



Commercial Repayment Center Portal (CRCP)

User Guide

Version 4.4

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Chapter 1: Summary of Version 4.4 Updates

The following are updates to the Commercial Repayment Center Portal (CRCP) User Guide version 4.4:

To reduce the amount of comingled documentation received when users submit documentation through the CRCP, clarification has been added to the *Case Information* page, the *Submit Case Documentation* page, the *Case Documentation Upload* page, the *Defense Verification* page, and the *Defense Documentation Upload* page to direct users to only upload documentation for the selected document type or defense type (Sections 10.6.1 and 10.7).

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

The screenshot shows the 'Welcome to the CRCP' page. At the top, there is a navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area starts with a 'Welcome to the CRCP' heading. Below it is a paragraph about the system's purpose and a link to auxiliary aids information. A 'CRCP Messages' section contains a note about system availability. To the right, a 'Sign in to your account' box is displayed with fields for 'Login ID' and 'Password', and buttons for 'Forgot Login ID', 'Forgot Password', 'Login', and 'Clear'. At the bottom, two buttons represent the registration process: 'New Registration (PIN Request)' (Step 1) and 'Account Setup' (Step 2). Both buttons have a note below them: '(Letter ID and TIN required)' for Step 1 and '(Account ID and PIN required)' for Step 2.

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

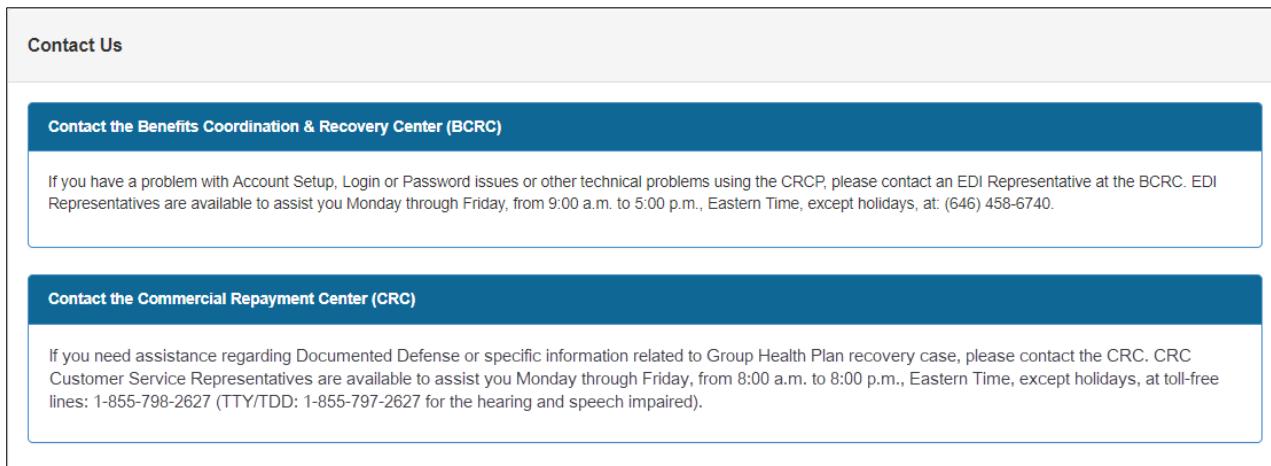
On certain pages, there are one or more *Entry Hint* or *Search Hint* links. Clicking one of these links displays a pop-up window that provides additional details about completing fields or conducting a search. Field details include requirements, constraints, and other general guidelines.

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

Login Warning

 [Print this page](#)

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

This system is provided for Government authorized use only.

Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.

Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.

By using this system, you understand and consent to the following:

The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.

Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

Privacy Act Statement

The collection of this information is authorized by Section 1862(b) of the Social Security Act (codified at 42 U.S.C 1395y(b)) (see also 42, C.F.R. 411.24). The information collected will be used to identify and recover past conditional and mistaken Medicare primary payments and to prevent Medicare from making mistaken payments in the future for those Medicare Secondary Payer situations that continue to exist. The Privacy Act (5 U.S.C. 552a(b)), as amended, prohibits the disclosure of information maintained by the Centers for Medicare & Medicaid Services (CMS) in a system of records to third parties, unless the beneficiary provides a written request or explicit written consent/authorization for a party to receive such information. Where the beneficiary provides written consent/proof of representation, CMS will permit authorized parties to access requisite information.

Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process.

LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

[I Accept](#)
[Decline](#)

CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat

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 <i>Login Warning</i> page. |
| I Accept | This button indicates you agree with the terms of the Login Warning and displays the <i>Welcome to the CRCP</i> 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

The screenshot shows the 'Welcome to the CRCP' page. At the top, there is a navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. Below the navigation bar, the main content area starts with a heading 'Welcome to the CRCP'. A paragraph explains the system's purpose: 'The Commercial Repayment Center Portal (CRCP) is a secure web-based system that provides Employers/Other Plan Sponsors and Insurers/Third Party Administrators with a way to manage their Group Health Plan (GHP) recovery activities more efficiently. With the use of this portal, users may view demand information on line and submit defense documentation electronically.' Below this, a note states: 'For information about the availability of auxiliary aids and services, please visit: <http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html>'. A section titled 'CRCP Messages' contains a message: 'The CRCP will be unavailable nightly from approximately midnight - 4am Eastern Standard Time.' To the right, a 'Sign in to your account:' box contains fields for 'Login ID' and 'Password', with 'Forgot Login ID' and 'Forgot Password' links, and 'Login' and 'Clear' buttons. Below the main content, two buttons are shown: 'Step 1' with 'New Registration (PIN Request)' and '(Letter ID and TIN required)', and 'Step 2' with 'Account Setup' and '(Account ID and PIN required)'.

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 <i>Account Listing</i> page. |
| Forgot Password | Link that enables a user to retrieve a forgotten password. |
| Clear | This button deletes all text entered in the <i>Login ID</i> and <i>Password</i> fields. |
| New Registration (PIN Request) | This button begins the PIN request process and displays the <i>Personal Identification Number (PIN) Request</i> page. |
| Account Setup | This button begins the account setup process and displays the <i>Account Setup Introduction</i> 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@brcgdit.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

Personal Identification Number (PIN) Request

The information requested on this page will be used to verify that the registrant has the correct credentials to register the entity for a Commercial Repayment Center Portal (CRCP) account. In order to complete the PIN Request, you will need one of the following letters from the Commercial Repayment Center: Defense or Demand.

At the successful completion of the PIN Request, you will be provided with an Account ID and emailed a PIN which will be used by your Account Manager to complete the final part of the registration process and set up the account. When you have completed your entry, click **Continue** to proceed. Click **Cancel** to cancel the PIN Request process.

An asterisk (*) indicates a required field.

Company Information

* Select the type of Account for which you are registering:

* Company Tax Identification Number (TIN):

Letter Information

Enter and re-enter the Letter ID for the letter you are using to request a PIN: [Entry Hint](#)

* Letter ID:

* Re-enter Letter ID:

* Select the type of letter you are using to request the PIN and provide the required key piece of information for that letter type: [Entry Hint](#)

Defense Letter - Enter the Case ID:

Demand Letter - Enter the Total Debt Due printed on the letter: .

Cancel **Continue**

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: <ul style="list-style-type: none"> • 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 <i>PIN Request</i> process, and returns you to the <i>Welcome to the CRCP</i> page. |
| Continue | This button authenticates the information you entered, saves the information in the system, and takes you to the <i>Authorized Representative (AR) Information</i> page. |

Figure 4-2: Authorized Representative (AR) Information

About This Site ▾ CMS Links ▾ How To... ▾ Reference Materials ▾ Contact Us

Quick Help

Authorized Representative (AR) Information

The person named on this page should be the individual in the organization who has the legal authority to bind the organization to a contract and the terms of CRCP requirements. This individual will not be able to access the CRCP application and cannot be a user of this system.

The AR must approve the organization's profile during the initial account setup and through any subsequent changes. Please refer to the Data Use Agreement in the CRCP User Guide to make sure the person named as the entity's AR has the authority to sign this agreement.

When you have completed your entry, click Continue to proceed. Click Cancel to cancel the PIN Request process. If you click Cancel, all data will be lost.

An asterisk (*) indicates a required field.

| | | | | | | |
|------------------------------|--|-----|--|-------------|-----|--|
| *AR First Name: | | MI: | | *Last Name: | | |
| *AR Title: | | | | | | |
| *AR E-Mail Address: | | | | | | |
| *Re-enter AR E-Mail Address: | | | | | | |
| * AR Phone: | | - | | - | Ext | |
| Fax: | | - | | - | | |

Cancel **Continue**

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 <i>AR E-Mail Address</i> field. |
| AR Phone + Ext. | Enter the full 10-digit phone number (with the area code) plus an optional extension. The <i>AR Phone</i> 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 <i>Welcome to the CRCP</i> page. |
| Continue | This button validates the entered information, saves it in the system, and takes you to the <i>PIN Request Summary</i> page. |

Figure 4-3: PIN Request Summary

The screenshot shows a 'PIN Request Summary' page. At the top, there are navigation links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. A 'Quick Help' link is in the top right. The main content is divided into two sections: 'Personal Identification Number (PIN) Request Information' and 'Authorized Representative (AR) Information'. Each section has several fields with placeholder text. In the 'PIN Request Information' section, the 'Edit' button is located in the top right corner. In the 'AR Information' section, the 'Edit' button is also in the top right corner. At the bottom of the page are two buttons: 'Cancel' and 'Continue'.

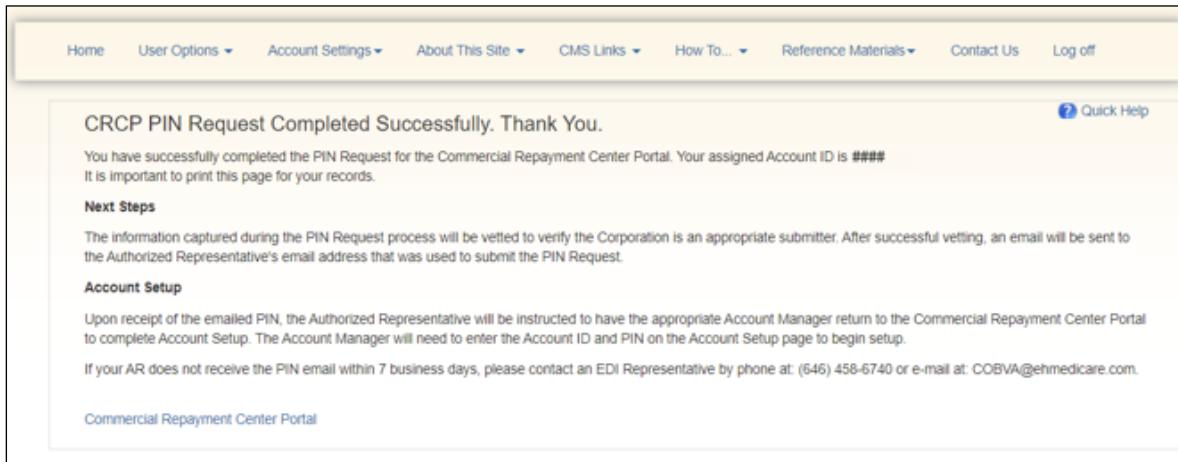
| Personal Identification Number (PIN) Request Information | |
|--|---|
| Account Type: | Insurer - Applies to Insurers and Claims Processing Third Party Administrators (TPAs) |
| Company Tax Identification Number (TIN): | ##### |
| Letter ID: | ##### |
| Letter Type: | Demand |
| Letter Key: | \$###.## |

| Authorized Representative (AR) Information | |
|--|-------------------|
| AR Name: | FIRST LAST |
| AR Title: | TITLE |
| E-mail Address: | ADDRESS@EMAIL.COM |
| Phone: | (###) ###-### |
| Fax: | |

Cancel
Continue

Table 4-3: PIN Request Summary Fields

| Field | Description |
|--|--|
| Personal Identification Number (PIN) Request Information | - |
| Edit | This button transfers you to the <i>Personal Identification Number (PIN) Request</i> page, where you can edit any previously entered data. |
| Authorized Representative (AR) Information | - |
| Edit | This button transfers you to the <i>Authorized Representative (AR) Information</i> 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 <i>Welcome to the CRCP</i> page. |
| Continue | This button saves the entered information in the system and takes you to the <i>PIN Request Thank You</i> 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@bcregdit.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

The screenshot shows a web page titled 'Account Setup Introduction'. At the top, there is a navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. On the right side of the header is a 'Quick Help' link. The main content area contains text about the registration process and roles. It includes a list of steps, a note about existing authorized representatives, and a note about the roles of Account Managers and Account Designees. At the bottom, there are 'Cancel' and 'Continue' buttons.

You have selected a link that will guide you through Account Setup and the process of establishing a new Account Manager Login ID for the Commercial Repayment Center Portal (CRCP). Please have your Account Identification Number (Account ID) and Personal Identification Number (PIN) available. The Account ID was provided at initial registration and the PIN was emailed to the contact for the account after vetting was complete.

If you are already associated as an Authorized Representative for a CRCP account, you will not be allowed to register as an Account Manager or Account Designee in the CRCP system.

During this process you will:

- Finalize the establishment of the account, and
- Create your personal Login ID for the CRCP only if you have not previously registered for the Medicare Secondary Payer Recovery Portal (MSPRP), Workers' Compensation Medicare Set-Aside Portal (WCMSAP), or Section 111 Coordination of Benefits Secure Website.

Before proceeding it is important to understand the roles of the various CRCP users, and their respective responsibilities to ensure that CRCP accounts are managed correctly. The role of the Account Manager is described below. Please see the CRCP User Guide (found under the Reference Materials link on the navigation bar) for information regarding the Authorized Representative and Account Designee roles.

Account Manager - The Account Manager is the person who is responsible for: completing account setup, administering the account on behalf of the Authorized Representative, managing other users associated with the account and controlling the overall documented defense submissions. The Account Manager may choose to manage the entire account or may invite other company employees or agents to assist as needed. If your user role in the CRCP is an Account Manager, as described above, and you have not yet registered, click **Continue** to proceed with setting up the Account and registering yourself as a new Account Manager. Click **Cancel** to cancel the Account Setup process.

Cancel **Continue**

Table 4-4: Account Setup Introduction Fields

| Field | Description |
|----------|--|
| Cancel | This button exits the <i>Account Setup Introduction</i> page and displays the <i>Welcome to the CRCP</i> page. |
| Continue | This button continues the Account Setup process and displays the <i>Account Setup</i> page. |

Figure 4-6: Account Setup

The screenshot shows the 'Account Setup' page. At the top, there are navigation links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. Below these is a 'Quick Help' link. The main content area is titled 'Account Setup'. It contains the following text:

Please enter your Account Identification Number (Account ID), Personal Identification Number (PIN), and your e-mail address. The Account ID was provided at initial registration and the PIN was emailed to the contact for the account after vetting was complete. Your e-mail address is required to determine if you already have a Login ID for any CMS Secure Web site account including the CRCP. If you already have a Login ID, you will not be asked to create another one. You will use your existing Login ID and Password to access the CRCP.

Note: As an Account Manager, you can be an Account Manager for multiple CRCP accounts. You can be an Account Manager for one CRCP account and an Account Designee for another account. You can also be a user (Account Manager/Account Designee) of other CMS Secure Web site applications (Medicare Secondary Payer Recovery Portal (MSPRP), Section 111 Coordination of Benefits Secure Web-site, or the Workers' Compensation Medicare Set-Aside Portal (WCMSAP)). However, you cannot be the Authorized Representative for any CRCP account.

An asterisk (*) indicates a required field.

Below this, there are four input fields with labels: 'Account ID', 'Personal Identification Number (PIN)', 'Account Manager E-Mail Address', and 'Re-enter Account Manager E-Mail Address'. The 'Account ID' field is highlighted with a blue border. At the bottom are three buttons: 'Previous' (blue), 'Cancel' (white), and 'Continue' (green).

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: <ul style="list-style-type: none"> • 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 <i>Account Setup Introduction</i> page without saving any information entered on this page. |

| Field | Description |
|----------|--|
| Cancel | This button deletes all entered information, cancels the <i>Account Setup</i> process, and returns you to the <i>Welcome to the CRCP</i> page. |
| Continue | This button saves the entered information in the system and takes you to the <i>Account Setup – Company Information</i> 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 <i>Account Setup</i> 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 <i>Account Manager Personal Information</i> 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

About This Site ▾ CMS Links ▾ How To... ▾ Reference Materials ▾ Contact Us

Account Manager Personal Information

Please enter the requested information to identify yourself as a CRCP user.

An asterisk (*) indicates a required field.

| | | | | | |
|------------------|--|----------------------|----------------------|------------|----------------------|
| * First Name: | <input type="text"/> | MI: | <input type="text"/> | Last Name: | <input type="text"/> |
| *E-mail Address: | <input type="text"/> | | | | |
| *Phone: | <input type="text"/> | <input type="text"/> | <input type="text"/> | - Ext | <input type="text"/> |
| *Address Line 1: | <input type="text"/> | | | | |
| Address Line 2: | <input type="text"/> | | | | |
| *City: | <input type="text"/> | | | | |
| *State: | <input type="text" value="Please Select"/> | | | | |
| *Zip Code: | <input type="text"/> | - | <input type="text"/> | | |

You must read the User Agreement provided in the scrolling box. To accept the agreement, click the checkbox. You must accept and agree to the terms of the User Agreement in order to continue through the registration process.

[View and print the User Agreement and Privacy Policy](#)

User Agreement & Privacy Policy

1. Purpose of the Commercial Repayment Center Portal (CRCP) Secure Web site

The Commercial Repayment Center Portal (CRCP) will allow for the electronic submissions of Documented Defense documentation.

2. Privacy Act Statement/ Systems of Record/ Disclosure Policy

The U.S. Department of Health and Human Services (HHS) at (<http://www.hhs.gov/index.html>), of which the CMS CRCP Web site is a part, has a clear privacy policy. When you access the CRCP, we collect the minimum amount of information about you necessary to manage your account. The authority for CMS to collect this information is Section 1882(b)(2) of the Social Security Act.

Information originally collected in traditional paper systems can be submitted electronically, i.e., electronic commerce transactions and information updates about eligibility benefits. Electronically submitted information is maintained and destroyed pursuant to the Federal Records Act and in some cases may be subject to the Privacy Act. If information that you submit is to be used in a Privacy Act system of records, there will be a Privacy Act Notice provided.

The basic insurance data created internally to ensure that Medicare only makes primary claim payment when appropriate may be disclosed only as permitted by the routine use disclosure provisions outlined for each of the above systems of record. The HHS and CMS do not disclose, give, or use this information for any other purpose.

Please check the following box:

* I accept the User Agreement and Privacy Policy.

[Previous](#) [Cancel](#) [Continue](#)

Table 4-7: Account Manager Personal Information Fields

| Field | Description |
|--|--|
| First Name | Enter the First Name of the AM. 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 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 <i>Account Setup</i> 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 <i>User Agreement</i> and <i>Privacy Policy</i> . |
| Previous | This button returns you to the <i>Account Setup</i> page without saving any data you entered on this page. |
| Cancel | This button deletes all entered information, cancels the <i>Account Setup</i> process, and returns you to the <i>Welcome to the CRCP</i> page. |
| Continue | This button saves the entered information in the system. <ul style="list-style-type: none"> • If the AM is not an existing user in a COBSW application, this button takes you to the <i>Account Manager Login Information</i> page. • If the AM is an existing user in a COBSW application, this button takes you to the <i>Account Setup Completed Thank You</i> page. |

Figure 4-9: Account Manager Login Information

[About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#)

[Quick Help](#)

Account Manager Login Information

To become a registered CRCP user, you must select a Login ID and Password and two security questions and answers. You will use your Login ID and Password to access the CRCP. All fields are required.

The security information requested on this page will allow the system to authenticate your identity each time you log on. This will ensure only you are provided the access and updating privileges restricted to the Account Manager. Click **Continue** when you have completed your entry. Click **Cancel** if you would like to exit the Account Setup process; all data will be lost.

