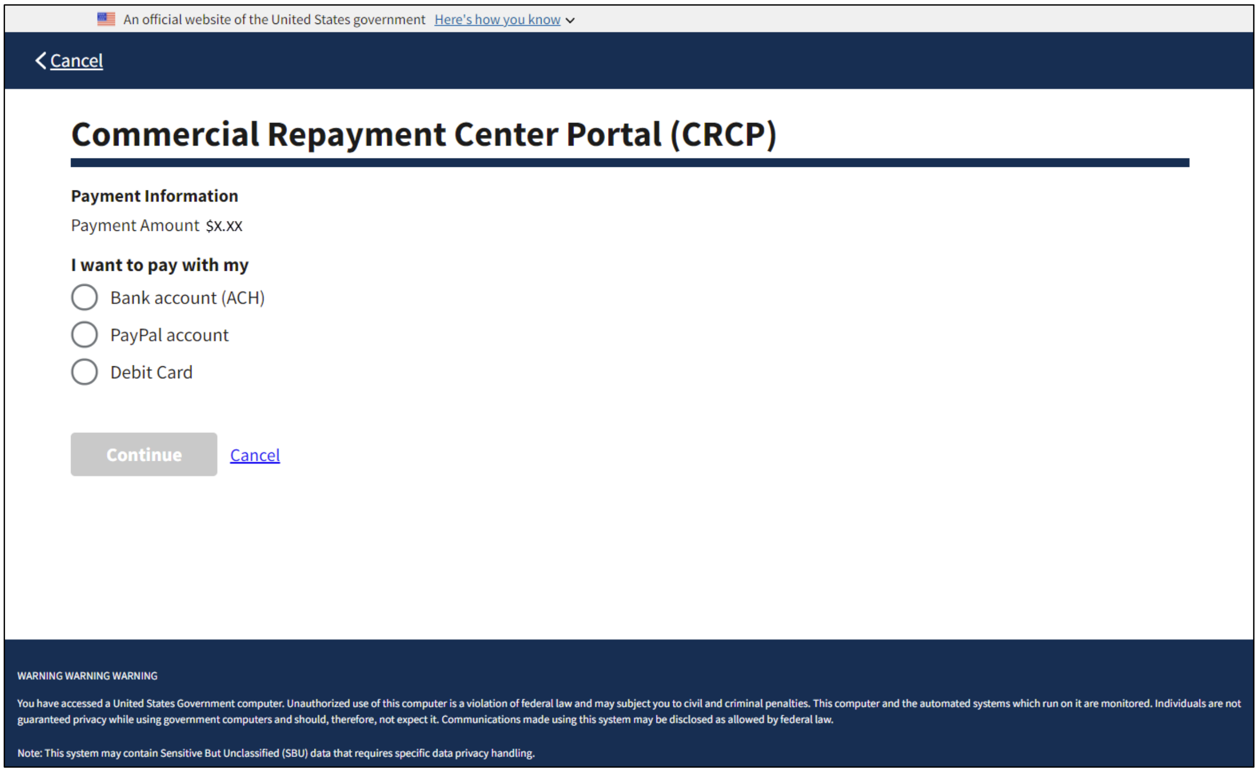


Figure 10-7: Sample Payment Status (Declined)

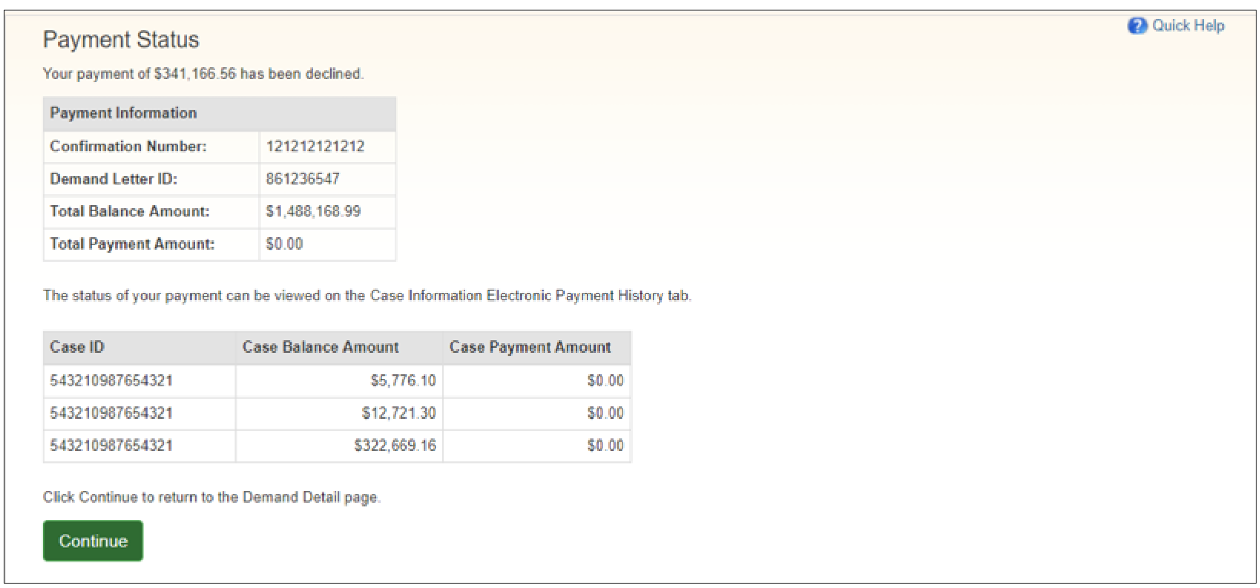
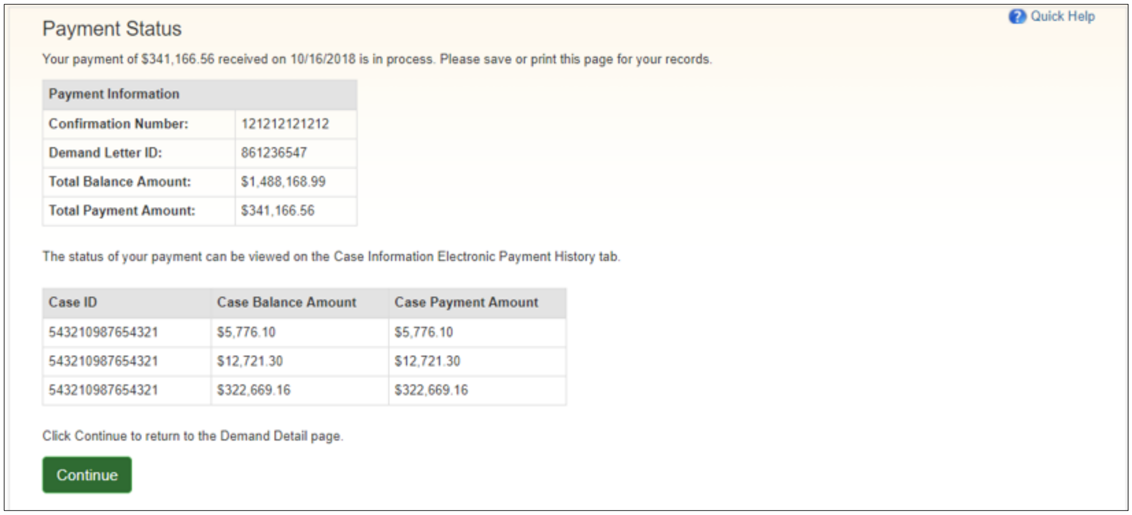


Figure 10-8: Sample Payment Status (Accepted)



10.4 Defense History

For each demand, you can view a list of defenses that have been submitted. The CRCP allows you to view the filename, submission information, and cases/beneficiaries associated with each defense file submitted via the portal. You cannot view the file itself once it has been uploaded and submitted to the CRCP.

10.4.1 Submitted Defense Documents

The *Submitted Defense Documents* page (Figure 10-9) lists all defenses submitted for the selected demand letter. This page also allows you to search for a specific defense document, and view beneficiaries and case IDs associated with a defense document.

The Demand Letter ID is displayed at the top of the page.

The next section of the page allows you to search for a specific defense document. You can search by filename, by user who submitted the document, or by the date range in which the document was submitted.

The final section displays a list of submitted defense documents for the current demand ID. The list includes the file name, date submitted, the login ID of the user who submitted the document, and additional case and beneficiary information. The list of submitted defense documents on the *Submitted Defense Documents* page appears in descending order by Submitted Date. You can click the *File Name*, *Submitted Date*, *Submitted By* column headers to sort the list of defense documents by different criteria.

On the *Submitted Defense Documents* page, you can search for previously submitted defense documents on the CRCP by the file name, the user who submitted the defense document, or the date or dates when the file was submitted.

Figure 10-9: Submitted Defense Documents

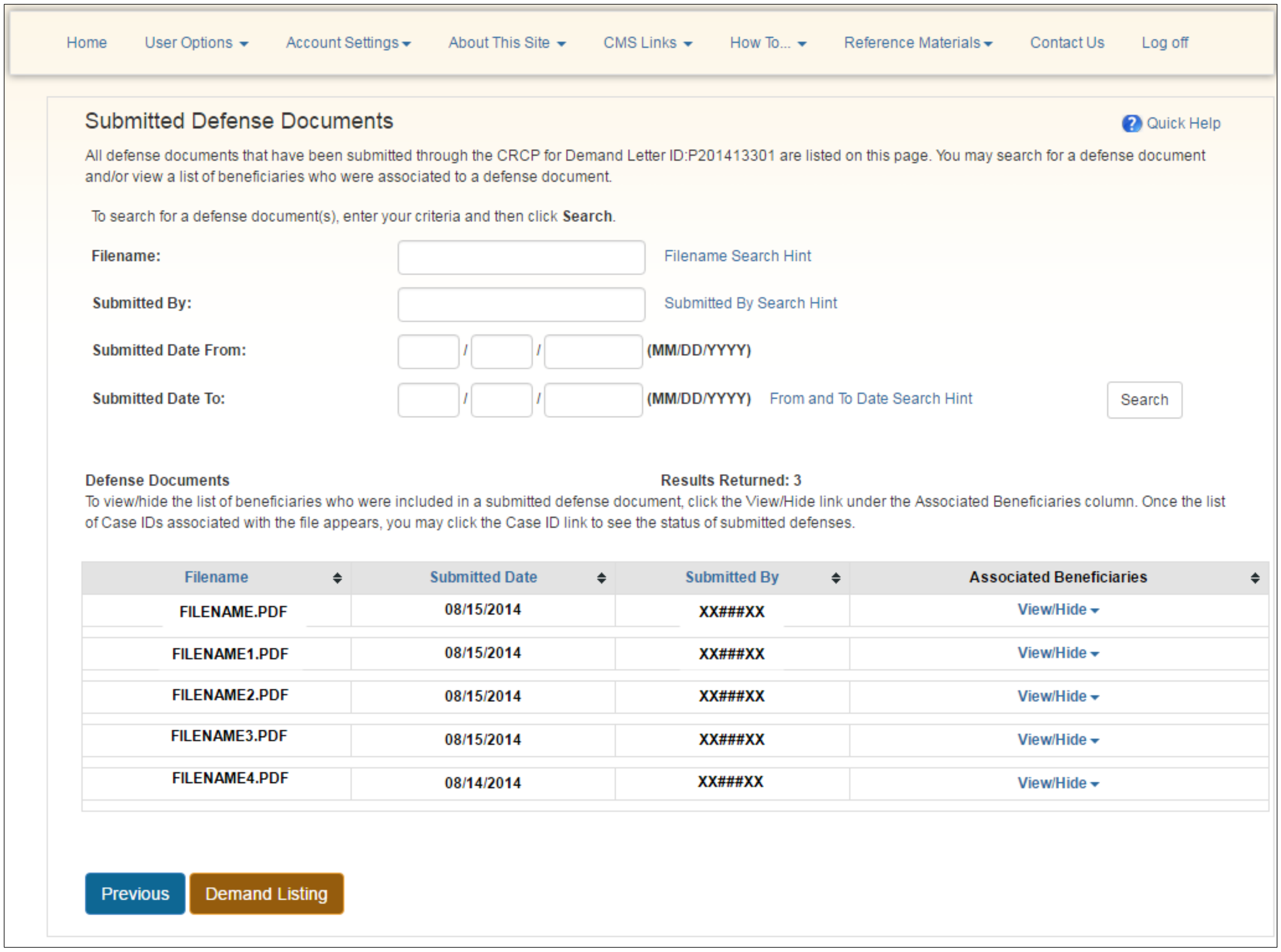


Table 10-6: Submitted Defense Documents Fields

Field	Description
Filename	Enter the filename of the defense letter when conducting a search. You may also search using a percent sign (%) as a wildcard after entering the first seven characters of the file name. Click the **Filename Search Hint** hyperlink for details regarding search criteria.
Submitted By	Enter the login ID of the person who submitted the defense document. You may also search using a percent sign (%) as a wildcard after entering the first four characters of the person who submitted the file. Click the **Submitted By Search Hint** hyperlink for details regarding search criteria.
Submitted Date From	Enter a valid date that is less than or equal to the date entered in the *Submitted Date To* field.

Field	Description
Submitted Date To	Enter a valid date that is greater than or equal to the date entered in the *Submitted Date From* field, and also less than or equal to the current date. To search for all letters sent on one specific date, enter the same date in both the *Submitted Date From* field and the *Submitted Date To* field. If no value is entered in this field, then the system will set the value equal to the current date. Click the **From and To Date Search Hint** hyperlink for details regarding search criteria.
Search	This button searches for defense documents that meet the criteria you entered in the fields above. Matching defense filenames are displayed in the *Defense Documents* section of this page.
View/Hide	This link toggles between displaying and hiding the list of beneficiaries who were included in a submitted defense document. Click once to display the *All Case IDs Associated With File Name* table for the defense letter, and click again to hide it (Section 10.4.2).
Demand Listing	This button transfers you to the *Demand Listing* page.
Previous	This button returns you to the *Demand Detail* page.

To search for a defense document by file name:

1. Enter the file name of the defense document in the *File Name* field. You can enter a wildcard character (the percent sign, %) after you enter at least seven characters of the file name.
2. Click **Search**.

To search for a defense document by the user who submitted the document:

1. Enter the user's login ID in the *Submitted By* field. You can enter a wildcard character (the percent sign, %) after you enter at least four characters of the login ID.
2. Click **Search**.

To search for a defense document uploaded within a range of dates:

1. Enter the range of dates in the *Submitted Date From* and *Submitted Date To* fields.

   If you leave the *Submitted Date To* field blank, the search results will contain all defense documents uploaded through the current date.
2. Click **Search**.

For all searches, the search results will appear in the *Defense Documents* section at the bottom of the *Submitted Defense Documents* page. By default, the results are ordered by the date of file submission in descending order.

Table 10-6 describes the search fields on the *Submitted Defense Documents* page, including field restrictions and use of wildcards.

10.4.2 Beneficiaries Included in a Defense

Beneficiaries included in a defense are listed in the *All Case IDs Associated With Filename* section (Figure 10-10) on the *Submitted Defense Documents* page. To display the information for a specific defense document, click the **View/Hide** hyperlink in the *Associated Beneficiaries* column for that defense document. Information displayed in the *All Case IDs Associated With File Name* section is unique to each defense document.

The *All Case IDs Associated With File Name* section also displays the hyperlinked case ID as well as additional information about the beneficiary.

