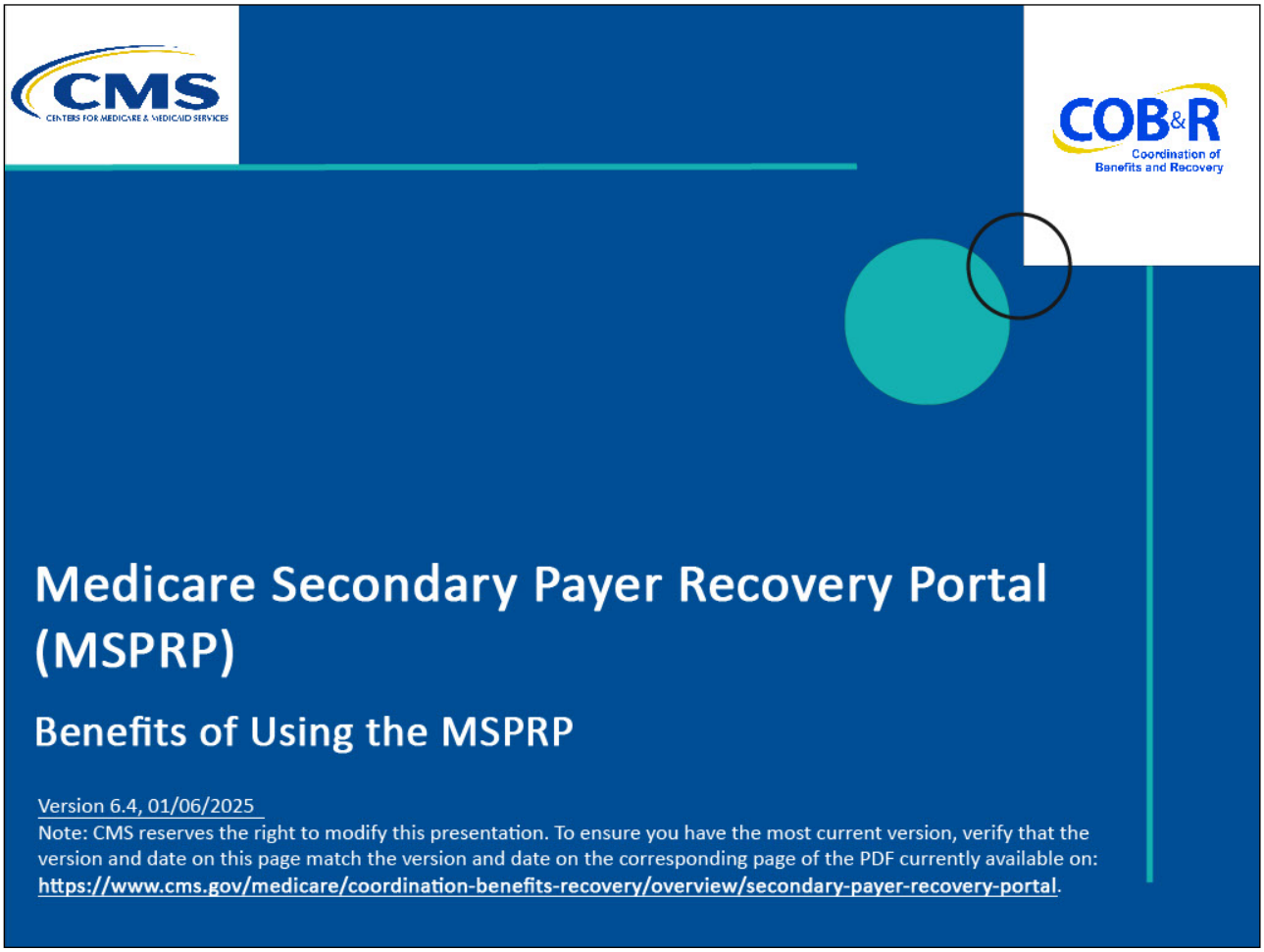
Benefits of Using the MSPRP

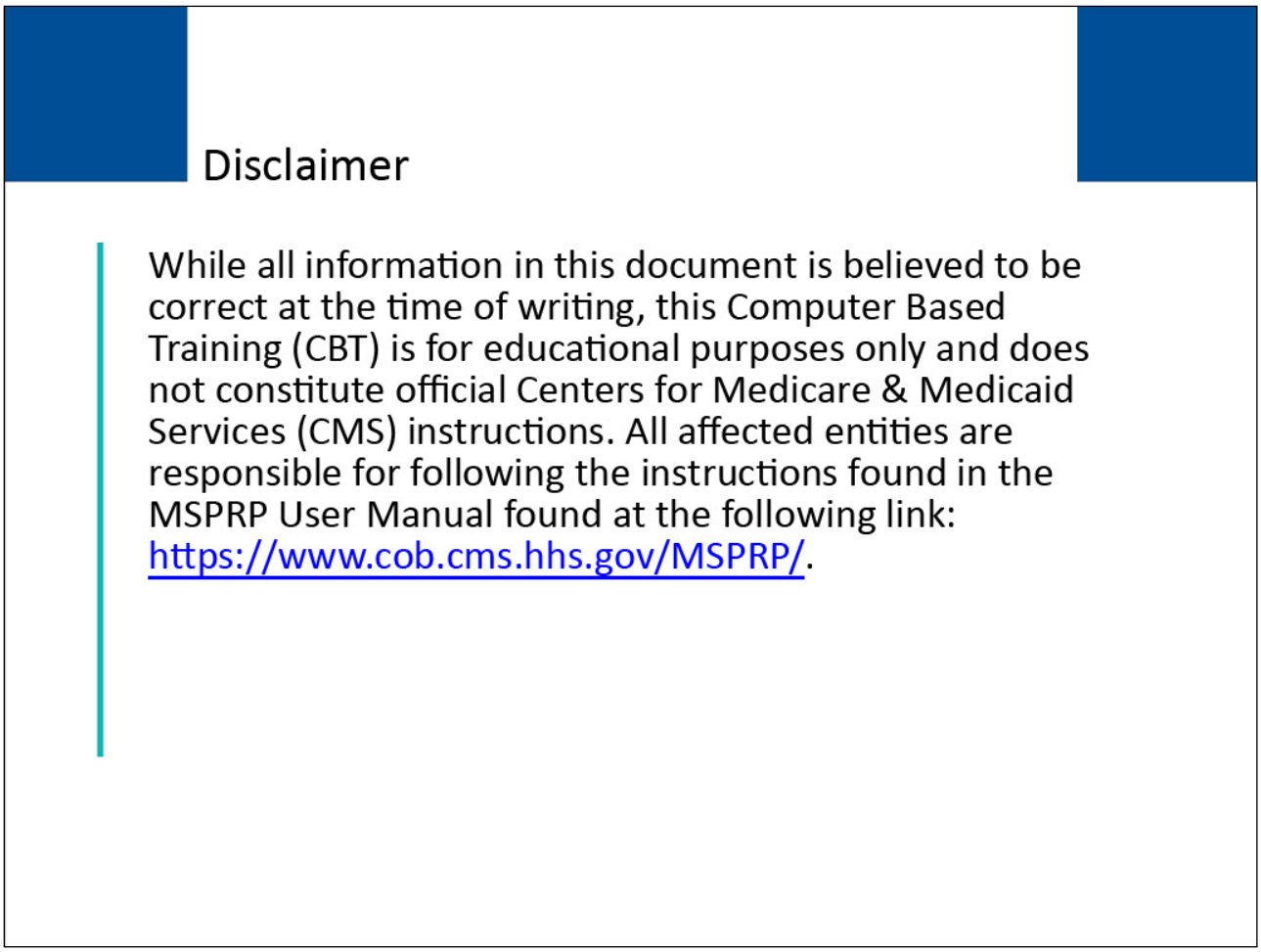
Slide 1 of 24 - Benefits of Using the MSPRP



Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Benefits of Using the MSPRP course.

Slide 2 of 24 - Disclaimer



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.

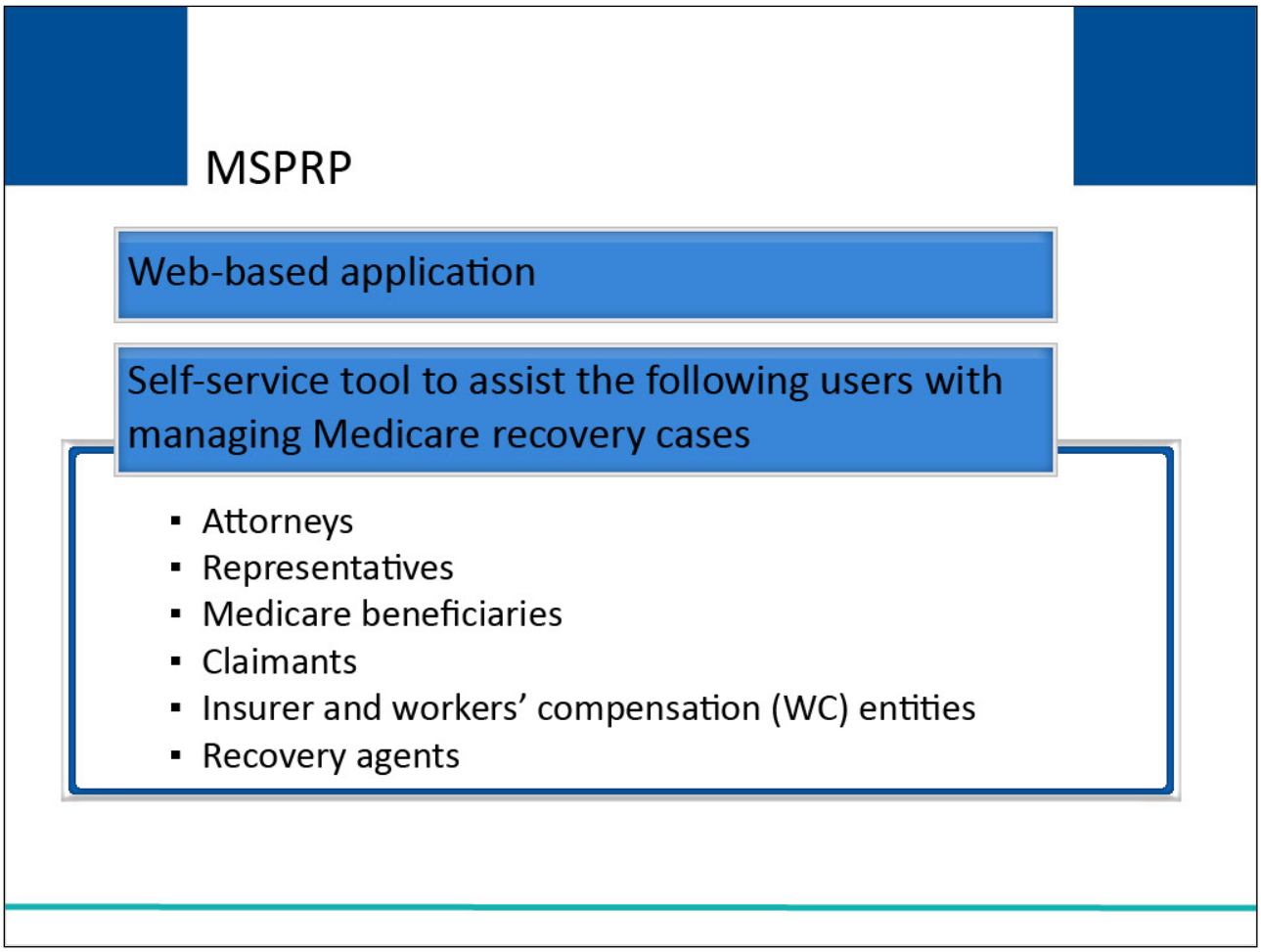
All affected entities are responsible for following the instructions found in the MSPRP User Manual found at the following link: https://www.cob.cms.hhs.gov/MSPRP/.

Slide 3 of 24 -Course Overview

Slide notes

This course will explain the benefits of using the MSPRP and informed users of what they need to use the MSPRP.