Login ID and Password requirements

- Login IDs must be 7 characters
- Login IDs must be unique within the system
- Login IDs must be in the format of AA999AA (first two alphabetic, next three numeric, last two alphabetic)
- Password must be changed every sixty (60) days.
- Password must consist of at least eight (8) characters.
- Password must contain at least one upper-case letter, one lower-case letter, one number and one special character.
- Password must contain a minimum of four (4) changed characters from the previous password.
- Password cannot be changed more than once per day.
- Password must be different from the previous 24 passwords.
- Password cannot contain a reserved word (See Quick Help About This Page for a complete list).

An asterisk (*) indicates a required field.

Login ID and Password Selection

| | |
|---------------------|--------------------------|
| *Login ID: | <input type="text"/> |
| *Password: | <input type="password"/> |
| *Re-enter Password: | <input type="password"/> |

Security Question and Answer Selection

Security Questions are part of the CRCP online security process designed to prevent unauthorized access to your account. The questions and answers you choose will enable you to regain account access if you forget your password. Please note the answers you provide to these questions should be actual answers and not hints for your password. You must select 2 questions and 2 answers.

| | |
|-----------------------|--|
| *Security Question 1: | <input type="text" value="Please Select"/> |
| *Answer 1: | <input type="text"/> |
| *Security Question 2: | <input type="text" value="Please Select"/> |
| *Answer 2: | <input type="text"/> |

Previous **Cancel** **Continue**

Table 4-8: Account Manager Login Information Fields

| Field | Description |
|----------|--|
| Login ID | <p>Enter a login ID. Login IDs must be:</p> <ul style="list-style-type: none"> • Seven characters • Unique within the system • In the format AA999AA (two letters, three numbers, then two letters). |
| Password | <p>Enter a password. Passwords must:</p> <ul style="list-style-type: none"> • 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 <i>Password</i> field. |
| Security Question 1 | Select <i>Security Question 1</i> from the drop-down menu. |
| Answer 1 | Enter an <i>Answer</i> to <i>Security Question 1</i> . 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 <i>Security Question 2</i> from the drop-down menu. This must be a different selection than your first security question. |
| Answer 2 | Enter an <i>Answer</i> to <i>Security Question 2</i> . 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 <i>Account Setup</i> page without saving any data you entered on this page. |
| Cancel | This button deletes all entered information, cancels the <i>Account Setup</i> process, and returns you to the <i>Welcome to the CRCP</i> page. |
| Continue | This button saves the entered information in the system and takes you to the <i>Go Paperless</i> page. |

Figure 4-10: Go Paperless

Go Paperless

When the "Go Paperless" checkbox is selected, letter notification e-mails will be sent instead of hardcopy letters being mailed to the account. These e-mails will be sent to the Account Manager. The Account Designees and the individual/distribution list entered in the optional "Paperless E-mail Address" below will be copied on the notification e-mail. Individuals associated to an account that has opted in to the "Go Paperless" option are responsible for viewing all correspondence on the CRCP. These individuals must complete the ID Proofing and Multi-Factor Authentication (MFA) process and login using MFA to view the correspondence images.

To go paperless, select the **Go Paperless** check box and, if desired, enter and re-enter the additional **Paperless E-mail Address**. If you do not want to go paperless, leave the **Go Paperless** box unchecked.

Click **Continue** to proceed. Click **Cancel** if you would like to cancel the account setup process; all data will be lost.

Go Paperless Information

| | |
|---------------------------------------|-------------------------------|
| <input type="checkbox"/> Go Paperless | Account ID ##### COMPANY NAME |
| Account Manager E-mail Address: | ADDRESS@EMAIL.COM |
| Paperless E-mail Address: | |
| Re-enter Paperless E-mail Address: | |

Previous **Cancel** **Continue**

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 <i>Paperless E-mail Address</i> and <i>Re-enter Paperless E-mail Address</i> are enabled. Optional. |
| Account Manager E-mail Address | Displays the email address for the <i>Account Manager</i> 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 <i>Account Manager Login Information</i> page. |
| Cancel | Click to cancel the account setup process; all data will be lost. |
| Continue | Click to proceed to the <i>Account Summary Information</i> page. |

Figure 4-11: Account Summary Information

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

Account Summary Information Quick Help

Please verify that the information displayed on this page is correct, if any changes are necessary, click the Edit button next to the section that requires modifications, if the information is correct, click Continue to proceed. Click Cancel to cancel the Account Setup process. If you click Cancel, all data will be lost. You may print this page for your records.

| | | | | | | |
|-----------------------------------|--|--------------|---|------------|------|-------------------|
| Account Manager Information | | | | | | Edit |
| First Name: | FIRST | Middle Name: | M | Last Name: | LAST | |
| E-mail Address: | firstname.lastname@yourdomain.com | | | | | |
| Phone: | (###) ####-#### Ext. #### | | | | | |
| Address Line 1: | ### Test Dr. | | | | | |
| Address Line 2: | Suite ## | | | | | |
| City: | Potomac | | | | | |
| State: | Maryland | | | | | |
| Zip Code: | #####-#### | | | | | |
| Account Manager Login Information | | | | | | Edit |
| Login ID: | am####am | | | | | |
| Go Paperless Information | | | | | | Edit |
| Account ID: | ##### | | | | | |
| Company Name: | Company ABC | | | | | |
| Paperless: | The account is not opted in to Go Paperless and will receive mailed letters. | | | | | |

Cancel Continue

Table 4-10: Account Summary Information Fields

| Field | Description |
|-----------------------------------|--|
| Account Manager Information | - |
| Edit | This button transfers you to the <i>Account Manager Personal Information</i> 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 <i>Account Manager Login Information</i> page, on which you can edit all previously entered data. |
| Go Paperless Information | - |

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

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

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

Account Setup Completed. Thank You.

Quick Help

You have successfully completed the Account Setup for the Commercial Repayment Center Portal (CRCP) and established yourself as the Account Manager for the Account ID. Please print this page for your records.

Next Steps

Upon account setup completion, the Benefits Coordination & Recovery Center (BCRC) will send a profile report via e-mail to the named Authorized Representative. You as the Account Manager will be copied on the e-mail.

Your Authorized Representative must review, sign and return the profile report to the BCRC in accordance with the instructions noted within the e-mail. Prior to submission of the signed Profile Report, you will have limited CRCP functionality. You will be able to login and invite other users to be Account Designees but will not be able to view or submit PPN or documented defense information within the CRCP. Once the BCRC has received and processed your Profile Report, you will be granted full access to the CRCP.

If you do not receive the Profile Report within 10 business days, please contact an Electronic Data Interchange (EDI) Representative at (646) 458-6740.

Please note: If you are returning your Profile Report via e-mail, please enter "CRCP Profile Report" in the subject line.

OK

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**.

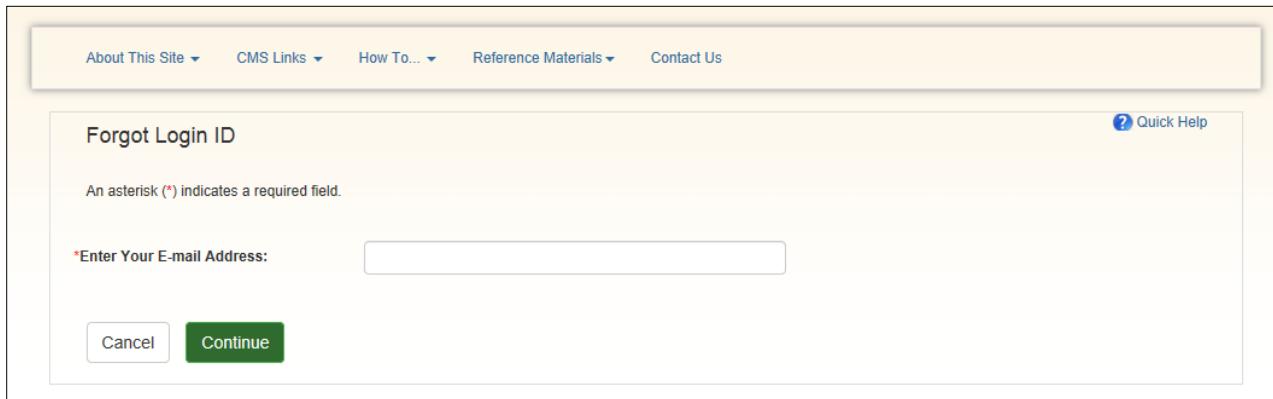
The *Forgot Login ID Confirmation* page appears (Figure 5-4) if your answers are correct.

This page confirms that you have successfully requested your login ID.

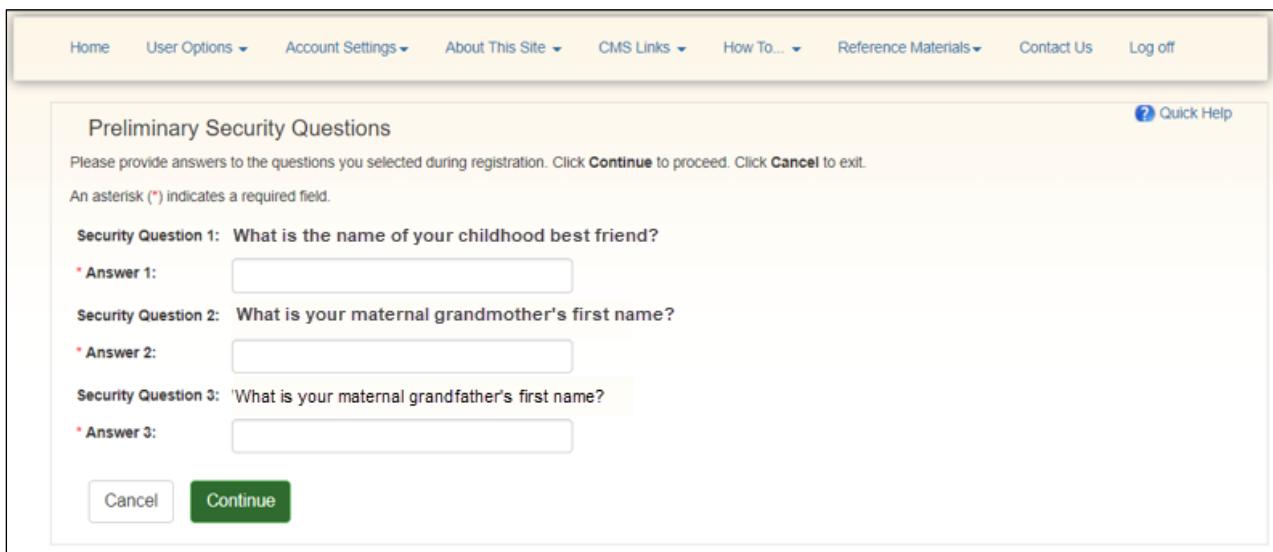
If the information you entered is correct, your login ID will be sent via email. If you receive an error indicating that the answers are incorrect, check your answers and re-enter. If you cannot remember the answers to your security questions, or your account is locked after too many attempts, contact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

The screenshot shows a web page titled 'Forgot Login ID'. At the top, there is a navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. On the right side of the header is a 'Quick Help' link. The main content area has a heading 'Forgot Login ID' and a note: 'An asterisk (*) indicates a required field.' Below this is a text input field labeled 'Enter Your E-mail Address:' with a red asterisk next to it. At the bottom of the form are two buttons: 'Cancel' and 'Continue'.

Figure 5-2: Preliminary Security Questions

The screenshot shows a web page titled 'Preliminary Security Questions'. At the top, there is a navigation bar with links: 'Home', 'User Options', 'Account Settings', 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', 'Contact Us', and 'Log off'. On the right side of the header is a 'Quick Help' link. The main content area has a heading 'Preliminary Security Questions' and a note: 'Please provide answers to the questions you selected during registration. Click **Continue** to proceed. Click **Cancel** to exit.' Below this are three security questions with required fields: 'Security Question 1: What is the name of your childhood best friend?' (Answer 1), 'Security Question 2: What is your maternal grandmother's first name?' (Answer 2), and 'Security Question 3: What is your maternal grandfather's first name?' (Answer 3). At the bottom of the form are two buttons: 'Cancel' and 'Continue'.

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.

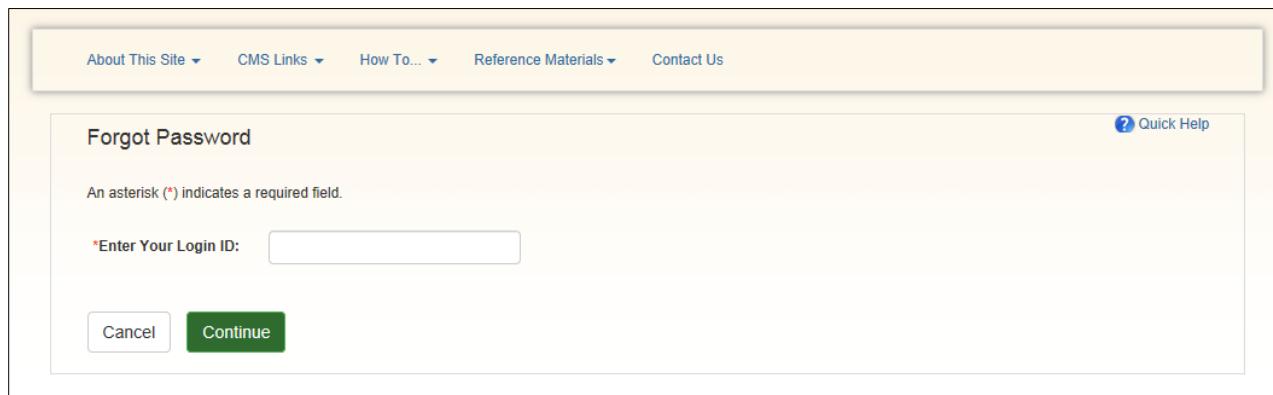
You can also click **Cancel** on the *Forgot Password* page or the *Forgot Login ID or Password* page to cancel the password reset and return to the *Welcome to the CRCP* page.

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

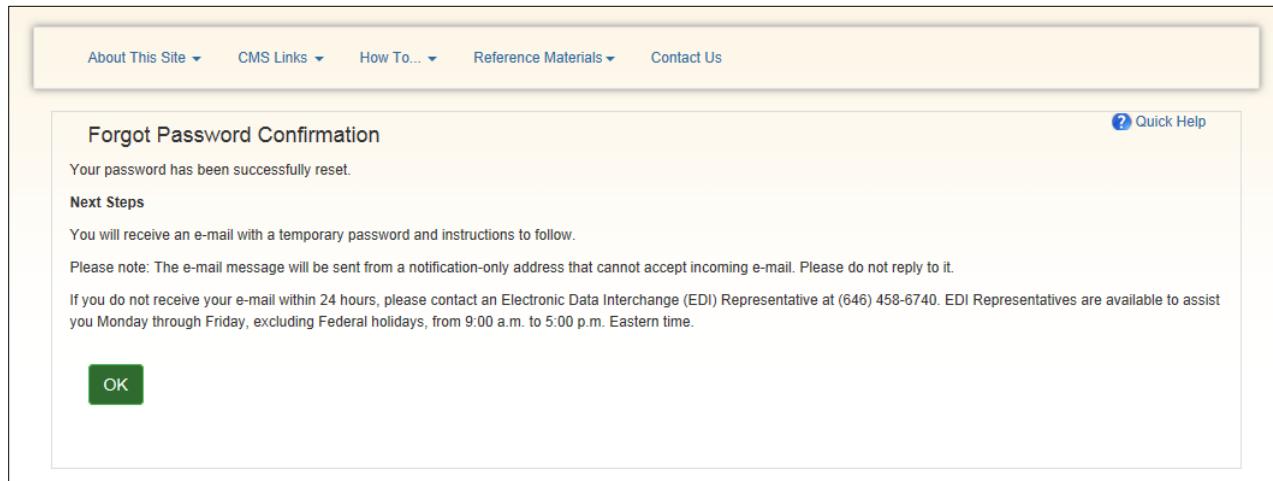
You will receive an email containing your temporary password. After receipt of the email, return to the CRCP site and log in using your login ID and temporary password. If you do not receive your email within 24 hours, please contact an EDI Representative. You will be prompted to change your temporary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



The screenshot shows a 'Forgot Password' page. At the top, there is a navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. In the top right corner, there is a 'Quick Help' link. The main content area is titled 'Forgot Password' and contains a note: 'An asterisk (*) indicates a required field.' Below this, there is a text input field with the placeholder 'Enter Your Login ID:' and an asterisk (*) next to it. At the bottom of the page are two buttons: 'Cancel' and 'Continue'.

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.

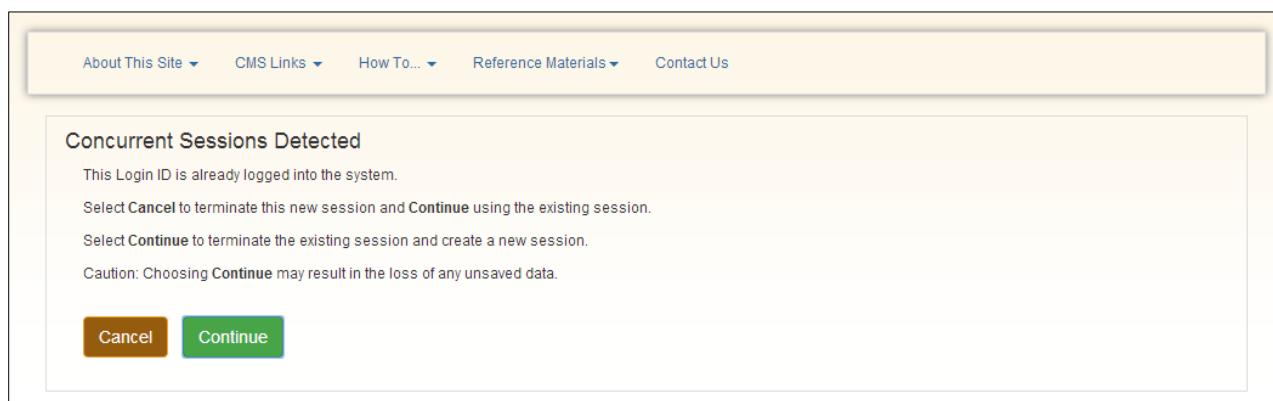
5.1.3 Concurrent Sessions

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

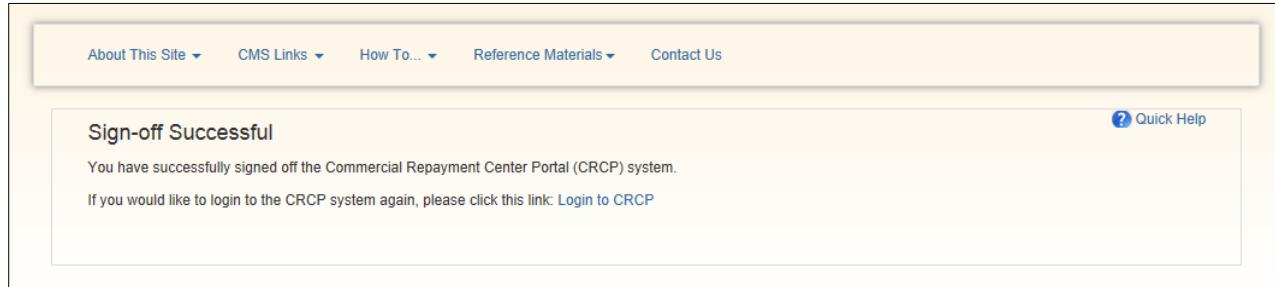
| Field | Description |
|-----------------|---|
| Account ID | Displays a list of account IDs associated with the login ID as a hyperlink. Clicking the hyperlinked Account ID displays the <i>Account Detail</i> page for that account ID (see Section 9.3). |
| Company Name | Displays the name of the company 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 <i>TINs Associated to Account ID</i> 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.

