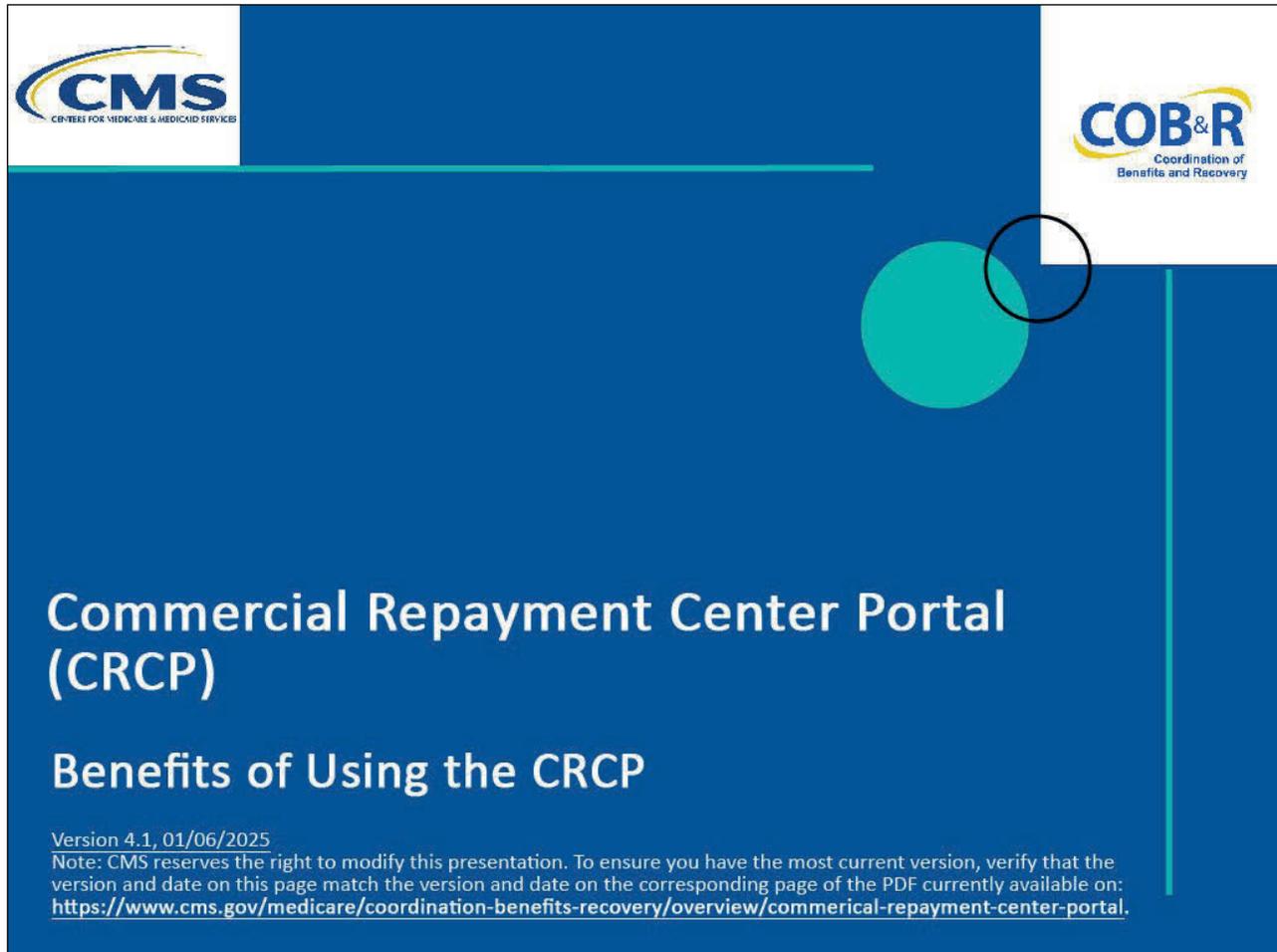


## Benefits of Using the CRCP

### Slide 1 of 17 - Benefits of Using the CRCP



**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

# Commercial Repayment Center Portal (CRCP)

## Benefits of Using the CRCP

Version 4.1, 01/06/2025  
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:  
<https://www.cms.gov/medicare/coordination-benefits-recovery/overview/commercial-repayment-center-portal>.

### Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) Benefits of Using the CRCP course.

**Slide 2 of 17 - 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**

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**Slide 3 of 17 - Course Overview**

## Course Overview

- Benefits of using the CRCP
- Basic functions
- Go Paperless Options
- Open Debt Report
- Initiate Electronic Payments through Pay.gov



**Slide notes**

This course will explain the benefits and basic functions of the CRCP, Go Paperless Options, viewing the Open Debt Report, and how to initiate Electronic Payments through Pay.gov.

## Slide 4 of 17 - CRCP

## CRCP

- Web-based application
- Self-service tool for exchange of information between CRC and GHP debtors
  - Employers/Other Plan Sponsors
  - Insurers
  - Third Party Administrators (TPAs)

**Slide notes**

This web-based application was designed to be a self-service tool to exchange information between the Commercial Repayment Center (CRC) and identified Group Health Plan (GHP) debtors.

The CRCP includes functionality for employers and Other Plan Sponsors, Insurers, and Third-Party Administrators (TPAs) to resolve their GHP debt with Medicare.

## Slide 5 of 17 - Benefits of the CRCP

## Benefits of the CRCP

- View demand information and submit documented defense information
- View and track demand information (including financial data, defense status, and correspondence history)
- View Open Debt Report and export easily to Excel (AM's only)
- Account Managers can Opt in to the Paperless setting
- Initiate Electronic Payments through Pay.gov once a demand letter has been issued
- Review Electronic Payment History



### Slide notes

The CRCP allows users to electronically view demand related case information, submit documented defense information, and view and track case information (including financial data, defense status, and correspondence history). Account Managers can view the Open Debt Report and export to Excel with ease as well as opt in to the Paperless setting for each Account ID.

Users can also initiate Electronic Payments through [Pay.gov](https://www.pay.gov) once a demand letter has been issued using the Make a Payment button on the Demand Detail page.

Slide 6 of 17 - View Demand Letter Information

## View Demand Letter Information

- All demands
  - Demand letter ID, letter date and status
- Open demands
  - Original demand amount, employer name and TIN, and insurer name and TIN
  - Beneficiaries included in the demand letter
    - Masked Medicare ID, beneficiary name, original case amount and case status



**Slide notes**

For each demand, you can view the Demand Letter ID, letter date, and status. If the demand status is open (i.e., the status of at least one case included in the Demand is 'Open'), you can view the original demand amount, employer and insurer name, and Tax Identification Number (TIN) and a list of the beneficiaries included in the demand.

For each beneficiary, a masked Medicare ID is displayed along with the beneficiary's name, original case amount and case status.

**Slide 7 of 17 - Upload Valid Defense Documentation**

## Upload Valid Defense Documentation

- Identify claims included in demands and which docs are needed for defense, if any
- Apply/Remove Defense Types for selected claims
- View information on previously submitted defenses
  - Date Defense Received, Defense Type, and Document Name

**Slide notes**

If you have a valid defense for a claim, you can upload documentation that supports your defense. In the information provided on the Defense Submission page, you can identify claims included in demands and which documents are needed for defense if any. You are also able to apply/remove defense types for selected claims.

The CRCP also allows you to view information on previously submitted defenses. You will be able to see a list of the dates of defenses received, the defense type, and the document name.