Figure 10-10: Submitted Defense Documents with "All Case IDs Associated With File Name" Section

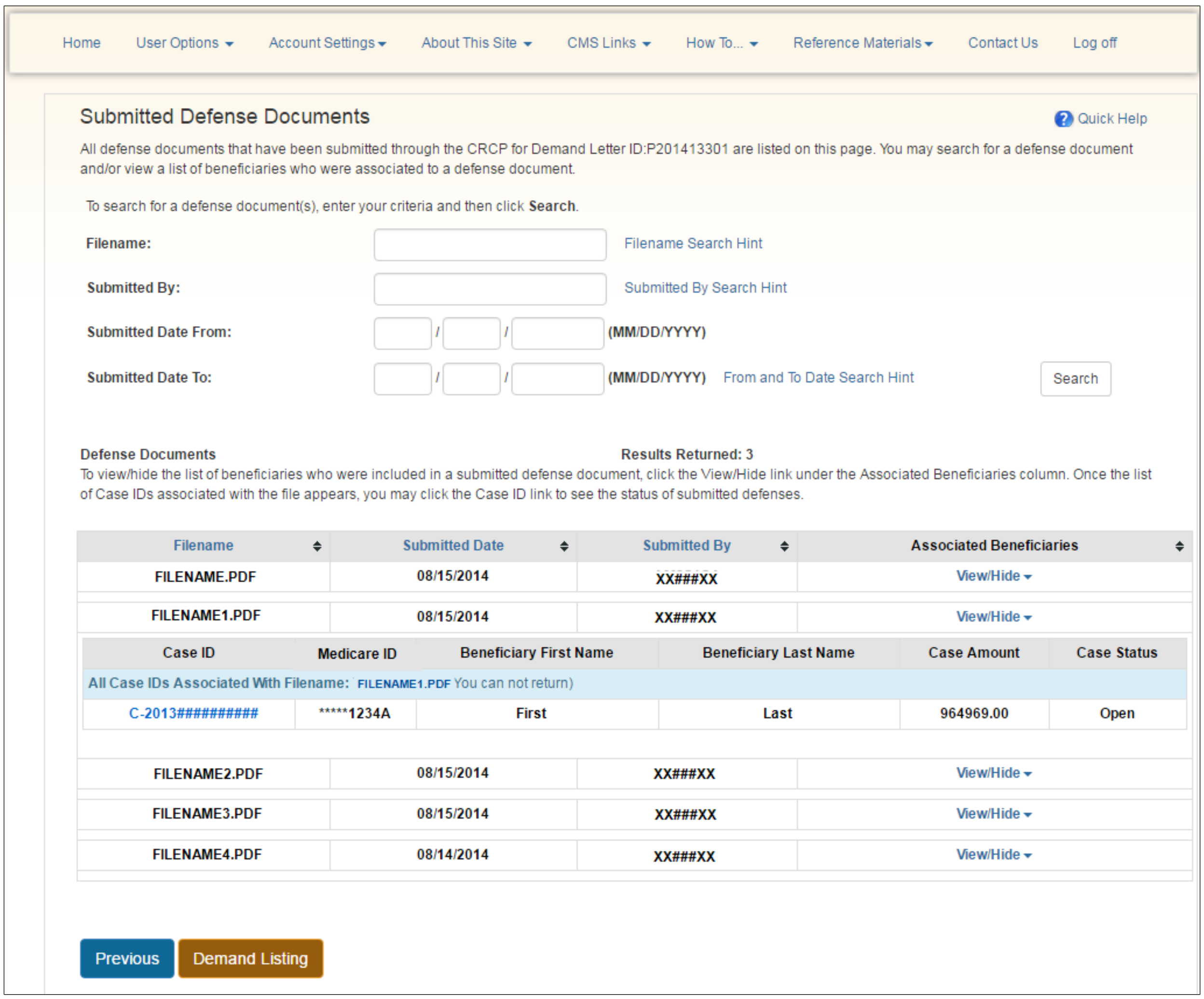


Table 10-7: All Case IDs Associated With File Name Table Fields

Field	Description
Case ID	Displays the case ID as a hyperlink associated with a file name. Click the hyperlink to display the *Case Information* page for that case ID.
Medicare ID	Displays the Medicare ID (HICN or MBI) associated with the case. (The first five characters are masked for HICNs, unless you log in using multi-factor authentication.) **Note:** The Medicare ID is also known as the Medicare Number to CMS' Medicare beneficiaries.
Beneficiary First Name	Displays the first name of the beneficiary on the case.
Beneficiary Last Name	Displays the last name of the beneficiary on the case.
Case Amount	Displays the original dollar amount of the case.
Case Status	Displays the status of the case.

10.4.3 Status of a Demand

Once all the cases associated with submitted defense documents are changed to "Closed" status, then the status of the demand letter ID is changed to "Closed" status as well. The status of a case appears on the *Demand Detail* (Section 10.2), *Submitted Defense Documents* (Section 10.4.1), and *Case Information* (Section 10.5) pages. The demand letter ID status appears on the *Demand Listing* page.

Note: Once a demand letter ID is changed to "Closed" status, the hyperlink on the *Demand Listing* page is disabled. This occurs when ALL of the individual cases associated with that demand letter ID are moved to "Closed" status.

Demand letters and cases can be in either "Open" status or "Closed" status:

- For a demand letter ID in "Open" status, you can upload defense documents, view submitted defenses, and view case information.
- For a demand letter ID in "Closed" status, you can neither upload defense documents nor view defenses.

10.5 Case Information and History

The *Case Information* page (Figure 10-11) displays information about an individual case.

You can access the *Case Information* page by:

- Clicking a hyperlinked case ID on the *Demand Detail* page
- Clicking a hyperlinked case ID on the *Submitted Defense Documents* page after you click the **View/Hide** hyperlink to display the *All Case IDs Associated With Filename* section.

The top section of the *Case Information* page displays information about the case and the associated beneficiaries, insurer, and employer on the case.

The lower section includes the following four tabs that provide additional details:

- *Financial Summary* tab
- *Electronic Payment History* tab

- *Defense History* tab
- *Correspondence Activity* tab

The *Financial Summary* tab usually displays when the *Case Information* page opens. Accessing this page from the *Submitted Documents* page displays the *Defense History* tab instead.

You can click on any tab to display its contents. You can also click **Demand Detail** to navigate to the *Demand Detail* page. Click **Demand Listing** to transfer to the *Demand Listing* page.

Note: All information displayed on the *Case Information* page, and on all of its tabs, is in read-only format.

Figure 10-11: Case Information

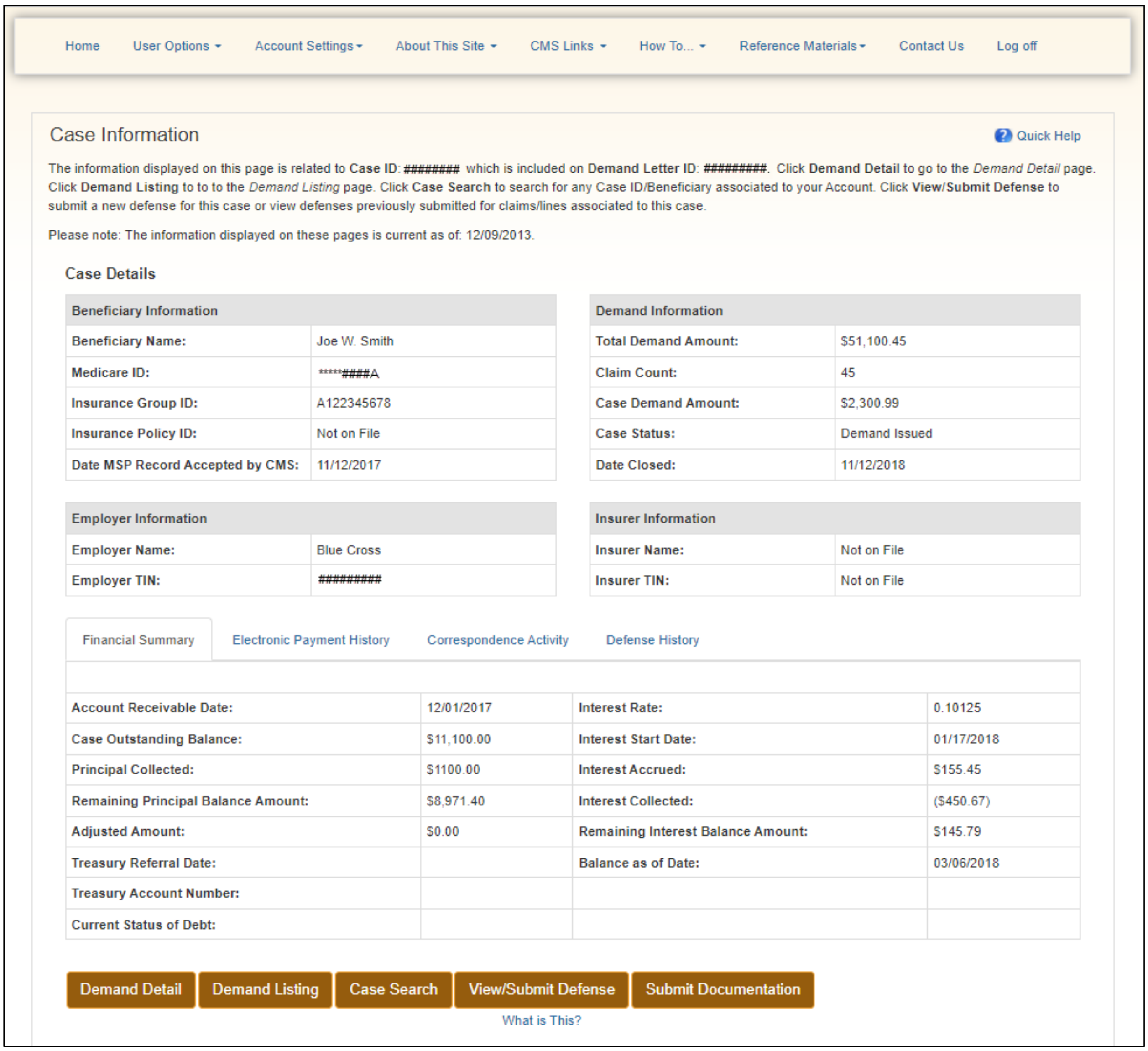


Table 10-8: Case Information Fields

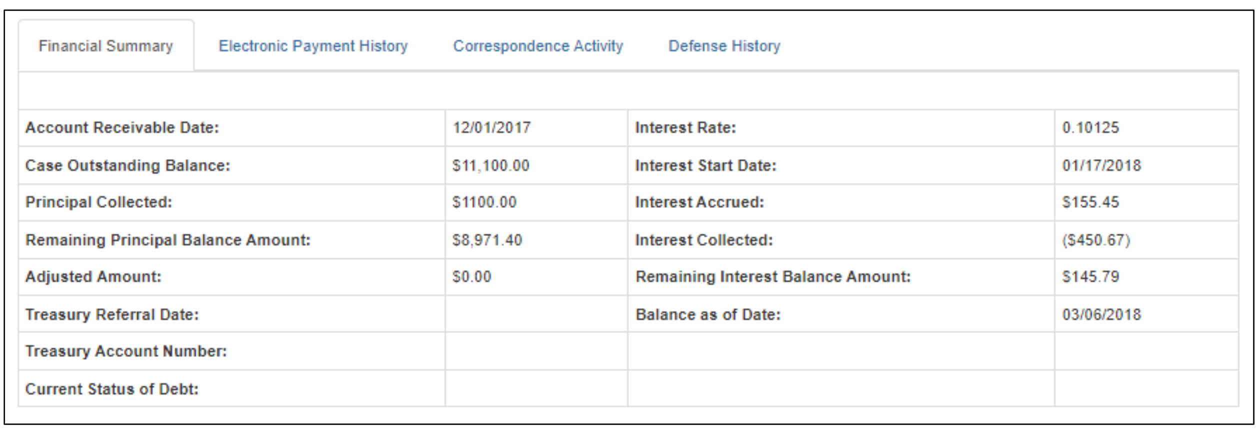
Field	Description
Beneficiary Information	-
Beneficiary Name	Displays the name of the beneficiary on the case.
Medicare ID	Displays the Medicare ID (HICN or MBI) on the case. (The first five characters are masked for HICNs.) **Note:** The Medicare ID is also known as the Medicare Number to CMS' Medicare beneficiaries.
Insurance Group ID	Displays the insurance group ID associated with the case ID.
Insurance Policy ID	Displays the insurance policy ID associated with the case ID.
Date MSP Record Accepted by CMS	Displays the date the MSP record was accepted by CMS.
Demand Information	-
Total Demand Amount	Displays the total demand amount from the Demand Letter with which the current case ID is associated.
Claim Count	Displays the number of claims/claim lines included for the case ID.
Case Demand Amount	Displays the total demand amount associated with the case ID.
Case Status	Displays the current status of the case.
Date Closed	Date the case was closed, shown in real time as reported by HIGLAS. If unavailable, this field will be blank.
Employer Information	-
Employer Name	Displays the name of the employer associated with the case.
Employer TIN	Displays the TIN of the employer associated with the case.
Insurer Information	-
Insurer Name	Displays the name of the insurer associated with the case.
Insurer TIN	Displays the TIN of the insurer associated with the case.
Financial Summary	Click this tab to display the *Financial Summary* tab.
Electronic Payment History	Click this tab to display the *Electronic Payment History* tab. **Note:** This tab only appears if there is an electronic payment on the case.
Correspondence Activity	Click this tab to display the *Correspondence Activity* tab.
Defense History	Click this tab to display the *Defense History* tab.
Demand Detail	This button displays the *Demand Detail* page.
Demand Listing	This button transfers you to the *Demand Listing* page.
Case Search	This button opens the *Case Search* page.

Field	Description
View/Submit Defense	This button allows you to view defenses previously submitted for claims or claims lines associated with the selected case or to submit a new defense for the case. You may submit a defense for claims or claim lines associated with the case as long as none of the following criteria are true: • 180 days have passed from the demand letter date; or • The case has been referred to Treasury; or • The accounts receivable balance is zero. If any of the above three criteria are true, and at least one defense was previously submitted for the case, then this action allows you to **view** any previous defense submissions. The view/submit action is disabled if the case does not meet the criteria to submit a defense and there are no previous defense submissions for the case.
Submit Documentation	This button allows you to submit additional supporting documents for cases that have not been referred to Treasury. Up to five types of document are accepted. **Note:** You cannot submit a new defense for a claim or claim line using this process. Use the **View/Submit Defense** button instead.

10.5.1 Financial Summary Tab

The *Financial Summary* tab displays read-only financial information on file for the selected case ID.

Figure 10-12: Financial Summary



Financial Summary | Electronic Payment History | Correspondence Activity | Defense History

Account Receivable Date:	12/01/2017	Interest Rate:	0.10125
Case Outstanding Balance:	$11,100.00	Interest Start Date:	01/17/2018
Principal Collected:	$1100.00	Interest Accrued:	$155.45
Remaining Principal Balance Amount:	$8,971.40	Interest Collected:	($450.67)
Adjusted Amount:	$0.00	Remaining Interest Balance Amount:	$145.79
Treasury Referral Date:		Balance as of Date:	03/06/2018
Treasury Account Number:			
Current Status of Debt:			

Table 10-9: Financial Summary Fields

Field	Description
Account Receivable Date	Displays the account receivable date for the selected case ID.
Case Outstanding Balance	Displays the outstanding balance associated with the case.
Principal Collected	Displays the principal collected for the selected case ID.
Remaining Principal Balance Amount	Displays the remaining principal balance amount for the selected case ID.
Adjusted Amount	Displays the adjusted amount for the selected case ID.

Field	Description
Treasury Referral Date	Displays the date the case was referred to the Treasury. Blank if not referred.
Treasury Account Number	Displays the number assigned to identify the debt by Treasury. Blank if not referred.
Current Status of Debt	Displays the status of a debt that has been or will be referred to Treasury. Blank if not in a referral status.
Interest Rate	Displays the interest rate for the selected case ID.
Interest Start Date	Displays the interest start date for the selected case ID.
Interest Accrued	Displays the interest accrued for the selected case ID.
Interest Collected	Displays the interest collected for the selected case ID.
Remaining Interest Balance Amount	Displays the remaining interest amount for the selected case ID.
Balance as of Date	Displays the last activity date.

Note: All fields on this tab, except the *Treasury Referral Date*, *Treasury Account Number*, and *Interest Rate,* display data in real time as reported by HIGLAS (if available). When the Accounts Receivable balance goes to zero for a case, the Principal Collected, Adjusted Amount, Interest Accrued, and Interest Collected will display zero in these fields. All other fields will remain unchanged.

