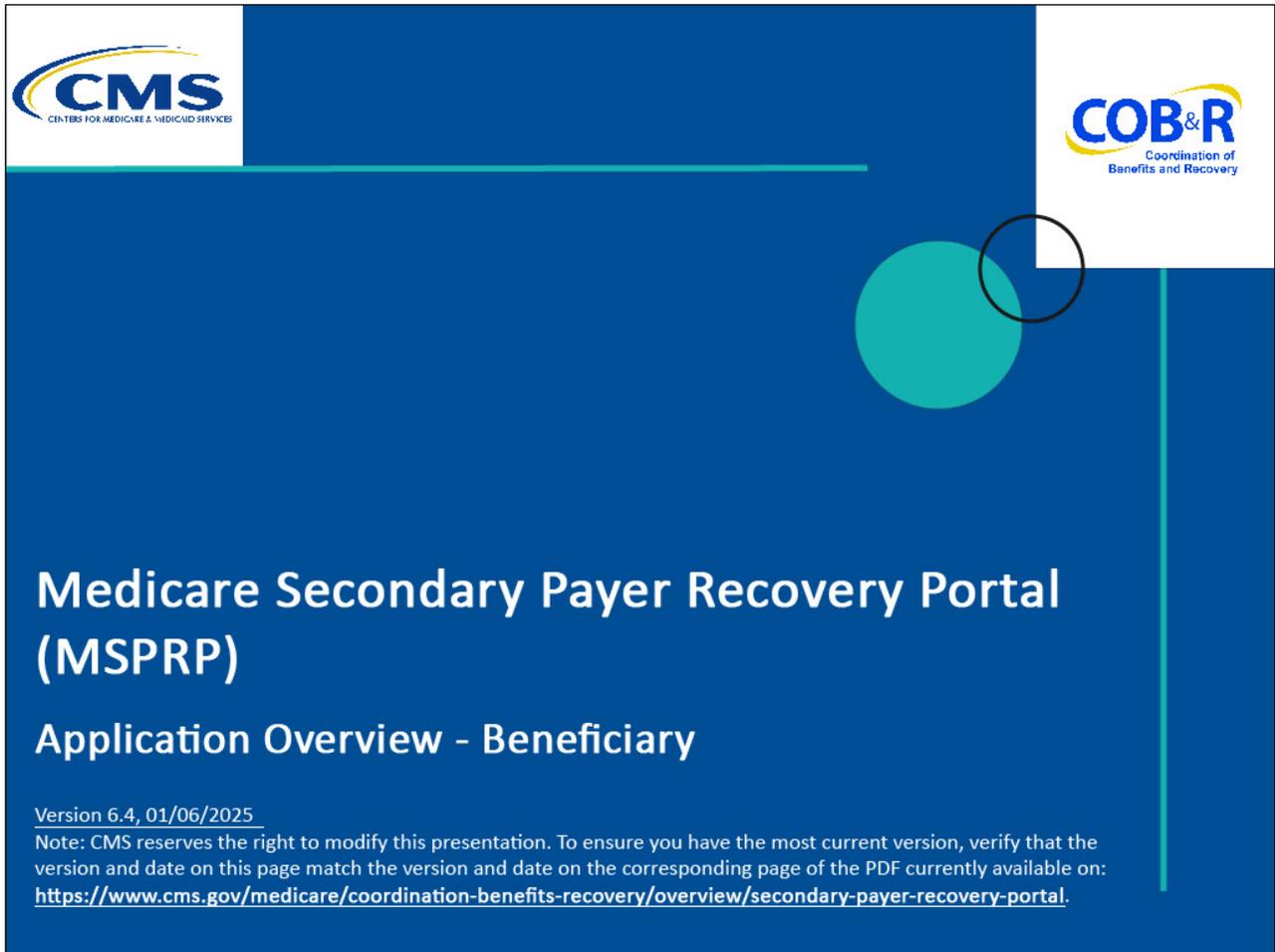


## Application Overview - Beneficiary Introduction

### Slide 1 of 28 - Application Overview - Beneficiary Introduction



**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

# Medicare Secondary Payer Recovery Portal (MSPRP)

## Application Overview - Beneficiary

Version 6.4, 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/secondary-payer-recovery-portal>.

### Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Application Overview - Beneficiary Introduction course. Note: This module is intended for beneficiaries.

**Slide 2 of 28 - 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 found in the MSPRP User Manual found at the following link:  
<https://www.cob.cms.hhs.gov/MSPRP/>.

**Slide notes**

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 found in the MSPRP User Manual found at the following link:  
<https://www.cob.cms.hhs.gov/MSPRP/>.

**Slide 3 of 28 - Course Overview**

## Course Overview

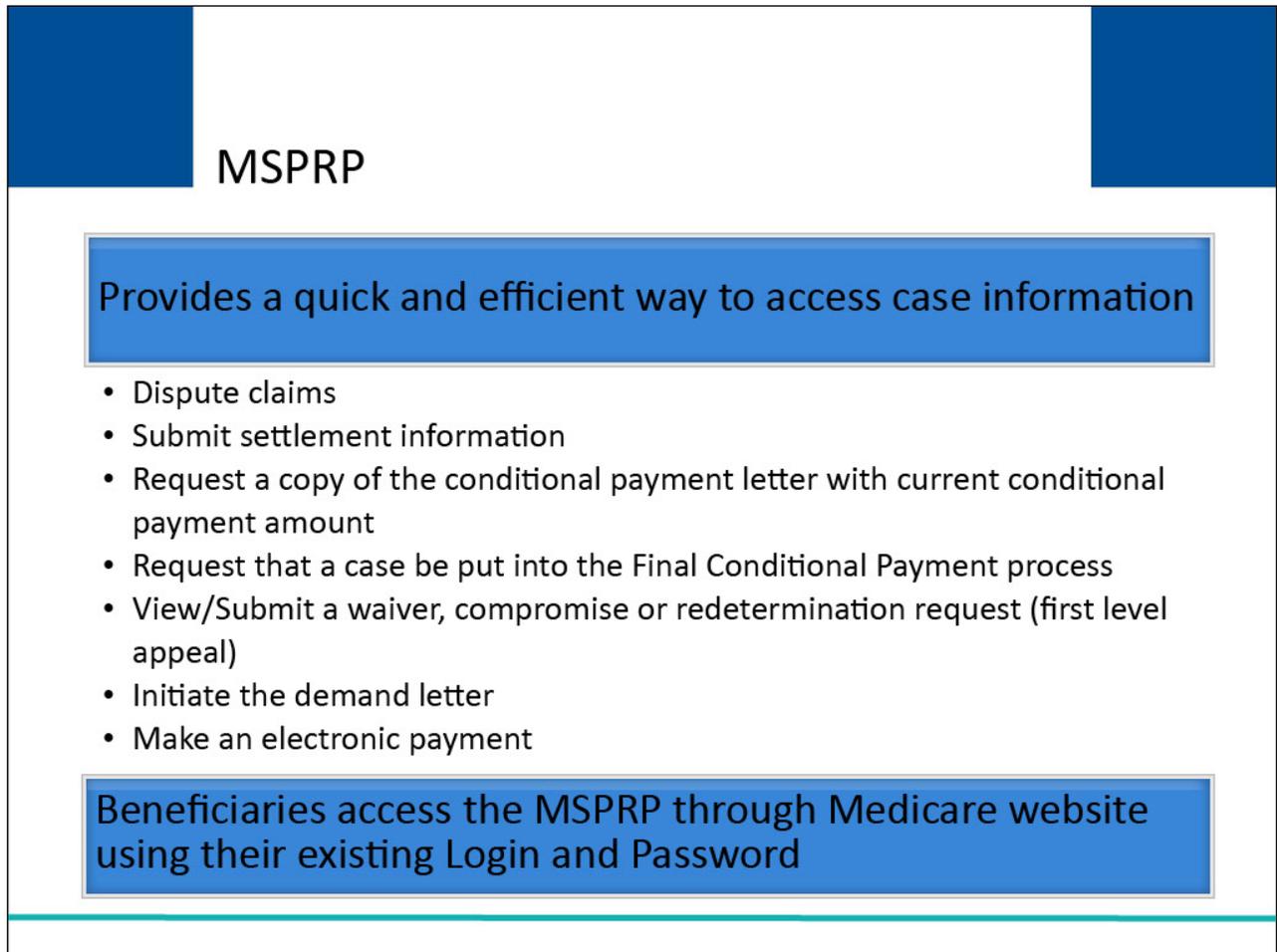
- MSPRP Overview
  - Navigation guidelines
  - Search for a case
  - Case Information page



