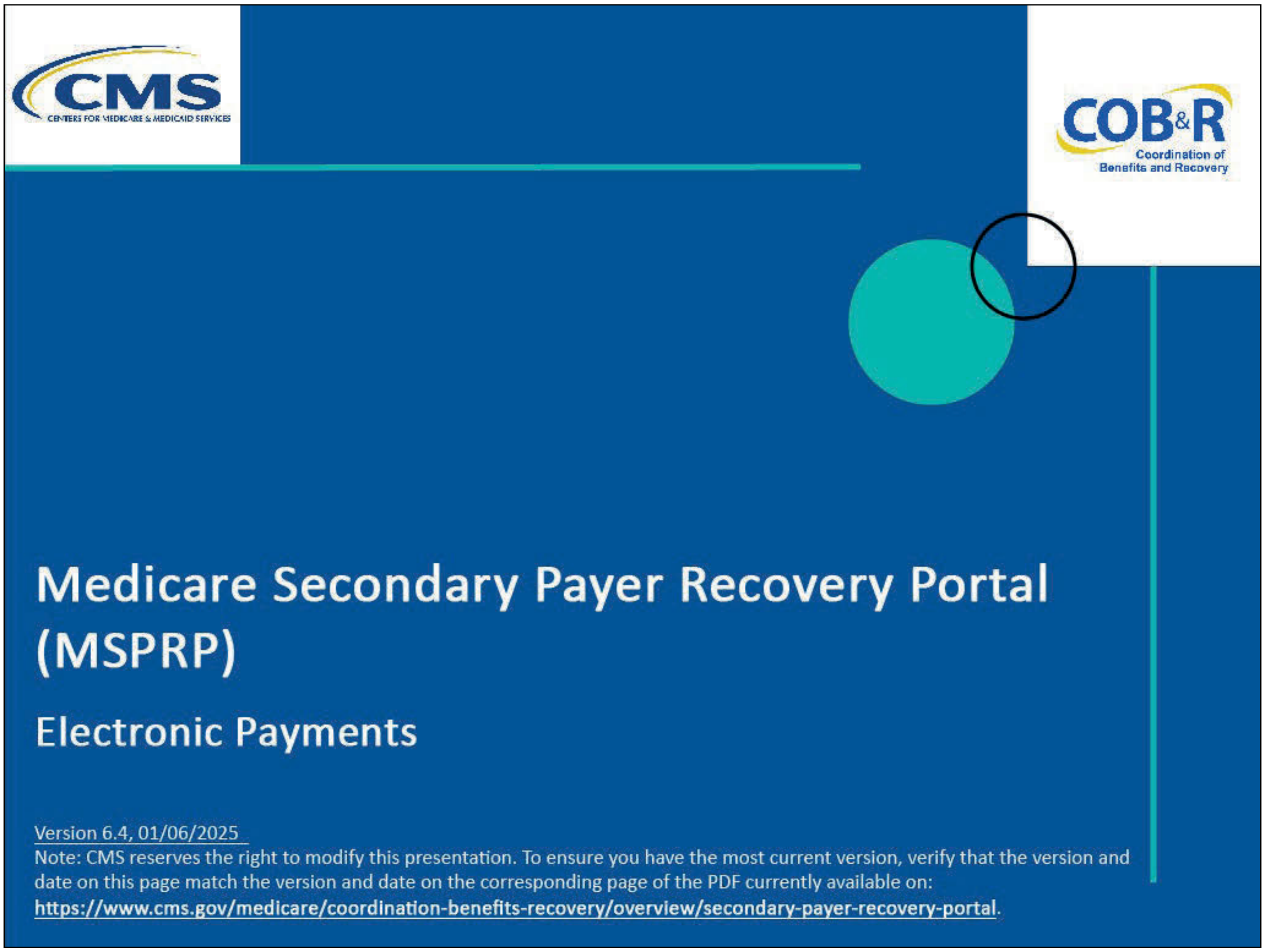
Electronic Payments

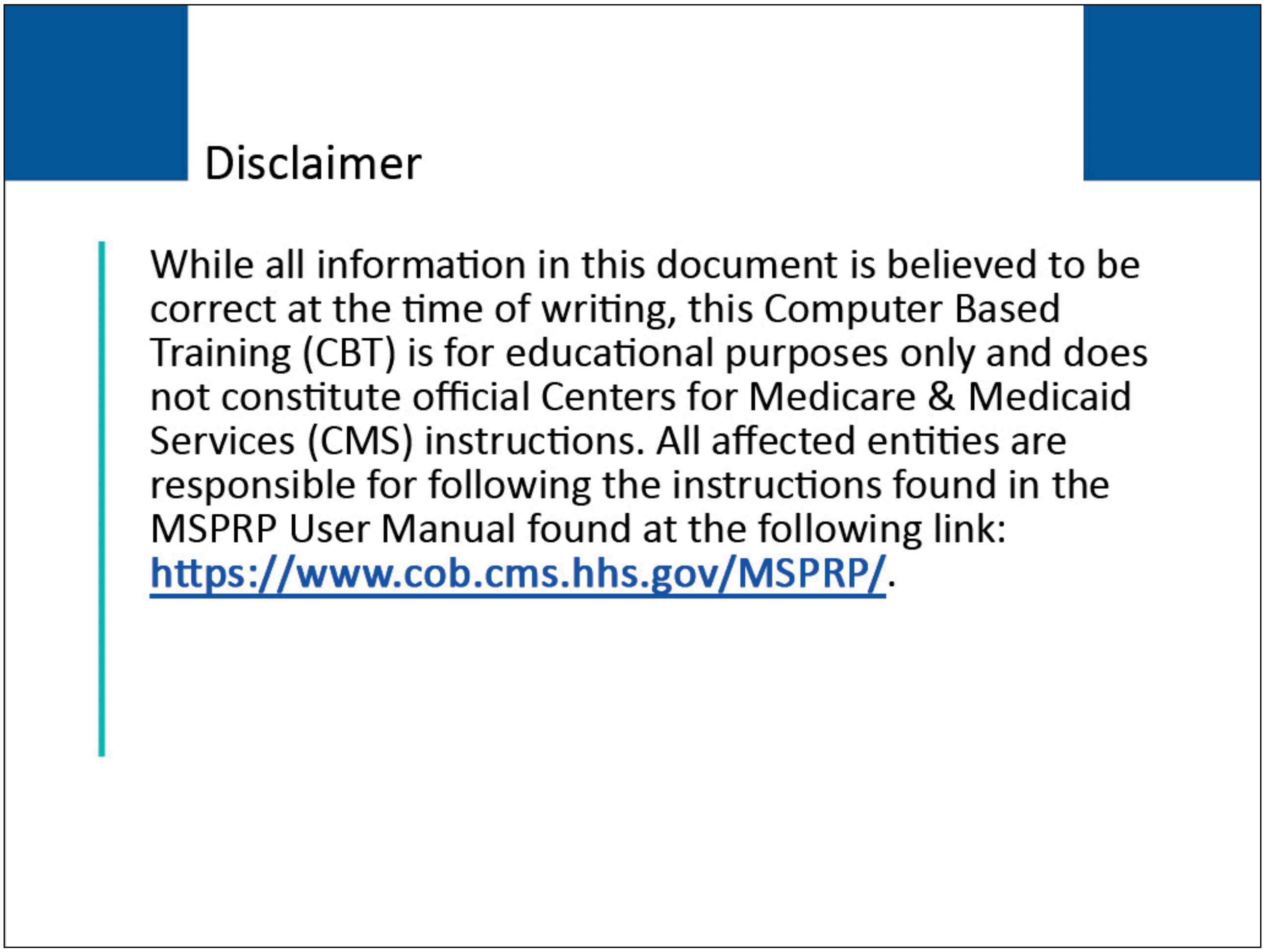
Slide 1 of 30 - Electronic Payments



Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Electronic Payments course.

Slide 2 of 30 - Disclaimer

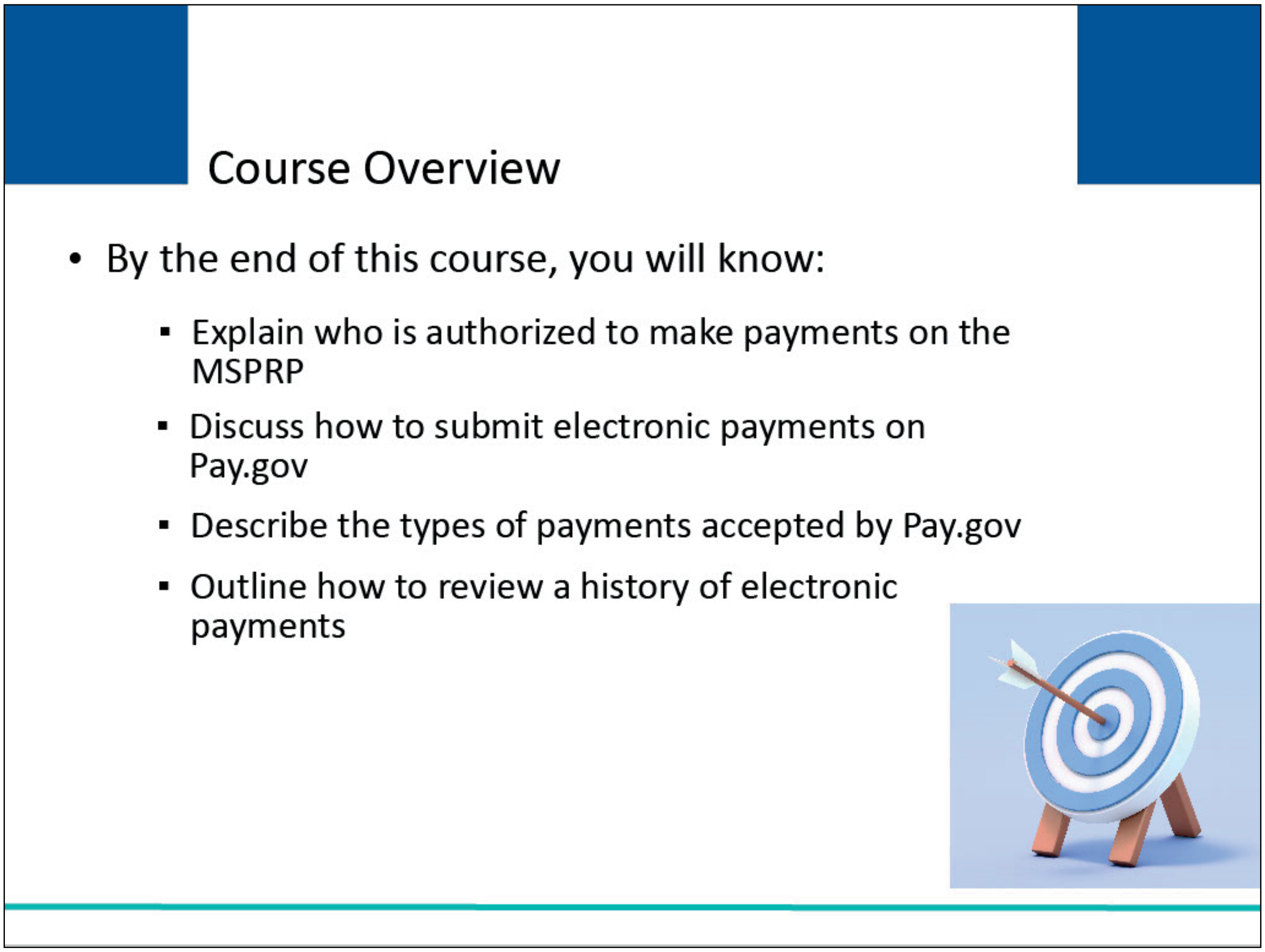


Slide notes

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: MSPRP Website.

