

Electronic Payments

Slide 1 of 30 - Electronic Payments

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Medicare Secondary Payer Recovery Portal (MSPRP)

Electronic Payments

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) Electronic Payments course.

Slide 2 of 30 - 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: [MSPRP Website](https://www.cob.cms.hhs.gov/MSPRP/).

Slide 3 of 30 - Course Overview

Course Overview

- By the end of this course, you will know:
 - Explain who is authorized to make payments on the MSPRP
 - Discuss how to submit electronic payments on Pay.gov
 - Describe the types of payments accepted by Pay.gov
 - Outline how to review a history of electronic payments

**Slide notes**

By the end of this course, you will be able to:

- Explain who is authorized to make payments on the MSPRP,
- Discuss how to submit electronic payments on Pay.gov,
- Describe the types of payments accepted by Pay.gov, and
- Outline how to review a history of electronic payments.

Note: The page footer that exists on all pages in the MSPRP application has been updated to display a new CMS/HHS Vulnerability Disclosure Policy hyperlink. The new hyperlink shall open the existing external CMS Vulnerability Disclosure Policy page in a new browser tab.

Slide 4 of 30 - Authorized Users

Electronic Pay Authorized Users

The following MSPRP authorized users will be able to make full or partial payment for a demand from the MSPRP:

- Beneficiary
- Insurer Debtors
- Insurer representative with a verified Recovery Agent Authorization
- Users who have a verified Proof of Representative or Letter of Authorization on file

Slide notes

The following MSPRP authorized users will be able to make full or partial payments for a demand from the MSPRP:

- Beneficiary,
- Insurer Debtors,
- Insurer representative with a verified Recovery Agent Authorization, and
- Users who have a verified Proof of Representative or Letter of Authorization on file.

Slide 5 of 30 - Accepted Payment Methods

The following payment methods are available on Pay.gov:

- Savings and Checking Account
- Debit Card
- Paypal - must be linked to a bank account, not a credit card

Slide notes

The following are acceptable payment methods on the Pay.gov website:

- Savings and Checking Account,
- Debit Card, and
- PayPal - must be linked to a bank account, not a credit card.

Slide 6 of 30 - Login Warning Page

Login Warning  [Print this page](#)

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

This system is provided for Government authorized use only.

Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.

Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring.

By using this system, you understand and consent to the following:

The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.

Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

Privacy Act Statement

The collection of this information is authorized by Section 1862(b) of the Social Security Act (codified at 42 U.S.C 1395y(b)) (see also 42, C.F.R. 411.24). The information collected will be used to identify and recover past conditional and mistaken Medicare primary payments and to prevent Medicare from making mistaken payments in the future for those Medicare Secondary Payer situations that continue to exist. The Privacy Act (5 U.S.C. 552a(b)), as amended, prohibits the disclosure of information maintained by the Centers for Medicare & Medicaid Services (CMS) in a system of records to third parties, unless the beneficiary provides a written request or explicit written consent/authorization for a party to receive such information. Where the beneficiary provides written consent/proof of representation, CMS will permit authorized parties to access requisite information.

Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process.

LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

[Decline](#)

Slide notes

MSPRP users can pay on accounts by accessing the MSPPR website.

For the non-beneficiary, using the MSPRP link will access the login warning page. The user will click “I Accept” to agree to the terms and conditions stated in the login warning to advance to Welcome Page where you can access your account.

Slide 7 of 30 - Welcome to the MSPRP/Login Page

Welcome to the MSPRP

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 submit a valid authorization, request an update conditional payment amount, submit settlement information and dispute claims.

For information about the availability of auxiliary aids and services, please visit:
[Accessibility & Nondiscrimination Notice](#)

MSPRP Message

Check this location for important information regarding system outages, scheduled maintenance and special announcements.

Getting Started

If you are a Medicare Beneficiary and would like to use the MSPRP to request case information, please login to your Medicare account by visiting the Medicare.gov website at <https://medicare.gov/>.

Registration is required to use this application. For corporate accounts, your **Account Representative** must complete the *New Registration* and your **Account Manager** must complete the *Account Setup*. These individuals cannot be the same person.

The **Account Representative (AR)** is the person in your organization who has the legal authority to bind your organization to a contract and to the terms of MSPRP requirements. This is usually a senior executive or partner of your company or firm. The AR has ultimate accountability for the information submitted on the MSPRP.

The **Account Manager (AM)** is the person who will actively manage your account recovery case workload. This includes inviting **Account Designees (ADs)** and managing their access to the account.

For more information on the registration process and MSPRP user roles, please refer to the *How to Get Started* help document, located under the How To menu on the Navigation bar. To begin the registration process, your MSPRP **Account Representative** will click the *New Registration* button.

STEP 1 **New Registration**

STEP 2 **Account Setup**
(Account ID and PIN required.)

Sign in to your account

Username:

[Forgot ID](#)

Password:

[Forgot Password](#)

Slide notes

The Welcome to the MSPRP/Login page will appear. Enter your login credentials and click Login.

Note: Multi-Factor Authentication Voice Call/Text Message (SMS) factors will only be available for use to view unmasked claim information for a limited time after March 1st, 2025. If you wish to continue to use Multi-Factor Authentication after that time, you will need to register another factor via the Factor Maintenance link found on your home page. The new factor options are Okta Verify and/or Google Authenticator.

Slide 8 of 30 - Account List Page

The screenshot shows a web page with a green navigation bar at the top containing 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 "Account List". It includes a "Print this page" icon and text instructing users to click links to access accounts, update personal information, and activate factors. A "Multi-Factor Authentication" section features a padlock icon and explains the ID Proofing process. A list of "Associated Account IDs" is provided: 30401 ABC Corporation, 30324 Smith Associates, and 30184 Robert Jones. On the right, a yellow sidebar contains "Quick Help" (Help About This Page), "Account Settings" (Update Personal Information, Change Password), and "Multi-Factor Authentication" (Status: ID Proofed, Next Step: Factor Required).

Slide notes

The Account List page will appear. Select the Account ID of the account you want to make a payment on.

Note: A green leaf (Go Paperless icon) will appear next to the account name on the Account List and Welcome pages. This icon will also appear next to the account ID on the Open Debt Report and Case Listing pages. Additionally, this icon appears next to the case ID on the Case Information page if the MSPRP account is currently receiving letter notification emails instead of mailed letters for the case.