**Slide notes**

This course will provide an overview of the MSPRP and how it can be accessed, including general navigation guidelines.

It also includes information on how to search for a case and the Case Information page.

**Slide 4 of 28 - MSPRP**The slide features a white background with two blue rectangular accents at the top corners. The title 'MSPRP' is centered at the top. Below it, a blue box contains the text 'Provides a quick and efficient way to access case information'. This is followed by a bulleted list of seven items. At the bottom, another blue box states that beneficiaries access the MSPRP through the Medicare website using their existing login and password.

## MSPRP

Provides a quick and efficient way to access case information

- Dispute claims
- Submit settlement information
- Request a copy of the conditional payment letter with current conditional payment amount
- Request that a case be put into the Final Conditional Payment process
- View/Submit a waiver, compromise or redetermination request (first level appeal)
- Initiate the demand letter
- Make an electronic payment

Beneficiaries access the MSPRP through Medicare website using their existing Login and Password

**Slide notes**

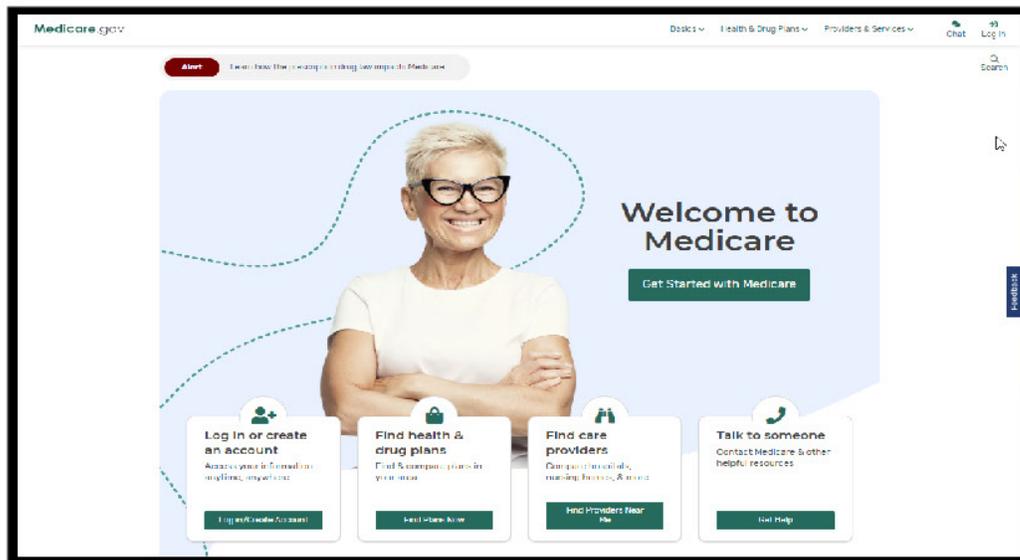
The MSPRP provides a quick and efficient way to access case information. You may dispute claims, submit settlement information, request a conditional payment letter with the Current Conditional Payment Amount, request that a case be put into the Final Conditional Payment process, submit a wavier, compromise, or redetermination request (first level appeal), initiate the demand letter, and make an electronic payment.

Beneficiaries will access the MSPRP through the Medicare website at <https://medicare.gov> using their existing Login ID and Password for that application. They will not need to obtain a Login ID and Password for the MSPRP.

Slide 5 of 28 - Getting Started

## Getting Started

- Go to Medicare.gov website: <https://www.medicare.gov/>



**Slide notes**

To access the MSPRP, enter the following URL into your Web browser: <https://www.medicare.gov/>. You will be taken to the Medicare website.

**Slide 6 of 28 - Getting Started**

## Getting Started

- After successful login and entry to the MSP section
  - Click the [Case ID] link in the “Payment Details” box or
  - Click the [Go to MSPRP] button

**Slide notes**

After you successfully login and enter the MSP section, you can access or click the MSPRP in two different ways: click the Case ID link in the “Payment Details” box on the Medicare page of the case you would like to access, or click the Go to MSPRP button.

Slide 7 of 28 - Case Information Page

**Case Information**

Case ID: 201117409000150 Medicare ID: 987654321A  
 Beneficiary DOB: 02/08/1940  
 Beneficiary Last Name: Smith  
 Treasury Account Number: 12345678

Case Type: Liability Insurance  
 Case Status: Demand [What is this?](#)  
 Current Status of Debt: Intent to Refer Letter Sent  
 Treasury Referral Date: 01/01/2016

RRE Name: Sample Name

Date of Incident: 09/15/2009  
 Industry Date of Incident: 09/15/2009 [What is this?](#)  
 ORM: Yes

Authorization Level: Proof of Representation  
 Authorization Status: Verified [What is this?](#)  
 ORM Termination Date: 01/01/2016

Payment Information | [Electronic Payment History](#) | [Refund Information](#) | [Correspondence Activity](#) | [Waiver/Redetermination/Appeal/Compromise](#) | [Final Conditional Payment Process](#)

\*Current Conditional Payment Amount: \$2,800.00  
 \*Note: Claims are retrieved daily. This amount is current as of: 07/23/2018. Please be advised that the claims associated to this case are currently being evaluated for relevance. This typically takes 3-5 business days. The conditional payment amount will be automatically updated once this process is complete. Please contact the BCR or CRC at (855) 798-2627 if immediate assistance with this amount is required.

Rights and Responsibilities Letter Mail Date: 08/10/2010  
 Section 111 No-Fault Policy Limit Reported: \$32456.76

Conditional Payment Letter Amount: \$498.08  
 Conditional Payment Letter Mail Date: 08/01/2011  
 Conditional Payment Amount Update Requested: 08/01/2011

Conditional Payment Notice Amount: \$500.00  
 Conditional Payment Notice Mail Date: 08/18/2011  
 Conditional Payment Notice Response Due Date: 07/31/2011

Demand Letter Mail Date: 08/01/2011  
 Demand Amount: \$3,754.00  
 Interest Rate: 10%  
 Last Interest Accrual Date: 08/08/2018  
 Total Interest Accrued: \$145.79

Balance Amount: \$1,234.56  
 Balance as of Date: 08/30/2011  
 Remaining Principal Balance Amount: \$1,234.56  
 Principal Activity Amount: \$8,971.40  
 Remaining Interest Balance Amount: \$1,234.56  
 Interest Activity Amount: \$145.79

[Make a Payment](#) [What is this?](#) Note: Remaining balance amounts may not reflect recent payments.