Slide 3 of 30 - Course Overview



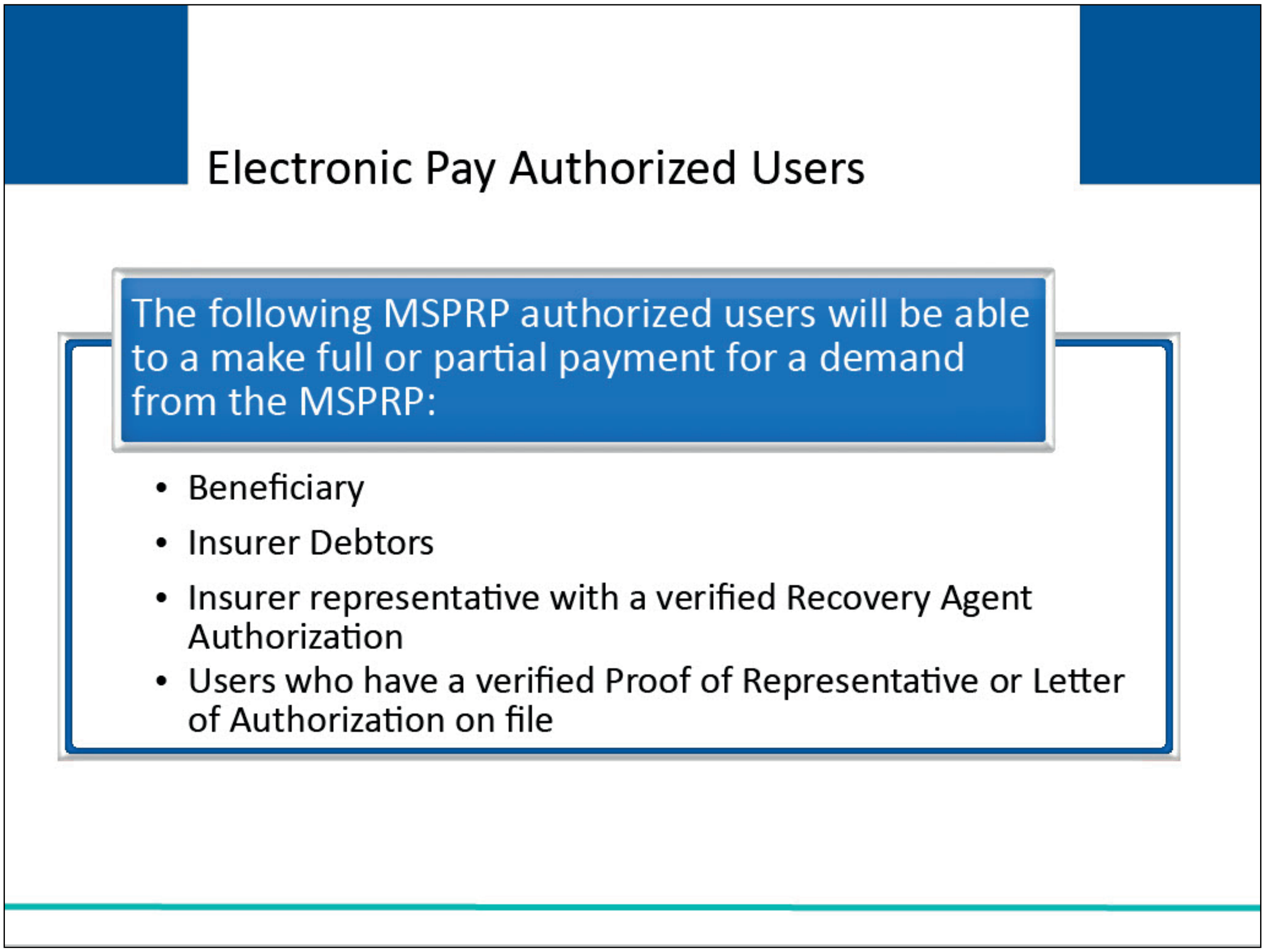
Slide notes

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

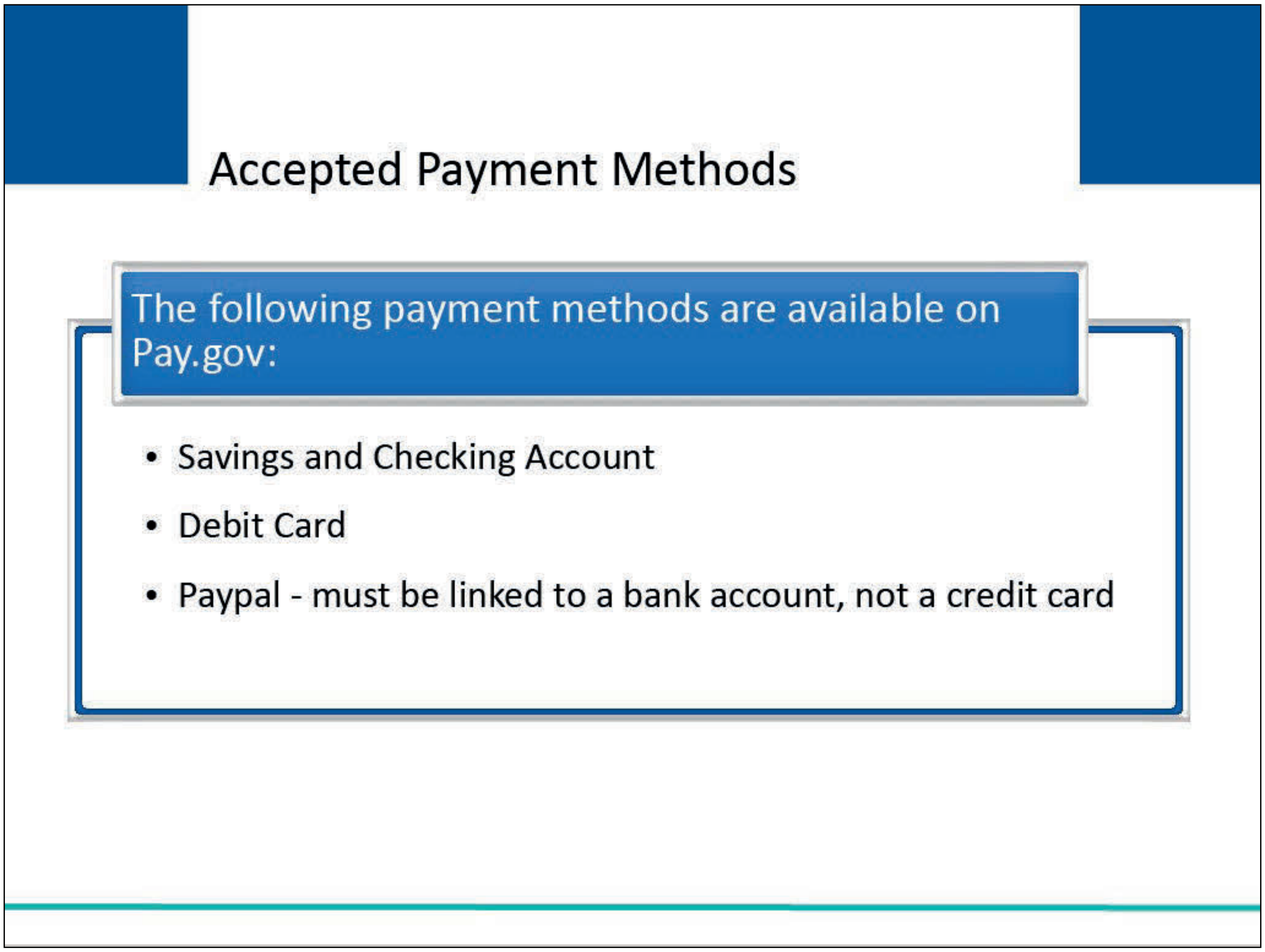


Slide notes

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

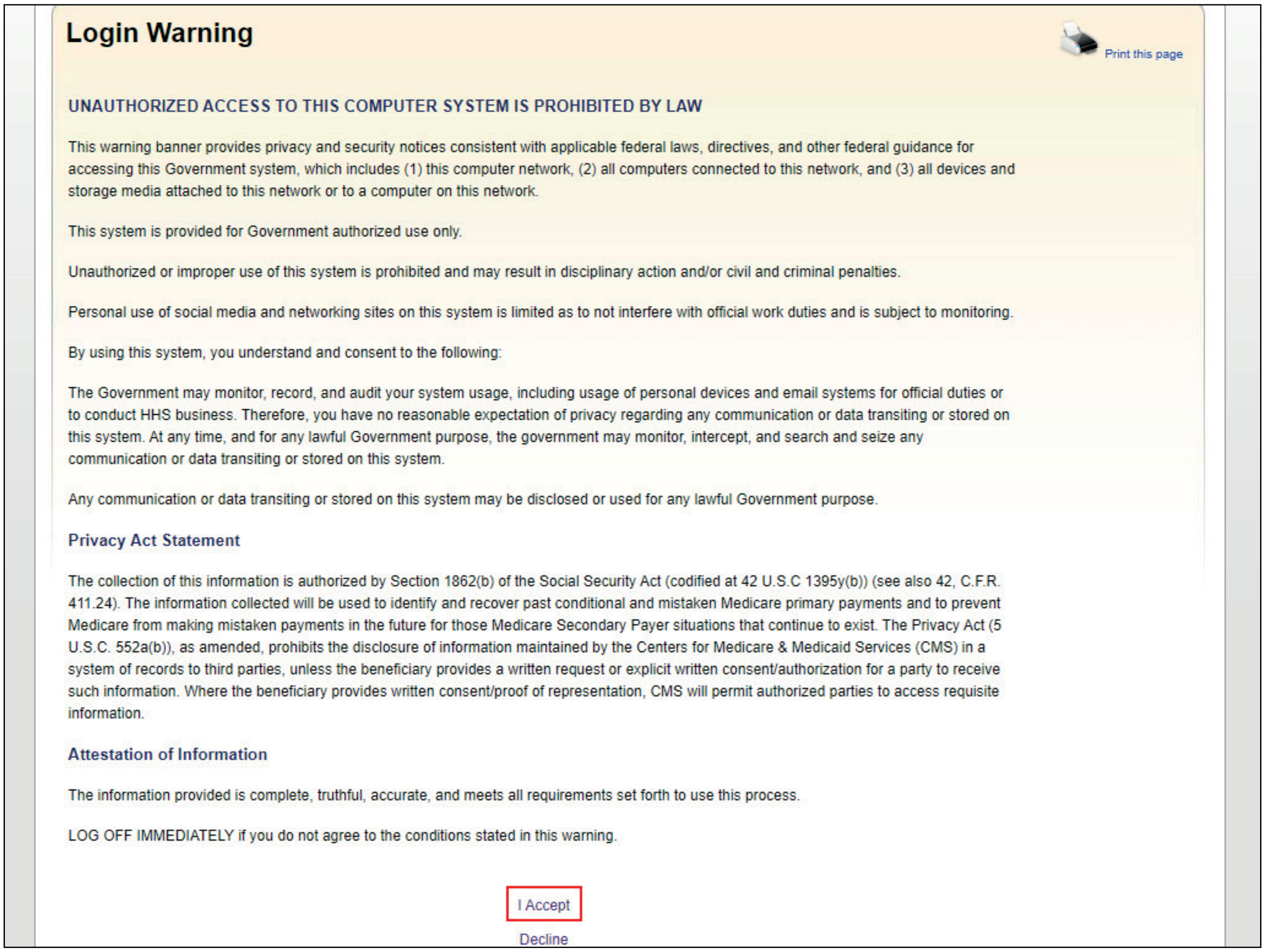


Slide notes

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.