Slide 9 of 30 - Welcome (Non- Beneficiary)

The screenshot shows a web interface for a non-beneficiary user. At the top, a blue box contains the text "NON-BENEFICIARY USER". Below this, a "Welcome!" heading is followed by account information: "Account: 30401 ABC Corporation" with a green checkmark icon. The main content area contains several paragraphs of text explaining the portal's purpose and providing instructions on how to use various features. A list of links is provided at the bottom, with "Request Case Access" and "Case Listing" highlighted by a red rectangular box. On the right side of the page, there is a yellow-bordered box titled "Account Settings" containing four links: "Update Account Information", "Designee Maintenance", "View Account Activity", and "Update Paperless E-mail Distribution".

Slide notes

Once logged into the MSPRP and selecting the appropriate account ID, you can select the Case Listing link from the Welcome! Page.

A non-beneficiary user can use the Request Case Access link to request access to a case they are not already authorized to view/manage.

The Welcome! page now allows AMs and ADs to view letter notification emails and letters sent to the account within the last 30 business days for Go Paperless addresses using the new Go Paperless Letter Notifications link.

AMs may also update the Go Paperless email distribution list using the new Update Paperless E-mail Distribution link on the Welcome! page.

Slide 10 of 30 - Case Listing (Non-Bene)

Case Listing

The following are the case reports associated to Account ID: 30401.

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.

To remove a case from displaying on your Case Listing page, select the case(s) you wish to remove and click the Remove Case(s) button. This action will only remove the cases from displaying on this page. The selected cases will still be associated to your account.

To close a case on your account, select the case(s) you wish to close and click the Close Case(s) button. Only cases that have been reported via the MSPRP "Report A Case" process that are not yet demanded can be closed. Please note: A case should only be closed if it was reported in error as the case will be closed and recovery will cease.

Case ID: [Search Hint](#)

Medicare ID:

Beneficiary SSN: - -

Beneficiary Last Name: [Search Hint](#)

NON-BENEFICIARY USER

Cases

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

Select	Case ID	Bene Last Name	Medicare ID	Bene Date of Birth	Case Status	Authorization Level	Authorization Status	Case Access
<input type="checkbox"/>	201117409000150	Smith	****9999A	09/01/1940	Demand	Beneficiary Proof of Representation	Verified	Manage Access
<input type="checkbox"/>	201117409000151	Jones	****8888B	04/19/1945	Closed			Manage Access
<input type="checkbox"/>	201117409000152 *	Williams	****7777B	08/20/1939	DEMAND IN PROGRESS	Beneficiary Consent to Release	Verified	Manage Access
<input type="checkbox"/>	201117409000152 *	Jane	****73237B	02/20/1931	DEMAND IN PROGRESS	Beneficiary Consent to Release	Verified	Manage Access
<input type="checkbox"/>	201117409000152 *	Linda	****5777B	08/20/1975	DEMAND IN	Beneficiary	Verified	Manage Access

Slide notes

From the Case Listing Page, select the case link from the Cases table that you wish to view detailed information for.

Note: New columns for Case Status, Authorization Level, and Authorization Status have been added to the Case Listing page.

Slide 11 of 30 - Welcome! (Beneficiary)

CENTERS FOR MEDICARE & MEDICAID SERVICES

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

BENEFICIARY USER

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 liability or workers' compensation case, click the Report A Case link below. To report a no-fault case, contact the BCRC by phone at (855) 798-2627, or by mail at: NGHP, PO Box 138832, Oklahoma City, OK 73113.

[Request Case Access](#)

[Case Listing](#)

[Report A Case](#)

Quick Help

[Help About This Page](#)

Account Settings

[Update Account Information](#)
[Designee Maintenance](#)
[View Account Activity](#)

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

Slide notes

MSPRP Beneficiary users can pay on accounts by logging in from the Medicare.gov page. Beneficiaries will select the Go to MSPRP link to advance directly to the MSPRP Welcome! page and then select the case listing link to access their case listings page.

Slide 12 of 30 - Case Information (Beneficiary)

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

BENEFICIARY USER 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*

Slide notes

The Case ID's that are available to the beneficiary will display on the Case Listing page.

The beneficiary will select the link to the case they wish to review/manage.

Once logged in and the case is selected, the beneficiary and non-beneficiary will follow the same steps to make a payment.

Slide 13 of 30 - Case Information

The screenshot shows a web page titled "Case Information" with a green navigation bar at the top containing links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. Below the navigation bar is a "Print this page" icon and a "Quick Help : Help About This Page" button. The main content area is divided into two sections. The top section displays case details in two columns: 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), 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), ORM (Yes), Authorization Level (Proof of Representation), Authorization Status (Verified), and ORM Termination Date (01/01/2016). The bottom section features a tabbed interface with "Payment Information" selected and highlighted with a red box. Other tabs include Electronic Payment History, Refund Information, Correspondence Activity, Waiver/Redetermination/Appeal/Compromise, and Final Conditional Payment Process. Below the tabs, there is a note about the current conditional payment amount (\$2,800.00) and a note about claim retrieval. At the bottom, there are fields for Rights and Responsibilities Letter Mail Date (06/10/2010), Section 111 No-Fault Policy Limit Reported (\$32456.76), Conditional Payment Letter Amount (\$496.06), Conditional Payment Letter Mail Date (06/01/2011), Conditional Payment Amount Update Requested (06/01/2011), Conditional Payment Notice Amount (\$500.00), Conditional Payment Notice Mail Date (06/18/2011), and Conditional Payment Notice Response Due Date (07/31/2011).

Slide notes

Authorized MSPRP users are able to make a payment from the Case Information page. The default tab is the Payment Information tab where users can select Make a Payment in the lower, left-hand corner.

The Payment Balance reflects the remaining principal and interest balance on the case. Partial payments can also be made on the account.

When the case has not been demanded or the demand balance amount minus any pending electronic payments is zero, users will not be able to make a payment.

To better communicate the precise status of debts, the Case Information page header and Payment Information tab have been updated. The header has an added case status value of Extended Repayment, as well as new fields when ongoing responsibilities for medicals (ORM) is present and when a case is referred to Treasury. In addition, the Payment Information tab has an updated status note value, rearranged fields, and a new Conditional Payment Letter Amount field.