Slide notes

When you click the [Case ID] link in the “Payment Details” box on the Medicare page, a new window will open displaying the MSPRP Case Information page for that Case ID.

The top-half of the Case Information page allows you to view information related to the Case ID, such as:

Case Type (type of insurance coverage provided by the plan for the case (liability, workers’ compensation, or no-fault)), Case Status (In Development, Open, Claim Retrieval, Demand, Bill Issued, Transitioned or Closed), and Date of Incident.

Other Case Information that is presented in the default Payment Information tab includes the Rights and Responsibilities Letter Mail Date, the Conditional Payment Letter Mail Date, the Current Conditional Payment Amount, and the Conditional Payment Amount Updated on a date. If a demand letter was issued, the date of this letter and the demand amount will display. If a Conditional Payment Notice (CPN) was issued, the date of this letter, the CPN amount, and the CPN response due date will display.

Also, when there is a balance, the Balance Amount and Balance as of Date will display along with the Remaining Principal Balance Amount and Remaining Interest Balance Amount. You also have the ability to make an electronic payment. by clicking the “Make A Payment” button. on the Payment Information tab. The accepted payment of methods is Automated Clearing House- ACH (or banking information), debit card, and PayPal accounts (linked to a banking account). Credit card payments are not currently accepted.

To prevent users from taking any action on BCRC or CRC NGHP ORM (Ongoing Responsibility for Medicals) cases related to a deleted Section 111 lead, the following:

Case Information page actions will be disabled for cases with deleted S111 leads:

- View/Request Authorizations,

- Request an update to the conditional payment amount, and

- Request a mailed copy of the conditional payment letter

A new field, Treasury Account Number (i.e., the unique Department of Treasury Federal Agency ID assigned to a debt), has been added to the Case Information page to assist Non-Group Health Plan (NGHP) debtors when they discuss their debt with Treasury.

**Slide 8 of 28 - Case Information - Electronic Payment Tab**

Payment Information

Electronic Payment History

Refund Information
Correspondence Activity
Waiver/Redetermination/ Appeal/ Compromise
Final Conditional Payment Process

**Demand Letter Mail Date:** 04/15/2020  
**Demand Amount:** \$3,500.00

**Remaining Principal Balance Amount:** \$2,500.00  
**Remaining Interest Balance Amount:** \$0.00  
**Total Remaining Balance Amount:** \$2,500.00

When the payment process at Pay.gov has finalized and the Pay.gov Status is **Accepted**, your payment will be processed by the BCRC/CRC and applied to the remaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is **Complete**.

Payment Date	Payment Method	Account Holder Name	Payment Amount	Pay.gov Payment Status	Pay.gov Confirmation Number	Demand Balance Status	Demand Balance Update Date
06/10/2019	ACH	John Dorsett	\$2,500.00	Accepted	34786590	In Process	
05/01/2019	PayPal	John Dorsett	\$1,000.00	Accepted	43578796	Complete	5/7/2019
05/01/2019	Debit Card	John Dorsett	\$1,000.00	Pending	34535478		
05/01/2019	Unknown	John Dorsett	\$1,000.00	Declined	99999999		

*Note: Only payments made electronically will display on this page. To verify if a paper check was received, please click on the Correspondence Activity tab and select 'Correspondence Received'.*

**Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:**

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)

**Slide notes**

The Electronic Payment History tab displays all electronic payments submitted through the MSPRP on Pay.gov and is only displayed when there is electronic payment data for the case.

**Slide 9 of 28 - Case Information - Refund Information Tab**

<a href="#">Payment Information</a>	<a href="#">Electronic Payment History</a>	<b>Refund Information</b>	<a href="#">Correspondence Activity</a>	<a href="#">Waiver/Redetermination/ Appeal/ Compromise</a>	<a href="#">Final Conditional Payment Process</a>
-------------------------------------	--	---------------------------	---	--	---

---

**Demand Letter Mail Date:** 06/01/2011      **Demand Amount:** \$3754.00  
**Balance Amount:** \$1234.56      **Balance as of Date:** 06/30/2011

**Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:**

- [View / Request Authorizations](#)
- [Request an update to the conditional payment amount](#) [What is this?](#)
- [Request an electronic conditional payment letter with Current Conditional Payment Amount](#) [What is this?](#)
- [Request a mailed copy of the conditional payment letter](#) [What is this?](#)
- [Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement](#) [What is this?](#)
- [Calculate Final Conditional Payment Amount](#) [What is this?](#)
- [Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount](#) [What is this?](#)
- [View / Dispute Claims Listing](#) [What is this?](#)
- [View/Provide the Notice of Settlement Information](#) [What is this?](#)
- [Initiate Demand Letter](#) [What is this?](#)
- [View / Submit Redetermination \(First Level Appeal\)](#) [What is this?](#)
- [Submit Waiver Request](#) [What is this?](#)

**Slide notes**

If there is a refund on the case, the refund date will appear in the Demand Letter Mail Date field, Balance Amount, Demand Amount, and Balance as of Date can be viewed by clicking the “Refund Information” tab.

**Slide 10 of 28 - Case Information - Correspondence Activity Tab**

Payment Information
Electronic Payment History
Refund Information

Correspondence Activity

Waiver/Redetermination/ Appeal/ Compromise
Final Conditional Payment Process

---

**Select the correspondence option you wish to view:**

All Correspondence Received and All Letters sent
  Correspondence Received
  Letters Sent

Correspondence Type	Uploaded Document Name	Date Received	Date Sent	Status	Status Date
Redetermination testing with long descriptions to see if it will wrap or not.	Document1	03/01/2015		Open	03/01/2015
Notice of Settlement Information	Document2	03/01/2001		Closed	03/01/2001
<a href="#">1st Level Appeal Request</a>				Open	03/01/2017
<a href="#">Special Project Case Correspondence</a>				Open	03/01/2017

**Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:**

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)

**Slide notes**

The Correspondence Activity tab will display a listing of all correspondence that has been sent or received for the case.

The Case Information page has been updated to allow users to view and print outgoing correspondence on the MSPRP. This page now allows beneficiaries or authorized representatives logged in using MFA to click the Correspondence Type to open a PDF of outgoing correspondence using a new Images for Correspondence Type page.

To view outgoing letters on the Correspondence Activity tab, users must have logged in with multi-factor authentication (MFA) and have a verified authorization, which has been either a beneficiary Proof of Representation (POR) or a Recovery Agent Authorization. With this release, the list of allowed authorizations now includes Consent to Release (CTR) authorizations.

**Slide 11 of 28 - Case Information - Waiver/Redetermination/Appeal/Compromise Tab**

Payment Information
Electronic Payment History
Refund Information
Correspondence Activity

Waiver/  
Redetermination/  
Appeal/  
Compromise

Final Conditional Payment Process

---

Waiver information

Received	Decision	Decision Date
04/01/2017	Pending Review	
10/30/2016	Dismissal	12/31/2016

Redetermination Information

Received	Decision	Decision Date
04/01/2017	Pending Review	

Compromise Information

Received	Decision	Decision Date
04/01/2017	Pending Review	

QIC Information

Received	Decision	Decision Date
04/01/2017	Pending Review	

ALJ Information

Received	Decision	Decision Date
04/01/2017	Pending Review	

**Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:**

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- Calculate Final Conditional Payment Amount [What is this?](#)

**Slide notes**

The “Waiver/Redetermination/Compromise” tab displays the received date, decision and decision date for submitted waivers, redeterminations, and compromise requests.

