

## Application Overview

### Slide 1 - of 50 - Application Overview

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**COB&R**  
Coordination of  
Benefits and Recovery

# Commercial Repayment Center Portal

## Application Overview

Version 4.1 01/07/2025  
Note: CMS reserves the right to modify this presentation. To ensure you have the most current version, verify that the version and date on this page match the version and date on the corresponding page of the PDF currently available on:  
<http://go.cms.gov/cobro>

### Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) Application Overview course.

## Slide 2 - of 50 - Disclaimer

## Disclaimer

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions. All affected entities are responsible for following the instructions in the CRCP User Guide found under the *Reference Materials* menu at the following link:  
<https://www.cob.cms.hhs.gov/CRCP/>.

### Slide notes

While all information in this document is believed to be correct at the time of writing, this Computer Based Training or CBT is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services or CMS instructions. All affected entities are responsible for following the instructions in the CRCP User Guide found under the Reference Materials menu at the following link: [CMS CRCP Website](https://www.cob.cms.hhs.gov/CRCP/)

## Slide 3 - of 50 - Course Overview

## Course Overview

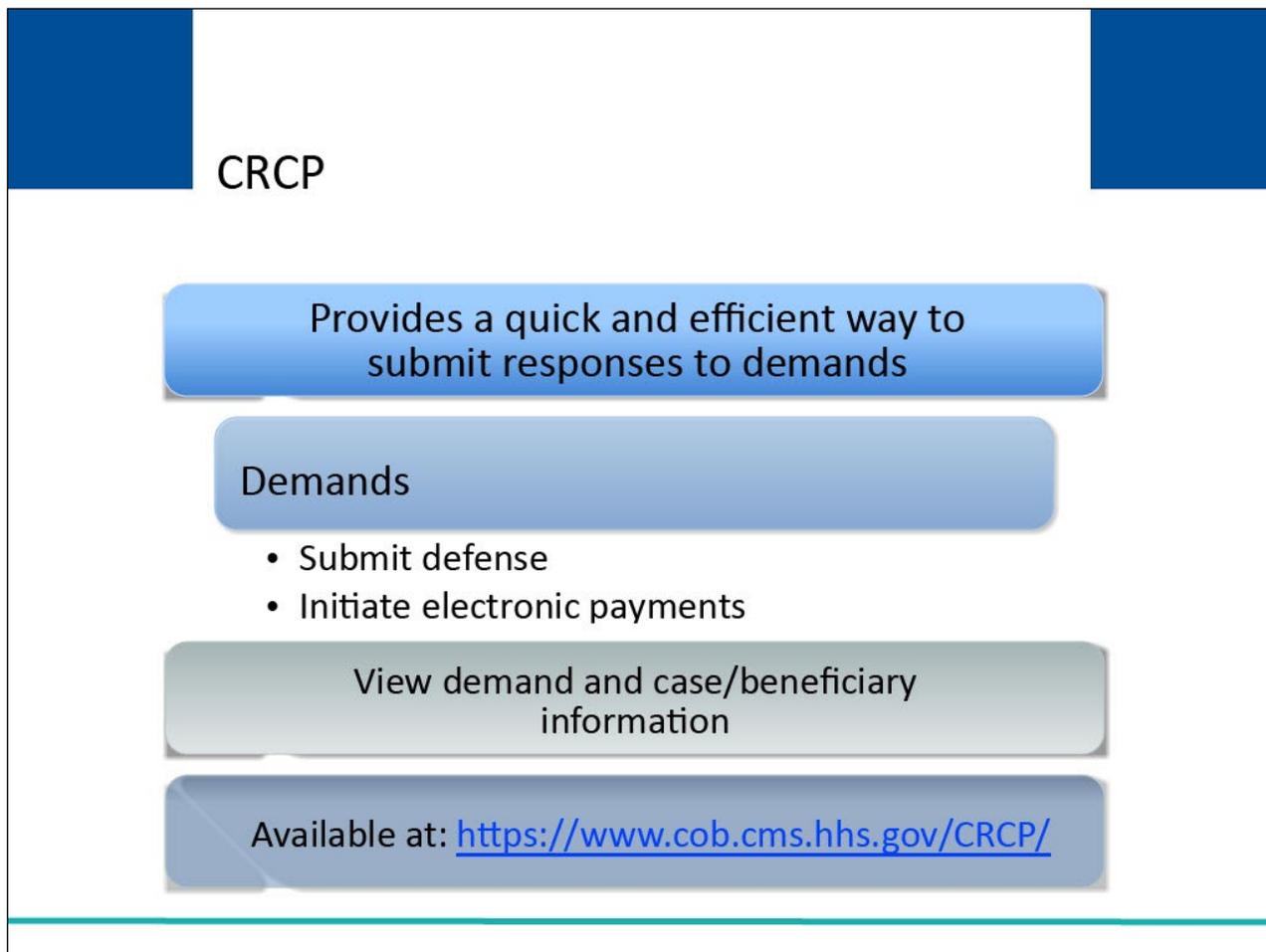
- CRCP Overview
  - View Demand and Case/Beneficiary Information information
  - Conduct Case Searches
  - Respond to Demands
  - Initiating an Electronic Payment
  - View Open Debt Report
  - Request Go Paperless option/update preferences
  - Viewing/Printing Email or Letter Notifications



### Slide notes

This course provides a brief overview of how the CRCP can be used to view case demands and beneficiary information, conduct case searches, respond to demands, initiate an electronic payment, view open debt reports, request the Go Paperless option, and how to View/print Letter Notifications. It includes summary level information on how to get started using the application as well as information on general navigation guidelines.

Slide 4 - of 50 - CRCP

A slide titled "CRCP" with a blue header and footer. The main content is centered and consists of four stacked rounded rectangular boxes. The top box is dark blue with white text: "Provides a quick and efficient way to submit responses to demands". The second box is light blue with dark blue text: "Demands", followed by a bulleted list: "• Submit defense" and "• Initiate electronic payments". The third box is light grey with dark grey text: "View demand and case/beneficiary information". The bottom box is light blue with dark blue text: "Available at: <https://www.cob.cms.hhs.gov/CRCP/>".

CRCP

Provides a quick and efficient way to submit responses to demands

Demands

- Submit defense
- Initiate electronic payments

View demand and case/beneficiary information

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

**Slide notes**

You may provide a response to a demand by submitting defense documents on the CRCP or making electronic payments.

Additionally, you may also view demand and case/beneficiary information on the CRCP. The CRCP may be accessed at the following link: [CMS CRCP Website](https://www.cob.cms.hhs.gov/CRCP/)

## Slide 5 - of 50 - Getting Started

## Getting Started

**Employer/insurer entity creates CRCP account**

- Completes New Registration (PIN Request) (Authorized Representative)
- Completes Account Setup (Account Manager)