Note: To assist insurers and recovery agents in providing appropriate disputes to the CPN before a case is demanded, the S111 No-Fault Policy Limit Reported field has been added to the Payment Information tab on the Case Information page for S111 No-Fault cases.

Also, 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 14 of 30 - Make A Payment

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

Make a Payment

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

Case ID: 201117409000150 **Pending Electronic Payment Amount:** \$0.00
Debtor Name: John Doe [What is this?](#)
Remaining Principal Amount: \$1234.56 **Payment Amount:** \$2023.66
Remaining Interest Amount: \$789.10
Total Remaining Balance Amount: \$2023.66

Note: Remaining balance amounts do not include pending payments.

The default Payment Amount reflects the total remaining principal and interest balance on the case less any pending electronic payments. If you do not wish to remit full payment at this time, please update the Payment Amount.

Account Holder Name:

Please enter the account holder name as it appears on the account under which payment will be made. If you are making payment on behalf of yourself, this will be your name. If you are making payment on behalf of the debtor, this will be the debtor's name.

Note: If you are making a partial payment (that is, you wish to appeal the inclusion or the amount of any of the individual claims that comprise the case) please be sure to upload supporting documentation via the Redetermination, Waiver, or Compromise Request option if you haven't already done so. Interest will continue to accrue on any unpaid balances.

Click **Continue** to transfer to the Pay.gov site to select your payment method and complete your payment. [What is Pay.gov?](#) Click **Cancel** to return to the Case Information page.

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

Slide notes

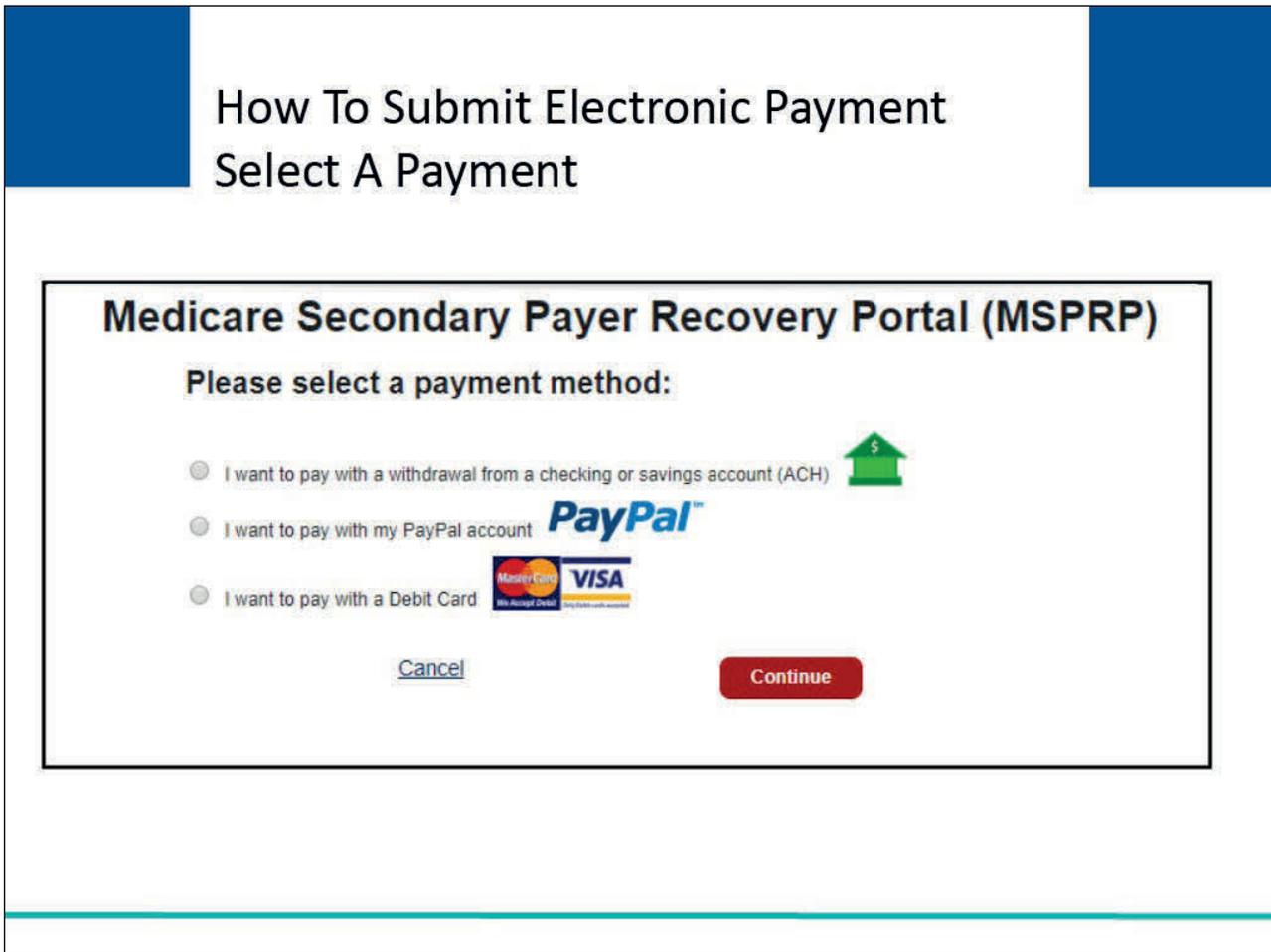
The “Make a Payment” page will appear.

The user will enter an amount in the Payment Amount field and the Account Holder Name in the corresponding field. Once the payment amount has been entered, select continue.

Users will be able to cancel. If cancel is selected, you will return to the Case Information - Payment Information page without saving any payment amount entered.

Click Continue to transfer to the Pay.gov site to select your payment method and complete your payment.

Slide 15 of 30 - Pay.gov Payment Method



Slide notes

The Pay.gov page will appear.

The user will select their electronic payment method from the options listed on the screen:

- Checking and Savings Account,
- Debit Card,
- or PayPal Account as a payment method.

Note: PayPal users must use a PayPal account that is tied to a bank account, not a credit card.

Once the payment information has been entered, Click Continue.