**Slide 12 of 28 - Case Information - Final Conditional Payment Process Tab**

## Case Information

[Print this page](#)   [Quick Help : Help About This Page](#)

<p><b>Case ID:</b> 201117409000150</p> <p><b>Case Type:</b> Liability Insurance</p> <p><b>Case Status:</b> Demand <a href="#">What is this?</a></p> <p><b>Current Status of Debt:</b> Intent to Refer Letter Sent</p> <p><b>RRE Name:</b> Sample Name</p> <p><b>Date of Incident:</b> 09/15/2009</p> <p><b>Industry Date of Incident:</b> 09/15/2009 <a href="#">What is this?</a></p> <p><b>ORM:</b> Yes</p>	<p><b>Medicare ID:</b> 987654321A</p> <p><b>Beneficiary DOB:</b> 02/08/1940</p> <p><b>Beneficiary Last Name:</b> Smith</p> <p><b>Treasury Account Number:</b> 12345678</p> <p><b>Treasury Referral Date:</b> 01/01/2016</p> <p><b>Authorization Level:</b> Proof of Representation</p> <p><b>Authorization Status:</b> Verified <a href="#">What is this?</a></p> <p><b>ORM Termination Date:</b> 01/01/2016</p>
---	--

---

<a href="#">Payment Information</a>	<a href="#">Electronic Payment History</a>	<a href="#">Refund Information</a>	<a href="#">Correspondence Activity</a>	<a href="#">Waiver/Redetermination/ Appeal/ Compromise</a>	<a href="#">Final Conditional Payment Process</a>
-------------------------------------	--	------------------------------------	---	--	---

---

<p><b>Final Conditional Payment Status:</b> Complete</p> <p><b>Final Conditional Payment Status Date:</b> 07/01/2017</p> <p><b>Final Conditional Payment Process Initiated:</b> 06/05/2017</p> <p><b>Request Final Conditional Payment by:</b> 08/01/2017</p>	<p><b>Final Conditional Payment Requested:</b> 05/01/2017</p> <p><b>Final Conditional Payment Amount:</b> \$4528.00</p> <p><b>120 days' Notice of Anticipated Settlement Mail Date:</b> 04/01/2017</p>
---	--

**Slide notes**

If your case is in the Final Conditional Payment Process, details can be viewed on the “Final Conditional Payment Process” tab.

**Slide 13 of 28 - Case Actions**

Interest Activity Amount: \$149.79  
 Note: Remaining balance amounts may not reflect recent payments.

[Make a Payment](#) [What is this?](#)

**Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:**

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- Calculate Final Conditional Payment Amount [What is this?](#)
- Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- View/Provide the Notice of Settlement Information [What is this?](#)
- Initiate Demand Letter [What is this?](#)
- View / Submit Redetermination (First Level Appeal) [What is this?](#)
- Submit Waiver Request [What is this?](#)
- Submit Compromise Request [What is this?](#)
- Submit Case Documentation [What is this?](#)

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

**Slide notes**

The bottom half of the Case Information page identifies various actions that can be taken on the case.

The Request an electronic conditional payment letter with Current Conditional Payment Amount action is used to generate an electronic copy of the conditional payment letter (CPL)

with the current conditional payment amount and the associated case and claims information as displayed on the Case Information page.

The MSPRP will generate the electronic conditional payment letter (eCPL) in a separate browser window, along with the Payment Summary Form (PSF), in .PDF format.

The Request a mailed copy of the conditional payment letter action is used to request a CPL.

This letter identifies Medicare's current conditional payment amount for the case and includes a PSF that lists each payment made by Medicare that was related to the case.

It is mailed to you and any other individual/entity you have authorized to have this information. For more information on conditional payments, see the Conditional Payments - Beneficiary CBT.

The Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement is used to carry out Final Conditional Payment processes, if applicable.

The View/Dispute Claims Listing action is used to view and/or dispute the claims included in the conditional payment amount.

When this action is selected, the MSPRP will display all claim information that is included in the conditional payment amount.

If you identify claims that are not related to the case, you can select them for dispute. Medicare will then review the disputed claims and make a determination as to whether the claims are/are not associated to the case.

The conditional payment amount will be adjusted accordingly. Note: If the insurer is the identified debtor on the case, the beneficiary may not be able to select claims for dispute.

For more information, see the Disputing a Claim - Beneficiary CBT. The Provide the Notice of Settlement Information action is used to submit Notice of Settlement information.

This action is for Liability and Workers' Compensation cases only. Once the Notice of Settlement information is provided, Medicare will initiate the process of issuing a final Demand

or Bill based on the selected settlement option (i.e., Attorney Fees, Attorney Fees Percentage, or Fixed Percentage Option).

This action is also used to elect the Fixed Percentage Option (when applicable). For more information, see the Submitting Settlement Information CBT.

The Initiate Demand Letter action is used to initiate the demand process early when you receive a Conditional Payment Notice (CPN) and agree with the Conditional Payment Amount listed in that letter. If additional action is needed the Initiate demand letter, the user will be unable to continue with a demand. For example, if there is still open correspondence, the correspondence will have to be submitted before the initiation of the demand letter.

The Submit Compromise Request action allows you to submit a request that the Medicare program grant a compromise for the amount you owe on a debt and to accept a lesser amount. You can request a compromise before a demand letter is issued (called a pre-settlement compromise), or after the case settles and funds have been paid (called a post-settlement compromise).

The Submit Case Documentation action...

This page also contains a previous button, the user does not have to return to the Account List page or restart your search a new search.

### Slide 14 of 28 - Submit Waiver Request

Interest Activity Amount: \$149.79  
Note: Remaining balance amounts may not reflect recent payments.

[Make a Payment](#) [What is this?](#)

**Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:**

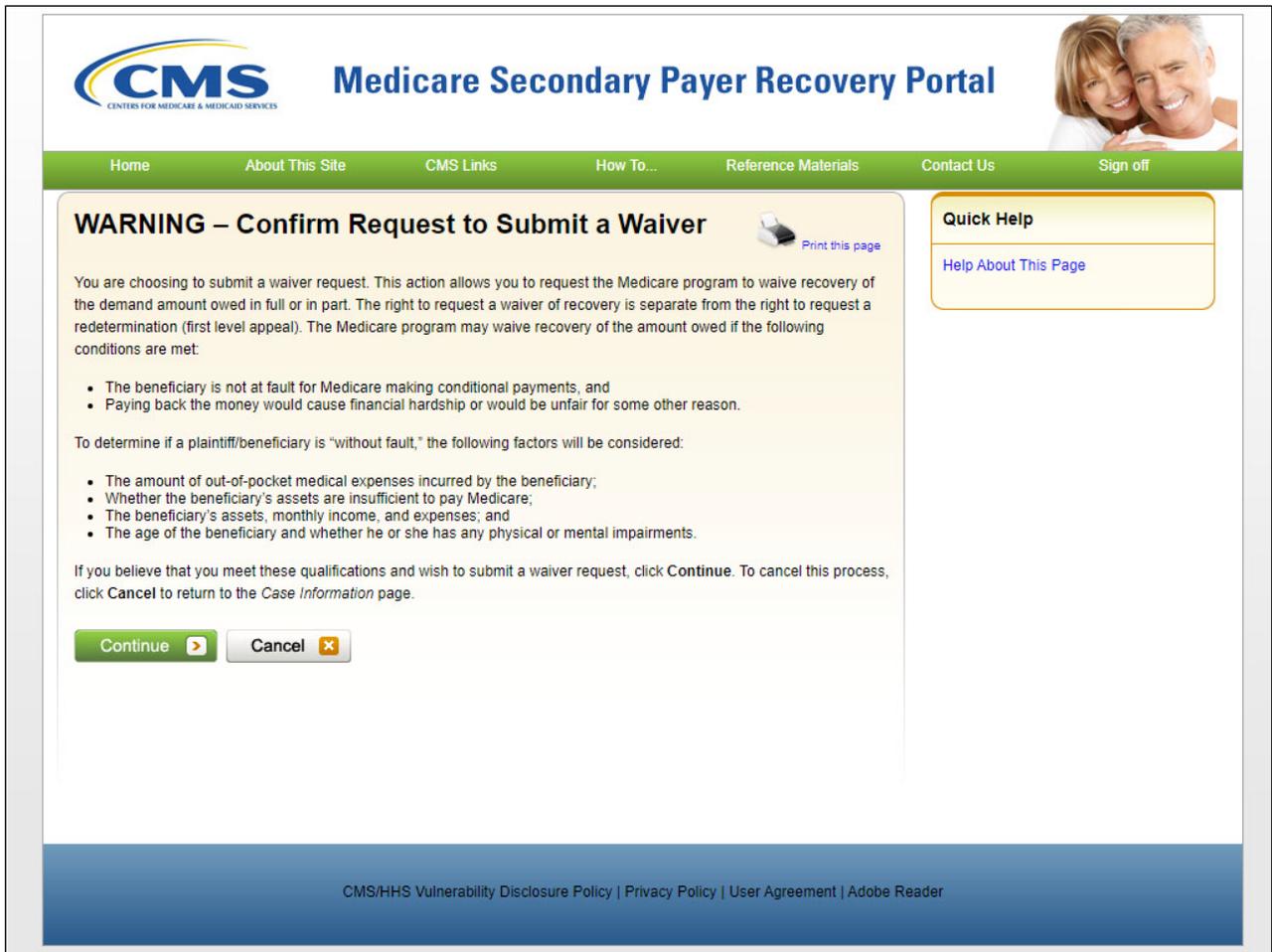
- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- Calculate Final Conditional Payment Amount [What is this?](#)
- Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- View/Provide the Notice of Settlement Information [What is this?](#)
- Initiate Demand Letter [What is this?](#)
- View / Submit Redetermination (First Level Appeal) [What is this?](#)
- Submit Waiver Request [What is this?](#)**
- Submit Compromise Request [What is this?](#)
- Submit Case Documentation [What is this?](#)

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

#### Slide notes

To submit a Waiver Request, select the radio button and then select Continue.

## Slide 15 of 28- Warning - Confirm Request to Submit a Waiver Page



The screenshot displays the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Center for Medicare & Medicaid Services). To the right is the title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off.

The main content area features a yellow warning box with the heading "WARNING – Confirm Request to Submit a Waiver" and a "Print this page" icon. The text explains that submitting a waiver request allows the Medicare program to waive recovery of the demand amount owed in full or in part. It lists two conditions for waiver:

- The beneficiary is not at fault for Medicare making conditional payments, and
- Paying back the money would cause financial hardship or would be unfair for some other reason.

It then lists factors considered to determine if a plaintiff/beneficiary is "without fault":

- The amount of out-of-pocket medical expenses incurred by the beneficiary;
- Whether the beneficiary's assets are insufficient to pay Medicare;
- The beneficiary's assets, monthly income, and expenses; and
- The age of the beneficiary and whether he or she has any physical or mental impairments.

At the bottom of the warning box, it states: "If you believe that you meet these qualifications and wish to submit a waiver request, click **Continue**. To cancel this process, click **Cancel** to return to the *Case Information* page." Below this text are two buttons: "Continue" with a right-pointing arrow and "Cancel" with a close (X) icon.

On the right side of the page, there is a "Quick Help" section with a "Help About This Page" link.

The footer of the page contains the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

## Slide notes

The Submit Waiver Request action is used to submit a request for a waiver.

A waiver is when all or part of the demand amount owed to Medicare is dismissed. When submitting a Waiver Request from the case information page, a warning page will appear, to confirm submitting a waiver request is the action you want to complete.

### Slide 16 of 25 - Submit Compromise Request

Interest Activity Amount: \$149.79  
Note: Remaining balance amounts may not reflect recent payments.

[Make a Payment](#) [What is this?](#)

**Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:**

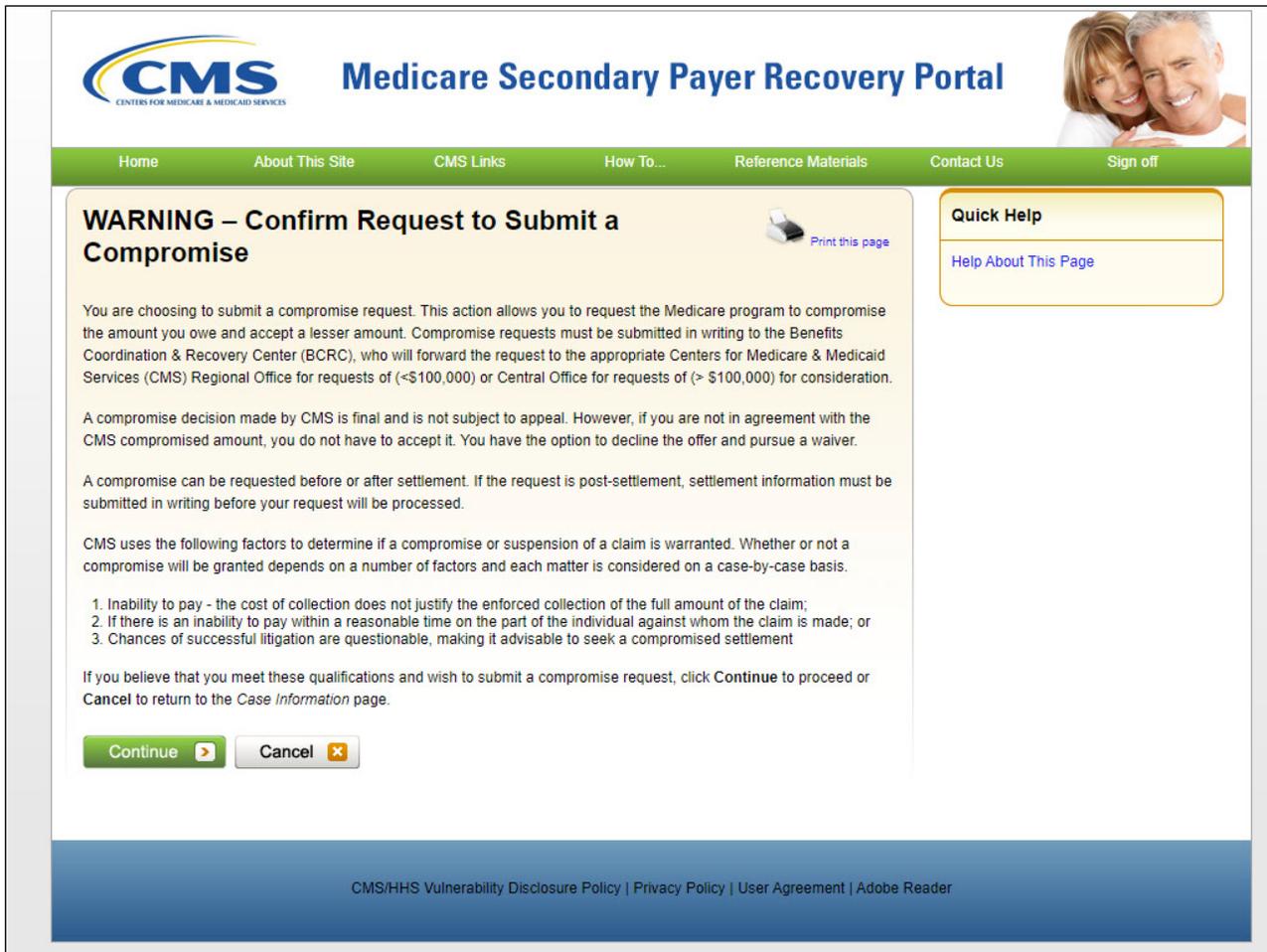
- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- Calculate Final Conditional Payment Amount [What is this?](#)
- Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- View/Provide the Notice of Settlement Information [What is this?](#)
- Initiate Demand Letter [What is this?](#)
- View / Submit Redetermination (First Level Appeal) [What is this?](#)
- Submit Waiver Request [What is this?](#)
- Submit Compromise Request [What is this?](#)**
- Submit Case Documentation [What is this?](#)

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

#### Slide notes

To submit a Compromise Request, select the radio button and then select Continue.

