

# CRCP Electronic Payment High Level Overview

Effective April 1, 2019

# Presentation Topics

- Background Information
- How to submit electronic payments on the CRCP
  - Types of payments accepted
- How to view your Electronic Payment History on the CRCP

# Background Information

- Users of the Commercial Repayment Center Portal (CRCP) can currently manage their recovery cases but are unable to submit payments via the portal.
- Checks are mailed to, and processed by, the Commercial Repayment Center (CRC).
- As of Monday, April 1, you will be able to submit payments for Group Health Plan (GHP) demands via the CRCP and to track they are applied correctly.
- No additional user access/authorization will be required.

# Electronic Payment Process

## Account Listing Page

**CMS** Commercial Repayment Center Portal **COB&R**  
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

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### Account Listing Quick Help

The Account IDs associated to your Login ID are listed on this page. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

Account ID	Company Name	Associated TINs
<a href="#">32435</a>	SCHOOL DIST OF HENDRY COUNTY	<a href="#">View TINs Listing</a>
<a href="#">32438</a>	WESTCHESTER COUNTY	<a href="#">View TINs Listing</a>
<a href="#">32443</a>	TARGET CORPORATION	<a href="#">View TINs Listing</a>
<a href="#">32444</a>	COVENTRY HEALTHCARE NATIONAL AC	<a href="#">View TINs Listing</a>

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Select the **Account ID** link you would like to review for payment.

# Electronic Payment Process

## Account Detail Page

**CMS** Commercial Repayment Center Portal **COB&R**  
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### Account Detail

You have selected Account ID: 32435-SCHOOL DIST OF HENDRY COUNTY

Information associated to this Account ID will be presented on applicable pages in the Commercial Repayment Center Portal. You may access these pages using the links provided on this page.

If you would like to access a different Account ID, click **Previous** or Home. When the Account Listing page displays, select the Account ID you would like to access.

#### Available Actions

To view demands/case information or to submit defense documentation, click this link:

[Demand Listing](#)

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 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.

[Previous](#)

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Select the **Demand Listing** Link to access the Demand/Case Information

# Electronic Payment Process

## Demand Listing Page

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### Demand Listing

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: 32435 Results Returned: 0

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
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Enter the Demand Letter ID or search for the demand using a date range and click the **Search** button.

# Electronic Payment Process

## Demand Detail Page

**Demand Detail**
[Quick Help](#)

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was:		\$51,100.45	
Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12336544	Insurer TIN:	2234567897

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

Case ID:  [Case ID Search Hint](#)

Medicare ID:  [Medicare ID Search Hint](#)

Beneficiary Last Name:  [Beneficiary Last Name Search Hint](#)

**Submit a Defense**

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click Continue. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the Submitted Defenses button.

Beneficiaries Included in the Demand Letter Results Returned: 5

Defense Select All / Deselect All Open Cases	Case ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed	Case Viewed
<input type="checkbox"/>	C1234560001	*****1234A	Mike	Lansing	\$4,400.00	Open		No
<input type="checkbox"/>	C1234560002	*****2345A	John	Bosely	\$15,400.00	Open		No
<input type="checkbox"/>	C1234560003	*****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes
<input type="checkbox"/>	C1234560004	*****2244A	Frances	Christobell	\$400.00	Open		Yes
<input type="checkbox"/>	C1234560005	*****3365A	Blaxton	Jasper	\$14,000.00	Closed	05/10/2016	Yes

What is this?

Confirm the appropriate demand has been selected and click the **Make a Payment** button.

# Electronic Payment Process

## Make a Payment Page

**Make a Payment** Quick Help

Employer Name: BLUE CROSS      Insurer Name: CIGNA  
 Employer TIN: 12336544      Insurer TIN: 2234567897

Demand Information		Balance Information	
Demand Letter ID:	861236547	Total Remaining Principal Amount:	\$1,340,759.96
Demand Amount:	\$1,488,168.99	Total Remaining Interest Amount:	\$147,409.03
Interest Rate:	10%	Total Balance Amount:	\$1,488,168.99
Last Interest Accrual Date:	8/16/12		

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 Select All / Deselect All	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 checked="" type="checkbox"/>	201982129800001	732436857A	Erad	Long	\$4,544.85	\$1,231.45	\$5,776.30	\$0.00	\$5,776.30
<input checked="" type="checkbox"/>	201982129800002	342687532A	Joseph	Smith	\$10,323.87	\$2,397.43	\$12,721.30	\$0.00	\$12,721.30
<input checked="" type="checkbox"/>	201982129800003	876789067A	Carey	Price	\$302,345.79	\$20,323.37	\$322,669.16	\$0.00	\$322,669.16
<input type="checkbox"/>	201982129800004	345435678A	Jack	Little	\$1,825,545.85	\$123,456.78	\$1,949,002.63	\$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.

