# Medicare Secondary Payer Recovery Portal (MSPRP) High Level Overview

Conference dial in (888) 790 – 1953 conference passcode: 7021968

### **MSPRP**

Benefits

How to get started using the application

Basic MSPRP functions

Resources to assist you

### **MSPRP** Benefits

- Web-based application to assist you in managing Medicare recovery cases
  - View case information (including claim line level detail)
  - View current conditional payment amount
  - Request a copy of the Conditional Payment Letter
  - View and dispute claims (pre-demand)
  - Initiate the demand process
  - View claims and submit redetermination requests (postdemand)

# MSPRP Benefits (2)

- Case management in real time
- Electronically submit documentation
- New (as of July 2018)
  - View incoming/outgoing correspondence status
  - Request an electronic Conditional Payment Letter

# **Getting Started**

Users must be authorized to access the MSPRP

Before users can be authorized, the registration process must be completed

- New Registration
- Account Setup

Account Representative completes New Registration

Account Manager completes Account Setup



# **Account Representative**

Legal authority to bind the company to a contract and the terms of MSPRP requirements

# **Account Manager**

- Completes Account Setup
- Manages the company's account on the MSPRP

- Gatekeeper of the MSPRP account
  - Grant and revoke access to other users (Account Designees)

# **Account Designees**

- Granted access to MSPRP account by the Account Manager
- Once invited, will receive an email with next steps
  - Create their own MSPRP Login ID and password
- View/manage recovery cases

Multi-Factor Authentication (MFA)

### Multi-Factor Authentication: Account List

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#### Account List



Click the desired link to access the associated account.

You may update your personal information or change your current password by clicking the appropriate link under the Account Settings List.



#### Multi-Factor Authentication

MSPRP users may request access to view unmasked claims data that was previously only accessible to the beneficiary. 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 and respond to questions created by Experian Credit Services (an outside entity) to confirm your identity. This information, the questions, and your answers will not be stored on the MSPRP. This process will not impact your credit score.

To use MFA services, you will be required to download and install one or more MFA Credential ID tokens for the devices you plan to use to access the MSPRP and then you must activate the Credential ID for your Login. To download a software Credential ID, go to the Symantec Validation and Identity Protection (VIP) Service website found at the following link: <a href="https://idprotect.vip.symantec.com">https://idprotect.vip.symantec.com</a>

You will be able to activate a credential after the Next Step link has changed to Credential Required. To begin the ID Proofing process, click the Next Step:Get Started link.

#### Associated Account IDs:

##### FIRST LAST

#### Quick Help

Help About This Page

#### Account Settings

Update Personal Information Change Password

#### Multi-Factor Authentication

Status: Initial Process Next Step: Get Started

Complete MFA to view unmasked case information

### Multi-Factor Authentication: Without MFA

### Without MFA

- Masked Claims Control ID
- Limited claims detail
  - Total Charges, Reimbursed Amount, Conditional Payment, and Dispute Submitted and Decision Dates

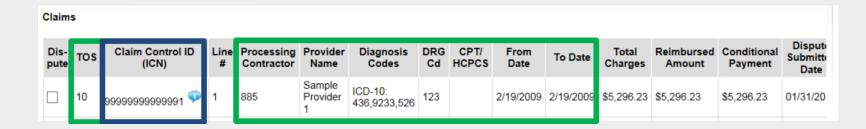


- Masked HICN (when displayed in the Medicare ID field)
  - First 5 positions of the HICN hidden from view

### Multi-Factor Authentication: With MFA

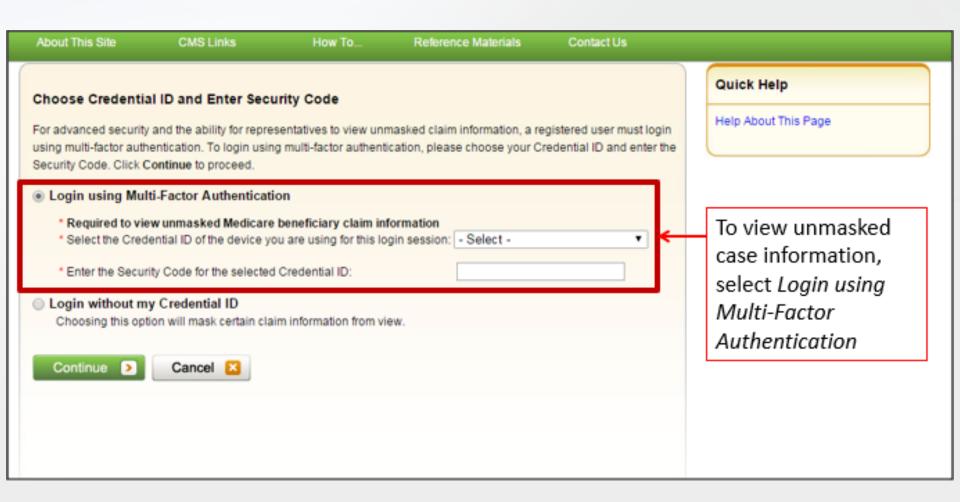
### With MFA

- Unmasked Claims Control ID
- Complete claims detail
  - Type of Service, Processing Contractor, Provider Name, Diagnosis Codes, DRG Cd, CPT/HCPSCs, From Date and To Date



- Unmasked HICN (when displayed in the Medicare ID field)

## Multi-Factor Authentication: Login with MFA



# Case Access

### Case Access: Account List

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You will be able to activate a credential after the Next Step link has changed to Credential Required. To begin the ID Proofing process, click the Next Step:Get Started link.