## Slide 17 of 28 - Warning - Confirm Request to Submit a Compromise Page



The screenshot displays the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. A green navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off.

The main content area features a yellow warning box with the heading "WARNING – Confirm Request to Submit a Compromise" and a "Print this page" icon. The text explains that submitting a compromise request allows the user to request Medicare to accept a lesser amount than owed. It specifies that requests must be submitted in writing to the BCRC for amounts under \$100,000 or the Central Office for amounts over \$100,000. It also states that the decision is final and not subject to appeal, and that a compromise can be requested before or after settlement.

Below the text are three numbered factors CMS uses to determine if a compromise is warranted:

1. Inability to pay - the cost of collection does not justify the enforced collection of the full amount of the claim;
2. If there is an inability to pay within a reasonable time on the part of the individual against whom the claim is made; or
3. Chances of successful litigation are questionable, making it advisable to seek a compromised settlement

At the bottom of the warning box, it says: "If you believe that you meet these qualifications and wish to submit a compromise request, click **Continue** to proceed or **Cancel** to return to the *Case Information* page." Below this text are two buttons: a green "Continue" button with a right-pointing arrow and a grey "Cancel" button with a red 'X' icon.

On the right side of the page, there is a "Quick Help" box with a yellow border containing a link for "Help About This Page".

At the bottom of the page, a blue footer bar contains the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

## Slide notes

The Submit Compromise Request action allows you to submit an offer for Medicare to accept less than the amount Medicare is owed. When Submitting Compromise Request, from the case information page, a warning page will appear to confirm submitting a compromise request is the action you want to complete.

You can request a compromise before a demand letter is issued (called a pre-settlement compromise), or after the case settles and funds have been paid (called a post-settlement compromise).

**Slide 18 of 28 - View/Submit Redetermination**

Interest Activity Amount: \$149.79  
Note: Remaining balance amounts may not reflect recent payments.

[Make a Payment](#) [What is this?](#)

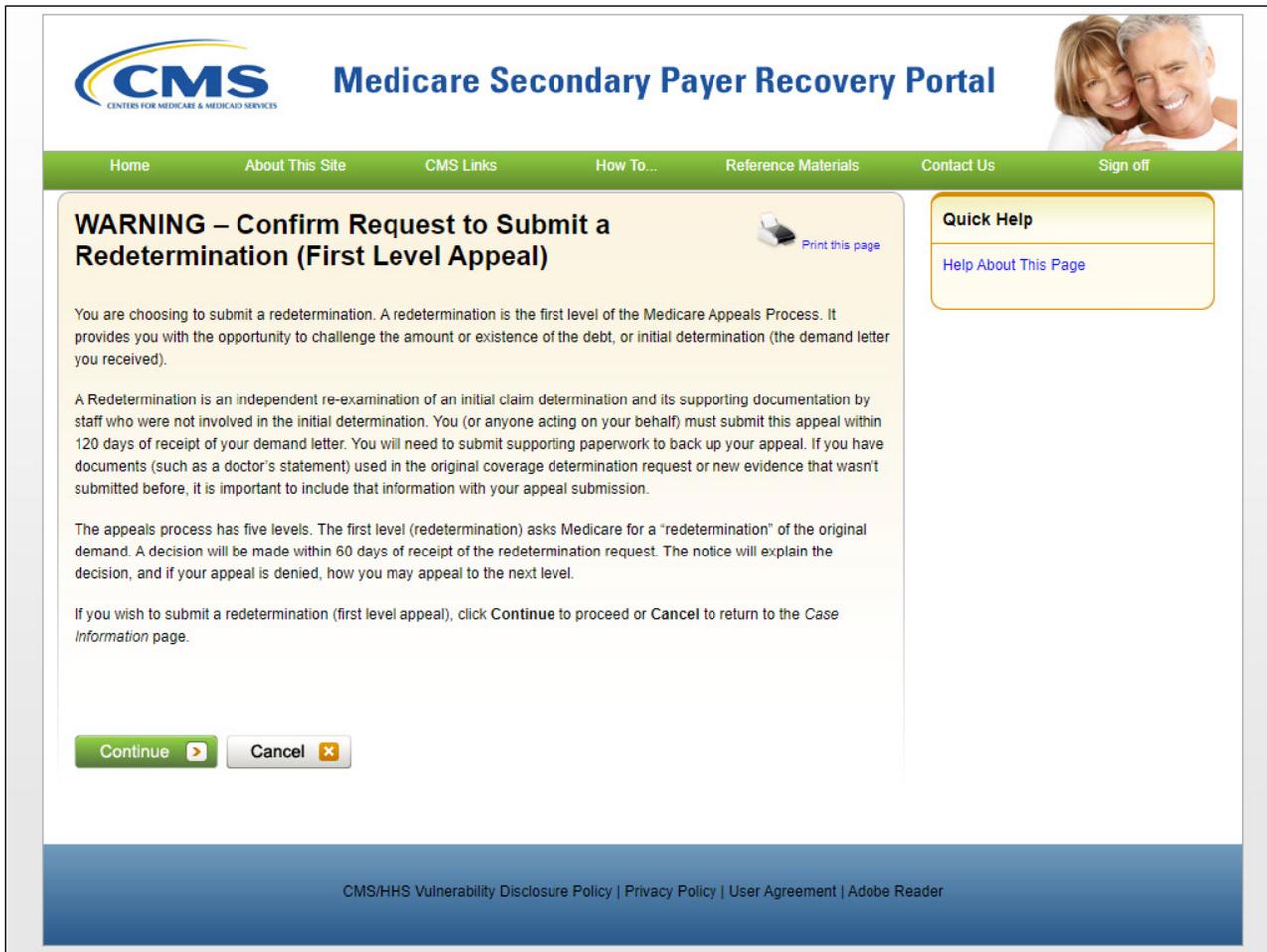
**Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:**

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- Calculate Final Conditional Payment Amount [What is this?](#)
- Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- View/Provide the Notice of Settlement Information [What is this?](#)
- Initiate Demand Letter [What is this?](#)
- View / Submit Redetermination (First Level Appeal) [What is this?](#)**
- Submit Waiver Request [What is this?](#)
- Submit Compromise Request [What is this?](#)
- Submit Case Documentation [What is this?](#)

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

**Slide notes**

To view/submit a Redetermination select the radio button and then select Continue.