10.5.2 Electronic Payment History Tab

The *Electronic Payment History* tab displays a read-only history of payments made on the case through Pay.gov. This tab only appears if there is an electronic payment on the case.

Figure 10-13: Electronic Payment History

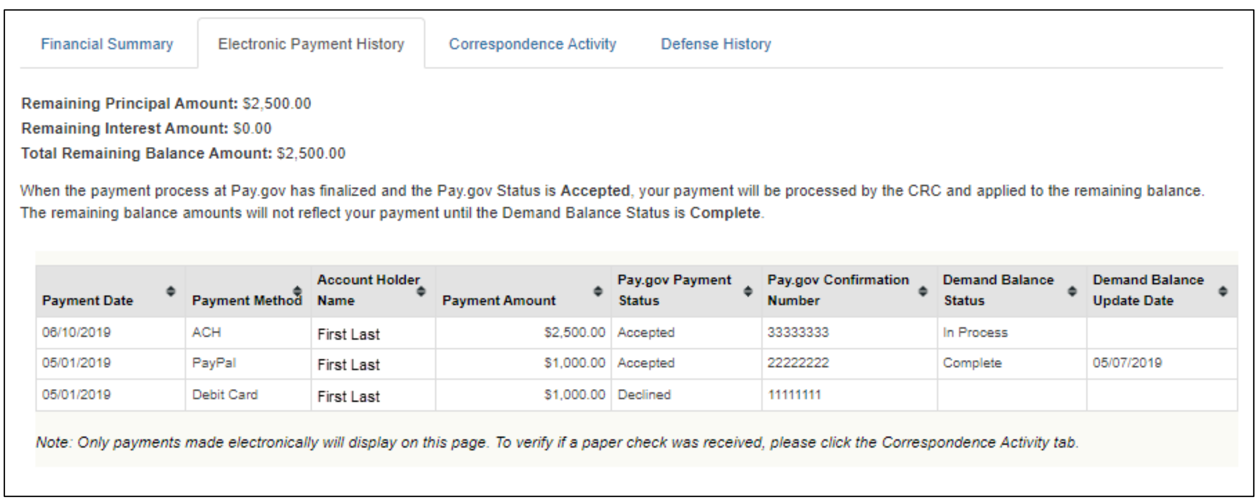


Table 10-10: Electronic Payment History Fields

Field	Description
Remaining Principal Amount	Displays the total remaining principal balance amount for the case, shown in real time as reported by HIGLAS. If unavailable, this field will be blank.

Field	Description
Remaining Interest Amount	Displays the total remaining interest balance amount for the case, shown in real time as reported by HIGLAS. If unavailable, this field will be blank.
Total Remaining Balance Amount	Displays the total remaining balance amount for the case, shown in real time as reported by HIGLAS. If unavailable, this field will be blank.
Payment Date	Displays the date electronic payment was submitted on Pay.gov.
Payment Method	Displays the payment method used.
Account Holder Name	Displays the name on the account used to make the payment.
Payment Amount	Displays the amount of payment.
Pay.gov Payment Status	Displays the status of the payment on Pay.gov. Possible values: Accepted Cancelled Declined Pending Reversal Unknown
Pay.gov Confirmation Number	Displays the confirmation number from Pay.gov.
Demand Balance Status	Displays the status of this payment: “In Process” beginning on the payment date, and “Complete” when the Pay.gov and CRCP processes are both finished, and the payment is applied to the demand.
Demand Balance Update Date	Displays the date the demand balance status changed to “Complete.”

10.5.3 Correspondence Activity Tab

The *Correspondence Activity* tab displays a read-only history of correspondence sent to and from the Commercial Repayment Center (CRC) and via the CRCP for the case. You can select a radio button to display this information in three ways: All Correspondence, Correspondence Received, or Letters Sent. “All Correspondence” is selected by default.

Note: By default, letters appear in descending order by *Date Sent* (for outgoing correspondence) or *Date Received* (for incoming correspondence) and then in descending order by *Correspondence Type.* If “All Correspondence” is selected, the system will list all incoming correspondence first, followed by outgoing correspondence. You can click the column headers to sort the list of letters by different criteria.

Information in the *Date Received* and *Date Sent* columns may be different than date(s) your company sent or received the correspondence.

You may only read letters shown on this tab if you are logged in with MFA (see Chapter 6).

Figure 10-14: Correspondence Activity

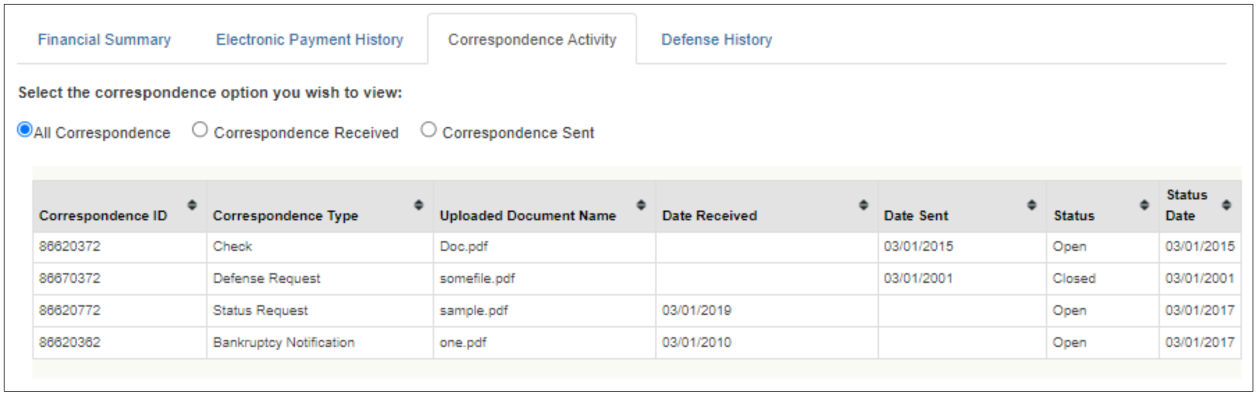


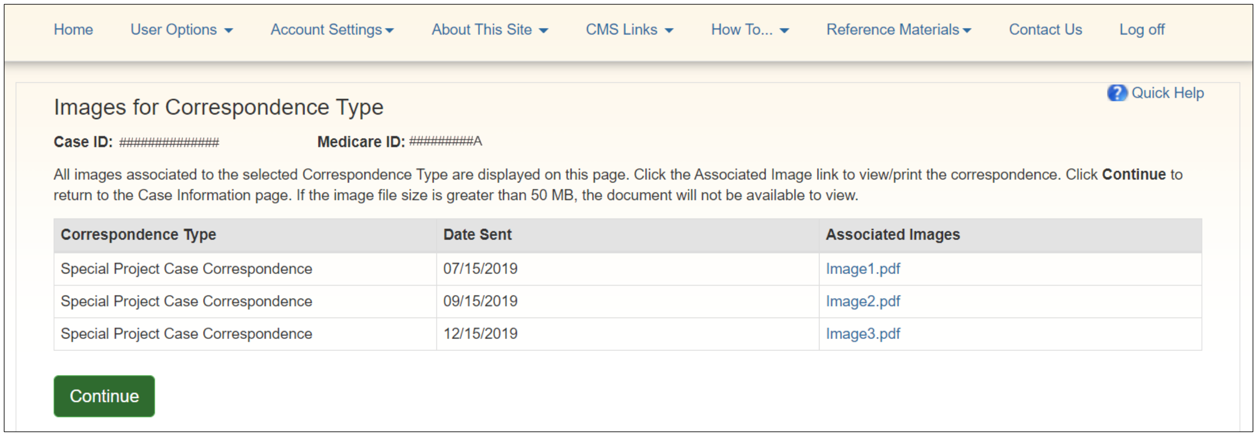
Table 10-11: Correspondence Activity Fields

Field	Description
Correspondence ID	Displays the Correspondence ID for the selected case ID. This is the letter ID for mail sent from the CRC, the document ID for mail received by the CRC, and the document ID for correspondence submitted via the CRCP. Sortable column.
Correspondence Type	Displays the type of correspondence that was sent or received. **Note:** If you logged in using multi-factor authentication and an image is associated with the letter, the Correspondence Type is an active hyperlink for all outgoing correspondence that will take you to the *Images for Correspondence Type* page. This page will allow you to view and print PDFs of the correspondence. Sortable column.
Uploaded Document Name	Displays the filename of a document uploaded on the CRCP. Blank for documents not uploaded on the CRCP. Sortable column.
Date Received	Displays the date the correspondence was received, if applicable. Sortable column.
Date Sent	Displays the date the CRC sent the correspondence, if applicable. Sortable column.
Status	Displays the status of the correspondence (open or closed). Sortable column.
Status Date	Displays the date the status was updated. Sortable column.

10.5.3.1 Images for Correspondence Type (Case)

Click the hyperlinked correspondence type on the *Correspondence Activity* tab to open the *Images for Correspondence Type* page for the selected case ID. Use this page to view all outgoing correspondence of the selected type as PDFs and details such as the correspondence type and date sent.

Figure 10-15: Images for Correspondence Type (Case)



Home User Options Account Settings About This Site CMS Links How To... Reference Materials Contact Us Log off

Quick Help

Images for Correspondence Type

Case ID: ############### **Medicare ID:** ##########A

All images associated to the selected Correspondence Type are displayed on this page. Click the Associated Image link to view/print the correspondence. Click **Continue** to return to the Case Information page. If the image file size is greater than 50 MB, the document will not be available to view.

Correspondence Type	Date Sent	Associated Images
Special Project Case Correspondence	07/15/2019	Image1.pdf
Special Project Case Correspondence	09/15/2019	Image2.pdf
Special Project Case Correspondence	12/15/2019	Image3.pdf

Continue

Table 10-12: Images for Correspondence Type (Case) Fields

Field	Description
Case ID	The primary identifier assigned by CMS.
Medicare ID	The Medicare ID (Health Insurance Claim Number [HICN] or Medicare Beneficiary Identifier [MBI]) of the beneficiary who is associated with the case.
Correspondence Type	The description of the correspondence.
Date Sent	The date the correspondence was sent (MM/DD/CCYY).
Associated Images	Hyperlink for each image associated with the letter. Click the hyperlink to open the PDF of the image in a new window. **Note:** If the file size is greater than 50 MB, you will not be able to open the document. Once you open a PDF, you can print or save it. You can also have more than one PDF open at a time.

10.5.4 Defense History Tab

The *Defense History* tab lists defense documents (read only) related to defenses submitted for the selected case ID.

Note: If you do not see the defense you expected to see, please contact the CRC.

Figure 10-16: Defense History

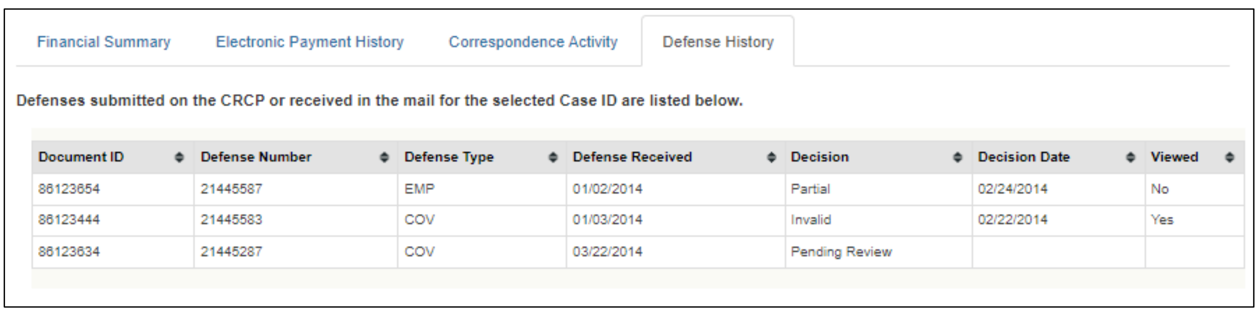


Table 10-13: Defense History Fields

Field	Description
Document ID	Displays the document ID of each submitted defense document for the selected case ID.
Defense Number	Displays the defense number assigned by the CRC to the defense letter for the selected case ID.
Defense Type	Displays the defense type submitted by the CRCP user.
Defense Received	Displays the date the CRC received.
Decision	Displays the decision on the defense letter for the selected case ID. Possible defense decisions include: Closed, Full Payment, Invalid, Partial, Partial Payment, Pending Review, and Valid. **Note:** The CRCP will display a value of “Pending Review” in the *Decision* column until the associated defense review is complete. The CRCP will then automatically update the value in the *Decision* column.

Field	Description
Decision Date	Displays the date the CRC processed the defense. The default value is blank until the defense has been processed.
Viewed	Identifies when new decisions have been added to the account. **Note**: When a new decision has been added, the Account Manager will be notified via email. The *Viewed* column initially displays **No** for new decisions that have been added to the account. **No** changes to **Yes** after the user exits the *Defense History* tab. A blank in this column identifies defenses that were added to the account prior to this functionality being added to the CRCP.

10.6 Defense Submissions

You have the right to submit a defense if you disagree that you owe money, as explained in the demand letter, or if you disagree with the amount that you owe.

From the *Case Information* page, you can click the **View/Submit Defense** button to view defenses previously submitted for claims or claim lines associated with a selected case or to submit a new defense for the case on the CRCP.

You may submit a defense for claims or claim lines associated with the case as long as none of the following criteria are true:

- 180 days have passed from the demand letter date; or
- The case has been referred to Treasury; or
- The accounts receivable balance is zero.

If any of the above criteria are true, and at least one defense was previously submitted for the case, then this action only allows you to **view** any previous defense submissions.

The view/submit action is disabled if the case does not meet the criteria to submit a defense and there are no previous defense submissions for the case.

10.6.1 Submitting a Defense

If the conditions for submitting a defense have been met (regardless of if a defense has already been submitted), click the **View/Submit Defense** button on the *Case Information* page to open the *Defense Submission* page. From this page, you can view information for submitted defenses (see Notes) or submit a new defense for the selected case. When submitting a new defense, you can select a claim or claim lines and choose a defense type to apply to it. You can also export the claim information on this page into a file to use outside of the CRCP.

Notes:

- Claims previously submitted with a defense will only continue to display on this page if they are still associated with the case. Additionally, if the previous defense was approved, claims that were removed from the case will no longer be viewable on this page.
- Only one defense type can be applied per submission; however, you can make multiple submissions for the case.

To Submit a Defense and Upload a Defense Document:

1. From the *Case Information* page, click the **View/Submit Defense** button.

The *Defense Submission* page appears (Figure 10-17).

2. Select the checkboxes next to one or more claim(s) or claim line(s) for which you want to submit a defense.

   Note: Clicking the **Select All/Deselect All** checkbox selects all the available claims. Clicking this checkbox again will deselect all claims previously selected.

3. Select a defense type from the drop-down menu to apply the defense type to the selected claim or claim line(s).

   Notes: Once you apply a defense type to a claim or claim lines, you will only be able to apply the same defense type to other claims in the same defense submission. If you want to apply a different defense type, you can do so in another submission or you can select a different defense type and it will apply to all selected claims in this submission.

4. Click **Continue** to continue the defense submission process and navigate to the *Defense Verification* page (Figure 10-18).

   Note: The *Continue* button is only enabled if a defense type and at least one claim or claim line(s) have been selected.

5. From the *Defense Verification* page, click the **Upload Documentation** link.

   The Defense Documentation Upload page appears (Figure 10-19).

6. Click **Choose File** to search your computer for the desired file.

   A pop-up window appears. Locate the file that you want to upload.

   Note: You must upload at least one document in support of your defense. The CRCP requires each uploaded file to follow the requirements listed on the upload page itself.

7. Click the file name and then click **Open**.

   The name of the file you chose will appear next to the *Choose File* button.

   If you have more than one file to upload, repeat the previous steps. Each new file must be entered using the next available *Choose File* button. You are limited to uploading five files at a time.

   Note: If you have more than five files to upload, return to this page from the to the *Defense Verification* page and repeat the upload process.