I Accept

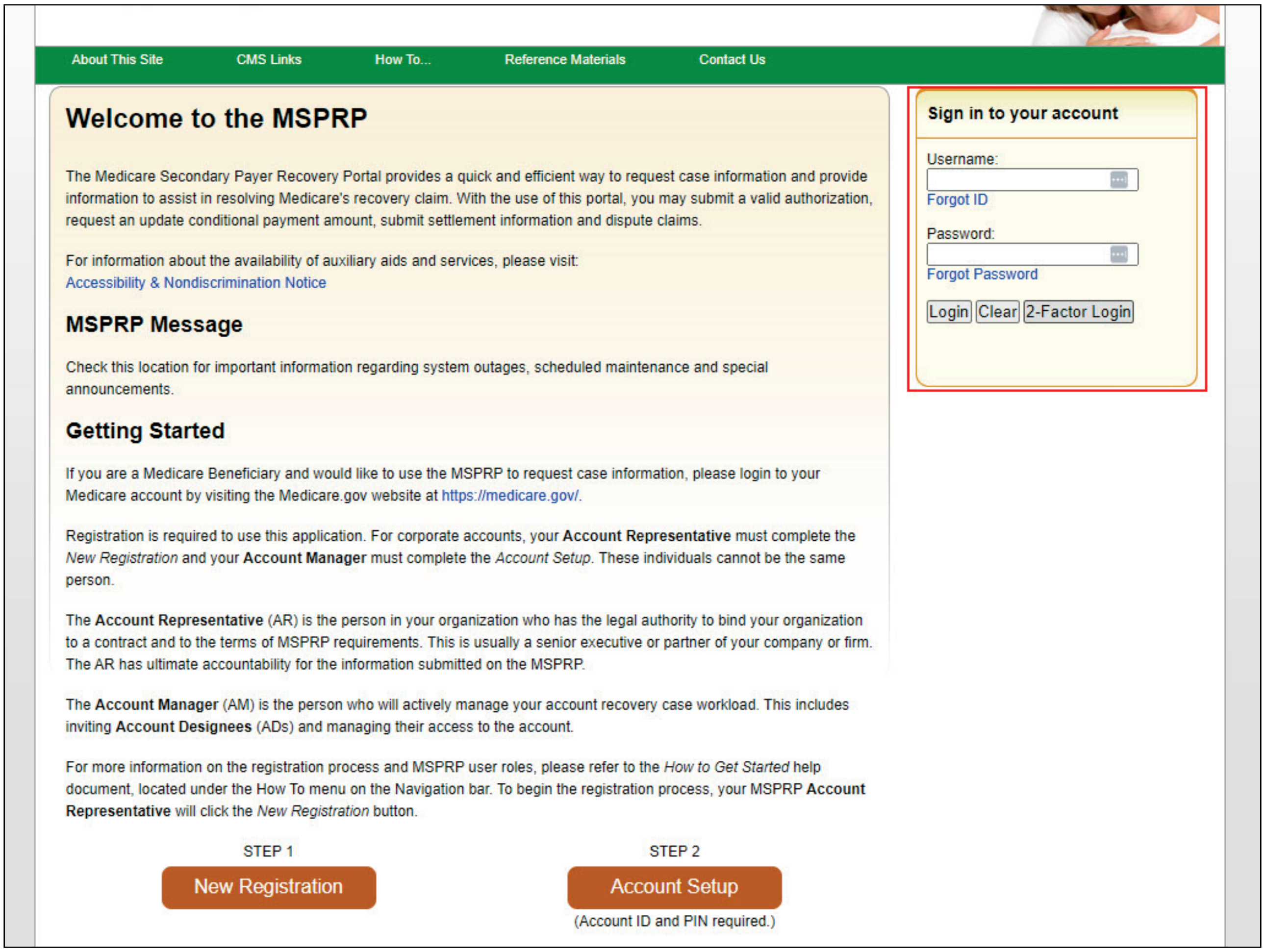
Decline

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

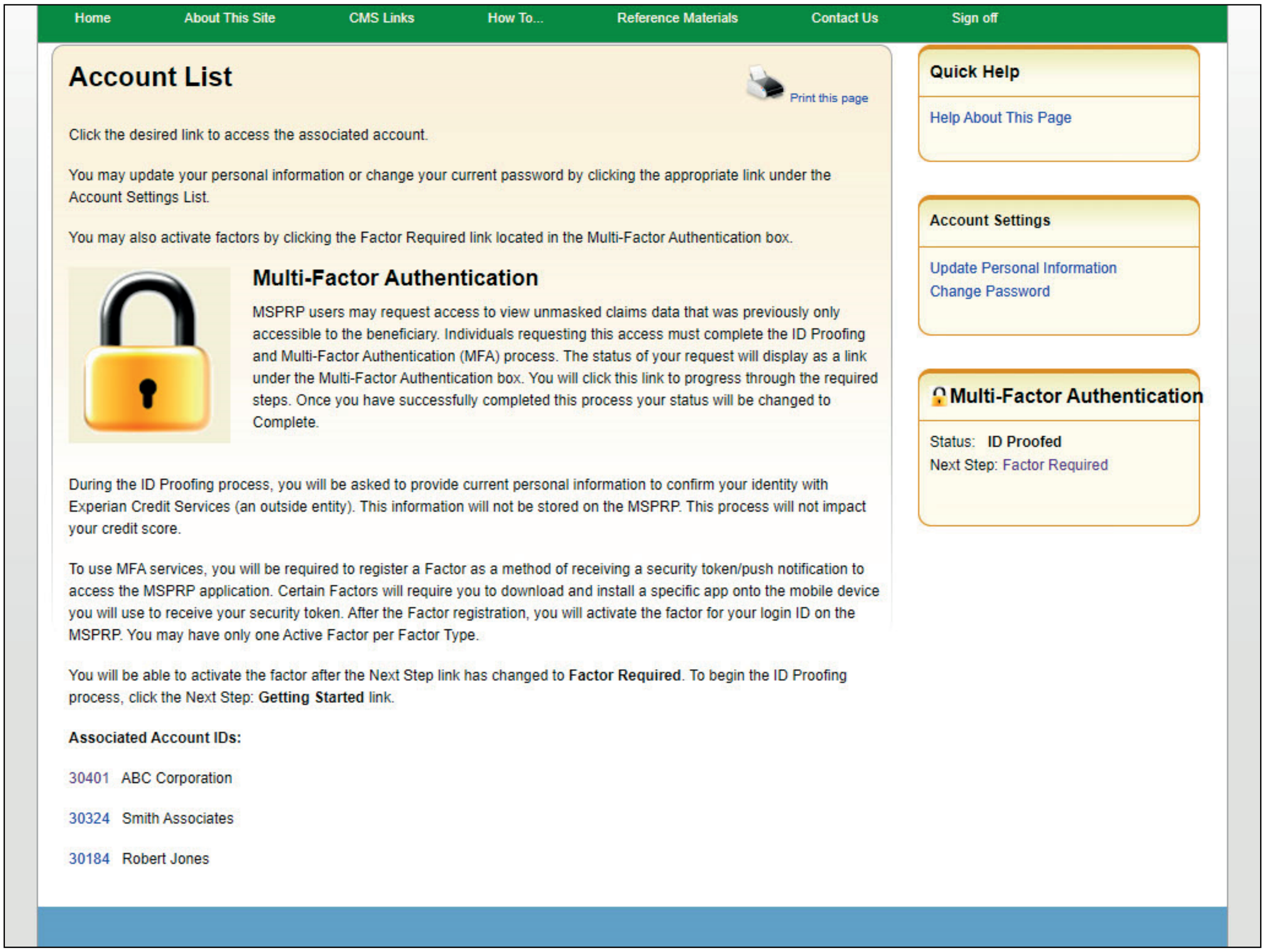


Slide notes

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

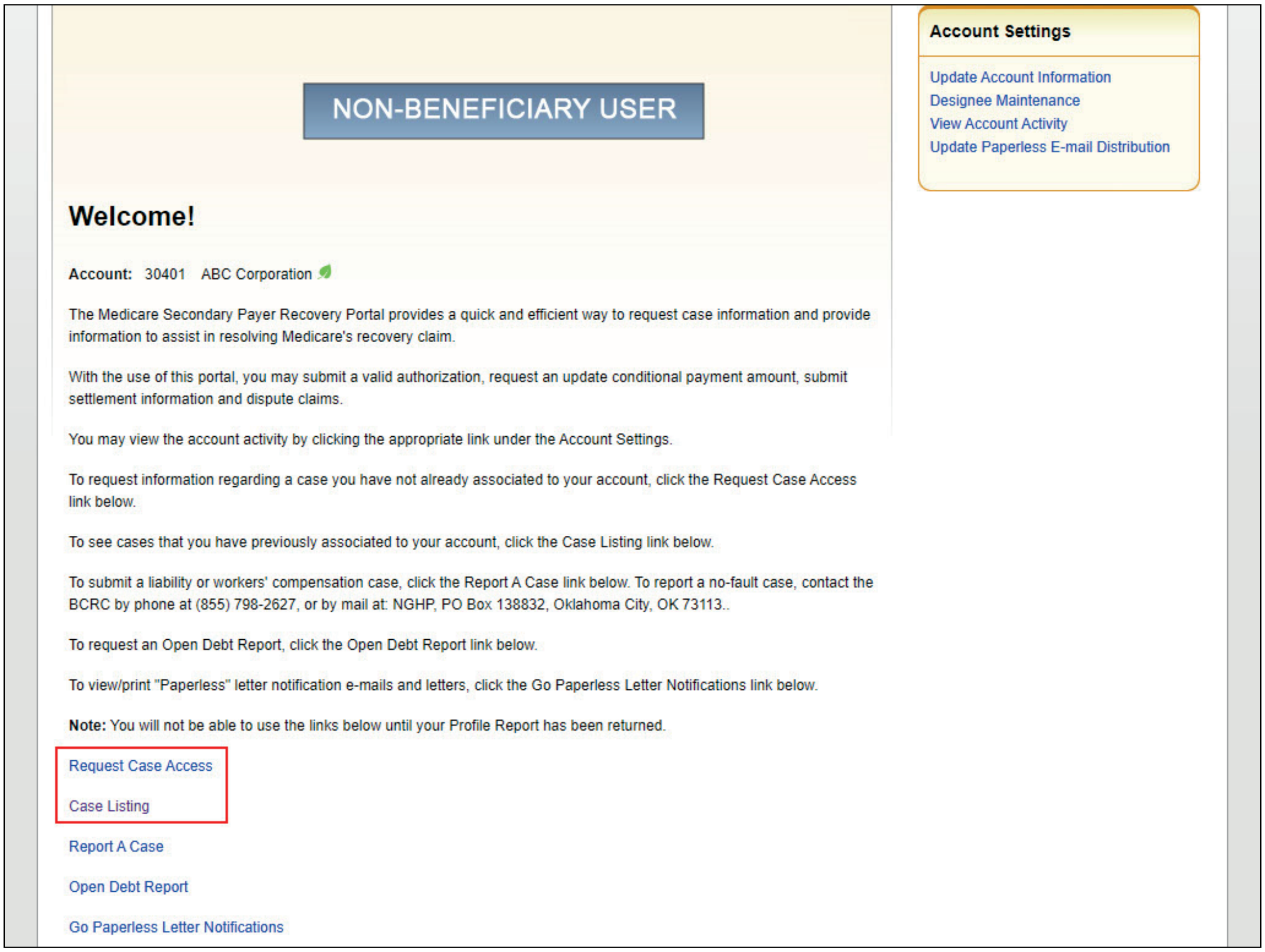


Slide notes