**Slide 19 of 28 - Warning - Confirm Request to Submit a Redetermination Page**

The screenshot displays the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area has a yellow background and is titled "WARNING – Confirm Request to Submit a Redetermination (First Level Appeal)". A "Print this page" icon is in the top right of this section. The text explains that a redetermination is the first level of the Medicare Appeals Process, allowing users to challenge the amount or existence of a debt or initial determination. It states that a redetermination is an independent re-examination of an initial claim determination and its supporting documentation, with a 120-day deadline for submission. It also notes that the appeals process has five levels and that a decision will be made within 60 days. At the bottom of the text are two buttons: "Continue" (with a play icon) and "Cancel" (with an 'x' icon). To the right of the main text is a "Quick Help" box with a "Help About This Page" link. The footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

**Slide notes**

The View/Submit Redetermination case action is used to identify claims that you believe are not related to this case and include them in the request.

When a redetermination request is being processed at any level of review, no collection action will be taken.

When attempting to submit a redetermination, a warning page will appear to confirm Redetermination is the action you want to complete.

Authorized representatives will be able to submit a redetermination request and reason to request once per claim/line item.

**Slide 20 of 28 - Welcome! Page**

The screenshot shows the Medicare Secondary Payer Recovery Portal homepage. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. Below the title is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off.

The main content area is divided into two columns. The left column has a "Welcome!" heading followed by a paragraph: "The Medicare Secondary Payer Recovery Portal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim." Below this is another paragraph: "With the use of this portal, you may request an update conditional payment amount, submit settlement information and dispute claims." This is followed by three paragraphs, each with a link: "To request information regarding a case you have not already associated to your account, click the Request Case Access link below.", "To see cases that you have previously associated to your account, click the Case Listing link below.", and "To submit a new case, click the Report A Case link below." At the bottom of this column are three blue links: "Request Case Access", "Case Listing", and "Report A Case".

The right column has two sections. The first is "Quick Help" with a link "Help About This Page". The second is "Account Settings" with links "Update Account Information", "Designee Maintenance", and "View Account Activity".

**Slide notes**

When you click [Go to MSPRP] on the Medicare Secondary Payer (MSP) page of the Medicare.gov website, the MSPRP Home page will appear. Note: This page can also be accessed from any page in the MSPRP when you click [Home] on the menu bar.

Below the Welcome message are three links, Request Case Access, Case Listing, and Report a Case.

Request Case Access is used to search for a case using the Case ID number.

Case Listing is used to view the list of Case IDs available to you.

Report a Case displays the Case Creation page and is used to enter data related to your case and begin the case creation process.

## Slide 21 of 28 - New Case Request Page

CENTERS FOR MEDICARE & MEDICAID SERVICES

Home About This Site CMS Links How To... Reference Materials Contact Us Sign off

**Request Case Access**

The information requested below will be validated to ensure you have the appropriate authority to access the Medicare Secondary Payer record. Once your information is validated you will continue to the next step where you will see the available options for the case.

To begin the case inquiry process, enter the required Case ID and click the Continue button. To cancel the case creation process, click the Cancel button to return to the Home page.

An asterisk (\*) indicates a required field.

\*Case ID:

Medicare ID: 987654321A

Beneficiary Last Name: Smith

Beneficiary Date of Birth: 02 / 15 / 1940

Previous Continue Cancel

Quick Help  
Help About This Page

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

## Slide notes

When the Request Case Access link is selected, the Request Access Page will appear.

MSRP pages may include the following buttons: [Continue] and [Cancel]. The [Previous] button will return you to the previous page.

The [Continue] button will advance you to the next page if there are no errors on the current page. [Cancel] will return you to the Home/Welcome page. When [Cancel] is clicked, the information entered will not be saved.

To request case access, you are required to enter the Case ID (Case Identification), all other information will prepopulate.

The Case ID can be found on any case-specific correspondence received from Medicare such as the Rights and Responsibilities Letter or CPL. After entering this information, click [Continue].

If the case is not located, a message stating, 'No Matching Case Record Found based upon the information provided will appear.

Note: The following cases will not be available on the MSPRP: Cases referred to CMS, Cases referred to the Department of Justice, and Cases involving Workers' Compensation Medicare Set-Aside Amount (WCMSA).

WCMSA cases are only accessible on the Workers' Compensation Medicare Set-Aside Portal (WCMSAP).

For information on the WCMSAP, see the following link: <http://go.cms.gov/wcmsa>. If the case is located, the Case Information page will display for the requested case.

**Slide 22 of 28 - Case Listing Page**

Home About This Site CMS Links How To... Reference Materials Contact Us Sign off

[Print this page](#)

## Case Listing

Below is a listing of the cases for which you have previously requested information.

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link. To perform a search, enter any search criteria and click the **Search** button.

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, you can add this case using the Report A Case link found on the MSPRP Welcome page.

**Case ID:**

The Case Listing is sorted by Case ID in ascending order. Selecting **Cancel** will return to the Home Page.

\* Case IDs denoted with an asterisk were reported via the Report A Case process on the MSPRP.

### Cases

Case ID
201117409000150
201117409000151
201117409000152
201117409000153*

**Quick Help**

[Help About This Page](#)

**Slide notes**

When the Case Listing link is selected on the Home page, the Case Listing page will appear. The cases that are available to you appear at the bottom of this page.

The Case Listing is sorted by Case ID. You may click [Print this page] to print the case listing for record-keeping purposes.

This page also allows you to search for a case by entering the Case ID and then clicking [Search]. Once [Search] is clicked, the case that met the search criteria will display at the bottom of the page.

To view case information on a specific case, click the Case ID.

Slide 23 of 28 - Case Information Page

Home
About This Site
CMS Links
How To...
Reference Materials
Contact Us
Sign off

### Case Information Print this page [Quick Help : Help About This Page](#)

Case ID: 201117409000150  Case Type: Liability Insurance Case Status: Demand <a href="#">What is this?</a> Current Status of Debt: Intent to Refer Letter Sent  RRE Name: Sample Name  Date of Incident: 09/15/2009 Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a> ORM: Yes	Medicare ID: 987654321A Beneficiary DOB: 02/08/1940 Beneficiary Last Name: Smith Treasury Account Number: 12345678  Treasury Referral Date: 01/01/2016  Authorization Level: Proof of Representation Authorization Status: Verified <a href="#">What is this?</a> ORM Termination Date: 01/01/2016
--	---

Payment Information	<a href="#">Electronic Payment History</a>	<a href="#">Refund Information</a>	<a href="#">Correspondence Activity</a>	<a href="#">Waiver/Redetermination/ Appeal/ Compromise</a>	<a href="#">Final Conditional Payment Process</a>
---------------------	--	------------------------------------	---	--	---

\*Current Conditional Payment Amount: \$2,800.00  
 \*Note: Claims are retrieved daily. This amount is current as of: 07/23/2018. Please be advised that the claims associated to this case are currently being evaluated for relevance. This typically takes 3-5 business days. The conditional payment amount will be automatically updated once this process is complete. Please contact the BCRC or CRC at (855) 798-2627 if immediate assistance with this amount is required.