Slide 4 of 24 - MSPRP

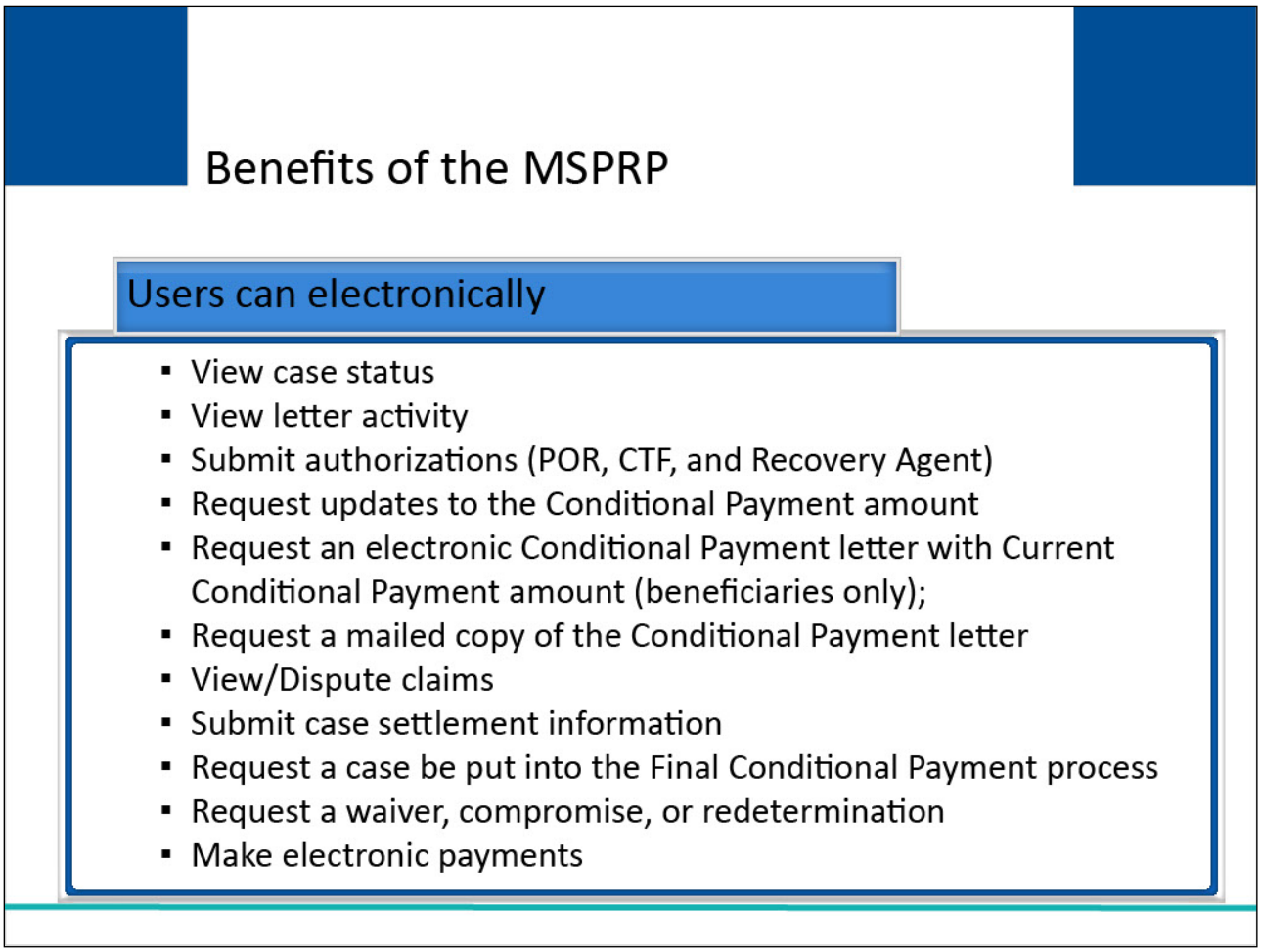


Slide notes

CMS implemented the MSPRP, which is a web-based application that was designed to be a self-service tool to assist the following users in managing Medicare recovery cases:

attorneys, representatives, Medicare beneficiaries, claimants, insurer and workers' compensation (WC) entities; and recovery agents.

Slide 5 of 24 - Benefits of the MSPRP



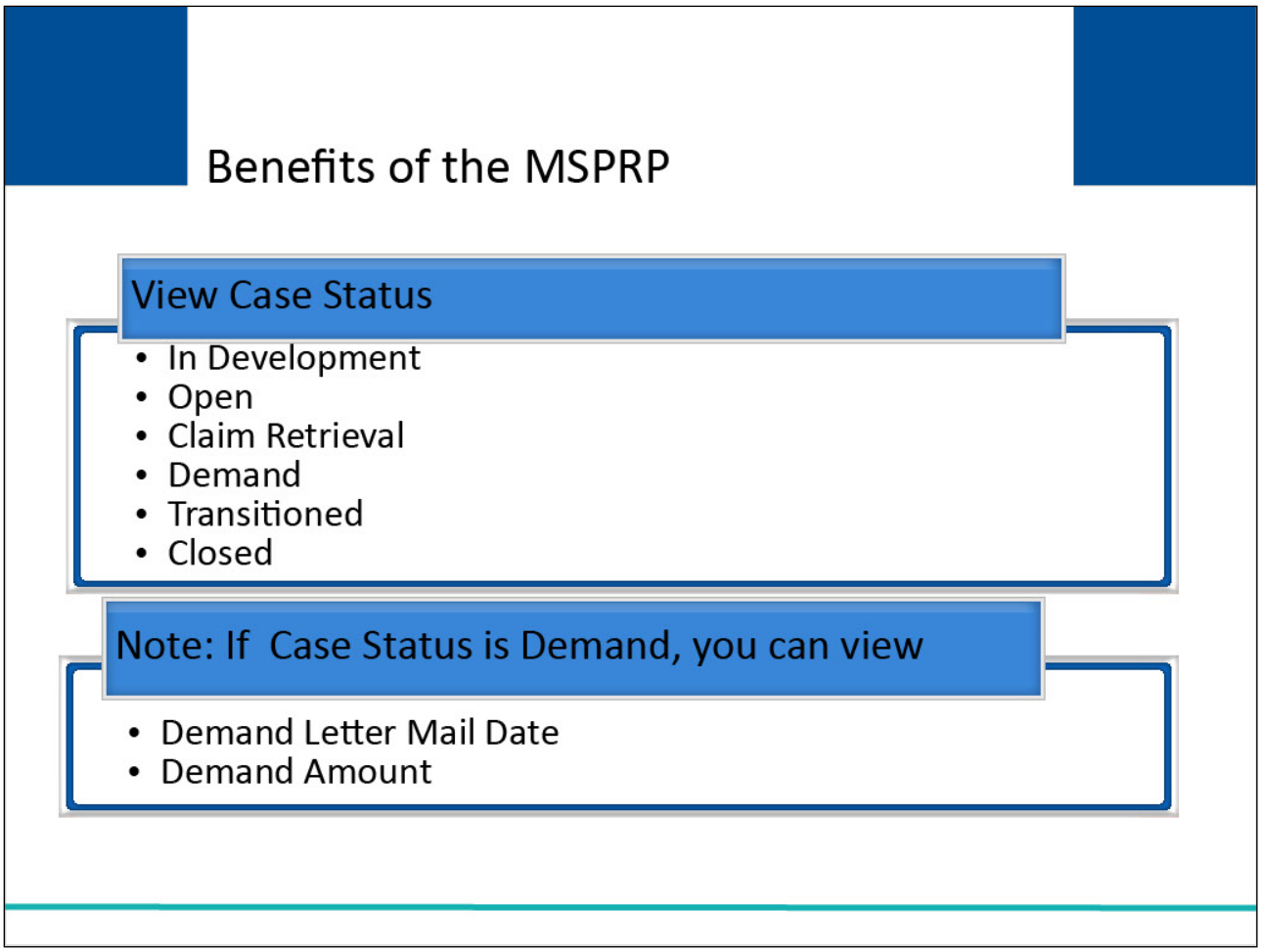
Slide notes

The MSPRP allows users to view a listing of all correspondence that has been sent to received.

You can electronically view case status, view letter activity, submit authorizations (POR, CTR and Recovery Agent), request an electronic Conditional Payment letter with Current Conditional Payment amount, request a mailed copy of the Conditional Payment letter, view/dispute claims included in the Conditional Payment letter, view/submit case settlement information, request that a case be put into the Final Conditional Payment process, initiate the Demand Letter process, submit a waiver request, submit a compromise request, view/submit a redetermination (first level appeal), and make an electronic payment.

Note: Account managers (AM) also have the option of opting to receive letter notifications electronically instead of by mail for all case correspondence. To allow AMs and account designees (ADs) to easily see when an account is associated with at least one address that has opted in to Go Paperless, a green leaf indicator will appear next to the Account ID on the Account List page.

Slide 6 of 24 - View Case Status



Slide notes

Status on a given case can be viewed, on a real-time basis, via the web portal. Phone calls to obtain case status information will no longer be necessary.

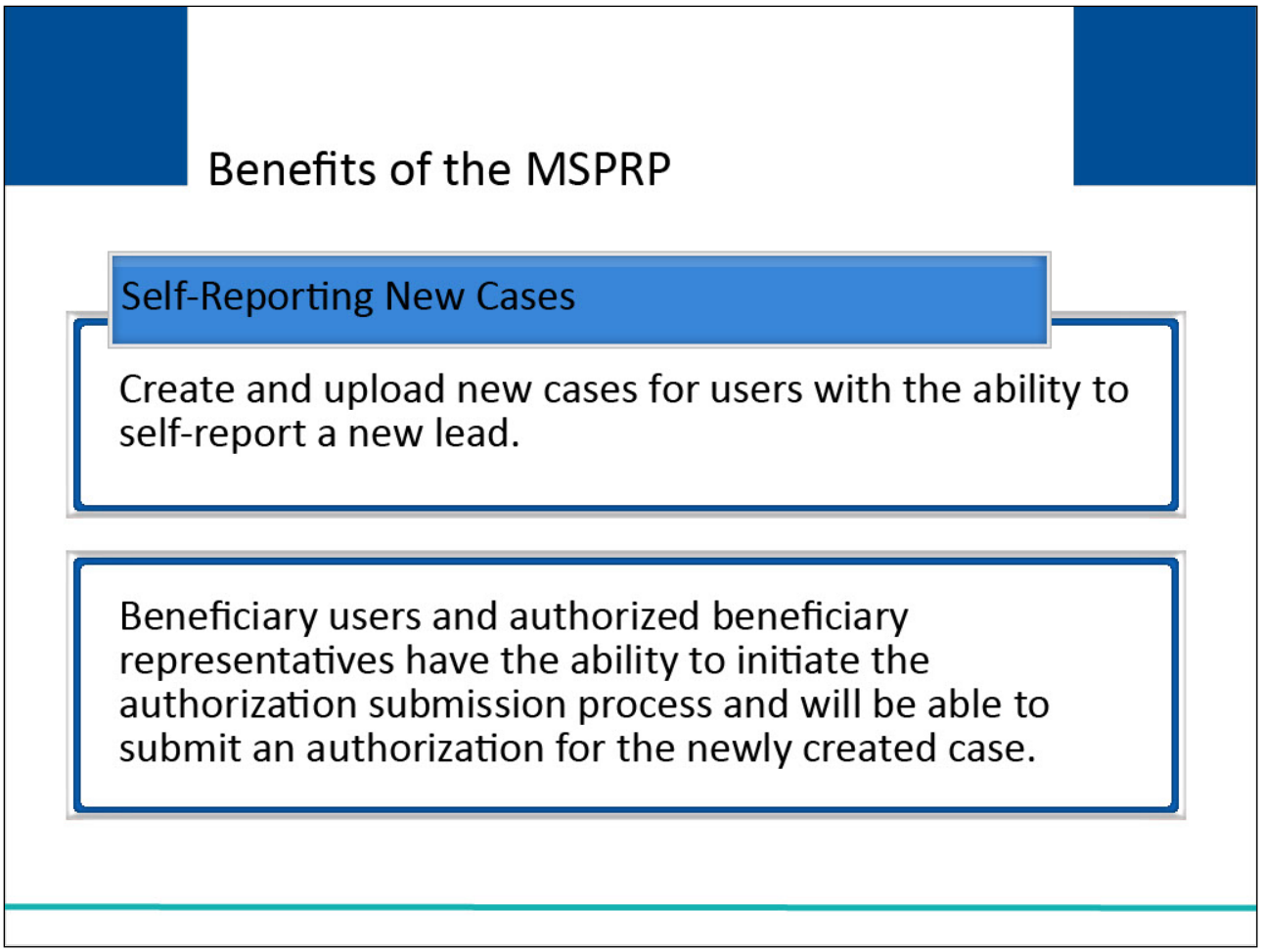
Once you have accessed a case, you will be able to view the Case Status on the Case Information Page. Case Status will be noted as one of the following:

In Development, Open, Claim Retrieval, Demand, Transitioned, or Closed. If the Case Status is Demand, you will also be able to view the Demand Letter Mail Date and the Demand Amount.

