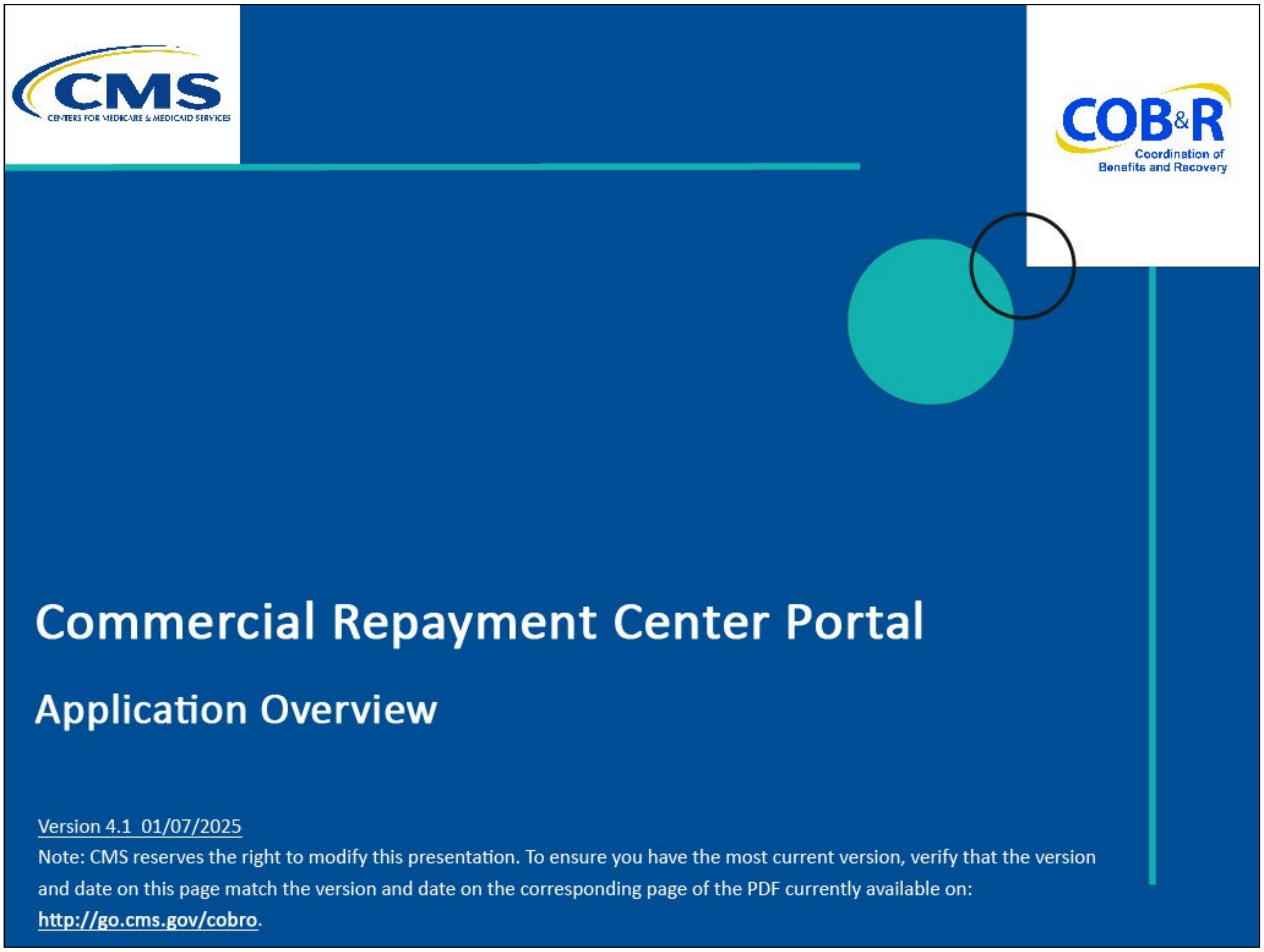
Application Overview

Slide 1 - of 50 - Application Overview



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/.

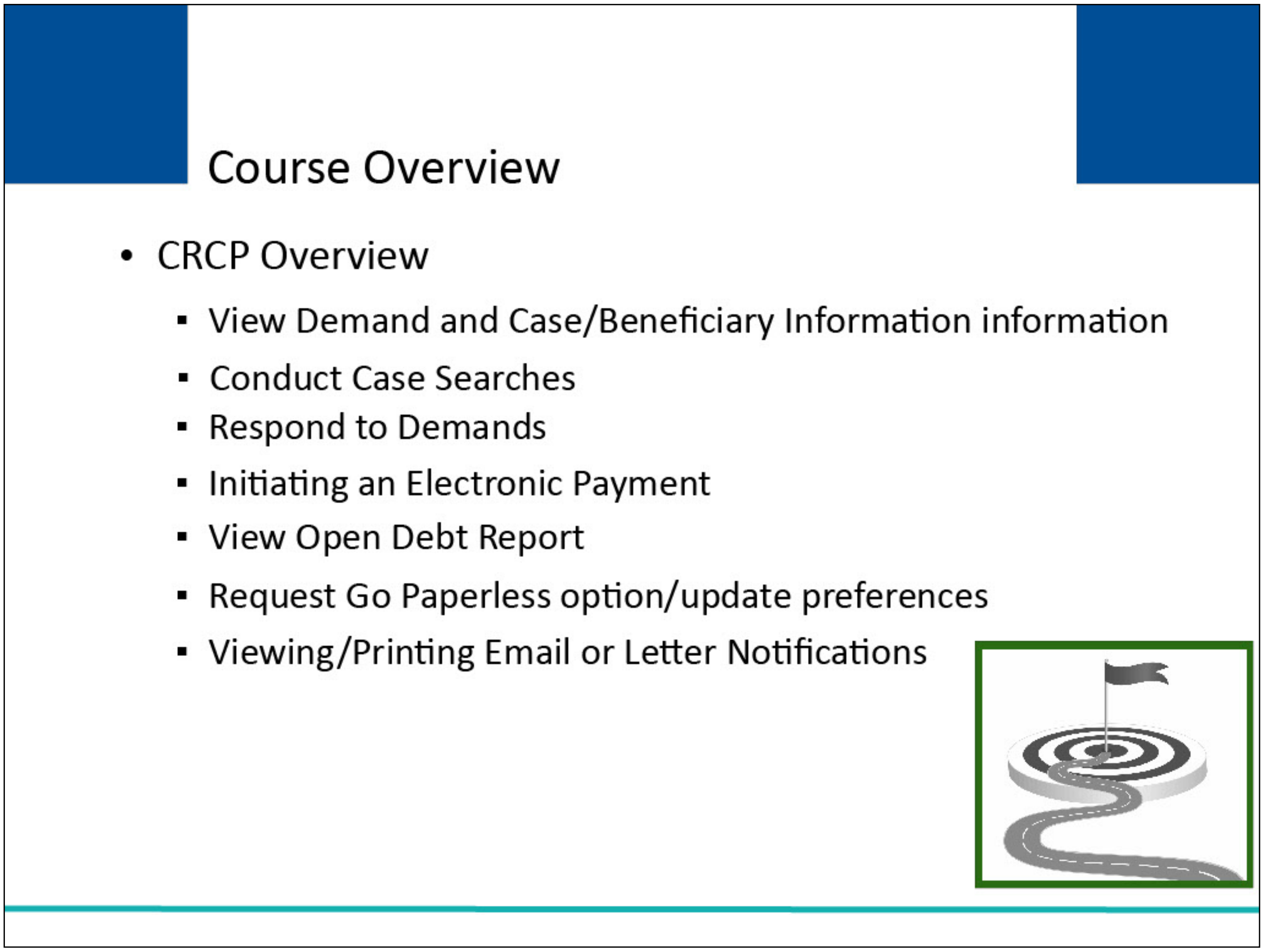
Slide notes

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

Slide 3 - of 50 - Course Overview



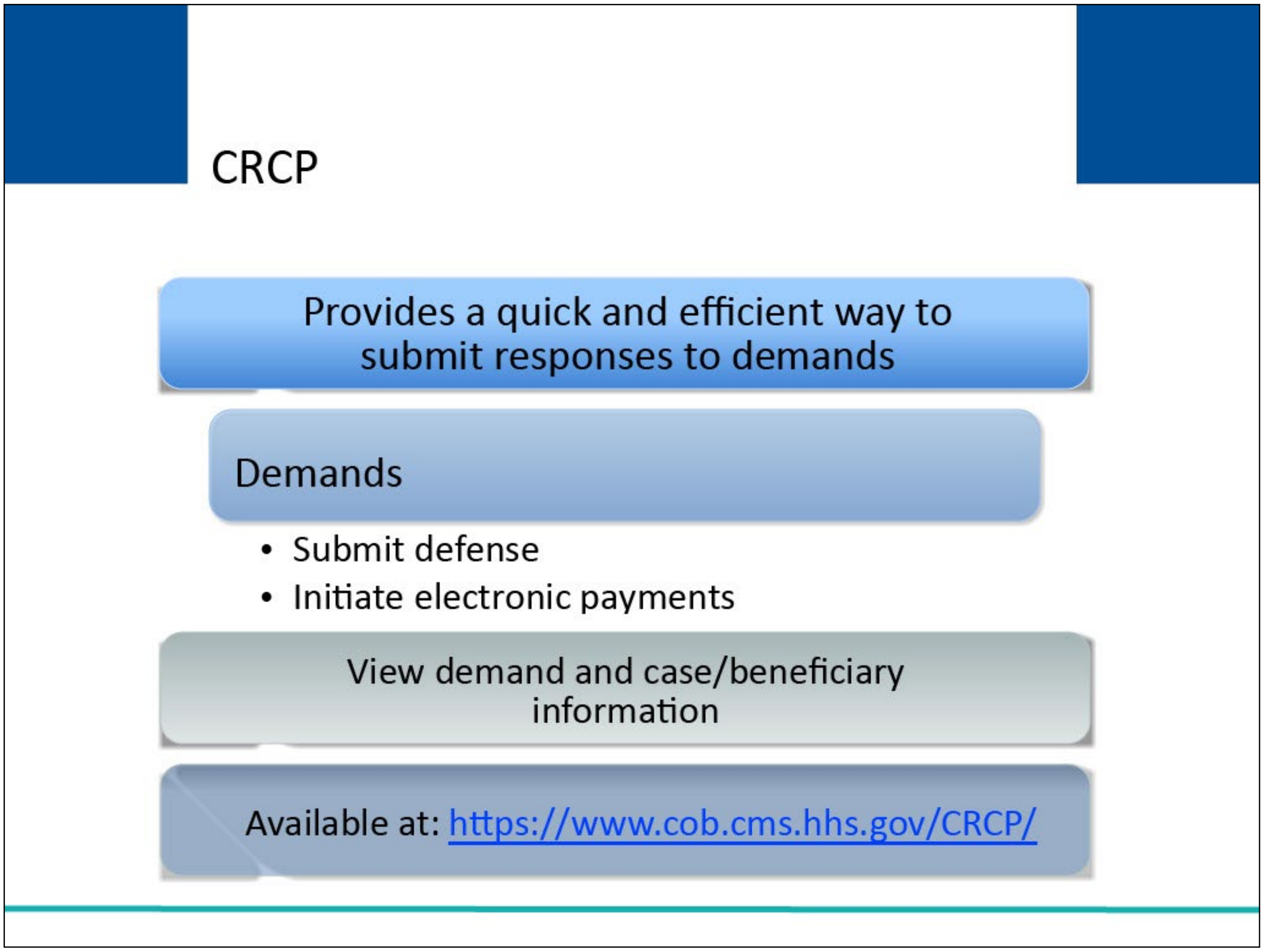
Slide notes

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

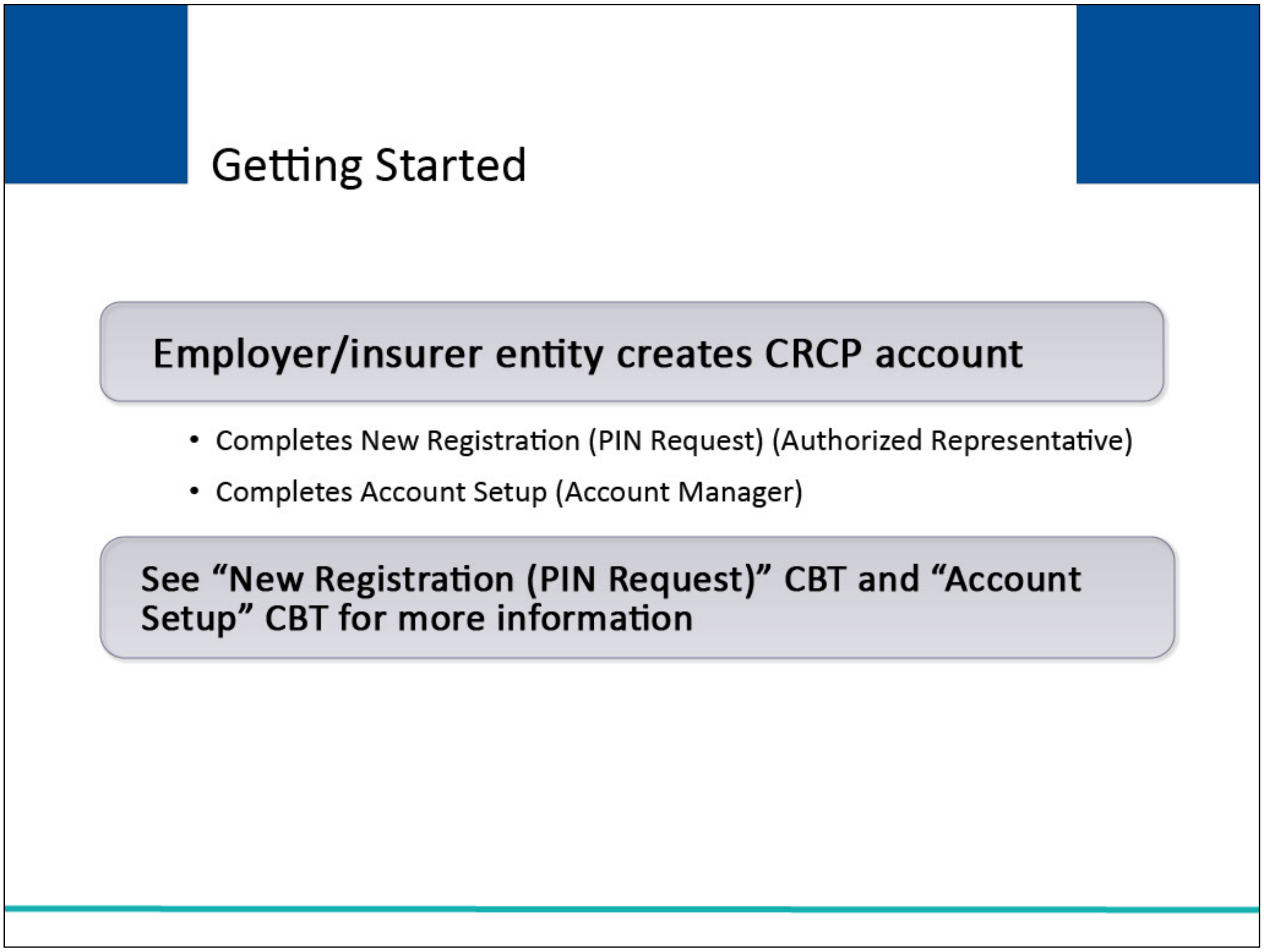


Slide notes

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

Slide 5 - of 50 - Getting Started



Slide notes

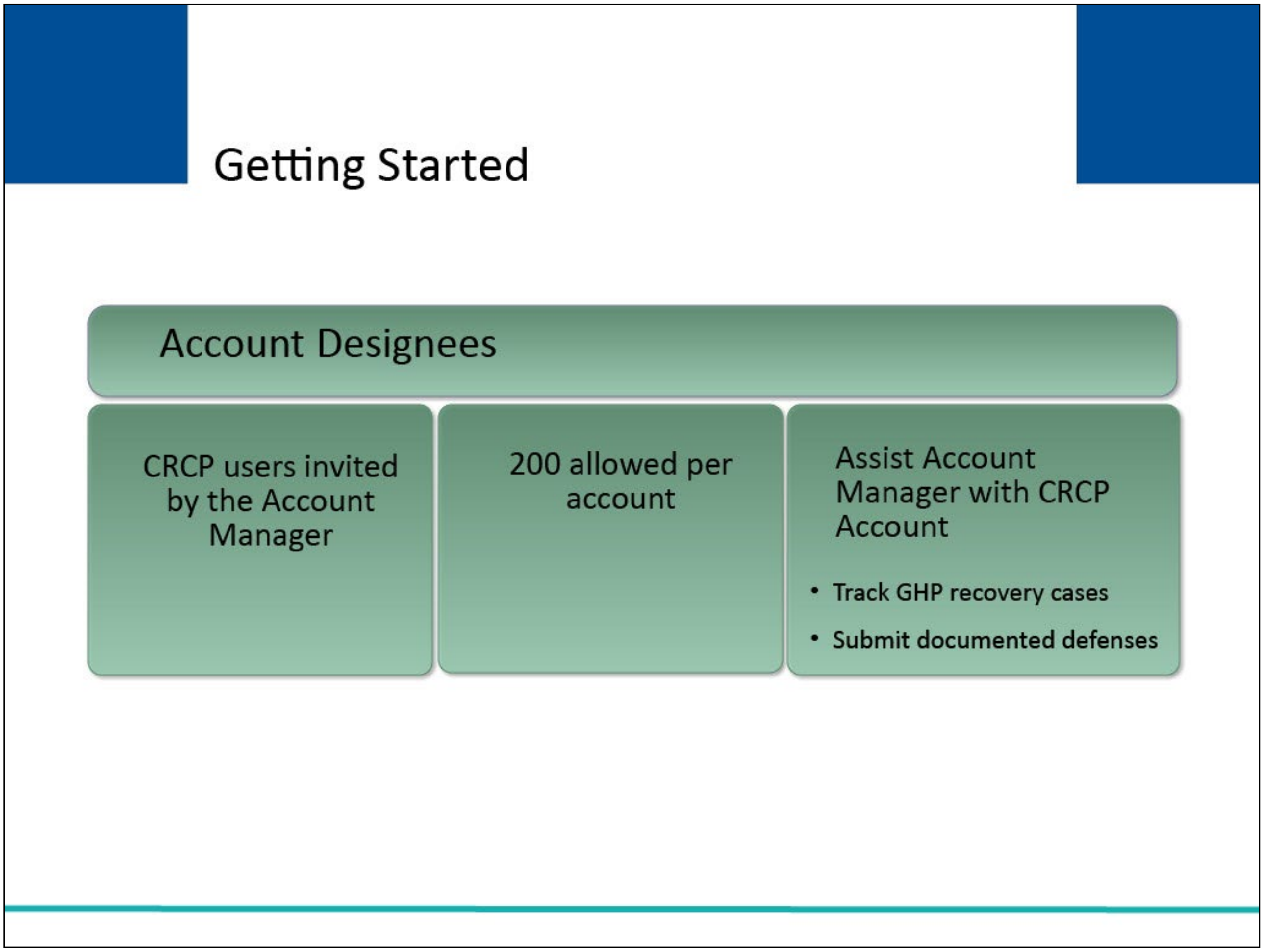
All users of the CRCP must register and be associated to a registered account. To establish a CRCP account, the employer or insurer entity must first complete the initial registration process for the CRCP account which involves the following 2 steps:

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

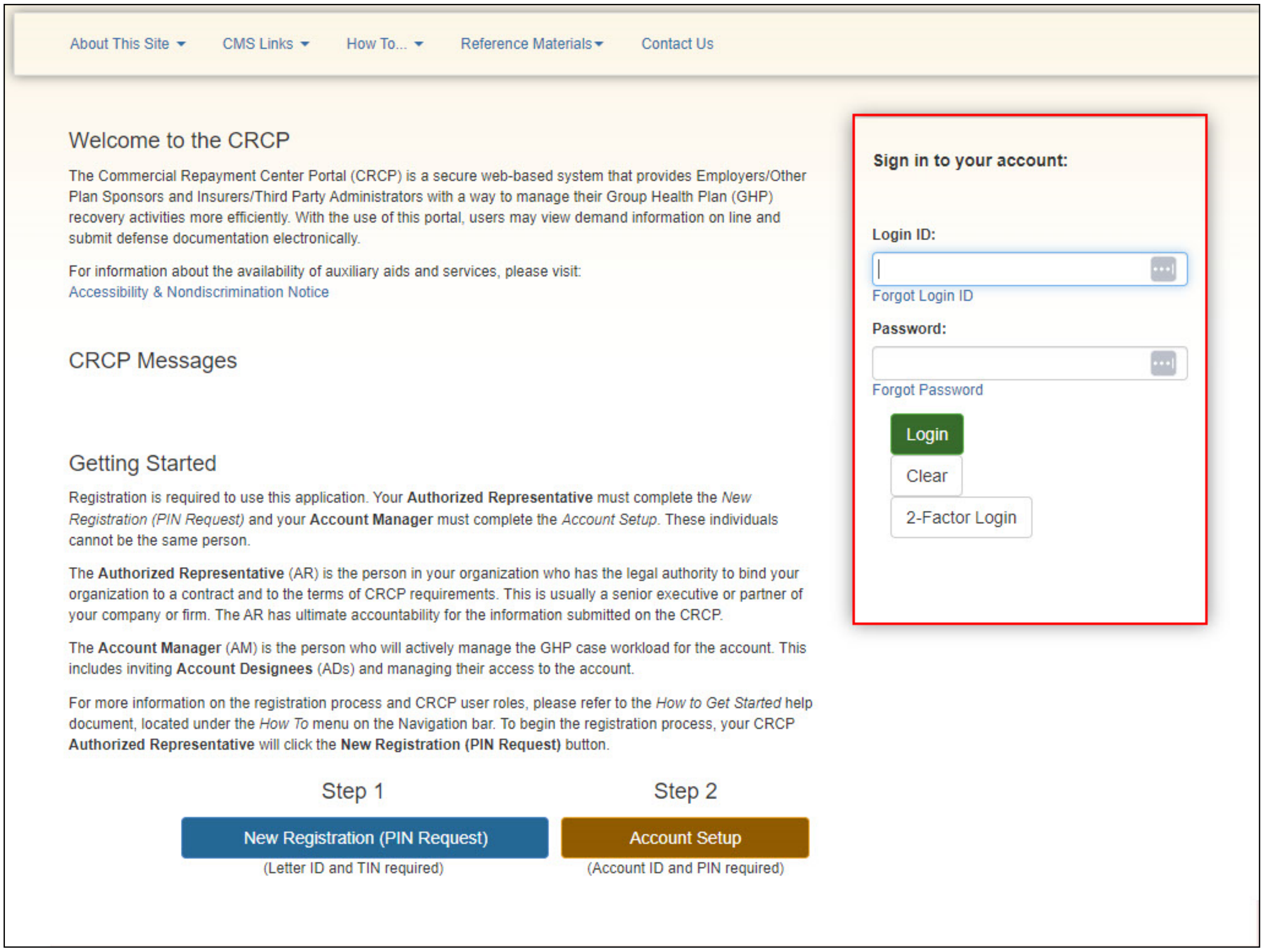
Slide 7 - of 50- Login Warning Page

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

Slide notes

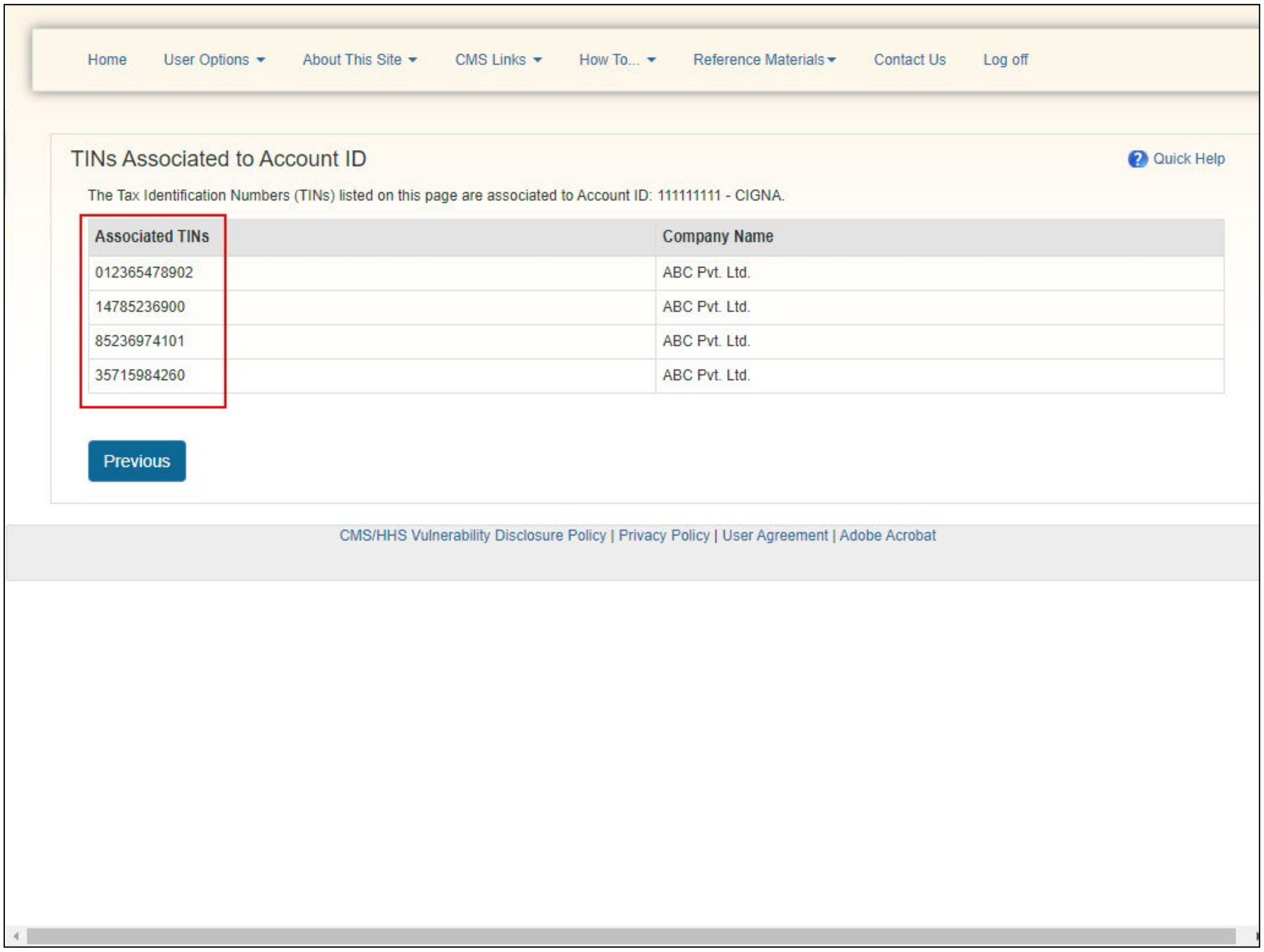
After a successful login, the Account Listing page displays. This page is the user's home page. It lists the accounts associated to your Login ID. Account IDs will be added or removed from this page whenever your Login ID becomes associated or disassociated to an account.

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



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.

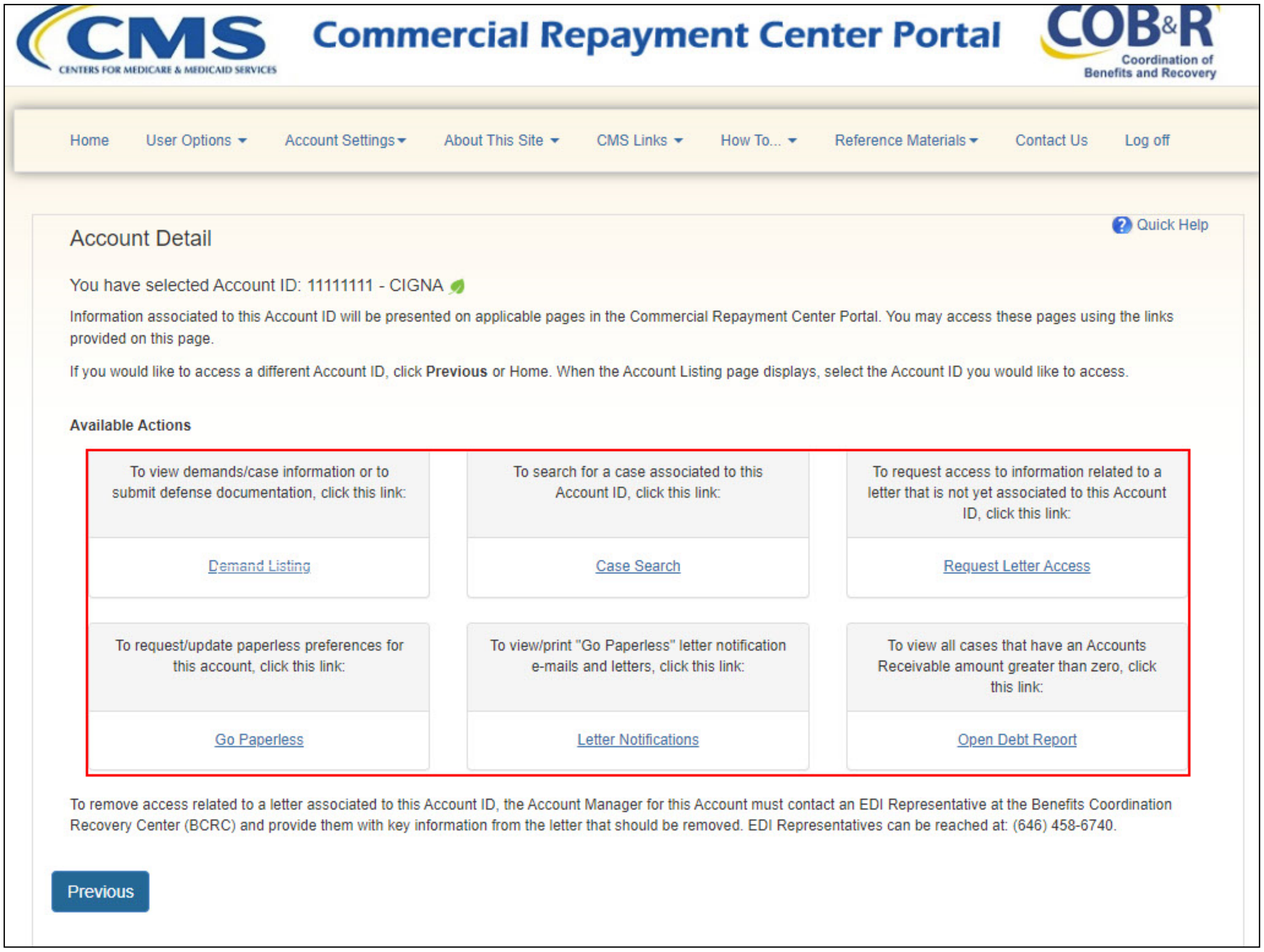
Once you have viewed the TINs, select the “Previous” button to return to the Account Listing page.

Slide 11 - of 50 - Account Listing Page

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.

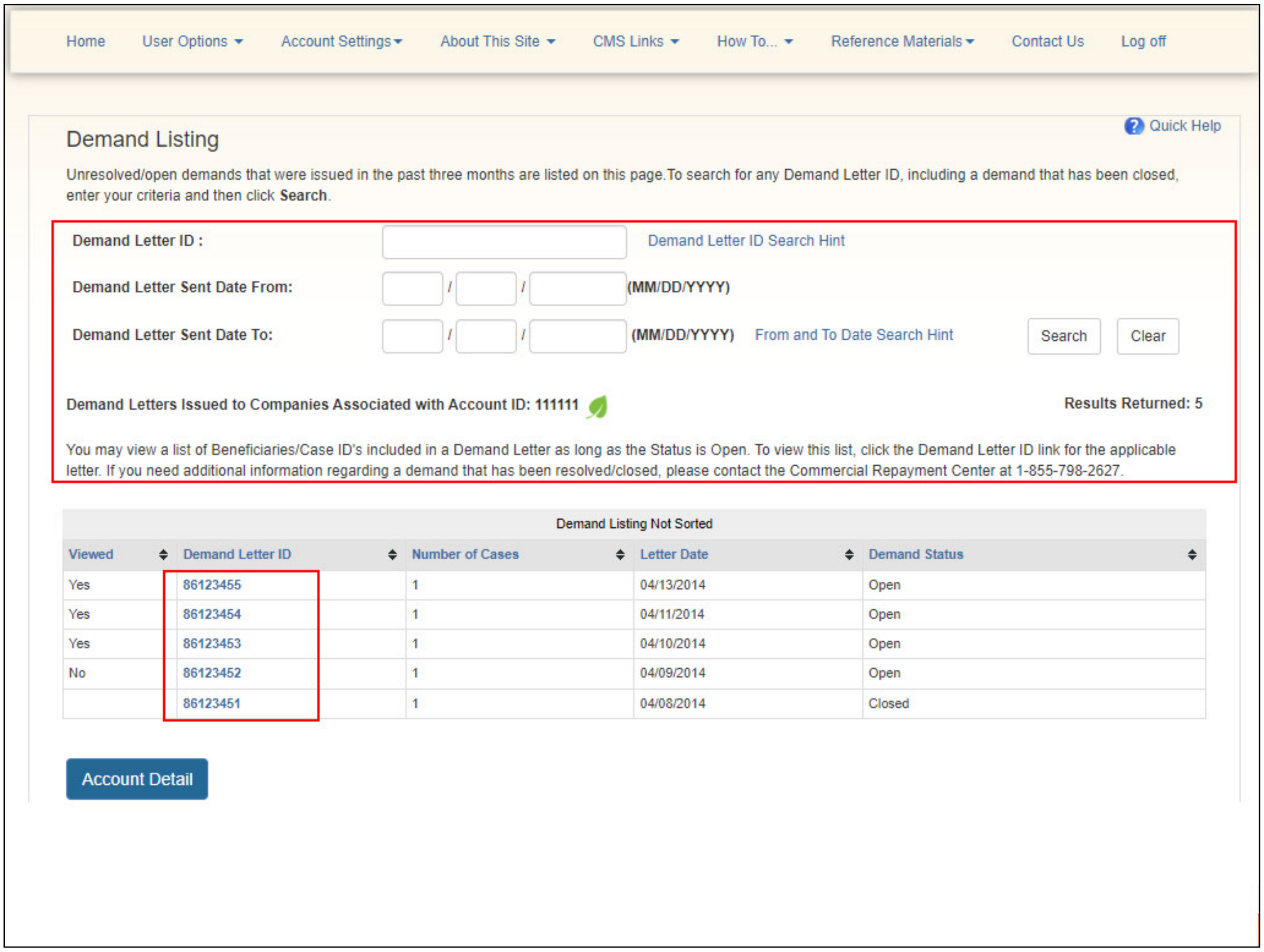
Case Search allows users to access specific cases (using the Account ID or Case ID).