8. Click **Continue** to upload the document(s) and return to the *Defense Verification* page.

   If you receive an error message, none of the files will be uploaded. You must correct the problem(s) and choose new, error-free files to upload.

   Note: The error "Invalid File Size" may be related to the page size, which must not be any larger than 8.5 by 11 inches.

   If the upload is successful, the name of each uploaded file will be listed on the *Defense Verification* page.

9. If your information is correct, click **Continue** to submit your defense.

   The *Defense Submission Confirmation* page (Figure 10-21) will open, confirming your defense submission was successful.

10. Review this page and click **Continue** to return to the *Case Information* page.

Note: If you need to submit any additional documentation for this defense, you must mail or fax the information to the CRC using the listed contact information. If you need to submit a defense for other claims or claim lines associated with this case that are not pending review, you may still do so on the CRCP.

Figure 10-17: Defense Submission

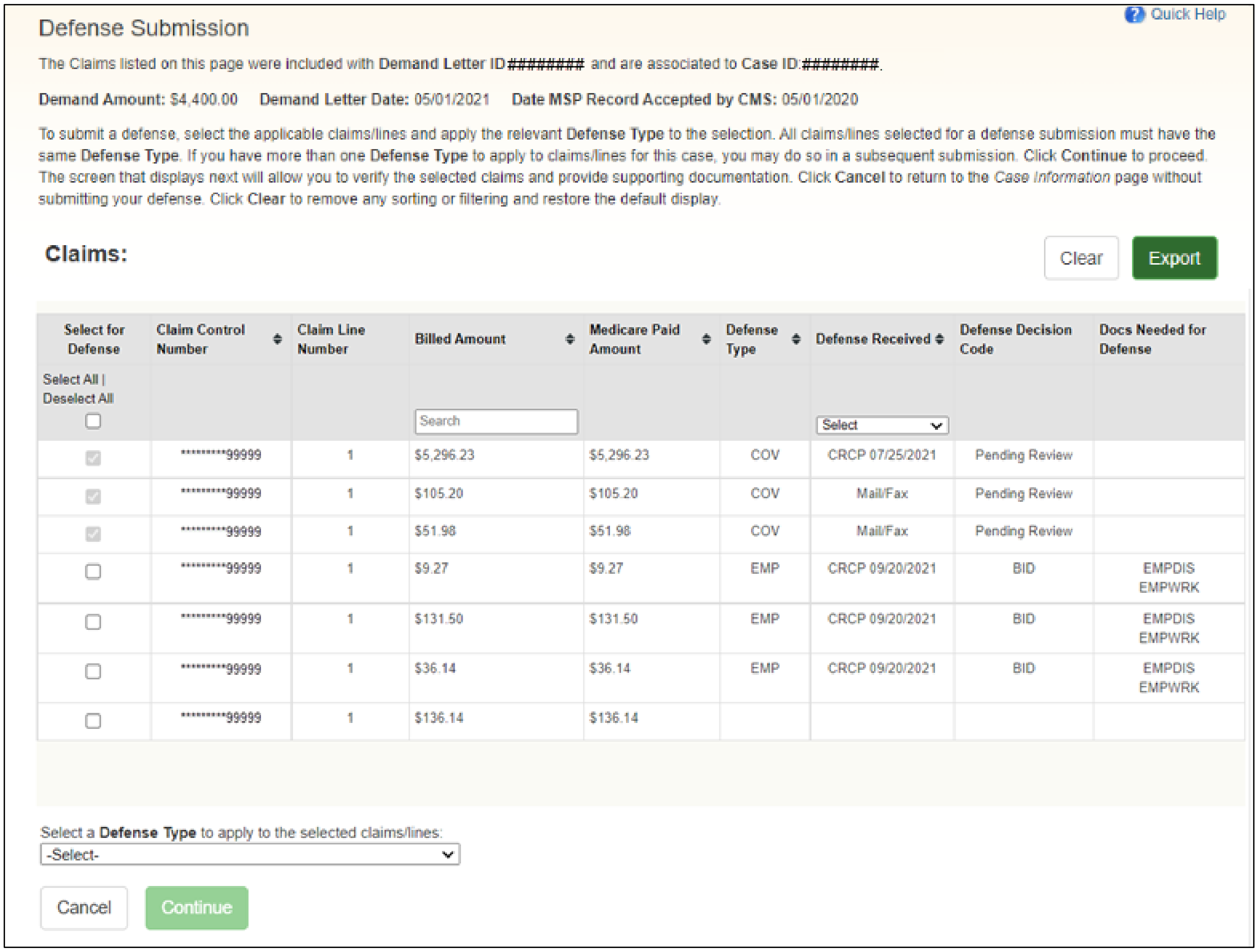


Table 10-14: Defense Submission Fields

Field	Description
Demand Letter ID	Displays the ID of the demand letter for the associated case ID
Case ID	Displays the ID of the case.
Demand Amount	Displays the amount of the demand.
Demand Letter Date	Displays the date on the demand letter (mm/dd/yyyy).
Date MSP Record Accepted by CMS	Displays the date the MSP record was accepted by CMS.
Clear	Click this button to remove any sorting or filtering selections and return to the initial table display.
Export	Click this button to export the data to a file. **Note:** Data will not retain any user-applied sorting or filtering in the exported file.

Field	Description
Select for Defense	Use this column to select claims individually, to select all claims or claim lines available for selection, or to deselect all claims currently selected. **Note:** There is no limit to the number of times that a claim or claim line actively associated to the case can be submitted for a defense. However, the claim or claim line cannot be submitted for defense if the *Defense Decision Code* column is set to "Pending Review." In this case, the *Select for Defense* checkbox is disabled.
Select All/Deselect All	Selecting this link (at the top of the *Select for Defense* column) toggles between selecting and de-selecting every available checkbox in the *Select for Defense* column.
Checkbox	Click these checkboxes to select or de-select individual claims or claim line(s) for defense.
Claim Control Number	Displays the claim control number. **Note:** The first eight characters are masked with an asterisk unless you log in using multi-factor authentication (MFA). Sortable and filterable column.
Claim Line Number	Displays the claim line number. **Note:** "0" is used for Part A claims.
First Date of Service	Displays the first date of service. **Note:** This column will only appear if you are logged in with MFA. Sortable column.
Last Date of Service	Displays the last date of service. **Note:** This column will only appear if you are logged in with MFA. Sortable column.
Billed Amount	Displays the billed amount. Sortable and filterable column.
Medicare Paid Amount	Displays the amount that Medicare paid. Sortable column.
Defense Type	Displays the most recent defense type submitted by a portal user. Hover over this code to display its description. Sortable column.
Defense Received	Displays the most recent method in which the defense was submitted. Possible values: CRCP (and the defense submission date) Mail/Fax Blank (if no defense was submitted) Sortable and filterable column. **Note:** If a prior claim-level defense was submitted on the CRCP, "CRCP" and the defense submission date will be shown. If a defense was never submitted, this field will be blank. Otherwise, "Mail/Fax" is displayed.

Field	Description
Defense Decision Code	Displays the most recent defense decision code. Possible values: BID: Invalid Defense Balance Due BPA: Partial Payment - Balance Due DFP: Full Payment - Debt Resolved DFV: Full Valid Defense Debt Resolved DPA: Partial Payment - Debt Resolved **Note:** This value is set to "Pending Review" if no decision has been made on an open defense submission. If a decision has been made by the CRC, the three-character decision code is shown. Otherwise, this field will be blank. Hover over this code to display its description.
Docs Needed for Defense	Displays the most recent code names for documents needed for the defense. **Note:** Displays up to three active values (separated with a semi-colon) for claims and claim lines previously submitted for defense that were denied by the CRC; otherwise, displays as blank. Hover over this code to display its description.
Select a Defense Type to apply to the selected claim/lines	Select a defense type from the drop-down menu to apply to the selected claims or claim lines.
Cancel	Click this button to return to the *Case Information* page without submitting any changes for your defense.
Continue	Click this button to continue the defense submission process and navigate to the *Defense Verification* page. **Note:** This button is only enabled if a defense type and at least one claim or claim line(s) have been selected.

Figure 10-18: Defense Verification

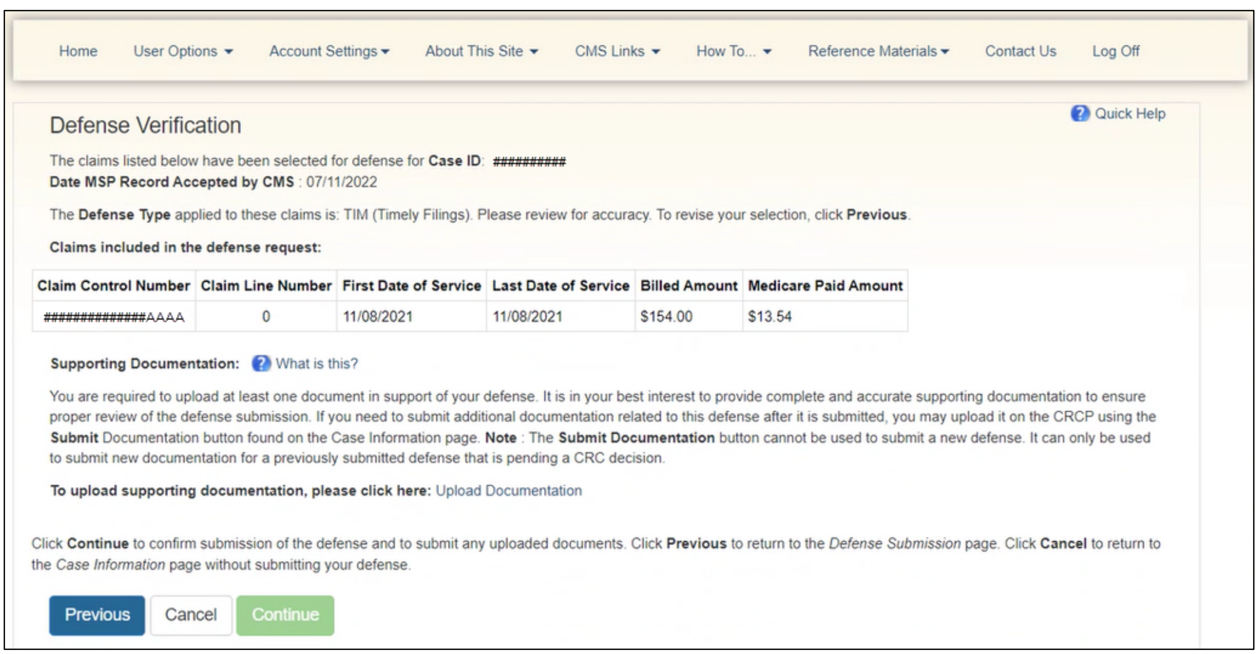


Table 10-15: Defense Verification Fields

Field	Description
Case ID	Displays the ID of the case.
Date MSP Record Accepted by CMS	Displays the date the MSP record was accepted by CMS.
Defense Type	Displays the type of defense applied to the listed claim or claim line(s).
Claim Control Number	Displays the claim control number. **Note:** The first eight characters are masked with an asterisk unless you log in using multi-factor authentication (MFA).
Claim Line Number	Displays the claim line number. **Note:** “0” is used for Part A claims.
First Date of Service	Displays the first date of service. **Note:** This column will only appear if you are logged in with MFA.
Last Date of Service	Displays the last date of service. **Note:** This column will only appear if you are logged in with MFA.
Billed Amount	Displays the billed amount.
Medicare Paid Amount	Displays the amount that Medicare paid.
(Supporting Documentation) What is This?	Click this link to review information about documentation that must be submitted in support of your defense.
Upload Documentation	Click this link to open the *Defense Documentation Upload* page and begin the process of uploading your supporting documentation. **Note:** You may upload up to five documents at a time in support of your defense. Once you upload your document(s), they will be listed at the bottom of the *Defense Verification* page.
Delete	Click this link to delete any documents you do not want to upload. **Note:** This link is only shown once you have added a document to be uploaded.
Previous	Click this button to return to the previous page to make updates on your defense submission. **Note:** If you click **Previous** and return to the *Defense Submission* page, any documents that you uploaded will remain in your uploaded list unless you delete them or cancel your defense submission.
Cancel	Click this button to return to the *Case Information* page without saving any of your changes.
Continue	Click this button to submit your defense. **Note:** This button is only enabled when there is at least one uploaded document listed.

Figure 10-19: Defense Documentation Upload

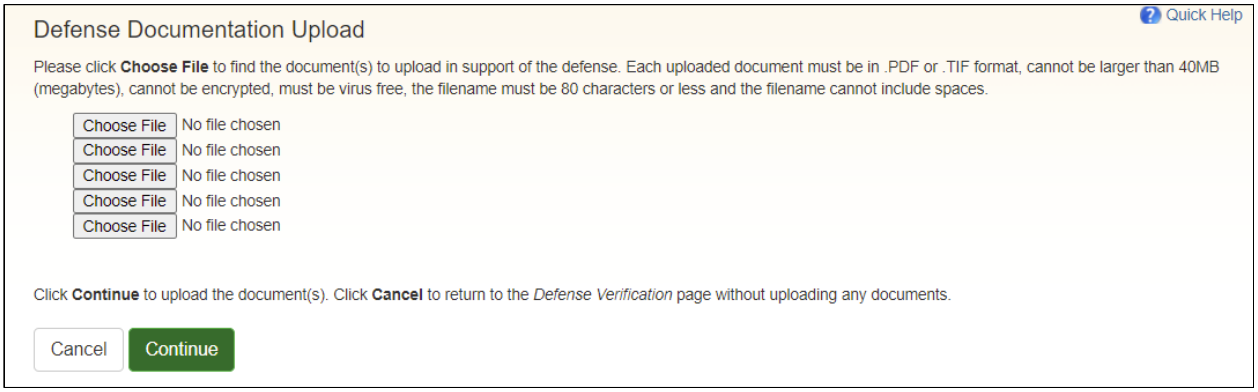


Table 10-16: Defense Documentation Upload Fields

Field	Description
Choose File	Click this button to search your computer for the file that you want to upload.
Cancel	Click this button to return to the *Defense Verification* page without uploading any documents.
Continue	Click this button to upload your selected documents and return to the *Defense Verification* page.