**See “New Registration (PIN Request)” CBT and “Account Setup” CBT for more information**

**Slide notes**

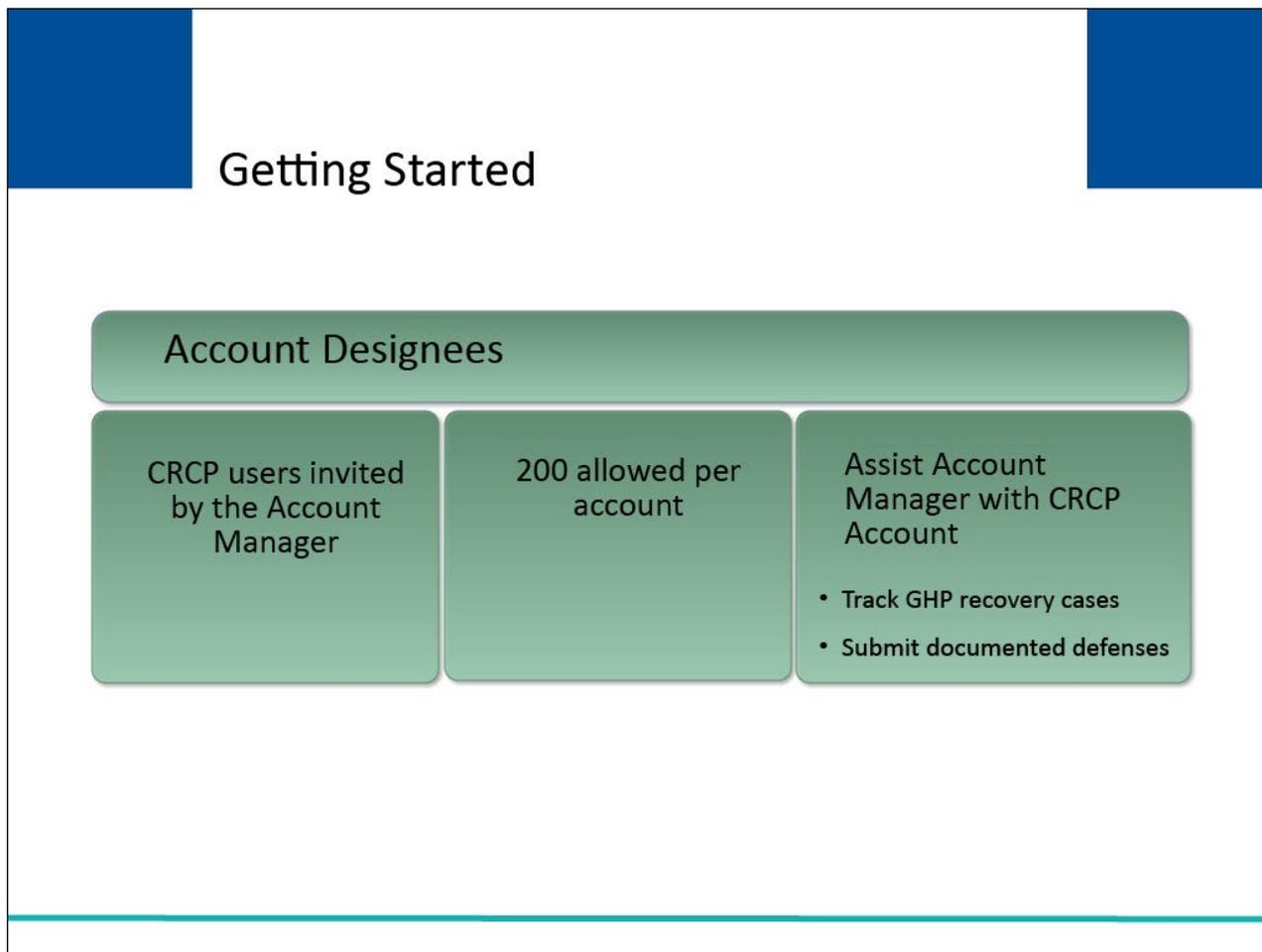
All users of the CRCP must register and be associated to a registered account. To establish a CRCP account, the employer or insurer entity must first complete the initial registration process for the CRCP account which involves the following 2 steps:

New Registration (PIN Request) and Account Setup. To complete the New Registration (PIN Request), the employer/insurer entity must identify the Authorized Representative. The Authorized Representative is responsible for completing the New Registration (PIN Request) on the CRCP.

After the New Registration (PIN Request) is completed, the Authorized Representative must give the Account Manager the Account ID and PIN to complete the Account Setup. For more detailed information on these processes, please see the New Registration (PIN Request) and [Account Setup](#) CBT.

The Account Representative will receive the PIN via email upon completion of the New Registration (PIN Request) process. The Account ID will be provided on the “CRCP PIN Request Completed Successfully - Thank you.” page and need to be recorded by the registrar at that time. This information is required for the Account Manager to complete the Account Setup step.

Slide 6 - of 50- Getting Started



**Slide notes**

Once the New Registration (PIN Request) and Account Setup steps have been completed, the Account Manager may log in and invite other CRCP users (Account Designees) to assist with the account. The CRCP permits up to 200 Account Designees per account.

Account Designees assist the Account Manager with tracking Group Health Plan or GHP recovery cases and submitting documented defenses. See the [Account Designee Maintenance CBT](#) for information on how the Account Manager adds Account Designees.

For information on the basic registration process an individual will follow to become an Account Designee, that is, how someone will set up their Login ID and Password), see the [Account Designee Access CBT](#)

Slide 7 - of 50- Login Warning Page

**Print this page**

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

### Login Warning

**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.

**Decline** **I Accept**

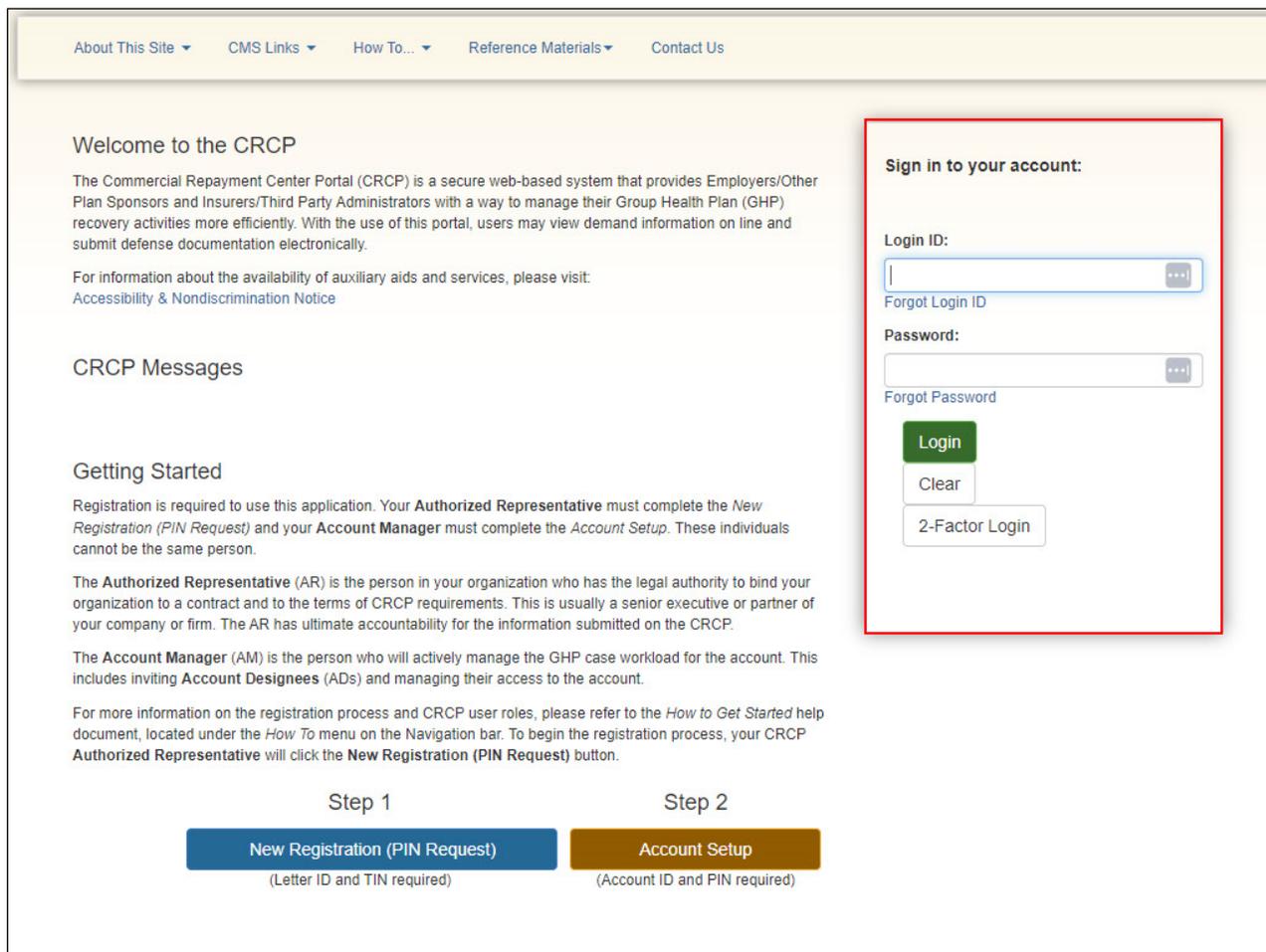
CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat

Slide notes

Once you are registered as a CRCP user, you may login to the CRCP at the following link: [CMS CRCP Website](#). Each time a user visits the CRCP Website, the Login Warning page will appear.

This page provides information about CRCP security measures including access, penalty and privacy laws. All users must agree to the terms of this warning each time they access the CRCP. Click the I Accept link at the bottom of the page to continue.

Slide 8 - of 50 - Welcome to the CRCP - Login Page



Slide notes

The Welcome to the CRCP page displays. Enter your Login ID and Password.

Please note: The Account Manager establishes his/her Login ID and Password during Account Setup. The Account Designee establishes his/her Login ID and Password when they register on the CRCP, only after being invited by the Account Manager.

Slide 9 - of 50 - Account Listing Page

**Account Listing** ? Quick Help

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. 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.

**Multi-Factor Authentication**

Status: **Initial Process**  
Next Step: **Getting Started**

**Multi-Factor Authentication**

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.