- All cases in the Demand will be selected by default.
- To make a payment on the full amount, click **Continue**.
- **Note:** You will notice the last case ID in this screenshot can not be selected because that case has been paid in full. The Case Balance displays but there is a pending electronic payment for that amount. Since the balance due is zero dollars, the line item cannot be selected.

# Electronic Payment Process

## Make a Partial Payment

**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 under Total Balance Amount. If you are making a partial payment, please upload any required supporting documentation via the Upload Defense option. Interest will continue to accrue on any unpaid balances.

Pay Select All / Deselect All	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 checked="" type="checkbox"/>	543210987654321	123456789A	John	Doe	\$4,544.65	\$1,231.45	\$5,776.10	\$0.00	\$4,500.00
<input checked="" type="checkbox"/>	543210987654321	123456789A	John	Doe	\$10,323.87	\$2,397.43	\$12,721.30	\$0.00	\$12,721.30
<input checked="" type="checkbox"/>	543210987654321	123456789A	John	Doe	\$302,345.79	\$20,323.37	\$322,669.16	\$0.00	\$322,669.16
<input type="checkbox"/>	543210987654321	123456789A	Jane	Doe	\$1,023,545.65	\$123,456.78	\$1,147,002.43	\$1,147,002.43	\$0.00

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.

- You can change the value in the Case Payment Amount column to reflect how much you would like to pay for the selected case.
- Only the amounts in the Case Payment Amount column for the cases checked in the Pay column will appear in your Total Payment Amount on the Verification Page.

# Electronic Payment Process

## Payment Verification Page

**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
<b>Total Balance Amount:</b>	<b>\$1,488,168.99</b>
<b>Total Payment Amount:</b>	<b>\$341,166.56</b>

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

Case ID	Beneficiary Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Balance Amount	Case Payment Amount
123456789012345	123456789A	John	Doe	\$5,776.10	\$5,776.10
123456789012345	123456789A	John	Doe	\$12,721.30	\$12,721.30
123456789012345	123456789A	John	Doe	\$322,669.16	\$322,669.16

Previous
Cancel
Continue

- To edit information, click **Previous** to return to the previous page and make the appropriate changes to the payment amount.
- When all information has been verified, click the **Continue** button to continue the payment process.
- To discontinue payment process for any reason, click **Cancel** to return to the Demand Detail Page.

## Transitioning from CRCP to Pay.gov

- Once you click Continue on the Payment Verification screen in the CRCP you will be taken automatically to Pay.gov
- The Pay.gov screen will open in a new internet browser window
  - If the window does not appear, please check your pop-up blocker settings.
- Once the Pay.gov transaction is completed you will be returned to the CRCP

## What is Pay.gov?

- Pay.gov is a secure, online payment system run by the Department of Treasury that lets individuals and businesses make non-tax related payments to the federal government.
- The CRCP seamlessly interfaces with Pay.gov
- Pay.gov is easy to use
- Pay.gov allows you to use a variety of payment methods
- There is no fee to use Pay.gov

# Acceptable Payment Methods

The following types of payment methods are accepted on Pay.gov for CRCP demands:

- Direct payment from Checking or Savings accounts
- Debit Card
- PayPal – must be linked to a bank account, not a credit card

# Select a Payment Type



## Commercial Repayment Center Portal (CRCP)

Please select a payment method:

I want to pay with a withdrawal from a checking or savings account (ACH)



I want to pay with my PayPal account



I want to pay with a Debit Card



[Cancel](#)

[Continue](#)

# Enter Payment Information – Checking or Savings account

## Checking/Savings

**Commercial Repayment Center Portal (CRCP)**

Please enter checking or savings account information below.