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



Slide notes

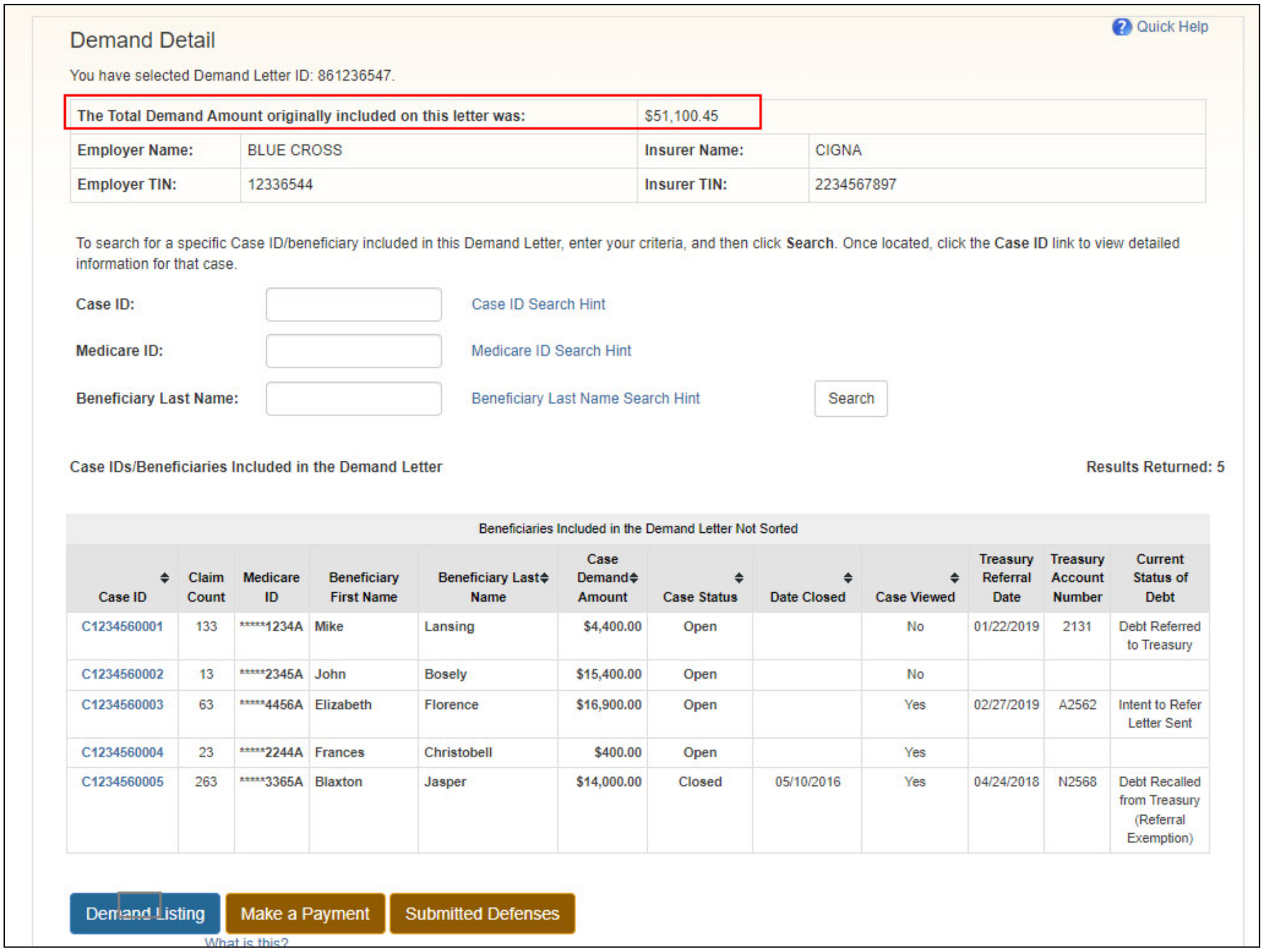
When the Demand Listing link is selected, the Demand Listing page appears. By default, this page lists all unresolved/open demands that the Commercial Repayment Center (CRC) has issued in the past three months for this account. Use the search function to locate any demand, including a demand that has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

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
C1234560001	133	*****1234A	Mike	Lansing	$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
C1234560002	13	*****2345A	John	Bosely	$15,400.00	Open		No			
C1234560003	63	*****4456A	Elizabeth	Florence	$16,900.00	Open		Yes	02/27/2019	A2562	Intent to Refer Letter Sent
C1234560004	23	*****2244A	Frances	Christobell	$400.00	Open		Yes			
C1234560005	263	*****3365A	Blaxton	Jasper	$14,000.00	Closed	05/10/2016	Yes	04/24/2018	N2568	Debt Recalled from Treasury (Referral Exemption)

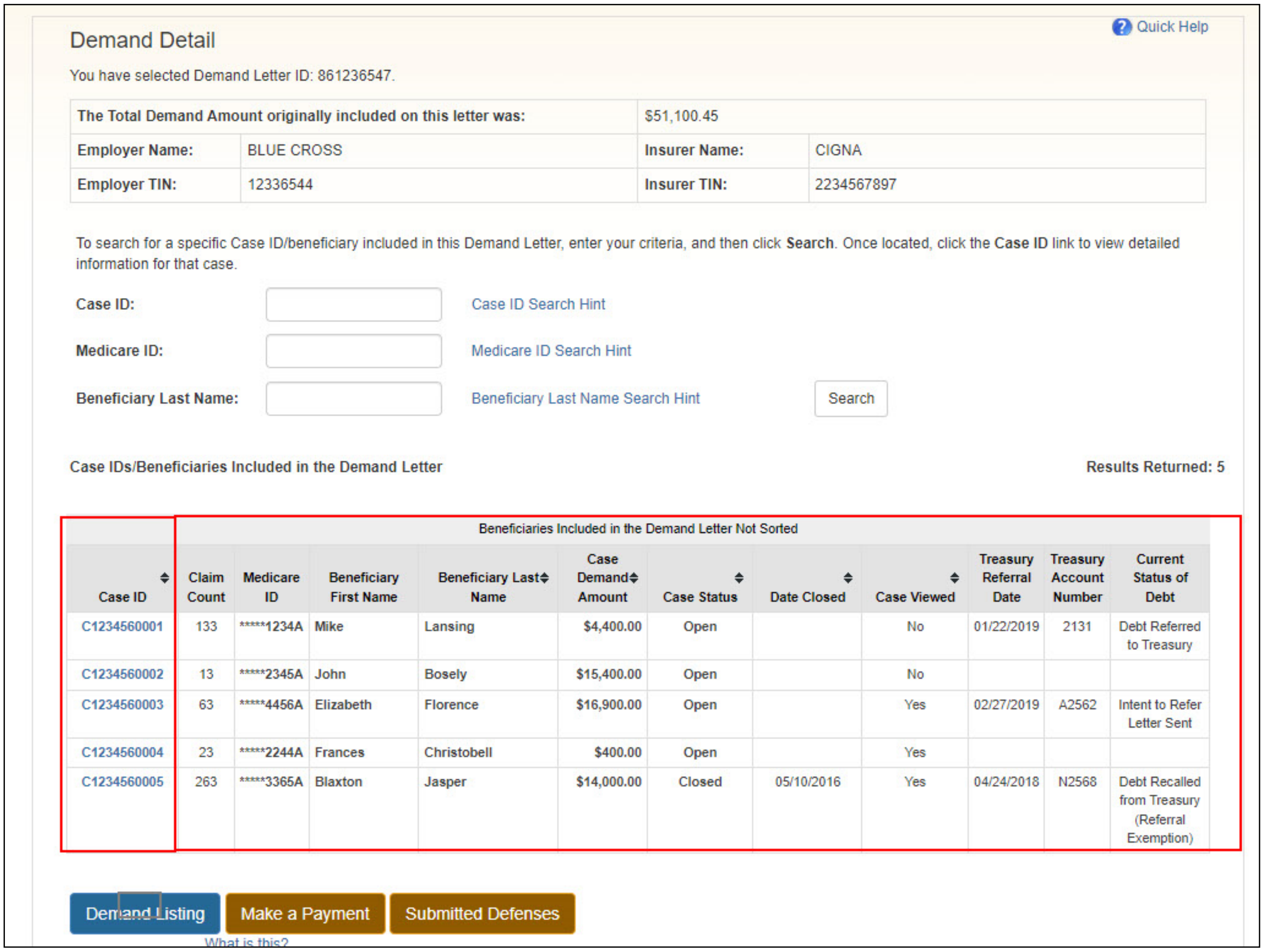
Demand Listing | Make a Payment | Submitted Defenses

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 Search

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
C1234560001	133	*****1234A	Mike	Lansing	$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
C1234560002	13	*****2345A	John	Bosely	$15,400.00	Open		No			
C1234560003	63	*****4456A	Elizabeth	Florence	$16,900.00	Open		Yes	02/27/2019	A2562	Intent to Refer Letter Sent
C1234560004	23	*****2244A	Frances	Christobell	$400.00	Open		Yes			
C1234560005	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

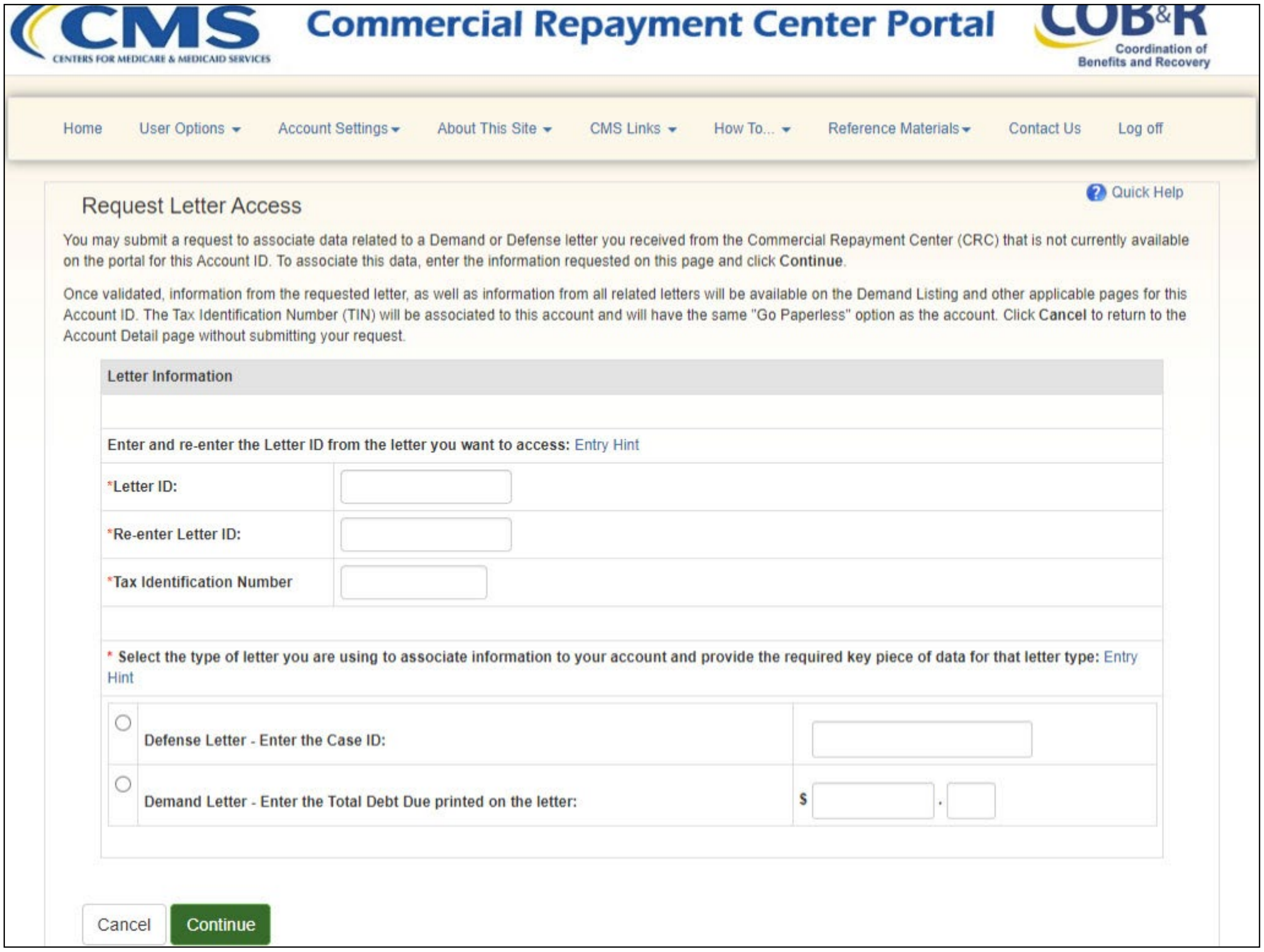
For each beneficiary or Case ID, a masked Medicare ID is shown along with the Beneficiary Name, original Case Amount and Case Status. The Claim Count, Treasury Referral Date, Treasury Account Number and Current Status of Debt fields have also been added to provide additional treasury information on the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



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

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

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

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

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...

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

Slide notes

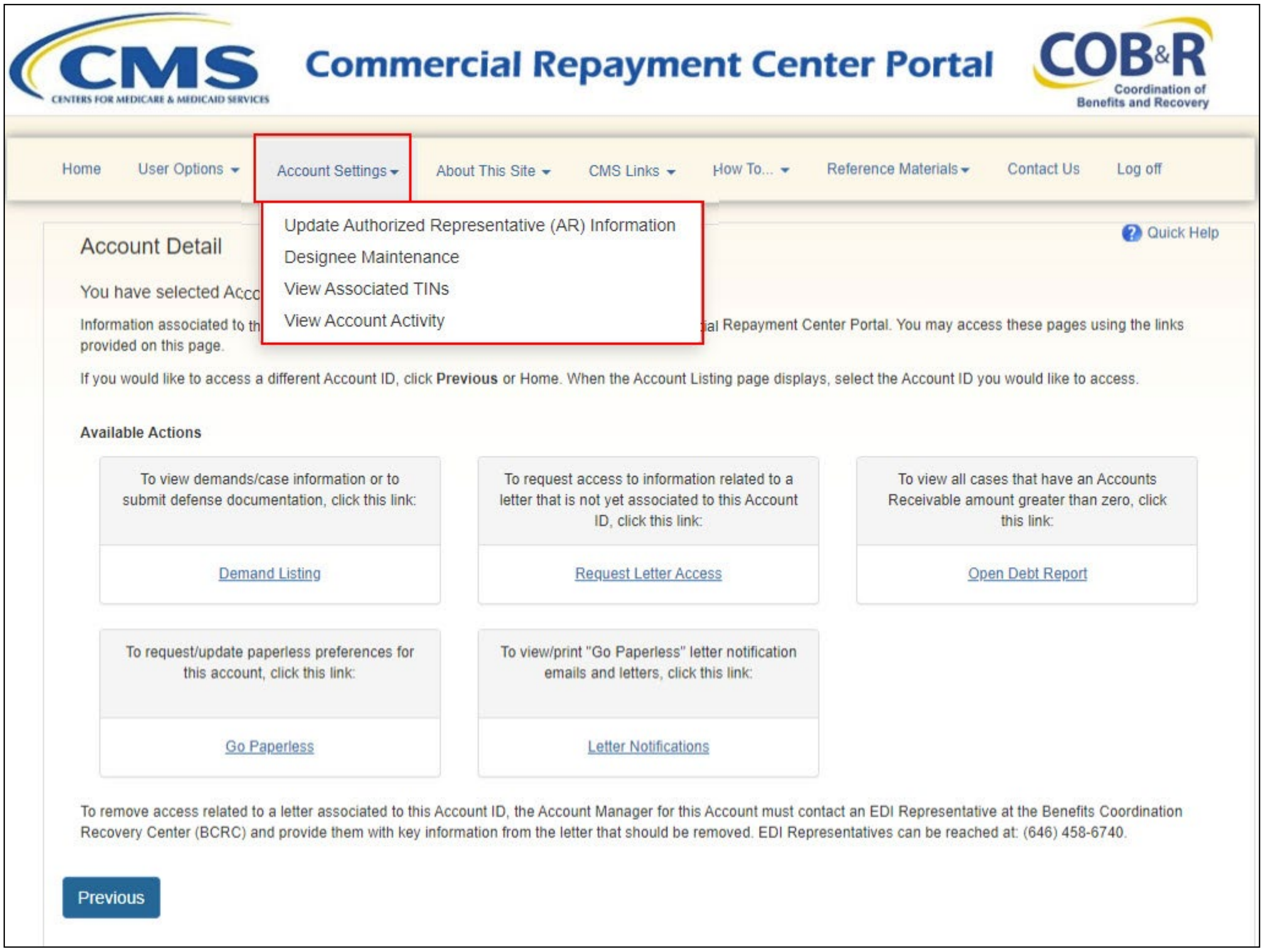
Reference Materials provides a link to the CRCP User Guide. The CRCP User Guide was written to help you understand how to use the CRCP. It includes detailed instructions on how to manage demands and defenses on the CRCP.

Slide 23 - of 50- Contact Us

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:

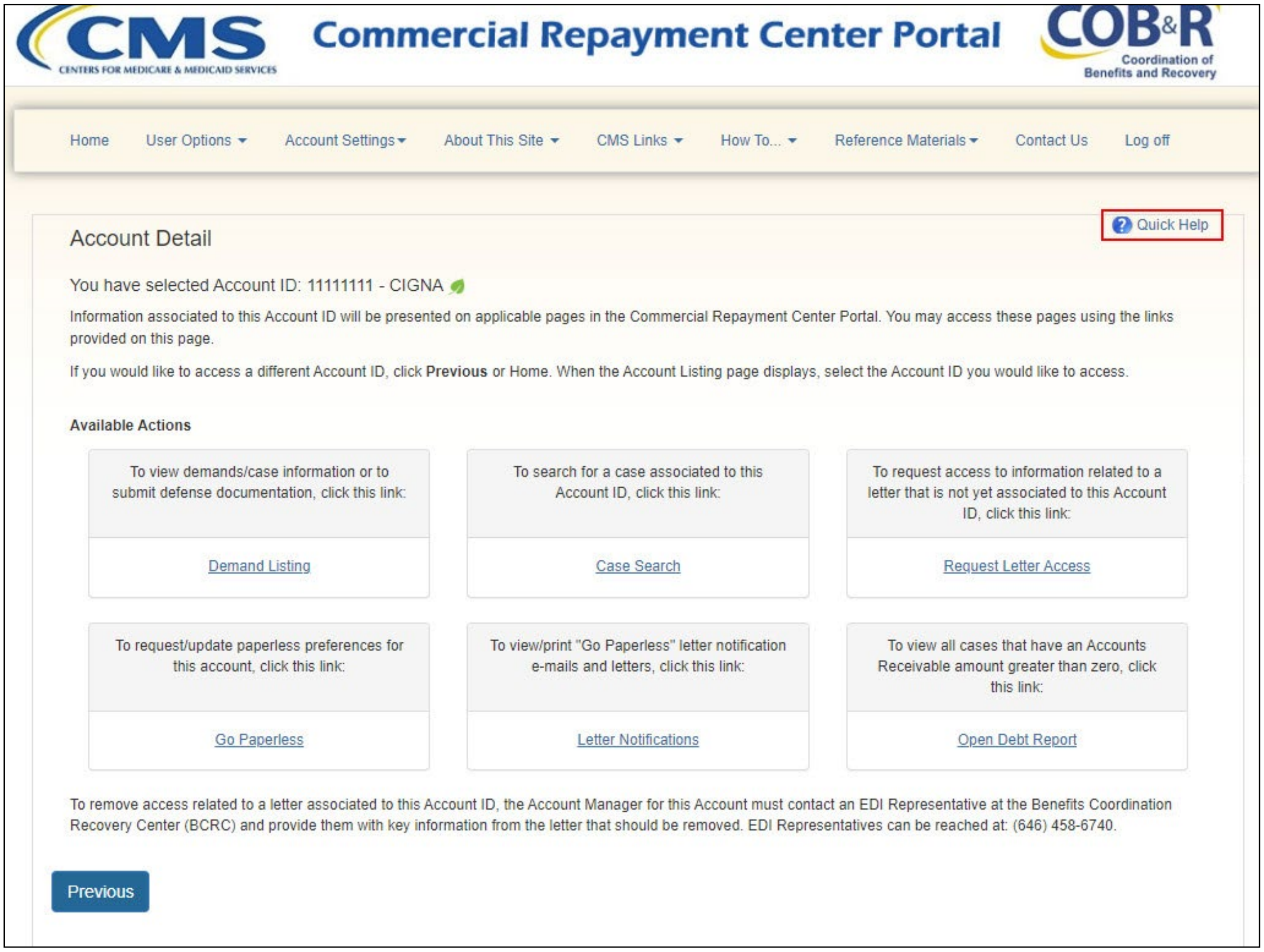
View or Update Authorized Representative (AR) Information - Used to view or change the Authorized Representative (AR) information. Note: The Account Designee does not have access to link.