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 use MFA services, you will be required to register a Factor as a method of receiving a security token/push notification to access the MSPRP application. Certain Factors will require you to download and install a specific app onto the mobile device you will use to receive your security token. After the Factor registration, you will activate the factor for your login ID on the MSPRP. You may have only one Active Factor per Factor Type.

You will be able to activate the factor after the Next Step link has changed to **Factor Required**. To begin the ID Proofing process, click the Next Step: **Getting Started** link.

Account ID	Company Name	Associated TINs
111111111 <span style="color: green;">🌿</span>	CIGNA	<a href="#">View TINs Listing</a>

Slide notes

After a successful login, the Account Listing page displays. This page is the user’s home page. It lists the accounts associated to your Login ID. Account IDs will be added or removed from this page whenever your Login ID becomes associated or disassociated to an account.

Registered CRCP users will become associated to a new account when they are invited to the account by the Account Manager. New CRCP users will become associated to a new account after they are invited to the account and have completed the CRCP registration process.

You will be disassociated from an account if the Account Manager for the account removes your access. To view TINs associated to the Account ID, click the View TINs Listing link.

Multi-Factor Authentication Voice Call/Text Message (SMS) factors will only be available for use to view unmasked claim information for a limited time after March 1st, 2025. If you wish to continue to use Multi-Factor Authentication after that time, you will need to register another factor via the Factor Maintenance link found on your home page. The new factor options are Okta Verify and/or Google Authenticator.

**Slide 10 - of 50 - Associated TINs to Account ID Page**

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

### TINs Associated to Account ID Quick Help

The Tax Identification Numbers (TINs) listed on this page are associated to Account ID: 111111111 - CIGNA.

Associated TINs	Company Name
012365478902	ABC Pvt. Ltd.
14785236900	ABC Pvt. Ltd.
85236974101	ABC Pvt. Ltd.
35715984260	ABC Pvt. Ltd.

[Previous](#)

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

**Slide notes**

The TINS Associated to Account ID page will appear. This page lists all of the Tax Identification Numbers or TINs associated with the Account ID or the Company Name. There will always be at least one TIN associated with an Account ID since a TIN is required to complete the initial PIN Request.

Additional TINs may become associated with your account when a CRCP user completes the Request Letter Access process. See the “Request Letter Access” CBT for more information.

Once you have viewed the TINs, select the “Previous” button to return to the Account Listing page.

Slide 11 - of 50 - Account Listing Page

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

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

**Account Listing** [Quick Help](#)

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🍃) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. 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.

**Multi-Factor Authentication**

Status: **Initial Process**  
Next Step: **Getting Started**

**Multi-Factor Authentication**

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.

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 use MFA services, you will be required to register a Factor as a method of receiving a security token/push notification to access the MSPRP application. Certain Factors will require you to download and install a specific app onto the mobile device you will use to receive your security token. After the Factor registration, you will activate the factor for your login ID on the MSPRP. You may have only one Active Factor per Factor Type.

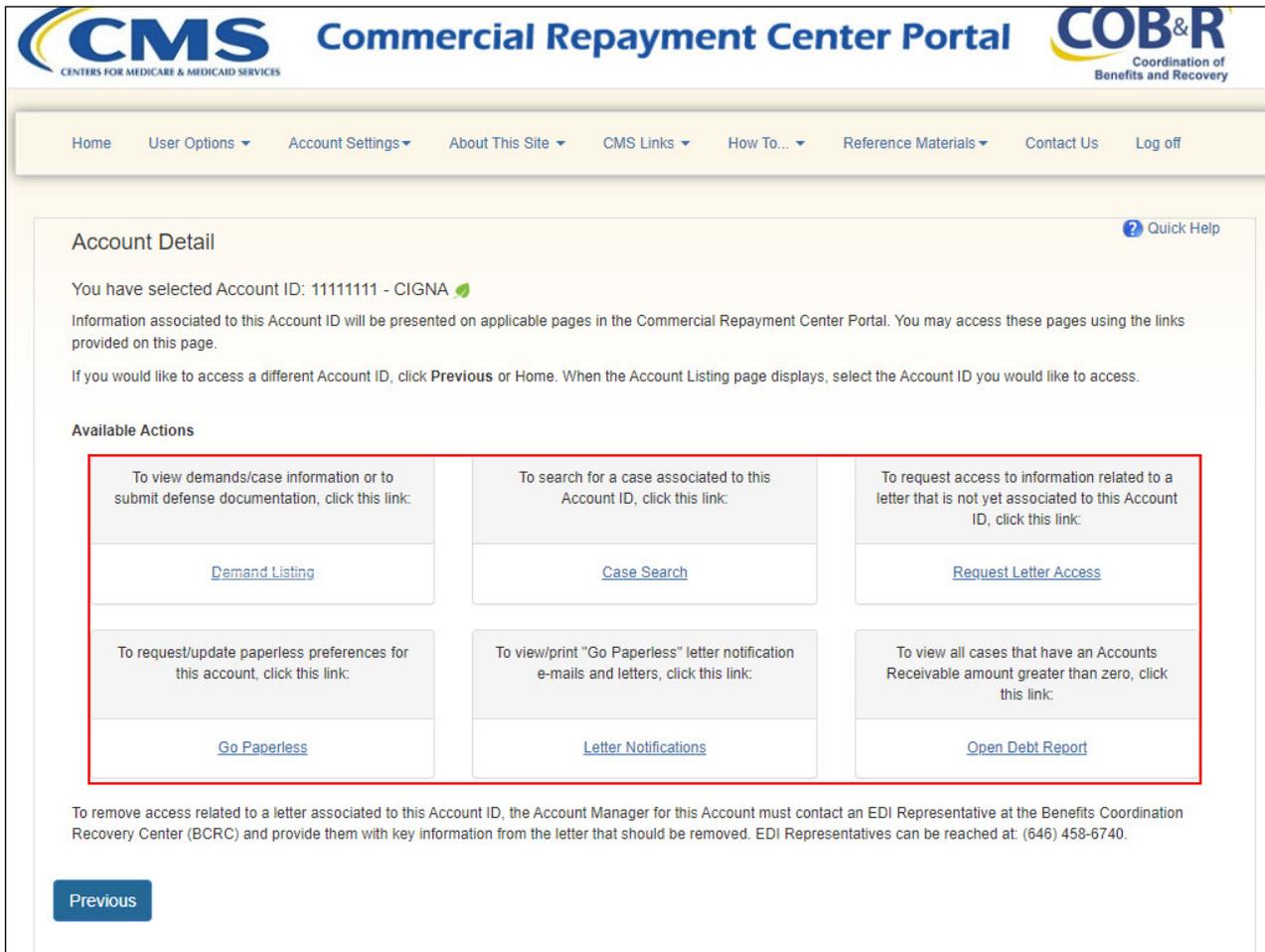
You will be able to activate the factor after the Next Step link has changed to **Factor Required**. To begin the ID Proofing process, click the Next Step: **Getting Started** link.

Account ID	Company Name	Associated TINs
111111111 🍃	CIGNA	<a href="#">View TINs Listing</a>

Slide notes

The Account Listing page functions as the main processing page to initiate any CRCP functions. From this page, select the Account ID link for the account you want to access.

Slide 12 - of 50 - Account Detail Page



Slide notes

After the Account ID is selected, the Account Detail page will appear. This page functions as the main page where you can access CRCP functions available to you such as Demand Listing, Case Search, and Request Letter Access. Account Managers will also have access to Open Debt Report, Go Paperless, and Letter Notifications hyperlinks.

Demand Listing is used to view demands/case information, submit defense documentation or make an electronic payment on the account.

Case Search allows users to access specific cases (using the Account ID or Case ID).

Request Letter Access is used to obtain access to information related to a letter that is not yet associated with your CRCP account.

Open Debt Report shows the status of all open debts related to the account ID selected.

Go Paperless is used to request/update paperless preferences for the selected account and Letter Notifications is used to view/print the Go Paperless letter notification emails and letters. Again, these are only available to the Account Manager.

Slide 13 - of 50 - Demand Listing Page

The screenshot shows the 'Demand Listing' page with a navigation bar at the top containing links like Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. Below the navigation bar is a 'Demand Listing' section with a 'Quick Help' icon. A text block explains that unresolved/open demands from the past three months are listed. A search area is highlighted with a red box, containing input fields for 'Demand Letter ID', 'Demand Letter Sent Date From', and 'Demand Letter Sent Date To', along with search and clear buttons. Below the search area, it shows 'Demand Letters Issued to Companies Associated with Account ID: 111111' and 'Results Returned: 5'. A text block provides instructions on viewing beneficiaries/case IDs for open demands. A table titled 'Demand Listing Not Sorted' is shown below, with columns for 'Viewed', 'Demand Letter ID', 'Number of Cases', 'Letter Date', and 'Demand Status'. The table contains five rows of data, with the 'Demand Letter ID' column highlighted by a red box. At the bottom left, there is an 'Account Detail' button.