Slide 16 of 30 - Enter Electronic Payment

Enter Electronic Payment Checking and Savings

Pay.gov

Medicare Secondary Payer Recovery Portal (MSPRP)

Please enter checking or savings account information below.

* indicates required fields

Agency Tracking ID: 79570592704

Payment Amount: \$28.57

* Account Holder Name:

* Account Type:

Routing Number Account Number Check Number

⑆0 26946783⑆ 9243767390⑆ 234⑆

* Routing Number:

* Account Number:

* Confirm Account Number:

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

Slide notes

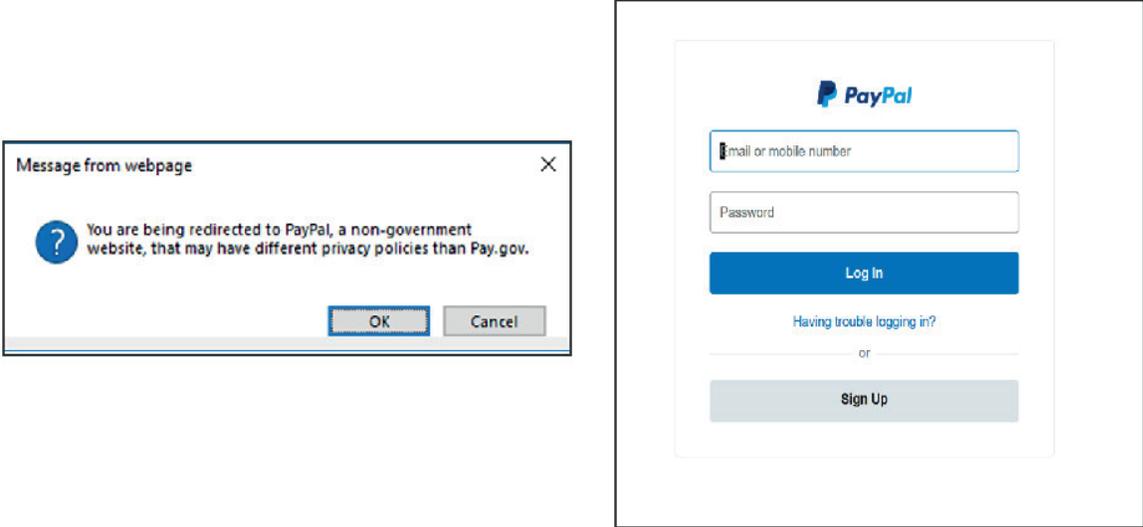
The Pay.gov enter payment information page will display for the method selected with the payment amount previously entered in the MSPRP auto populated.

For Checking or Savings account payments, enter the required information and confirm the amount populated at this time. Click Continue if you wish to proceed, cancel to end the payment process and if you wish to change the payment method, click previous.

Note: If you enter invalid data such as an incorrect routing or bank account number, you will get an alert asking you to verify the account information and resubmit the payment. Your routing and account number can be found on the bottom of your check, or you can contact your financial institution for this information.

Slide 17 of 30 - Enter Electronic Payment

Enter Electronic Payment- PayPal



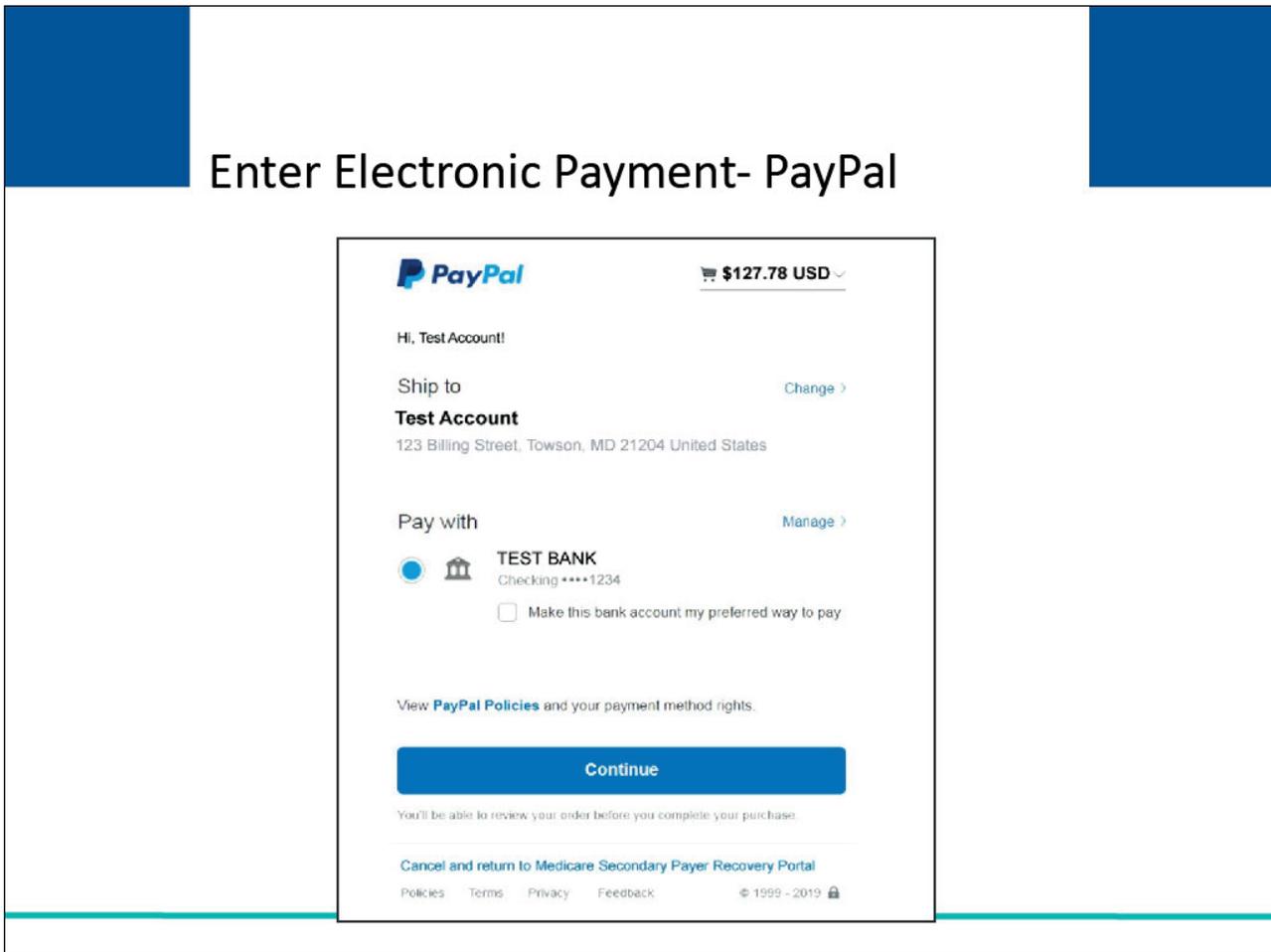
The screenshot displays a PayPal login interface. On the left, a "Message from webpage" dialog box is open, containing a question mark icon and the text: "You are being redirected to PayPal, a non-government website, that may have different privacy policies than Pay.gov." Below the text are "OK" and "Cancel" buttons. On the right, the PayPal login form is visible, featuring the PayPal logo, input fields for "Email or mobile number" and "Password", a blue "Log In" button, a link for "Having trouble logging in?", an "or" separator, and a grey "Sign Up" button.