#### Associated Account IDs:

32XXX FIRST LAST NAME

#### Quick Help

Help About This Page

#### **Account Settings**

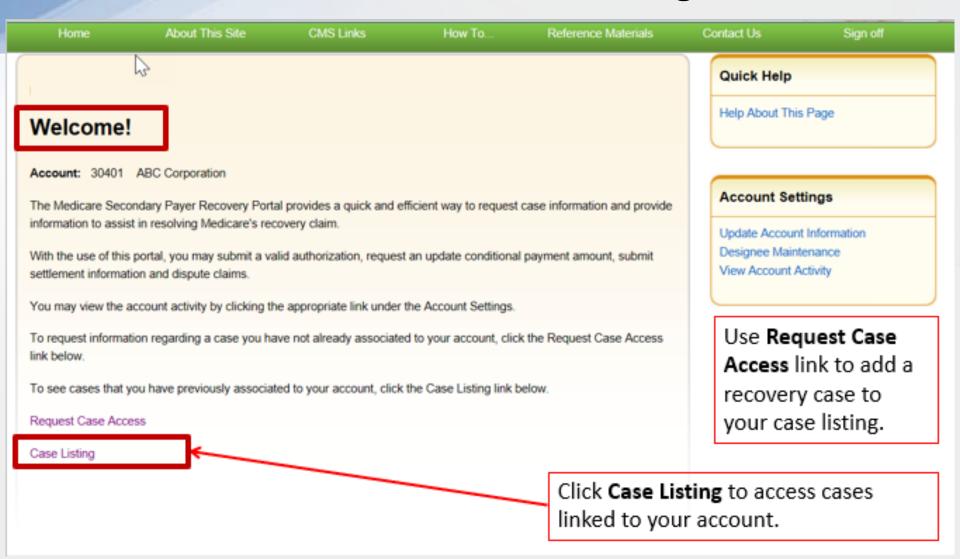
Update Personal Information Change Password

#### Multi-Factor Authentication

Status: Initial Process Next Step: Get Started

Click the **Account ID** you want to work with.

### Case Access: Case Listing



### Case Access: Search

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Case Listi	ng			Print this page	Quick Help	
The following are th	ne case inquiries associated	to Account ID: ####			Help About This	Page
	information, click the case of form a search, enter any sea			, click on the Manage		
If you are approaching settlement on a case that is not yet available on the MSPRP and you wish to initiate the Final Conditional Payment process, contact the Benefits Coordination & Recovery Center (BCRC):					Use search on this page to	
By phone : (855) 798-2627 By mail : NGHP					locate a specific case from your	
	O Box 138832 klahoma City, OK 73113				Case List	· .
Case ID:		Search Hint				
Medicare ID:						
Beneficiary SSN:					Click Case ID	
Beneficiary Last N	lame:	Sean	ch Hint		hyperlink	to
Search					access th	e case.
Selecting Cancel w	ill return to the Home Page.					
Selecting Remove	Cases will remove all cases	checked in the Select celul	fin.			
Cases						
Select Case ID	Bene Last I	Name = Medicare ID/SS	N Bene Date of Bi	rth Case Access		
2004##	NAME	*****1217A		Manage Access		
	######## NAME	****9627A ****5822A		Manage Access Manage Access		
2013##	TOTAL TOTAL	JOZEA		manage Puvess		
Cancel 🔛	Remove Cases >					

# **Beneficiary Debtor Case**

- CMS is pursuing recovery from the beneficiary
- Case ID begins with a 2
- BCRC sends correspondence
  - Beneficiary is the primary recipient
  - Authorized parties receive carbon copies
- Beneficiary and those authorized by the beneficiary can take action on the case

### **Insurer Debtor Case**

- CMS is pursuing recovery from an insurer
- Case ID begins with a 3\*
- CRC\* sends correspondence
  - Insurer is the primary recipient
  - Beneficiary and any authorized parties receive carbon copies
- Insurer and those authorized by the insurer can take action on the case

\*In limited instances, BCRC may send correspondence and the case ID will begin with a 2