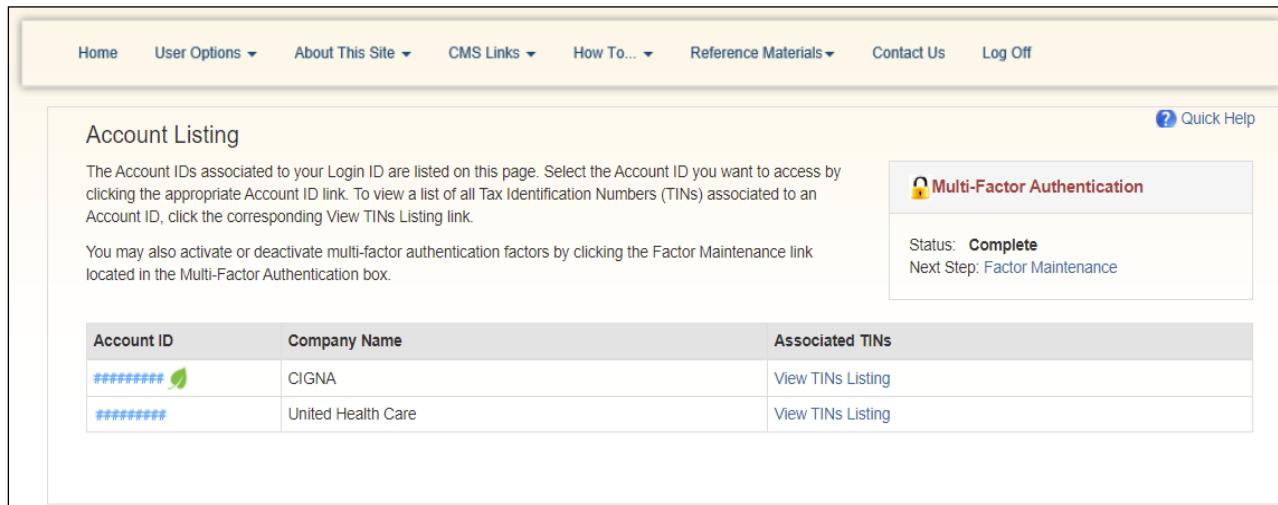
6.1 Eligibility

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)



The screenshot shows the 'Account Listing' page. At the top, there is a navigation bar with links: Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. On the right side, there is a 'Multi-Factor Authentication' box. Inside the box, it says 'Status: Complete' and 'Next Step: Factor Maintenance'. Below the box, there is a table with two rows. The table has three columns: 'Account ID', 'Company Name', and 'Associated TINs'. The first row shows an account ID of '#####' with a green leaf icon, a company name of 'CIGNA', and a 'View TINs Listing' link. The second row shows an account ID of '#####' with a blue leaf icon, a company name of 'United Health Care', and a 'View TINs Listing' link.

Table 6-1: MFA Statuses and Next Step Actions

| Status | Next Step | Description |
|-----------------|-----------------|--|
| Initial Process | Getting Started | <p>This is the default status.</p> <p>Indicates either you have not yet started the <i>ID Proofing</i> process, or you have attempted ID Proofing (i.e., clicked Continue on the <i>ID Proofing and Core Credentials</i> page), but have not exceeded the total limit of three attempts to complete the process.</p> |
| ID Proofed | Factor Required | <p>Indicates:</p> <ul style="list-style-type: none"> You have successfully submitted your personal information to Experian through the <i>ID Proofing Core Credential</i> 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. <p>OR</p> <ul style="list-style-type: none"> An EDI representative has manually completed the ID Proofing process through the Electronic Data Interchange (EDI) Representative application, thus setting your MFA Status to <i>ID Proofed</i>, 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 <i>ID Proofing</i> 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 <i>ID Proofing and Core Credentials</i> page). |
| Pending Verification | Contact the BCRC | Indicates that Experian was unable to verify your identity. Contact the BCRC for manual <i>ID Proofing</i> . |
| Complete | Factor Maintenance | Indicates: <ul style="list-style-type: none"> • You have successfully completed the <i>ID Proofing</i> process, and • You have at least one factor in active status. <p>Note: In this case, the Next Step is replaced with the Factor Maintenance link. Click this link to activate or deactivate factors.</p> |

Table 6-2: Next Step Action Details

| Action | Description |
|--------------------|---|
| Getting Started | Displays the <i>ID Proofing and Multi-Factor Authentication Overview</i> page (to begin the <i>ID Proofing</i> process). (Section 6.3.1) |
| Contact Experian | Displays the <i>Contact Experian</i> page (to attempt to complete the <i>ID Proofing</i> 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 <i>ID Proofing Core Credentials</i> page. |
| Contact BCRC | Displays the <i>Contact the Benefits Coordination & Recovery (BCRC)</i> page (to manually complete <i>ID Proofing</i> through a BCRC EDI representative). (Section 6.6.2) |
| Factor Required | Displays the <i>Multi-Factor Authentication (MFA) Maintenance</i> page (to add a factor). (Section 6.4) |
| Factor Maintenance | Displays the <i>Multi-Factor Authentication (MFA) Maintenance</i> 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 to Experian 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

The screenshot shows a web page titled 'ID Proofing and Multi-Factor Authentication Overview'. The page is part of the CRCP User Guide. At the top, there is a navigation bar with links for Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. On the right side of the header, there is a 'Quick Help' link. The main content area has a heading 'ID Proofing and Multi-Factor Authentication Overview' and a sub-section 'During this process you will be requested to:'. It lists three steps: 1. Enter certain personal information on the CRCP including your Full Legal Name, Social Security Number, Date of Birth, Current Residential Address, Personal E-mail and Personal Phone Number which will be evaluated by Experian Credit Services (an outside entity). Please note that the information you provide will not be stored on the CRCP. The information you provide will be evaluated by Experian to confirm your identity. This will not impact your credit score. 2. Contact Experian Verification Support Services via the phone or the Benefits Coordination & Recovery Center (BCRC) via mail to attempt to become ID Proofed outside of the CRCP if you were unsuccessful at ID Proofing in the CRCP. 3. Register a Multi-Factor Authentication Factor to your Login ID. A 'What is this?' link is provided for the third step. Below this, there is a 'Next Steps' section with a note that once successfully ID Proofed and having at least one factor associated to your Login ID, you will be able to use your MFA factor to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII). When logging in to the CRCP system, you will be asked to enter your CRCP Login ID and Password. Next, you will decide how you want to view CRCP data for your current login session. If you choose to view sensitive information, the CRCP will require you to log in using Multi-Factor Authentication. A note also states that users who choose not to be ID Proofed will still be able to view data on the CRCP the same way they do today. Buttons for 'Cancel' and 'Continue' are at the bottom.

Figure 6-3: 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 Proved 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 | <p>Required. Pre-filled by CRCP. This is the first name associated with your login ID (required).</p> <p>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).</p> <p>Note: If the CRCP returns an error while validating, click the Manage Personal Information link in the <i>Account Settings</i> box on the <i>Account Listing</i> page to correct any errors.</p> |
| Middle Name | <p>Optional.</p> <p>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).</p> |
| Last Name | <p>Required. Pre-filled by CRCP. This is the last name associated with your login ID.</p> <p>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.</p> |
| Generation | Optional. |
| Date of Birth | <p>Required.</p> <p>This field must be numeric and have exactly eight characters. Do not use hyphens, dashes, or special characters (Example: 12102014).</p> |
| Social Security Number (SSN) | <p>Required.</p> <p>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.</p> <p>Note: The SSN will not be stored on the CRCP database.</p> |
| Re-enter Social Security Number (SSN) | Required. |
| Personal E-Mail Address | <p>Required.</p> <p>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.</p> |
| Personal Phone | <p>Required.</p> <p>This field must be numeric. Do not use hyphens, parenthesis, dashes, or special characters (Example: 4105556666).</p> <p>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.</p> |
| Current Residential Address | <p>Notes: To assist Experian in verifying your identity, this should be your current residential address.</p> <p>Do not use a business address. If you have a recent change in address, try to use a prior residential address for identity proofing.</p> |

| Field | Description |
|--|---|
| Address Line 1 | <p>Required.</p> <p>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 <i>Address Line 1</i>; instead, use <i>Address Line 2</i> for unit numbers. Military APO addresses are valid but foreign addresses are invalid.</p> |
| Address Line 2 | <p>Optional.</p> <p>The same restrictions apply as <i>Address Line 1</i> except the maximum field length is 29 characters. Use this line for unit numbers.</p> |
| City | <p>Required.</p> <p>The maximum field length is 38 characters. This field can only include letters and spaces.</p> <p>APO addresses use “APO” in this field.</p> |
| State | Required. |
| Zip Code (Zip+4) | <p>Five-digit ZIP is required; four-digit extension is optional.</p> <p>APO addresses use the ZIP code for that address; the <i>City</i> field must contain “APO.”</p> |
| ID Proofing and Multi-Factor Authentication Data Use Agreement | <p>Required</p> <p>Clicking the checkbox indicates you agree to the terms of the agreement.</p> |
| Continue | This button submits an <i>ID Proofing Core Credentials</i> record to Experian. |
| Cancel | This button cancels the current operation, discards the data, and returns you to the <i>Account Listing</i> 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, you will 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)

Multi-Factor Authentication (MFA) Maintenance

Your current status in the ID Proofing and MFA process is: Complete

The Factors associated with your Login ID are listed on this page. You must have at least one Factor in Active status to view unmasked claim information on the Commercial Repayment Center Portal (CRCP). Click **Activate Factor** to register a new factor and complete the registration process. Click **Deactivate Factor** to deactivate a factor in active status. To activate a factor in Pending Activation status, select that factor and click **Activate Factor**.

No Factor Found

Cancel Deactivate Factor Activate Factor

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

Commercial Repayment Center Portal

Register Multi-Factor Authentication (MFA)

If you are registering a Factor, you must first install the app for the Factor you wish to use on your mobile device. The Factor Types available for use are listed in the Factor Type selection box below. When completing the factor registration, you may be required to scan a barcode from the app on the mobile device that will be used to receive the security token. After the Factor Type has been selected, click **Continue**. You can only have one Pending Activation or Active Factor per Factor Type. Click **Cancel** to return to the Multi-Factor Authentication (MFA) Maintenance page.

An asterisk (*) indicates a required field.

*Last Name: WATLINGTON
*First Name: JOYCE
*Factor Type: Select

Cancel Continue

CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat

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)

The screenshot shows the 'Complete Factor Setup' page for the Okta Verify Factor. At the top, the CMS logo and the 'Commercial Repayment Center Portal' are visible, along with the COB&R logo. The page title is 'Complete Factor Setup'. The 'Factor Type' is listed as 'Google Authenticator'. Below this, instructions state: 'This MFA factor setup requires you to download the Google Authenticator app onto your mobile device. The Google Authenticator app can be downloaded from the Google Play Store on Android devices or from the App Store for iPhone, iPad and MAC.' It then says: 'Install the Google Authenticator app on your device following the app's instructions.' Further instructions include: 'Select Add application in the Google Authenticator app. Scan the QR Barcode below to add the CRCP application to Google Authenticator.' Below these instructions is a QR code enclosed in a red-bordered box. At the bottom of the page are two buttons: 'Cancel' and 'Continue'. The 'Continue' button is highlighted with a green background. At the very bottom, there is a footer with links to 'CMS/HHS Vulnerability Disclosure Policy', 'Privacy Policy', 'User Agreement', and 'Adobe Acrobat'.

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

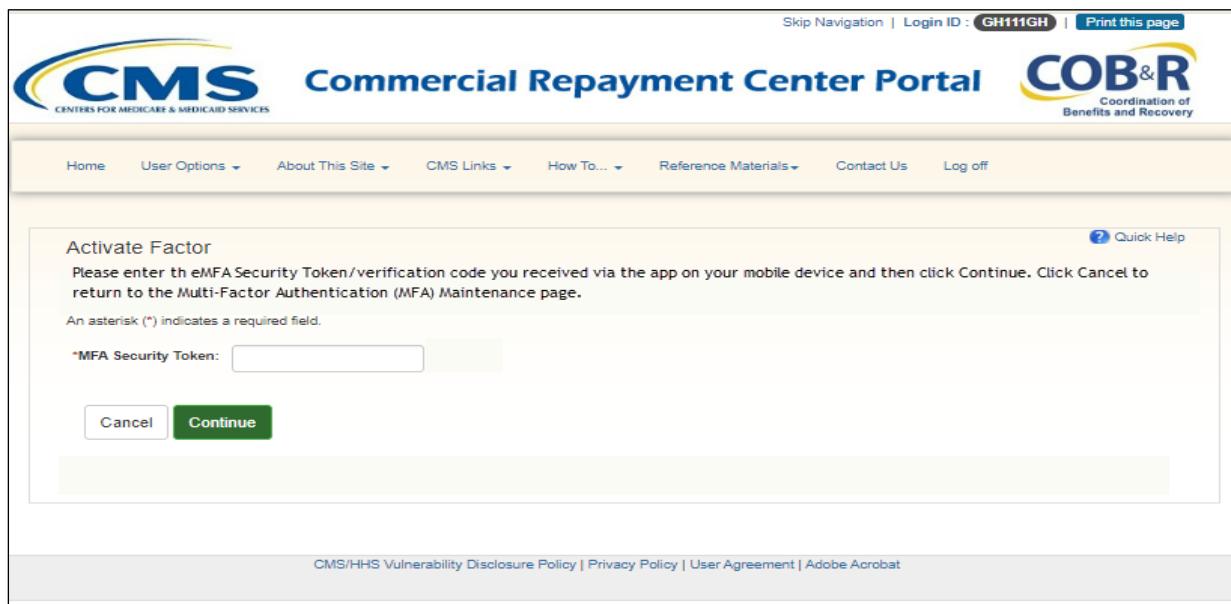
1. Enter the MFA security token on the *Activate Factor* page.
2. **Note:** If you do not enter the correct MFA security token within three attempts, you will automatically be locked out of the CRCP. Contact an EDI Representative to unlock your account. Click **Continue** to complete the activation or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

If you click **Continue**, the *Factor Activated Successfully* page appears (Figure 6-8).

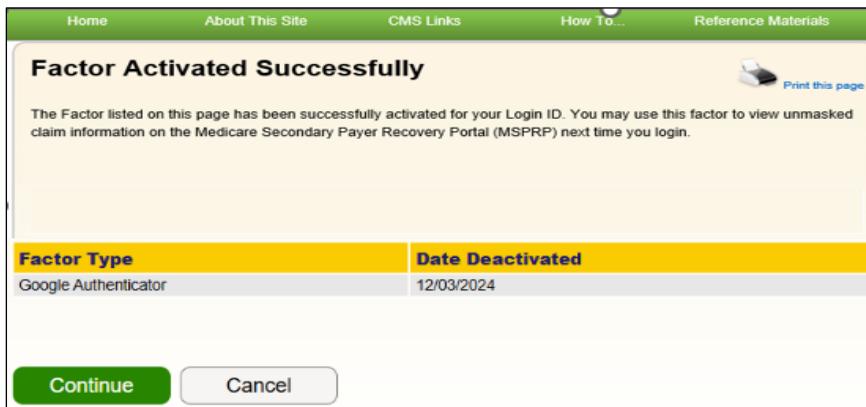
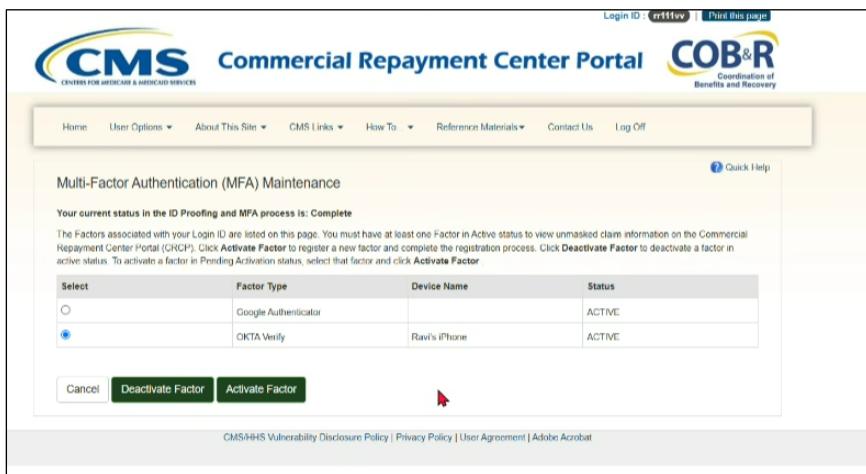
3. Click **Continue** to return to the *Multi-Factor Authentication (MFA) Maintenance* page.

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



The screenshot shows the 'Activate Factor' page of the CRCP. At the top, there are navigation links: Skip Navigation, Login ID: GH111GH, and Print this page. The CMS logo is on the left, and the COB&R logo is on the right. The main content area has a title 'Activate Factor' and a sub-instruction: 'Please enter the eMFA Security Token/verification code you received via the app on your mobile device and then click Continue. Click Cancel to return to the Multi-Factor Authentication (MFA) Maintenance page.' Below this, there is a field labeled 'MFA Security Token:' with an asterisk (*) indicating it is required. At the bottom of the form are two buttons: 'Cancel' and 'Continue', with 'Continue' being highlighted in green. At the very bottom of the page, there is a footer with links to CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

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

| Factor Type | Date Deactivated |
|----------------------|------------------|
| Google Authenticator | 12/03/2024 |

Figure 6-11: Factor Deactivated Successfully

| Factor Type | Date Deactivated |
|----------------------|------------------|
| Google Authenticator | 12/03/2024 |

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).

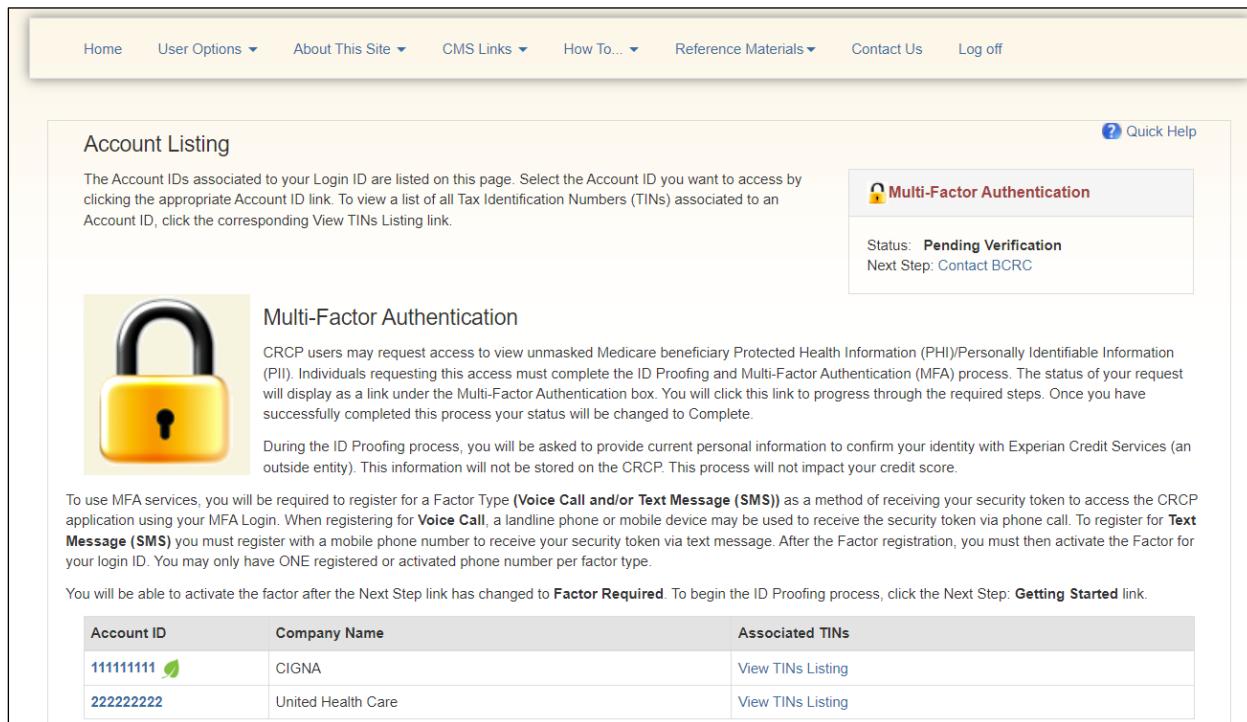
From the *Contact Experian* page, click **Continue** to return to the *Account Listing* page.