Slide notes

PayPal users will be routed to the PayPal login screen after agreeing to the message that “You are being redirected to PayPal, a non-government website, that may have different privacy policies than Pay.gov”.

If you choose the wrong option and would like to choose a different option, click Cancel.

Slide 18 of 30 - Pay.gov- Debit Payment



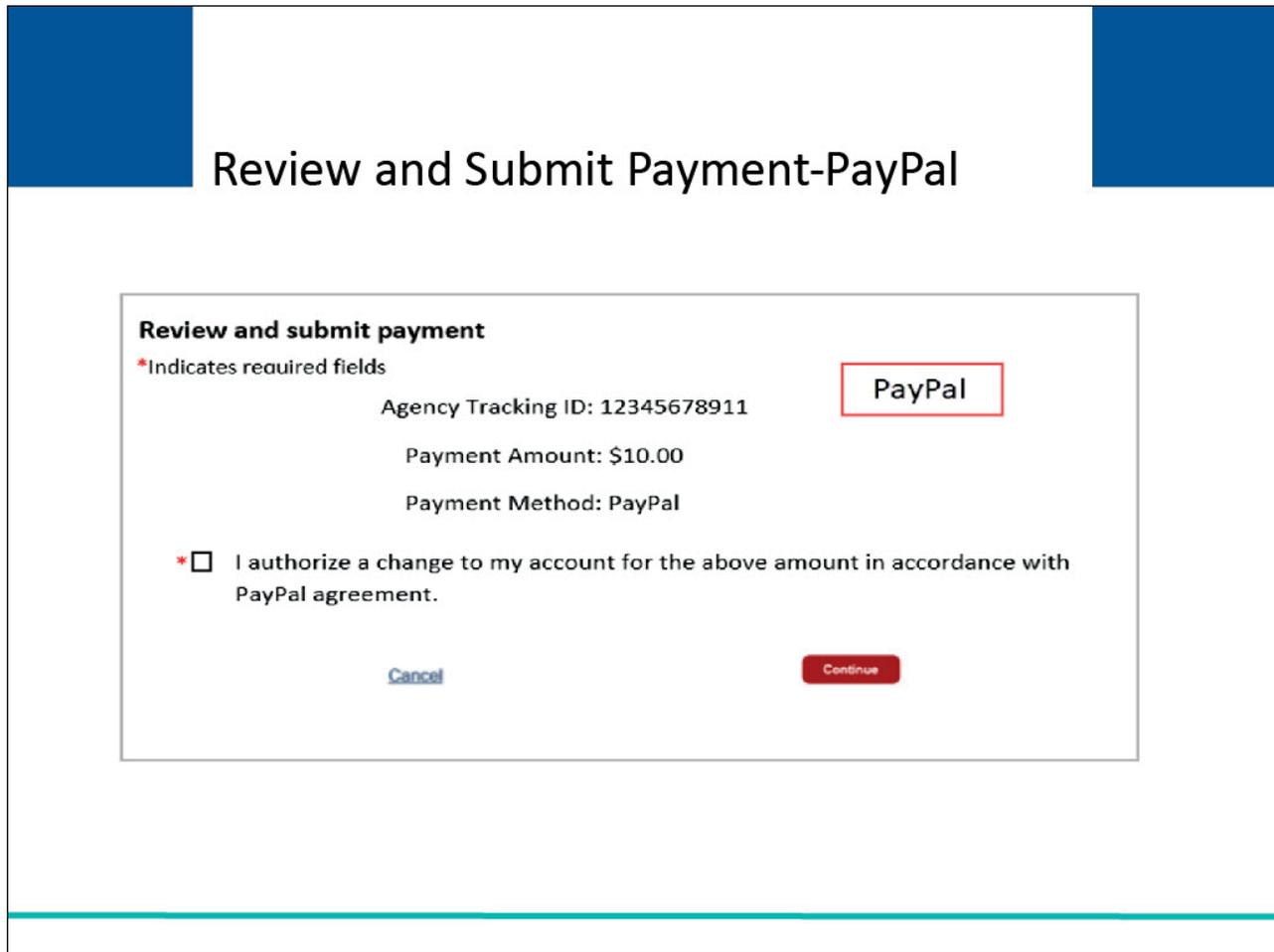
Slide notes

Once you have logged into PayPal, the payment amount entered in the MSPRP will be pre-filled. Please verify the amount is correct. You may only use a PayPal account that is linked to a bank account.

Credit card payments will not be accepted. To return without making a payment, click the “Cancel and return to the Medicare Secondary Payer Recovery Portal” link at the bottom of the screen.

Otherwise select continue to proceed with your payment.

Slide 19 of 30 - Review and Submit Payment



Slide notes

The PayPal Review and Submit Payment screen will have the options to click Continue to submit your payment or Cancel to discontinue the payment process.

You will need to check the box prior to clicking continue to authorize a charge to your account for the amount in accordance with your PayPal agreement.