Viewed	Demand Letter ID	Number of Cases	Letter Date	Demand Status
Yes	86123455	1	04/13/2014	Open
Yes	86123454	1	04/11/2014	Open
Yes	86123453	1	04/10/2014	Open
No	86123452	1	04/09/2014	Open
	86123451	1	04/08/2014	Closed

Slide notes

When the Demand Listing link is selected, the Demand Listing page appears. By default, this page lists all unresolved/open demands that the Commercial Repayment Center (CRC) has issued in the past three months for this account. Use the search function to locate any demand, including a demand that has been closed. has issued in the past three months for this account. Use the search function to locate any demand, including a demand that has been closed.

To view case-specific information, click the Demand Letter ID link. (The Demand Letter ID link is an 8 or 9-digit number that may now include up to 15 digits.) This link will only be enabled in the Demand Status is 'Open'. A Viewed column has been added to the Demand Listing page, as it helps to identify when new Demands have been added to the account.

Note: The Account Detail button will return you back to the Account Detail page.

Slide 14 - of 50 - Demand Detail Page

? Quick Help

### Demand Detail

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, 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

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

Beneficiaries Included in the Demand Letter Not Sorted											
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
<a href="#">C1234560001</a>	133	****1234A	Mike	Lansing	\$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
<a href="#">C1234560002</a>	13	****2345A	John	Bosely	\$15,400.00	Open		No			
<a href="#">C1234560003</a>	63	****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes	02/27/2019	A2562	Intent to Refer Letter Sent
<a href="#">C1234560004</a>	23	****2244A	Frances	Christobell	\$400.00	Open		Yes			
<a href="#">C1234560005</a>	263	****3365A	Blaxton	Jasper	\$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?

Slide notes

After the Demand Letter ID is selected, the Demand Detail page displays the original demand amount, employer and insurer information and a list of the beneficiaries included in the demand letter.

Slide 15 - of 50 - Demand Detail Page

? Quick Help

### Demand Detail

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, 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

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

Beneficiaries Included in the Demand Letter Not Sorted											
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
<a href="#">C1234560001</a>	133	****4234A	Mike	Lansing	\$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
<a href="#">C1234560002</a>	13	****2345A	John	Bosely	\$15,400.00	Open		No			
<a href="#">C1234560003</a>	63	****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes	02/27/2019	A2562	Intent to Refer Letter Sent
<a href="#">C1234560004</a>	23	****2244A	Frances	Christobell	\$400.00	Open		Yes			
<a href="#">C1234560005</a>	263	****3365A	Blaxton	Jasper	\$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?

Slide notes

For each beneficiary or Case ID, a masked Medicare ID is shown along with the Beneficiary Name, original Case Amount and Case Status. The Claim Count, Treasury Referral Date, Treasury Account Number and Current Status of Debt fields have also been added to provide additional treasury information on the CRCP.

You can view detailed case information, by clicking the Case ID. For more information, see the [Case Information CBT](#).

You can return to the Demand Listing page by clicking the Demand Listing button or Make a Payment by using the Make a Payment button. For more information on Making a Payment, see [Electronic Payments CBT](#).

Users also now have a link to View Demand-Level Defenses. The Submitted Defense Documents page will display defense documents that have been submitted at the Demand Level through the CRCP for the selected Demand Letterer ID. For more information on Defenses, see the [Submitted Defenses CBT](#).

Slide 16 - of 50 - Request Letter Access

**Request Letter Access** [? Quick Help](#)

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: \$  .

**Slide notes**

After clicking the Request Letter Access link from the Account Detail page, the Request Letter Access page appears. The CRCP associated information is related to letters you have received from the CRC to your Account ID as part of the initial New Registration (PIN Request) and Account Setup process.

If you cannot find information for a Demand or Defense letter on your CRCP account, you can request access to this data via the Request Letter Access process.

Once the CRCP validates your request, information from the requested letter will be available on the CRCP.

Note: The Request Letter Access function has been updated to include the Tax Identification Number or TIN as an additional matching criterion. See the "Request Letter Access" CBT for more information.

Slide 17 - of 50- Navigation Menu

The screenshot shows the CMS Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). Below the logos is a navigation menu with the following items: Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. A red box highlights this navigation menu.

The main content area is titled "Account Listing" and includes a "Quick Help" link. The text explains that account IDs are listed on this page, and those with a green leaf icon have opted for "Go Paperless". It provides instructions on how to view account IDs and associated TINs.

There is a "Multi-Factor Authentication" section with a status of "Initial Process" and a "Next Step: Getting Started".

Below this is another "Multi-Factor Authentication" section with a padlock icon. It explains that CRCP users may request access to unmasked Medicare beneficiary PHI/PII and must complete the ID Proofing and MFA process. It also mentions that users will be asked to provide personal information to confirm their identity with Experian Credit Services.

At the bottom, there is a table with the following data:

Account ID	Company Name	Associated TINs
111111111	CIGNA	<a href="#">View TINs Listing</a>

Slide notes

The navigation menu at the top of the “Home” page (and each page in the portal) provides access to the following menu options: Home, User Options, About This Site; CMS Links; How To; Reference Materials; and Contact Us.

Home navigates to the Account Listing page where you can access the Account IDs associated to your Login ID.

Slide 18 - of 50 - User Options

The screenshot shows the CMS Commercial Repayment Center Portal. The top navigation bar includes links for Home, User Options (highlighted with a red box), About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. A dropdown menu for User Options is open, showing 'Update Personal Information' and 'Change Password' (both highlighted with red boxes). The main content area features a 'Multi-Factor Authentication' section with a status of 'Initial Process' and a 'Next Step: Getting Started'. Below this is a detailed explanation of the MFA process, including a lock icon and instructions on how to activate a factor. At the bottom, there is a table with columns for Account ID, Company Name, and Associated TINs.

Account ID	Company Name	Associated TINs
111111111	CIGNA	<a href="#">View TINs Listing</a>

Slide notes

The User Options section contains the following links:

Update Personal Information - Used to update your contact information, such as email address and phone number; and

Change Password - Used to change your Password, whether it has expired, has been compromised, or you have been issued a temporary Password.

See the “User and [Account Information](#)” CBT for more information on these functions.

Slide 19 - of 50 - About This Site

The screenshot displays the CMS Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). Below the logos is a navigation bar with links: Home, User Options, About This Site (highlighted with a red box), CMS Links, How To..., Reference Materials, Contact Us, and Log off. A sub-menu for 'About This Site' is open, showing a link for 'How to Use This Site' (also highlighted with a red box). The main content area is titled 'Account Listing' and includes a 'Quick Help' icon. The text explains that account IDs are listed on the page, with green leaf icons indicating 'Go Paperless' status. A 'Multi-Factor Authentication' box shows the status as 'Initial Process' and the next step as 'Getting Started'. Below this is another 'Multi-Factor Authentication' section with a padlock icon, explaining the MFA process for accessing Medicare beneficiary information. It details the ID Proofing process and the requirement to register a Factor. At the bottom, a table lists account information.

Account ID	Company Name	Associated TINs
111111111	CIGNA	<a href="#">View TINs Listing</a>

Slide notes

About This Site navigates to the How to Use This Site link, offering general information on how to use the CRCP.

Slide 20 - of 50 - CMS Links

The screenshot shows the CMS Commercial Repayment Center Portal. The top navigation bar includes 'Home', 'User Options', 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', 'Contact Us', and 'Log off'. The 'CMS Links' dropdown menu is open, showing 'Coordination of Benefits & Recovery Overview' and 'Group Health Plan Recovery'. The main content area is titled 'Account Listing' and contains text about account IDs and a 'Multi-Factor Authentication' section. A table at the bottom lists account information.

Account ID	Company Name	Associated TINs
111111111	CIGNA	<a href="#">View TINs Listing</a>

Slide notes

CMS Links provides links to the 'Coordination of Benefits & Recovery Overview' and the 'Group Health Plan Recovery' sections of the CMS.gov website.

## Slide 21 - of 50 - How To...

The screenshot shows the CMS Commercial Repayment Center Portal (CRCP) interface. The top navigation bar includes links for Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The 'How To...' dropdown menu is open, listing the following options: 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, and How To Invite and Remove Account Designees. Below the dropdown, the 'Account Listing' section is visible, along with a 'Multi-Factor Authentication' section featuring a padlock icon and detailed instructions on the ID Proofing process.