\* indicates required fields

Agency Tracking ID: 79570592704

Payment Amount: \$28.57

\* Account Holder Name:

\* Account Type:

Routing Number	Account Number	Check Number
:0 26 946 783 :	9 243 76 73 90	1 234

\* Routing Number:

\* Account Number:

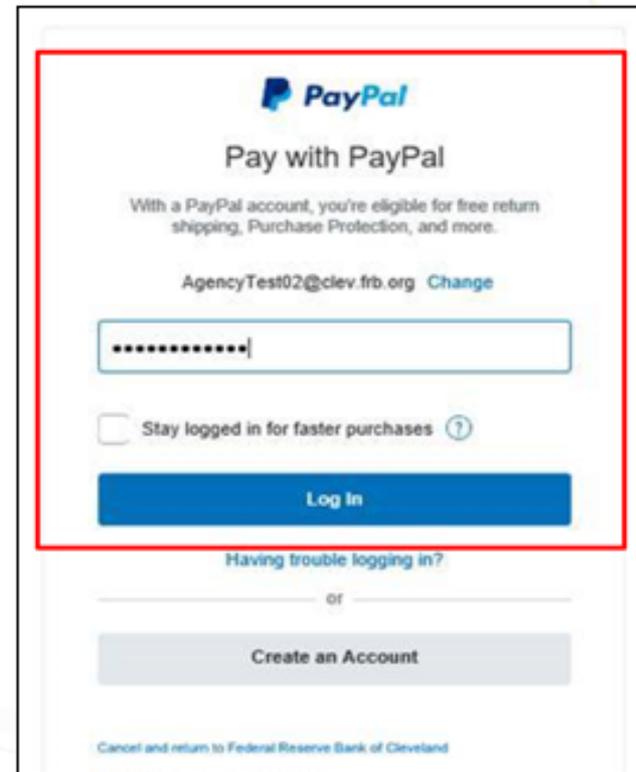
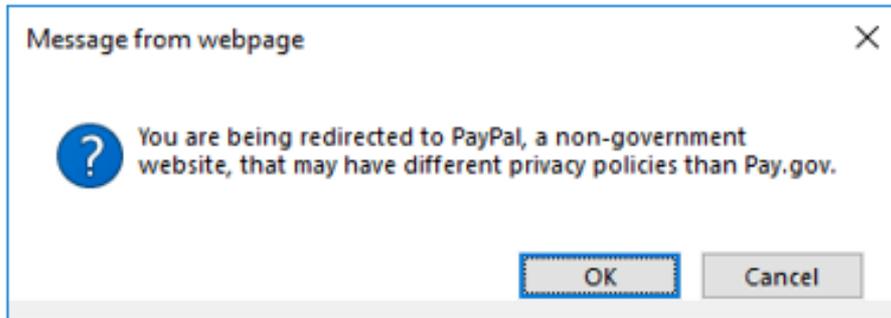
\* Confirm Account Number:

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

\*Note: If you enter invalid data such as an incorrect routing or bank account number, you will get an alert asking you to verify the account information and resubmit the payment.

# Enter Payment Information – PayPal

PayPal



# Enter Payment Information – PayPal (Cont.)

PayPal \$127.78 USD

Hi, Test Account!

Ship to [Change >](#)

**Test Account**  
123 Billing Street, Towson, MD 21204 United States

Pay with [Manage >](#)

**TEST BANK**  
Checking \*\*\*\*1234

Make this bank account my preferred way to pay

[View PayPal Policies](#) and your payment method rights.

[Continue](#)

You'll be able to review your order before you complete your purchase.

[Cancel and return to Commercial Repayment Center Portal](#)

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Once you enter your log-in details, the PayPal screen will show the payment amount previously entered in the CRCP.

\*Note PayPal accounts must be linked to a bank account and not a credit card.

# Enter Payment Information – Debit Cards

## Debit Card

**Commercial Repayment Center Portal (CRCP)**

Please provide the Debit Card information below

\* indicates required fields

Agency Tracking ID: 70570660705

Payment Amount: \$127.70

\* Country:

\* Billing Address:

Billing Address 2:

\* City:

State/Province:

ZIP/Postal Code:

\* Account Holder Name:



\* Card Number:

\* Expiration Date:

\* Card Security Code:

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

\*Note: Debit Cards will be declined if the maximum amount of \$24,999.99 is exceeded.