Slide 20 of 30 - Enter Electronic Payment

Enter Electronic Payment Information - Debit Card

Medicare Secondary Payer Recovery Portal (MSPRP)

Please provide the Debit Card Information below
* Indicates required fields

Agency Tracking ID: 34619915682
Payment Amount: \$15,000.00

* Country:

* Billing Address:

Billing Address 2:

* City:

State/Province:

ZIP/Postal Code:

* Account Holder Name:



* Card Number:

* Expiration Date:

* Card Security Code:

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

Slide notes

For Debit Cards, you will need to enter the required information and click continue.

The payment amount will be pre-filled with the amount you noted on the MSPRP. Please verify that the amount is correct.

Note: A debit card will be declined if the maximum amount of \$24,999.99 is exceeded. You can use the previous link to go back to the Previous Pay.gov screen or Cancel to return to MSPRP.

Otherwise, once you have entered and verified the required information, select Continue to complete the transaction.

Slide 21 of 30 - Review and Submit Payment

Review and Submit Payment- Debit

Review and submit payment
* indicates required fields

Agency Tracking ID: 79570889705

Payment Amount: \$127.78

Payment Method: Plastic Card

Account Holder Name: Test Account

Card Type: MASTERCARD

Card Number: *****0014

Billing Address: 123 Billing Street

Billing Address 2:

City: Towson

Country: United States

State/Province: MD

ZIP/Postal Code: 21204

I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

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

Slide notes

The Debit Card Review and Submit Page will allow you to review the information before continuing to submit your payment. Click Cancel to discontinue the payment process and Previous if you need to make changes before submitting.

Please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

Slide 22 of 30 - Payment Status- Declined

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 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 is titled "Payment Status" and includes a "Print this page" icon and a "Quick Help : Help About This Page" button. A central message states: "Your payment of \$2,023.66 has been declined." Below this, a red-bordered box contains the following information: "Confirmation Number:", "Case ID: 201117409000150", "Debtor Name: John Doe", and "Payment Amount: \$0.00". Below the box, it says "Click Continue to view information about your payment on the Electronic Payment History tab." and features a green "Continue" button with a right-pointing arrow. At the bottom of the page, a blue footer contains the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

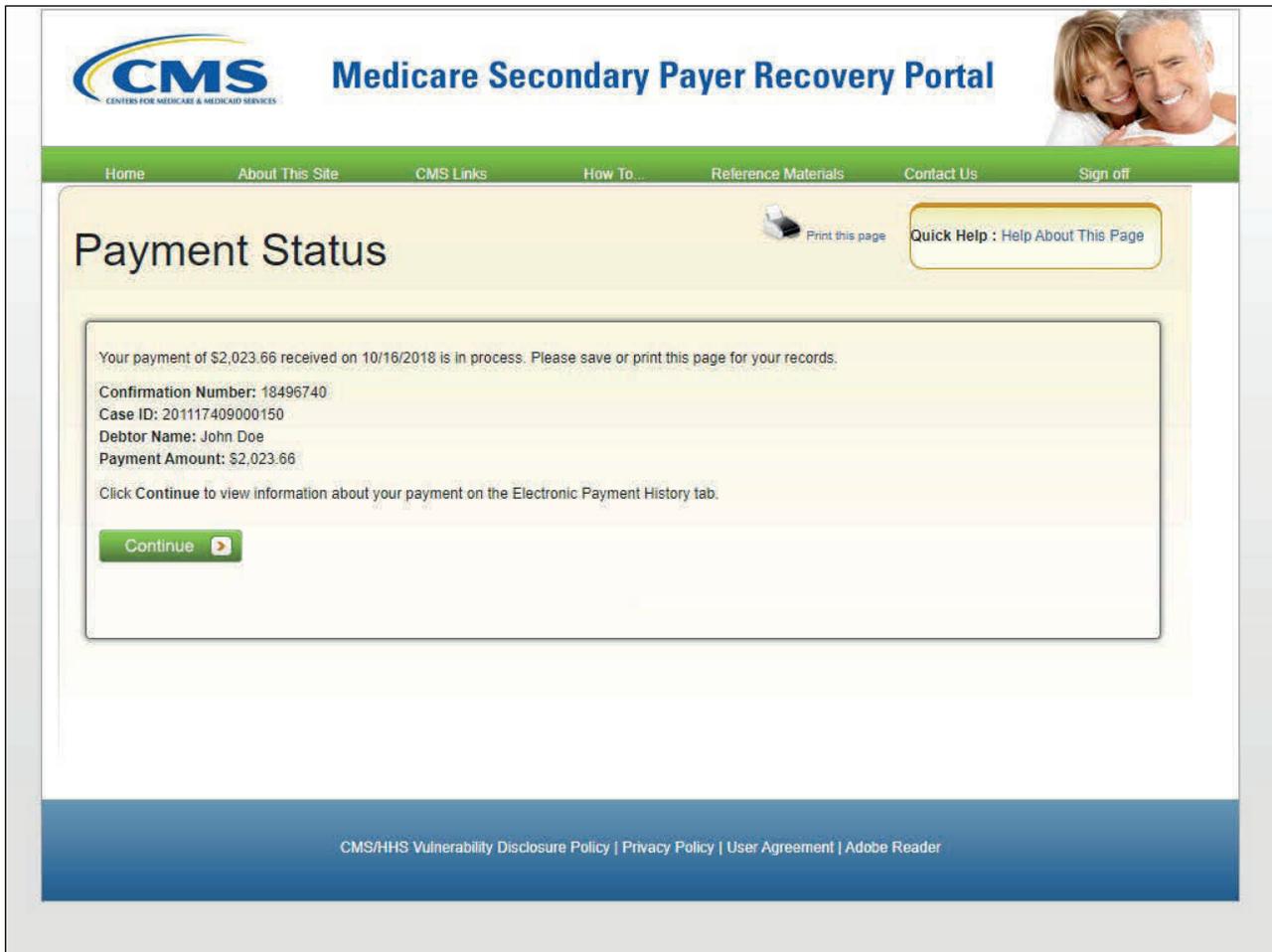
Slide notes

If the payment is declined, the payment status page will display.

A confirmation number, Case ID, Debtor Name, and the payment amount of zero will auto populate on this page and the payment amount will show \$0.00.

Select Continue, to view information for this payment.