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.

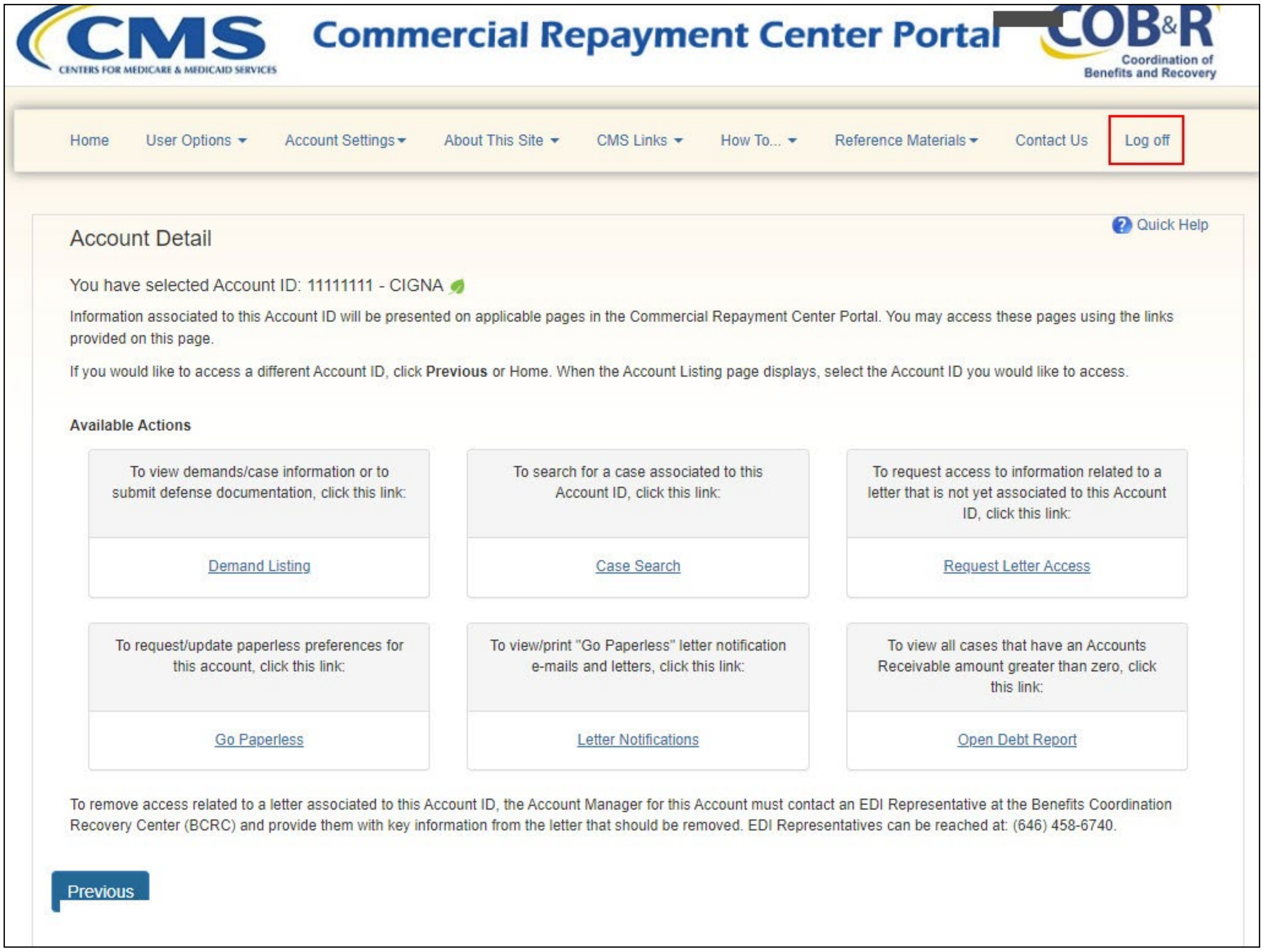
Slide 25 - of 50- Quick Help Links



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.

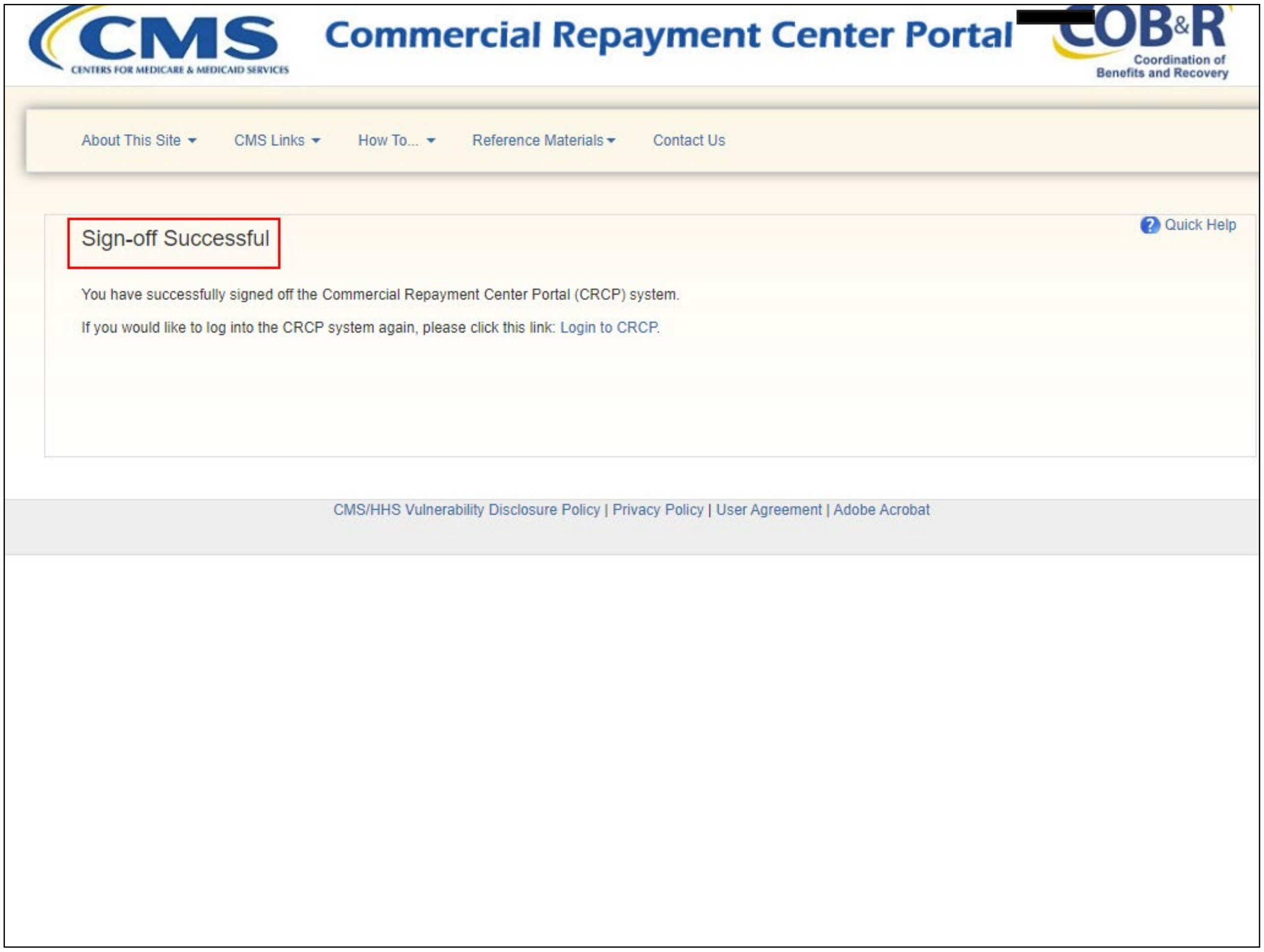
Slide 26 - of 50 - Log Off



Slide notes

To end your session, click Log off.

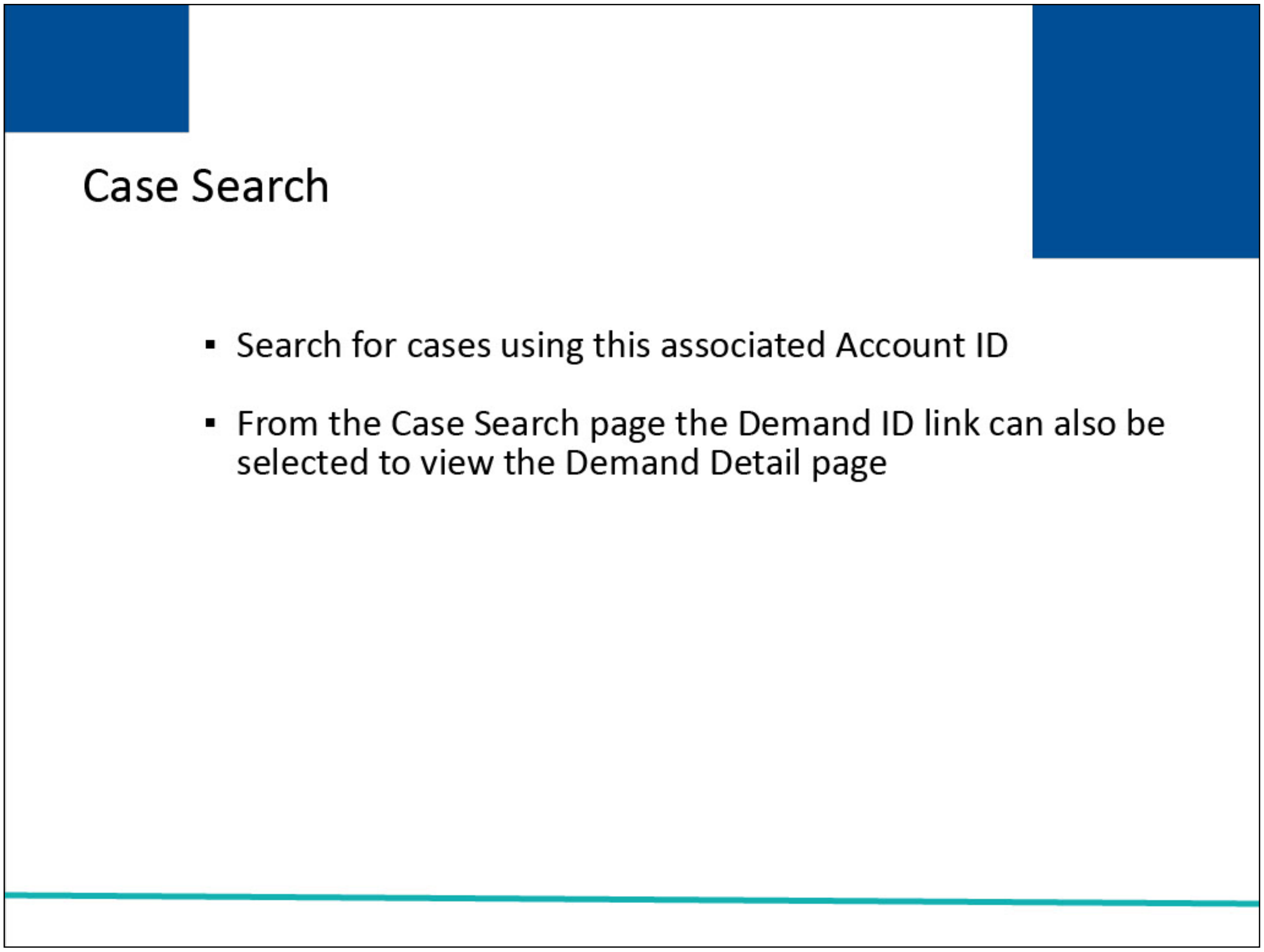
Slide 27 - of 50 - Sign-off Successful



Slide notes

The Sign-off Successful page appears.

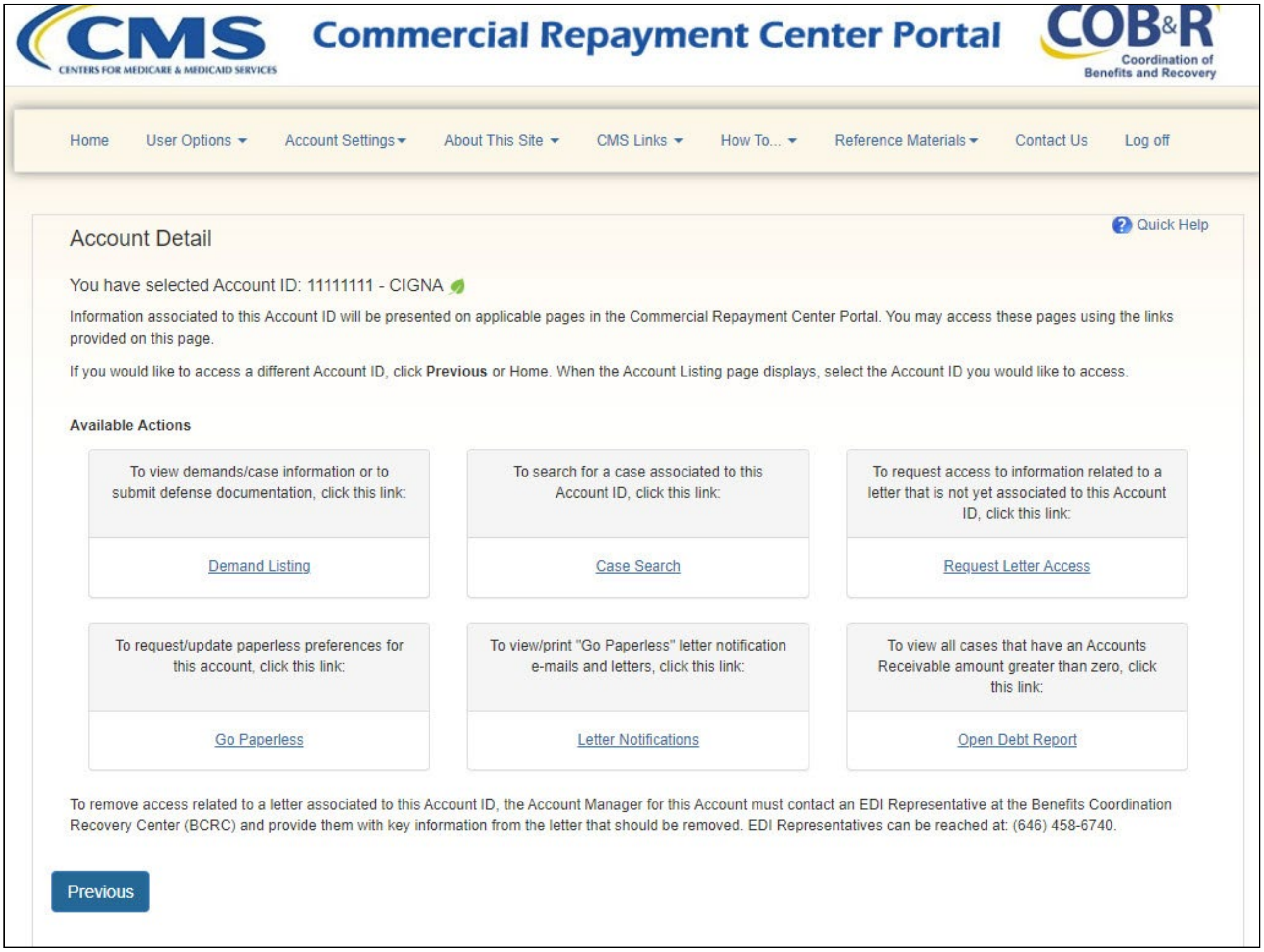
Slide 28 - of 50- Case Search



Slide notes

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

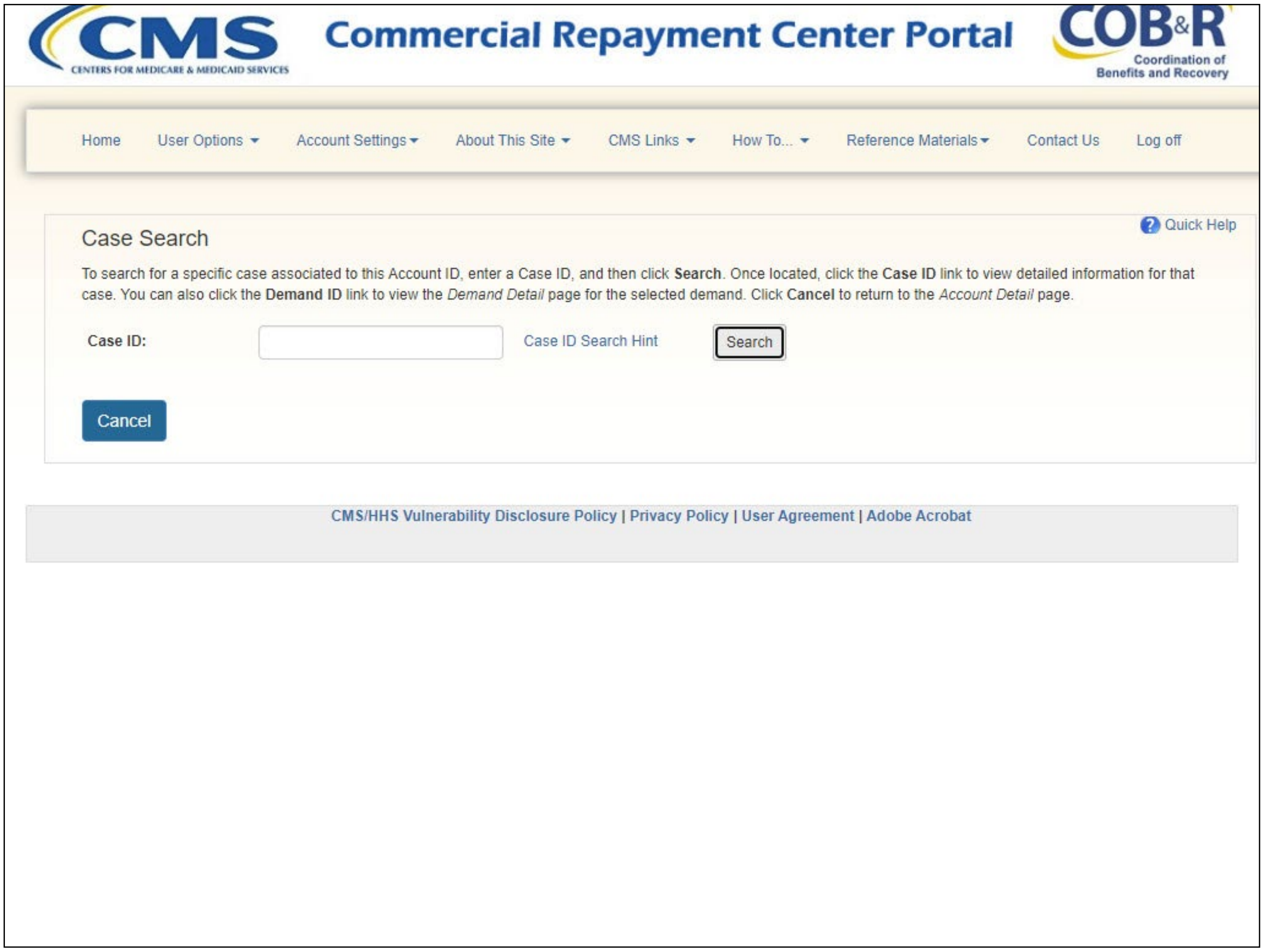
Slide 29 - of 50 Case Search



Slide notes

Select the Case Search link on the Account Detail Page.