Figure 10-20: Defense Verification (Showing Uploaded Documents)

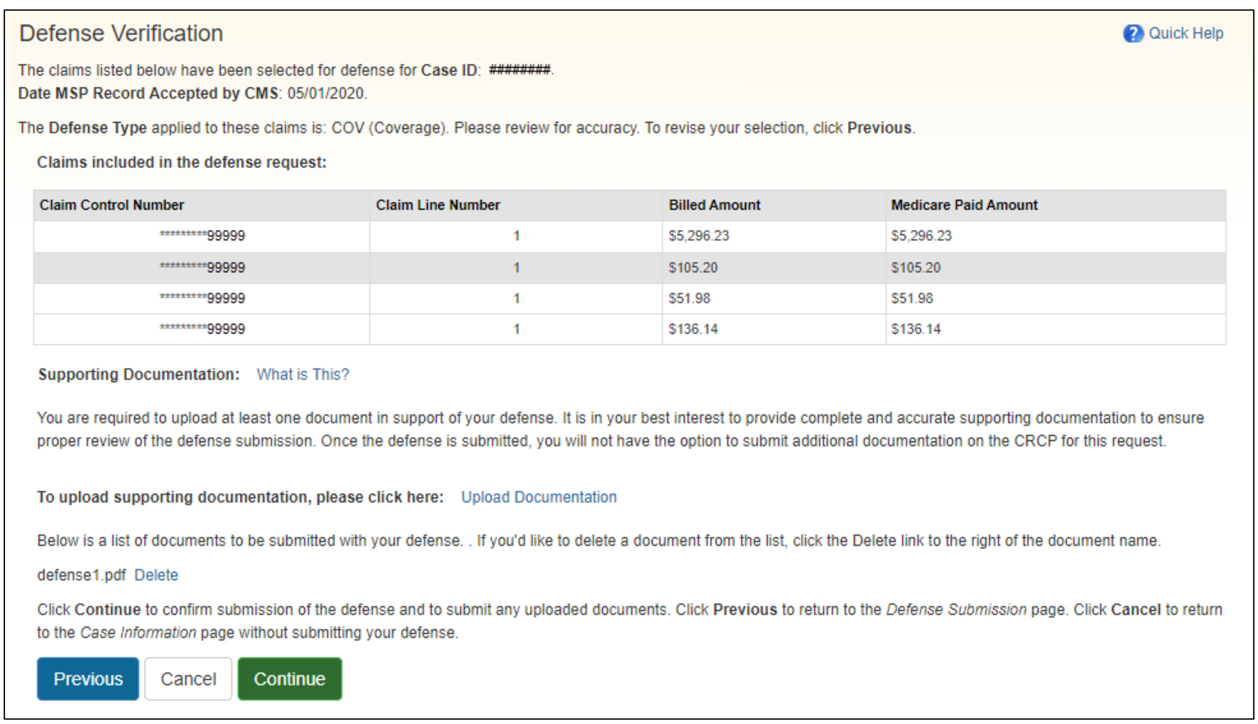


Figure 10-21: Defense Submission Confirmation

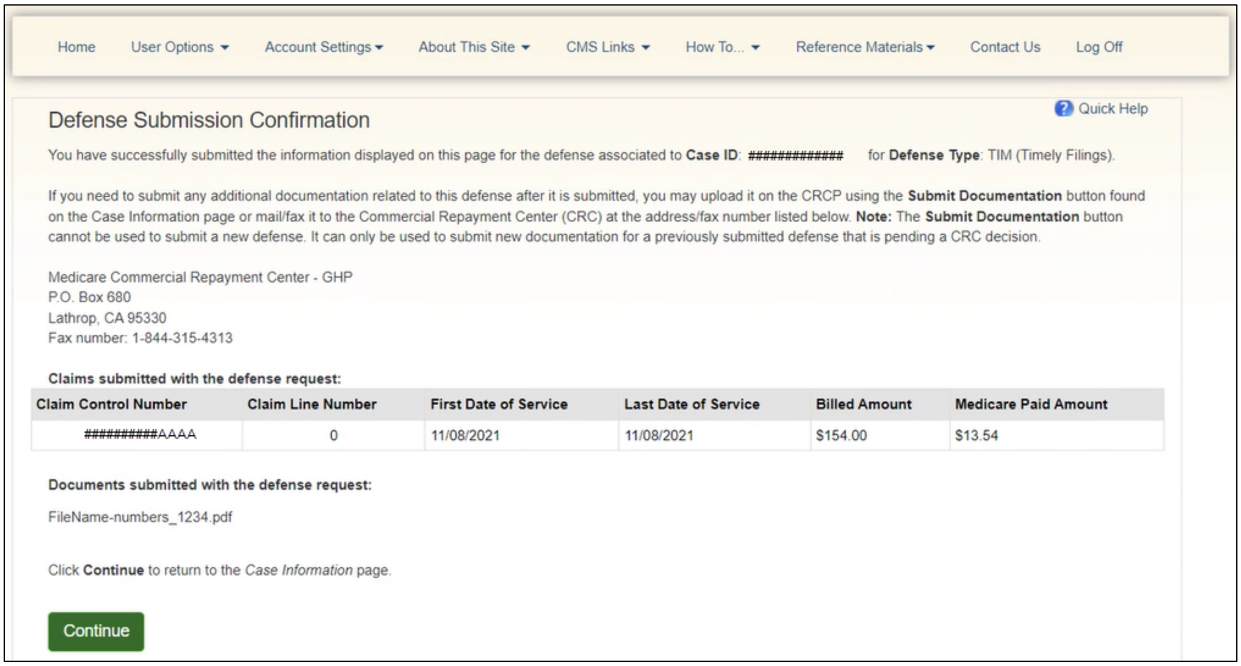


Table 10-17: Defense Submission Confirmation Fields

Field	Description
Case ID	Displays the ID of the case.
Defense Type	Displays the type of defense applied to the listed claim or claim line(s).
Claim Control Number	Displays the claim control number. **Note:** The first eight characters are masked with an asterisk unless you log in using multi-factor authentication (MFA).
Claim Line Number	Displays the claim line number. **Note:** “0” is used for Part A claims.
First Date of Service	Displays the first date of service. **Note:** This column will only appear if you are logged in with MFA.
Last Date of Service	Displays the last date of service. **Note:** This column will only appear if you are logged in with MFA.
Billed Amount	Displays the billed amount.
Medicare Paid Amount	Displays the amount that Medicare paid.
Documents submitted with the defense request	Displays the name(s) of documents submitted with the defense request.
Continue	Click this button to return to the *Case Information* page.

10.6.2 Viewing a Defense

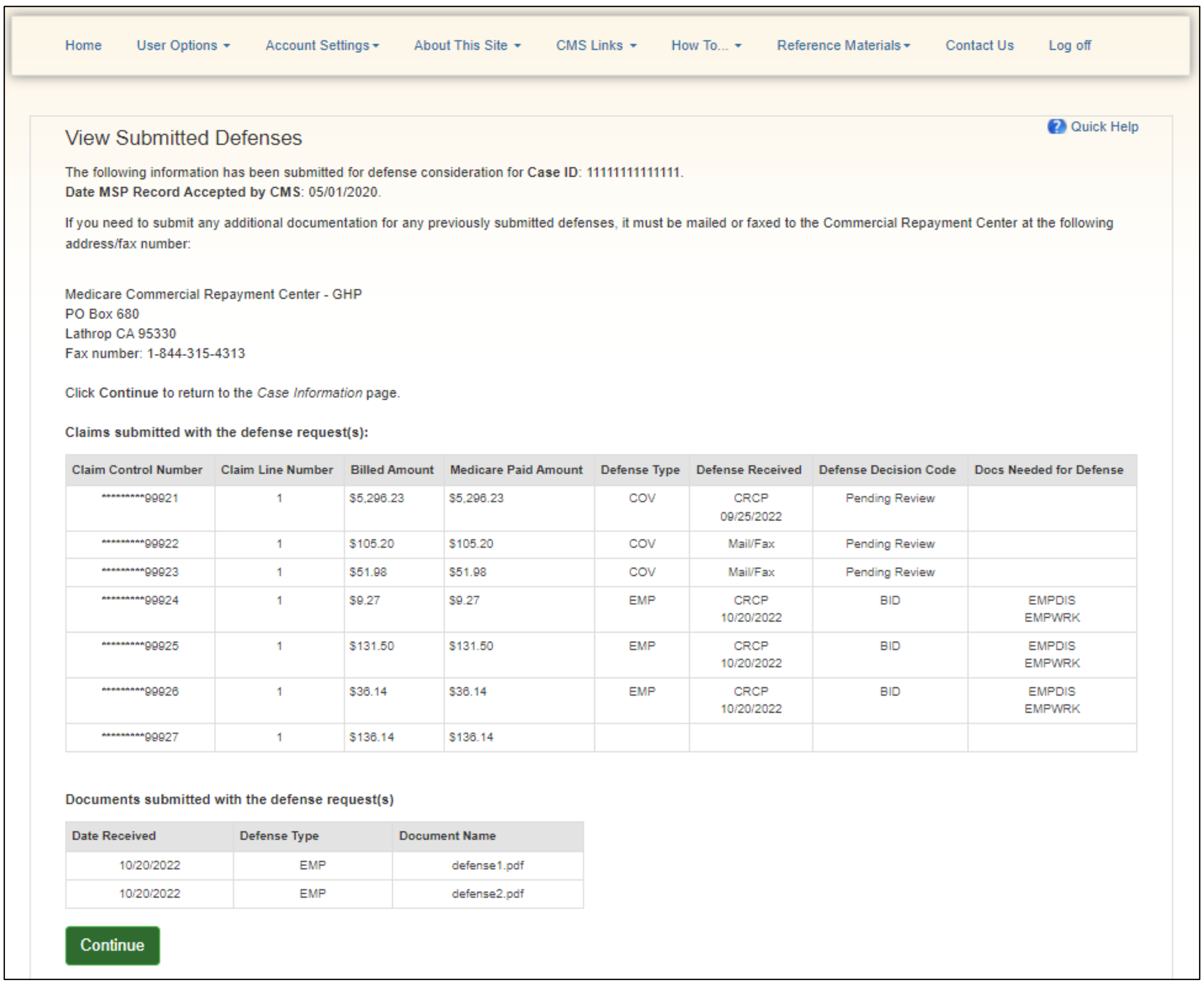
If a defense was previously submitted and the case no longer meets conditions for submitting a defense, click the **View/Submit Defense** button on the *Case Information* page to open the *View*

Submitted Defenses page. From this page, you can view information submitted for defense consideration for the listed case ID. This page also shows the date the MSP record was accepted by CMS. This page includes claims/lines that are no longer active in the case because the defense decision was favorable, as well as claims/lines that are still active because the decisions are pending or were unfavorable.

If you need to submit any additional documentation for this defense, you must mail or fax the information to the CRC using the listed contact information.

Note: Part A claims are shown first, followed by Part B claim lines. Rows are displayed in ascending order by the first date of service for Part A claims. For Part B claim lines, rows are shown in ascending order by the first date of service, and then by claim control number and claim line number. If more than one defense has been submitted for a claim or claim line, the most recent defense submission information will be shown.

Figure 10-22: View Submitted Defenses



View Submitted Defenses

The following information has been submitted for defense consideration for **Case ID**: 1111111111111.
Date MSP Record Accepted by CMS: 05/01/2020.

If you need to submit any additional documentation for any previously submitted defenses, it must be mailed or faxed to the Commercial Repayment Center at the following address/fax number:

Medicare Commercial Repayment Center - GHP
PO Box 680
Lathrop CA 95330
Fax number: 1-844-315-4313

Click **Continue** to return to the *Case Information* page.

Claims submitted with the defense request(s):

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount	Defense Type	Defense Received	Defense Decision Code	Docs Needed for Defense
*********99921	1	$5,296.23	$5,296.23	COV	CRCP 09/25/2022	Pending Review	
*********99922	1	$105.20	$105.20	COV	Mail/Fax	Pending Review	
*********99923	1	$51.98	$51.98	COV	Mail/Fax	Pending Review	
*********99924	1	$9.27	$9.27	EMP	CRCP 10/20/2022	BID	EMPDIS EMPWRK
*********99925	1	$131.50	$131.50	EMP	CRCP 10/20/2022	BID	EMPDIS EMPWRK
*********99926	1	$36.14	$36.14	EMP	CRCP 10/20/2022	BID	EMPDIS EMPWRK
*********99927	1	$136.14	$136.14				

Documents submitted with the defense request(s)

Date Received	Defense Type	Document Name
10/20/2022	EMP	defense1.pdf
10/20/2022	EMP	defense2.pdf

Continue

Table 10-18: View Submitted Defenses Fields

Field	Description
Case ID	Displays the ID of the case.
Date MSP Record Accepted by CMS	Displays the date the MSP record was accepted by CMS.

Field	Description
Claims submitted with the defense request(s)	-
Claim Control Number	Displays the claim control number. **Note:** The first eight characters are masked with an asterisk unless you log in using multi-factor authentication (MFA).
Claim Line Number	Displays the claim line number. **Note:** “0” is used for Part A claims.
First Date of Service	Displays the first date of service. **Note:** This column will only appear if you are logged in with MFA.
Last Date of Service	Displays the last date of service. **Note:** This column will only appear if you are logged in with MFA.
Billed Amount	Displays the billed amount.
Medicare Paid Amount	Displays the amount that Medicare paid.
Defense Type	Displays the most recent defense type submitted by a portal user. Hover over this code to display its description.
Defense Received	Displays the most recent method in which the defense was submitted. Possible values: CRCP (and the defense submission date) Mail/Fax Blank (if no defense was submitted) **Note:** If a prior claim-level defense was submitted on the CRCP, “CRCP” and the defense submission date will be shown. If a defense was never submitted, this field will be blank. Otherwise, “Mail/Fax” is displayed.
Defense Decision Code	Displays the most recent defense decision code. Possible values: BID: Invalid Defense Balance Due BPA: Partial Payment - Balance Due DFP: Full Payment - Debt Resolved DFV: Full Valid Defense Debt Resolved DPA: Partial Payment - Debt Resolved **Note:** This value is set to “Pending Review” if no decision has been made on an open defense submission. If a decision has been made by the CRC, the three-character decision code is shown. Otherwise, this field will be blank. Hover over this code to display its description.
Docs Needed for Defense	Displays the most recent code names for documents needed for the defense. **Note:** Displays up to three values (separated with a semi-colon) per claim or claim line where the defense was denied by the CRC for the associated case; otherwise, displays as blank. Hover over this code to display its description.

Field	Description
Documents submitted with the defense request(s)	Lists information for defense documents uploaded on the CRCP after July 2022. **Note:** The documents are shown in descending order by the defense received column (showing the most recent submission first), then in ascending order by the defense type and document name.
Defense Received	Displays the date the defense was received.
Defense Type	Displays the defense type submitted by a portal user. Hover over this code to display its description.
Document Name	Displays the name of the document.
Continue	Click this button to return to the *Case Information* page.

10.7 Document Submissions

On the *Case Information* page, you can click the **Submit Documentation** button to access the *Submit Case Documentation* page. This page allows you to select and upload documentation related to a case, including supporting documentation for a previously submitted defense.

Note: The **Submit Documentation** button is disabled if the case has already been referred to Treasury.

To Submit Documentation:

1. From the *Case Information* page, click the **Submit Documentation** button.

   The *Submit Case Documentation* page appears (Figure 10-23).

2. Select a document type from the drop-down menu. Where possible, please combine all documents for the same document type into one file prior to upload.

   Available documentation types:

   - Additional Defense Documentation— used to submit additional defense documentation for an existing defense that is pending a CRC decision
   - Authorization Correspondence
   - Payment Correspondence
   - Refund Request
   - Status Inquiry/Other

3. Click the **Upload Documentation** link. The link is enabled when you choose a document type.

   The *Case Documentation Upload* page appears (Figure 10-24).

4. Use the *Case Documentation Upload* page upload up to five files for the selected document type, then click Continue to return to the *Submit Case Documentation* page.

   You will see the name and document type for each file that has been uploaded. There will also be a *Delete* link that can be used to delete any file that was uploaded erroneously. (Figure 10-25).

   You may repeat this process. If you have more than five files to upload per document type, you may repeat this process from the beginning.

Note: Before uploading your document, ensure that the following requirements are met, otherwise you will receive an error message, and your file will fail to upload:

- The file format must be a PDF.
- The file must be virus free and not encrypted.
- The file size must be less than or equal to 40 MB (megabytes) in size.
- The filename (naming convention) must only include up to 80 of the following valid characters: alphanumeric (any letter: A-Z, a-z), any number (0-9), and any of the following special characters: hyphen (-), period (.) and underscore (__).
- The filename does not include spaces.
- The page size must not be larger than 8.5 by 11 inches.

  Note: The error "Invalid File Size" may be related to the page size.

5. When you have uploaded all the files you wish to submit and they are listed on the *Submit Case Documentation* page, click **Continue** to submit them to the CRC. A confirmation page will appear, listing the document name, document type, correspondence ID assigned by the CRCP, and submitted date for each file (Figure 10-26). Or click **Cancel** to return to the *Case Information* page without submitting any documents.