## Slide notes

The How To section provides detailed information on performing the following functions:

- 'Getting Started';
- 'Requesting your Login ID';
- 'Requesting your Password';
- 'Changing your Password';
- 'Resetting your PIN';
- 'Changing your Authorized Representative';
- 'Changing Your Account Manager; and
- 'Inviting and Removing Account Designees'.

Slide 22 - of 50 - Reference Materials

**Account Listing**

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. 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.

**Multi-Factor Authentication**

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.

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 use MFA services, you will be required to register a Factor as a method of receiving a security token/push notification to access the MSPRP application. Certain Factors will require you to download and install a specific app onto the mobile device you will use to receive your security token. After the Factor registration, you will activate the factor for your login ID on the MSPRP. You may have only one Active Factor per Factor Type.

You will be able to activate the factor after the Next Step link has changed to **Factor Required**. To begin the ID Proofing process, click the Next Step: **Getting Started** link.

Account ID	Company Name	Associated TINs
111111111	CIGNA	<a href="#">View TINs Listing</a>

Slide notes

Reference Materials provides a link to the CRCP User Guide. The CRCP User Guide was written to help you understand how to use the CRCP. It includes detailed instructions on how to manage demands and defenses on the CRCP.

Slide 23 - of 50- Contact Us

The screenshot shows the CMS Commercial Repayment Center Portal. The navigation bar includes 'Home', 'User Options', 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', 'Contact Us', and 'Log off'. The 'Contact Us' link is highlighted with a red box and an arrow pointing to the 'Contact Us' section below. The 'Contact Us' section contains two contact options: 'Contact the Benefits Coordination & Recovery Center (BCRC)' and 'Contact the Commercial Repayment Center (CRC)'. Below this is a section for MFA services and an account listing table.

**Account Listing**

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These are responsible for viewing all company information. If you want to access by clicking the associated to an Account ID, click on the Account ID.

**Contact Us**

**Contact the Benefits Coordination & Recovery Center (BCRC)**

If you have a problem with Account Setup, Login or Password issues or other technical problems using the CRCP, please contact an EDI Representative at the 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

**Contact the Commercial Repayment Center (CRC)**

If you need assistance regarding a Documented Defense or specific information related to a Group Health Plan recovery case, please contact the CRC. CRC Customer Service Representatives are available to assist you Monday through Friday, from 8:00 a.m. to 8:00 p.m., Eastern Time, except holidays, at toll-free lines: 1-855-798-2627 (TTY/TDC: 1-855-797-2627 for the hearing and speech impaired).

To use MFA services, you will be required to register a Factor as a method of receiving a security token/push notification to access the MSPRP application. Certain Factors will require you to download and install a specific app onto the mobile device you will use to receive your security token. After the Factor registration, you will activate the factor for your login ID on the MSPRP. You may have only one Active Factor per Factor Type.

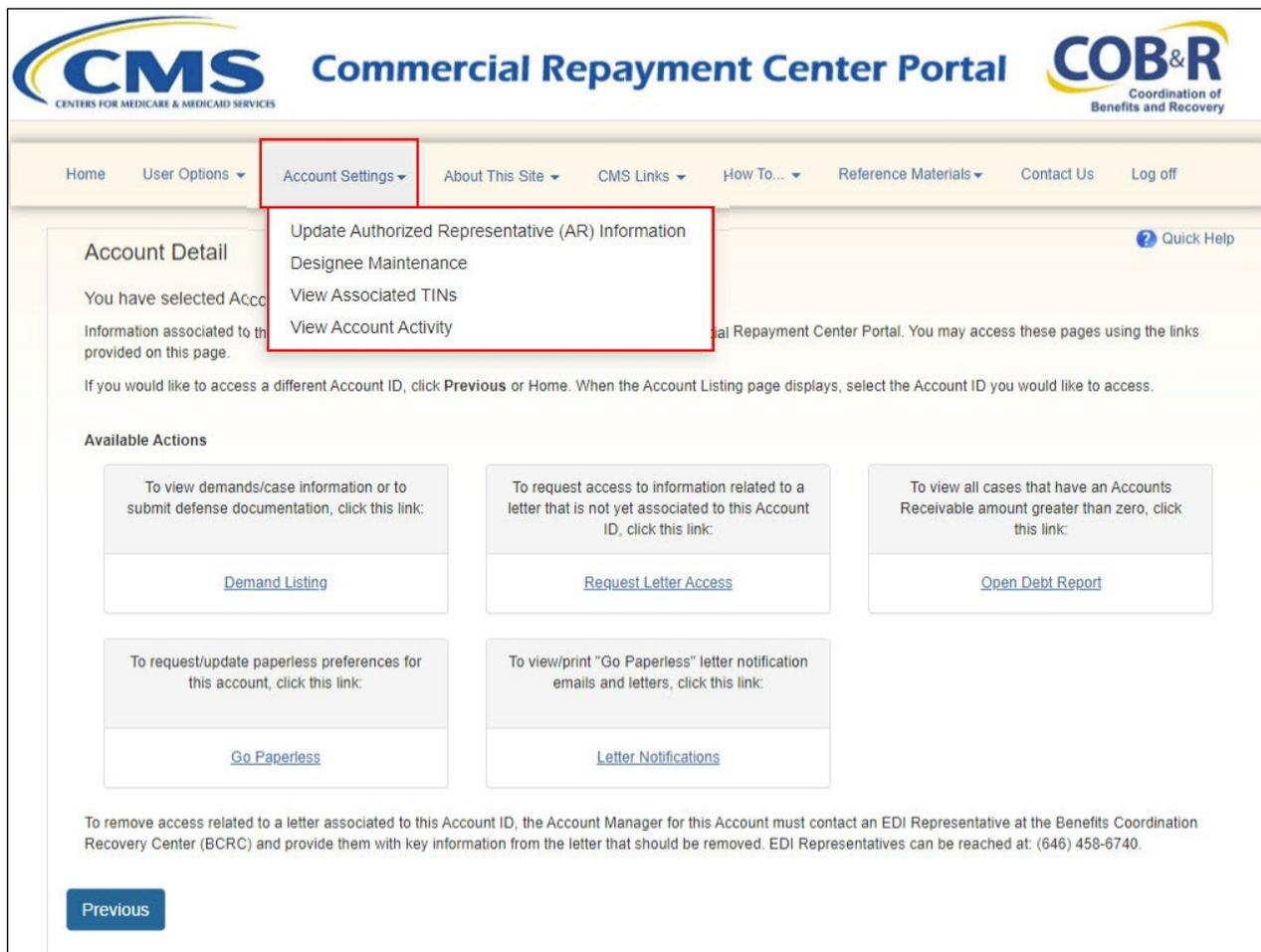
You will be able to activate the factor after the Next Step link has changed to Factor Required. To begin the ID Proofing process, click the Next Step: **Getting Started** link.

Account ID	Company Name	Associated TINs
111111111 🌿	CIGNA	<a href="#">View TINs Listing</a>

Slide notes

Contact Us displays information on where to go for assistance with Account Setup, Login and Password issues, technical problems, or case specific inquiries.

Slide 24 - of 50 - Account Settings



Slide notes

From the Account Detail page, you can access the account settings. The Account Settings drop-down menu contains the following links:

**View or Update Authorized Representative (AR) Information** - Used to view or change the Authorized Representative (AR) information. Note: The Account Designee does not have access to link.

**Designee Maintenance** - Used to add and delete Account Designees. Note: The Account Designee does not have access to this link.

**View Associated TINs** - Used to view the TINs that are associated to your account.

**View Account Activity** - Used to view a history of when the following activities were completed for the selected CRCP account including New Registration (PIN Request), Account Setup, and Request Letter Access.

Slide 25 - of 50- Quick Help Links

The screenshot displays the CMS Commercial Repayment Center Portal interface. At the top, the CMS logo (Centers for Medicare & Medicaid Services) and COB&R logo (Coordination of Benefits and Recovery) are visible. A navigation menu includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled "Account Detail" and shows the selected account ID: 11111111 - CIGNA. A "Quick Help" link is highlighted with a red box. Below the account information, there is a section for "Available Actions" with six buttons: Demand Listing, Case Search, Request Letter Access, Go Paperless, Letter Notifications, and Open Debt Report. A "Previous" button is located at the bottom left of the content area.

Slide notes

To obtain access to online help documentation, you can select the Quick Help link, which is available on every page in the portal. To print a copy of any CRCP page, use the Print this page link.