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)



Slide notes

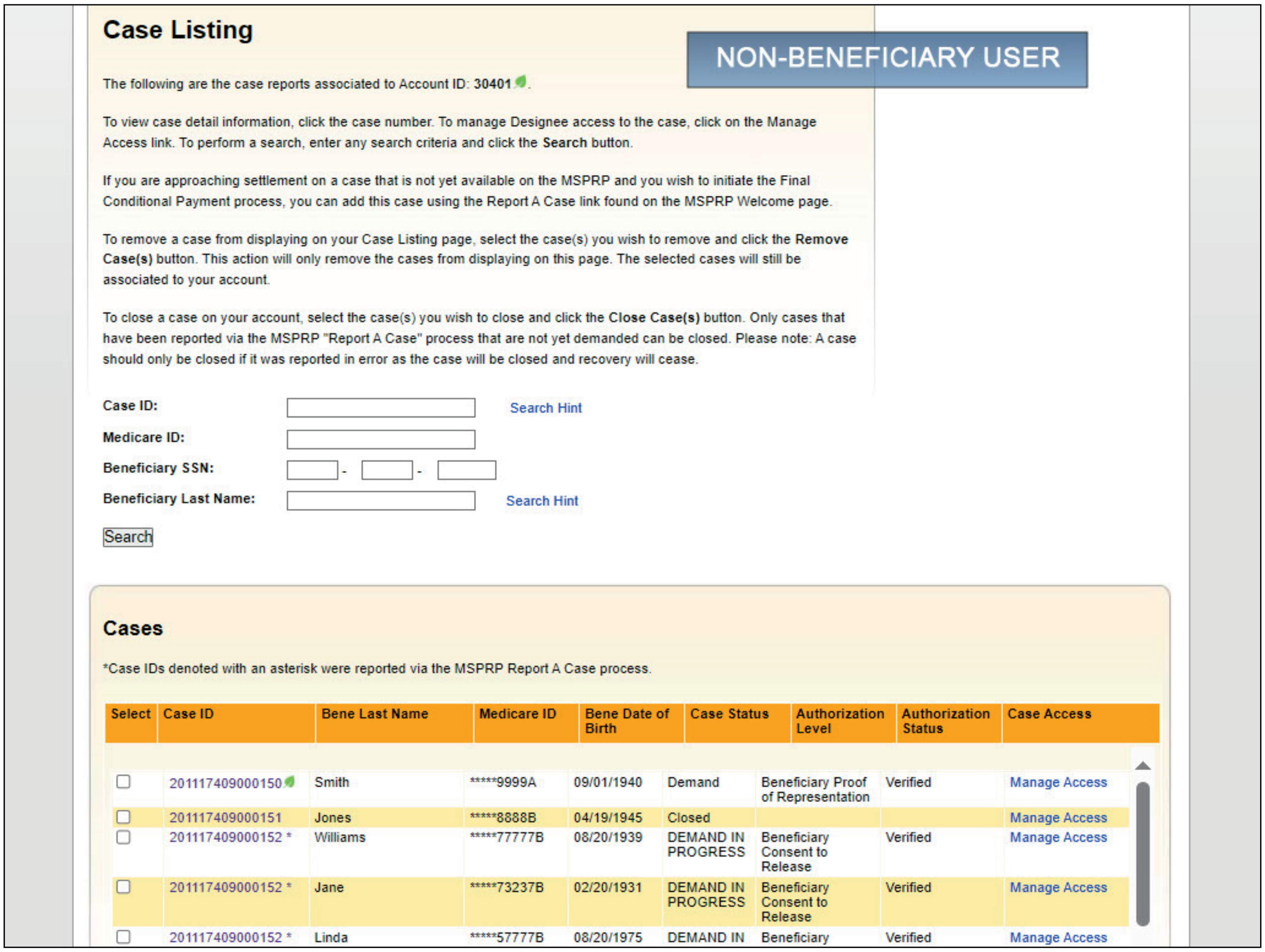
Once logged into the MSPRP and selecting the appropriate account ID, you can select the Case Listing link from the Welcome! Page.

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)