# **Case Information**

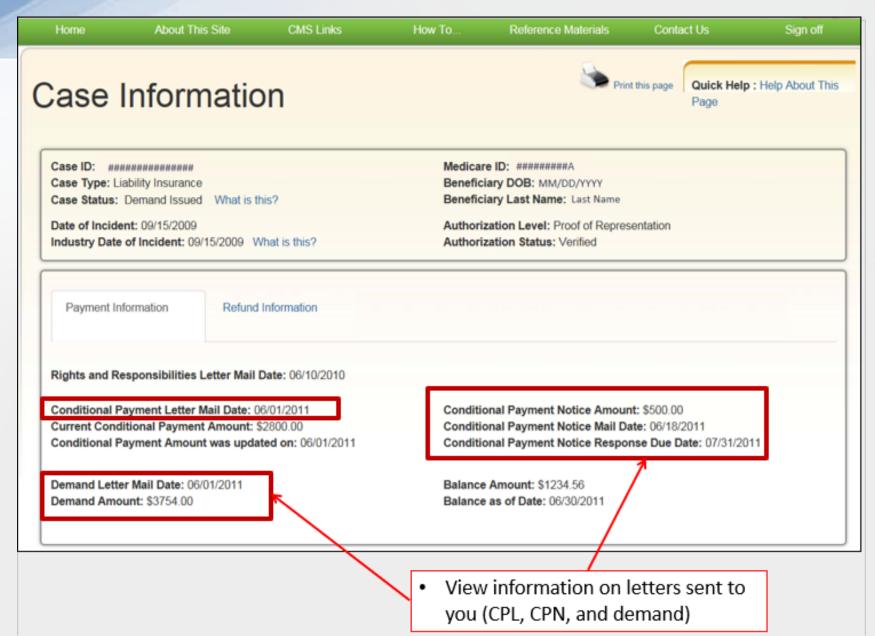
### **View Case Information**

- View case status
- View recovery correspondence information
- View current conditional payment amount

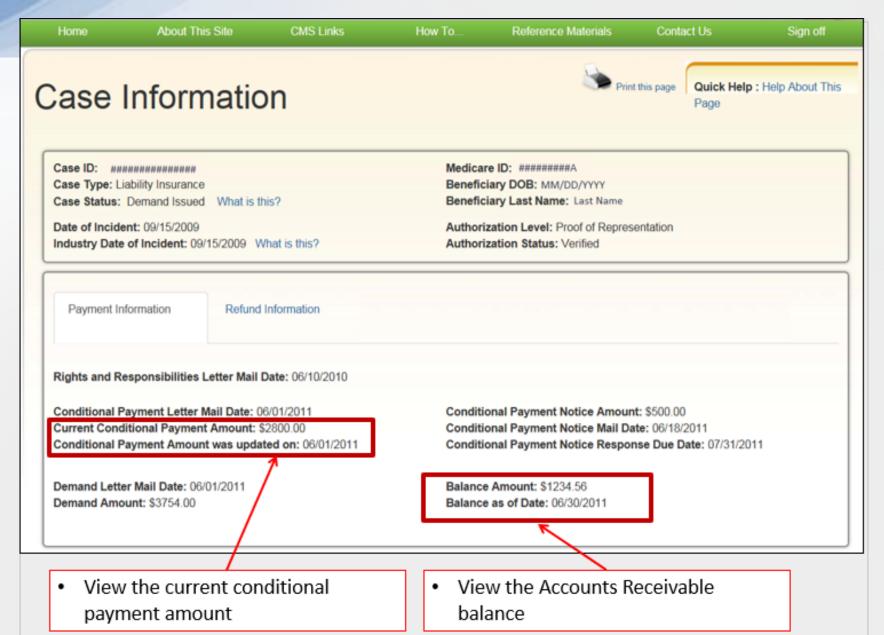
### Case Information: Details

CMS Links How To.. Home About This Site Reference Materials Contact Us Sign off Print this page Quick Help: Help About This Case Information Page Medicare ID: ########A Case Type: Liability Insurance Beneficiary DOB: MM/DD/YYYY Case Status: Demand Issued What is this? Beneficiary Last Name: Last Name Date of Incident: 09/15/2009 Authorization Level: Proof of Representation Industry Date of Incident: 09/15/2009 What is this? Authorization Status: Verified Payment Information Refund Information Rights and Responsibilities Letter Mail Date: 06/10/2010 Conditional Payment Letter Mail Date: 06/01/2011 Conditional Payment Notice Amount: \$500.00 Current Conditional Payment Amount: \$2800.00 Conditional Payment Notice Mail Date: 06/18/2011 Conditional Payment Amount was updated on: 06/01/2011 Conditional Payment Notice Response Due Date: 07/31/2011 Demand Letter Mail Date: 06/01/2011 Balance Amount: \$1234.56 Demand Amount: \$3754.00 Balance as of Date: 06/30/2011