# Review and Submit Payment

**Review and submit payment**  
\* indicates required fields

Agency Tracking ID: 87871070918

Payment Amount: \$1,000.48

Payment Method: ACH Debit

Account Holder Name: MARY JONES

Account Type: Personal Savings

Routing Number: 042000424

Account Number: \*\*\*\*\*7890

Authorization and Disclosure Statement: 

**Authorization and Disclosure--Consumers and Businesses**  
The debit transaction(s) to which you are agreeing are handled on behalf of Federal agencies by "Pay.gov," which consists of services offered by the U.S. Treasury Department's Financial Management Service. As used in this document, "we" or "us" refers to the Financial Management Service and its agents and contractors operating Pay.gov. "You" refers to the end-user reading this document and agreeing to it prior to engaging in a debit transaction.

**I. Consumers**

\*  I agree to the Pay.gov authorization and disclosure statement.

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

Checking  
and Savings

- Review all information before clicking **Continue** to submit the payment.
- Select **Previous** to edit incorrect information.
- Select **Cancel** if you need to discontinue the payment process.

## Review and Submit Payment (2)

### Review and submit payment

\*Indicates required fields

Agency Tracking ID: 12345678911

PayPal

Payment Amount: \$10.00

Payment Method: PayPal

\*  I authorize a change to my account for the above amount in accordance with PayPal agreement.

[Cancel](#)

[Continue](#)

- Review all information before clicking **Continue** to submit the payment.
- Select **Previous** to edit incorrect information.
- Select **Cancel** if you need to discontinue the payment process.

## Review and Submit Payment (3)

**Review and submit payment**  
\* indicates required fields

**Debit Card**

Agency Tracking ID: 79570669705

Payment Amount: \$127.78

Payment Method: Plastic Card

Account Holder Name: Test Account

Card Type: MASTERCARD

Card Number: \*\*\*\*\*0014

Billing Address: 123 Billing Street

Billing Address 2:

City: Towson

Country: United States

State/Province: MD

ZIP/Postal Code: 21204

I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

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

- Review all information before clicking **Continue** to submit the payment.
- Select **Previous** to edit incorrect information.
- Select **Cancel** if you need to discontinue the payment process.

# Payment Status– In Process

**Payment Status**  
 Your payment of \$341,166.56 received on 10/16/2018 is in process. Please save or print this page for your records.

Payment Information	
Confirmation Number:	121212121212
Demand Letter ID:	861236547
Total Balance Amount:	\$1,488,168.99
<b>Total Payment Amount:</b>	<b>\$341,166.56</b>

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	\$5,776.10
543210987654321	\$12,721.30	\$12,721.30
543210987654321	\$322,669.16	\$322,669.16

Click Continue to return to the Demand Detail page.

[Continue](#)

- After submitting your payment, the Payment Status page will display whether the payment was submitted successfully (in process) or declined.
- Selecting **Continue** from a successful payment will return you to the Demand Detail Page.

# Payment Status- Declined

[Quick Help](#)

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

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

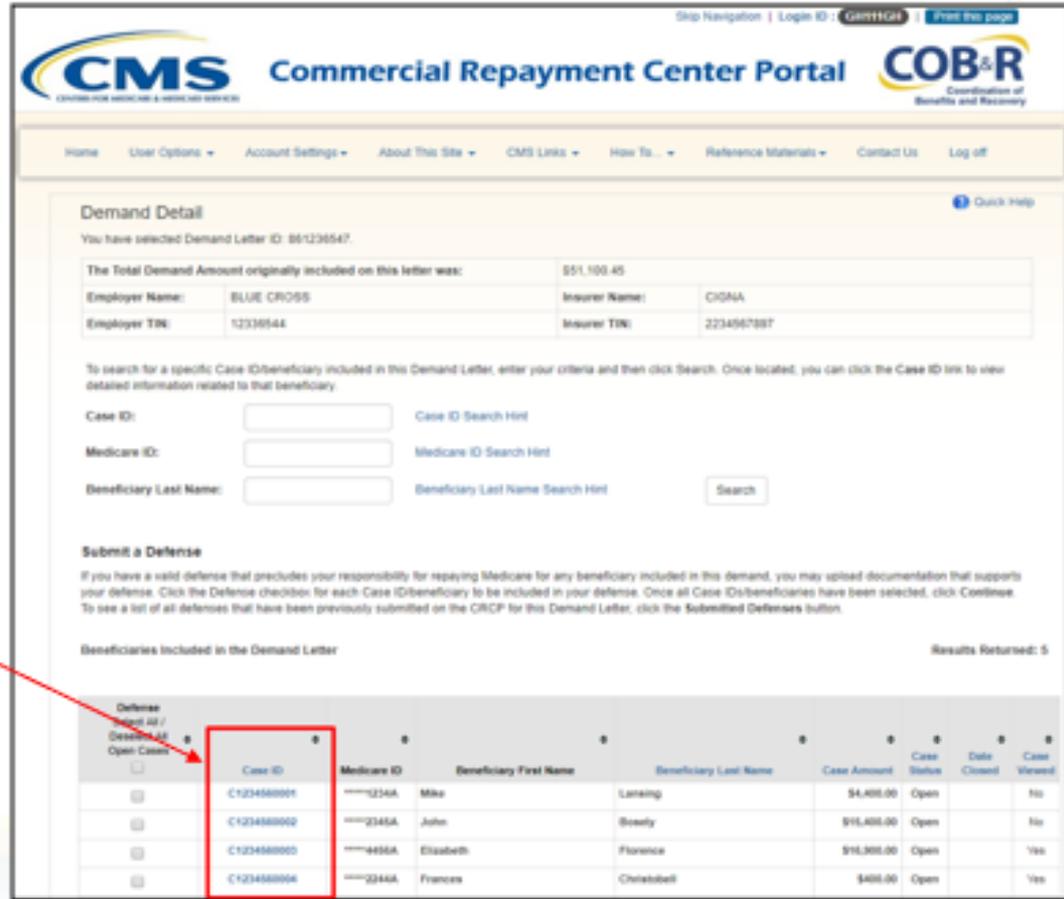
Click Continue to return to the Demand Detail page.