Figure 6-14: Contact Experian

The screenshot shows a web page titled 'Contact Experian'. At the top right is a 'Quick Help' link. The main content area starts with a heading 'Contact Experian' and a message: '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.' Below this is another message: '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.' At the bottom of the page is a table of support hours:

| 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 |

At the bottom left is a green 'Continue' button.

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


The screenshot shows the 'Account Listing' page. At the top, there is a navigation bar with links: Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. Below the navigation bar, the main content area has a heading 'Account Listing'. A sub-section titled 'Multi-Factor Authentication' contains the following text: 'CRCP users may request access to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII). Individuals requesting this access must complete the ID Proofing and Multi-Factor Authentication (MFA) process. The status of your request will display as a link under the Multi-Factor Authentication box. You will click this link to progress through the required steps. Once you have successfully completed this process your status will be changed to Complete.' Below this text is a note: 'During the ID Proofing process, you will be asked to provide current personal information to confirm your identity with Experian Credit Services (an outside entity). This information will not be stored on the CRCP. This process will not impact your credit score.' To the right of the text is a box with the heading 'Multi-Factor Authentication' and the status 'Status: Pending Verification' with the note 'Next Step: Contact BCRC'. At the bottom of the page, there is a table with two rows. The first row has columns for 'Account ID' (1111111111) and 'Company Name' (CIGNA), with a link 'View TINs Listing' in the 'Associated TINs' column. The second row has columns for 'Account ID' (2222222222) and 'Company Name' (United Health Care), with a link 'View TINs Listing' in the 'Associated TINs' column.

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

Contact the Benefits Coordination & Recovery Center (BCRC) Quick Help

Experian is unable to verify your identity. If you want to continue with the ID Proofing process, you will need to bring specific documentation to a Notary Public and have him/her verify your identity and notarize a statement to that effect.

The documentation that will be accepted as proof of your identity as well as a template that can be used by the Notary Public for this purpose can be found at the following link: [Notary Statement Template](#). Should you wish to view a sample of a completed Notarized Statement, please view the document at the following link: [Notarized Statement Sample](#).

Once a Notary Public has been able to confirm your identity, you should mail the notarized statement to the BCRC EDI Department at:

Medicare
CRCP
PO Box 138892
Oklahoma City OK 73113

Next Steps

If the BCRC is able to successfully verify your identity, you will receive an e-mail notification within 45 days of receipt of your notarized document. Upon receipt of this e-mail, you will need to login to the Commercial Repayment Center Portal (CRCP) and click the 'Factor Required' link on your home page. This will allow you to activate a factor for your Login ID which is needed to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII) on the CRCP. If you haven't received the e-mail notification from the BCRC 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.

Continue

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: <u>JDoe@hotmail.com</u> | |
| Signature _____ | |
| State of _____ State _____ | |
| County of _____ County _____ | |
| On this, the <u>##</u> day of <u>Month</u> , <u>20##</u> , before me, a Notary Public, the undersigned officer in and for the above state and county, personally appeared <u>Applicant Name</u> _____, proved to be the person named by providing the following document(s): <u>Driver's License</u> _____ as identification. | |
| In witness hereof, I hereunto set my hand and official seal. | |
|  | |
| Notary Public | |
| My Commission Expires: <u>mm/dd/yyyy</u> _____ | |
|  | |
| 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 |

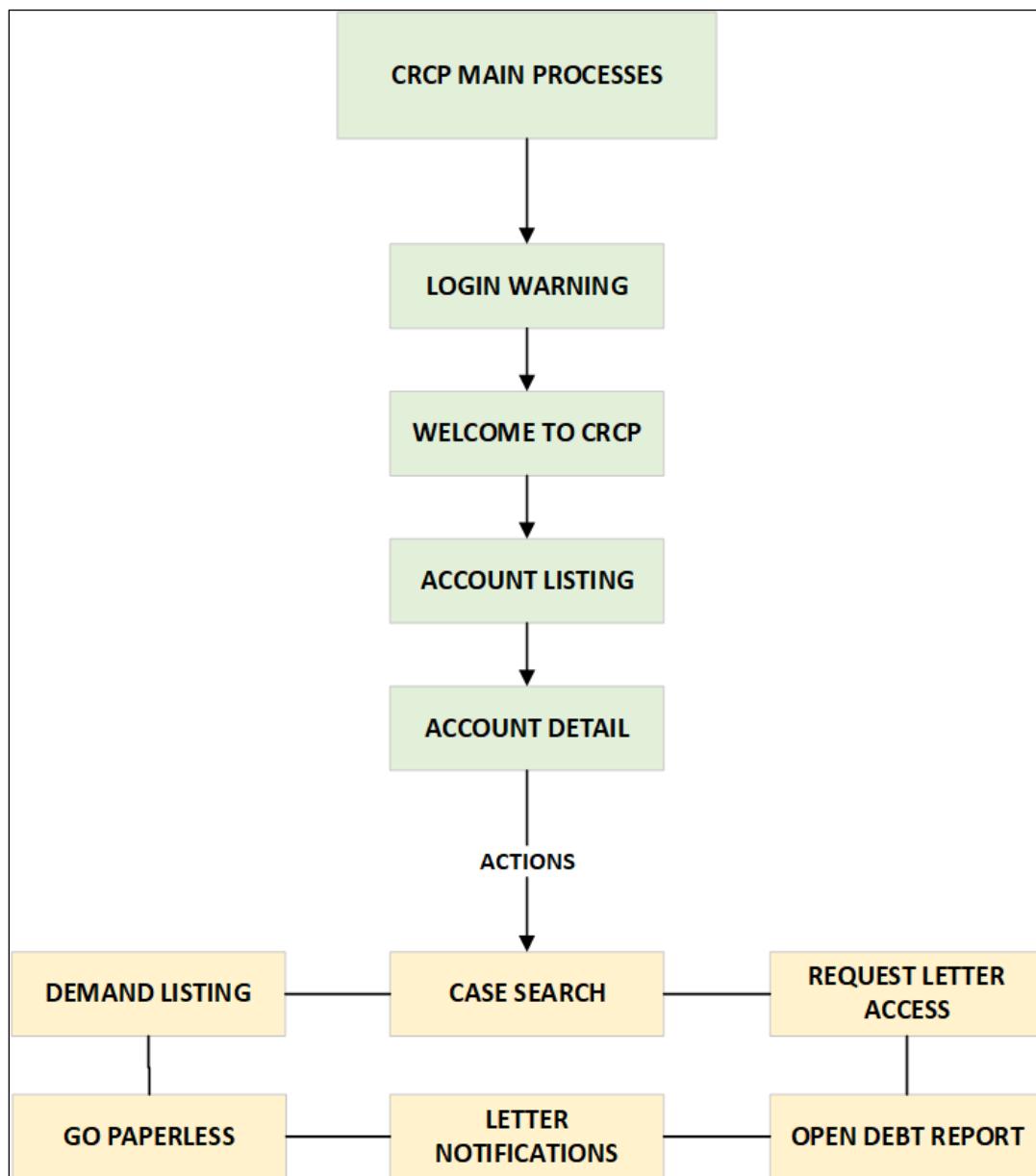
Chapter 7: Navigating the CRCP

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.

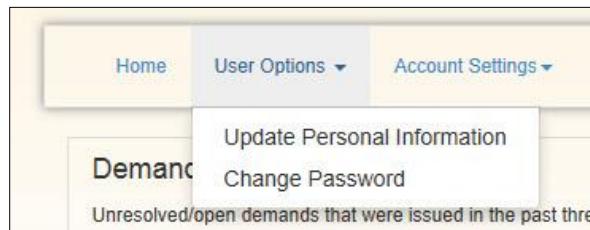
Figure 7-2: Hyperlink

| | | |
|------|----------------------------|----------|
| load | Data Entry | 05-04-20 |
| load | Data Entry | 01-10-20 |
| load | Data Entry | 02-04-20 |

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 <i>Account Listing</i> page from any page in the CRCP. |
| User Options | This drop-down menu links to the <i>Update Personal Information</i> page and the <i>Change Password</i> page (Section 11.1). This menu is available only after login. |

| Link | Description |
|---------------------|---|
| Account Settings | <p>This pull-down menu links to:</p> <ul style="list-style-type: none"> • 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) <p>The <i>Account Settings</i> option only becomes visible after you select an account ID from the <i>Account Listing</i> page.</p> |
| About This Site | Links to the <i>How to Use This Site</i> document, which offers general information on how to use the CRCP application. |
| CMS Links | This pull-down menu links to CMS websites. |
| How To... | <p>Provides links to Help pages that explain how to perform the following functions:</p> <ul style="list-style-type: none"> • 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 |
| Reference Materials | Links to the CRCP User Manual (this guide). |
| Contact Us | 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). |
| Log Off | Allows you to end the CRCP session and exit the system (Section 5.3). |

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

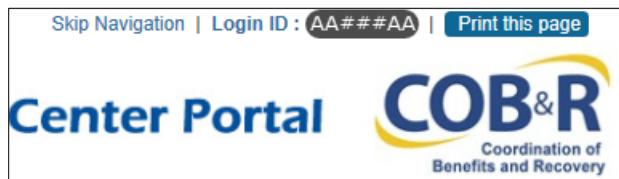
Click **Print this Page** to display local print options for the current browser window.

Displayed Login ID

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

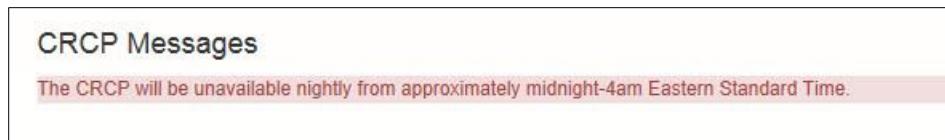
Skip Navigation

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

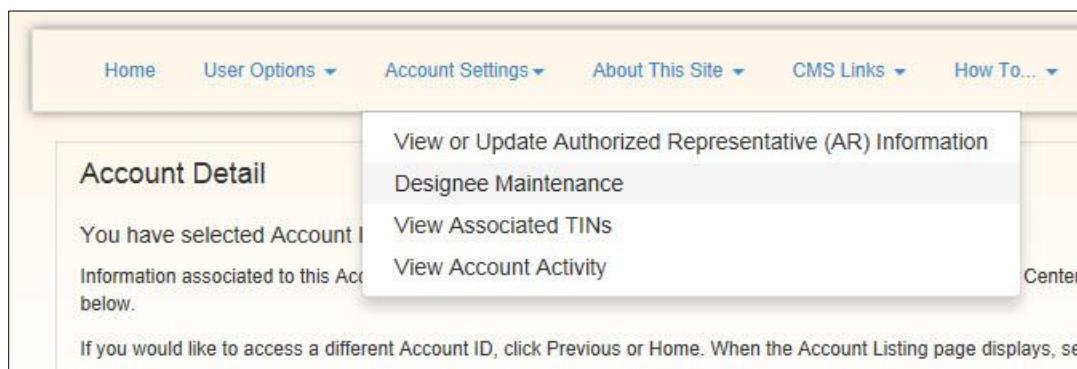


Figure 8-2: Account Designee Listing

The individuals listed on this page were invited to be Account Designees for Account ID: #####. As an Account Manager, you can Add, Edit, or Delete Account Designees.

To invite an individual to become an Account Designee for this Account ID, click the Add Designee button. Individuals who are added as Designees will receive an e-mail notifying them that they have been invited to be an Account Designee for this Account. To edit an Account Designee's personal information, click their Last Name. Note: You can only edit Account Designee's in Pending Status. To delete a Designee from this Account ID, click the [X] to the left of their name.

Click Cancel to transfer to the Account Detail page.

Total Number of Account Designees: 3

Clear Filters

| Delete | Last Name | First Name | E-mail Address | Passphrase | Status | Last Login Date |
|--------|-----------|------------|--------------------|------------|---------|-----------------|
| X | Last | First | john-j@company.com | | Pending | |
| X | Last | First | john-j@company.com | | Pending | |
| X | Last | First | john-j@company.com | | Active | 04/18/2018 |

Cancel **Add Designee**

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: <ul style="list-style-type: none"> • 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 <i>Account Detail</i> page. |
| Add Designee | This button displays the <i>Account Designee Information</i> 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 <i>Account Designee Invitation</i> page. |
| Cancel | This button deletes all entered information, cancels the AD invitation process, and returns you to the <i>Account Designee Listing</i> page. |

Figure 8-4: Account Designee Invitation

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Account Designee Invitation Quick Help

Please provide the Name and Passphrase for the individual that you would like to invite to be an Account Designee for this Account ID. The Passphrase can be any sequence of words or text. It is case-sensitive and can be up to 30 characters long.

After you complete the invitation process, contact your Account Designee and provide them with the Passphrase. They will need to enter it exactly as you did when they follow the link in their invitation e-mail to register for the Commercial Repayment Center Portal (CPRP).

Click Continue to proceed with the invitation process. Click Cancel to transfer to the Account Designee Listing page without inviting this individual to become an Account Designee for this Account ID.

An asterisk (*) indicates a required field.

*Desinee First Name:

*Desinee Last Name:

*Passphrase:

*Re-enter Passphrase:

Previous Cancel Continue

Table 8-3: Account Designee Invitation Fields

| Field | Description |
|---------------------|---|
| Desinee 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. |
| Desinee 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 <i>Account Designee Information</i> page without saving any data entered on this page. |
| Continue | This button saves the information on this page and takes you to the <i>Account Designee Confirmation</i> page. |
| Cancel | This button deletes all entered information, cancels the AD invitation process, and returns you to the <i>Account Designee Listing</i> page. |

Figure 8-5: Account Designee Confirmation

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

Account Designee Confirmation

The individual displayed on this page has been successfully added to this Account. Please provide them with the Passphrase you created on the Account Designee Invitation page. They will need this to complete their registration.

If the invited Designee is already a registered user, they will receive an e-mail notifying them that they have been invited to become an Account Designee for this Account and may access the Account by logging into the Commercial Repayment Center Portal (CRCP) with their existing Login ID and Password. If the invited Designee is not currently a registered user, they will receive an e-mail with a link to register on the CRCP website.

| | |
|------------------------------|-------------------|
| Account Designee First Name: | FIRST |
| Account Designee Last Name: | LAST |
| Account Designee E-mail: | ADDRESS@EMAIL.COM |

OK

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

Update Account Designee Information

The information currently associated with the selected Account Designee is displayed. The Account Manager may update any of this information and if needed, regenerate the invitation e-mail to the Account Designee.

Click **Continue** to submit your changes or click **Cancel** to transfer to the Account Designee Listing page without submitting your changes.

An asterisk (*) indicates a required field.

| | |
|--|----------------------|
| *Account Designee First Name: | <input type="text"/> |
| *Account Designee Last Name: | <input type="text"/> |
| *Account Designee E-mail Address: | <input type="text"/> |
| *Re-enter Account Designee E-mail Address: | <input type="text"/> |
| *Passphrase: | <input type="text"/> |
| *Re-enter Passphrase: | <input type="text"/> |
| <input type="checkbox"/> Regenerate invitation e-mail with new token link for Account Designee | |

Cancel **Continue**

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 <i>Update Account Designee Confirmation</i> page. |
| Cancel | This button deletes all entered information, cancels the AD editing process, and returns you to the <i>Account Designee Listing</i> page. |

Figure 8-7: Update Account Designee Confirmation

Update Account Designee Confirmation

The information for the following Designee has been successfully updated.

Click on Continue button to return to the Account Designee Listing page.

| | |
|--------------------------|-------------------|
| Designee First Name: | FIRST |
| Designee Last Name: | LAST |
| Designee E-mail Address: | ADDRESS@EMAIL.COM |

Continue

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 <i>Account Designee Listing</i> 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 <i>Designee Listing</i> page. The designee is not deleted. |
| OK | This button re-displays the <i>Designee Listing</i> 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*.
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

The screenshot shows the 'Account Designee Registration' page. At the top, there are navigation links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. A 'Quick Help' link is in the top right. The main title is 'Account Designee Registration'. Below it, a message says: 'You have been invited to be a Designee for the Account ID displayed on this page. In order to access this Account ID, you must register and establish a Login ID and a Password for yourself.' A note below states: 'To begin the registration process, enter the Passphrase that the Account Manager created for you, agree to the terms presented in the User Agreement and Privacy Policy in the scrolling box, and then click Continue. If you do not have the Passphrase, you must request it from the Account Manager. Click Cancel if you do not wish to register at this time.' The 'Account ID' is listed as '32423 - ARIZONA UFCW EMPLOYERS HEALTH AN'. The 'Account Manager Information' section contains fields for First Name, Middle Name, Last Name, Phone (format: (###) ###-####), E-mail (address@email.com), and Passphrase. Below these fields is a note: 'You must read the User Agreement and Privacy Policy provided in the scrolling box. To accept the agreement, click the 'I accept' checkbox. You must accept and agree to the terms of the User Agreement in order to continue the registration process.' A link 'View and print the User Agreement and Privacy Policy' is provided. The 'User Agreement and Privacy Policy' section contains the full text of the User Agreement and Privacy Policy. It includes a note: 'THE FOLLOWING DESCRIBES THE TERMS AND CONDITIONS BY WHICH THE CENTERS FOR MEDICARE MEDICAID SERVICES (CMS) OFFERS YOU ACCESS TO THE COORDINATION OF BENEFITS SECURE WEBSITE (COBSW).'. It also states: 'You must read and accept the terms and conditions contained in this User Agreement expressly set out below and incorporated by reference before you may access the Coordination of Benefits Secure Website (COBSW), which includes the Medicare Secondary Payer Repayment Portal (MSPRP), the Commercial Repayment Center Portal (CRCP), the Section 111 Mandatory Reporting Application (S111 MRA), and the Workers' Compensation Medicare Set-Aside Portal (WCMSAP)—collectively known as the COBSW.' Another note says: 'CMS may amend this user agreement at any time. Except as stated below, all amended terms shall automatically be effective 30 days after they are initially posted on the site. This user agreement is effective immediately.' A section titled '1. Purpose of the CRCP website' explains the purpose of the portal. A note at the bottom of the scrollable text says: 'This system allows users to (not an exhaustive list):'. Below the scrollable text is a note: 'Please check the following box:'. A checkbox labeled 'I accept the User agreement and Privacy Policy.' is checked. At the bottom of the page are 'Cancel' and 'Continue' buttons.

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 <i>Login Warning</i> page. |
| Continue | This button saves the entered information in the system and takes you to the <i>Account Designee Login Information</i> page. |

Figure 8-10: Account Designee Personal Information

[About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#)

[Quick Help](#)

Account Designee Personal Information

Please enter the required information to identify yourself as a Commercial Repayment Center Portal (CRCP) user and then click Continue. Click Cancel if you would like to exit the registration process; all data will be lost.

An asterisk (*) indicates a required field.

*First Name:

*E-mail Address:

*Phone:

*Last Name:

ADDRESS@EMAIL.COM

Ext

Mailing Address

The address displayed on this page is your Personal Mailing Address. It will not be used to send correspondence related to the recovery case.

*Address Line 1:

Address Line 2:

*City:

*State:

Please Select

*Zip Code:

- - -

Cancel

Continue

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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 <i>Account Designee. Thank You</i> page. |
| Cancel | This button deletes all entered information, cancels the <i>AD Registration</i> process, and returns you to the <i>Login Warning</i> page. |

Figure 8-11: Account Designee Login Information

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Account Designee Login Information

To become a registered Commercial Repayment Center Portal (CPRP) user, you must select a Login ID and Password and two security questions and answers. All fields are required.

You will use your Login ID and Password to access the CRCP. Click Continue when you have completed your entry. Click Cancel if you would like to exit the registration process; all data will be lost.