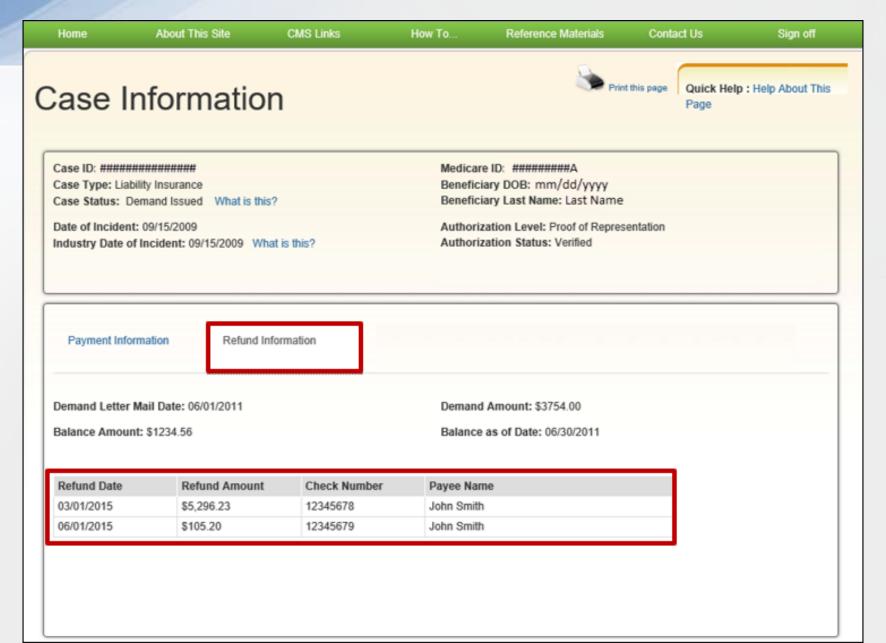
# Case Information: Payment Information



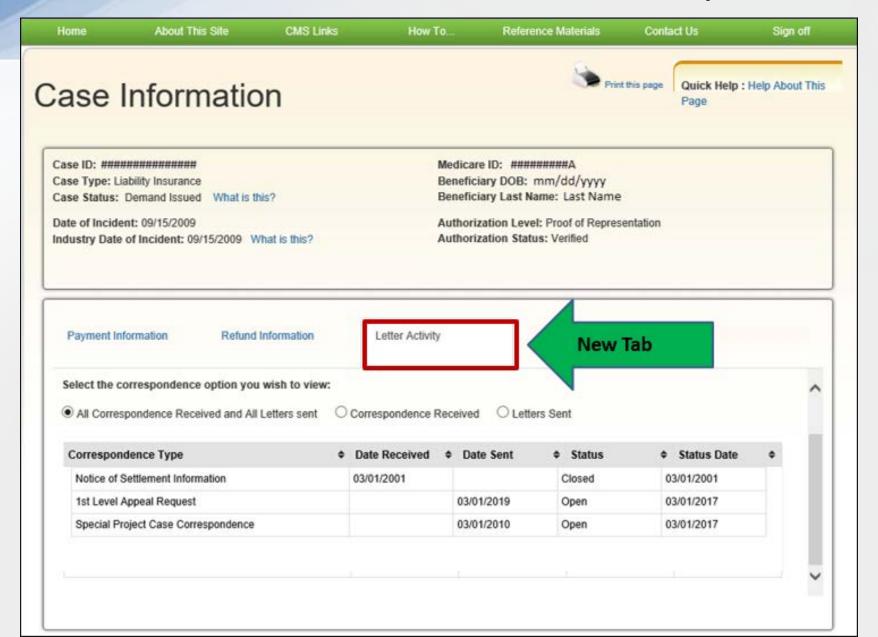
# Case Information: Payment Information (2)



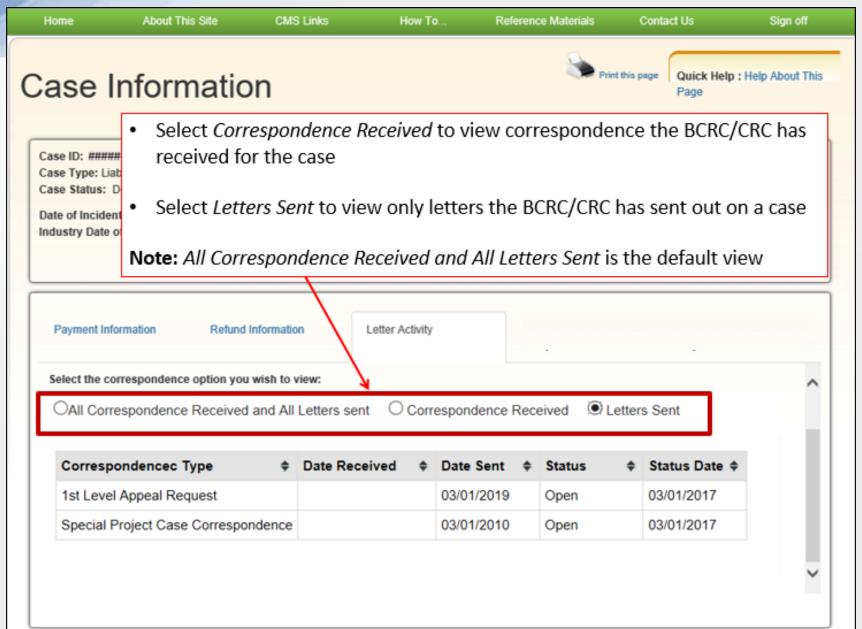
### Case Information: Refund Information