Figure 10-23: Submit Case Documentation

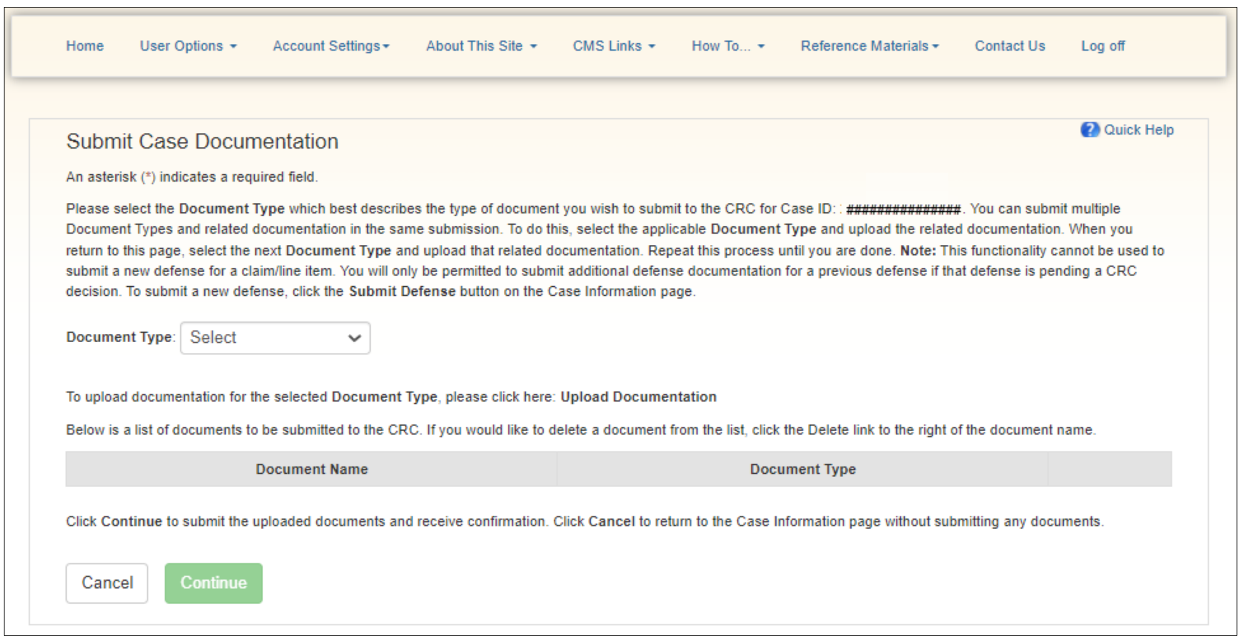


Figure 10-24: Case Documentation Upload

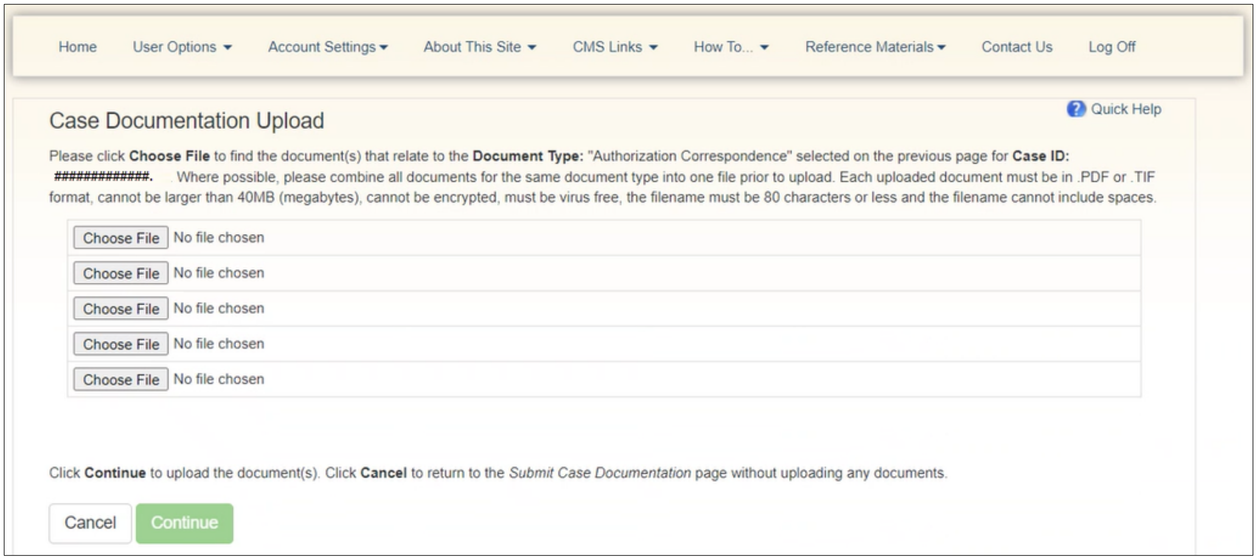


Figure 10-25: Submit Case Documentation, showing files loaded

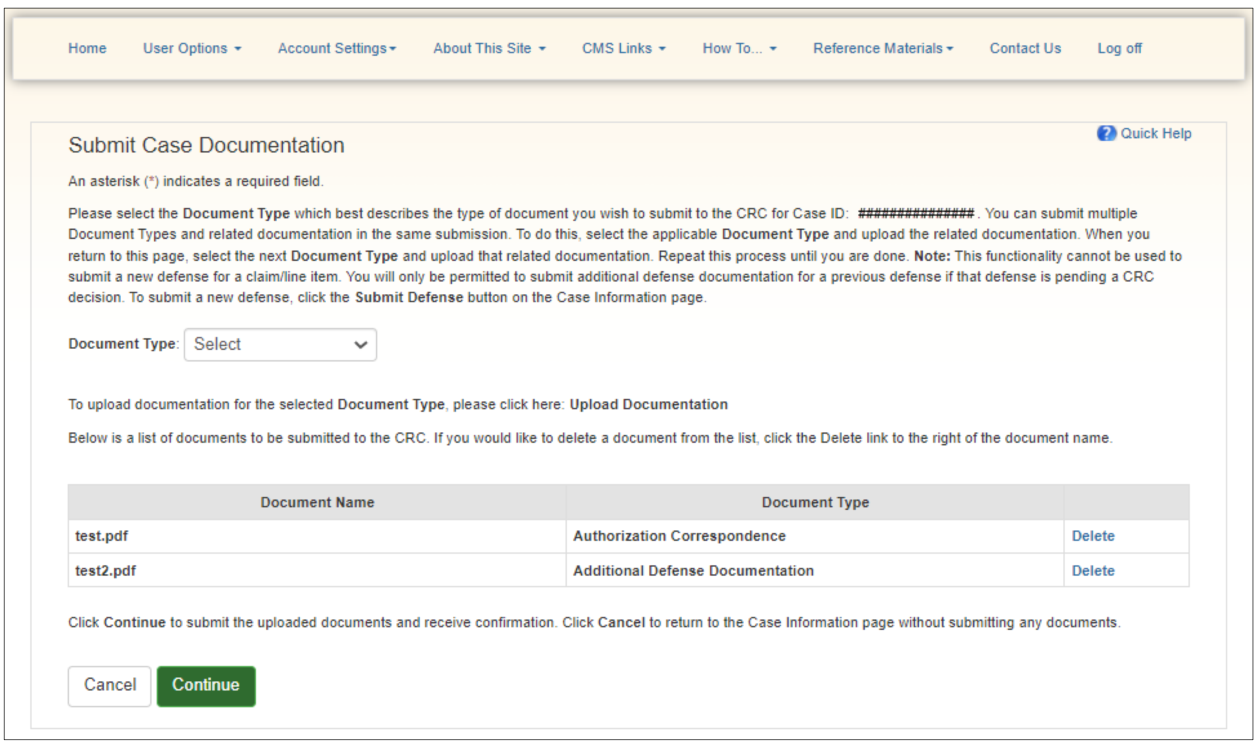
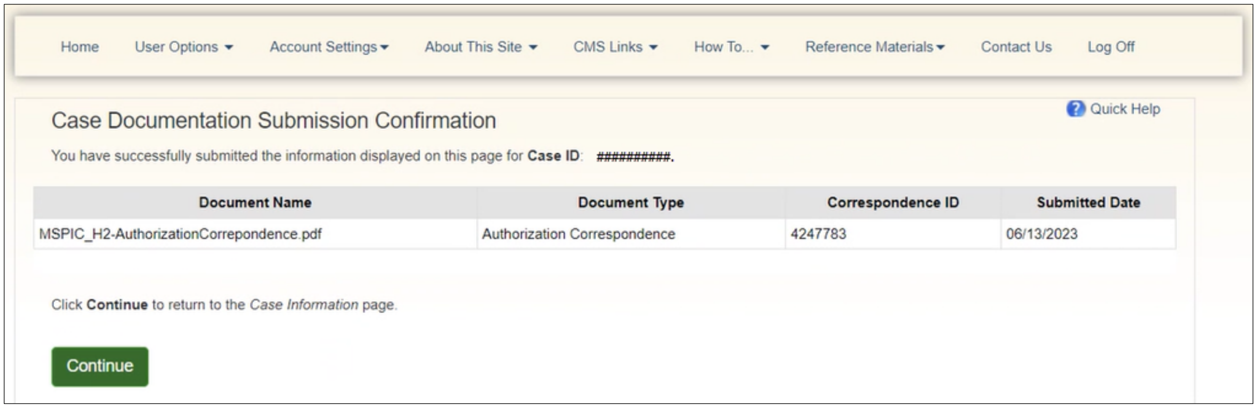


Figure 10-26: Case Documentation Submission Confirmation



Chapter 11: Updating Contact Information

The CRCP allows Account Managers (AMs) and Account Designees (ADs) to change their personal information. AMs can also change the Authorized Representative (AR) for the account.

11.1 Personal Information

All ADs and AMs can change their personal information associated with their login ID, such as name, email address, password, and other similar information.

11.1.1 Personal Information Update

To update your personal information:

1. After logging in to the CRCP, select the **Update Personal Information** link from the *User Options* drop-down menu on the navigation bar.

   The *Update Personal Information* page appears (Figure 11-2).

2. Make changes to any of the fields on this page. All fields denoted with an asterisk are required.

   Click **Continue** to save your changes and display the *Personal Information Update Confirmation* page (Figure 11-3).

   You can also click **Cancel** to return to the *Account Listing* page without saving changes.

3. Click **OK** on the *Personal Information Update Confirmation* page to return to the *Account Listing* page.

Figure 11-1: Update Personal Information Link

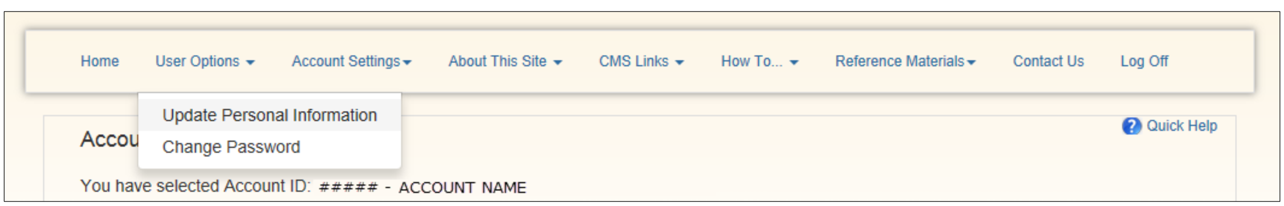


Figure 11-2: Update Personal Information

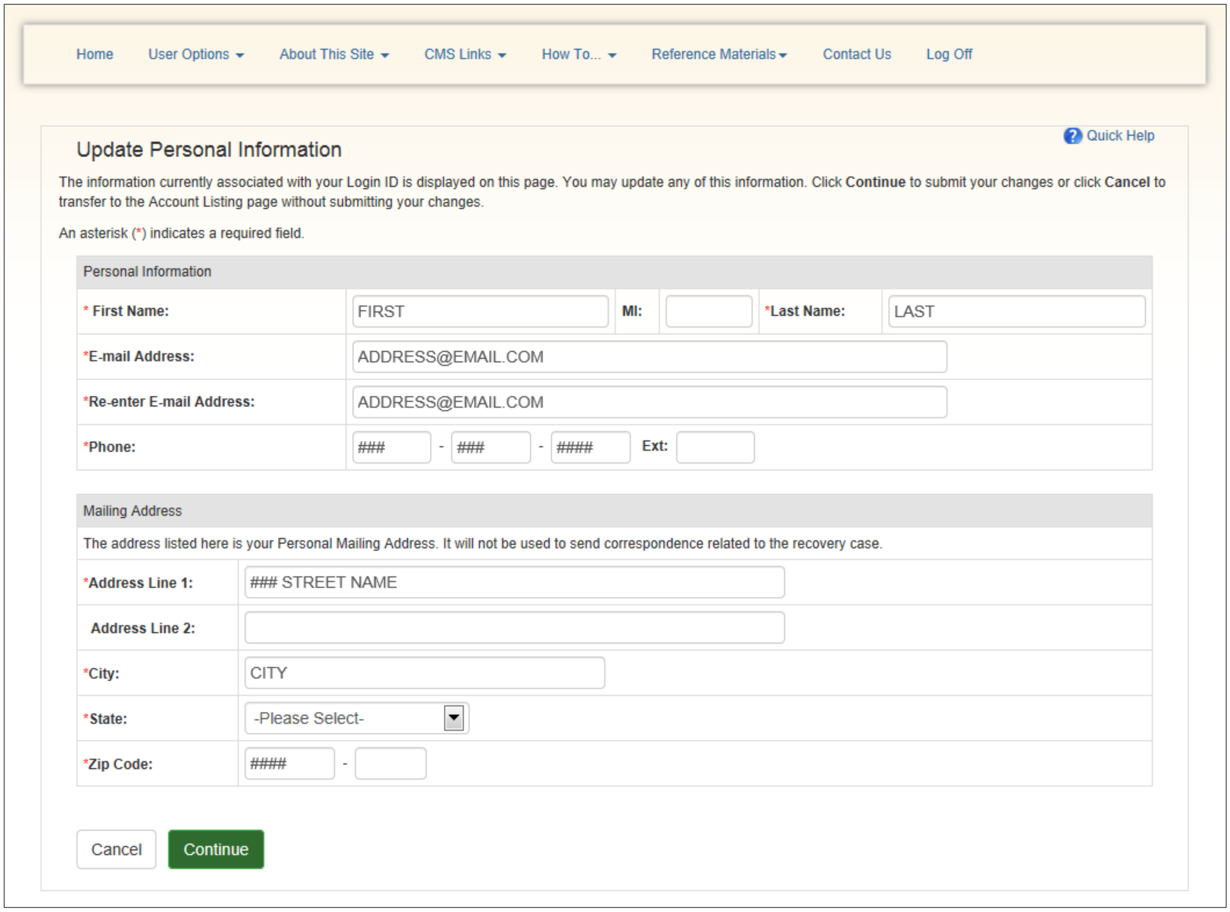


Table 11-1: Update Personal Information Fields

Field	Description
First Name	Displays the full first name associated with the login ID on the account in an editable field. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes ('). You can enter up to 15 characters.
MI	Displays the middle initial associated with the login ID on the account in an editable field. You can enter only one letter. This field is optional.
Last Name	Displays the last name associated with the login ID on the account in an editable field. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes ('). You can enter up to 24 characters.
E-mail Address	Displays the email address associated with the login ID on the account in an editable field. This field must contain an @ sign followed by a valid extension (i.e., .org, .com, .net, etc.)
Re-enter E-mail Address	Re-enter the email address from the previous field. This must exactly match the information entered in the *E-Mail Address* field.

Field	Description
Phone + Ext.	Displays the full 10-digit phone number (with the area code) plus an optional extension associated with the login ID on the account in an editable field. The *Phone* field is numeric with no spaces.
Address Line 1	Displays the address associated with the login ID on the account in an editable field. You can enter up to 32 characters in this field. The address field must contain, at a minimum, at least two characters with one number and one letter.
Address Line 2	Displays additional address information associated with the login ID on the account in an editable field. You can enter up to 32 characters in this field. This is an optional field.
City	Displays the city associated with the login ID on the account in an editable field. This field can only contain letters, spaces, apostrophes, periods, hyphens, and colons.
State	Displays the previously selected state associated with the login ID in the drop-down menu.
Zip Code	Displays the five-character ZIP code and ZIP+4 associated with the login ID on the account in an editable field. These fields are numeric. They cannot contain letters, spaces, or special characters. The ZIP+4 field is optional.
Cancel	This button returns you to the *Account Listing* page, and your personal information reverts to the previously saved version.
Continue	This button validates the entered information, saves the update in the system, and takes you to the *Personal Information Update Confirmation* page.