The “Transitioned” Case Status indicates that CMS has been notified by the insurer that the debt associated to this case is within 120 calendar days of anticipated settlement.

This debt has been transferred to the beneficiary and has been placed in the Final Conditional Payment process.

Slide 7 of 24 - Self-Reporting New Cases

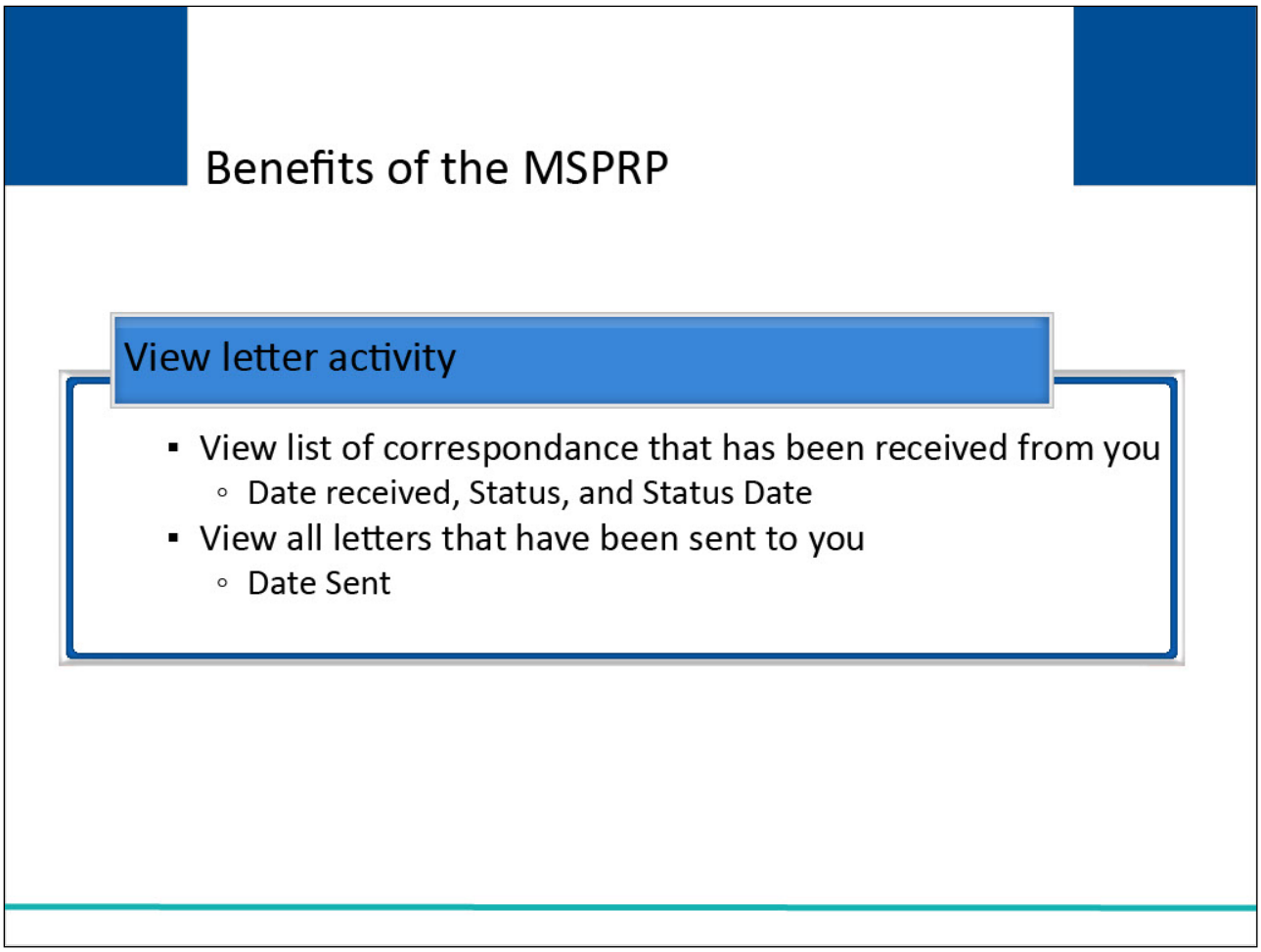


Slide notes

The MSPRP will allow users to create and upload new cases with the ability to self-report a new lead

Beneficiary users and authorized beneficiary representatives have the ability to initiate the authorization submission process and will be able to submit an authorization for the newly created case.

Slide 8 of 24 - View letter activity



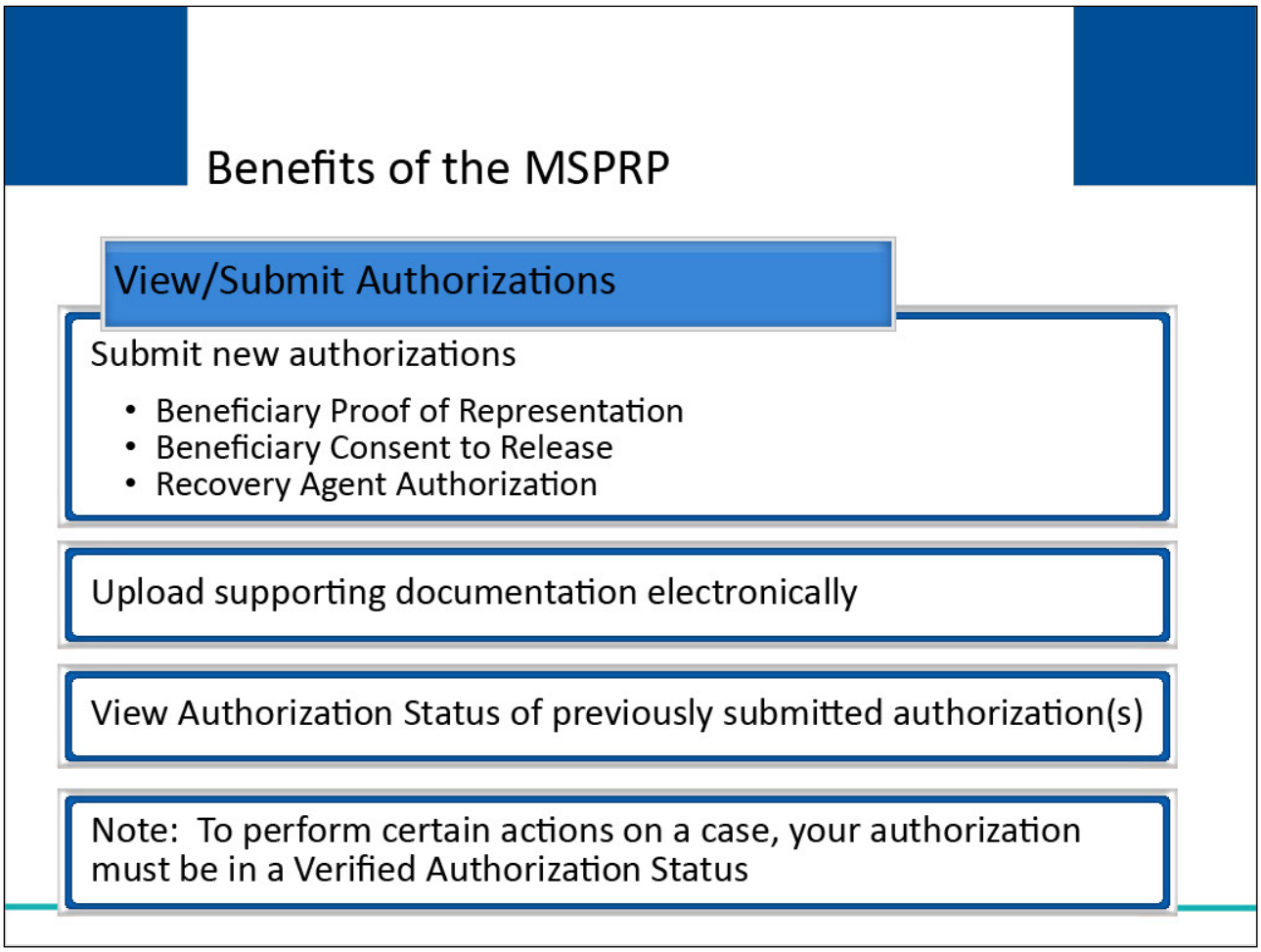
Slide notes

MSPRP users are able to view a listing of all correspondence that has been received from you.

The listing will include the Date Received, Status (of the correspondence), and Status Date.

You will also be able to see a listing of all case correspondence that has been sent to you and the date it was sent.

Slide 9 of 24 - View/Submit Authorizations



Slide notes

The MSPRP provides you with the ability to electronically submit new authorizations (Beneficiary Proof of Representation, Beneficiary Consent to Release, and Recovery Agent Authorization)