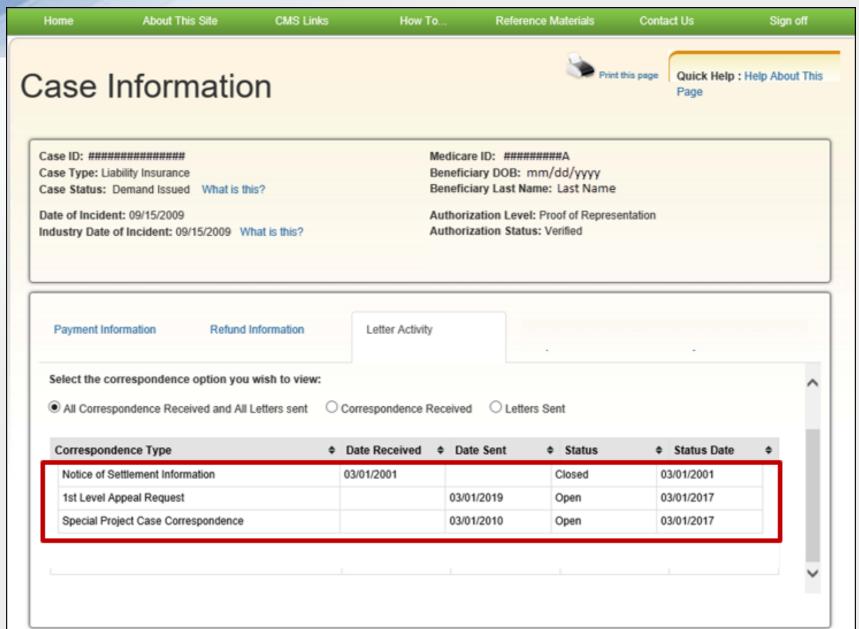
### Case Information: Letter Activity



# Case Information: Letter Activity (2)

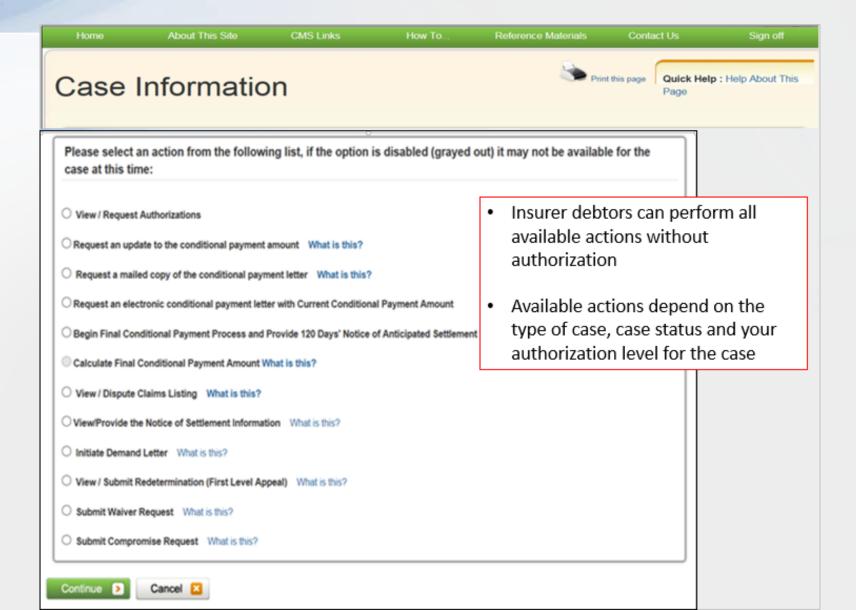


# Case Information: Letter Activity (3)



# **Case Actions**

### Case Information: Actions



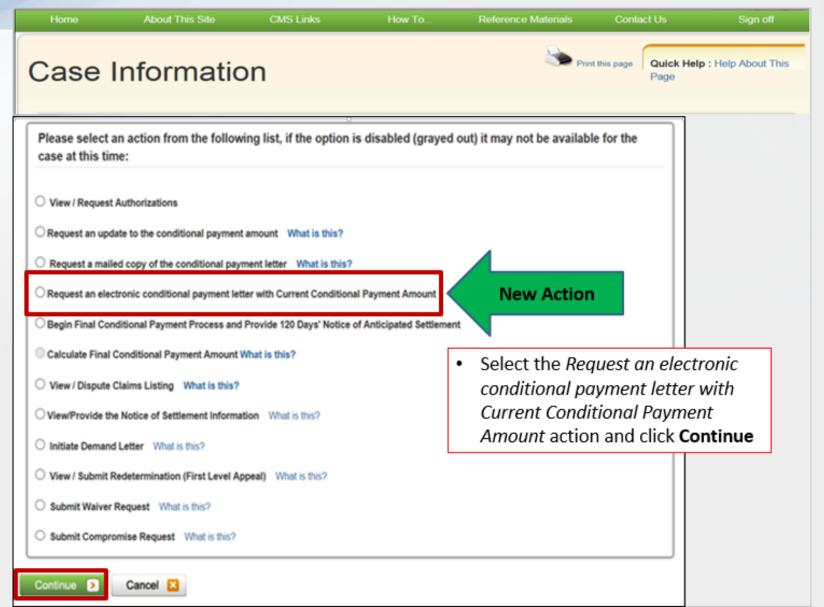
### Available MSPRP Case Actions

- Request a mailed copy of the Conditional Payment Letter
  - Includes the Conditional Payment Amount and Payment Summary Form

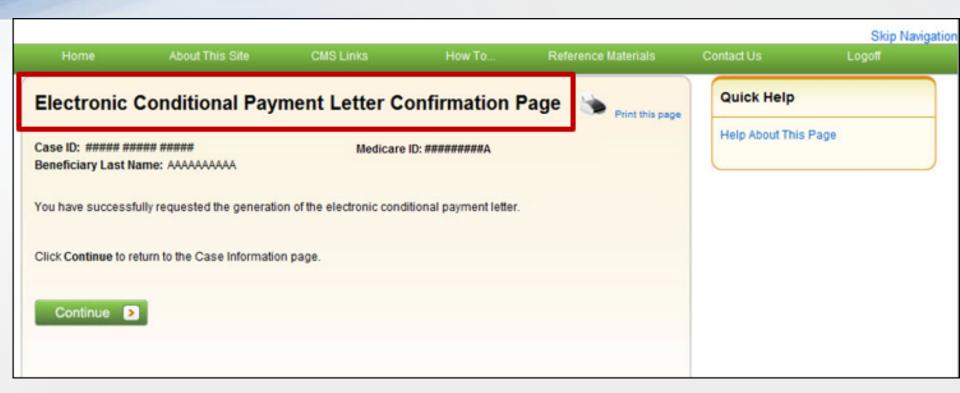
## New for insurers (as of July 2018)