Figure 11-3: Personal Information Update Confirmation

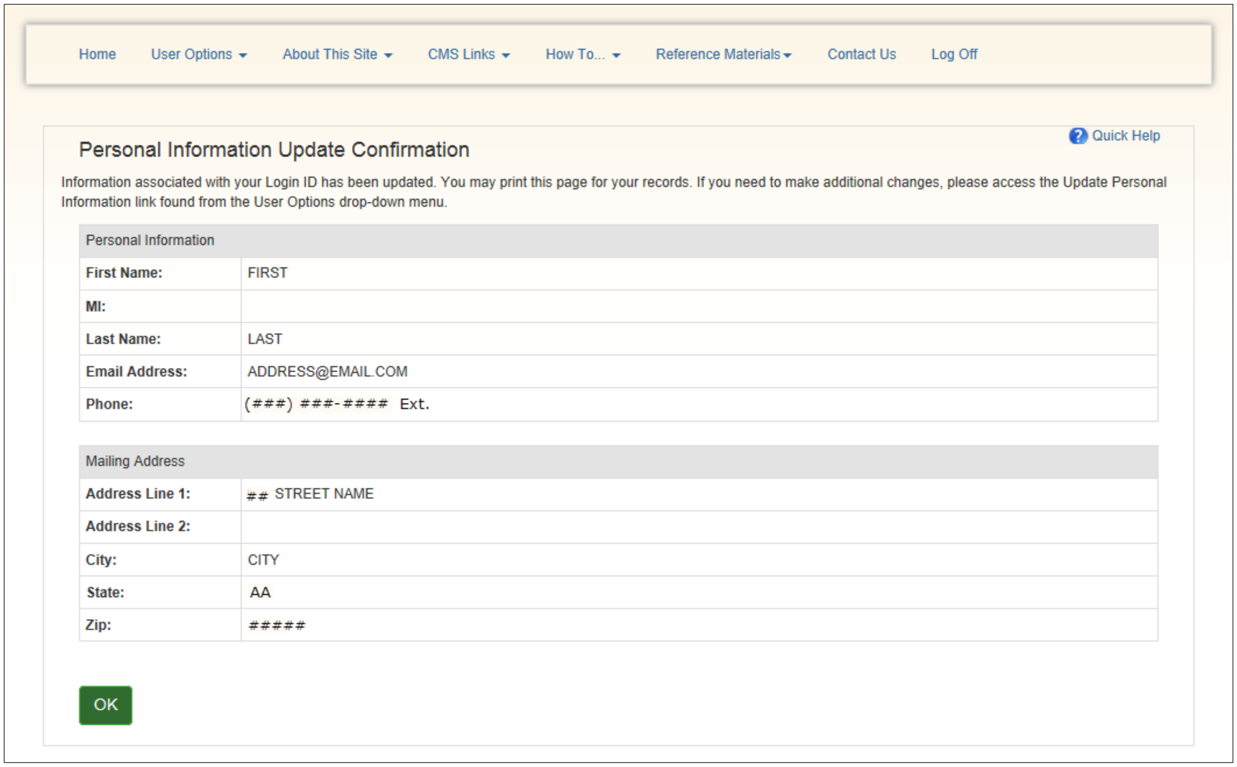


Table 11-2: Personal Information Update Confirmation Fields

Field	Description
First Name	Displays the full first name associated with the login ID on the account in read-only format.
MI	Displays the middle initial associated with the login ID on the account in read-only format.
Last Name	Displays the last name associated with the login ID on the account in read-only format.
E-mail Address	Displays the email address associated with the login ID on the account in read-only format.
Phone + Ext.	Displays the full 10-digit phone number (with the area code) plus an optional extension associated with the login ID on the account in read-only format.
Address Line 1	Displays the address associated with the login ID on the account in read-only format.
Address Line 2	Displays additional address information associated with the login ID on the account in read-only format.
City	Displays the city associated with the login ID on the account in read-only format.
State	Displays the previously selected state associated with the login ID in read-only format.
Zip Code	Displays the five-character ZIP code and ZIP+4 associated with the login ID on the account in read-only format.
OK	This button returns you to the *Account Listing* page.

11.1.2 Password Change

To change your password:

1. After logging in to the CRCP, select the **Change Password** link from the *User Options* drop-down menu on the navigation bar.

   The *Change Password* page appears.
2. Enter your current or temporary password in the *Current Password* field, whichever is applicable.
3. Enter the new password in both the *New Password* and the *Re-enter Password* fields.

   See the password requirements in Table 4-8.
4. If you received a temporary password from an Electronic Data Interchange (EDI) Representative, then review your security questions. You can elect to keep or change your questions and answers (Table 11-3).
5. Click **Continue** to change your password and display the *Change Password Confirmation* page (Figure 11-6).

   You can also click **Cancel** to return to the *Account Listing* page without saving changes.
6. On the *Change Password Confirmation* page, click **OK** to return to the *Account Listing* page.

Figure 11-4: Change Password Link

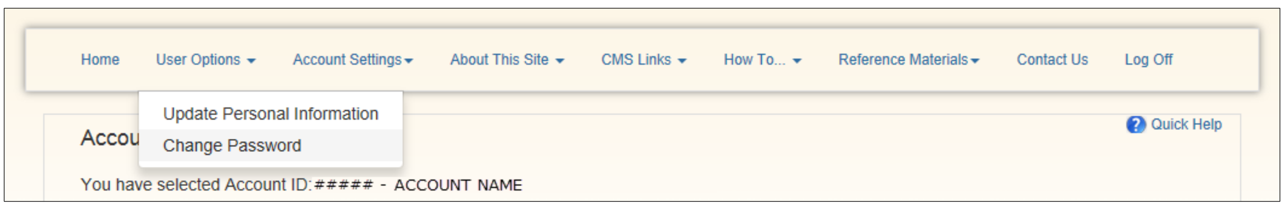


Figure 11-5: Change Password

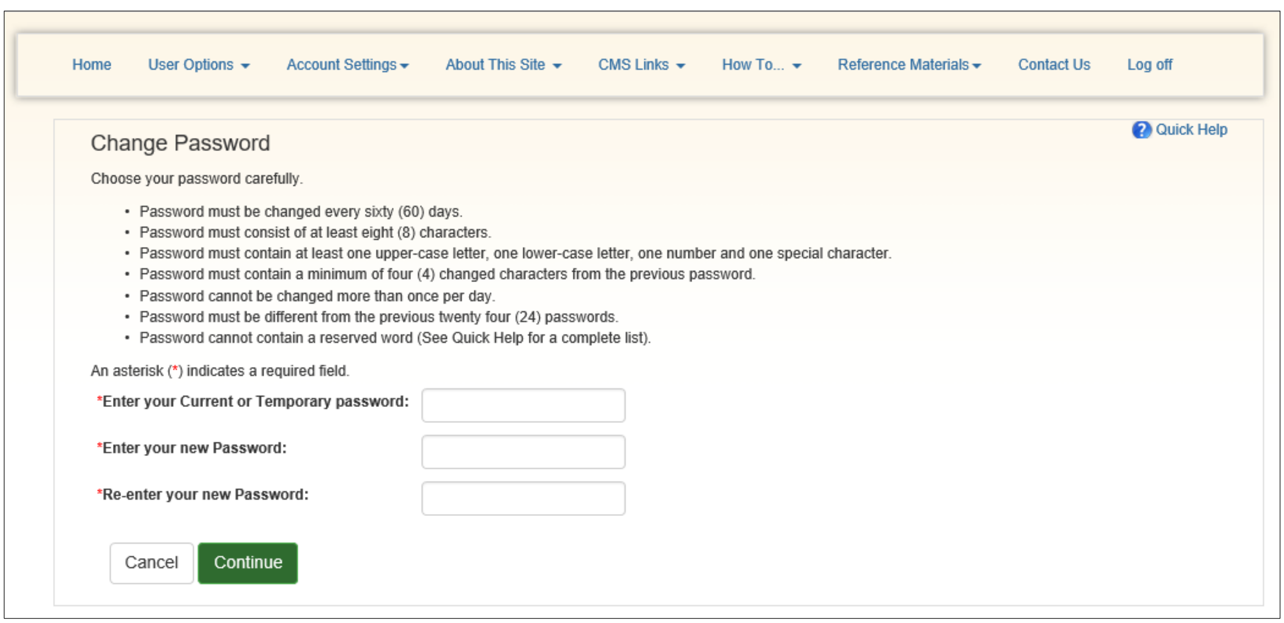
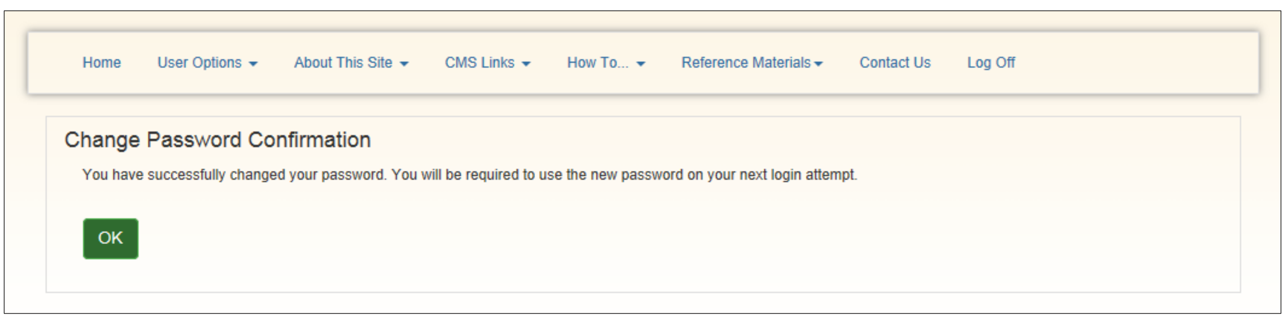


Table 11-3: Change Password Fields

Field	Description
Current or Temporary Password	Enter your current or temporary password (the one you are changing).
New Password	Enter your new password. Passwords must: • Be changed every 60 days. • Consist of at least eight characters. • Contain at least one upper-case letter, one lower-case letter, one number, and one special character. • Contain a minimum of four changed characters from the previous password. • Not be changed more than once per day. • Be different from the previous 24 passwords. • Not contain a reserved word (see Table 4-8 for a list of reserved words).
Re-enter New Password	Enter the same password from the *Password* field.
Temporary Passwords	When entering a temporary password, review the pre-filled security questions and answers provided.
Security Question 1 Answer 1	To change Security Question #1, select a question from the drop-down menu; then enter the answer in the text field provided. Optional
Security Question 2 Answer 2	To change Security Question #2, select a question from the drop-down menu; then enter the answer in the text field provided. Optional
Cancel	This button cancels the process and returns you to the *Account Listing* page.
Continue	This button changes your password and displays the *Change Password Confirmation* page.

Figure 11-6: Change Password Confirmation



11.2 Authorized Representative (AR) Information

In some circumstances, you may need to change information for the AR for your account to either update the current information for the AR or to replace the AR, if necessary. This can include updating an individual's information, or entering brand new information if your AR needs to be replaced with another individual.

The AM can do this on the *Authorized Representative (AR) Information* page after logging in to the account and selecting an account from the *Account Listing* page (Section 5.2).

Note: If you change the AR, you do not need to complete and sign a new Profile Report.

To update the AR information for an account:

1. From the *Account Detail* page, select the **View or Update Authorized Representative (AR) Information** link from the *User Options* drop-down menu on the navigation bar.

   The *Authorized Representative (AR) Information* page appears.

2. Click **Edit** to display the *Update Authorized Representative (AR) Information* page where you can make changes to the AR's information. You can also click **Cancel** to return to the *Account Detail* page.

3. Make changes to any of the fields on this page. All fields with an asterisk (*) are required.

   Note: You can provide the email address of a user who is already registered as an AR for another CRCP account.

4. Click **Continue** on the *Authorized Representative (AR) Information* page when you are done making changes.

   Your updates are saved, and the *Update Authorized Representative (AR) Information Confirmation* page displays (Figure 11-10).
   Click **Cancel** to cancel the operation and return to the *Account Detail* page.

5. Click **OK** on the *Update Authorized Representative (AR) Information Confirmation* page to return to the *Account Detail* page.

Figure 11-7: View or Update Authorized Representative (AR) Information Link

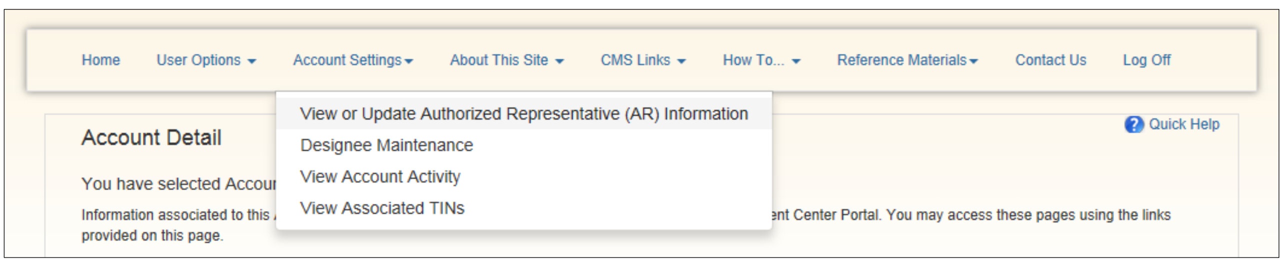


Figure 11-8: Authorized Representative (AR) Information

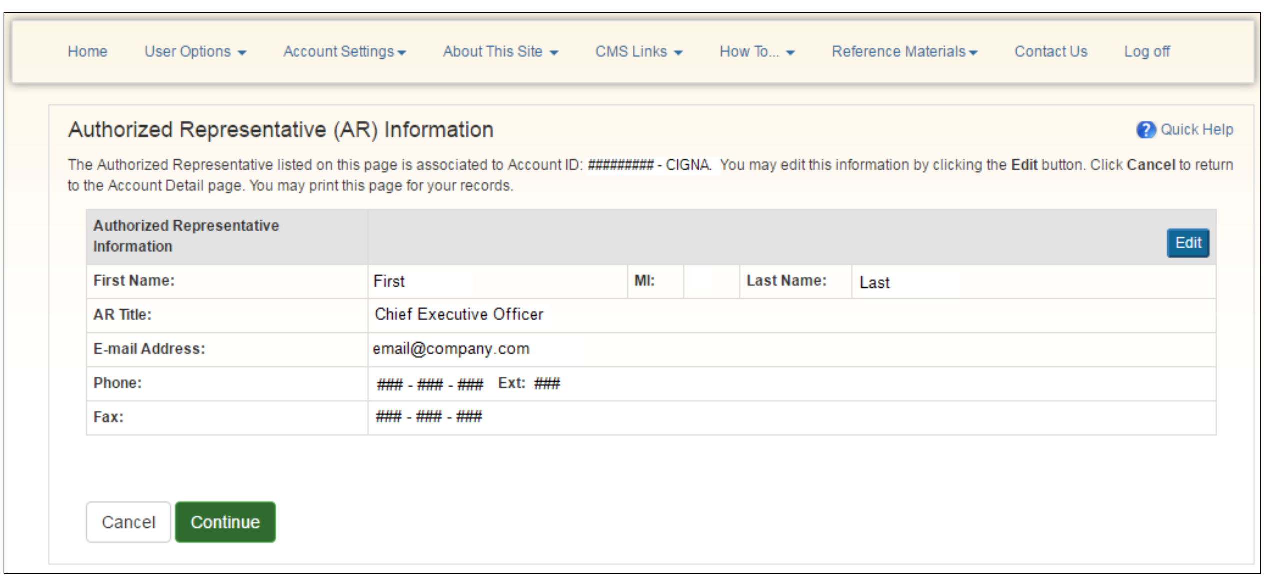


Table 11-4: Authorized Representative (AR) Information Fields

Field	Description
Authorized Representative Information	-
Edit	This button displays the *Update Authorized Representative (AR) Information* page, where you can make changes to the AR's information.
First Name	Displays the full first name of the AR for the account.
MI	Displays the middle initial of the AR for the account.
Last Name	Displays the last name of the AR for the account.
Title	Displays the title of the AR for the account.
E-Mail Address	Displays the AR contact email address.
Phone	Displays the AR's full 10-digit phone number (with the area code) plus an optional extension.
Fax	Displays the AR's full 10-digit fax number (with the area code).
Continue	This button takes you to the *Update Authorized Representative (AR) Information Confirmation* page.
Cancel	This button cancels the process and takes you to the *Account Detail* page.