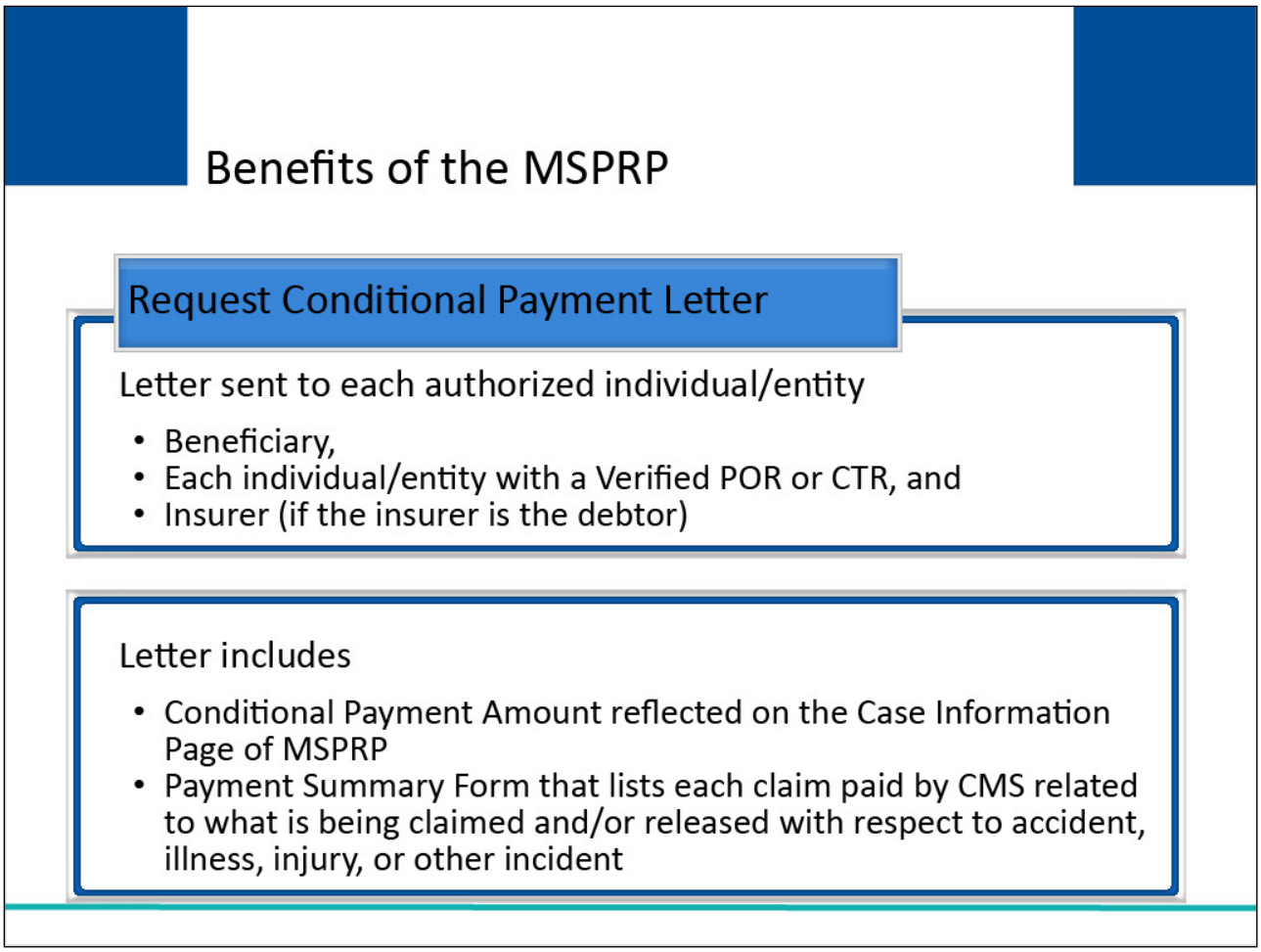
and upload the required supporting documentation directly to the system. These users can also view authorizations that were previously submitted on the MSPRP to see what their status is.

Note: To perform certain actions on a case, the user's authorization must be in a Verified Authorization Status.

For example, the user must have a Proof of Representation Authorization with a Verified Authorization Status on the MSPRP in order to perform the following actions:

View/Dispute Claims Listing, and Provide the Notice of Settlement Information.

Slide 10 of 24 - Request Conditional Payment Letter



Slide notes

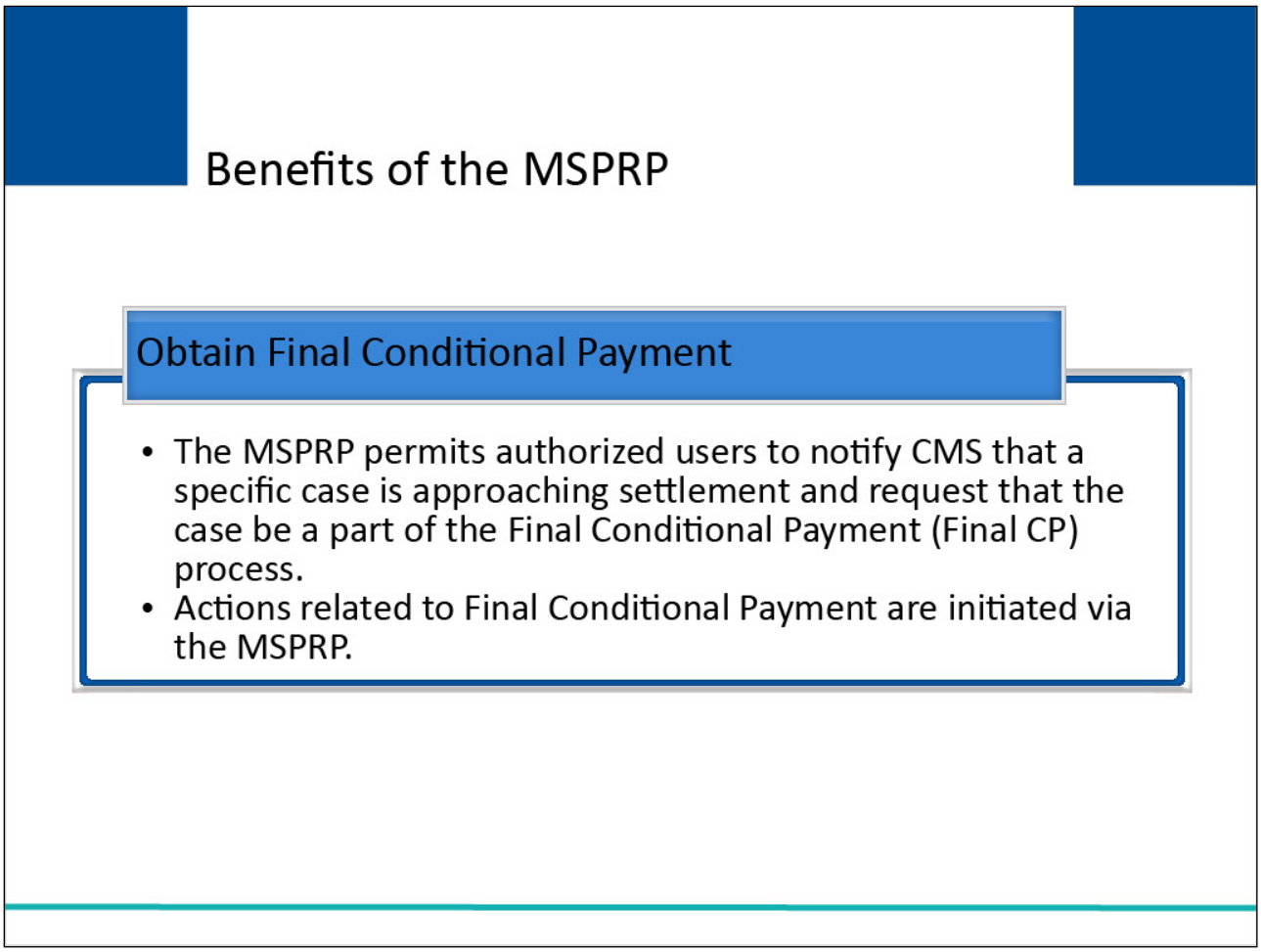
When there is a need for a written report that includes the Current Conditional Payment Amount and/or a listing of claims that comprise that amount, you may use the MSPRP to request a Conditional Payment letter.

The MSPRP will create and send this letter to each authorized individual/entity (i.e. the Medicare beneficiary, each individual/entity with a Verified Proof of Representation or Consent to Release on file for the case and the insurer associated to the case if the insurer is currently responsible for Medicare's Recovery Claim). The letter will include the Conditional Payment Amount reflected in the Current Conditional Payment Amount on the MSPRP's

Case Information page. The Conditional Payment letter will include a Payment Summary Form that lists each claim that was paid by CMS

that was related to what is being claimed and/or released with respect to the accident, illness, injury, or other incident.

Slide 11 of 24 - Obtain Final Conditional Payment



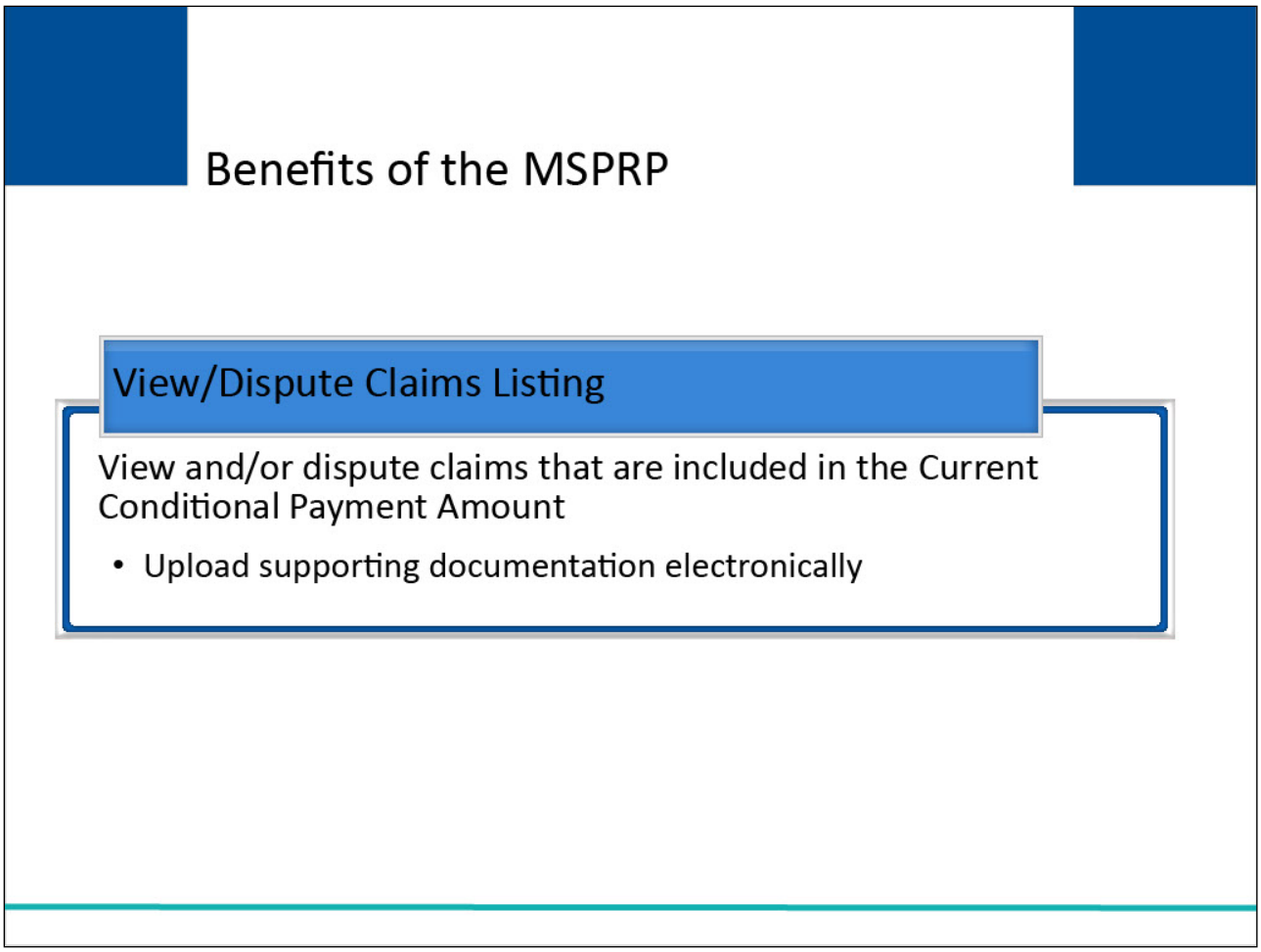
Slide notes

As part of the SMART Act of 2012, the MSPRP permits authorized users to notify CMS that a specific case is approaching settlement and request that the case be a part of the Final Conditional Payment (Final CP) process.

Actions related to Final Conditional Payment are initiated via the MSPRP.

Note: 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 or contact the BCRC by phone at (855) 798-2627, or by mail at: NGHP, P.O. Box 138832, Oklahoma City, OK 73113. See Chapter 15 for details regarding the Final Conditional Payment process.

Slide 12 of 24 - View/Dispute Claims Listing



Slide notes

If you would like to request that CMS remove a claim from the Current Conditional Payment Amount because it is not related to the injury/illness sustained by the beneficiary, you can do so on the MSPRP.

The View / Dispute Claims Listing action allows you to view and/or dispute claims that are included in the Current Conditional Payment Amount.

Once this action is selected, you will be taken to the MSPRP's Claims Listing Page where you will be able to view the claims included in the Current Conditional Payment Amount.