Request an electronic copy of the Conditional Payment Letter

# Case Actions: Request eCPL



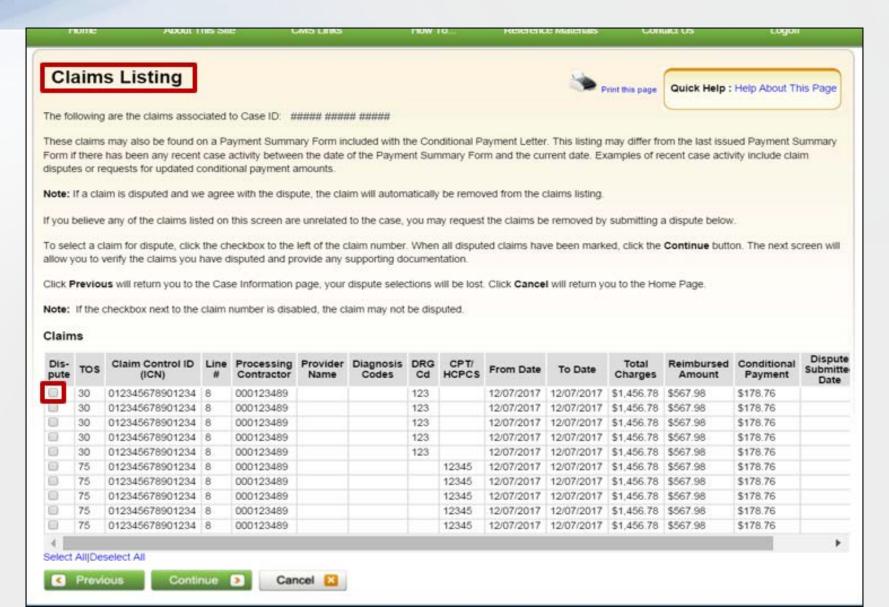
### Case Actions: eCPL Confirmation



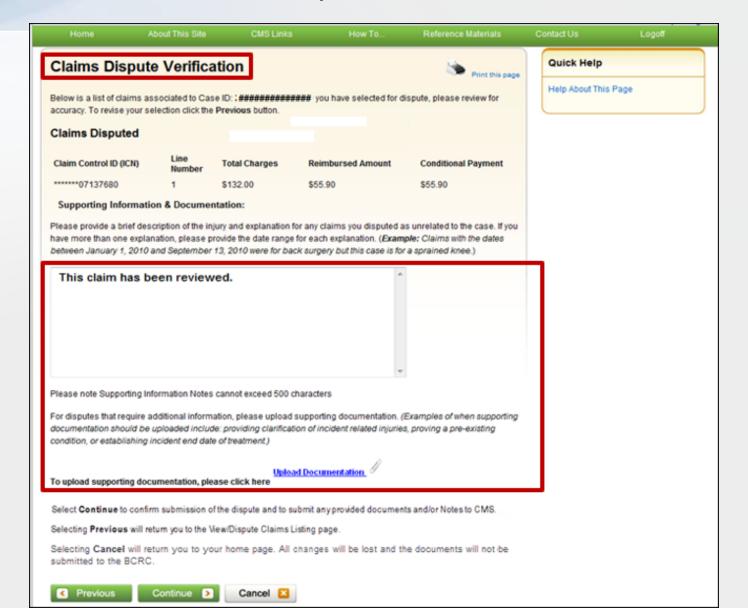
# Available MSPRP Case Actions View/Dispute Claims

View/dispute claims included in the Conditional Payment amount (Pre-demand)