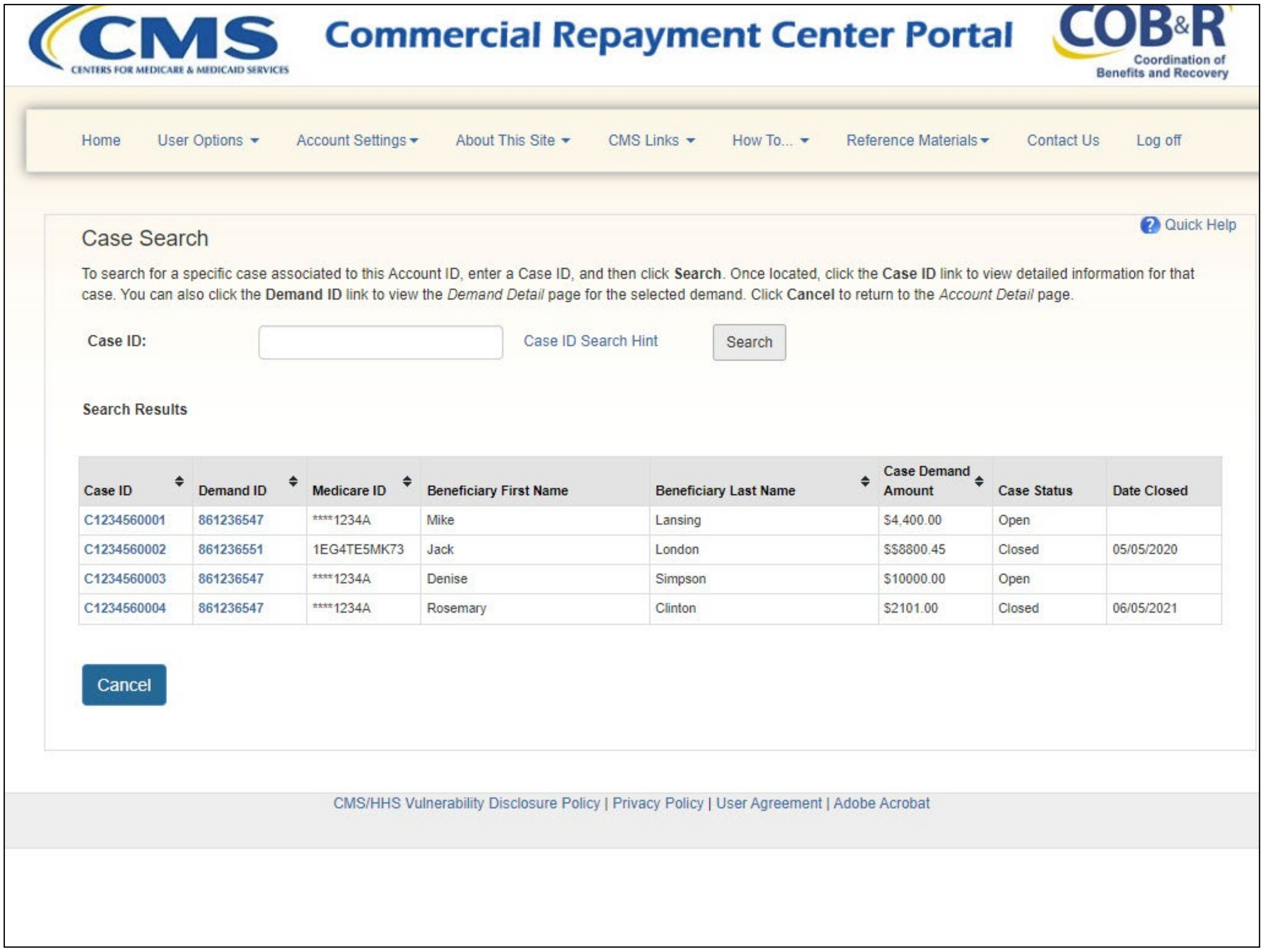
Slide 30 - of 50- Case Search Page



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

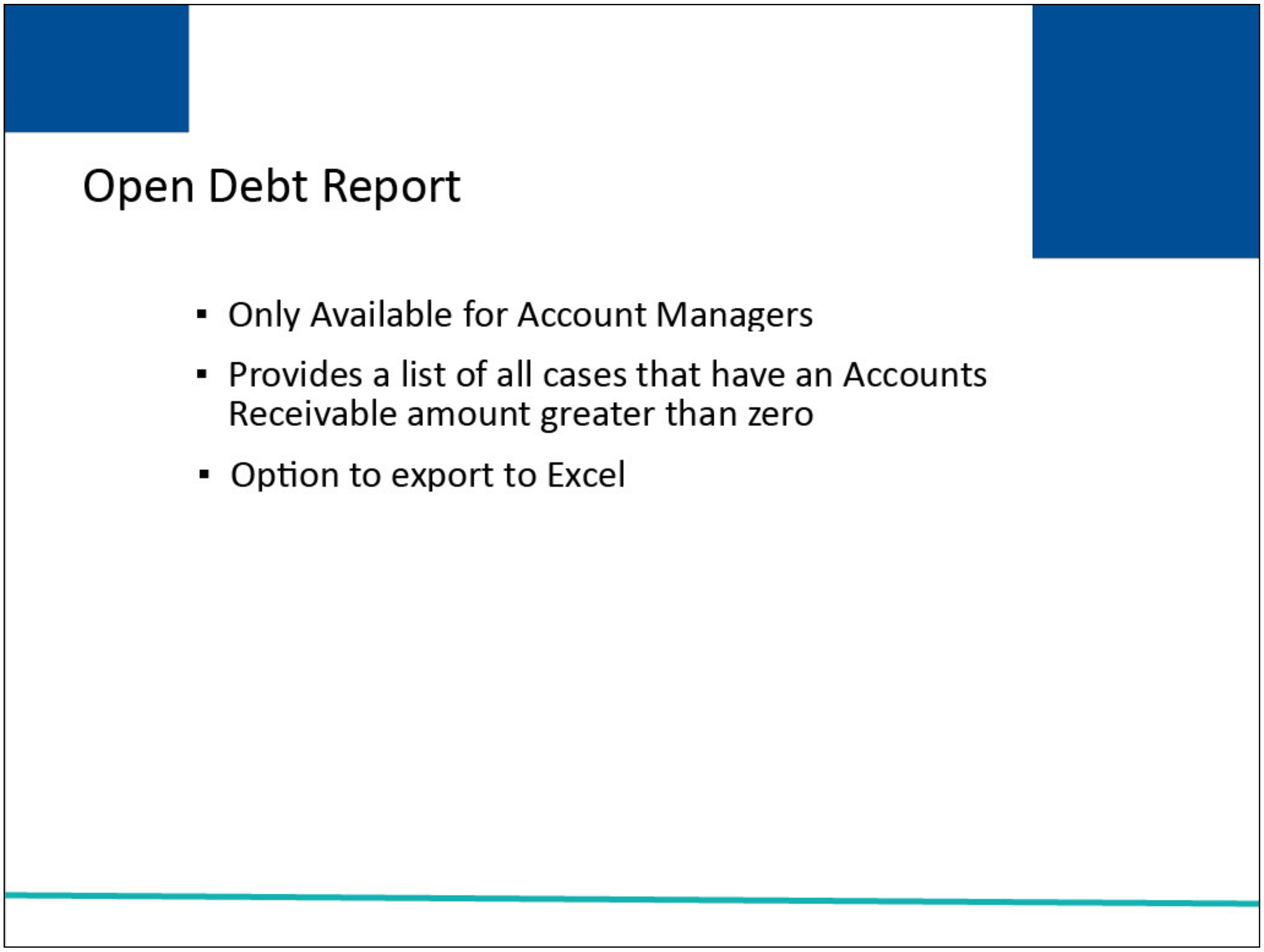


Slide notes

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

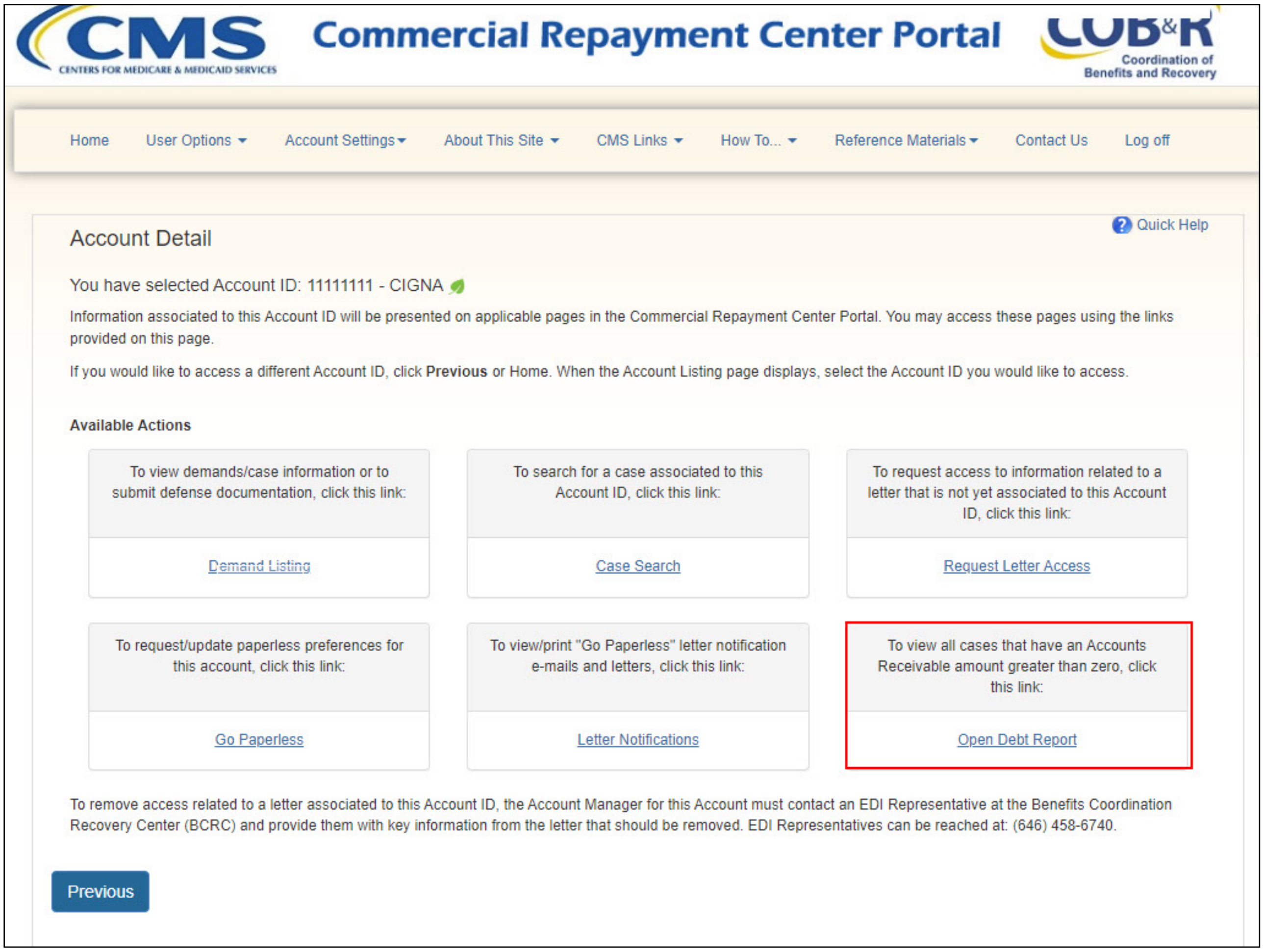


Slide notes

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.

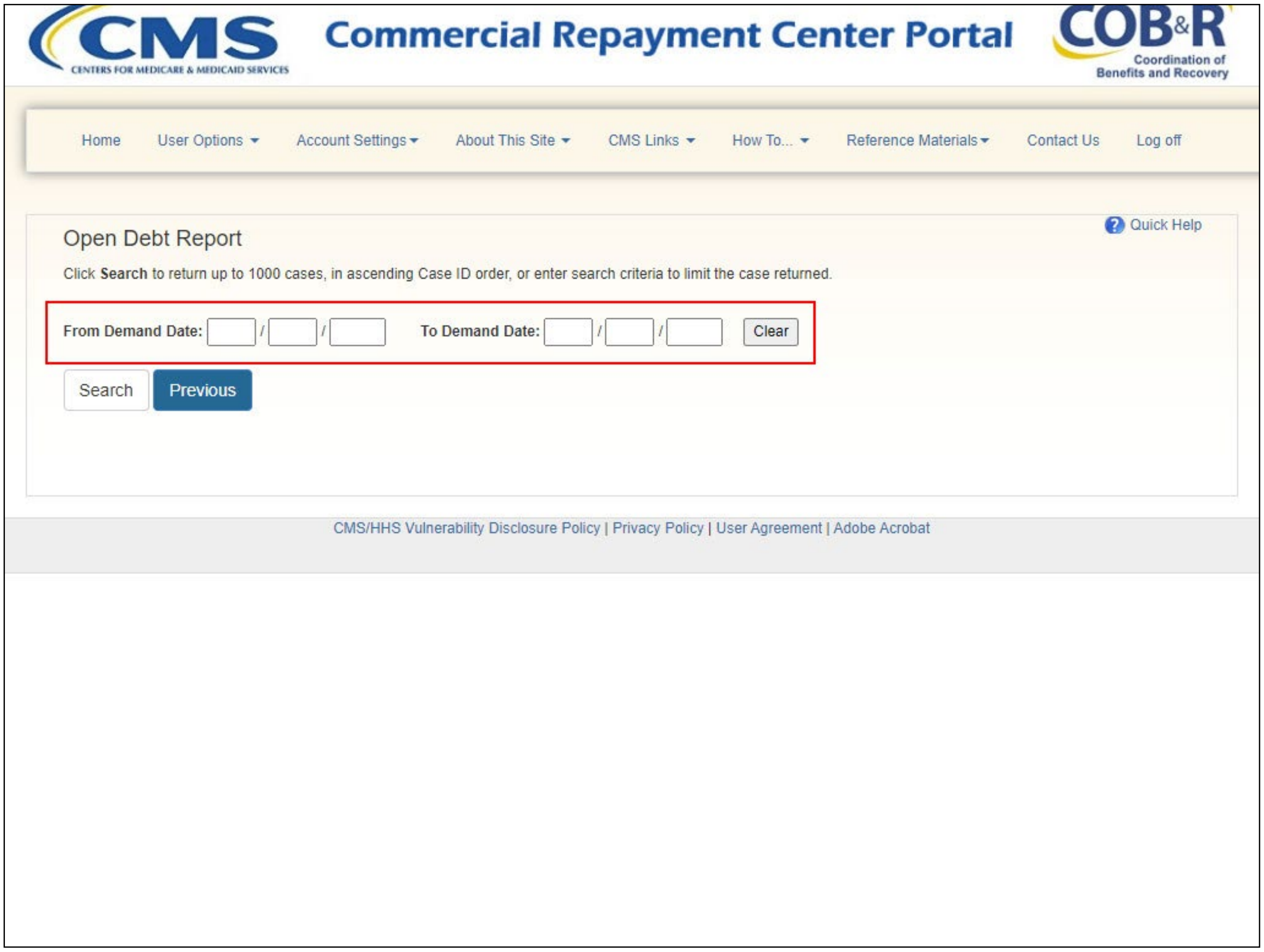
Slide 33 - of 50 - Open Debt Report Link



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.