Continue

- If the payment is declined, the Total Payment Amount will reflect zero.
- Selecting **Continue** will return the user to the Demand Detail Page.

# Electronic Payment History

You can select the appropriate **Case ID** link to view your electronic payment history.



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**Demand Detail** Quick Help

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was: \$51,100.45

Employer Name:	BLUE CROSS	Insurer Name:	COGA
Employer TIN:	12336544	Insurer TIN:	2234567897

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

Case ID:  Case ID Search Hint

Medicare ID:  Medicare ID Search Hint

Beneficiary Last Name:  Beneficiary Last Name Search Hint

**Submit a Defense**

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click Continue. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the Submitted Defenses button.

Beneficiaries Included in the Demand Letter Results Returned: 5

Defense Report All / Download All / Open Cases	Case ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed	Case Viewed
<input type="checkbox"/>	<a href="#">C12345678901</a>	****1234A	Mike	Lansing	\$4,400.00	Open		No
<input type="checkbox"/>	<a href="#">C12345678902</a>	****2345A	John	Bowly	\$16,400.00	Open		No
<input type="checkbox"/>	<a href="#">C12345678903</a>	****4567A	Elizabeth	Florence	\$16,300.00	Open		Yes
<input type="checkbox"/>	<a href="#">C12345678904</a>	****2346A	Frances	Chickadee	\$400.00	Open		Yes

# Electronic Payment History Tab

**Case Information** Quick Help

The information displayed on this page is related to Case ID: 111111111 which is included on Demand Letter ID: 123456789. To search for a different Case ID included in this Demand, click Previous to return to the Demand Detail page.

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

**Case Details**

Beneficiary Information		Demand Information	
Beneficiary Name:	Joe W. Smith	Total Demand Amount:	\$51,100.45
Medicare ID:	*****9099A	Case Demand Amount:	\$2,300.99
Insurance Group ID:	A122345678	Case Outstanding Balance:	\$490.76
Insurance Policy ID:	Not on File	Case Status:	Demand Issued
		Date Closed:	11/12/2018

Employer Information		Insurer Information	
Employer Name:	Blue Cross	Insurer Name:	Not on File
Employer TIN:	6243567899	Insurer TIN:	Not on File

Financial Summary   **Electronic Payment History**   Letter Activity   Defense History   Submitted Documents

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	Jack Johnson	\$2,500.00	Accepted	33333333	In Process	
05/01/2019	PayPal	Jack Johnson	\$1,000.00	Accepted	22222222	Complete	05/01/2019
05/01/2019	Debit Card	Jack Johnson	\$1,000.00	Declined	11111111		

Previous   Demand Listing

- You can access the Electronic Payment History from the Case Information Page.
- The Status field will display "Accepted" for successful payments, "Declined" for unsuccessful payments, and "Pending" for payments in process

## Payment Processing Information

- Payment processing time is 1-3 business days on average
- Processing time will vary by institution
- On your statement you will see a payment was made to “HHSCMS”