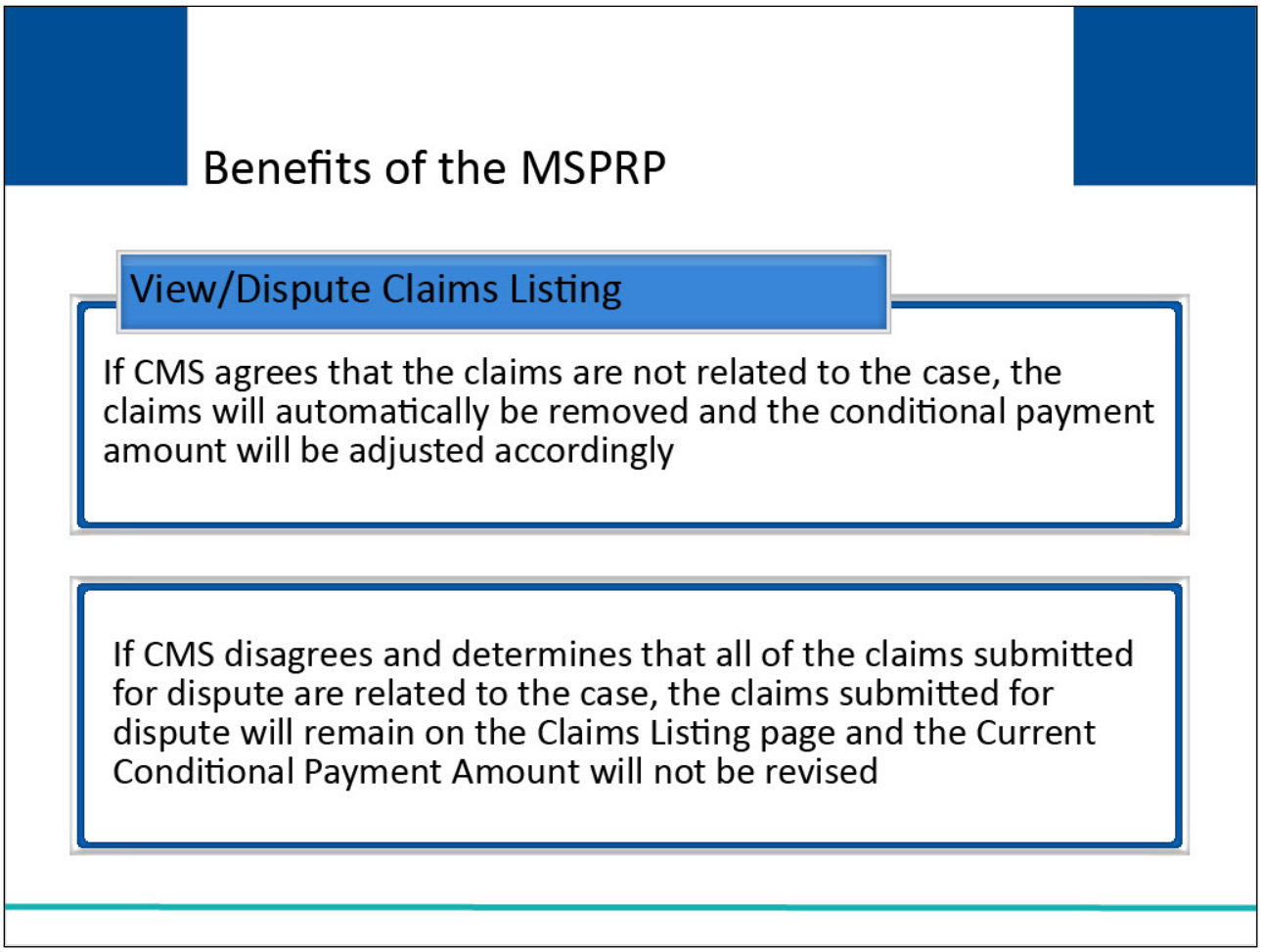
This page lists each payment Medicare has made for an item/service associated to the case and provides you with the ability to dispute any un-related claims.

For BCRC cases, the claims are also listed on the Payment Summary Form; for CRC, the Statement of Reimbursement, that is mailed with the Conditional Payment Letter.

You may dispute a claim, by selecting the dispute box next to the claim on the Claims Listing. You can then upload documentation to support the claim dispute. This page will continue to display all claims

that are included with your submitted dispute even after a dispute is denied. Note: If the insurer is the identified debtor on the case, the beneficiary or beneficiary's representative may not be able to select claims for dispute.

Slide 13 of 24 - View/Dispute Claims Listing



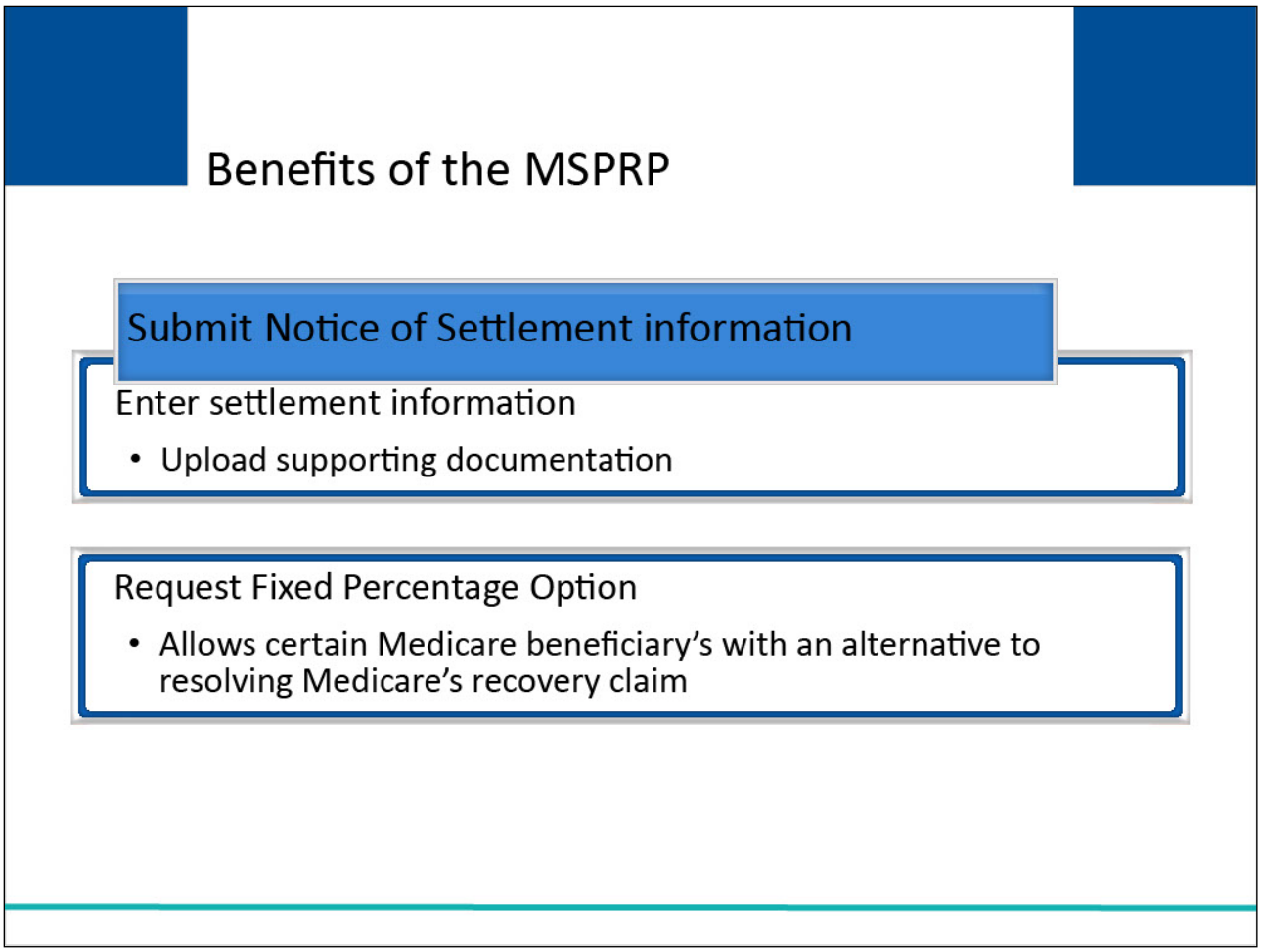
Slide notes

If CMS agrees that the claims are not related to the case, the claims will automatically be removed from the Claims Listing page and the Conditional Payment Amount will be adjusted accordingly.

Once revised, you will be able to view and print the Current Conditional Payment Amount and revised claims listing on the MSPRP's Claims Listing Page.

If CMS disagrees with your dispute and determines that all of the claims submitted for dispute are related to the case, the claims submitted for dispute will remain on the Claims Listing page, the Dispute checkbox will be unchecked and the date for the dispute decision will be displayed. The Current Conditional Payment Amount will not be revised on the Case Information Page. Note: Disputes related to Final Conditional payment cases are addressed within 11 business days.

Slide 14 of 24 - Submit Notice of Settlement information



Slide notes

The MSPRP will allow you to view or submit Notice of Settlement information. You can enter the settlement date, settlement amount, and any applicable Attorney Fees.

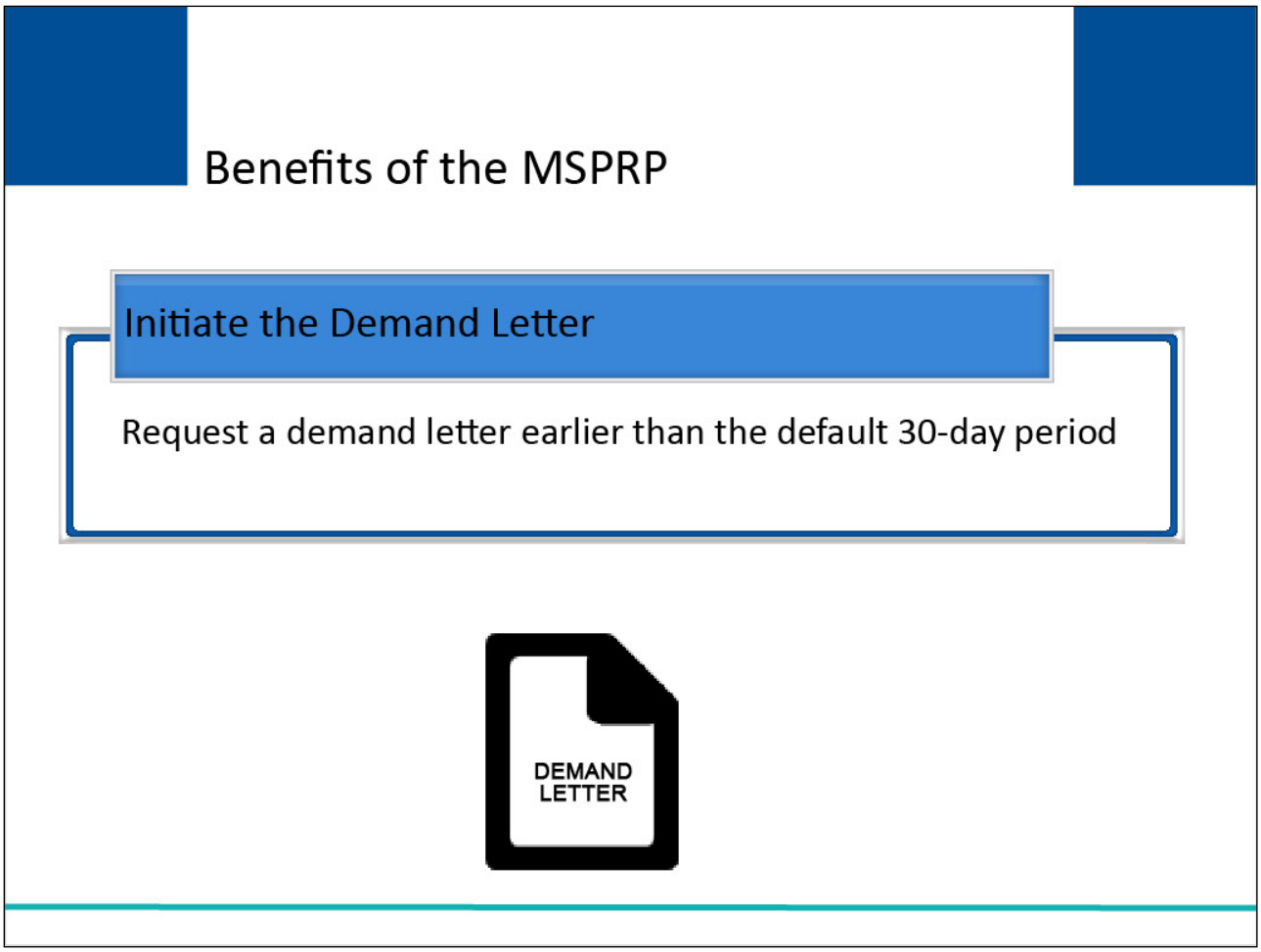
A beneficiary's representative with a verified CTR authorization can view, but not submit, settlement information.