Note: A new Submit Case Documentation page has been added to submit the following document types:

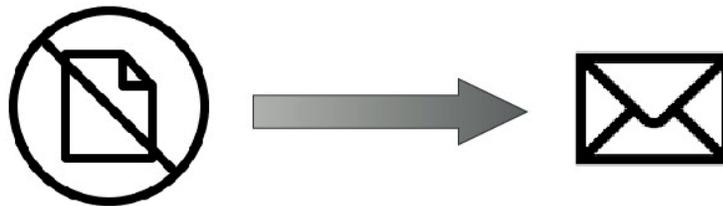
- A) Additional Defense Documentation
- B) Authorized Correspondence
- C) Payment Correspondence
- D) Refund Request
- E) Status Inquiry/Other.

Users can add documents for the document type more than once on the Submit Case Documentation page. Also, Defense Documents will now display on the CRCP Correspondence Activity Tab.

Slide 8 of 17 - Opting into the Go Paperless Setting

## Opting in to the Go Paperless Setting

- Only available to Account Managers
- Conveniently allows users to opt in to a Go Paperless  setting, where letter notification emails will be sent instead of hard copy letters being mailed to the account
- Impacts mailing to all TINs associated to account
- To opt out if needed if already enrolled, simply uncheck the Go Paperless box



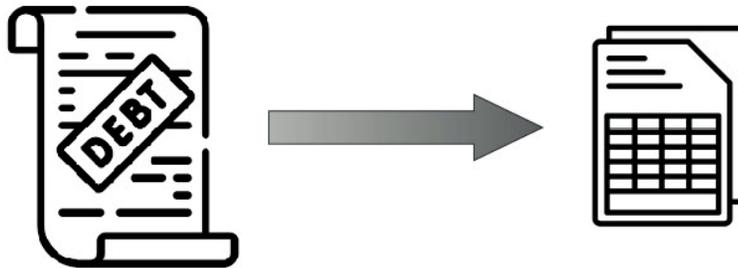
**Slide notes**

The CRCP Go Paperless setting is available for Account Managers to opt in (or out if needed and already enrolled) for any selected Account ID. Account Managers can opt in to conveniently allow users to receive letter notification emails instead of hard copy letters being mailed to the account. All TINs associated with the selected Account ID will be impacted. To opt out of the Go Paperless setting, Account Managers can simply manage their account in the Go Paperless link and uncheck the Go Paperless checkbox.

**Slide 9 of 17 - View Open Debt Report**

## View Open Debt Report

- Only available to Account Managers
- To view all cases that have an Accounts Receivable amount greater than zero
- Easily exportable to Excel spreadsheet

**Slide notes**

Account Managers also have access to view the Open Debt Report in the CRCP. The Open Debt Report provides a list of cases that have Accounts Receivable amount greater than zero and can easily be exported to an Excel spreadsheet.

Slide 10 of 17 - Initiate and Electronic Payment

## Initiate an Electronic Payment

- Identify the account you will apply payment to
- Make an electronic payment using Pay.gov
  - ACH (banking account information)
  - Debit Card
  - PayPal



### Slide notes

The CRCP also allows you to make an electronic payment on accounts.

Once you access the account information, you can make a payment using Pay.gov.

Payment methods include:

- ACH (direct deposit using your bank account information),
- Debit Card, and
- PayPal.

**Slide 11 of 17 - View Case Specific Information**

## View Case Specific Information

- **Beneficiary information**
  - Beneficiary name, masked Medicare ID, insurance group ID and insurance policy ID
- **Financial information**
  - Account receivable date, principal collected, adjusted amount
  - Interest rate, interest start date, interest accrued and interest collected

**Slide notes**

The CRCP allows you to view case specific information for each beneficiary included in a demand. Phone calls to obtain case status information will no longer be necessary.

On a near real-time basis, status of a given case can be viewed and additional information provided for the disposition of the case, via the CRCP.

Note: Certain fields on the Make a Payment and Case Information pages will now show data reported in real-time from HIGLAS. Additionally, updates have been made to clarify that balance amounts on the Open Debt Report may not reflect recent adjustments and may differ from what is shown on the CRCP case pages.

Once you have accessed a case, you will be able to view the case details, financial details, and correspondence information related to the Case ID.