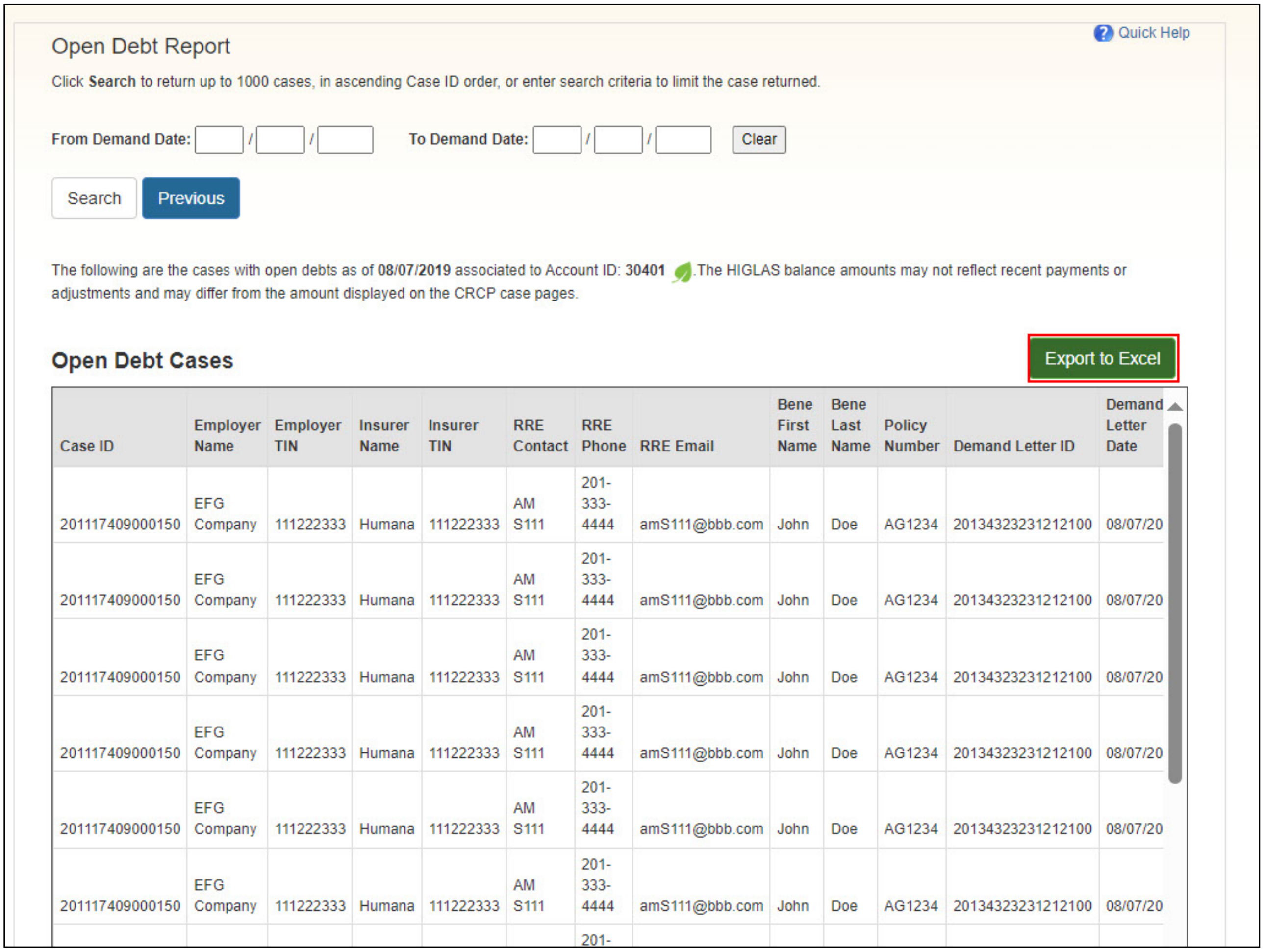
Slide 34 - of 50 - Open Debt Report Search



Slide notes

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

Slide 35 - of 50- Open Debt Report Cases

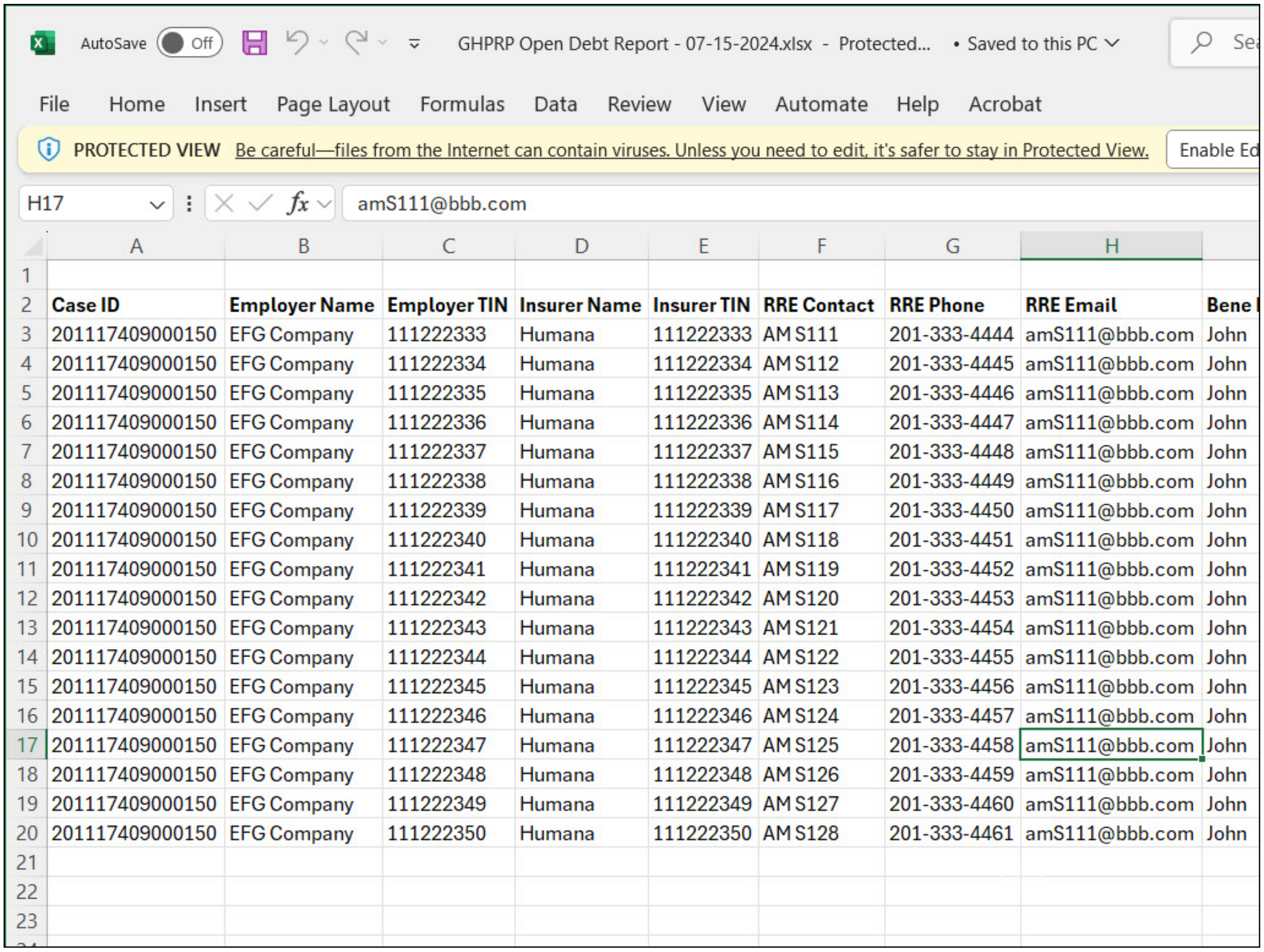


Slide notes

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

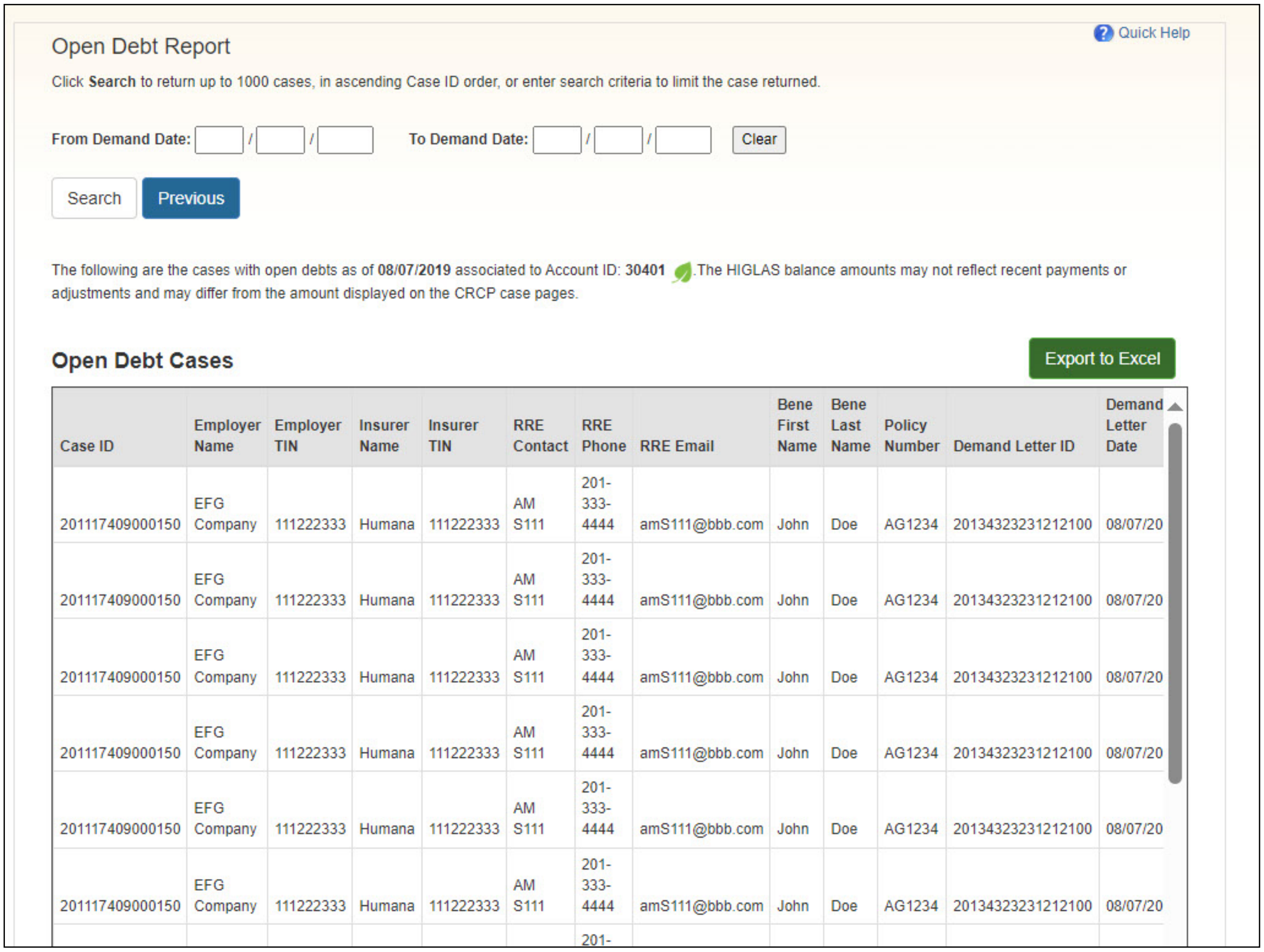


Case ID	Employer Name	Employer TIN	Insurer Name	Insurer TIN	RRE Contact	RRE Phone	RRE Email	Bene
201117409000150	EFG Company	111222333	Humana	111222333	AM S111	201-333-4444	amS111@bbb.com	John
201117409000150	EFG Company	111222334	Humana	111222334	AM S112	201-333-4445	amS111@bbb.com	John
201117409000150	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:** / / Clear

Search Previous

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

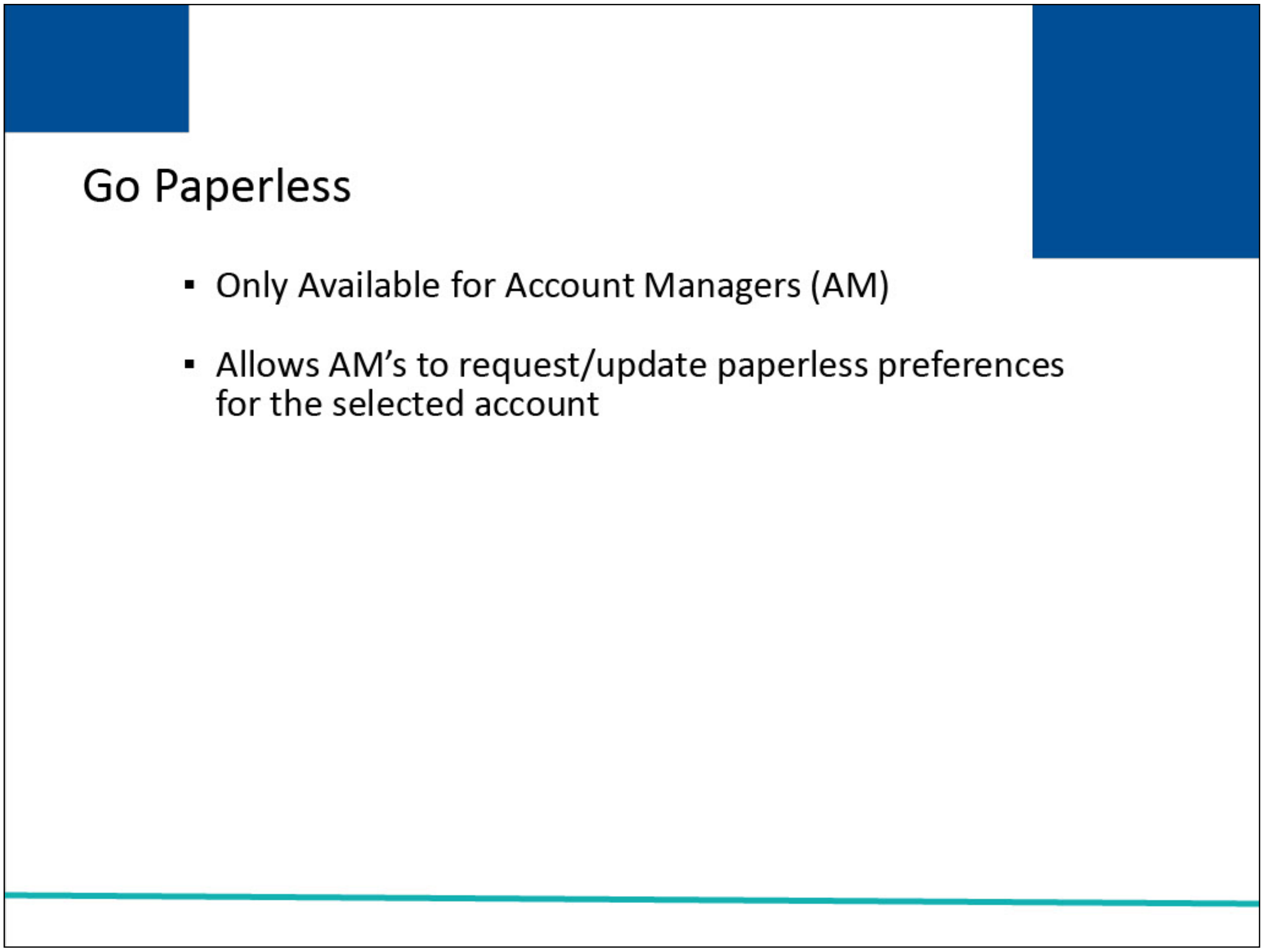
Export to Excel

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
						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.