Slide 26 - of 50 - Log Off

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

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

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

You have selected Account ID: 11111111 - CIGNA

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 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](#)

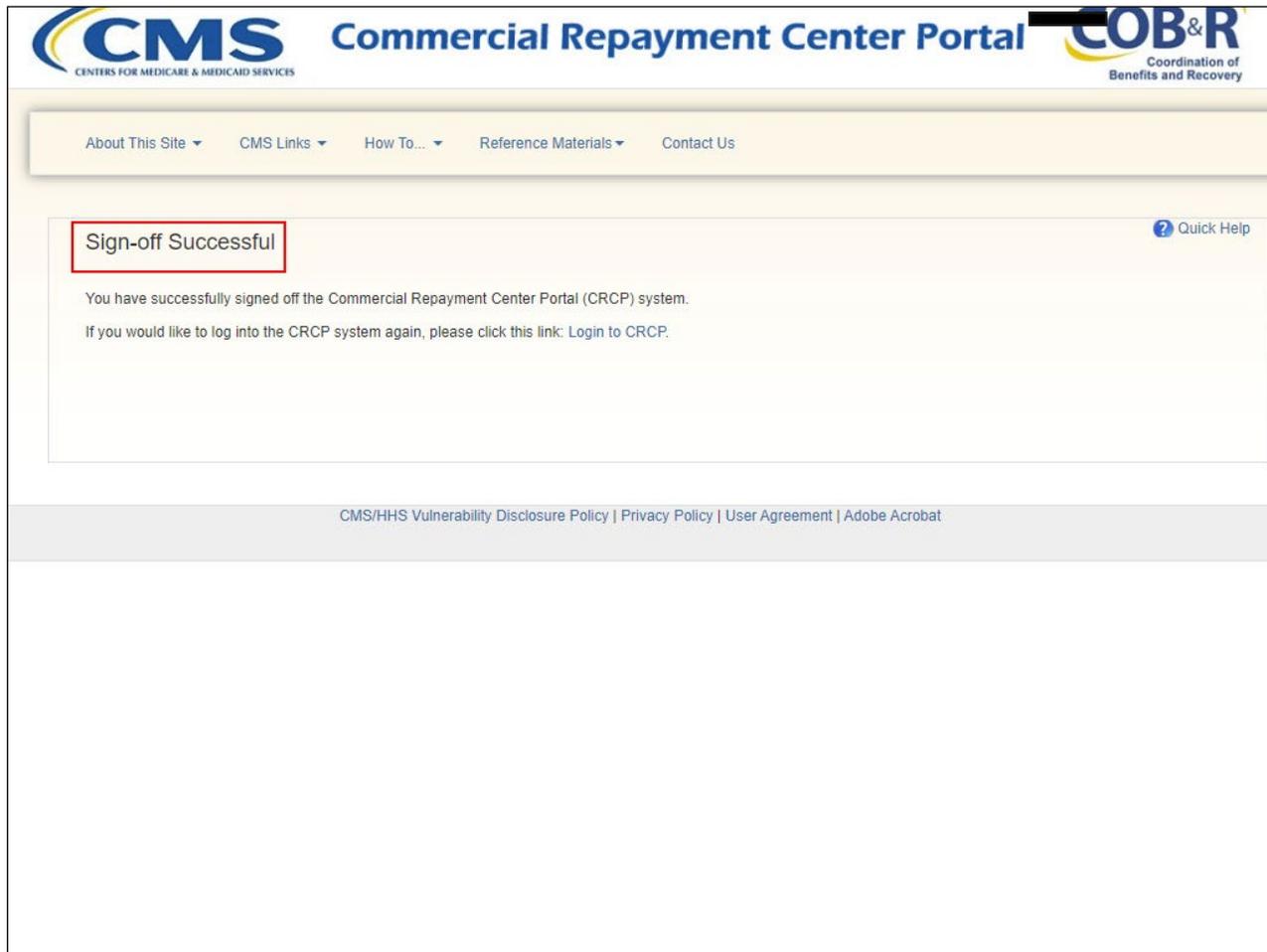
To remove access related to a letter associated to this Account ID, the Account Manager for this Account must contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) and provide them with key information from the letter that should be removed. EDI Representatives can be reached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

[Previous](#)

Slide notes

To end your session, click Log off.

Slide 27 - of 50 - Sign-off Successful



Slide notes

The Sign-off Successful page appears.

Slide 28 - of 50- Case Search

## Case Search

- Search for cases using this associated Account ID
- From the Case Search page the Demand ID link can also be selected to view the Demand Detail page

### Slide notes

Account Managers are able to search for cases using this associate Account ID.

Slide 29 - of 50 Case Search

The screenshot shows the 'Account Detail' page in the CMS Commercial Repayment Center Portal. The page header includes the CMS logo (Centers for Medicare & Medicaid Services) and the COB&R logo (Coordination of Benefits and Recovery). A navigation menu contains links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled 'Account Detail' and includes a 'Quick Help' icon. It displays the selected Account ID: 11111111 - CIGNA. Below this, there is explanatory text and a 'Previous' button. The 'Available Actions' section contains six cards with the following descriptions and links:

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

At the bottom of the page, there is a note: "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."

Slide notes

Select the Case Search link on the Account Detail Page.

Slide 30 - of 50- Case Search Page

The screenshot shows the 'Case Search' page of the Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). Below the logos is a navigation menu with links: Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled 'Case Search' and includes a 'Quick Help' link. The instructions state: 'To search for a specific case associated to this Account ID, enter a Case ID, and then click Search. Once located, click the Case ID link to view detailed information for that case. You can also click the Demand ID link to view the Demand Detail page for the selected demand. Click Cancel to return to the Account Detail page.' The search form contains a 'Case ID:' label, an input field, a 'Case ID Search Hint' link, a 'Search' button, and a 'Cancel' button. At the bottom of the page, there is a footer with links: CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat.

Slide notes

To search for a specific case associated to this Account ID, enter a Case ID, and then click Search.

Slide 31 - of 50- Case Search Page

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

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

### Case Search Quick Help

To search for a specific case associated to this Account ID, enter a Case ID, and then click **Search**. Once located, click the **Case ID** link to view detailed information for that case. You can also click the **Demand ID** link to view the *Demand Detail* page for the selected demand. Click **Cancel** to return to the *Account Detail* page.

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

#### Search Results

Case ID	Demand ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed
C1234560001	861236547	****1234A	Mike	Lansing	\$4,400.00	Open	
C1234560002	861236551	1EG4TE5MK73	Jack	London	\$8800.45	Closed	05/05/2020
C1234560003	861236547	****1234A	Denise	Simpson	\$10000.00	Open	
C1234560004	861236547	****1234A	Rosemary	Clinton	\$2101.00	Closed	06/05/2021

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

**Slide notes**

To search for a specific case associated to this Account ID, enter a Case ID, and click Search. Once located, click the Case ID link to view detailed information for that case.

You can also click the Demand ID link to view the Demand Detail page for the selected demand. Click Cancel to return to the Account Detail page

**Slide 32 - of 50 - Open Debt Report**

## Open Debt Report

- Only Available for Account Managers
- Provides a list of all cases that have an Accounts Receivable amount greater than zero
- Option to export to Excel

**Slide notes**

Account Managers are able to view the Open Debt report from the Account Detail Page which provides a list of all cases associated with the selected Account ID that have an

Accounts Receivable amount greater than zero. The list of cases can also be exported to an Excel spreadsheet.

Slide 33 - of 50 - Open Debt Report Link

**CMS** Commercial Repayment Center Portal **CLUB&K** Coordination of Benefits and Recovery

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

Account Detail Quick Help

You have selected Account ID: 11111111 - CIGNA

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 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](#)

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](#)

Slide notes

Upon Login, select the account where the debt report needs to be viewed. From the Account Detail page, select the Open Debt Report link.

**Slide 34 - of 50 - Open Debt Report Search**

The screenshot displays the CMS Commercial Repayment Center Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services) and at the top right is the COB&R logo (Coordination of Benefits and Recovery). A navigation menu below the logos includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled "Open Debt Report" and includes a "Quick Help" link. Below the title, a text instruction reads: "Click Search to return up to 1000 cases, in ascending Case ID order, or enter search criteria to limit the case returned." A search form is highlighted with a red border, containing "From Demand Date:" and "To Demand Date:" fields, each with three input boxes for month, day, and year, and a "Clear" button. Below the form are "Search" and "Previous" buttons. At the bottom of the page, a footer contains links for "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat".

**Slide notes**

Place the date range you are searching for and select search.

Slide 35 - of 50- Open Debt Report Cases

Open Debt Report ? Quick Help

Click Search to return up to 1000 cases, in ascending Case ID order, or enter search criteria to limit the case returned.