For each beneficiary/Case ID, you will be able to view the beneficiary's name, masked Medicare ID, insurance group ID, and insurance policy ID.

You will also see a financial summary that includes the account receivable date, principal collected, adjusted amount, interest rate, interest start date, interest accrued, and interest collected for the case.

The CRCP now also includes additional treasury information including a New Claim Count field, Treasury Referral Date field, Treasury Account Number field, and Current Status of Debt field.

Note: 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. During the process, the Multi-Factor Authentication Voice Call/Text Message (SMS) factors were previously available options but 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. More information can be found on the MFA process by completing the [Multi-Factor Authentication CBT](#) course.

## Slide 12 of 17 - View Case Specific Information

## View Case Specific Information

- Non-defense related letter information
  - Correspondence sent to the CRC
    - Correspondence ID, Correspondence Type, Date Received, Status and Status Date
  - Correspondence that the CRC has sent
    - Correspondence ID, Correspondence Type, Date Sent, Status and Status Date

**Slide notes**

Information for all incoming and outgoing correspondence related to the Case ID will be available.

For correspondence sent to the CRC that is not related to a defense, you will see the Correspondence ID, Correspondence Type, Date Received, Status, and Status Date.

For non-defense-related correspondence that the CRC has sent, you will see the Correspondence ID, Correspondence Type, Date Sent, Status, and Status Date.

**Slide 13 of 17- View Case Specific Information**

## View Case Specific Information

- Defense information
  - Incoming defense information (submitted on CRCP or mailed to CRC)
    - Document ID, Defense Number, Defense Type, Date Defense Received, Decision, Decision Date, and a Viewed column
  - CRC responses to defense (Defense History)
    - Document ID, Defense Number, Date Defense Received, Decision, Decision Date, and a Viewed column

**Slide notes**

The CRCP also shows information regarding defenses that you have submitted through the CRCP or mailed to the CRC.

For each defense, the CRCP displays the Document ID, Defense Number (the number assigned by the CRC to your defense correspondence), Defense Type, Date Defense Received, Decision, Decision Date, and a Viewed column.

If the CRC has responded to your defense, you will see the Document ID, Defense Number, Date Defense Received, Decision, Decision Date, and a Viewed column.

See the "[Case Information](#)" CBT for more information on how to view detailed case information on the CRCP.

Slide 14 of 17 - Accessing the CRCP

## Accessing the CRCP

- Requires registration and account setup
- Users will access the CRCP at the following link:  
<https://www.cob.cms.hhs.gov/CRCP/>
  - Please see the “New Registration (PIN Request)” and “Account Setup” CBT for more information

### Slide notes

Before you will be able to access the CRCP, you must register, and an account must have been created. Once you have a Login ID and Password for a registered account, you will access the CRCP at the following link: [CRCP Website](#).

To learn more about the registration process, view the “[New Registration \(PIN Request\)](#)” and “[Account Setup](#)” CBTs.

**Slide 15 of 17 - Course Summary**

## Course Summary

- Benefits of using the CRCP
- Basic functions
- Go Paperless Options
- Open Debt Report
- Initiate Electronic Payments through Pay.gov



**Slide notes**

This course explained the benefits and basic functions of the CRCP, Go Paperless Options, viewing the Open Debt Report, and how to initiate Electronic Payments through Pay.gov.