Login ID and Password requirements:

- Login IDs must be 7 characters
- Login IDs must be unique within the system
- Login IDs must be in the format of AA999AA (first two alphabetic, next three numeric, last two alphabetic)
- Password must be changed every sixty (60) days.
- Password must consist of at least eight (8) characters.
- Password must contain at least one upper-case letter, one lower-case letter, one number and one special character.
- Password must contain a minimum of four (4) changed characters from the previous password.
- Password cannot be changed more than once per day.
- Password must be different from the previous 24 passwords.
- Password cannot contain a reserved word (See the Quick Help link for a complete list).

Login ID and Password Selection

| | |
|----------------------------|--------------------------|
| *Login ID: | <input type="text"/> |
| *Password: | <input type="password"/> |
| *Re-enter Password: | <input type="password"/> |

Security Question and Answer Selection

The Security Questions are part of the CRCP online security process designed to help prevent unauthorized access to your account. The questions and answers you choose will enable you to regain account access if you forget your password. Please note the answers you provide to these questions should be actual answers and not hints for your password. You must select 2 questions and answers.

| | |
|------------------------------|--|
| *Security Question 1: | <input type="text" value="Please Select"/> |
| *Answer 1: | <input type="text"/> |
| *Security Question 2: | <input type="text" value="Please Select"/> |
| *Answer 2: | <input type="text"/> |

Previous **Cancel** **Continue**

Table 8-9: Account Designee Login Information Fields

| Field | Description |
|---------------------|---|
| Login ID | Enter a login ID. Login IDs must be: <ul style="list-style-type: none"> • Seven characters • Unique within the COBSW system • In the format AA999AA (two letters, three numbers, then two letters). |
| Password | Enter a password. Passwords must: <ul style="list-style-type: none"> • 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 <i>Password</i> field. |
| Security Question 1 | Select <i>Security Question 1</i> from the drop-down menu. |
| Answer 1 | Enter an <i>Answer</i> to <i>Security Question 1</i> . 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 <i>Security Question 2</i> from the drop-down menu. This must be a different selection than your first security question. |
| Answer 2 | Enter an <i>Answer</i> to <i>Security Question 2</i> . 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 <i>Account Designee Personal Information</i> 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 <i>Login Warning</i> page. |
| Continue | This button saves the entered information in the system and takes you to the <i>Account Designee Registration Summary</i> page. |

Figure 8-12: Account Designee Registration Summary

Account Designee Registration Summary

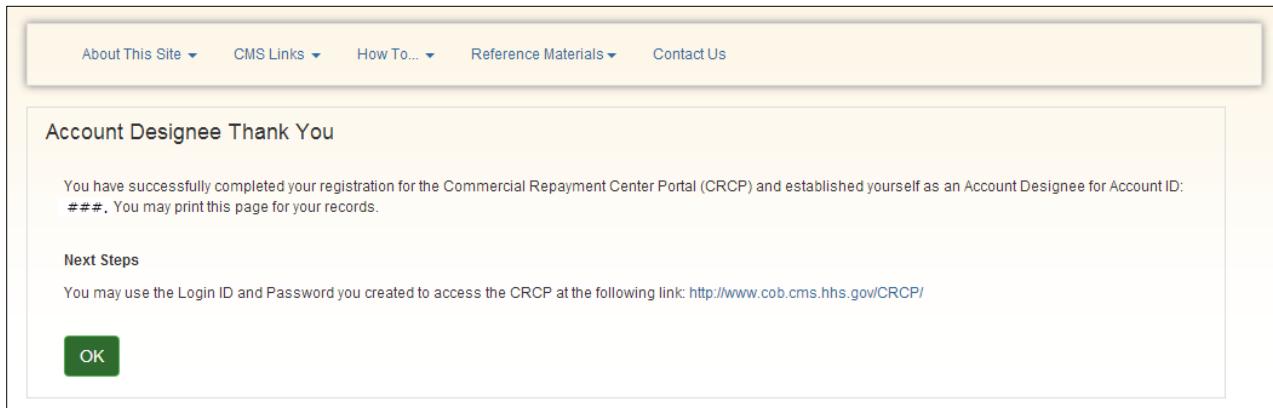
Please review your personal and login information. If you need to change anything, click the **Edit** button next to the section that needs modifications. If the information is correct, click **Continue** to proceed. Click **Cancel** if you would like to exit the registration process; all data will be lost. Please print this page for your records.

| | | | | |
|-------------------------------------|---------------------|--------------|------------|------|
| Personal Identification Information | | Edit | | |
| First Name: | FIRST | Middle Name: | Last Name: | LAST |
| E-mail Address: | ADDRESS@EMAIL.COM | | | |
| Phone: | (###) ###-#### Ext. | | | |
| Address Line 1: | ### STREET NAME | | | |
| Address Line 2: | | | | |
| City: | CITY | | | |
| State: | AA | | | |
| Zip Code: | #### | | | |
| Login Information | | Edit | | |
| Login ID: | AA####AA | | | |

Cancel **Continue**

Table 8-10: Account Designee Registration Summary Fields

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

The screenshot shows the 'Account Detail' page with a navigation bar at the top. Below the navigation, the page title 'Account Detail' is displayed. A note states: 'You have selected Account ID: ##### - COMPANY'. A link to 'Quick Help' is available. The main content area is titled 'Available Actions' and contains six boxes with links:

- To view demands/case information or to submit defense documentation, click this link: [Demand Listing](#)
- To search for a case associated to this Account ID, click this link: [Case Search](#)
- To request access to information related to a letter that is not yet associated to this Account ID, click this link: [Request Letter Access](#)
- To request/update paperless preferences for this account, click this link: [Go Paperless](#)
- To view/print "Go Paperless" letter notification e-mails and letters, click this link: [Letter Notifications](#)
- To view all cases that have an Accounts Receivable amount greater than zero, click this link: [Open Debt Report](#)

At the bottom, a note states: 'To remove access related to a letter associated to this Account ID, the Account Manager for this Account must contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) and provide them with key information from the letter that should be removed. EDI Representatives can be reached at: (646) 458-6740.' A 'Previous' button is at the bottom left.

Table 9-1: Account Detail Fields

| Field | Description |
|-----------------------|--|
| Demand Listing | This link takes you to the <i>Demand Listing</i> page. |
| Case Search | This link takes you to the <i>Case Search</i> page. |
| Request Letter Access | This link takes you to the <i>Request Letter Access</i> page. |
| Open Debt Report | This link takes you to the <i>Open Debt Report</i> page. |
| Go Paperless | This link takes you to the <i>Go Paperless</i> 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 <i>Letter Notifications</i> 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 <i>Account Listing</i> 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.

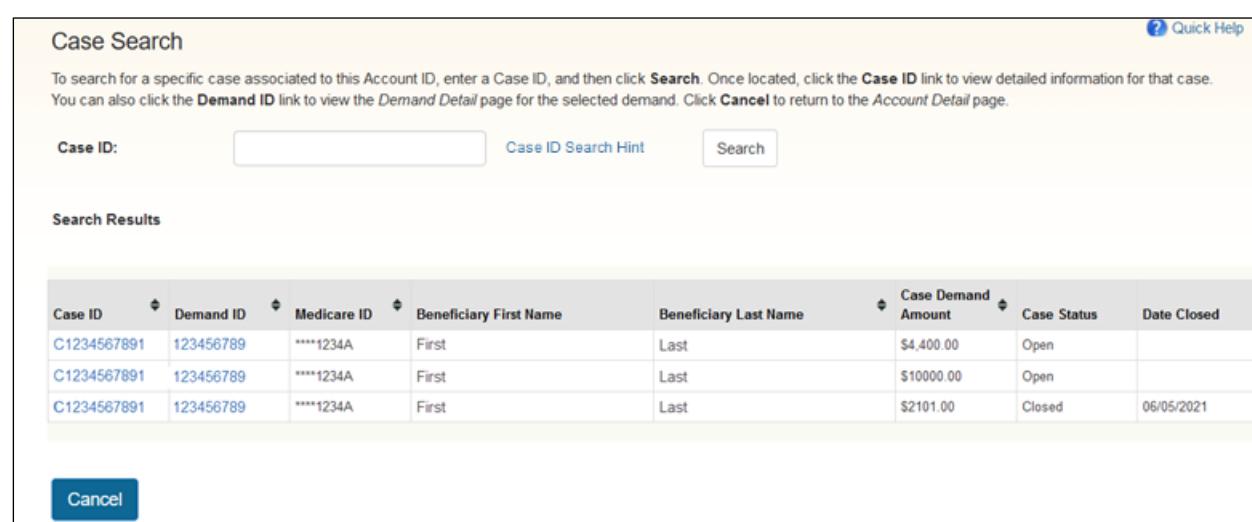
The *Case Search* page appears.

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



The screenshot shows the 'Case Search' page with the following interface and data:

- Header:** 'Case Search' and a 'Quick Help' link.
- Search Input:** 'Case ID' input field, 'Case ID Search Hint' link, and a 'Search' button.
- Search Results Section:** 'Search Results' label.
- Table:** A grid showing search results for three cases. The columns are: Case ID, Demand ID, Medicare ID, Beneficiary First Name, Beneficiary Last Name, Case Demand Amount, Case Status, and Date Closed.
- Data:**

| Case ID | Demand ID | Medicare ID | Beneficiary First Name | Beneficiary Last Name | Case Demand Amount | Case Status | Date Closed |
|-------------|-----------|-------------|------------------------|-----------------------|--------------------|-------------|-------------|
| C1234567891 | 123456789 | ****1234A | First | Last | \$4,400.00 | Open | |
| C1234567891 | 123456789 | ****1234A | First | Last | \$10000.00 | Open | |
| C1234567891 | 123456789 | ****1234A | First | Last | \$2101.00 | Closed | 06/05/2021 |
- Buttons:** 'Cancel' button at the bottom left.

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 <i>Case Information</i> page. |
| Demand ID | Displays the demand ID. Click the demand ID hyperlink to open the <i>Demand Detail</i> 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 <i>Account Detail</i> 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.

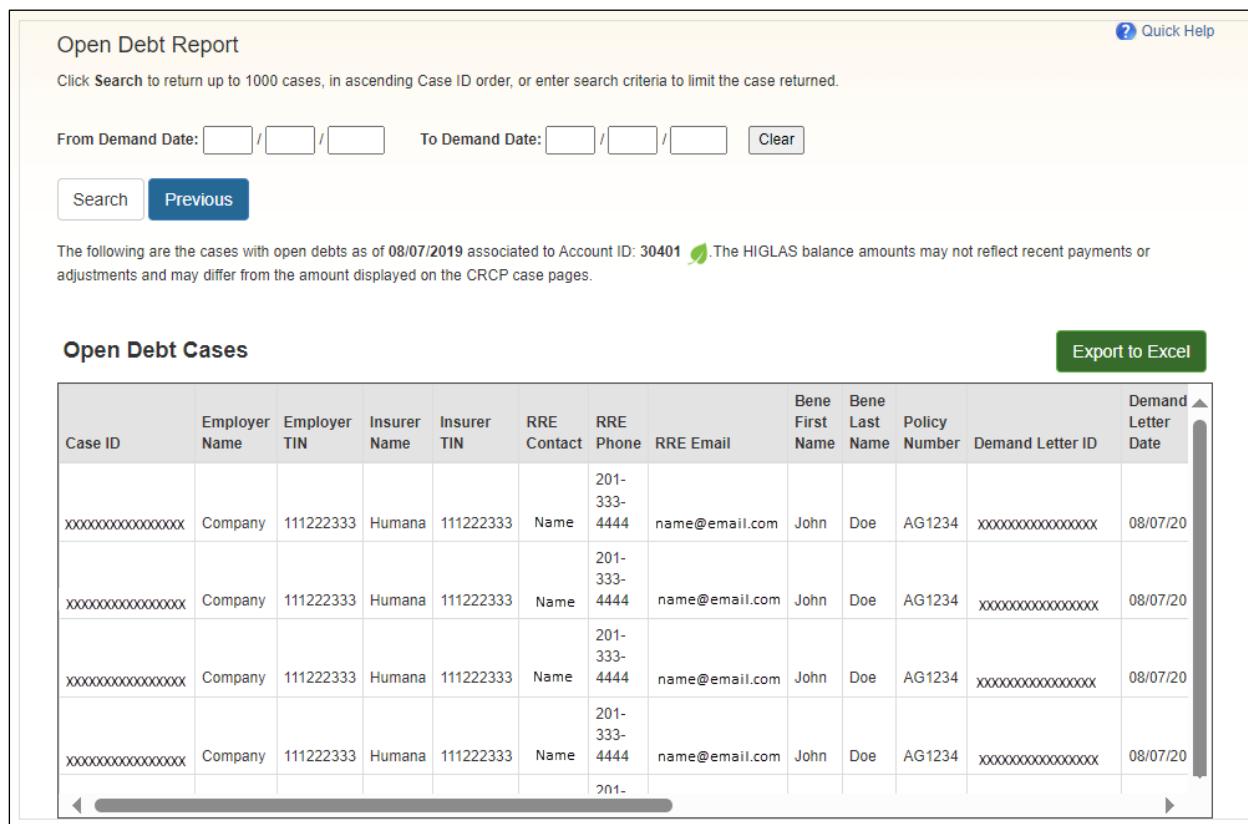
To view the *Open Debt Report* page:

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



The screenshot shows the 'Open Debt Report' page. At the top, there is a search bar with fields for 'From Demand Date' and 'To Demand Date', a 'Search' button, and a 'Clear' button. Below the search bar, a message states: 'Click Search to return up to 1000 cases, in ascending Case ID order, or enter search criteria to limit the case returned.' The main content area is titled 'Open Debt Cases' and contains a table with the following data:

| Case ID | Employer Name | Employer TIN | Insurer Name | Insurer TIN | RRE Contact | RRE Phone | RRE Email | Bene First Name | Bene Last Name | Policy Number | Demand Letter ID | Demand Letter Date |
|--------------------|---------------|--------------|--------------|-------------|-------------|--------------|----------------|-----------------|----------------|---------------|--------------------|--------------------|
| xxxxxxxxxxxxxxxxxx | Company | 111222333 | Humana | 111222333 | Name | 201-333-4444 | name@email.com | John | Doe | AG1234 | xxxxxxxxxxxxxxxxxx | 08/07/20 |
| xxxxxxxxxxxxxxxxxx | Company | 111222333 | Humana | 111222333 | Name | 201-333-4444 | name@email.com | John | Doe | AG1234 | xxxxxxxxxxxxxxxxxx | 08/07/20 |
| xxxxxxxxxxxxxxxxxx | Company | 111222333 | Humana | 111222333 | Name | 201-333-4444 | name@email.com | John | Doe | AG1234 | xxxxxxxxxxxxxxxxxx | 08/07/20 |
| xxxxxxxxxxxxxxxxxx | Company | 111222333 | Humana | 111222333 | Name | 201-333-4444 | name@email.com | John | Doe | AG1234 | xxxxxxxxxxxxxxxxxx | 08/07/20 |

At the bottom of the table, there are navigation arrows for 'Previous' and 'Next'.

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

Request Letter Access

You may submit a request to associate data related to a Demand or Defense letter you received from the Commercial Repayment Center (CRC) that is not currently available on the portal for this Account ID. To associate this data, enter the information requested on this page and click **Continue**.

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. The Tax Identification Number (TIN) will be associated to this account and will have the same "Go Paperless" option as the account. Click **Cancel** to return to the Account Detail page without submitting your request.

Letter Information

Enter and re-enter the Letter ID from the letter you want to access: [Entry Hint](#)

*Letter ID:

*Re-enter Letter ID:

*Tax Identification Number:

* Select the type of letter you are using to associate information to your account and provide the required key piece of data for that letter type: [Entry Hint](#)

Defense Letter - Enter the Case ID:

Demand Letter - Enter the Total Debt Due printed on the letter: \$

[Cancel](#) [Continue](#)

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 <i>Request Letter Access</i> process, and returns you to the <i>Account Detail</i> page. |
| Continue | This button authenticates the information you entered, saves the information in the system, and takes you to the <i>Request Letter Access Verification</i> page. |

Figure 9-5: Request Letter Access Verification

Request Letter Access Verification

The Employer and Insurer information displayed on this page is associated to the Letter ID you requested on the previous page. Please confirm that this information matches your account information and that you wish to continue requesting access to this letter and, in turn, all cases linked to this letter. Click **Continue** to proceed.

If this information does not match your account, and you do not wish to associate the Letter ID to your account, please click **Cancel and contact the CRC at (855) 798-2627 to report that you have received the letter in error.**

| | |
|-----------------------------------|---|
| Letter ID: | #####-#####-#####-##### |
| Tax Identification Number (TIN): | #####-#####-#####-##### |
| Employer Associated to Letter ID: | #####-#####-#####-##### |
| Insurer Associated to Letter ID: | #####-#####-#####-##### |
| Account ID: | ### - ACCOUNT NAME |
| Account Type: | Employer - Applies to Employers and Other Plan Sponsors |

[Cancel](#) [Continue](#)

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 <i>Request Letter Access</i> process, and returns you to the <i>Account Detail</i> page. |
| Continue | This button authenticates the information you entered, saves the information in the system, and takes you to the <i>Request Letter Access Confirmation</i> page. |

Figure 9-6: Request Letter Access Confirmation

The screenshot shows a web page titled "Request Letter Access Confirmation". At the top, there is a navigation bar with links: Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. Below the navigation bar, the page title is "Request Letter Access Confirmation". A message states: "You have successfully associated information from the displayed Letter ID, as well as information from all related letters, to the Account ID shown on this page. You may view this information on the Demand Listing page." Below this message is a table with the following data:

| | |
|----------------------------------|---|
| Letter ID: | ##### |
| Tax Identification Number (TIN): | ##### |
| Account ID: | ### · ACCOUNT NAME |
| Account Type: | Employer - Applies to Employers and Other Plan Sponsors |

At the bottom of the page is a green "OK" button.

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

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

Go Paperless

When the "Go Paperless" checkbox is selected, letter notification e-mails will be sent instead of hardcopy letters being mailed to the account. These e-mails will be sent to the Account Manager. The Account Designees and the individual/distribution list entered in the optional "Paperless E-mail Address" below will be copied on the notification e-mail. Individuals associated to an account that has opted in to the "Go Paperless" option are responsible for viewing all correspondence on the CRCP. These individuals must complete the ID Proofing and Multi-Factor Authentication (MFA) process and login using MFA to view the correspondence images.

The "Go Paperless" option impacts mailing to all TINs associated to this account. To verify the account's associated TINs, click the Account Settings drop-down and select the View Associated TINs link. If the associated TIN information is not correct, please contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) for assistance. EDI Representatives can be reached at: (646) 458-6740.

Please verify that the Account Manager e-mail address listed is correct. If changes are required, click the User Options drop-down and select the Update Personal Information link.

To go paperless, select the "Go Paperless" check box and, if desired, enter and re-enter the additional **Paperless E-mail Address**. Click **Continue** to confirm your request.

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

To opt-out of the "Go Paperless" option, uncheck the **Go Paperless** check box (if checked) and click **Continue**.

Click **Cancel** to return to the previous page without updating your account settings.