Figure 11-9: Update Authorized Representative (AR) Information

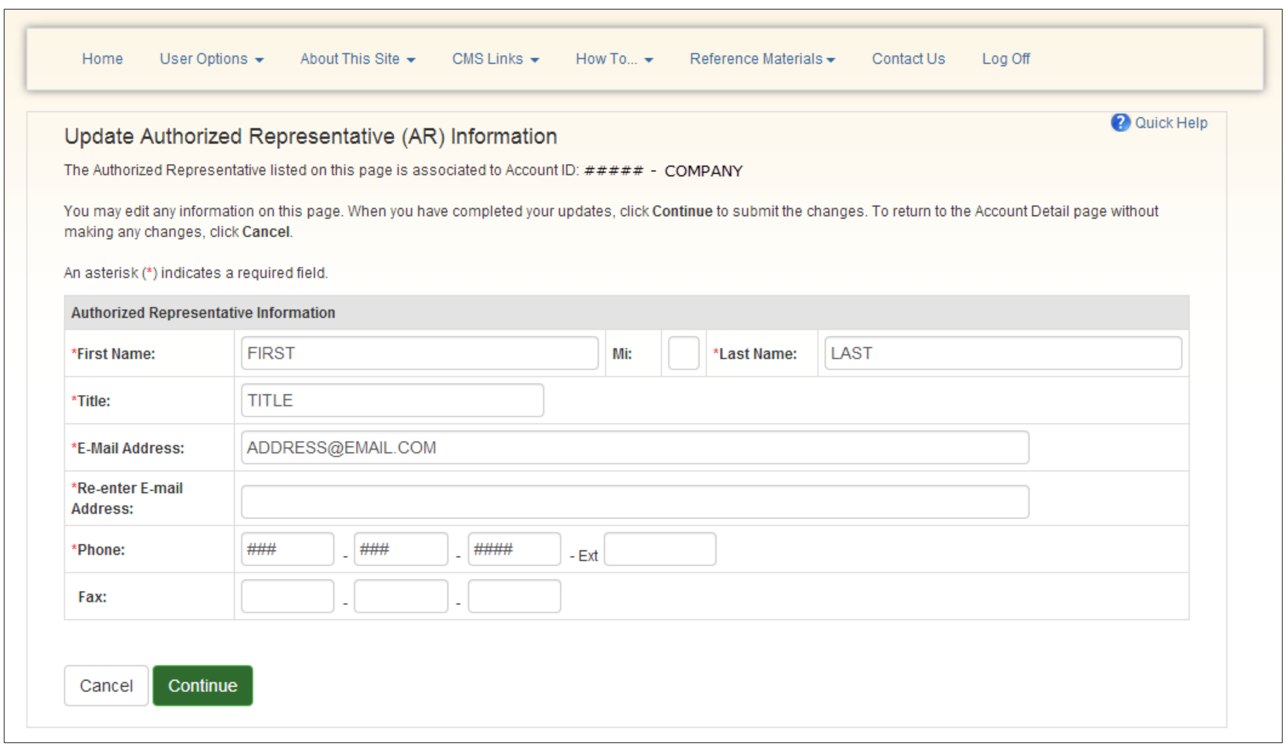
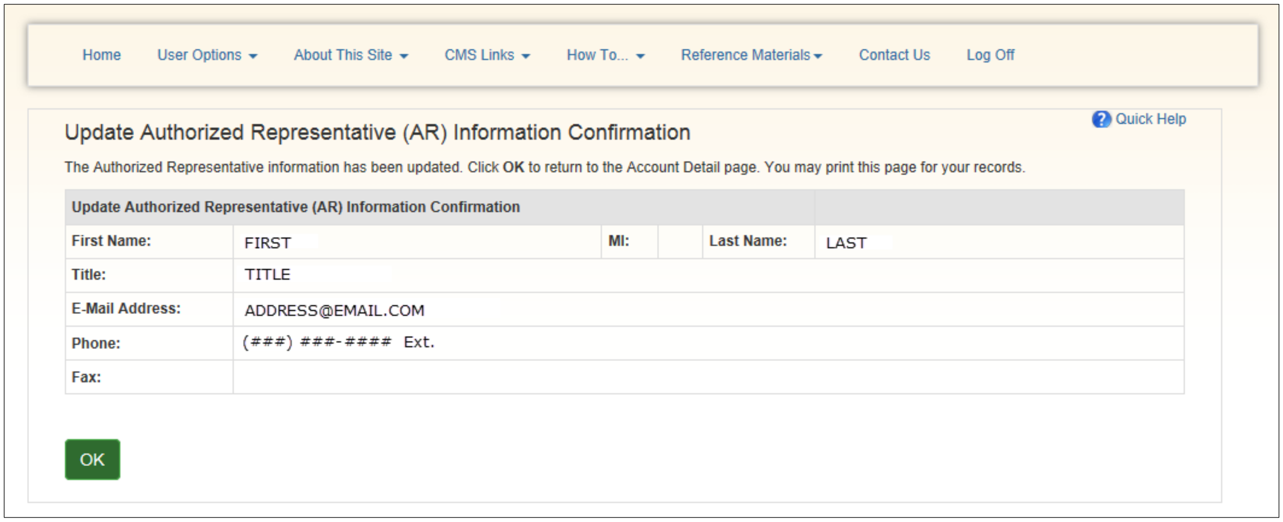


Table 11-5: Update Authorized Representative (AR) Information Fields

Field	Description
Authorized Representative Information	-
First Name	Displays the full first name of the AR on the account in an editable field. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes (‘). You can enter up to 15 characters.
MI	Displays the middle initial of the AR on the account in an editable field. You can only enter one letter. This field is optional.
Last Name	Displays the last name of the AR on the account in an editable field. This field is alphabetic and can only contain letters, hyphens (-), and apostrophes (‘). You can enter up to 24 characters.
Title	Displays the title of the AR for this account in an editable field. This field is alphabetic and can only contain letters.
E-Mail Address	Displays the email address of the AR on the account in an editable field. This field must contain an @ sign followed by a valid extension (i.e., .org, .com, .net, etc.).
Re-enter E-mail address	Re-enter the email address from the previous field. This must exactly match the information entered in the *E-Mail Address* field.
Phone + Ext	Displays the full 10-digit phone number (with the area code) plus an optional extension for the AR on the account in an editable field. The *Phone* field is numeric with no spaces.
Fax	Displays the full 10-digit fax number (with the area code) in an editable field for the AR. The *Fax* field is numeric with no spaces, and is optional.
Cancel	This button cancels the operation and takes you to the *Account Detail* page.
Continue	This button saves your changes and takes you to the *Update Authorized Representative (AR) Information Confirmation* page.

Figure 11-10: Update Authorized Representative (AR) Information Confirmation



11.3 Account Manager (AM) Replacement

The AM is the individual who controls the administration of an organization's account and manages the overall submission process.

If you have already registered an AM during the account setup process and need to register a new AM, contact an EDI Representative. This information cannot be changed on the CRCP.

Note: EDI Representatives are available to assist you Monday through Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at (646) 458-6740. Or contact them by email at COBVA@bcrcgdit.com (Section 2.5.5.1).

After making the change, the EDI Representative will send the new AM an email with instructions for completing the registration process (Section 4.3).If they are a new COBSW user, they must complete the AM registration process. If they are an existing COBSW user, they can log in using their existing login ID and password.

Note: Existing users will not receive an invitation email notification from the EDI Department, unless they are an AD on an account and become an AM on the same account; new users will receive an email with a token.

To begin the AM registration process:

1. Click the link provided in the email sent by the EDI Rep.

   The *Login Warning* page appears, detailing the Data Use Agreement (DUA) (Figure 3.1).

2. Review the DUA. To proceed, click the I Accept link at the bottom of the page. You will be denied access to the CRCP registration process if you click I Decline.

3. Once the user clicks **Next**, they will be directed to the *Account Manager Personal Information* page to complete the self-registration process. See Section 4.3.2.3 for more information on completing those steps.

Chapter 12: Troubleshooting Error Messages

12.1 Common Error Messages

The following tables list some common error messages in the CRCP, the reason why you may see each message, and steps you can take to resolve the error.

Table 12-1: Registration Errors

Error	Error Text	Explanation of Error	How to Resolve
Account Designee E-Mail Address Matches Authorized Representative or Account Manager E-Mail Address	AD e-mail address is already registered.	You entered an email address that is already in use by the AR or AM for this CRCP account. If you are an AR or AM for a CRCP account, you cannot register as an AD for the same account.	Use a different email address to register.
Account Manager and Authorized Representative E-Mail Addresses Match	AM e-mail address is already registered. AR e-mail address is already registered.	You entered an email address that is already associated as an AR for a CRCP account. If you are an AR for a CRCP account, you cannot register as an AM or AD in the CRCP.	Use a different email address to register for the other role.
Account ID Cannot Be Setup	Account ID cannot be set up; please contact an EDI Representative for more information.	The account registration could not be validated.	Please contact an EDI Representative at (646) 458-6740 for additional information.
Account PIN Error	Invalid Account/PIN combination	You entered an invalid TIN, account type, letter ID, and key data combination. After three failed attempts, the PIN Request process is suspended for the session.	Check that the TIN, account type, letter ID, and key data match a corresponding TIN and reenter. If the request is suspended, contact the CRC for assistance (Section 2.5.5.2).
Login ID Already Registered	User name already taken; please choose another.	You entered a login ID that already exists in the system.	Select another login ID (must be 7 characters with the following format: AA###AA).
No Match Found	No match found for submitted data. Please try again.	Your search criteria did not return any results.	Refine your search criteria data.

Error	Error Text	Explanation of Error	How to Resolve
PIN Locked	The PIN has been locked; please contact an EDI Representative for assistance.	You have attempted to perform Account Setup 3 consecutive times with an invalid account ID/PIN combination, and your PIN has become locked.	Contact an EDI Representative at (646) 458-6740 for assistance.

Table 12-2: Login Errors

Error Message	Error Text	Explanation of Error	How to Resolve
Disassociated Error	Your Login ID is no longer associated with any accounts.	If your Profile Report was not returned before the deadline, your account was deleted. If you were an AM or AD and only had access to one CRCP account, your login ID is no longer associated with any account and you have lost access to the CRCP.	Contact an EDI Representative at (646) 458-6740.
Expired Password Account	Your password has expired. Please change your password.	Your password must be changed every 60 days in order not to expire. The new password must be different from the previous six passwords.	Contact an EDI Representative at (646) 458-6740 if you have problems with this process.
Inactive Login ID	The user account with the given e-mail address is Inactive.	You have attempted to log into your account after 180 days of inactivity.	Contact an EDI Representative at (646) 458-6740.
Invalid Login ID/PW	Invalid Login ID/Password.	You entered an invalid login ID and password combination (the login ID could be incorrect, the password could be incorrect, or both could be incorrect). The error message does not specify which field was incorrect.	Check that your login ID and password were entered correctly.
Deleted Account	The user account with the given e-mail address is deleted.	Your Account ID has been deleted because a signed Profile Report has not yet been received.	Contact your Account Manager (AM) to perform the account setup again.

Table 12-3: Other Errors

Error	Error Text	Explanation of Error	How to Resolve
Demand Letter Type Debt Due	Total debt due must be entered when the Demand Letter Type is selected.	The total debt due has not been entered.	Enter the total debt due, which must be numeric and include both dollars and cents.
File Upload Error	File must be in .PDF or .TIF format. File contains a virus and cannot be uploaded. File size cannot exceed 40 MB.	You have uploaded a file that is greater than 40 MB, is an invalid file type, or contains a virus.	Ensure the file type is PDF/TIF, virus free, and less than 40 MB large.
Invalid File Size	Invalid File Size	**Note:** The error "Invalid File Size" may be related to the page size.	Ensure the file is no larger than 8.5 by 10 inches.
Search Validation	No search criteria have been entered.	The search criteria have not been entered.	Enter search criteria in the appropriate fields.

12.2 Concurrent Sessions

If you log in two times without logging out, you will have concurrent sessions running. You will receive an error message on the *Concurrent Session Detected* page.

Click the **Continue** button to close the original session and continue with your process.

Figure 12-1: Concurrent Sessions Detected

Table 12-4: Concurrent Sessions Detected Fields

Field	Description
Cancel	This button takes you to the *Login Warning* page and does not terminate the existing login session.
Continue	This button takes you to the *Account Listing* page and does terminate the existing login session.

Appendix A: Index of Common Functions

Table A-1: Index of Common Functions

How Do I….	See Section
Access and Login Topics	-
Access the CRCP	Chapter 3
Log in to the CRCP	3.1
Log off the CRCP	5.3
Request a PIN	4.2
Obtain a forgotten login ID	5.1.2.1
Register/set up a CRCP account	4.3.2
Complete ID Proofing	6.3
Register a Multi-Factor Authentication (MFA) Factor	6.4.1
Complete Factor Setup	6.4.2
Activate a Factor	3
Deactivate a Factor	6.4.44
Reset a forgotten password	5.1.2.2
User Management Topics	-
Change my password	11.1.2
Change my personal information	11.1.1
Add/Invite an Account Designee	8.2.1.1
Delete an Account Designee	8.2.1.3
Edit an Account Designee's information (before they have registered)	8.2.1.2
Register as an Account Designee	8.3
Replace the Account Manager	11.3
Replace the Authorized Representative	11.2
Help Topics	-
Contact an EDI Representative	2.5.5.1
Contact the CRC	2.5.5.2
Navigate the CRCP	Chapter 6
Account Review Topics	-
Request access to information not currently displayed in my CRCP account (Request Letter Access function)	9.4
View TINs associated with an account	9.8

Appendix B: Acronyms

Table B-1: Acronyms

Term	Definition
AD	Account Designee
AM	Account Manager
AR	Authorized Representative
BCRC	Benefits Coordination & Recovery Center
CMS	Centers for Medicare & Medicaid Services
COBSW	Coordination of Benefits Secure Website
CRC	Commercial Repayment Center
CRCP	Commercial Repayment Center Portal
DUA	Data Use Agreement
EDI	Electronic Data Interchange
GHP	Group Health Plan
HICN	Health Insurance Claim Number
HIGLAS	Healthcare Integrated General Ledger Accounting System
MBI	Medicare Beneficiary Identifier
MFA	Multi-Factor Authentication
MSP	Medicare Secondary Payer
MSPRP	Medicare Secondary Payer Recovery Portal
PDF	Portable Document Format
PII	Personally Identifiable Information
PIN	Personal Identification Number
RIDP	Remote Identity Proofing
RRE	Responsible Reporting Entity
TIF	Tagged Image File
TIN	Tax Identification Number
TPA	Third Party Administrator
WCMSAP	Workers' Compensation Medicare Set-Aside Arrangement Portal

Appendix C: Previous Version Updates

Version 4.2

To reflect changes to the registration and login process, the security question selections for initial registration and password reset procedure have changed (Section 5.1.2).

Version 4.1

The login warning prohibiting unauthorized use of the CMS/HHS computer system has been updated (Sections 3.1, 11.3).

To reflect changing security protocols for the Multi-Factor Authentication (MFA) system, Voice Call and SMS will be replaced with new factor options as of March 1, 2025 (Section 6.4)

To provide additional confirmation of account ID after successful registration, Account Representatives will receive an email containing the account ID information (Section 2.4.1, 4.2.2, and 4.3).

Version 4.0

Contact information for the Responsible Reporting Entity (RRE) has been added to the *Open Debt Report* page (Section 9.3.1).

The *Login Warning* screen has been updated (Figure 3-1).