From Demand Date:  /  /  To Demand Date:  /  /

The following are the cases with open debts as of 08/07/2019 associated to Account ID: 30401 . The HIGLAS balance amounts may not reflect recent payments or adjustments and may differ from the amount displayed on the CRCP case pages.

**Open Debt Cases** Export to Excel

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
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20

Slide notes

The Open Debt Cases will appear. You can export this report to excel by selecting the Export to Excel button.

Note: To help users better monitor demanded cases where balances are due the following columns have been added to the CRCP Open Debt Report page: Claim Count, Treasury Ref Date, Last Letter, Last Letter Date, and Fed Agency ID.

Slide 36 - of 50 - Excel Export

The screenshot shows an Excel spreadsheet with the following data:

Case ID	Employer Name	Employer TIN	Insurer Name	Insurer TIN	RRE Contact	RRE Phone	RRE Email	Bene
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John
201117409000150	EFG Company	111222334	Humana	111222334	AM S112	201-333-4445	amS111@bbb.com	John
201117409000150	EFG Company	111222335	Humana	111222335	AM S113	201-333-4446	amS111@bbb.com	John
201117409000150	EFG Company	111222336	Humana	111222336	AM S114	201-333-4447	amS111@bbb.com	John
201117409000150	EFG Company	111222337	Humana	111222337	AM S115	201-333-4448	amS111@bbb.com	John
201117409000150	EFG Company	111222338	Humana	111222338	AM S116	201-333-4449	amS111@bbb.com	John
201117409000150	EFG Company	111222339	Humana	111222339	AM S117	201-333-4450	amS111@bbb.com	John
201117409000150	EFG Company	111222340	Humana	111222340	AM S118	201-333-4451	amS111@bbb.com	John
201117409000150	EFG Company	111222341	Humana	111222341	AM S119	201-333-4452	amS111@bbb.com	John
201117409000150	EFG Company	111222342	Humana	111222342	AM S120	201-333-4453	amS111@bbb.com	John
201117409000150	EFG Company	111222343	Humana	111222343	AM S121	201-333-4454	amS111@bbb.com	John
201117409000150	EFG Company	111222344	Humana	111222344	AM S122	201-333-4455	amS111@bbb.com	John
201117409000150	EFG Company	111222345	Humana	111222345	AM S123	201-333-4456	amS111@bbb.com	John
201117409000150	EFG Company	111222346	Humana	111222346	AM S124	201-333-4457	amS111@bbb.com	John
201117409000150	EFG Company	111222347	Humana	111222347	AM S125	201-333-4458	amS111@bbb.com	John
201117409000150	EFG Company	111222348	Humana	111222348	AM S126	201-333-4459	amS111@bbb.com	John
201117409000150	EFG Company	111222349	Humana	111222349	AM S127	201-333-4460	amS111@bbb.com	John
201117409000150	EFG Company	111222350	Humana	111222350	AM S128	201-333-4461	amS111@bbb.com	John

Slide notes

This report will open in excel.

Slide 37 - of 50 - Open Debt Report

### Open Debt Report

[? Quick Help](#)

Click **Search** to return up to 1000 cases, in ascending Case ID order, or enter search criteria to limit the case returned.

From Demand Date:  /  /  To Demand Date:  /  /

The following are the cases with open debts as of 08/07/2019 associated to Account ID: 30401 . The HIGLAS balance amounts may not reflect recent payments or adjustments and may differ from the amount displayed on the CRCP case pages.

#### Open Debt Cases

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
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John	Doe	AG1234	20134323231212100	08/07/20
						201-						

Slide notes

You can select other reports or select the previous button to return to the Account Detail Page or Log off once you have completed this action.

**Slide 38 - of 50 - Go Paperless**

## Go Paperless

- Only Available for Account Managers (AM)
- Allows AM's to request/update paperless preferences for the selected account

**Slide notes**

Account Managers are able to request/update paperless preferences for the selected account from the Account Detail Page.

Slide 39 - of 50 - Go Paperless Link

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

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

Account Detail Quick Help

You have selected Account ID: 11111111 - CIGNA

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 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](#)

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](#)

Slide notes

Upon Login, select the account you wish to register for the Go Paperless option. From the Account Detail page, select the Go Paperless link.

Slide 40 - of 50 - Opt In/Out

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

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

**Go Paperless** Quick Help

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 Multi-Factor Authentication 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 checked="" type="checkbox"/> Go Paperless	Account ID:11111, COMPANY NAME
Account Manager E-mail Address:	ADDRESS@EMAIL.COM
Paperless E-mail Address:	<input type="text"/>
Re-enter Paperless E-mail Address:	<input type="text"/>

Slide notes

The Account Manager will need to select the "Go Paperless" checkbox to begin receiving letter notification emails instead of hardcopy letters being mailed to the account. These emails will be sent to the Account Manager, Account Designees and the individual entered in the option "Paperless E-mail Address" field entered on this page. These individuals must complete the ID Proofing and Multi-Factor Authentication (MFA) process and login using MFA to view the correspondence images. For more information on MFA, please complete the CRCP Multi-Factor Authentication course.

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

Slide 41 - of 50 - Go Paperless Confirmation

The screenshot shows the 'Go Paperless Confirmation' page in the CMS Commercial Repayment Center Portal. The page header includes the CMS logo (Centers for Medicare & Medicaid Services) and the COB&R logo (Coordination of Benefits and Recovery). A navigation bar contains links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. A 'Quick Help' icon is also present.

The main content area is titled 'Go Paperless Confirmation' and contains the following text: 'The Go Paperless settings associated with your Account are listed on this page. You will receive an e-mail confirming your updates. If you do not receive this confirmation e-mail, please contact an Electronic Data Interchange (EDI) Representative at (646) 458-6740.'

Account ID:	11111
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:	5/21/2021
Paperless E-mail Address:	ADDRESS@EMAIL.COM

Below the table is a green 'OK' button.

At the bottom of the page, there is a footer bar with links for Privacy Policy, User Agreement, and Adobe Acrobat.

Slide notes

After selecting Continue, the Go Paperless Confirmation page will appear and provide the Paperless status of the account as well as the date the account was opted in, or that the account was opted out. Click OK to return to the Account Detail page.

Slide 42 - of 50 - Go Paperless Identifier

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

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

Account Detail Quick Help

You have selected Account ID: 11111111 - CIGNA  

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 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](#)

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](#)

Slide notes

All accounts that have opted in for the Go Paperless option can easily be identified by the Go Paperless green leaf that will appear by the account ID not only on the Account Detail Page, but also on the Account Listing Page as well.

**Slide 43 - of 50 - Letter Notifications**

## Letter Notifications

- Only Available for Account Managers
- Allows AM's to view/print "Go Paperless" letter notification emails and letters

**Slide notes**

Account Managers are able to view/print "Go Paperless" letter notification emails and letters from the Account Detail Page.

Slide 44 - of 50 - Letter Notifications Link

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

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

Account Detail Quick Help

You have selected Account ID: 11111111 - CIGNA

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 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](#)

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](#)

Slide notes

After selecting the appropriate Account ID, select the Letter Notifications link from the Account Detail page.

Slide 45 - of 50 - Letter Notifications Page

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

### Letter Notifications Quick Help

Letter notification e-mails issued to Account ID: 1111111111 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.

E-mail Date not sorted			
E-mail Date		E-mail	View Letters
05/28/2021			<a href="#">View Letters</a>
05/27/2021			<a href="#">View Letters</a>
05/26/2021			<a href="#">View Letters</a>
05/25/2021			<a href="#">View Letters</a>
05/24/2021			<a href="#">View Letters</a>
05/23/2021			<a href="#">View Letters</a>
05/22/2021			<a href="#">View Letters</a>
05/21/2021			<a href="#">View Letters</a>
05/20/2021			<a href="#">View Letters</a>
05/19/2021			<a href="#">View Letters</a>
05/18/2021			<a href="#">View Letters</a>
05/17/2021			<a href="#">View Letters</a>
05/16/2021			<a href="#">View Letters</a>
05/15/2021			<a href="#">View Letters</a>
05/14/2021			<a href="#">View Letters</a>
05/13/2021			<a href="#">View Letters</a>

Previous

Slide Notes

The Letter Notification page will appear. From this page, you will be able to view previous emails as well as the corresponding letters that have been issued for the selected account.

Note: All letter images can be accessed anytime from the Letter Activity Tab of the Case Information Tab. See [Case Information CBT](#). for more information.