Go Paperless Information

| | |
|---------------------------------------|--------------------------------|
| <input type="checkbox"/> Go Paperless | Account ID: ##### COMPANY NAME |
| Account Manager E-mail Address: | ADDRESS@EMAIL.COM |
| Paperless E-mail Address: | |
| Re-enter Paperless E-mail Address: | |

Cancel Continue

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 <i>Paperless E-mail Address</i> and <i>Re-enter Paperless E-mail Address</i> 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 <i>Paperless E-mail Address</i> 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 <i>Go Paperless Confirmation</i> page. |

| Field | Description |
|--------|---|
| Cancel | Click to return to the <i>Account Detail</i> 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

The Go Paperless settings associated with your Account are listed on this page.

| | |
|---------------------------|--|
| Account ID: | #### |
| Company Name: | COMPANY NAME |
| Paperless: | The account is opted in to Go Paperless. It will receive letter notification e-mails and stop receiving mailed letters within #business days of the Paperless Opt-In Date. |
| Paperless Opt-In Date: | MM/DD/YYYY |
| Paperless E-mail Address: | ADDRESS@EMAIL.COM |

OK

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 <i>Account Detail</i> page. |

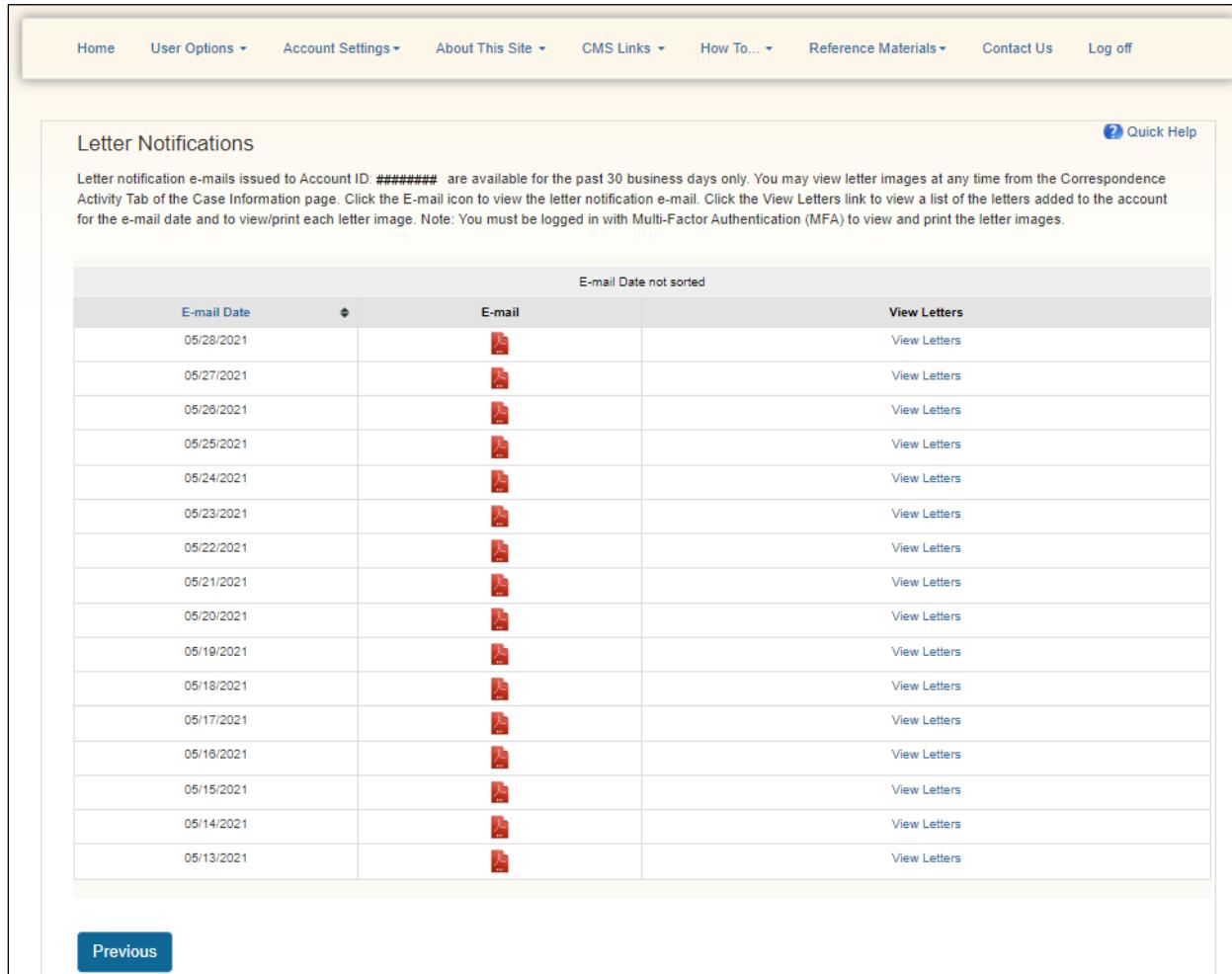
9.6 Letter Notifications

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



The screenshot shows a web-based application interface for managing account notifications. At the top, there is a navigation bar with links: Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. Below the navigation bar, the main content area is titled 'Letter Notifications'. A sub-instruction at the top of this section states: 'Letter notification e-mails issued to Account ID ##### are available for the past 30 business days only. You may view letter images at any time from the Correspondence Activity Tab of the Case Information page. Click the E-mail icon to view the letter notification e-mail. Click the View Letters link to view a list of the letters added to the account for the e-mail date and to view/print each letter image. Note: You must be logged in with Multi-Factor Authentication (MFA) to view and print the letter images.' Below this, a table is displayed with the following data:

| E-mail Date not sorted | | | |
|------------------------|--------|------------------------------|--|
| E-mail Date | E-mail | View Letters | |
| 05/28/2021 | | View Letters | |
| 05/27/2021 | | View Letters | |
| 05/26/2021 | | View Letters | |
| 05/25/2021 | | View Letters | |
| 05/24/2021 | | View Letters | |
| 05/23/2021 | | View Letters | |
| 05/22/2021 | | View Letters | |
| 05/21/2021 | | View Letters | |
| 05/20/2021 | | View Letters | |
| 05/19/2021 | | View Letters | |
| 05/18/2021 | | View Letters | |
| 05/17/2021 | | View Letters | |
| 05/16/2021 | | View Letters | |
| 05/15/2021 | | View Letters | |
| 05/14/2021 | | View Letters | |
| 05/13/2021 | | View Letters | |

At the bottom left of the page, there is a blue 'Previous' button.

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 <i>Letters for E-mail Date</i> page. Note: You must be logged in with MFA to view and print the letter images. |
| Previous | Click to return to the <i>Account Detail</i> 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 ascending order by correspondence type. You can click the column headers to change the sort order.

Figure 9-10: Letters for E-mail Date

Letters for E-mail Date

Account ID: 111111, Company Ltd E-mail Date: 5/22/2021

All account images for the letter e-mail date are displayed on this page. If you have logged in with Multi-Factor Authentication, you will be able to view, print, and save the letters. Click the [Associated Images](#) link to view/print individual correspondence. To save multiple/all documents to a folder, click the [Select Letter](#) check box/[Select All](#) link. You may save up to 100 MB (megabytes) at a time. When all letters have been marked, click [Continue](#). Click [Previous](#) to return to the Letter Notifications page. Click [Clear](#) to remove any sorting or filtering and restore the default display of the letters.

[Clear](#)

| Select Letter | Downloaded Select | Demand ID | Case ID | Correspondence Type | Associated Images | Image Size |
|--------------------------|----------------------|-----------|--------------|---|-------------------|------------|
| <input type="checkbox"/> | Yes | XXXXXXXX | XXXXXXXXXXXX | Defense Decision | Image1.pdf | 5 MB |
| <input type="checkbox"/> | No | XXXXXXXX | XXXXXXXXXXXX | Medicare's Demand Letter | Image2.pdf | 5 MB |
| <input type="checkbox"/> | Yes | XXXXXXXX | XXXXXXXXXXXX | Medicare's Intent to Refer to Treasury Letter | Image3.pdf | 5 MB |
| <input type="checkbox"/> | No | XXXXXXXX | XXXXXXXXXXXX | Notification of Decision Response | Image4.pdf | 5 MB |

Select All / Deselect All

Note, download may take a few seconds after clicking Continue. Your zipped file will appear when it is ready.

[Previous](#) [Continue](#)

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 | <p>Indicates whether the letter has been downloaded. Possible values:</p> <p>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 <i>Associated Images</i> column.)</p> <p>No – A user has not downloaded the letter.</p> <p>Blank – The letter was added to the page prior to the <i>Downloaded</i> column being displayed on January 9, 2023.</p> <p>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.</p> |
| Demand Letter ID | <p>The ID of the demand letter.</p> <p>Sortable column.</p> |
| Case ID | <p>The ID of the case (for non-demand letters).</p> <p>Note: This field is blank if the correspondence type is “Medicare’s demand letter”.</p> <p>Sortable column.</p> |
| Correspondence Type | <p>The description of the correspondence.</p> <p>Sortable column.</p> |
| Associated Images | <p>The filename for the letter image.</p> <p>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.</p> |
| Image Size | <p>The file size of the image.</p> <p>Note: When downloading multiple images, the file size may be up to 100 MB.</p> |
| Select All/ Deselect All | <p>Links for either selecting or deselecting all letters listed.</p> <p>Note: These links will appear only when logged in with MFA.</p> |
| Previous | <p>Click to return to the <i>Letter Notifications</i> page.</p> |
| Continue | <p>Click to create a zipped file of your selected letter(s).</p> <p>Note: This button appears only when logged in with MFA.</p> |

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:

- 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.

- Click any column heading to sort by that column.
- 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 | <p>Displays the type of activity. The available options include:</p> <ul style="list-style-type: none"> • 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 <p>AMs can see all three categories of activity; ADs will only see activities they performed.</p> |
| Letter ID | <p>Displays the Letter ID associated with the Request Letter Access activity.</p> <p>Note: This field is blank for Go Paperless activity.</p> |
| Login ID | Displays the login ID of the user who performed the activity. |
| Case ID | <p>Displays the case ID associated with a defense submitted on the CRCP.</p> <p>Note: This field is blank for all other types of activity records.</p> |

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

| Associated TINs | Company Name |
|-----------------|--------------|
| ##### | COMPANY NAME |

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 <i>Account Listing</i> 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

Demand Listing Quick Help

Unresolved/open demands that were issued in the past three months are listed on this page. To search for any Demand Letter ID, including a demand that has been closed, enter your criteria and then click **Search**.

Demand Letter ID : **Demand Letter ID Search Hint**

Demand Letter Sent Date From: / / (MM/DD/YYYY)

Demand Letter Sent Date To: / / (MM/DD/YYYY) **From and To Date Search Hint**

Demand Letters Issued to Companies Associated with Account ID: 111111

Results Returned: 5

You may view a list of Beneficiaries/Case ID's included in a Demand Letter as long as the Status is Open. To view this list, click the Demand Letter ID link for the applicable letter. If you need additional information regarding a demand that has been resolved/closed, please contact the Commercial Repayment Center at 1-855-798-2627.

| Viewed | Demand Letter ID | Number of Cases | Letter Date | Demand Status |
|--------|------------------|-----------------|-------------|---------------|
| Yes | ##### | 1 | 04/13/2014 | Open |
| Yes | ##### | 1 | 04/11/2014 | Open |
| Yes | ##### | 1 | 04/10/2014 | Open |
| No | ##### | 1 | 04/09/2014 | Open |
| | ##### | 1 | 04/08/2014 | Closed |

Account Detail

Table 10-1: Demand Listing Fields

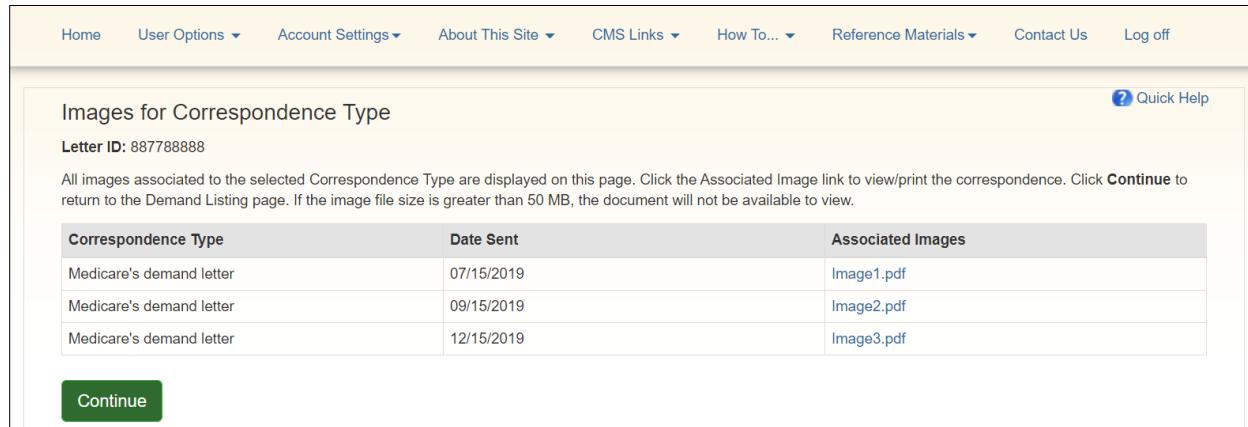
| Field | Description |
|------------------------------|---|
| Demand Listing Search | - |
| Demand Letter ID | Enter the Letter ID of the demand letter when conducting a search. The Demand Letter ID may include up to 15 digits. You may also search using a percent sign (%) as a wildcard after entering 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 <i>Demand Letter Sent Date To</i> field. Required. |
| Demand Letter Sent Date To | Enter a valid date that is greater than or equal to the date entered in the <i>Demand Letter Sent Date From</i> field. Optional. To search for all letters sent on one specific date, enter the same date in both the <i>Demand Letter Sent Date From</i> field and the <i>Demand Letter Sent Date To</i> field. If no value is entered in this field but a value is entered in the <i>Demand Letter Sent Date From</i> 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 <i>Demand Letter Issued to Companies Associated with Account ID</i> 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 <i>Images for Correspondence Type</i> 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 <i>Account Detail</i> 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)



The screenshot shows a web page titled "Images for Correspondence Type". At the top, there is a navigation bar with links: Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. Below the title, the text "Letter ID: 887788888" is displayed. A note states: "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 Demand Listing page. If the image file size is greater than 50 MB, the document will not be available to view." A table titled "Correspondence Type" is shown, with three rows of data. The table has three columns: "Correspondence Type", "Date Sent", and "Associated Images". The data is as follows:

| Correspondence Type | Date Sent | Associated Images |
|--------------------------|------------|-------------------|
| Medicare's demand letter | 07/15/2019 | Image1.pdf |
| Medicare's demand letter | 09/15/2019 | Image2.pdf |
| Medicare's demand letter | 12/15/2019 | Image3.pdf |

At the bottom left, there is a "Continue" button.

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 <i>Demand Listing</i> 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 *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](#)

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 | <p>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.</p> <p>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.</p> <p>Click the Case ID Search Hint hyperlink for details regarding search criteria.</p> |
| Medicare ID | <p>Enter the Medicare ID (HICN or MBI) associated with the case or the beneficiary when conducting a search.</p> <p>Note: The Medicare ID is also known as the Medicare Number to CMS’ Medicare beneficiaries.</p> <p>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.</p> <p>Click the Medicare ID Search Hint hyperlink for details regarding search criteria.</p> |

| Field | Description |
|-----------------------|--|
| Beneficiary Last Name | <p>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.</p> <p>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.</p> <p>Click the Beneficiary Last Name Search Hint hyperlink for details regarding search criteria.</p> |
| Search | <p>This button searches for the case or beneficiary that meets the criteria you entered in the fields above.</p> <p>Matching records are displayed in the <i>Case IDs/Beneficiaries Included in the Demand Letter</i> section.</p> |
| Demand Listing | This button discards any changes and returns you to the <i>Demand Listing</i> 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 <i>Submitted Defense Documents</i> page. No selections are saved. |

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

| Field | Description |
|------------------------|--|
| Case ID | <p>Displays the case ID.</p> <p>For open cases, click the case ID hyperlink to display the <i>Financial Summary</i> tab on the <i>Case Information</i> page.</p> |
| Claim Count | Displays the number of claims/claim lines associated with the case ID. |
| Medicare ID | <p>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.)</p> <p>Note: The Medicare ID is also known as the Medicare Number to CMS' Medicare beneficiaries.</p> |
| 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 | <p>Displays the status of the case.</p> <p>When the Case Status is set to Closed, the checkbox in the <i>Defense</i> column is disabled.</p> <p>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.</p> |
| 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

Make a Payment

| | | | |
|----------------|------------|---------------|-------|
| Employer Name: | BLUE CROSS | Insurer Name: | CIGNA |
| Employer TIN: | ##### | Insurer TIN: | ##### |

Demand Information

| | |
|-----------------------------|----------------|
| Demand Letter ID: | 861236547 |
| Demand Amount: | \$1,488,168.99 |
| Interest Rate: | 10% |
| Last Interest Accrual Date: | 01/02/12 |

Balance Information

| | |
|-----------------------------------|----------------|
| Total Remaining Principal Amount: | \$1,340,759.96 |
| Total Remaining Interest Amount: | \$147,409.03 |
| Total Balance Amount: | \$1,488,168.99 |

Note: Remaining balance amounts do not include pending payments.

Total Pending Electronic Payment Amount: \$1,147,002.43

Total Payment Amount: \$341,166.56

Select Cases

All cases have been selected by default. You can deselect cases and update case payment amounts. Select the cases for which you wish to remit payment, then select Continue.

Note: Select all cases if you wish to pay the demand in full. (That is, you do not wish to defend the inclusion or the amount of any of the individual claims that comprise the cases and wish to pay the full amount listed under Total Balance Amount). If you are making a partial payment, please be sure to upload any required supporting documentation via the Upload Defense option if you haven't already done so. Interest will continue to accrue on any unpaid balances.

| Pay | Case ID | Medicare ID | Beneficiary First Name | Beneficiary Last Name | Case Remaining Principal Amount | Case Remaining Interest Amount | Case Balance Amount | Case Pending Electronic Payment Amount | Case Payment Amount |
|-------------------------------------|---------|-------------|------------------------|-----------------------|---------------------------------|--------------------------------|---------------------|--|---------------------|
| <input type="checkbox"/> | ##### | #####A | First | Last | \$4,544.65 | \$1,231.45 | \$5,776.10 | \$0.00 | \$5,776.10 |
| <input checked="" type="checkbox"/> | ##### | #####A | First | Last | \$10,323.87 | \$2,397.43 | \$12,721.30 | \$0.00 | \$12,721.30 |
| <input checked="" type="checkbox"/> | ##### | #####A | First | Last | \$302,345.79 | \$20,323.37 | \$322,669.16 | \$0.00 | \$322,669.16 |
| <input type="checkbox"/> | ##### | #####A | First | Last | \$1,023,545.65 | \$123,456.78 | \$1,147,002.43 | \$1,147,002.43 | \$0.00 |

Account Holder Name:

Please enter the account holder name as it appears on the account from which payment will be made.

Click Continue to verify your case selection and payment amounts prior to being transferred to the Pay.gov site. You will be able to select your payment method and complete your payment at Pay.gov. Click Cancel to return to the Demand Detail page.

Cancel
Continue

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. |

10-11

| 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 <i>Demand Detail</i> 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

Payment Verification Quick Help

Please review the information below for accuracy. Click Continue to transfer to Pay.gov with the Total Payment Amount noted. Click Previous to return to the Make a Payment page. Click Cancel to return to the Demand Detail page without saving your changes.

| Payment Information | |
|-----------------------|----------------|
| Demand Letter ID: | 861236547 |
| Total Balance Amount: | \$1,488,168.99 |
| Total Payment Amount: | \$341,166.56 |

| Case ID | Medicare ID | Beneficiary First Name | Beneficiary Last Name | Case Balance Amount | Case Payment Amount |
|---------|-------------|------------------------|-----------------------|---------------------|---------------------|
| ##### | #####A | First | Last | \$5,776.10 | \$5,776.10 |
| ##### | #####A | First | Last | \$12,721.30 | \$12,721.30 |
| ##### | #####A | First | Last | \$322,669.16 | \$322,669.16 |

Account Holder Name: First Last

The Continue button transfers you to the Pay.gov website. Please access the Help page for more information about Pay.gov.