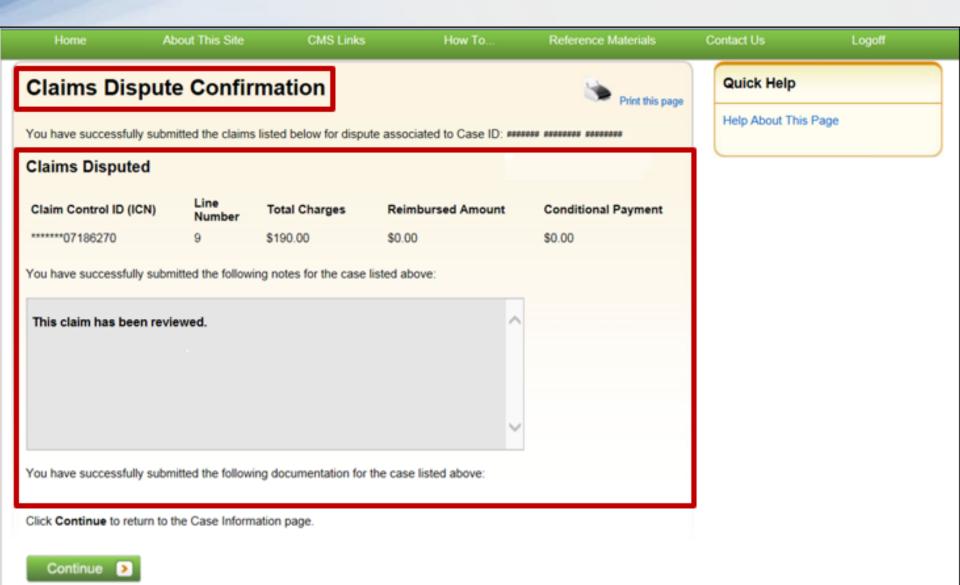
## View/Dispute Claims: Claims Listing



# Claims Dispute Verification



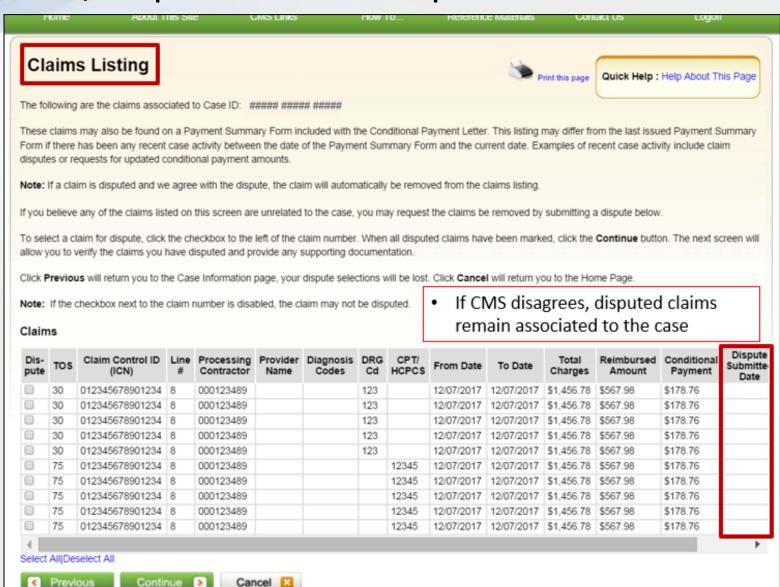
## Claims Dispute Confirmation



# View/Dispute Claims Listing (Pre-Demand)

- If CMS agrees that the claims are not related to the case:
  - Claims will be removed from the Claims Listing page and the conditional payment amount will be adjusted accordingly
  - Letter is sent with an updated Payment Summary
     Form

### View/Dispute Claims: Dispute Decision Date



# View/Dispute Claims Listing: Available MSPRP Case Actions

- Initiate the demand process
  - Initiate a demand letter earlier than the 30-day time period
  - Demand letter is mailed within 7-12 business days of request

# View/Dispute Claims Listing: Available MSPRP Case Actions (2)

- View Claims Listing (Post-Demand)
  - You cannot dispute claims on a demanded case, but you can view the claims that are associated to the case

## **Demand Claims Listing**

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#### **Demand Claims Listing**



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The following are the claims associated to Case ID: 2011 XXXXXXXXXX

Demand Amount: \$3,754.00

Demand Letter Date: 06/01/2011

The claims listed on this page have been identified as being related to the alleged incident, illness or injury for the Case ID listed on this page. These claims have been included in the Demand Amount associated to this case and may also be found on the attachment included with the Demand Letter you previously received.

Click Previous to return to the Case Information page. The amount shown in the Conditional Payment column is what was included in the case Demand Amount.

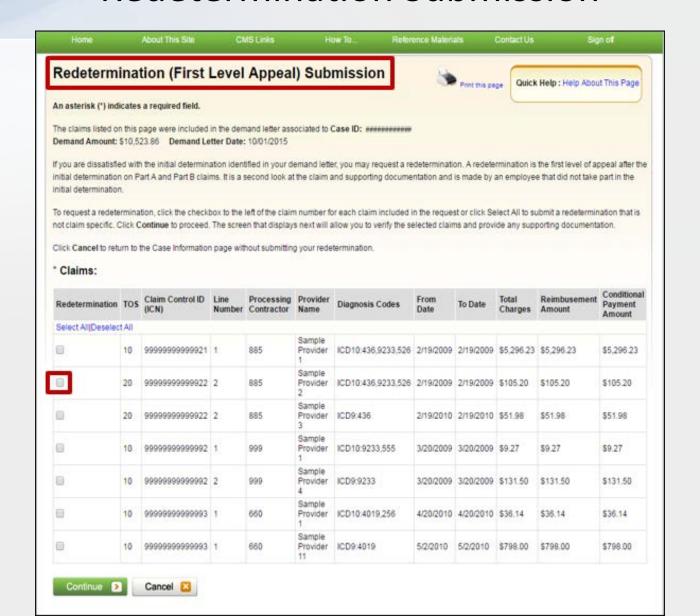
#### Claims

Claim Control ID (ICN)	Line Number	Total Charges	Reimbursed Amount	Conditional Payment
*******025871	1	\$180.00	\$10.00	\$10.00
*******031533	.1	\$70.00	\$10.00	\$10.00
******023399	1	\$60.00	\$10.00	\$10.00
******17026700	1	\$60.00	\$31.98	\$31.98
*******83061300	1	\$60.00	\$31.98	\$31.98
******17026740	1	\$60.00	\$31.98	\$31.98
*******83061330	1	\$60.00	\$31.98	\$31.98
*******83061290	1	\$225.00	\$40.18	\$40.18
*******83061290	2	\$125.00	\$24.78	\$24.78
*******83061290	3	\$225.00	\$87.67	\$87.67
*******83061290	4	\$125.00	\$60.28	\$60.28
******83061290	5	\$450.00	\$29.22	\$29.22