You can also request the Fixed Percentage Option (i.e., if the case qualifies). You will be able to upload settlement documentation, if needed.

Note: The Fixed Percentage option provides certain Medicare beneficiaries with an alternative to resolving Medicare's recovery claim by paying a flat 25% of his/her total liability insurance (including self-insurance) settlement instead of following the traditional recovery process.

Note: If the insurer is the identified debtor on the case, you will not be able to submit Notice of Settlement information. This option is disabled for cases in the Final Conditional Payment process.

Slide 15 of 24 - Benefits of the MSPRP – Initiate the Demand Letter



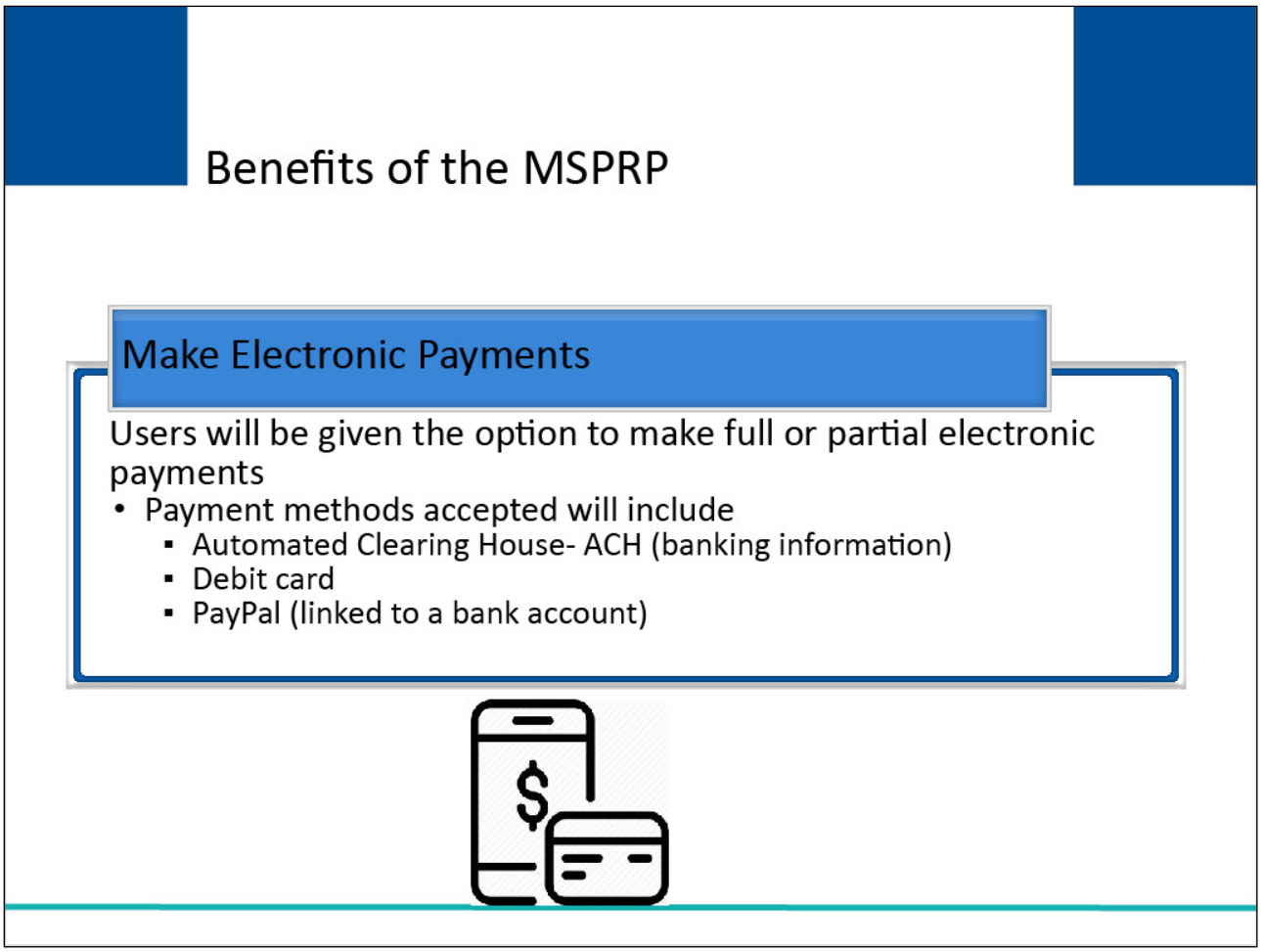
Slide notes

You can also use the MSPRP to initiate the demand process early when you have received a Conditional Payment Notice and agree with the Conditional Payment Amount listed in that letter.

The CPN provides conditional payment information and advises what actions must be taken. After the CPN has been issued, the debtor has 30 days to respond before the demand will be issued.

However, if you receive a CPN and agree with the Conditional Payment Amount listed in the letter, you have the option to initiate the demand process early on the MSPRP.

Slide 16 of 24 - Benefits of the MSPRP - Make Electronic Payments



Slide notes

You can also use the MSPRP to Make Electronic Payments.

Users will be given the option to make full or partial electronic payments

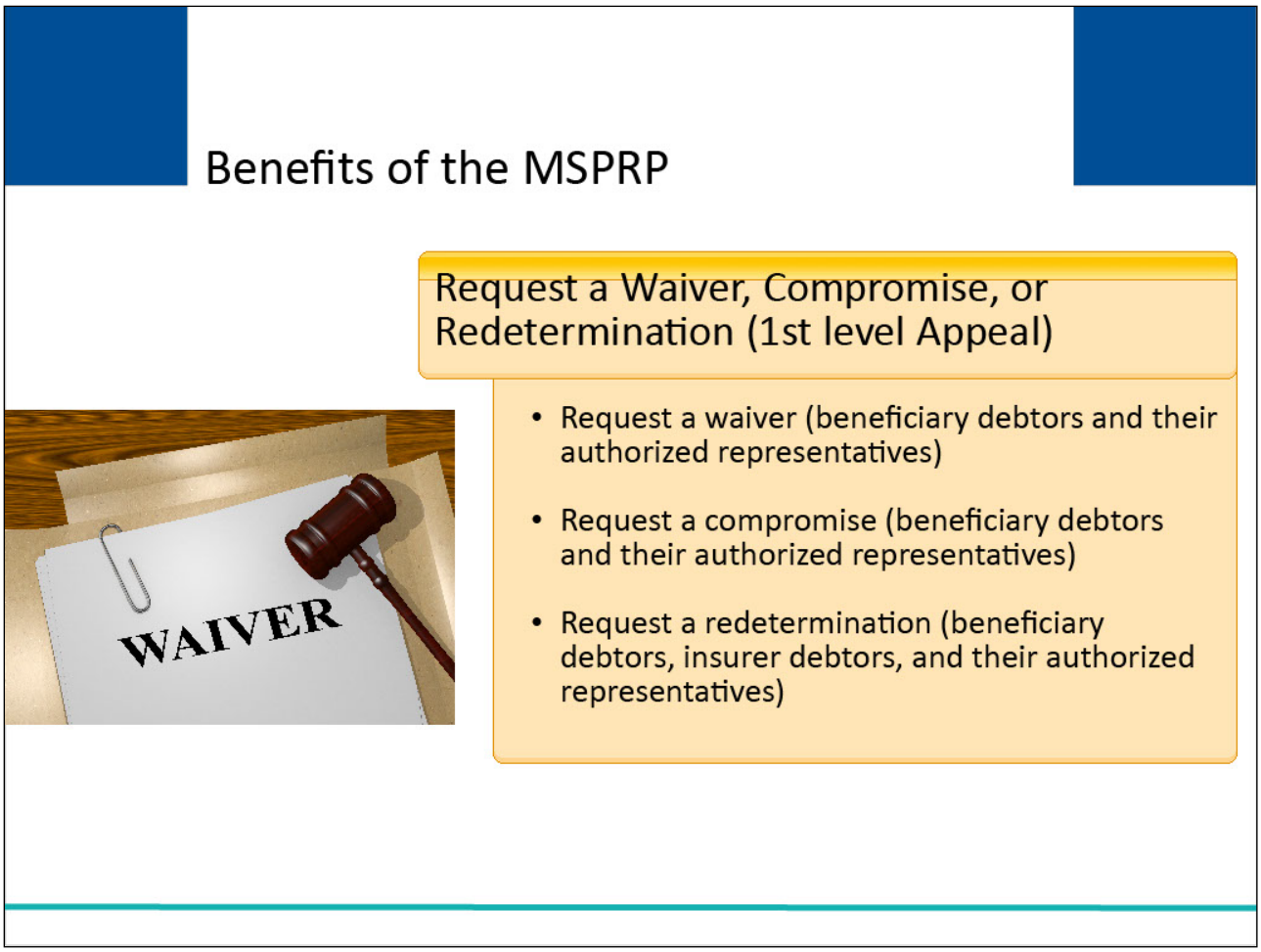
Payment methods accepted will include:

Automated Clearing House- ACH (banking information),

Debit Card, and

PayPal (linked to a bank account).

Slide 17 of 24 - Benefits of the MSPRP - Request Waiver, Compromise, or Redetermination