Previous Cancel Continue

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

An official website of the United States government [Here's how you know](#)

[Cancel](#)

Commercial Repayment Center Portal (CRCP)

Payment Information

Payment Amount \$X.XX

I want to pay with my

Bank account (ACH)
 PayPal account
 Debit Card

[Continue](#) [Cancel](#)

WARNING WARNING WARNING
You have accessed a United States Government computer. Unauthorized use of this computer is a violation of federal law and may subject you to civil and criminal penalties. This computer and the automated systems which run on it are monitored. Individuals are not guaranteed privacy while using government computers and should, therefore, not expect it. Communications made using this system may be disclosed as allowed by federal law.

Note: This system may contain Sensitive But Unclassified (SBU) data that requires specific data privacy handling.

Figure 10-7: Sample Payment Status (Declined)

Payment Status

Your payment of \$341,166.56 has been declined.

[Quick Help](#)

| Payment Information | | |
|-----------------------|----------------|--|
| Confirmation Number: | 121212121212 | |
| Demand Letter ID: | 861236547 | |
| Total Balance Amount: | \$1,488,168.99 | |
| Total Payment Amount: | \$0.00 | |

The status of your payment can be viewed on the Case Information Electronic Payment History tab.

| Case ID | Case Balance Amount | Case Payment Amount |
|-----------------|---------------------|---------------------|
| 543210987654321 | \$5,776.10 | \$0.00 |
| 543210987654321 | \$12,721.30 | \$0.00 |
| 543210987654321 | \$322,669.16 | \$0.00 |

Click Continue to return to the Demand Detail page.

[Continue](#)

Figure 10-8: Sample Payment Status (Accepted)

The screenshot shows the 'Payment Status' page. At the top, it says 'Your payment of \$341,166.56 received on 10/16/2018 is in process. Please save or print this page for your records.' To the right is a 'Quick Help' link. Below this is a 'Payment Information' table with the following data:

| Payment Information | |
|-----------------------|----------------|
| Confirmation Number: | 121212121212 |
| Demand Letter ID: | 861236547 |
| Total Balance Amount: | \$1,488,168.99 |
| Total Payment Amount: | \$341,166.56 |

Below the table, a note says 'The status of your payment can be viewed on the Case Information Electronic Payment History tab.' A table titled 'Case ID' shows the following data:

| Case ID | Case Balance Amount | Case Payment Amount |
|-----------------|---------------------|---------------------|
| 543210987654321 | \$5,776.10 | \$5,776.10 |
| 543210987654321 | \$12,721.30 | \$12,721.30 |
| 543210987654321 | \$322,669.16 | \$322,669.16 |

At the bottom, a link says 'Click Continue to return to the Demand Detail page.' A green 'Continue' button is visible.

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

The screenshot shows the 'Submitted Defense Documents' page. At the top, there is a navigation bar with links: Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. Below the navigation bar, the page title is 'Submitted Defense Documents'. A sub-instruction states: 'All defense documents that have been submitted through the CRCP for Demand Letter ID:P201413301 are listed on this page. You may search for a defense document and/or view a list of beneficiaries who were associated to a defense document.' A search section follows, with fields for 'Filename', 'Submitted By', 'Submitted Date From', and 'Submitted Date To'. A 'Search' button is located to the right of the date fields. Below the search section, a table titled 'Defense Documents' shows three results. The table has columns: 'Filename', 'Submitted Date', 'Submitted By', and 'Associated Beneficiaries'. Each row in the table includes a 'View/Hide' link. At the bottom of the page are 'Previous' and 'Demand Listing' buttons.

| Filename | Submitted Date | Submitted By | Associated Beneficiaries |
|---------------|----------------|--------------|-----------------------------|
| FILENAME.PDF | 08/15/2014 | XX###XX | View/Hide ▾ |
| FILENAME1.PDF | 08/15/2014 | XX###XX | View/Hide ▾ |
| FILENAME2.PDF | 08/15/2014 | XX###XX | View/Hide ▾ |
| FILENAME3.PDF | 08/15/2014 | XX###XX | View/Hide ▾ |
| FILENAME4.PDF | 08/14/2014 | XX###XX | View/Hide ▾ |

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 <i>Submitted Date To</i> field. |

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

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

Submitted Defense Documents

All defense documents that have been submitted through the CRCP for Demand Letter ID:P201413301 are listed on this page. You may search for a defense document and/or view a list of beneficiaries who were associated to a defense document.

To search for a defense document(s), enter your criteria and then click **Search**.

| | | |
|---------------------------------------|--|---|
| Filename: | <input type="text"/> | Filename Search Hint |
| Submitted By: | <input type="text"/> | Submitted By Search Hint |
| Submitted Date From: | <input type="text"/> / <input type="text"/> / <input type="text"/> | (MM/DD/YYYY) |
| Submitted Date To: | <input type="text"/> / <input type="text"/> / <input type="text"/> | (MM/DD/YYYY) From and To Date Search Hint |
| <input type="button" value="Search"/> | | |

Defense Documents Results Returned: 3

To view/hide the list of beneficiaries who were included in a submitted defense document, click the **View/Hide** link under the *Associated Beneficiaries* column. Once the list of Case IDs associated with the file appears, you may click the Case ID link to see the status of submitted defenses.

| Filename | Submitted Date | Submitted By | Associated Beneficiaries | | |
|---|----------------|------------------------|-----------------------------|-----------------------------|-------------|
| FILENAME.PDF | 08/15/2014 | XX###XX | View/Hide ▾ | | |
| FILENAME1.PDF | 08/15/2014 | XX###XX | View/Hide ▾ | | |
| Case ID | Medicare ID | Beneficiary First Name | Beneficiary Last Name | Case Amount | Case Status |
| All Case IDs Associated With Filename: FILENAME1.PDF You can not return) | | | | | |
| C-2013##### | ****1234A | First | Last | 964969.00 | Open |
| FILENAME2.PDF | 08/15/2014 | XX###XX | | View/Hide ▾ | |
| FILENAME3.PDF | 08/15/2014 | XX###XX | | View/Hide ▾ | |
| FILENAME4.PDF | 08/14/2014 | XX###XX | | View/Hide ▾ | |

[Previous](#) [Demand Listing](#)

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 <i>Case Information</i> 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

Case Information

The information displayed on this page is related to Case ID: [REDACTED] which is included on Demand Letter ID: [REDACTED] Click **Demand Detail** to go to the *Demand Detail* page. Click **Demand Listing** to go to the *Demand Listing* page. Click **Case Search** to search for any Case ID/Beneficiary associated to your Account. Click **View/Submit Defense** to submit a new defense for this case or view defenses previously submitted for claims/lines associated to this case. Click **Submit Documentation** to upload documentation related to a case, including supporting documentation for a previously submitted defense.

Please note: The information displayed on these pages is current as of: 12/09/2013.

Case Details

| Beneficiary Information | | Demand Information | |
|----------------------------------|-------------|----------------------|---------------|
| Beneficiary Name: | | Total Demand Amount: | \$51,100.45 |
| Medicare ID: | | Claim Count: | 45 |
| Insurance Group ID: | | Case Demand Amount: | \$2,300.99 |
| Insurance Policy ID: | Not on File | Case Status: | Demand Issued |
| Date MSP Record Accepted by CMS: | 11/12/2017 | Date Closed: | 11/12/2018 |

| Employer Information | | Insurer Information | |
|----------------------|--|---------------------|-------------|
| Employer Name: | | Insurer Name: | Not on File |
| Employer TIN: | | Insurer TIN: | Not on File |

[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: | | | |

[Demand Detail](#) [Demand Listing](#) [Case Search](#) [View/Submit Defense](#) [Submit Documentation](#)

[What is This?](#)

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 <i>Financial Summary</i> tab. |
| Electronic Payment History | Click this tab to display the <i>Electronic Payment History</i> tab. Note: This tab only appears if there is an electronic payment on the case. |
| Correspondence Activity | Click this tab to display the <i>Correspondence Activity</i> tab. |
| Defense History | Click this tab to display the <i>Defense History</i> tab. |
| Demand Detail | This button displays the <i>Demand Detail</i> page. |
| Demand Listing | This button transfers you to the <i>Demand Listing</i> page. |
| Case Search | This button opens the <i>Case Search</i> page. |

| Field | Description |
|----------------------|---|
| View/Submit Defense | <p>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.</p> <p>You may submit a defense for claims or claim lines associated with the case as long as none of the following criteria are true:</p> <ul style="list-style-type: none"> • 180 days have passed from the demand letter date; or • The case has been referred to Treasury; or • The accounts receivable balance is zero. <p>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.</p> <p>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.</p> |
| Submit Documentation | <p>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.</p> <p>Note: You cannot submit a new defense for a claim or claim line using this process. Use the View/Submit Defense button instead.</p> |

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

Financial Summary
Electronic Payment History
Correspondence Activity
Defense History

Remaining Principal Amount: \$2,500.00
 Remaining Interest Amount: \$0.00
 Total Remaining Balance Amount: \$2,500.00

When the payment process at Pay.gov has finalized and the Pay.gov Status is Accepted, your payment will be processed by the CRC and applied to the remaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.

| Payment Date | Payment Method | Account Holder Name | Payment Amount | Pay.gov Payment Status | Pay.gov Confirmation Number | Demand Balance Status | Demand Balance Update Date |
|--------------|----------------|---------------------|----------------|------------------------|-----------------------------|-----------------------|----------------------------|
| 06/10/2019 | ACH | First Last | \$2,500.00 | Accepted | 33333333 | In Process | |
| 05/01/2019 | PayPal | First Last | \$1,000.00 | Accepted | 22222222 | Complete | 05/07/2019 |
| 05/01/2019 | Debit Card | First Last | \$1,000.00 | Declined | 11111111 | | |

Note: Only payments made electronically will display on this page. To verify if a paper check was received, please click the Correspondence Activity tab.

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

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

Select the correspondence option you wish to view:

All Correspondence Correspondence Received Correspondence Sent

| Correspondence ID | Correspondence Type | Uploaded Document Name | Date Received | Date Sent | Status | Status Date |
|-------------------|-------------------------|------------------------|---------------|------------|--------|-------------|
| 86620372 | Check | Doc.pdf | | 03/01/2015 | Open | 03/01/2015 |
| 86670372 | Defense Request | somefile.pdf | | 03/01/2001 | Closed | 03/01/2001 |
| 86620772 | Status Request | sample.pdf | 03/01/2019 | | Open | 03/01/2017 |
| 86620362 | Bankruptcy Notification | one.pdf | 03/01/2010 | | Open | 03/01/2017 |

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 <i>Images for Correspondence Type</i> 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

Images for Correspondence Type

Case ID: ##### Medicare ID: #####

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


The screenshot shows a tabbed interface with the 'Defense History' tab selected. Below the tabs, a message states: 'Defenses submitted on the CRCP or received in the mail for the selected Case ID are listed below.' A table follows, displaying the following data:

| Document ID | Defense Number | Defense Type | Defense Received | Decision | Decision Date | Viewed |
|-------------|----------------|--------------|------------------|----------------|---------------|--------|
| 86123654 | 21445587 | EMP | 01/02/2014 | Partial | 02/24/2014 | No |
| 86123444 | 21445583 | COV | 01/03/2014 | Invalid | 02/22/2014 | Yes |
| 86123634 | 21445287 | COV | 03/22/2014 | Pending Review | | |

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 <i>Decision</i> column until the associated defense review is complete. The CRCP will then automatically update the value in the <i>Decision</i> 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 | <p>Identifies when new decisions have been added to the account.</p> <p>Note: When a new decision has been added, the Account Manager will be notified via email.</p> <p>The <i>Viewed</i> column initially displays No for new decisions that have been added to the account. No changes to Yes after the user exits the <i>Defense History</i> tab. A blank in this column identifies defenses that were added to the account prior to this functionality being added to the CRCP.</p> |

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.
- Only documentation for the selected defense type should be uploaded. To ensure proper handling, requests for other types of defense must be submitted by returning to the *Defense*

Submission page, selecting the applicable defense type, and uploading the related documentation.

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 *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

Defense Submission

The Claims listed on this page were included with Demand Letter ID ##### and are associated to Case ID #####.

Demand Amount: \$4,400.00 Demand Letter Date: 05/01/2021 Date MSP Record Accepted by CMS: 05/01/2020

To submit a defense, select the applicable claims/lines and apply the relevant Defense Type to the selection. All claims/lines selected for a defense submission must have the same Defense Type. If you have more than one Defense Type to apply to claims/lines for this case, you may do so in a subsequent submission. Click Continue to proceed. The screen that displays next will allow you to verify the selected claims and provide supporting documentation. Click Cancel to return to the Case Information page without submitting your defense. Click Clear to remove any sorting or filtering and restore the default display.

Claims:

Clear Export

| Select for Defense | Claim Control Number | Claim Line Number | Billed Amount | Medicare Paid Amount | Defense Type | Defense Received | Defense Decision Code | Docs Needed for Defense |
|-------------------------------------|----------------------|-------------------|---------------|----------------------|--------------|------------------|-----------------------|-------------------------|
| <input type="checkbox"/> | *****99999 | 1 | \$5,296.23 | \$5,296.23 | COV | CRCP 07/25/2021 | Pending Review | |
| <input checked="" type="checkbox"/> | *****99999 | 1 | \$105.20 | \$105.20 | COV | Mail/Fax | Pending Review | |
| <input checked="" type="checkbox"/> | *****99999 | 1 | \$51.98 | \$51.98 | COV | Mail/Fax | Pending Review | |
| <input type="checkbox"/> | *****99999 | 1 | \$9.27 | \$9.27 | EMP | CRCP 09/20/2021 | BID | EMPDIS EMPWRK |
| <input type="checkbox"/> | *****99999 | 1 | \$131.50 | \$131.50 | EMP | CRCP 09/20/2021 | BID | EMPDIS EMPWRK |
| <input type="checkbox"/> | *****99999 | 1 | \$36.14 | \$36.14 | EMP | CRCP 09/20/2021 | BID | EMPDIS EMPWRK |
| <input type="checkbox"/> | *****99999 | 1 | \$136.14 | \$136.14 | | | | |

Select a Defense Type to apply to the selected claims/lines:
-Select-

Cancel Continue

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. |

| Field | Description |
|-------------------------|--|
| Export | <p>Click this button to export the data to a file.</p> <p>Note: Data will not retain any user-applied sorting or filtering in the exported file.</p> |
| Select for Defense | <p>Use this column to select claims individually, to select all claims or claim lines available for selection, or to deselect all claims currently selected.</p> <p>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 <i>Defense Decision Code</i> column is set to “Pending Review.” In this case, the <i>Select for Defense</i> checkbox is disabled.</p> |
| Select All/Deselect All | Selecting this link (at the top of the <i>Select for Defense</i> column) toggles between selecting and de-selecting every available checkbox in the <i>Select for Defense</i> column. |
| Checkbox | Click these checkboxes to select or de-select individual claims or claim line(s) for defense. |
| Claim Control Number | <p>Displays the claim control number.</p> <p>Note: The first eight characters are masked with an asterisk unless you log in using multi-factor authentication (MFA).</p> <p>Sortable and filterable column.</p> |
| Claim Line Number | <p>Displays the claim line number.</p> <p>Note: “0” is used for Part A claims.</p> |
| First Date of Service | <p>Displays the first date of service.</p> <p>Note: This column will only appear if you are logged in with MFA.</p> <p>Sortable column.</p> |
| Last Date of Service | <p>Displays the last date of service.</p> <p>Note: This column will only appear if you are logged in with MFA.</p> <p>Sortable column.</p> |
| Billed Amount | <p>Displays the billed amount.</p> <p>Sortable and filterable column.</p> |
| Medicare Paid Amount | <p>Displays the amount that Medicare paid.</p> <p>Sortable column.</p> |
| Defense Type | <p>Displays the most recent defense type submitted by a portal user.</p> <p>Hover over this code to display its description.</p> <p>Sortable column.</p> |

| Field | Description |
|--|---|
| Defense Received | <p>Displays the most recent method in which the defense was submitted. Possible values:</p> <ul style="list-style-type: none"> CRCP (and the defense submission date) Mail/Fax Blank (if no defense was submitted) <p>Sortable and filterable column.</p> <p>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.</p> |
| Defense Decision Code | <p>Displays the most recent defense decision code. Possible values:</p> <ul style="list-style-type: none"> 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 <p>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.</p> <p>Hover over this code to display its description.</p> |
| Docs Needed for Defense | <p>Displays the most recent code names for documents needed for the defense.</p> <p>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.</p> <p>Hover over this code to display its description.</p> |
| Select a Defense Type to apply to the selected claim/lines | <p>Select a defense type from the drop-down menu to apply to the selected claims or claim lines.</p> |
| Cancel | <p>Click this button to return to the <i>Case Information</i> page without submitting any changes for your defense.</p> |
| Continue | <p>Click this button to continue the defense submission process and navigate to the <i>Defense Verification</i> page.</p> <p>Note: This button is only enabled if a defense type and at least one claim or claim line(s) have been selected.</p> |

Figure 10-18: Defense Verification

The claims listed below have been selected for defense for Case ID: 111111111. Date MSP Record Accepted by CMS: 05/01/2020.

The Defense Type applied to these claims is: COV (Coverage). Please review for accuracy. To revise your selection, click Previous.

Claims included in the defense request:

| Claim Control Number | Claim Line Number | Billed Amount | Medicare Paid Amount |
|----------------------|-------------------|---------------|----------------------|
| | 1 | \$136.14 | \$136.14 |

Supporting Documentation: [What is This?](#)

You are required to upload at least one document in support of your defense. It is in your best interest to provide complete and accurate supporting documentation to ensure proper review of the defense submission. Once the defense is submitted, you will not have the option to submit additional documentation on the CRCP for this request.

To upload supporting documentation, please click here: [Upload Documentation](#) Please Note: Only documentation for the selected Defense Type should be uploaded. To ensure proper handling, other requests must be submitted by returning to the Defense Submission page, selecting the applicable Defense Type, and uploading the related documentation.

Click Continue to confirm submission of the defense and to submit any uploaded documents. Click Previous to return to the Defense Submission page. Click Cancel to return to the Case Information page without submitting your defense.

[Previous](#) [Cancel](#) [Continue](#)

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. |

| Field | Description |
|----------------------|--|
| Upload Documentation | <p>Click this link to open the <i>Defense Documentation Upload</i> page and begin the process of uploading your supporting documentation.</p> <p>Notes: 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 <i>Defense Verification</i> page.</p> <p>Only documentation for the selected defense type should be uploaded. To ensure proper handling, requests for other types of defense must be submitted by returning to the <i>Defense Submission</i> page, selecting the applicable defense type, and uploading the related documentation.</p> |
| Delete | <p>Click this link to delete any documents you do not want to upload.</p> <p>Note: This link is only shown once you have added a document to be uploaded.</p> |
| Previous | <p>Click this button to return to the previous page to make updates on your defense submission.</p> <p>Note: If you click Previous and return to the <i>Defense Submission</i> page, any documents that you uploaded will remain in your uploaded list unless you delete them or cancel your defense submission.</p> |
| Cancel | <p>Click this button to return to the <i>Case Information</i> page without saving any of your changes.</p> |
| Continue | <p>Click this button to submit your defense.</p> <p>Note: This button is only enabled when there is at least one uploaded document listed.</p> |

Figure 10-19: Defense Documentation Upload

Defense Documentation Upload

[Quick Help](#)

Please click **Choose File** to find the document(s) to upload in support of the defense. Each uploaded document must be in .PDF or .TIF format, cannot be larger than 40MB (megabytes), cannot be encrypted, must be virus free, the filename must be 80 characters or less and the filename cannot include spaces.

Please Note: Only documentation for the selected Defense Type should be uploaded. To ensure proper handling, other requests must be submitted by returning to the *Defense Submission* page, selecting the applicable Defense Type, and uploading the related documentation.

| | |
|--------------------|----------------|
| Choose File | No file chosen |

Click Continue to upload the document(s). Click Cancel to return to the *Defense Verification* page without uploading any documents.