# Redeterminations: Available MSPRP Case Actions

- Submit Redetermination Request (Post-Demand)
  - You have the right to appeal the amount or existence of the debt or initial determination (demand letter)
  - To submit a redetermination request (first level appeal),
     select the View/Submit Redetermination (First Level Appeal)
     option on the MSPRP Case Information page

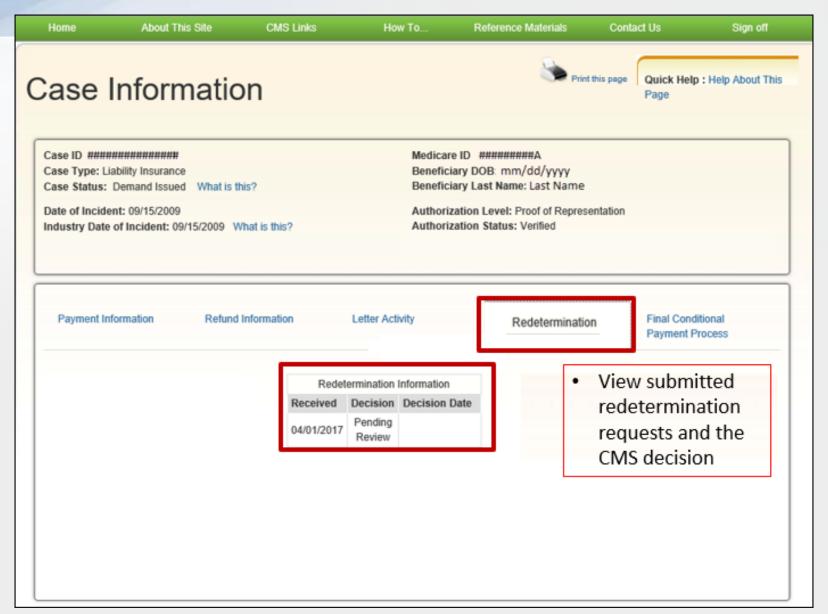
#### **Redetermination Submission**



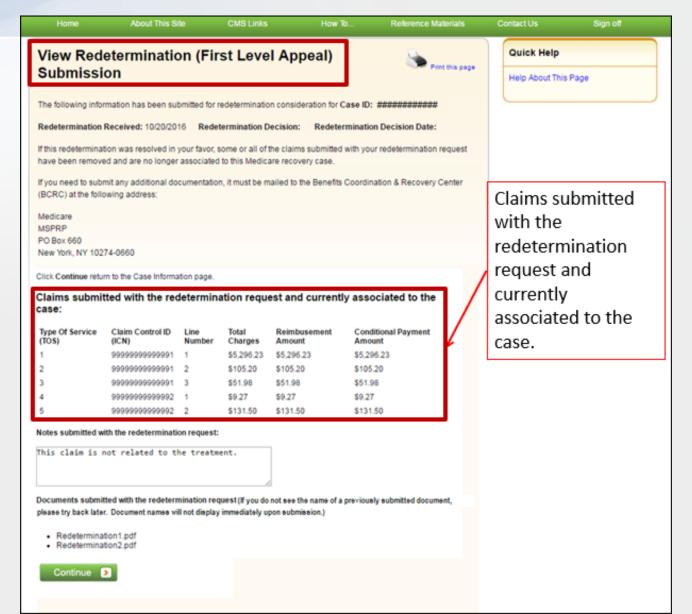
# Redeterminations: Available MSPRP Case Actions (2)

- View Redetermination Request
  - View details of the request: received date, decision and decision date

### Redeterminations: Case Information



### View Redetermination Submission



# Resources to Assist you with MSPRP

- Curriculum of training materials to assist you, go to:
  - <a href="http://go.cms.gov/msprp">http://go.cms.gov/msprp</a>
- MSPRP User Guide
  - Available under the 'Reference Material' menu option of the MSPRP Application (<a href="https://www.cob.cms.hhs.gov/MSPRP">https://www.cob.cms.hhs.gov/MSPRP</a>)
- For assistance with MSPRP registration or technical issues, contact the EDI Department
  - 1-646-458-6740

# Resources to Assist you with MSPRP (2)

Additional information and training on Coordination of Benefits & Recovery, go to: <a href="http://go.cms.gov/cobro">http://go.cms.gov/cobro</a>

For details about beneficiary and insurer recovery, go to: <a href="http://go.cms.gov/NGHPR">http://go.cms.gov/NGHPR</a>

### **Future Enhancements**

Report a liability, auto/no-fault, or workers' compensation case on the MSPRP

Submit payments for recovery cases on the MSPRP

Check the COB&R Overview What's New page for announcements: http://go.cms.gov/cobro