Slide 23 of 30 - Payment Status - Successful



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 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 is titled "Payment Status" and includes a "Print this page" icon and a "Quick Help : Help About This Page" button. The central message states: "Your payment of \$2,023.66 received on 10/16/2018 is in process. Please save or print this page for your records." Below this, the following information is displayed: Confirmation Number: 18496740, Case ID: 201117409000150, Debtor Name: John Doe, and Payment Amount: \$2,023.66. A note instructs the user to click "Continue" to view information about the payment on the Electronic Payment History tab. A green "Continue" button with a right-pointing arrow is located below the text. At the bottom of the page, a blue footer contains the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

Slide notes

If the payment is submitted successfully, the Payment Status page will appear. The payment amount, Confirmation Number, Case ID, and Debtor Name will auto-populate on this page.

Select Continue to view information about the payment on the Case Information page by viewing the Electronic Payment History Tab.

Slide 24 of 30 - Electronic Payment History

The screenshot shows a web interface for Case Information. At the top, there is a navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. Below the navigation bar is a 'Print this page' icon and a 'Quick Help : Help About This Page' button. The main heading is 'Case Information'. The case details are organized into two columns:

- Left Column:** Case ID: 201117409000150, Case Type: Liability Insurance, Case Status: Demand, 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, ORM: Yes.
- Right Column:** 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, ORM Termination Date: 01/01/2016.

Below the case details is a tabbed interface with the following tabs: Payment Information, **Electronic Payment History** (highlighted with a red box), Refund Information, Correspondence Activity, Waiver/Redetermination/Appeal/Compromise, and Final Conditional Payment Process. Below the tabs, there is a summary of demand information:

- 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

A note states: "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."

At the bottom, there is a table with the following data:

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

Slide notes

When returned back to the Case Information page, the case details will display.

The Electronic Payment History Tab will show the history of electronic payments including the Payment Date, Payment Method, Account Holder Name, Payment Amount, Payment Status, and an updated Demand Status with corresponding date.

Note: The Electronic Payment History Tab will display any payments that have been posted to this account.

Slide 25 of 30 - Electronic Payment History

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Case Information

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

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

Slide notes

The Status field will display “Accepted” if the payment was successful and will show “Declined” if the payment was unsuccessful.

For payments still in process, the status will display as “Pending” and will update once the payment has been processed by the bank.

Slide 26 of 30 - Payment Processing Information

Payment Processing Information

- Payment processing time is 1 -3 business days
- Processing times vary by institution
- On your statement as being paid to “HHSCMS”

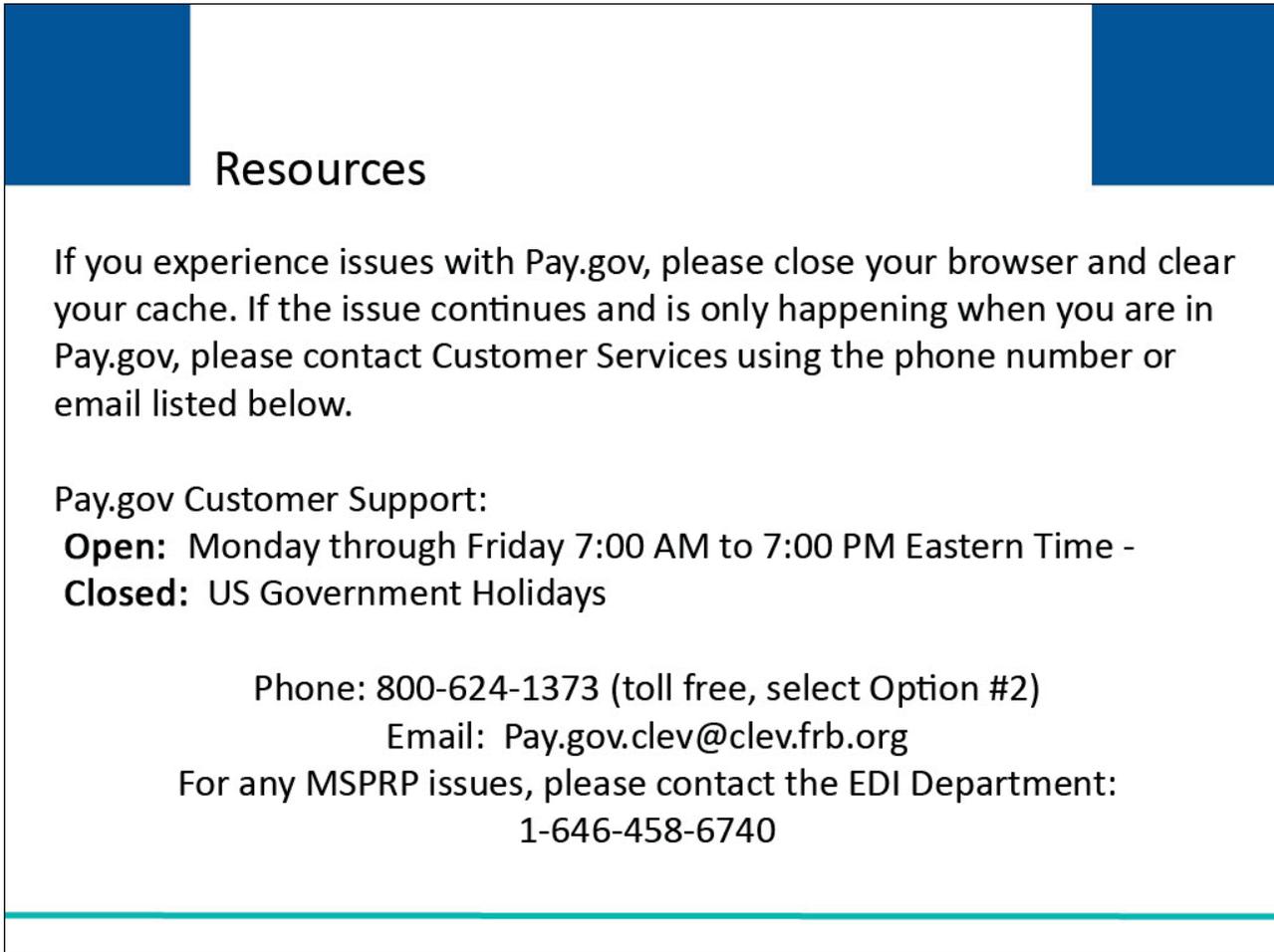
Slide notes

Average payment processing time is 1 to 3 business days.