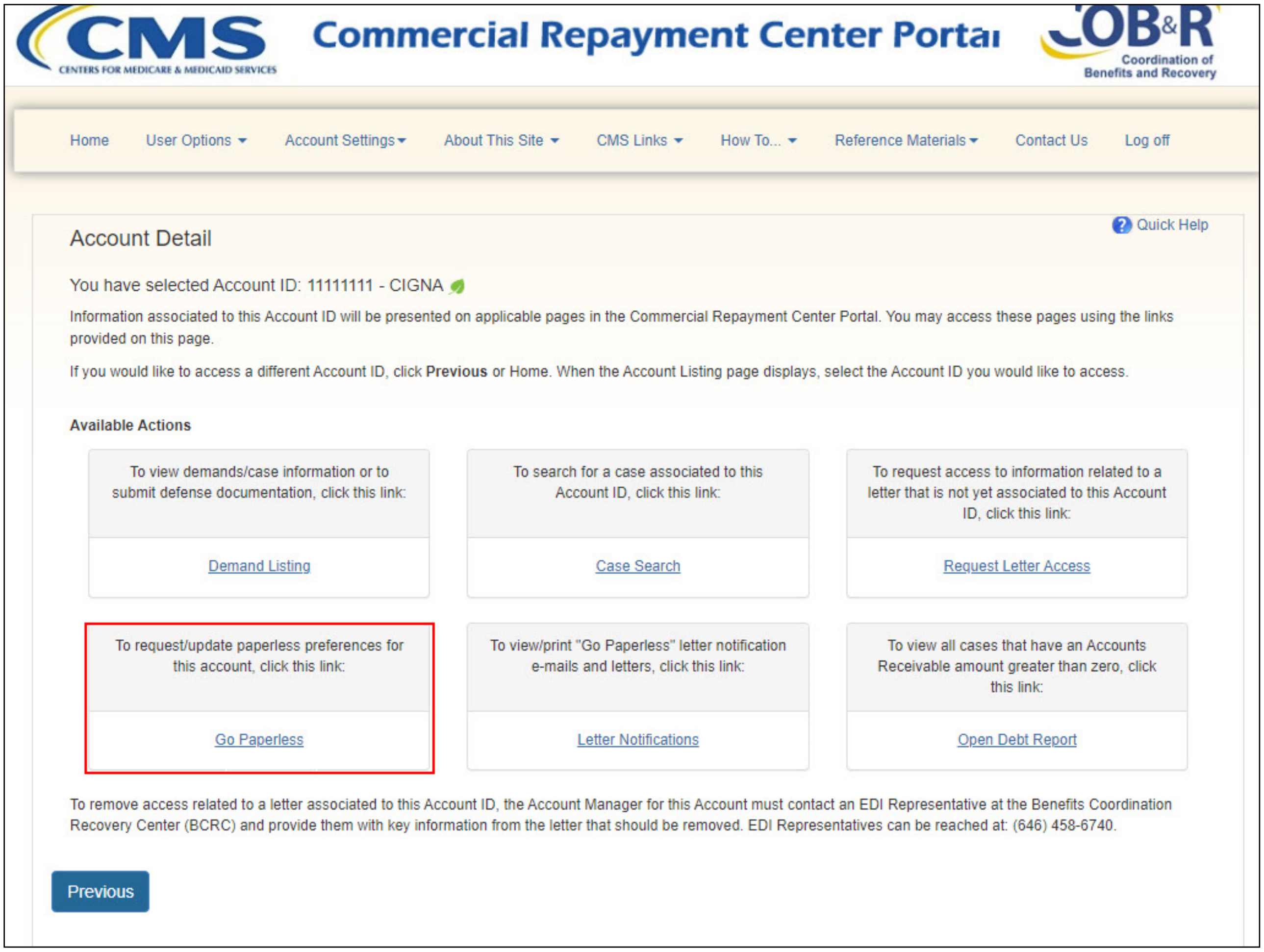
Slide 38 - of 50 - Go Paperless



Slide notes

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

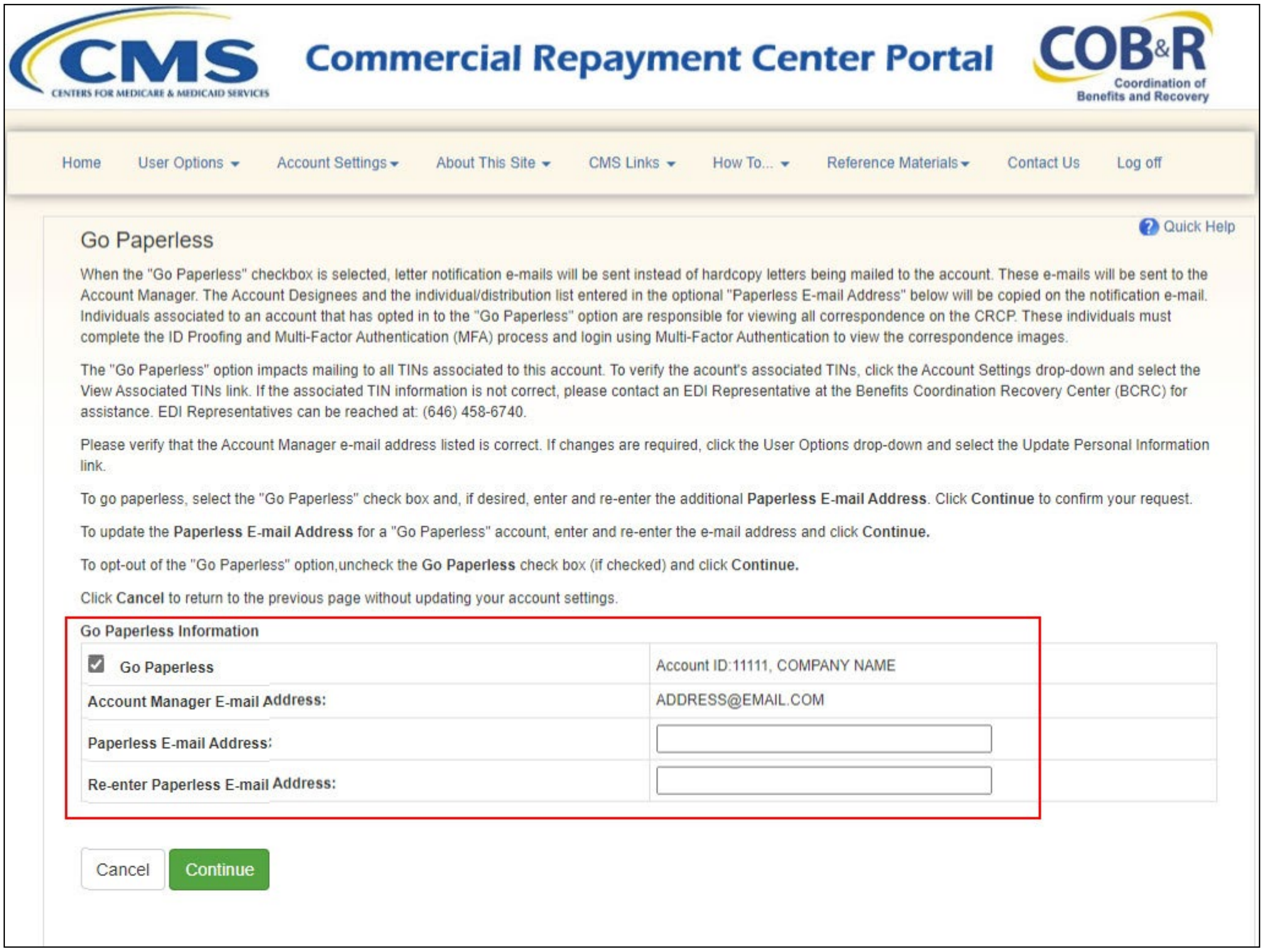
Slide 39 - of 50 - Go Paperless Link



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

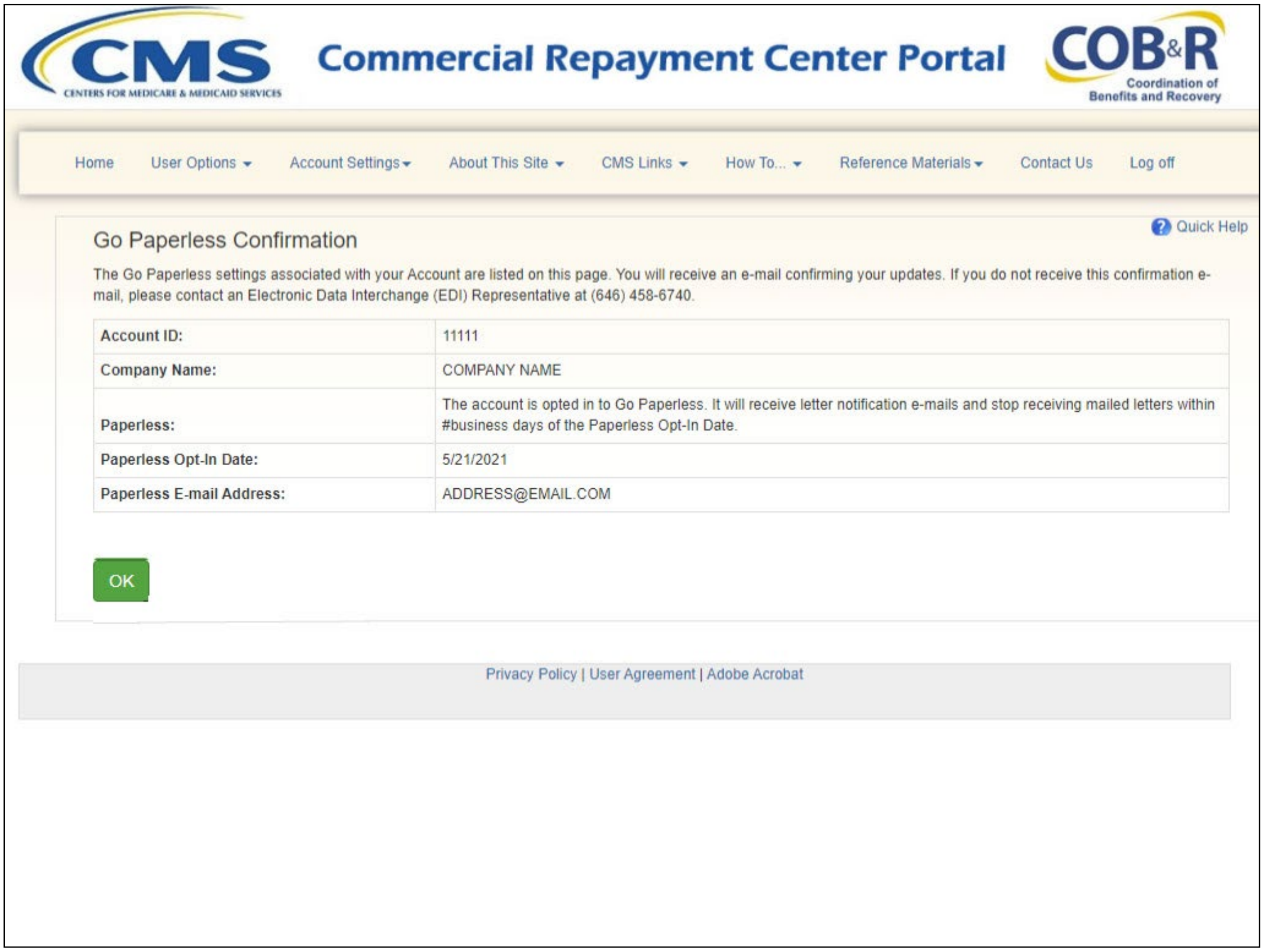


Slide notes

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

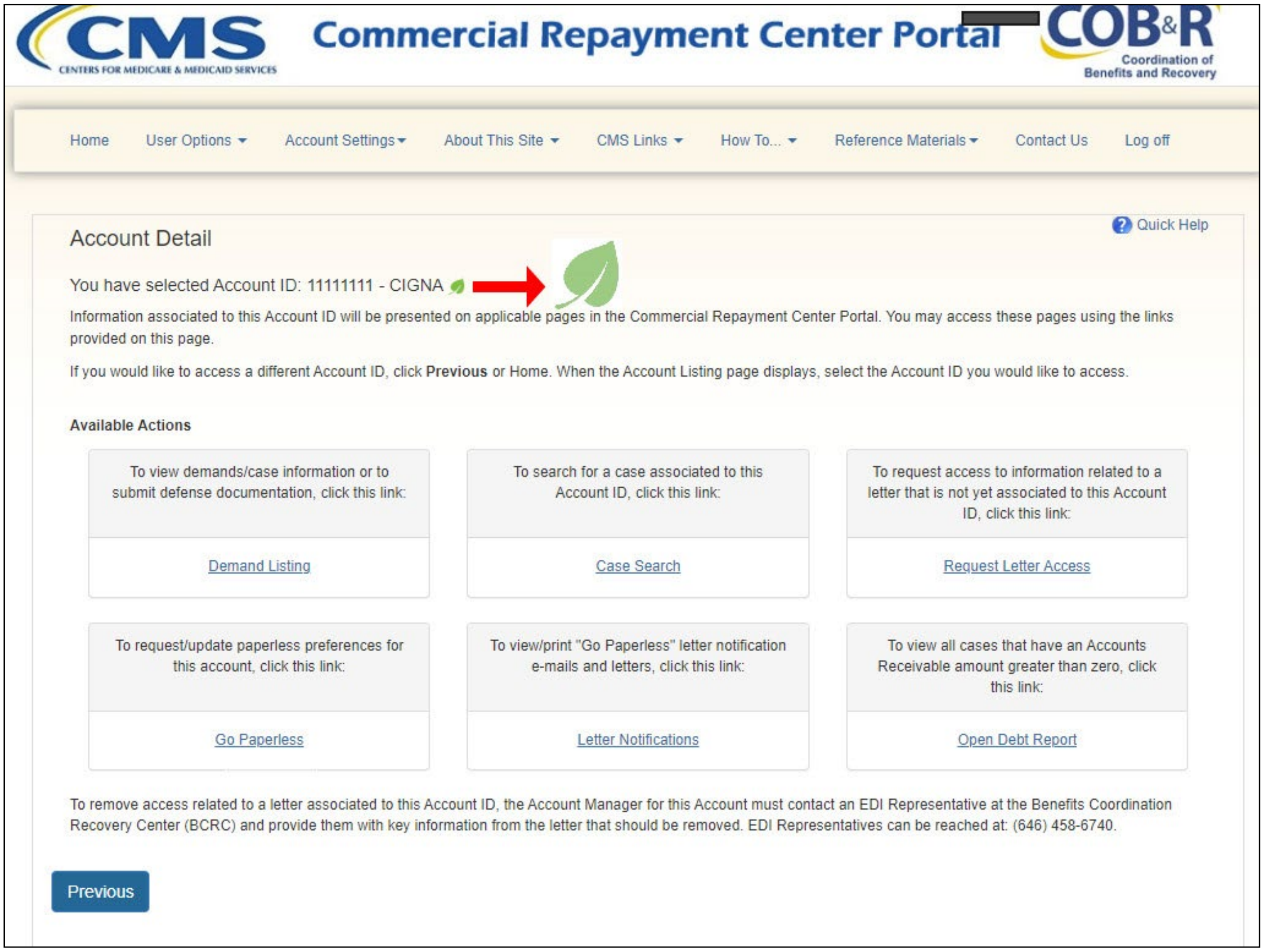


Slide notes

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.

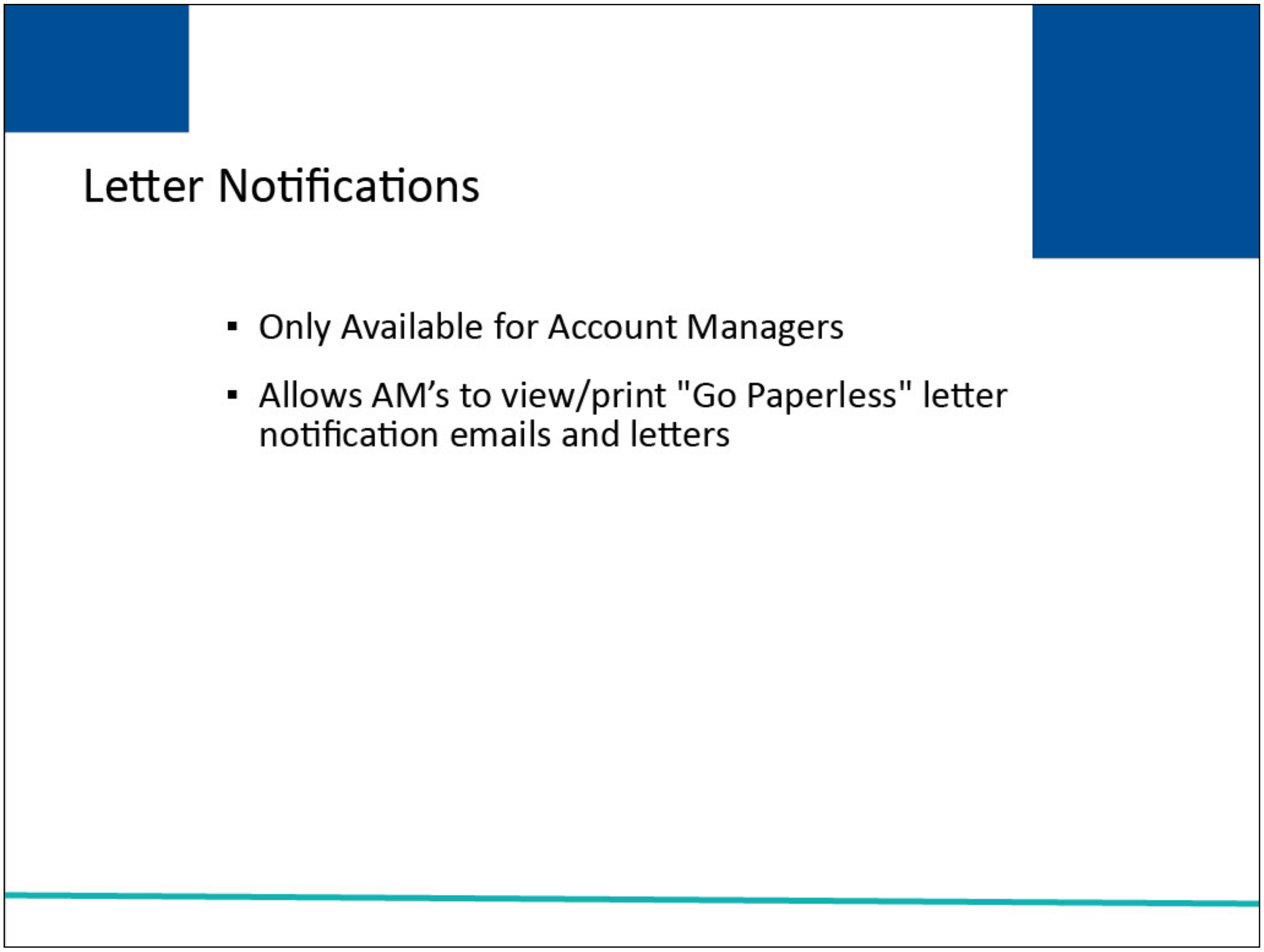
Slide 42 - of 50 - Go Paperless Identifier



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.