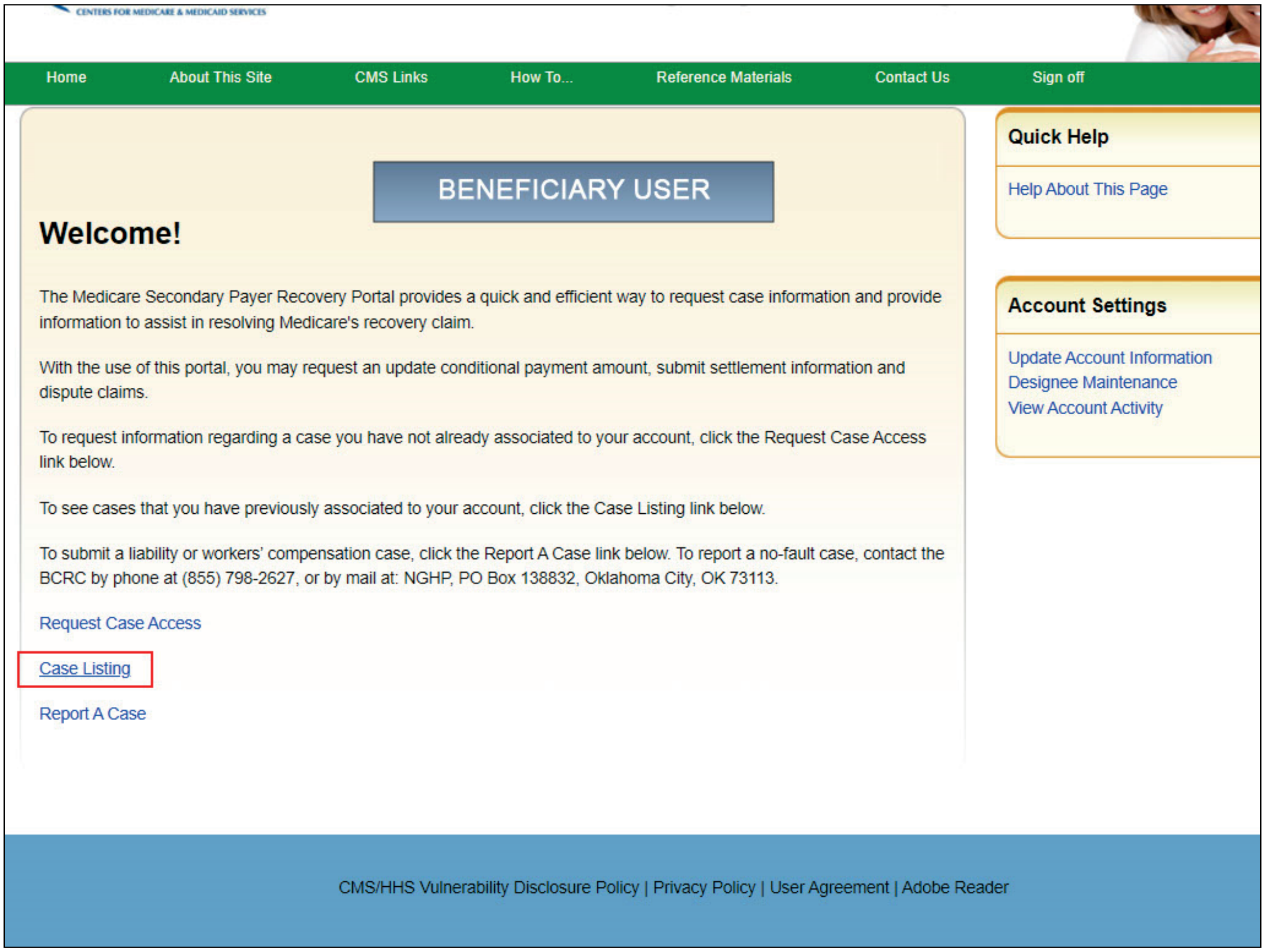


Slide notes

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.

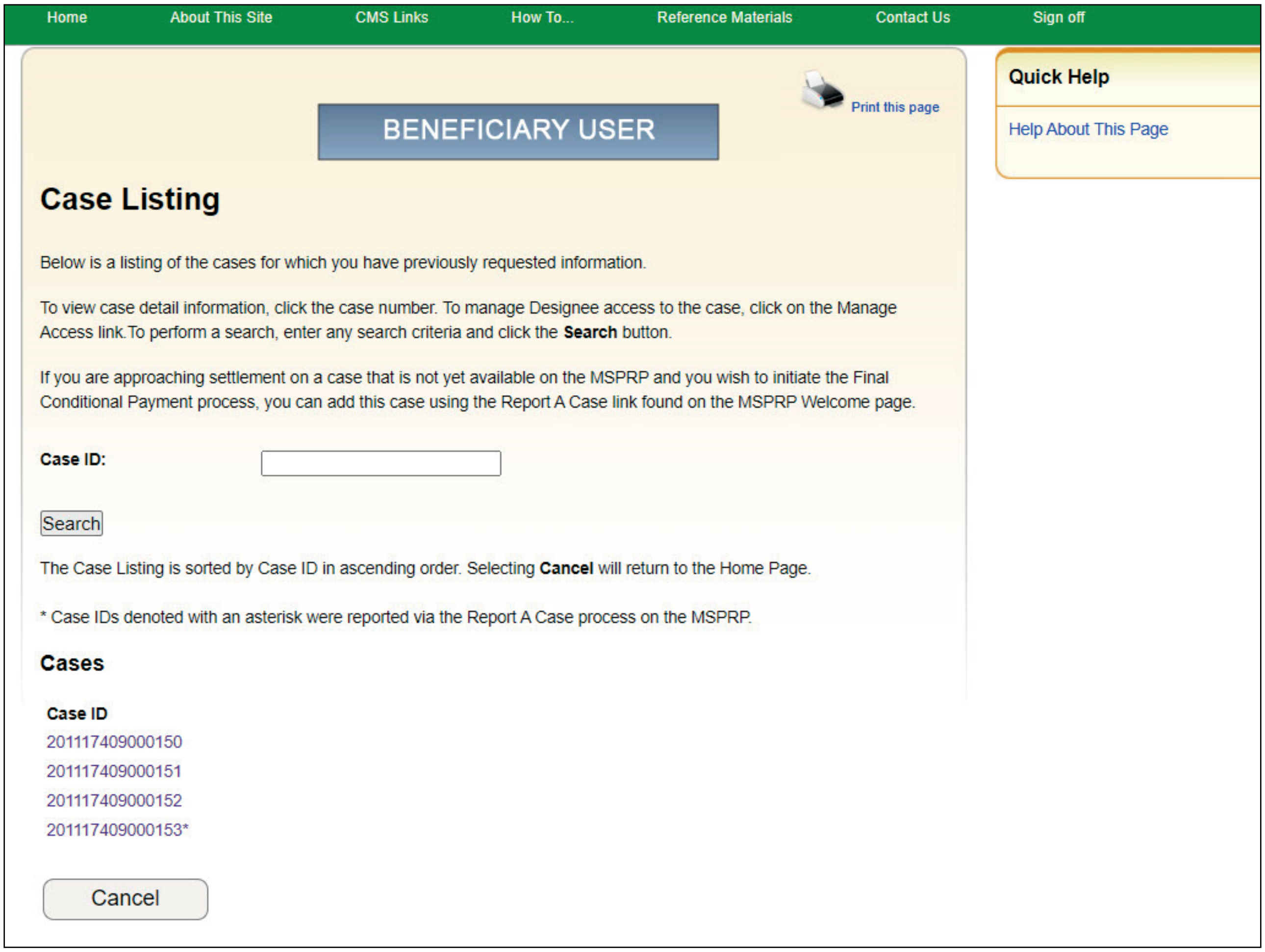
Slide 11 of 30 - Welcome! (Beneficiary)



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)



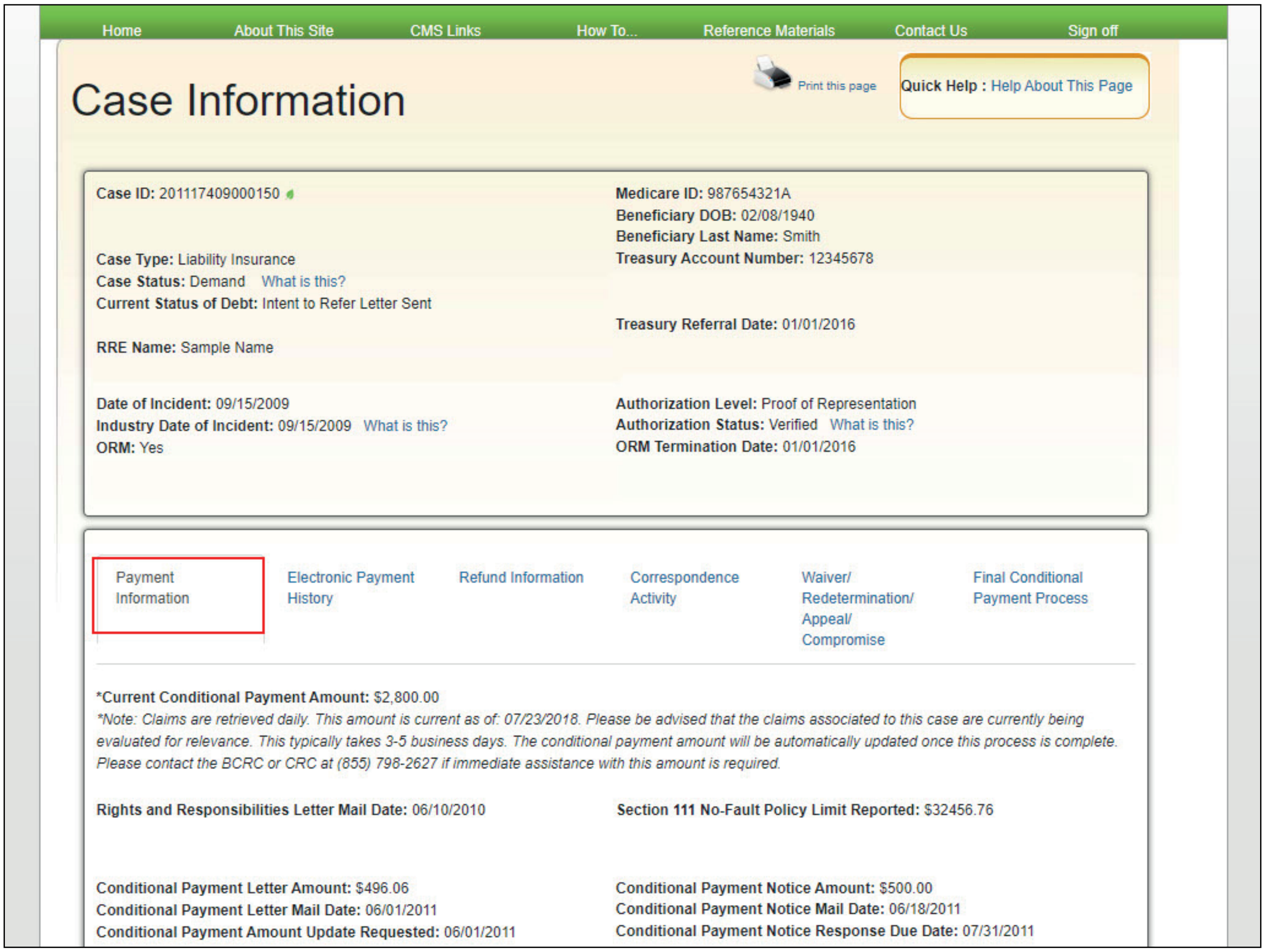
Slide notes

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



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.