Slide notes

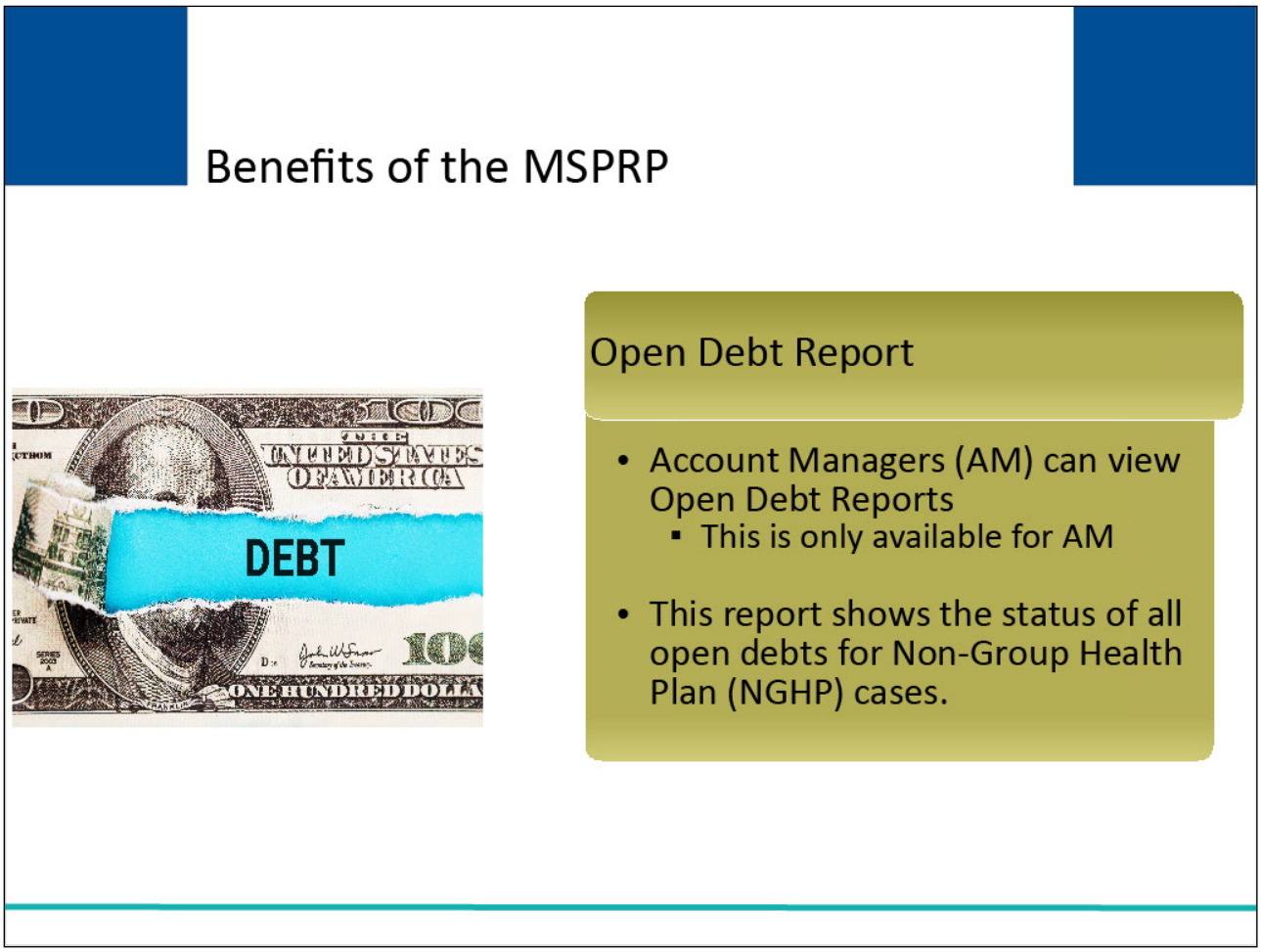
Beneficiary-debtors and their authorized representatives can submit a request for a waiver. A waiver is when all or part of the demand amount owed to Medicare is dismissed.

Beneficiary-debtors and their authorized representatives can also submit a compromise request. A compromise request is an offer for Medicare to accept less than the amount Medicare is owed.

Lastly, beneficiary-debtors, insurer-debtors, and their authorized representatives, can request a redetermination. Authorized representatives will be able to submit a redetermination request and reason to request once per claim/line item.

Once the demand letter is received, debtors have the right to appeal the determination if they disagree that they owe money, as explained in the demand letter, or if they disagree with the amount that they owe.

Slide 18 of 24 - Benefits of the MSPRP - Open Debt Report



Slide notes

Account Managers can review Open Debt Reports. This report shows the status of all open debts for Non-Group Health Plan (NGHP) cases.

Note: To help account managers (AMs) better monitor all demanded cases where balances are due, the following new columns have been added to the Open Debt Report:

Claim Count,

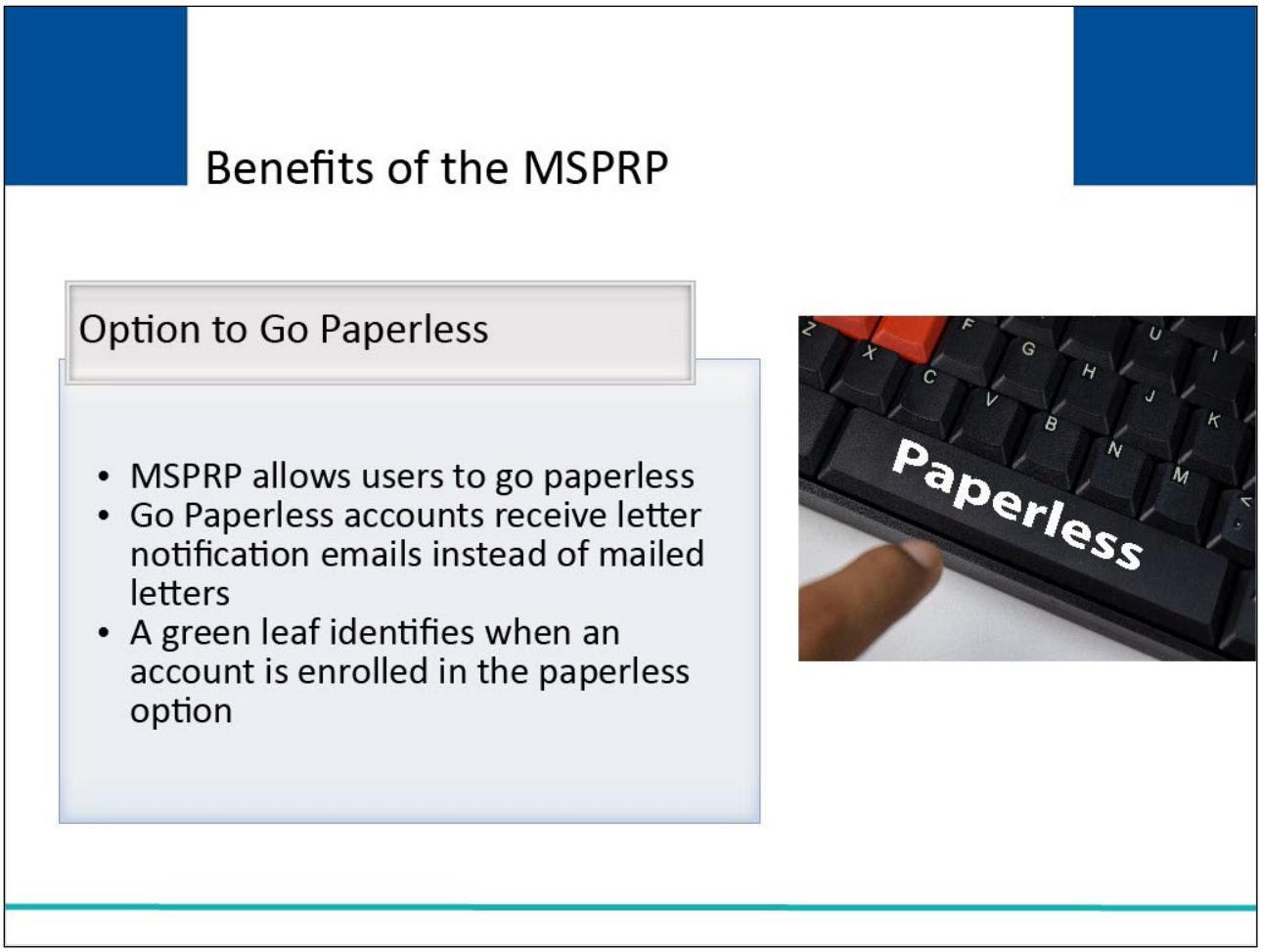
Treasury Ref Date,

Last Letter,

Last Letter Date, and

Fed Agency ID.

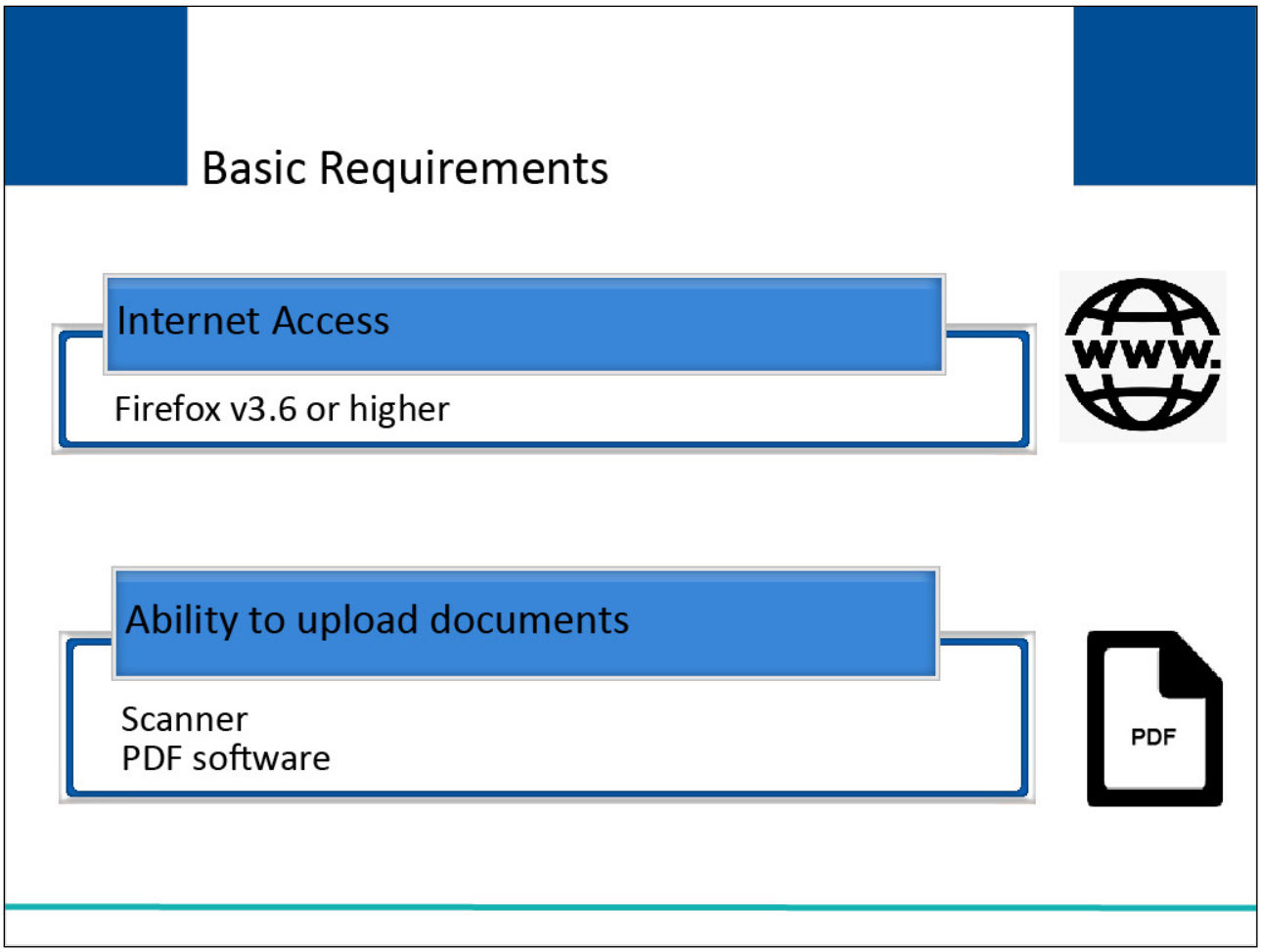
Slide 19 of 24 - Benefits of the MSPRP - Option to Go Paperless



Slide notes

MSPRP allows users to go paperless. Go Paperless accounts receive letter notification emails instead of mailed letters. A green leaf identifies when an account is enrolled in the paperless option.