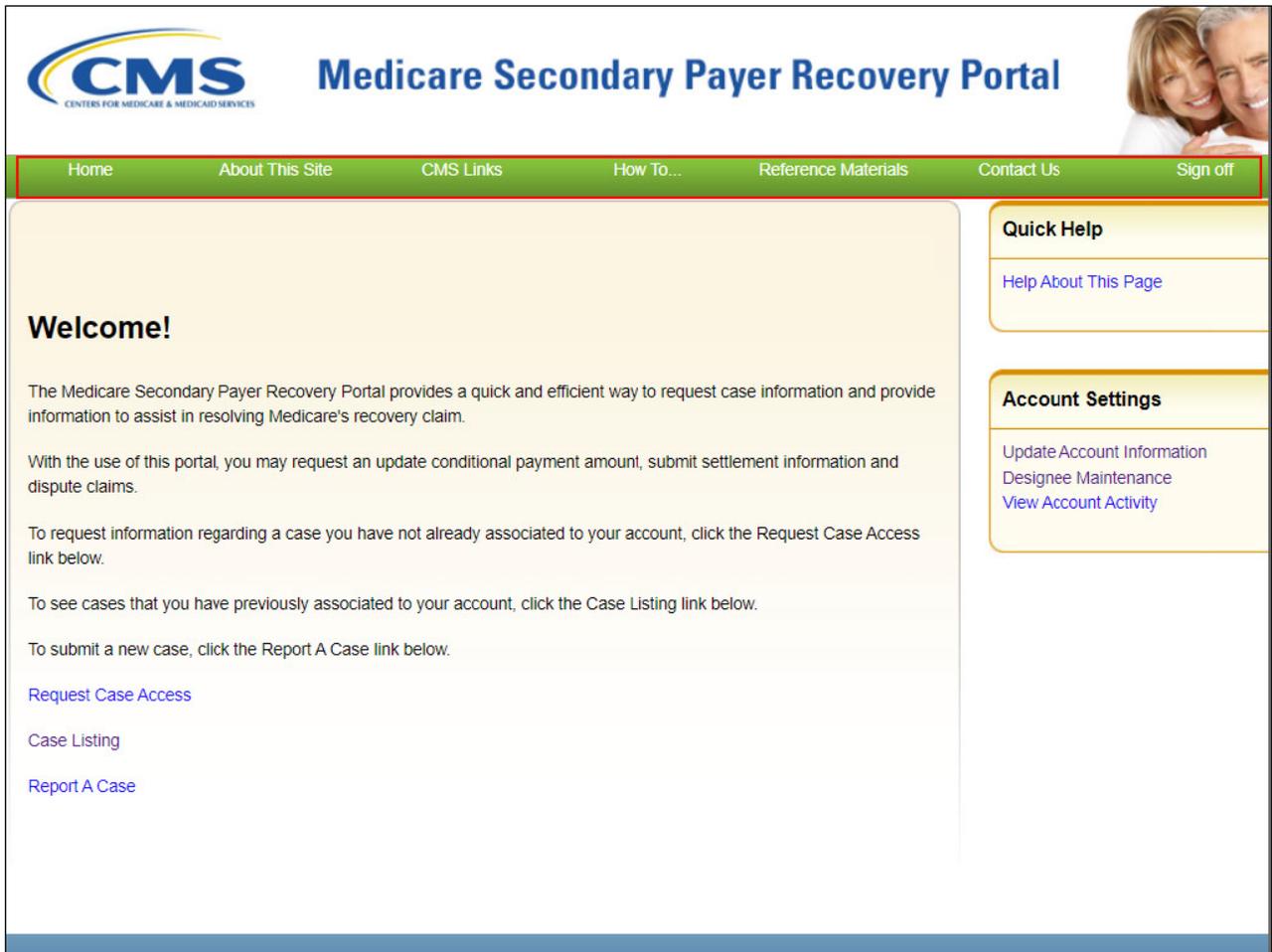
Rights and Responsibilities Letter Mail Date: 08/10/2010	Section 111 No-Fault Policy Limit Reported: \$32456.76
Conditional Payment Letter Amount: \$498.06	Conditional Payment Notice Amount: \$500.00
Conditional Payment Letter Mail Date: 08/01/2011	Conditional Payment Notice Mail Date: 08/18/2011
Conditional Payment Amount Update Requested: 08/01/2011	Conditional Payment Notice Response Due Date: 07/31/2011
Demand Letter Mail Date: 08/01/2011	Balance Amount: \$1,234.56
Demand Amount: \$3,754.00	Balance as of Date: 08/30/2011
Interest Rate: 10%	Remaining Principal Balance Amount: \$1,234.56
Last Interest Accrual Date: 08/08/2018	Principal Activity Amount: \$5,971.40
Total Interest Accrued: \$145.79	Remaining Interest Balance Amount: \$1,234.56
	Interest Activity Amount: \$145.79

[Make a Payment](#)
[What is this?](#)

Note: Remaining balance amounts may not reflect recent payments.

Slide notes

The Case Information page will appear. Again, the top-half of this page allows you to view information related to the case and the bottom-half of this page allows you to perform a specific action on the case.

**Slide 24 of 28 - Welcome! Page**


**Home**    **About This Site**    **CMS Links**    **How To...**    **Reference Materials**    **Contact Us**    **Sign off**

## Welcome!

The Medicare Secondary Payer Recovery Portal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim.

With the use of this portal, you may request an update conditional payment amount, submit settlement information and dispute claims.

To request information regarding a case you have not already associated to your account, click the Request Case Access link below.

To see cases that you have previously associated to your account, click the Case Listing link below.

To submit a new case, click the Report A Case link below.

[Request Case Access](#)

[Case Listing](#)

[Report A Case](#)

**Quick Help**

[Help About This Page](#)

**Account Settings**

[Update Account Information](#)

[Designee Maintenance](#)

[View Account Activity](#)

**Slide notes**

The navigation menu at the top of the Home page (and each page in the portal) provides access to various parts of the MSPRP to facilitate using the application.

The following menu options are available: Home; About This Site; CMS Links; How To; Reference Materials; and Contact Us.

About This Site navigates to the how to use this site link, offering general information on how to use the MSPRP application.

CMS Links provides links to other Centers for Medicare & Medicaid Services (CMS), Medicare, and Medicare Secondary Payer websites.

The How To section provides detailed information on how to get started on the MSPRP.

Reference Materials provides a link to the MSPRP User Manual and About Remote Identity Proofing.

**Slide 25 of 28- Welcome! Page - Logoff**

The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. Below this is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off (which is highlighted with a red box). The main content area has a "Welcome!" heading and text explaining the portal's purpose. It lists several actions: "Request Case Access", "Case Listing", and "Report A Case", each with a blue hyperlink. On the right side, there are two yellow-bordered boxes: "Quick Help" with a "Help About This Page" link, and "Account Settings" with links for "Update Account Information", "Designee Maintenance", and "View Account Activity".

**Slide notes**

To log off, select Sign off.

**Slide 26 of 28 - Course Summary**

## Course Summary

- MSPRP Overview
  - Navigation guidelines
  - Search for a case
  - Case Information page



**Slide notes**

This course provided an overview of the MSPRP and how it can be accessed, including general navigation guidelines.

It also included information on how to search for a case and the Case Information page.

**Slide 27 of 28 - Conclusion**

You have completed the MSPRP Application Overview - Beneficiary course. Information in this course can be referenced by using the MSPRP User Manual found at the following link:  
<https://www.cob.cms.hhs.gov/MSPRP/>.

For general information on Medicare Secondary Payer Recovery, go to this URL: <http://go.cms.gov/cobro>.

**Slide notes**

You have completed the MSPRP Application - Beneficiary Overview course. Information in this course can be referenced by using the MSPRP User Manual found at the following link:

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

For general information on Medicare Secondary Payer Recovery, go to this URL:

<http://go.cms.gov/cobro>.

**Slide 28 of 28 - MSPRP Training Survey**



If you have any questions or feedback on this material,  
please go to the following URL:  
<https://www.surveymonkey.com/s/MSPRPTraining>.

**Slide notes**

If you have any questions or feedback on this material, please go the following URL:  
<https://www.surveymonkey.com/s/MSPRPTraining>.