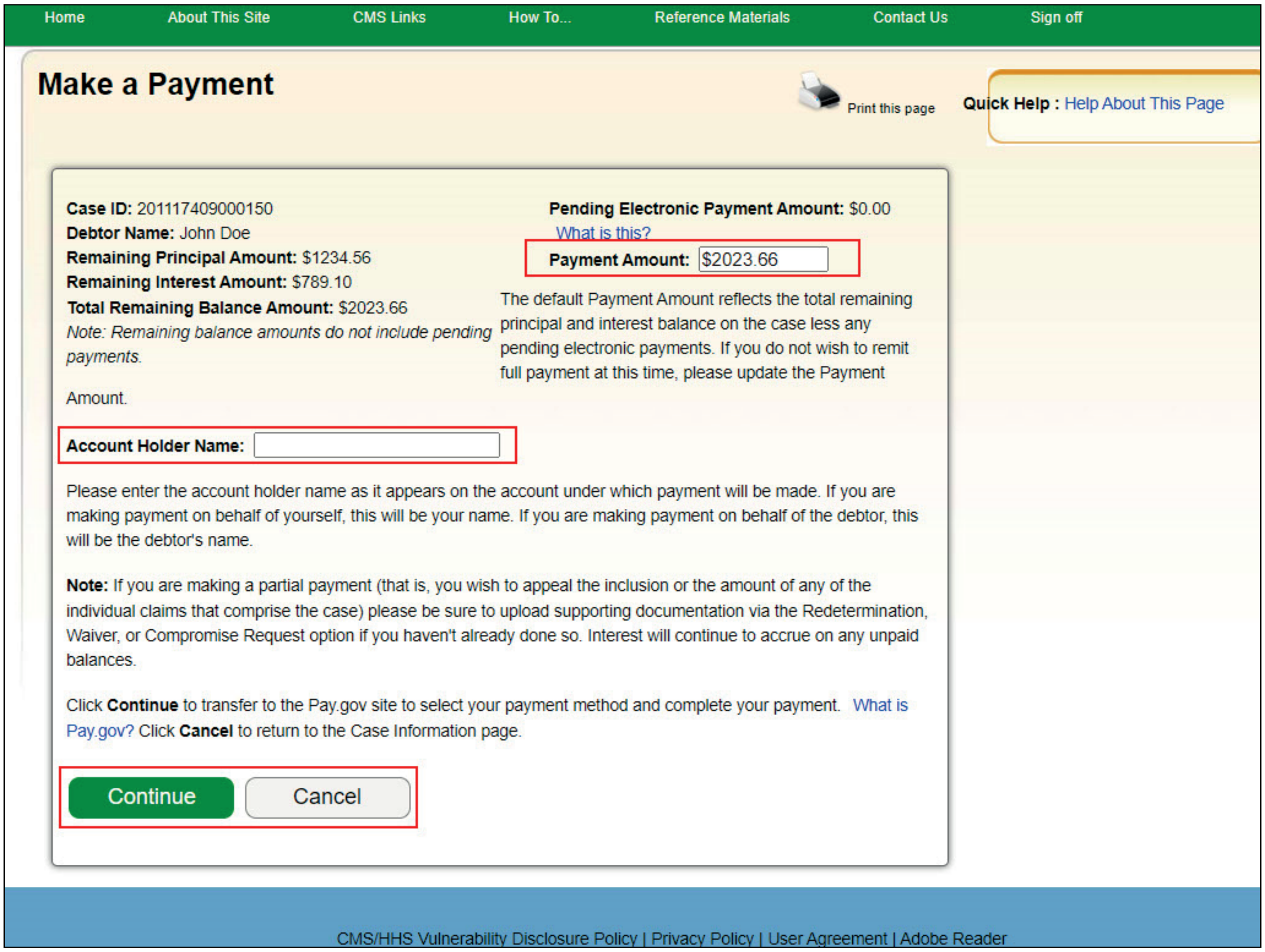
When the case has not been demanded or the demand balance amount minus any pending electronic payments is zero, users will not be able to make a payment.

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



Slide notes

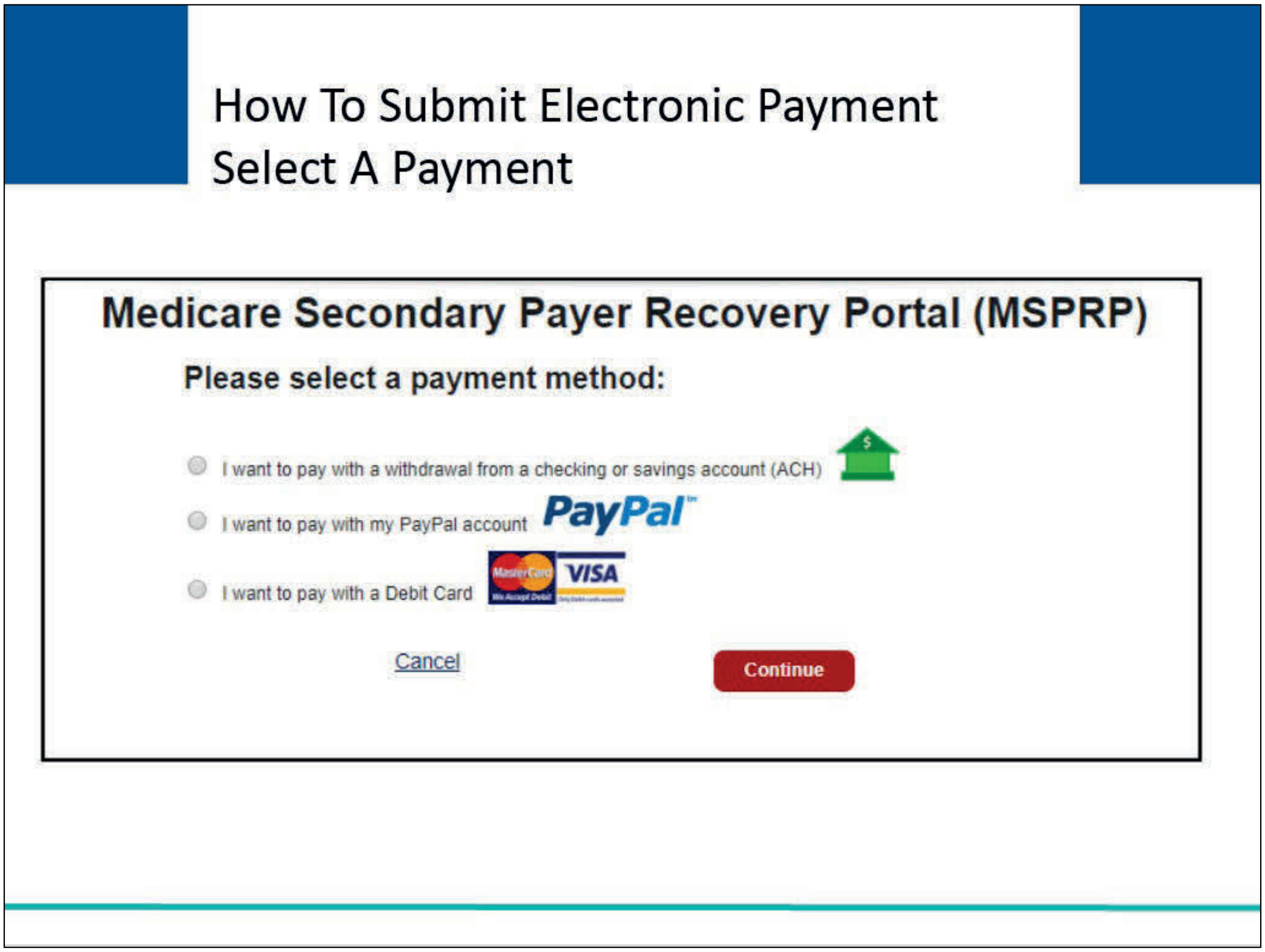
The “Make a Payment” page will appear.

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.

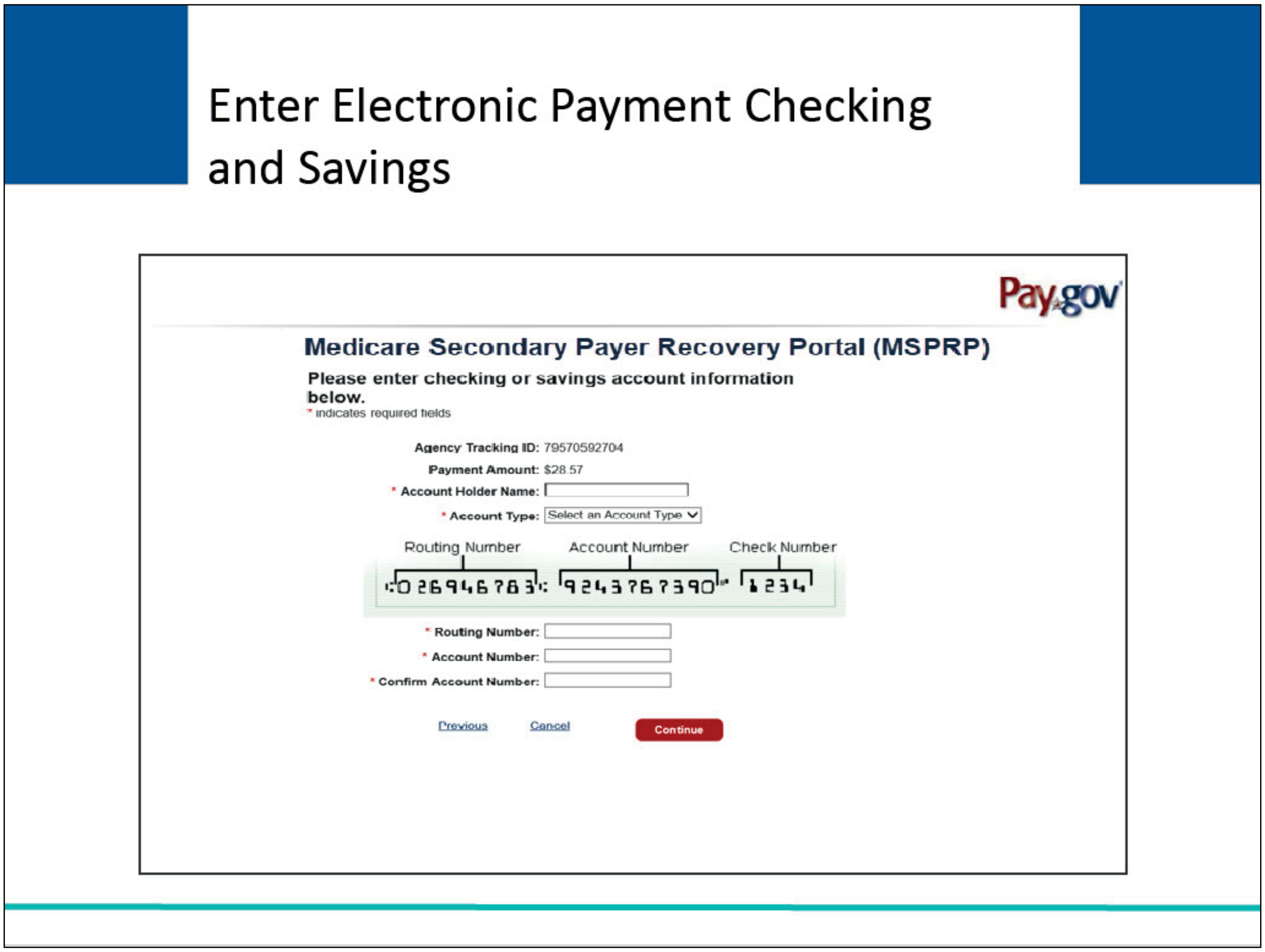
The user will select their electronic payment method from the options listed on the screen:

- 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



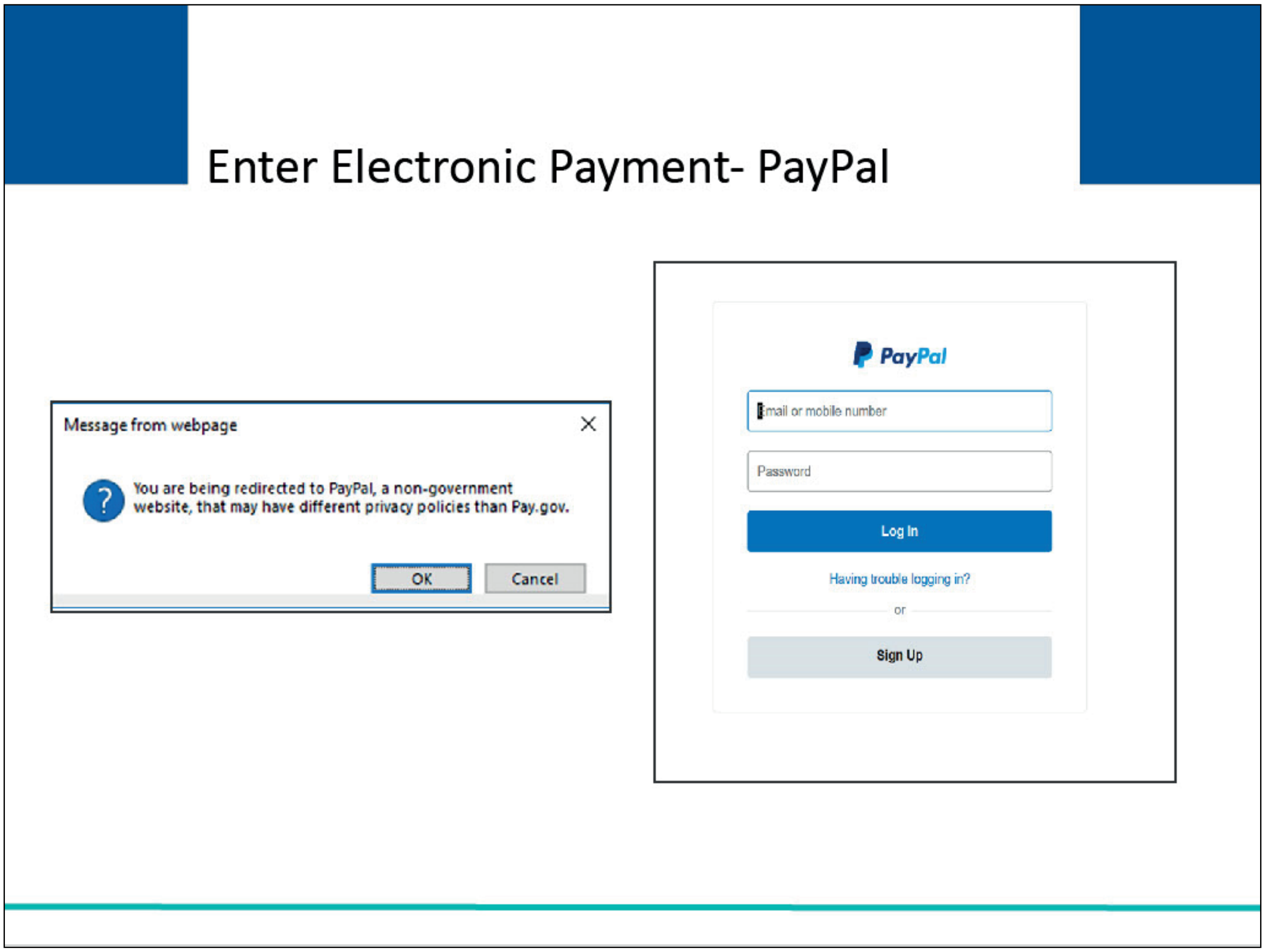
Slide notes

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

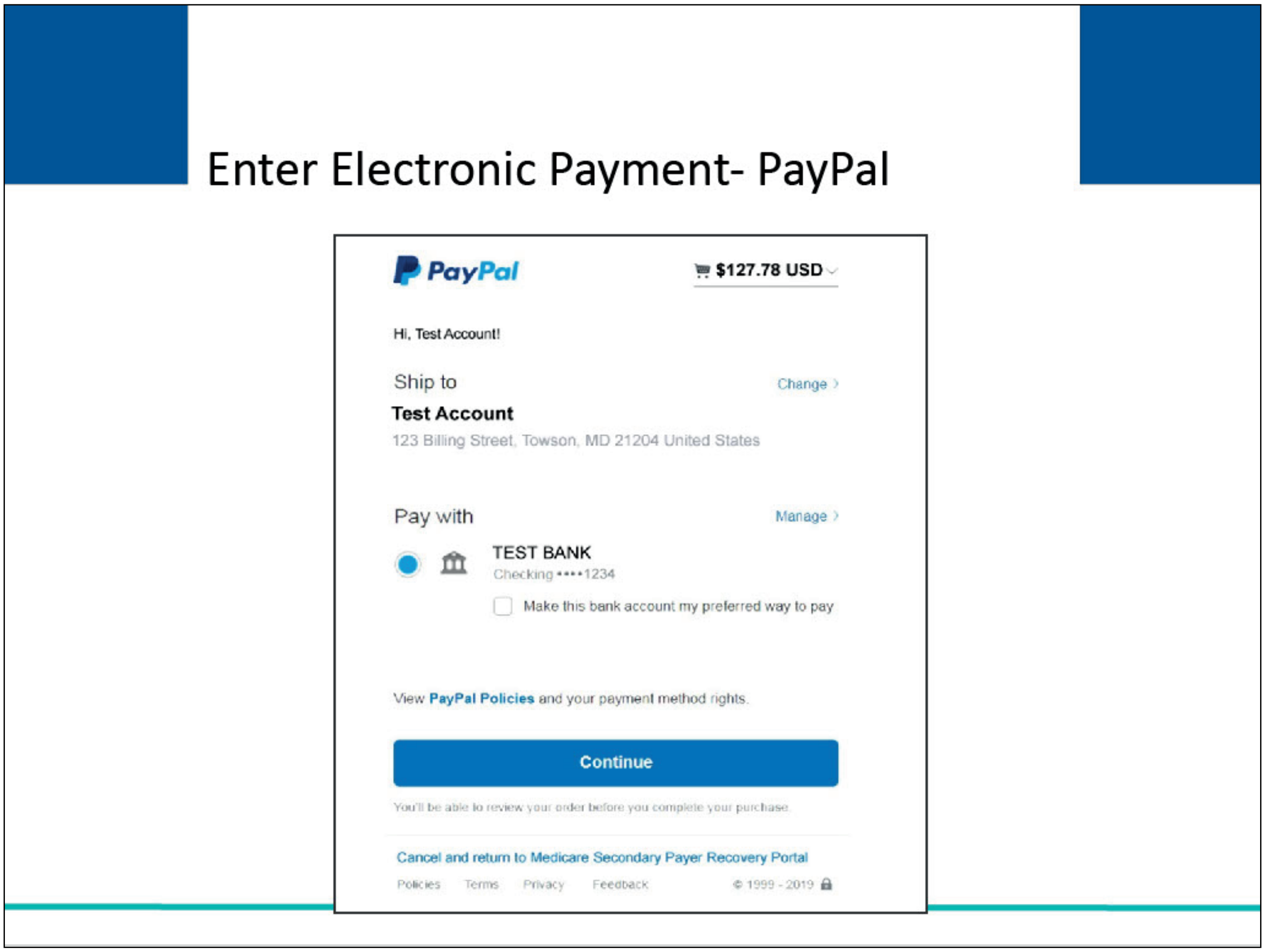


Slide notes

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



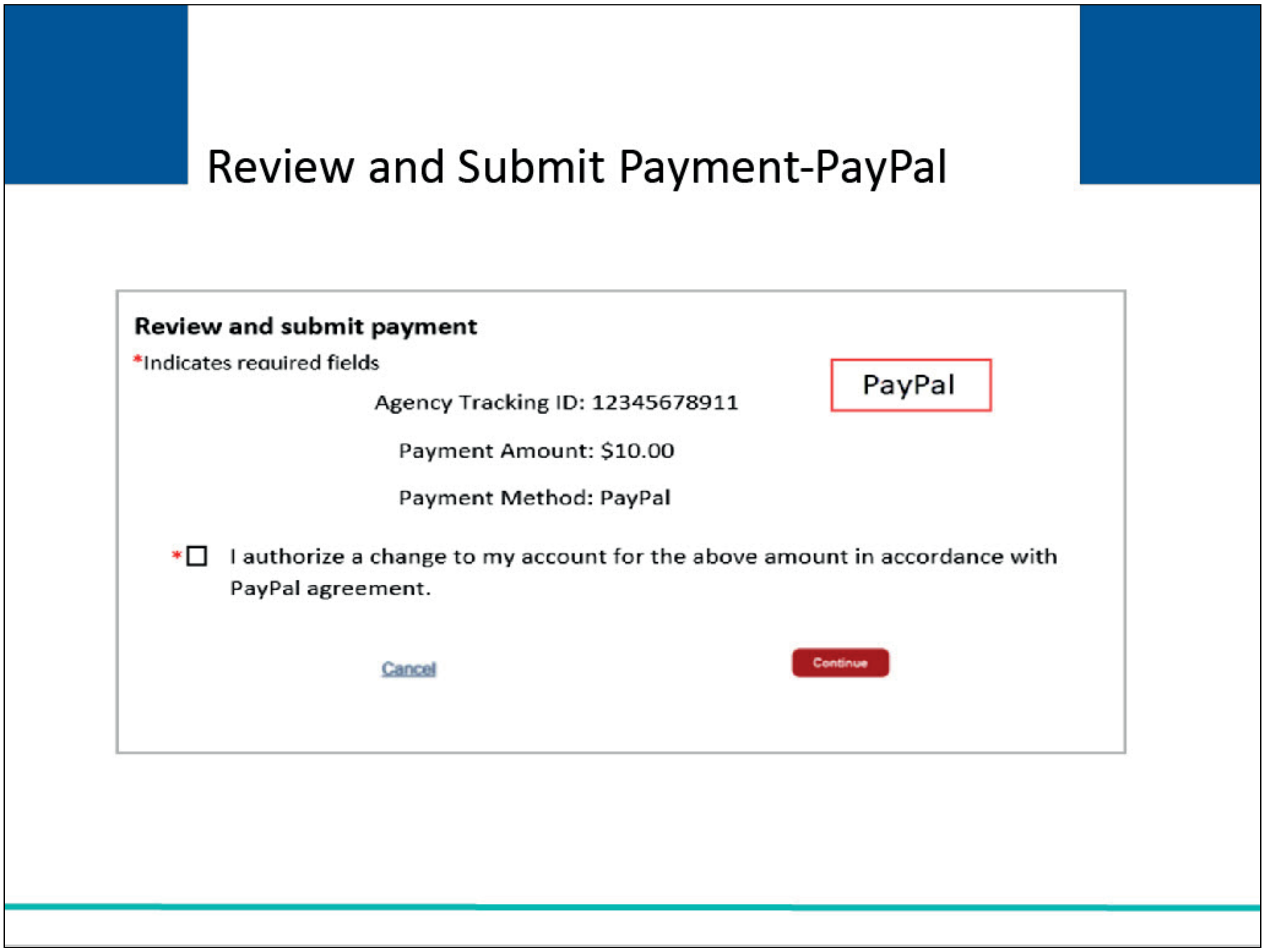
Slide notes