However, processing times vary by institution.

Payments will be shown on your statement as being paid to “HHSCMS”.

Slide 27 of 30 - Resources



Resources

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Customer Services using the phone number or email listed below.

Pay.gov Customer Support:
Open: Monday through Friday 7:00 AM to 7:00 PM Eastern Time -
Closed: US Government Holidays

Phone: 800-624-1373 (toll free, select Option #2)
Email: Pay.gov.clev@clev.frb.org

For any MSPRP issues, please contact the EDI Department:
1-646-458-6740

Slide notes

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Services using the phone number or email listed below.

Pay.gov Customer Support: Open Monday through Friday 7:00 AM to 7:00 PM Eastern Time - Closed US Government Holidays

Phone: 800-624-1373 (toll free, select Option #2)

Email: Pay.gov Email Address.

For any MSPRP issues, please contact the EDI Department: 1-646-458-6740

Slide 28 of 30 - Course Summary

Course Summary

You should now be able to:

- Explain who is authorized to make payments on the MSPRP
- Discuss how to submit electronic payments on Pay.gov
- Describe the types of payments accepted by Pay.gov
- Outline how to review a history of electronic payments



Slide notes

You should now be able to:

- Explain who is authorized to make payments on the MSPRP,
- Discuss how to submit electronic payments on Pay.gov,
- Describe the types of payments accepted by Pay.gov, and
- Outline how to review a history of electronic payments.

Slide 29 of 30 - Electronic Payments Conclusion



You have completed the MSPRP Electronic Payments 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/>.

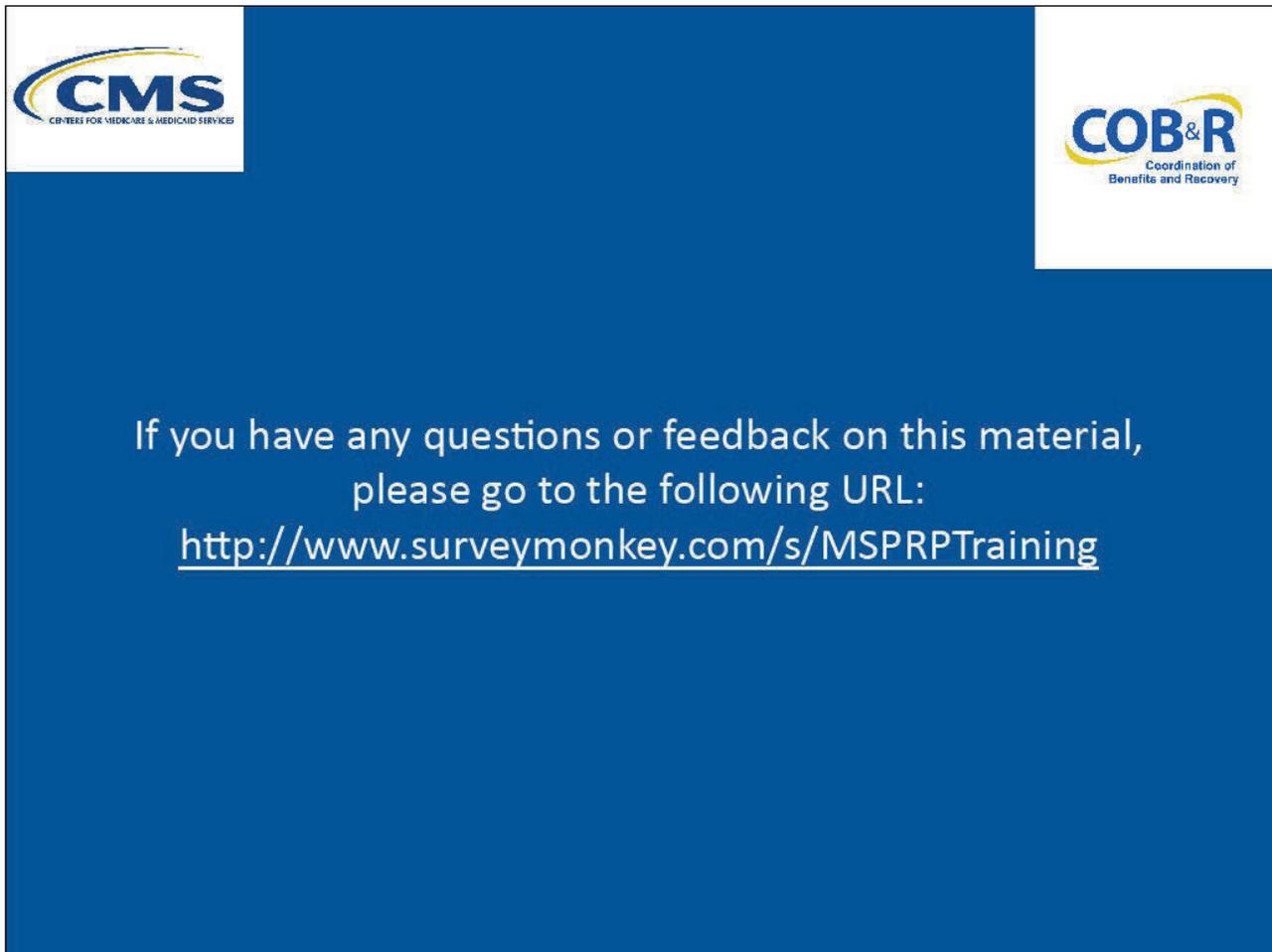
For general information on Medicare Secondary Payer Recovery, go to this URL:
<http://go.cms.gov/cobro>.

Slide notes

You have completed the MSPRP Electronic Payments course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: [MSPRP Website](#).

For general information on Medicare Secondary Payer Recovery, go to this URL: [CMS COB&R Overview](#).

Slide 30 of 30 - MSPRP Training Survey



The slide features a blue background with two logos in the top corners: CMS (Centers for Medicare & Medicaid Services) on the left and COB&R (Coordination of Benefits and Recovery) on the right. The central text reads: "If you have any questions or feedback on this material, please go to the following URL: <http://www.surveymonkey.com/s/MSPRPTraining>".

Slide notes

If you have any questions or feedback on this material, please go to the following URL: [MSPRP Training Survey](http://www.surveymonkey.com/s/MSPRPTraining).