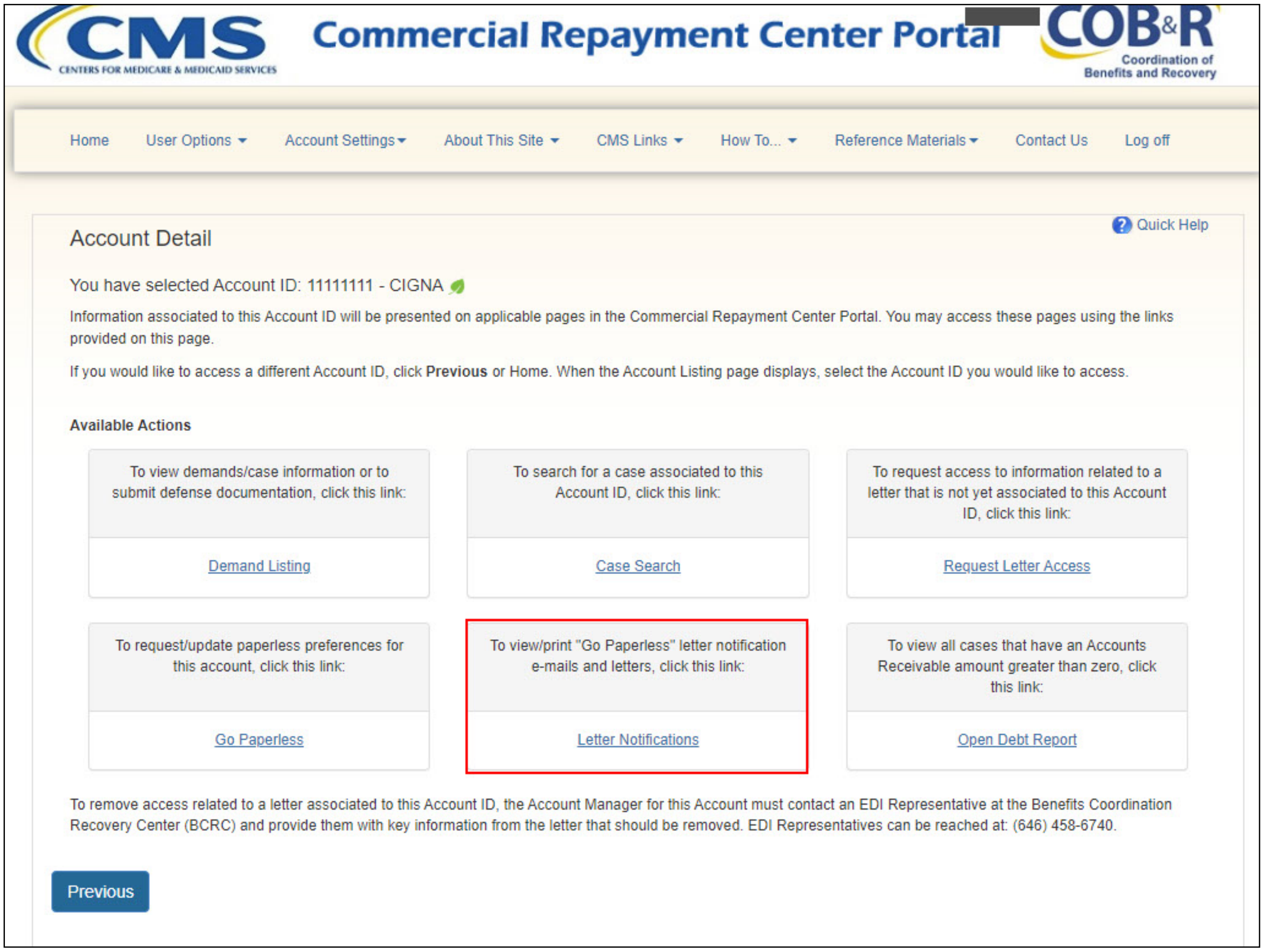
Slide 43 - of 50 - Letter Notifications



Slide notes

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

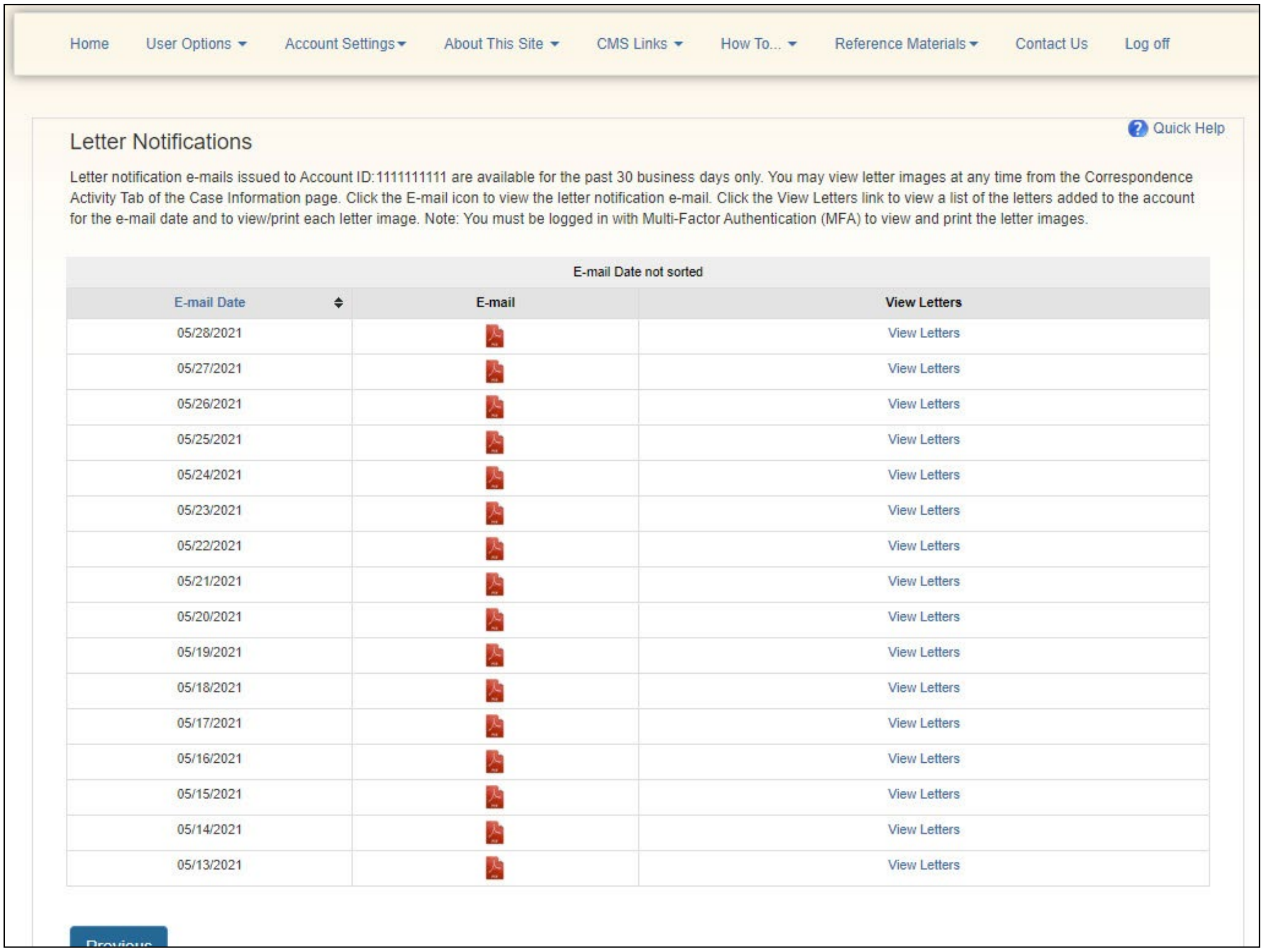
Slide 44 - of 50 - Letter Notifications Link



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

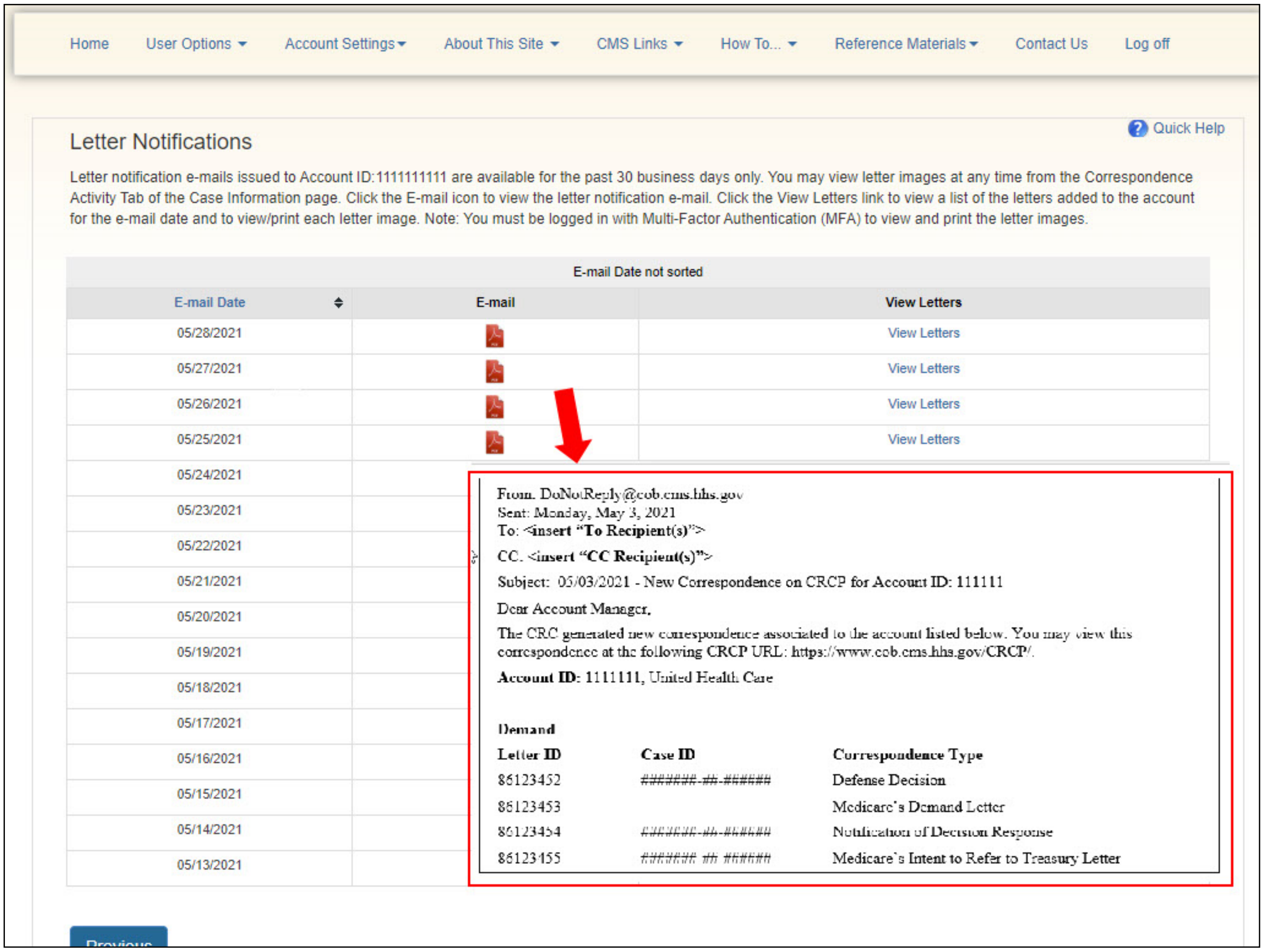


Slide Notes

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.

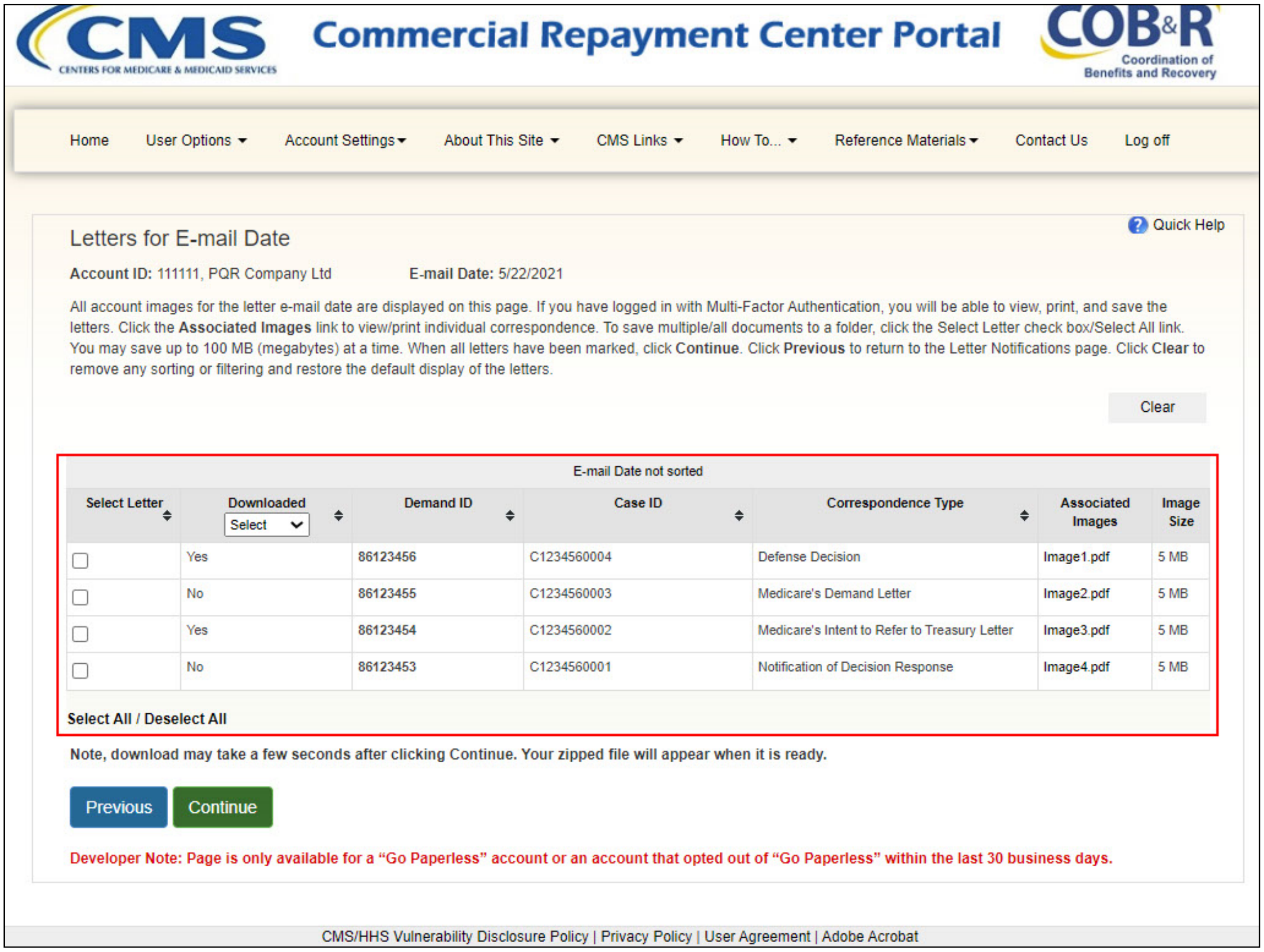
Slide 46 - of 50 - E-mail



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



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

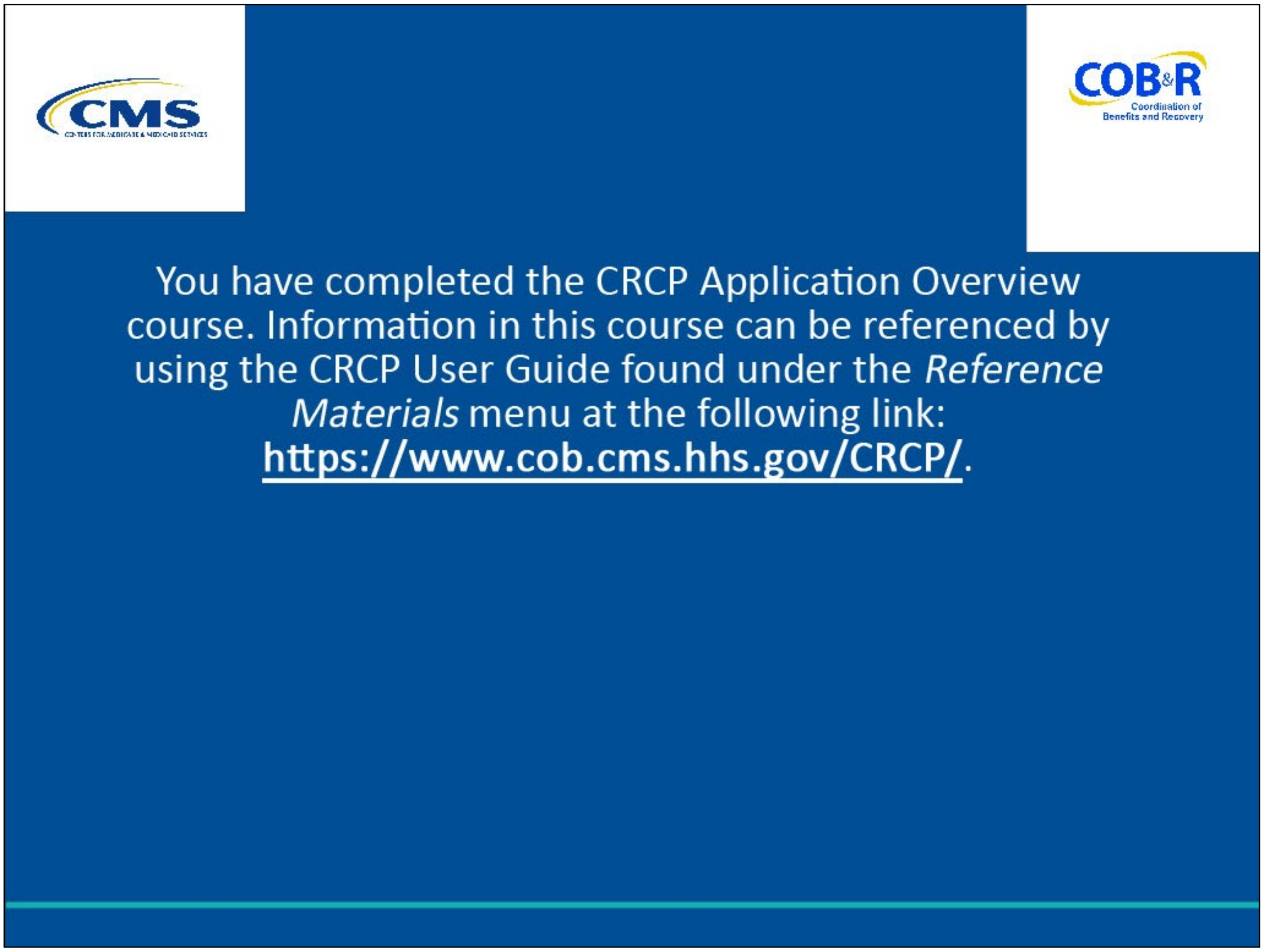
Slide notes

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.

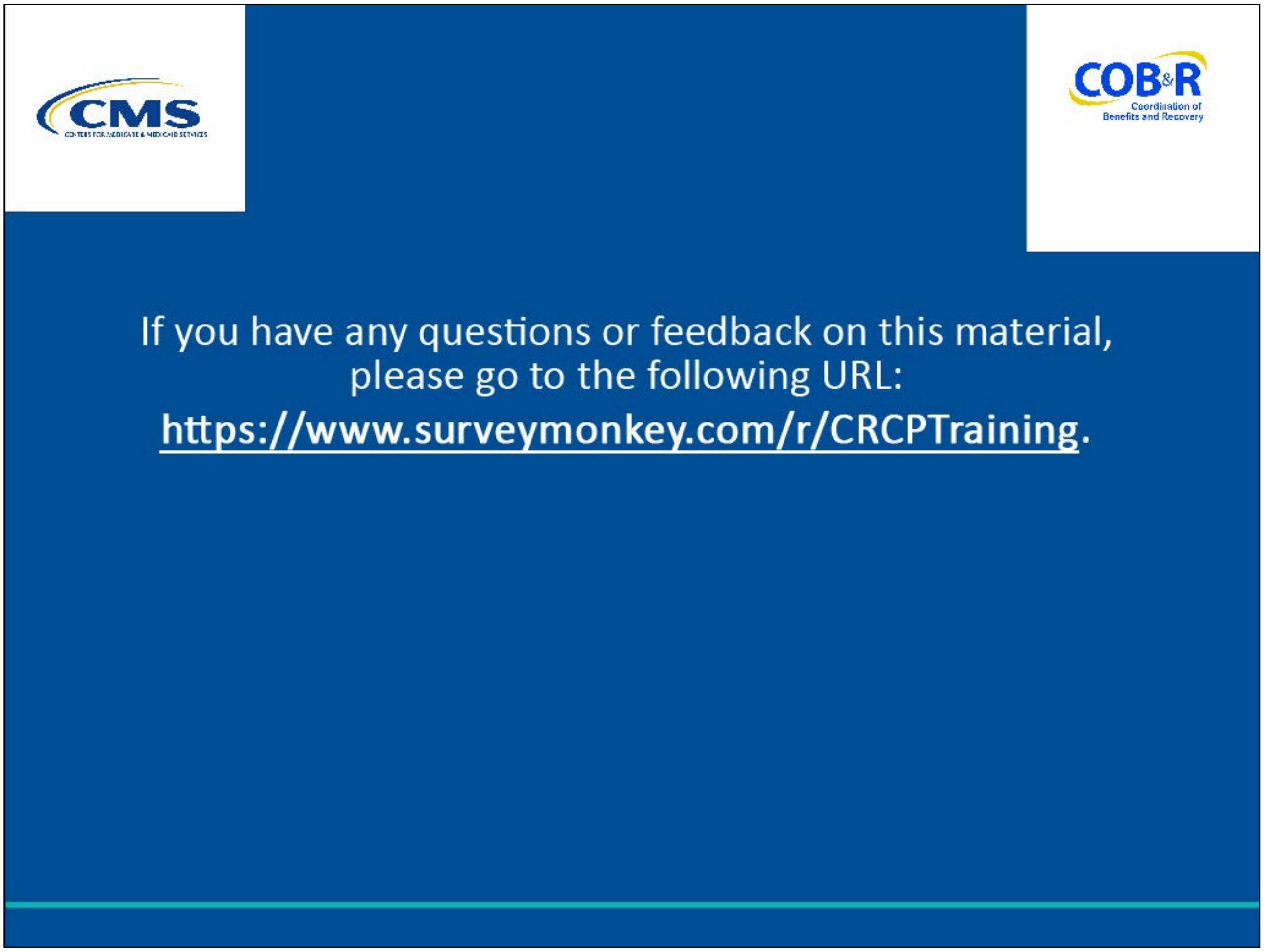
Slide 49 - of 50 - Conclusion



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.

Slide 50 - of 50 - Survey



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/CRCPTraining)