[Cancel](#) [Continue](#)

Table 10-16: Defense Documentation Upload Fields

| Field | Description |
|-------------|--|
| Choose File | <p>Click this button to search your computer for the file that you want to upload.</p> |

| Field | Description |
|----------|---|
| Cancel | Click this button to return to the <i>Defense Verification</i> page without uploading any documents. |
| Continue | Click this button to upload your selected documents and return to the <i>Defense Verification</i> page. |

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

Defense Verification

The claims listed below have been selected for defense for Case ID: 111111111. [Quick Help](#)

Date MSP Record Accepted by CMS: 05/01/2020.

The Defense Type applied to these claims is: COV (Coverage). Please review for accuracy. To revise your selection, click Previous.

Claims included in the defense request:

| Claim Control Number | Claim Line Number | Billed Amount | Medicare Paid Amount |
|----------------------|-------------------|---------------|----------------------|
| | 1 | \$5,296.23 | \$5,296.23 |
| | 1 | \$105.20 | \$105.20 |
| | 1 | \$51.98 | \$51.98 |
| | 1 | \$136.14 | \$136.14 |

Supporting Documentation: [What is This?](#)

You are required to upload at least one document in support of your defense. It is in your best interest to provide complete and accurate supporting documentation to ensure proper review of the defense submission. Once the defense is submitted, you will not have the option to submit additional documentation on the CRCP for this request.

To upload supporting documentation, please click here: [Upload Documentation](#) Please Note: Only documentation for the selected Defense Type should be uploaded. To ensure proper handling, other requests must be submitted by returning to the Defense Submission page, selecting the applicable Defense Type, and uploading the related documentation.

Below is a list of documents to be submitted with your defense... If you'd like to delete a document from the list, click the Delete link to the right of the document name.

defense1.pdf [Delete](#)

Click Continue to confirm submission of the defense and to submit any uploaded documents. Click Previous to return to the Defense Submission page. Click Cancel to return to the Case Information page without submitting your defense.

[Previous](#) [Cancel](#) [Continue](#)

Figure 10-21: Defense Submission Confirmation

[Home](#) [User Options](#) [Account Settings](#) [About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#) [Log Off](#) [Quick Help](#)

Defense Submission Confirmation

You have successfully submitted the information displayed on this page for the defense associated to Case ID: ##### for Defense Type: TIM (Timely Filings).

If you need to submit any additional documentation related to this defense after it is submitted, you may upload it on the CRCP using the **Submit Documentation** button found on the Case Information page or mail/fax it to the Commercial Repayment Center (CRC) at the address/fax number listed below. **Note:** The **Submit Documentation** button cannot be used to submit a new defense. It can only be used to submit new documentation for a previously submitted defense that is pending a CRC decision.

Medicare Commercial Repayment Center - GHP
P.O. Box 680
Lathrop, CA 95330
Fax number: 1-844-315-4313

Claims submitted with the defense request:

| Claim Control Number | Claim Line Number | First Date of Service | Last Date of Service | Billed Amount | Medicare Paid Amount |
|----------------------|-------------------|-----------------------|----------------------|---------------|----------------------|
| #####AAAA | 0 | 11/08/2021 | 11/08/2021 | \$154.00 | \$13.54 |

Documents submitted with the defense request:

FileName-numbers_1234.pdf

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

[Continue](#)

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 <i>Case Information</i> 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

The following information has been submitted for defense consideration for Case ID: 11111111111111. 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. |
| 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. |

| Field | Description |
|---|---|
| Billed Amount | Displays the billed amount. |
| Medicare Paid Amount | Displays the amount that Medicare paid. |
| Defense Type | <p>Displays the most recent defense type submitted by a portal user.</p> <p>Hover over this code to display its description.</p> |
| Defense Received | <p>Displays the most recent method in which the defense was submitted. Possible values:</p> <ul style="list-style-type: none"> CRCP (and the defense submission date) Mail/Fax Blank (if no defense was submitted) <p>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.</p> |
| Defense Decision Code | <p>Displays the most recent defense decision code. Possible values:</p> <ul style="list-style-type: none"> 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 <p>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.</p> <p>Hover over this code to display its description.</p> |
| Docs Needed for Defense | <p>Displays the most recent code names for documents needed for the defense.</p> <p>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.</p> <p>Hover over this code to display its description.</p> |
| Documents submitted with the defense request(s) | <p>Lists information for defense documents uploaded on the CRCP after July 2022.</p> <p>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.</p> |
| Defense Received | Displays the date the defense was received. |
| Defense Type | <p>Displays the defense type submitted by a portal user.</p> <p>Hover over this code to display its description.</p> |
| Document Name | Displays the name of the document. |
| Continue | Click this button to return to the <i>Case Information</i> 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).

Only documentation for the selected document type should be uploaded. To ensure proper handling, other documents must be submitted by returning to this page, selecting the applicable document type, and uploading the related documentation.

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

Submit Case Documentation

An asterisk (*) indicates a required field.

Please select the Document Type which best describes the type of document you wish to submit to the CRC for Case ID: [REDACTED] You can submit multiple Document Types and related documentation in the same submission. To do this, select the applicable Document Type and upload the related documentation. When you return to this page, select the next Document Type and upload that related documentation. Repeat this process until you are done. **Note:** This functionality cannot be used to submit a new defense for a claim/line item. You will only be permitted to submit additional defense documentation for a previous defense if that defense is pending a CRC decision. To submit a new defense, click the View/Submit Defense button on the Case Information page.

Document Type: Additional Defense Documentation

To upload documentation for the selected Document Type, please click here: [Upload Documentation](#) **Please Note:** Only documentation for the selected Document Type should be uploaded. To ensure proper handling, other requests must be submitted by returning to this page, selecting the applicable Document Type, and uploading the related documentation.

Click Continue to submit the uploaded documents and receive confirmation. Click Cancel to return to the Case Information page without submitting any documents.

Cancel Continue

Figure 10-24: Case Documentation Upload

Case Documentation Upload

Please click Choose File to find the document(s) that relate to the Document Type: “Additional Defense Documentation” selected on the previous page for Case ID:201807108011219. Where possible, please combine all documents for the same document type into one file prior to upload. Each uploaded document must be in .PDF or .TIF format, cannot be larger than 40MB (megabytes), cannot be encrypted, must be virus free, the filename must be 80 characters or less and the filename cannot include spaces.

Please Note: Only documentation for the selected Document Type should be uploaded. To ensure proper handling, other requests must be submitted by returning to the Submit Case Documentation page, selecting the applicable Document Type, and uploading the related documentation.

Choose File No file chosen

Click Continue to upload the document(s). Click Cancel to return to the Submit Case Documentation page without uploading any documents.

Cancel Continue

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

Submit Case Documentation

An asterisk (*) indicates a required field.

Please select the Document Type which best describes the type of document you wish to submit to the CRC for Case ID: ######. You can submit multiple Document Types and related documentation in the same submission. To do this, select the applicable Document Type and upload the related documentation. When you return to this page, select the next Document Type and upload that related documentation. Repeat this process until you are done. **Note:** This functionality cannot be used to submit a new defense for a claim/line item. You will only be permitted to submit additional defense documentation for a previous defense if that defense is pending a CRC decision. To submit a new defense, click the View/Submit Defense button on the Case Information page.

Document Type: Additional Defense Documentation

To upload documentation for the selected Document Type, please click here: [Upload Documentation](#) **Please Note:** Only documentation for the selected Document Type should be uploaded. To ensure proper handling, other requests must be submitted by returning to this page, selecting the applicable Document Type, and uploading the related documentation.

Below is a list of documents to be submitted to the CRC. If you would like to delete a document from the list, click the Delete link to the right of the document name.

| Document Name | Document Type | |
|---------------|----------------------------------|------------------------|
| test.pdf | Authorization Correspondence | Delete |
| test2.pdf | Additional Defense Documentation | Delete |

Click Continue to submit the uploaded documents and receive confirmation. Click Cancel to return to the Case Information page without submitting any documents.

[Cancel](#) [Continue](#)

Figure 10-26: Case Documentation Submission Confirmation

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

Case Documentation Submission Confirmation

Quick Help

You have successfully submitted the information displayed on this page for Case ID: #####.

| Document Name | Document Type | Correspondence ID | Submitted Date |
|---|------------------------------|-------------------|----------------|
| MSPIC_H2-AuthorizationCorrepondence.pdf | Authorization Correspondence | 4247783 | 06/13/2023 |

Click Continue to return to the Case Information page.

[Continue](#)

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

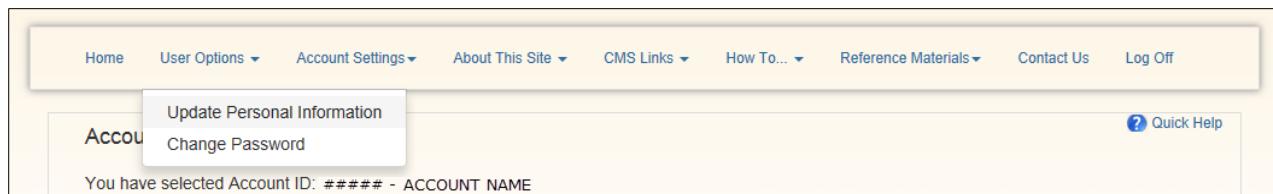


Figure 11-2: Update Personal Information
Table 11-1: Update Personal Information Fields

| 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 <i>E-Mail Address</i> field. |

| Field | Description |
|----------------|---|
| Phone + Ext. | <p>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.</p> <p>The <i>Phone</i> field is numeric with no spaces.</p> |
| Address Line 1 | <p>Displays the address associated with the login ID on the account in an editable field.</p> <p>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.</p> |
| Address Line 2 | <p>Displays additional address information associated with the login ID on the account in an editable field.</p> <p>You can enter up to 32 characters in this field.</p> <p>This is an optional field.</p> |
| City | <p>Displays the city associated with the login ID on the account in an editable field.</p> <p>This field can only contain letters, spaces, apostrophes, periods, hyphens, and colons.</p> |
| State | <p>Displays the previously selected state associated with the login ID in the drop-down menu.</p> |
| Zip Code | <p>Displays the five-character ZIP code and ZIP+4 associated with the login ID on the account in an editable field.</p> <p>These fields are numeric. They cannot contain letters, spaces, or special characters.</p> <p>The ZIP+4 field is optional.</p> |
| Cancel | <p>This button returns you to the <i>Account Listing</i> page, and your personal information reverts to the previously saved version.</p> |
| Continue | <p>This button validates the entered information, saves the update in the system, and takes you to the <i>Personal Information Update Confirmation</i> page.</p> |

Figure 11-3: Personal Information Update Confirmation

Personal Information Update Confirmation

Information associated with your Login ID has been updated. You may print this page for your records. If you need to make additional changes, please access the Update Personal Information link found from the User Options drop-down menu.

| Personal Information | |
|----------------------|---------------------|
| First Name: | FIRST |
| MI: | |
| Last Name: | LAST |
| Email Address: | ADDRESS@EMAIL.COM |
| Phone: | (###) ###-#### Ext. |

| Mailing Address | |
|-----------------|----------------|
| Address Line 1: | ## STREET NAME |
| Address Line 2: | |
| City: | CITY |
| State: | AA |
| Zip: | ##### |

OK

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 <i>Account Listing</i> 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

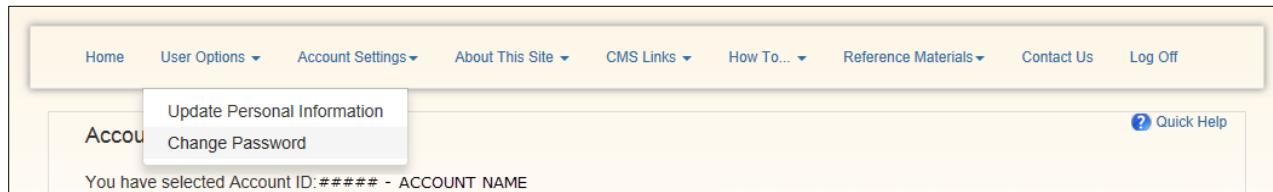


Figure 11-5: Change Password

The screenshot shows the 'Change Password' page. The page title is 'Change Password'. A message says: 'Choose your password carefully.' Below it is a list of password requirements:

- Password must be changed every sixty (60) days.
- Password must consist of at least eight (8) characters.
- Password must contain at least one upper-case letter, one lower-case letter, one number and one special character.
- Password must contain a minimum of four (4) changed characters from the previous password.
- Password cannot be changed more than once per day.
- Password must be different from the previous twenty four (24) passwords.
- Password cannot contain a reserved word (See Quick Help for a complete list).

An asterisk (*) indicates a required field.

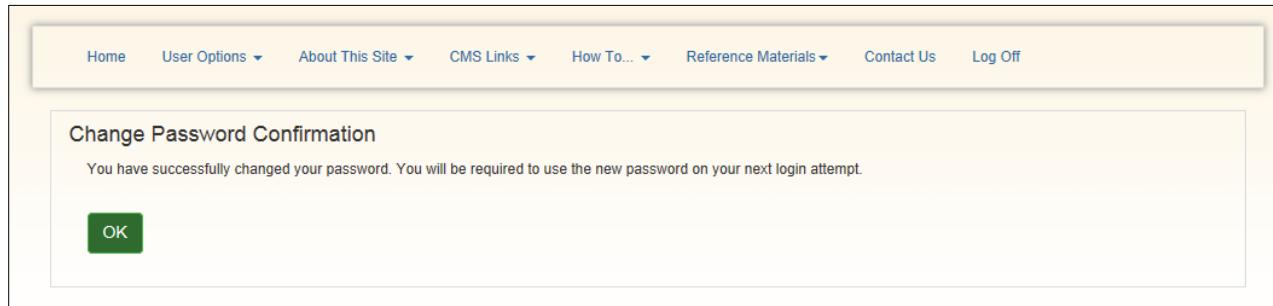
Fields for password entry are shown:

- *Enter your Current or Temporary password:
- *Enter your new Password:
- *Re-enter your new Password:

At the bottom are 'Cancel' and 'Continue' buttons.

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: <ul style="list-style-type: none"> • 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 <i>Password</i> 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 <i>Account Listing</i> page. |
| Continue | This button changes your password and displays the <i>Change Password Confirmation</i> 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:

- 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.

- 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.

- 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.

- 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.

- 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

The screenshot shows the 'Authorized Representative (AR) Information' page. The page header includes a 'Quick Help' link. The main content area displays the following information:

| Authorized Representative (AR) Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|--------------------------|-----|------------|------|---------------------------------------|--|--|--|--|-------------|-------|-----|------------|------|-----------|-------------------------|--|--|--|-----------------|-------------------|--|--|--|--------|--------------------------|--|--|--|------|-----------------|--|--|--|
| The Authorized Representative listed on this page is associated to Account ID: ##### - CIGNA. You may edit this information by clicking the Edit button. Click Cancel to return to the Account Detail page. You may print this page for your records. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th colspan="5">Authorized Representative Information</th> </tr> </thead> <tbody> <tr> <td>First Name:</td> <td>First</td> <td>MI:</td> <td>Last Name:</td> <td>Last</td> </tr> <tr> <td>AR Title:</td> <td colspan="4">Chief Executive Officer</td> </tr> <tr> <td>E-mail Address:</td> <td colspan="4">email@company.com</td> </tr> <tr> <td>Phone:</td> <td colspan="4">### - ### - ### Ext: ###</td> </tr> <tr> <td>Fax:</td> <td colspan="4">### - ### - ###</td> </tr> </tbody> </table> | | | | | Authorized Representative Information | | | | | First Name: | First | MI: | Last Name: | Last | AR Title: | Chief Executive Officer | | | | E-mail Address: | email@company.com | | | | Phone: | ### - ### - ### Ext: ### | | | | Fax: | ### - ### - ### | | | |
| Authorized Representative Information | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| First Name: | First | MI: | Last Name: | Last | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AR Title: | Chief Executive Officer | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| E-mail Address: | email@company.com | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Phone: | ### - ### - ### Ext: ### | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fax: | ### - ### - ### | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="button" value="Cancel"/> <input type="button" value="Continue"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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

| Field | Description |
|---------------------------------------|---|
| Authorized Representative Information | - |
| Edit | This button displays the <i>Update Authorized Representative (AR) Information</i> 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 <i>Update Authorized Representative (AR) Information Confirmation</i> page. |
| Cancel | This button cancels the process and takes you to the <i>Account Detail</i> page. |

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

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

Quick Help

Update Authorized Representative (AR) Information

The Authorized Representative listed on this page is associated to Account ID: ##### - COMPANY

You may edit any information on this page. When you have completed your updates, click Continue to submit the changes. To return to the Account Detail page without making any changes, click Cancel.

An asterisk (*) indicates a required field.

Authorized Representative Information

| | | | | | |
|---------------------------|-------------------|-----|--------------------------|-------------|------------|
| *First Name: | FIRST | Mi: | <input type="checkbox"/> | *Last Name: | LAST |
| *Title: | TITLE | | | | |
| *E-Mail Address: | ADDRESS@EMAIL.COM | | | | |
| *Re-enter E-mail Address: | | | | | |
| *Phone: | ### | - | ### | - | #### - Ext |
| Fax: | | | | | |

Cancel Continue

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 <i>E-Mail Address</i> 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 <i>Phone</i> 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 <i>Fax</i> field is numeric with no spaces, and is optional. |
| Cancel | This button cancels the operation and takes you to the <i>Account Detail</i> page. |
| Continue | This button saves your changes and takes you to the <i>Update Authorized Representative (AR) Information Confirmation</i> page. |

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

| Update Authorized Representative (AR) Information Confirmation | | | | |
|--|---------------------|-----|------------|------|
| First Name: | FIRST | MI: | Last Name: | LAST |
| Title: | TITLE | | | |
| E-Mail Address: | ADDRESS@EMAIL.COM | | | |
| Phone: | (###) ###-#### Ext. | | | |
| Fax: | | | | |

OK

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. |

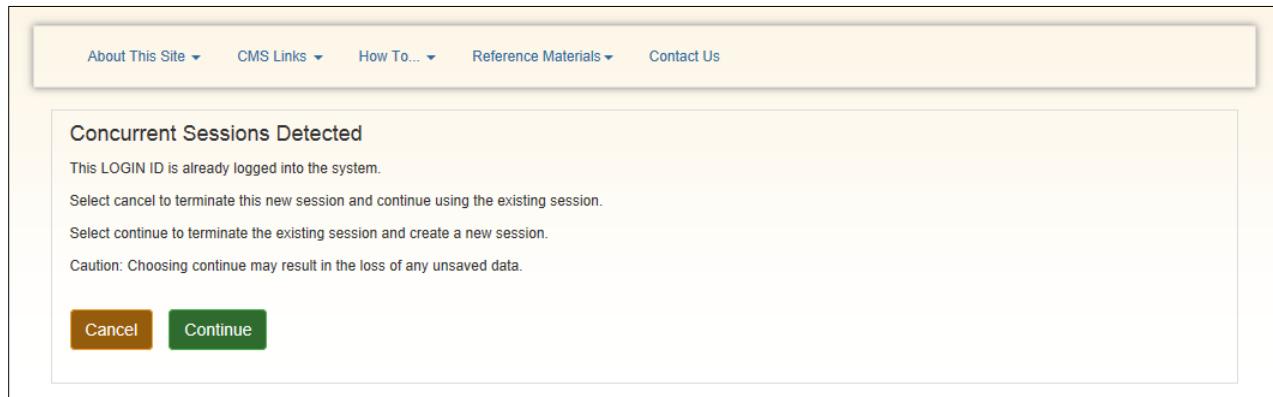
Table 12-3: Other Errors

| 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 <i>Login Warning</i> page and does not terminate the existing login session. |
| Continue | This button takes you to the <i>Account Listing</i> 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 | 6.4.4 |
| 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 |

| How Do I.... | See Section |
|--|--------------------|
| View recent account activity | 9.7 |
| Select an Account ID | 9.2 |
| Demand, Defense, and Case Information Topics | - |
| View case information | 10.5 |
| View list of submitted defenses and associated beneficiaries | 10.4.1 |
| Submit a defense document | 10.6 |
| Search for a defense document that was submitted on the CRCP | 10.4.1 |
| Search for a demand letter | 10.1.2 |

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 4.3

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).

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).