**Slide 16 of 17- Conclusion**

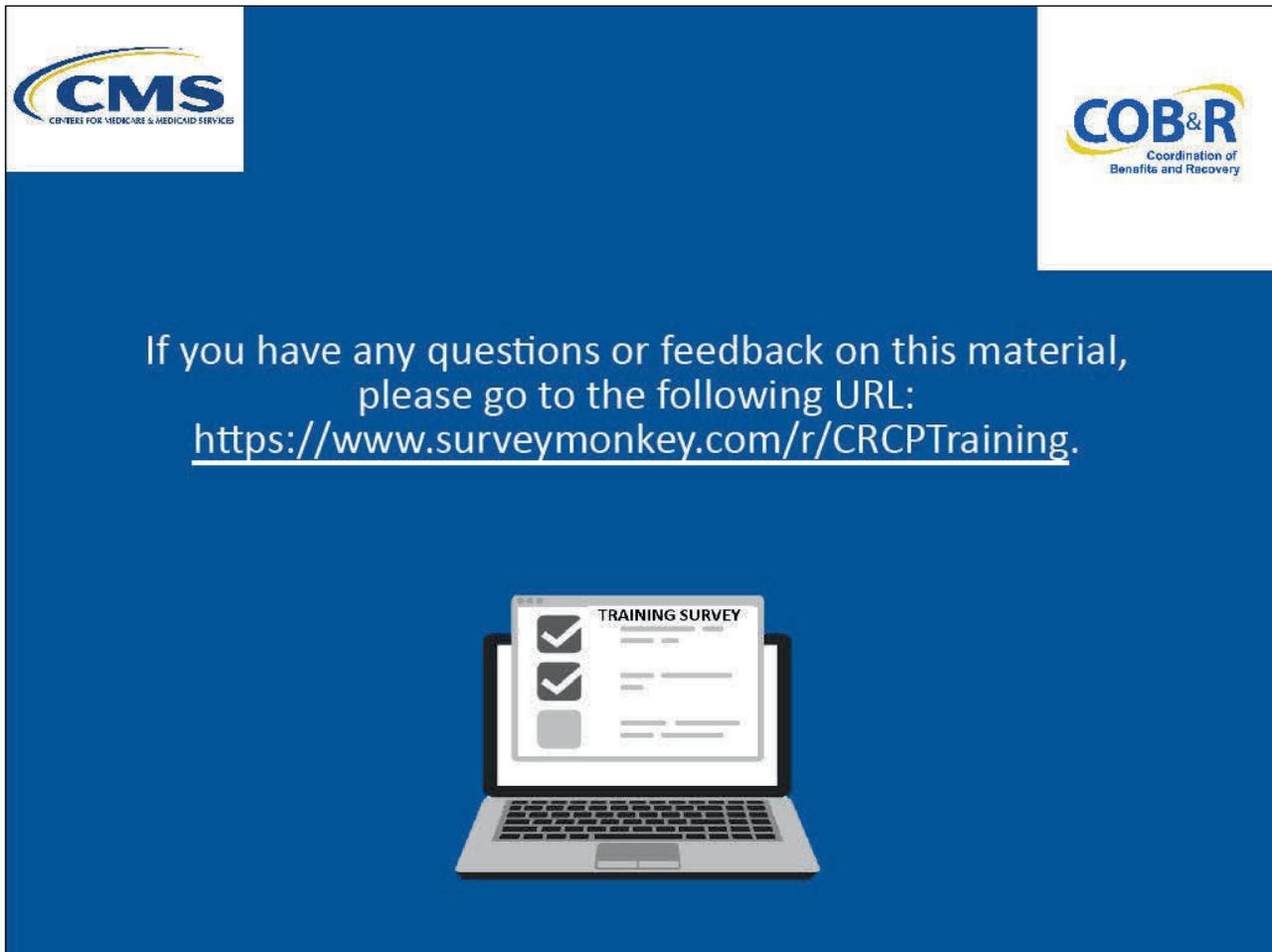


You have completed the CRCP Benefits of Using the CRCP course. Information in this course can be referenced by using the CRCP User Guide found under the *Reference Materials* menu at the following link:  
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**Slide notes**

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Slide 17 of 17 - CRCP Training Survey



The slide features a dark blue background. In the top left corner is the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner is the COB&R logo (Coordination of Benefits and Recovery). The central text reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/r/CRCPTraining>." Below the text is an illustration of a laptop displaying a "TRAINING SURVEY" form with two checked boxes and a text input field.

**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).