# Resources

- If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Service.
  - **Pay.gov Customer Support:** Open Monday through Friday, 7:00 AM to 7:00 PM Eastern Time – Closed US Government Holidays
  - **Phone:** 800-624-1373 (toll free, select Option #2)
  - **Email:** [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org)
- For any CRCP issues, please contact EDI Department: 1-646-6740

# Additional Resources

- Information in this presentation can be referenced by the CRCP User Manual found at the following link:

<https://www.cob.cms.hhs.gov/CRCP>

**Slide 1: CRCP Electronic Payment High Level Overview (Notes Summary)****Slide 2: Presentation Topics**

During this presentation, we will provide information about the upcoming enhancement to the CRCP which will allow you to submit electronic payments. This will include information on how to submit your electronic payments, and accepted forms of payment. We will also show you how to view your Electronic Payment History on the CRCP.

**Slide 3: Background Information**

Currently, Commercial Repayment Center Portal (CRCP) users can manage their recovery cases in the CRCP but must submit payment outside of the portal. Checks are mailed to, and processed by, the Commercial Repayment Center (CRC).

The purpose of this enhancement is to provide a mechanism for users who manage recovery cases in CRCP to submit payments for Group Health Plan (GHP) demands via the portal and to ensure that the debt is accurately tracked and applied. This functionality will be available Monday, April 1st. No user access or authorization changes are required.

**Slide 4: Electronic Payment Process Account Listing Page**

Let's start by learning about how you will begin the electronic payment process in the CRCP. After logging in to the CRCP, the Account Listing page will display. Select the Account ID that you would like to review for payment.

**Slide 5: Electronic Payment Process Account Detail Page**

The Account Detail Page will display for the selected Account ID and you will be able to access the Demand/Case Information through the Demand Listing link.

**Slide 6: Electronic Payment Process Demand Listing Page**

From the Demand Listing page, you will enter the Demand Letter ID or search for the demand using a date range and click the Search button.

**Slide 7: Electronic Payment Process Demand Detail Page**

From the Demand Detail page, Confirm the appropriate demand has been selected and click the Make a Payment button.

**Slide 8: Electronic Payment Process Make a Payment Page**

The Make a Payment page will display all cases in the demand and select them all by default. To make a payment on the full amount, click continue.

Note: You will notice the last case ID in this screenshot cannot be selected because that case has been paid in full. The Case Balance displays but there is a pending electronic payment for the full amount. Since the balance due is zero dollars, the line item cannot be selected.

**Slide 9: Electronic Payment Process Make a Partial Payment**

For partial payments, you can change the value in the Case Payment Amount column to reflect how much you would like to pay for the selected case.

Only the amounts in the Case Payment Amount column for the cases checked in the Pay column will appear in your Total Payment Amount on the Verification Page. Click Continue when you've made the updates.

**Slide 10: Electronic Payment Process Payment Verification Page**

The Payment Verification page will display so that all information can be verified for accuracy before continuing on to complete the payment. If you wish to discontinue the payment process, click Cancel to be returned to the Demand Detail Page. To edit information, click Previous to return to the previous page and make the appropriate changes to the payment amount. When all information has been verified, click Continue to continue the payment process.

**Slide 11: Transitioning from CRCP to Pay.gov**

Once you click continue from the payment verification screen in the CRCP, a new internet browser window will open to take you to Pay.gov. If the window does not appear, please check your pop-up blocker settings. Once your transaction in Pay.gov is completed, you will return to the CRCP. Now lets talk more about Pay.gov.

**Slide 12: What is Pay.gov?**

As mentioned previously, the CRCP will interface with Pay.gov, which is a secure, online payment system run by the Department of Treasury. Pay.gov is easy to use, allows multiple forms of payment and there is no fee for using Pay.gov.

**Slide 13: Acceptable Payment Methods**

The following types of payment methods will be accepted on Pay.gov:

- Direct payment from Checking or Savings account
- Debit Card and
- PayPal which must be linked to a bank account, not a credit card.

**Slide 14: Select a Payment Type**

Once you have clicked Continue on the Payment Verification screen in the CRCP, the Pay.gov page will appear in a new window.

From here you will select a payment method.

You will be able to select

- I want to pay with a withdrawal from a checking or savings account,
- I want to pay with my PayPal account, or
- I want to pay with a Debit Card.