Slide 46 - of 50 - E-mail

The screenshot shows a web application interface for "Letter 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 "Letter Notifications" section includes a "Quick Help" icon and a paragraph explaining that e-mails are available for the past 30 business days and can be viewed from the Correspondence Activity Tab. A table titled "E-mail Date not sorted" lists emails with columns for "E-mail Date", "E-mail" (with a red envelope icon), and "View Letters". A red arrow points to the email dated 05/25/2021. A pop-up window displays the email content, including headers (From, Sent, To, CC, Subject) and a table of demands.

E-mail Date	E-mail	View Letters
05/28/2021		<a href="#">View Letters</a>
05/27/2021		<a href="#">View Letters</a>
05/26/2021		<a href="#">View Letters</a>
05/25/2021		<a href="#">View Letters</a>
05/24/2021		
05/23/2021		
05/22/2021		
05/21/2021		
05/20/2021		
05/19/2021		
05/18/2021		
05/17/2021		
05/16/2021		
05/15/2021		
05/14/2021		
05/13/2021		

**From:** DoNoReply@cob.cms.hhs.gov  
**Sent:** Monday, May 3, 2021  
**To:** <insert "To Recipient(s)"/>  
**CC:** <insert "CC Recipient(s)"/>  
**Subject:** 05/03/2021 - New Correspondence on CRCP for Account ID: 111111

Dear Account Manager,

The CRC generated new correspondence associated to the account listed below. You may view this correspondence at the following CRCP URL: <https://www.cob.cms.hhs.gov/CRCP/>.

**Account ID:** 111111, United Health Care

Demand Letter ID	Case ID	Correspondence Type
86123452	#####-##-#####	Defense Decision
88123453	#####-##-#####	Medicare's Demand Letter
86123454	#####-##-#####	Notification of Decision Response
86123455	#####-##-#####	Medicare's Intent to Refer to Treasury Letter

Slide notes

By selecting the email image, the email will appear in a new window. To return to the Letter Notifications screen, close or minimize the window displaying the email. The email images will only be available for emails sent in the last 30 days.

Slide 47 - of 50 - Letters for E-mail Date

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

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

Letters for E-mail Date Quick Help

Account ID: 111111, PQR 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	Demand ID	Case ID	Correspondence Type	Associated Images	Image Size
<input type="checkbox"/>	Yes	86123456	C1234560004	Defense Decision	Image1.pdf	5 MB
<input type="checkbox"/>	No	86123455	C1234560003	Medicare's Demand Letter	Image2.pdf	5 MB
<input type="checkbox"/>	Yes	86123454	C1234560002	Medicare's Intent to Refer to Treasury Letter	Image3.pdf	5 MB
<input type="checkbox"/>	No	86123453	C1234560001	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

Developer Note: Page is only available for a "Go Paperless" account or an account that opted out of "Go Paperless" within the last 30 business days.

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

Slide notes

The Letters for Email Date page will appear if you select the "View Letter" link on the Letter Notifications page.

From this page, you can select the link in the associated images column to view the corresponding letter.

The Correspondence Type column identifies the letter name alongside the Case ID column, which identifies the Case ID the letter is associated with. After viewing the letter, close or minimize the window to return to the Letter for email Date page.

Note: A new Downloaded column has been added to display "Yes" for associated paperless correspondence record(s) where a user opens an individual letter image or

when the user includes the letter images in a bulk download. "No" will display if the image has not been downloaded.

## Slide 48 - of 50 - Course Summary

## Course Summary

- CRCP Overview
  - View Demand and Case/Beneficiary Information
  - Conduct Case Searches
  - Respond to Demands
  - Initiating an Electronic Payment
  - View Open Debt Report
  - Request Go Paperless option/update preferences
  - Viewing/Printing E-mail or Letter Notifications



### Slide notes

This course provides a brief overview of how the CRCP can be used to view case demands and case/beneficiary information, conduct case searches, respond to demands,

initiate an electronic payment, view open debt reports, request the Go Paperless option, and how to View/print email or Letter Notifications. It included summary level information on

how to get started using the application as well as information on general navigation guidelines.

## Slide 49 - of 50 - Conclusion

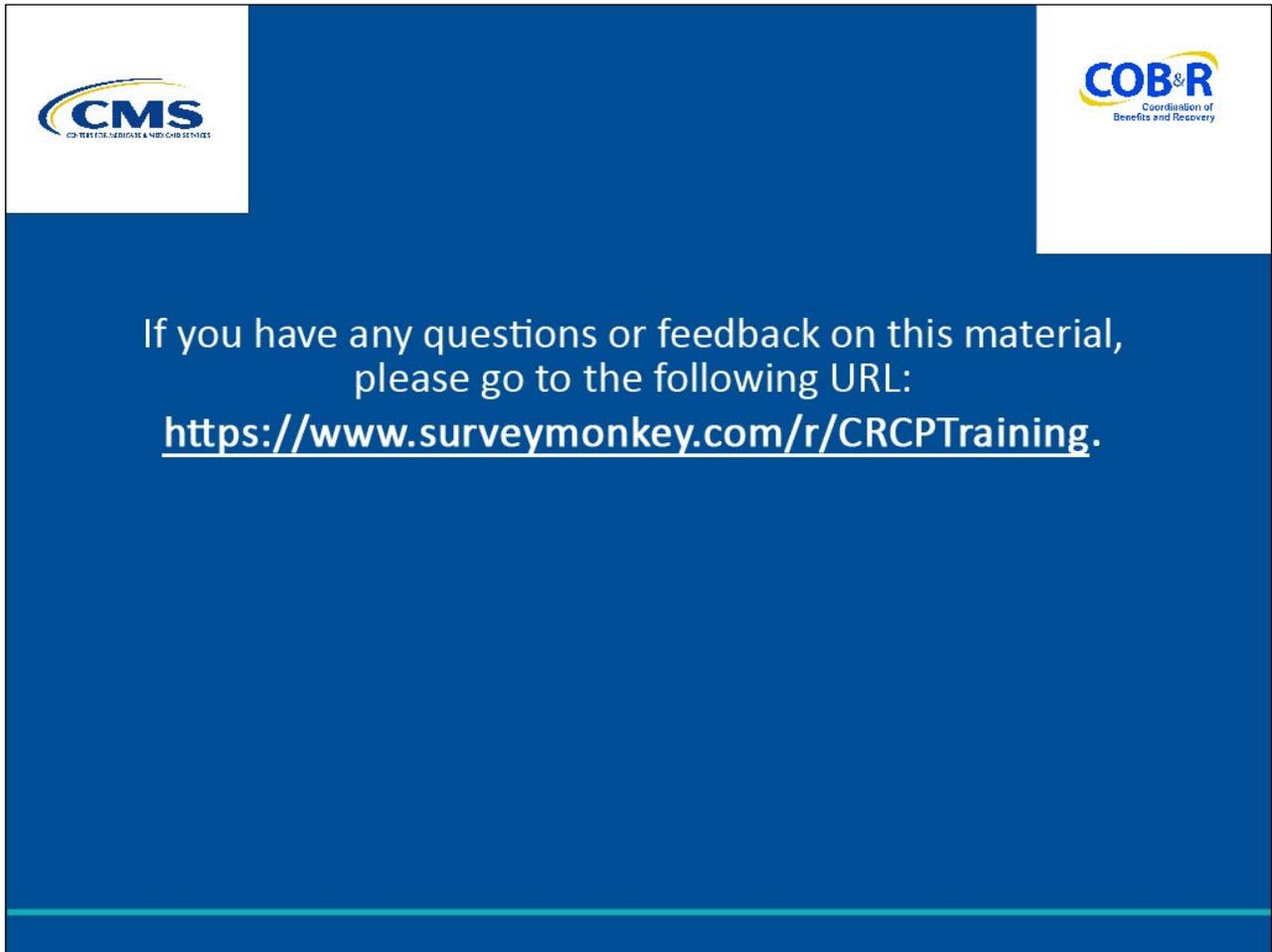


You have completed the CRCP Application Overview course. Information in this course can be referenced by using the CRCP User Guide found under the *Reference Materials* menu at the following link:  
<https://www.cob.cms.hhs.gov/CRCP/>.

**Slide notes**

You have completed the CRCP Application Overview course. Information in this course can be referenced by using the CRCP User Guide found under the Reference Materials menu at the following link: [CMS CRCP Website](https://www.cob.cms.hhs.gov/CRCP/).

Slide 50 - of 50 - Survey



The slide features a dark blue background. In the top left corner, there is a white box containing the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner, there is a white box containing the COB&R logo (Coordination of Benefits and Recovery). The main text of the slide is centered and reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/r/CRCPTTraining>."

**Slide notes**

If you have any questions or feedback on this material, please go to the following URL: [CRCP Training Survey](https://www.surveymonkey.com/r/CRCPTTraining)