Slide 20 of 24 - Basic Requirements



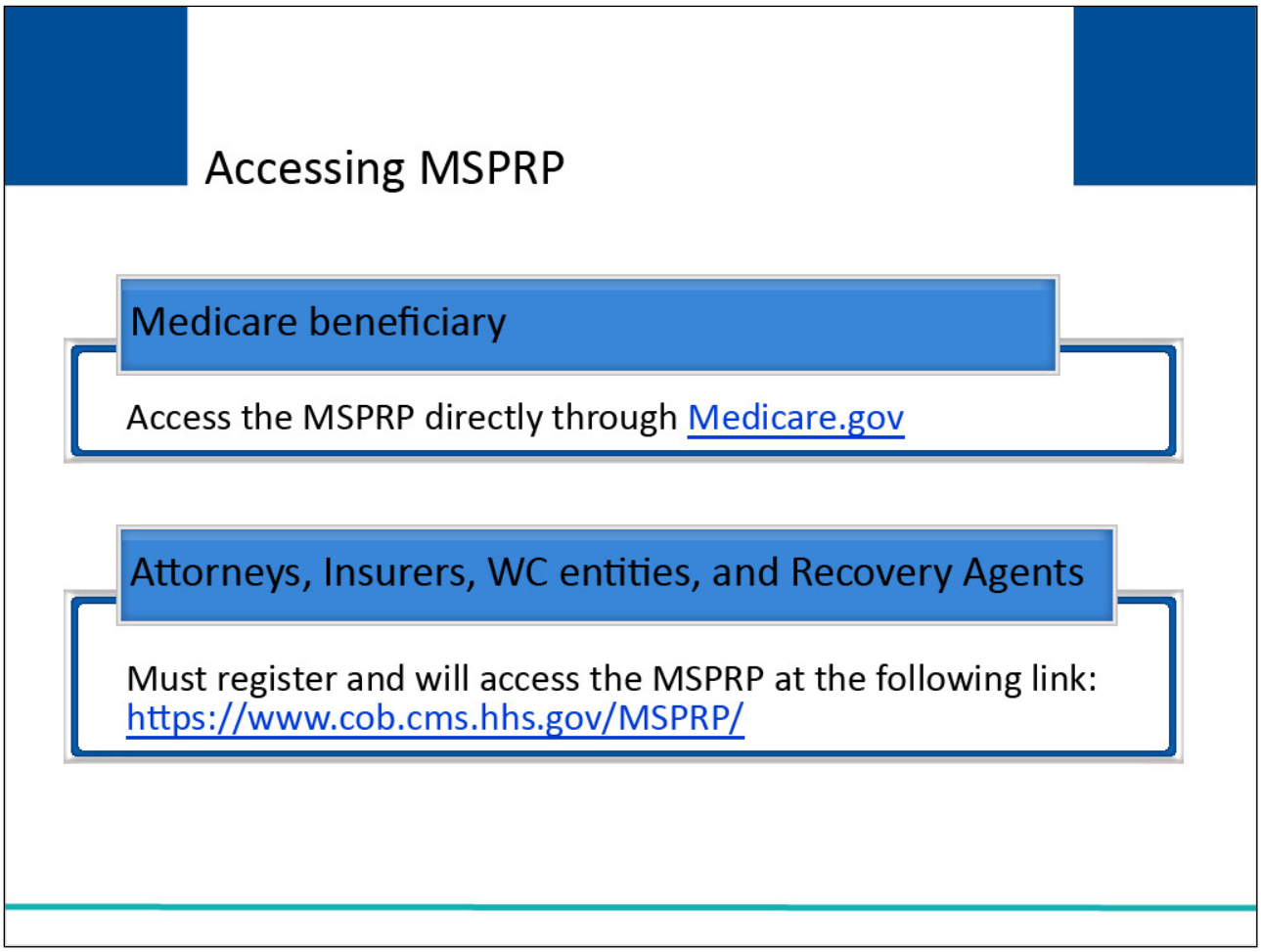
Slide notes

Since the MSPRP is a web-based application, you must have Internet access to log into the system. Users will need Firefox v3.6 or higher.

To upload case documentation, users must have a document scanner. Once the document has been scanned, it must be saved as a PDF Portable Document Format file using software, such as Adobe Acrobat.

Note: The MSPRP requires all uploaded documents to be in a PDF file format. Documents cannot be larger than 8.5 x 11 inches.

Slide 21 of 24 - Accessing MSPRP



Slide notes

All users of the MSPRP, except for Medicare beneficiaries, must register and be associated to a registered account.

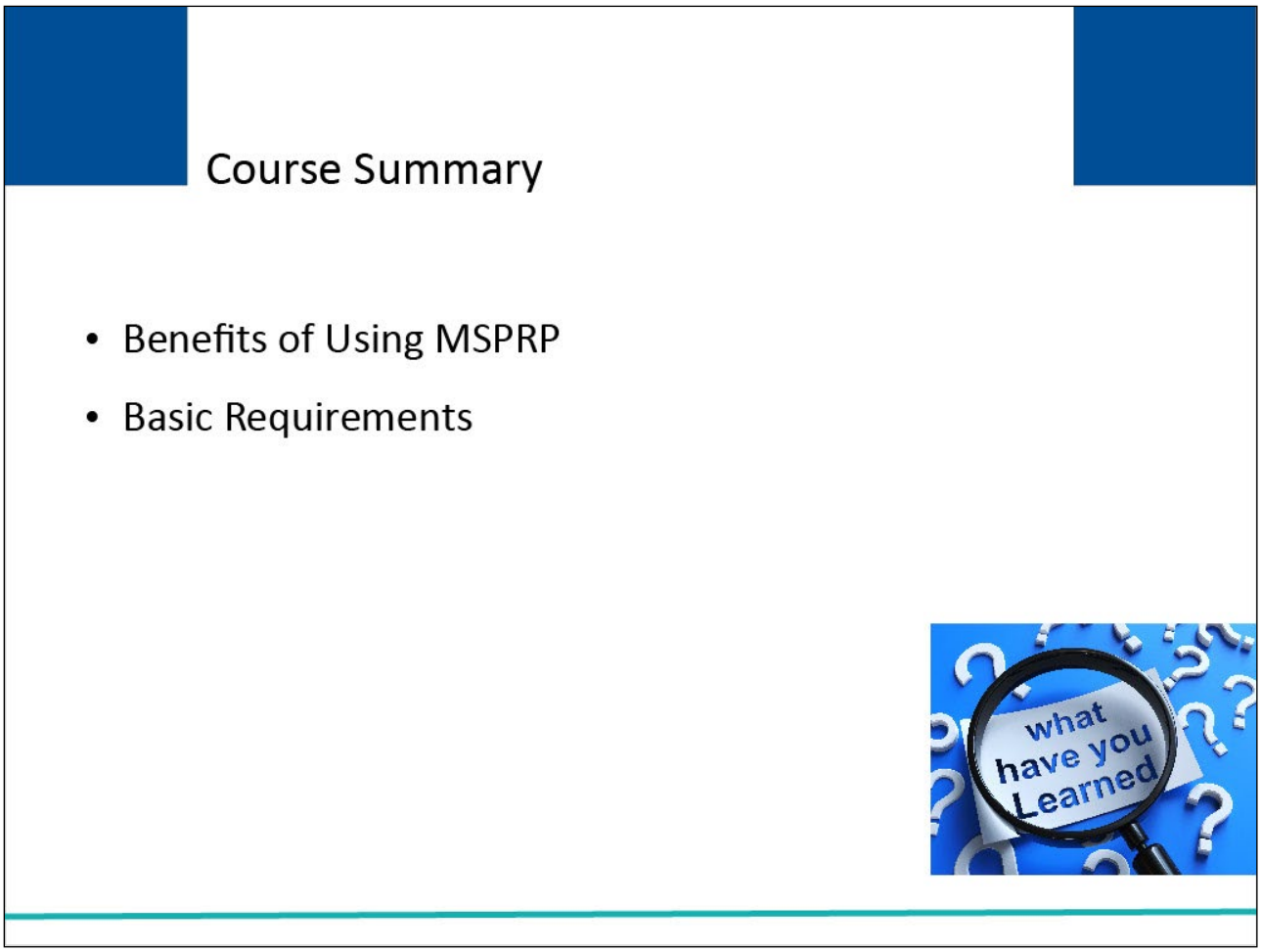
Beneficiaries are automatically registered as long as they have a Login ID and Password for the Medicare.gov website.

Beneficiaries will access the MSPRP through the My MSP pages of www.Medicare.gov, using their existing Login ID and Password for that application.

All other users must register and will access the MSPRP at the following link: https://www.cob.cms.hhs.gov/MSPRP/.

To learn more about the registration process, view the Registration CBTs.

Slide 22 of 24 - Course Summary



Slide notes

This course has explained the benefits of using the MSPRP and informed users of what they need to use the MSPRP.

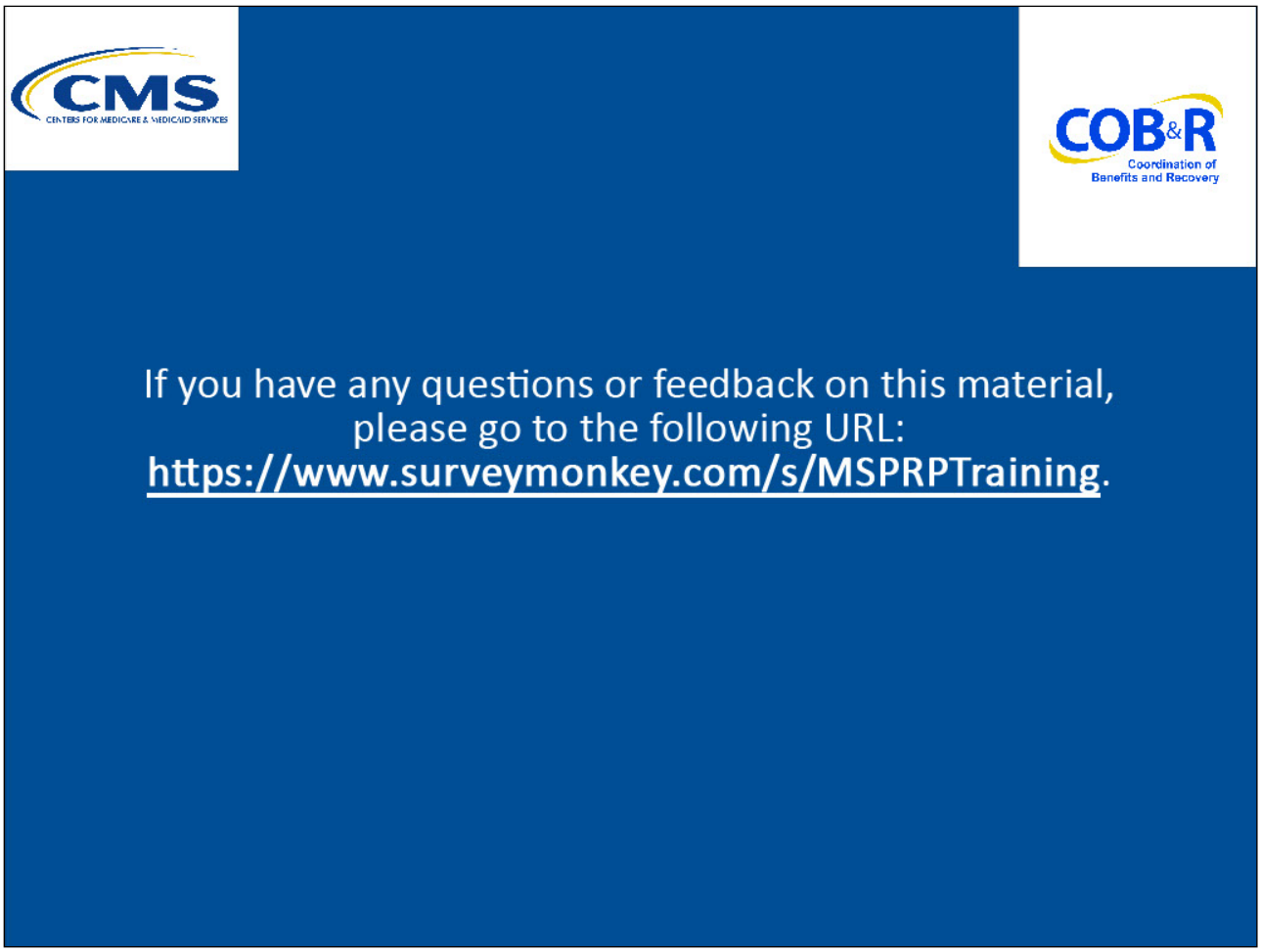
Slide 23 of 24 - Conclusion

Slide notes

You have completed the Benefits of Using the MSPRP 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: https://go.cms.gov/cobro.

Slide 24 of 24- MSPRP Training Survey



Slide notes

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