Once the payment method has been selected, Click Continue. If you wish to cancel and be returned to the CRCP, click Cancel.

### **Slide 15: Enter Payment Information – Checking or Savings account**

The Pay.gov enter payment information page will display for the method selected with the payment amount previously entered in the CRCP auto populated. Please confirm the amount populated at this time. For Checking or Savings account, enter the required information and click Continue. If you wish to cancel the payment process, click Cancel. If you wish to change the payment method, click Previous to select a different payment method.

\*Note: If you enter invalid data such as an incorrect routing or bank account number, you will get an alert asking you to verify the account information and resubmit the payment. Your routing and account number can be found on the bottom of your check or you can contact your financial institution for this information.

### **Slide 16: Enter Payment Information – PayPal**

PayPal users will be routed to the PayPal login screen after agreeing to the message that “You are being redirected to PayPal, a non-government website, that may have different privacy policies than Pay.gov.” If you chose the wrong option and would like to choose a different option, click Cancel.

### **Slide 17: Enter Payment Information – PayPal (Cont.)**

Once you have logged into PayPal, the payment amount entered in the CRCP will be prefilled, please verify that the amount is correct. You may only use a PayPal account that is linked to a bank account. Credit card payments will not be permitted. To return without making payment, click the “Cancel and return to the Commercial Repayment Center Portal” link at the bottom of the page.

### **Slide 18: Enter Payment Information – Debit Cards**

For debit cards, again you will enter the required information and click Continue. The payment amount will be prefilled with the amount you noted on the CRCP. Please verify that the amount is correct.

Note: A debit card will be declined if the maximum amount of \$24,999.99 is exceeded. You can use the Previous link to go back to the previous Pay.gov screen or Cancel to return to the CRCP.

### **Slide 19: Review and Submit Payment**

For all transaction types, once you enter the required information and click Continue, you will be taken to a Review and Submit Payment screen. This example is for Checking and Savings payments.

You will be able to verify all information before clicking Continue to submit the payment. If any information was entered incorrectly, you can select the Previous link to edit the entered information and then continue back to the Review page on this slide. Once you click Continue, your payment will be sent to process and you will return to the CRCP. If you need to discontinue the payment process for any reason, click Cancel.

Again, please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

**Slide 20: Review and Submit Payment (2)**

The PayPal Review and Submit Payment screen will have the same options to click Continue to submit your payment or Cancel to discontinue the payment process. You will need to check the box prior to clicking Continue to authorize a charge to your account for the amount in accordance with your PayPal agreement.

**Slide 21: Review and Submit Payment (3)**

The Debit Card Review and Submit Page will also allow you to review the information before continuing to submit your payment. Click Cancel to discontinue the payment process and Previous if you need to make changes before submitting. Please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

**Slide 22: Payment Status– In Process**

Once back in the CRCP, the Payment Status page will display and alert you whether the payment was submitted successfully or declined. Selecting Continue from a successful payment will return the user to the Demand Detail Page.

**Slide 23: Payment Status- Declined**

If the payment is declined, the Total Payment Amount will reflect zero. Details regarding the reason for a payment being declined will not be available in the CRCP. You will need verify that you entered the information correctly or check with your financial institution. Selecting Continue will return the user to the Demand Detail Page where you can try again.

**Slide 24: Electronic Payment History**

From the Demand Detail Page, you can select the appropriate Case ID to view the Electronic Payment History if you wish to see previous electronic payments or information on the payment just made.

**Slide 25: Electronic Payment History Tab**

Once the payment process has been completed, you can access the electronic payment history from the Case Information Page. The information displayed is only related to the Case ID selected.

The Status field will display “Accepted” if the payment was successful or “Declined” if the payment was unsuccessful. For payments still in process, the status will display as “Pending” and will update once the payment has been processed by the bank.

**Slide 26: Payment Processing Information**

Average payment processing time is 1-3 business days. However processing times vary by institution. Payments will be shown on your statement as being paid to “HHSCMS.”

**Slide 27: Resources**

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Service.

Pay.gov Customer Support: Open Monday through Friday 7:00 AM to 7:00 PM Eastern Time - Closed US Government Holidays

Phone: 800-624-1373 (toll free, select Option #2)

Email: [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org)

### **Slide 28: Additional Resources**

This concludes our CRCP Electronic Payment overview.

Information in this course can be referenced by using the CRCP User Manual found at the following link: <https://www.cob.cms.hhs.gov/CRCP>.