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

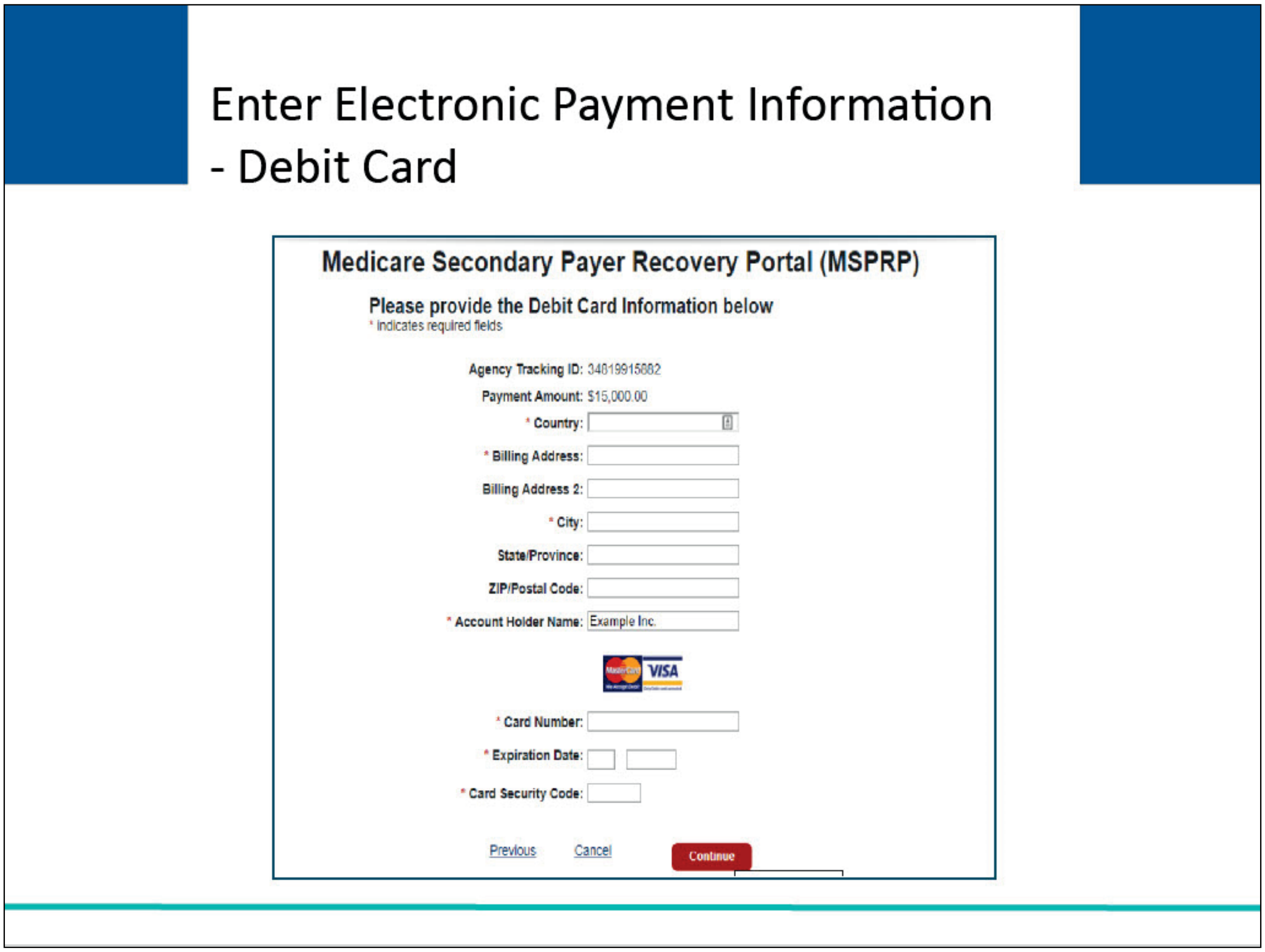


Slide notes

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



Slide notes

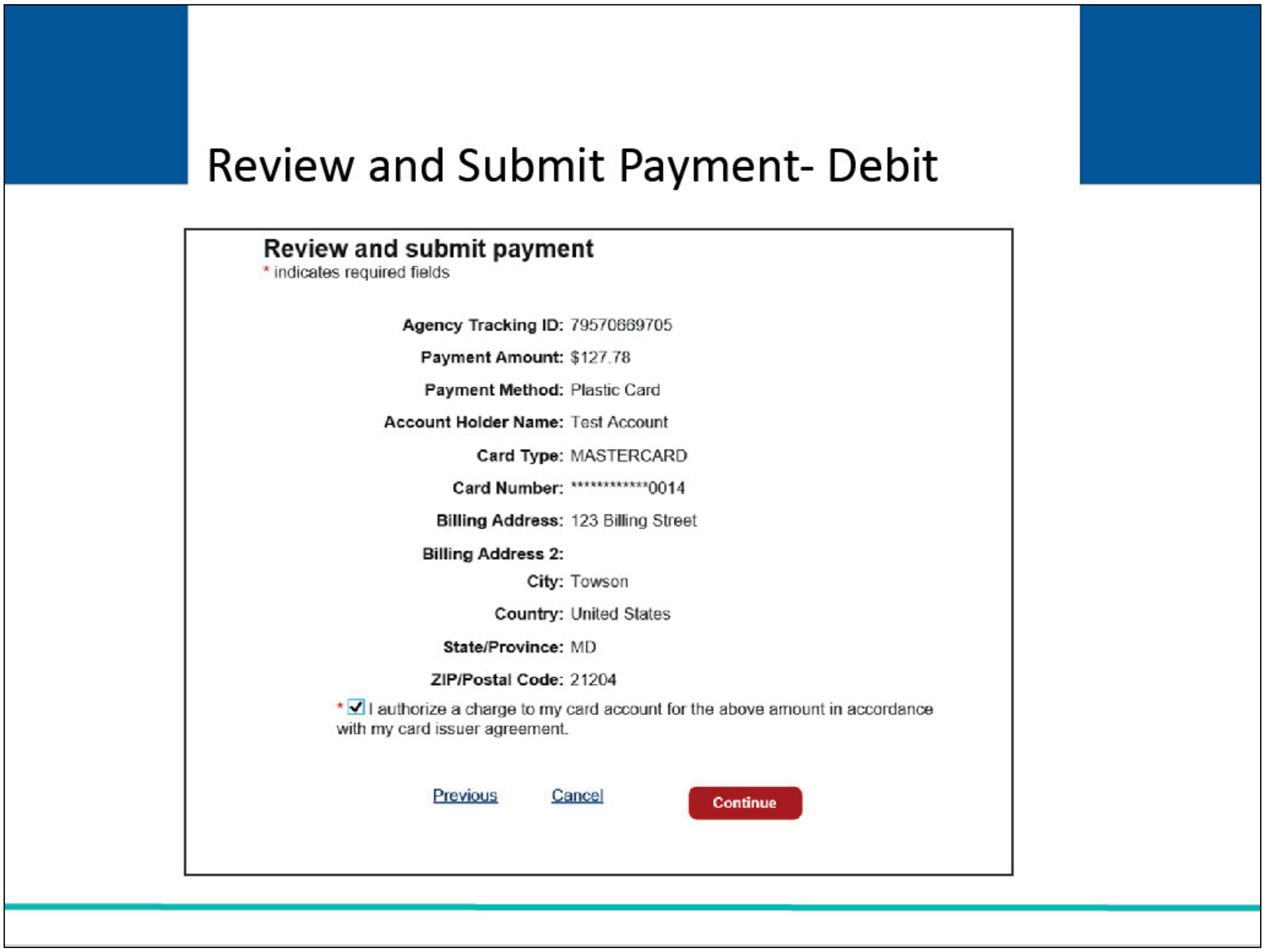
For Debit Cards, you will need to enter the required information and click continue.

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

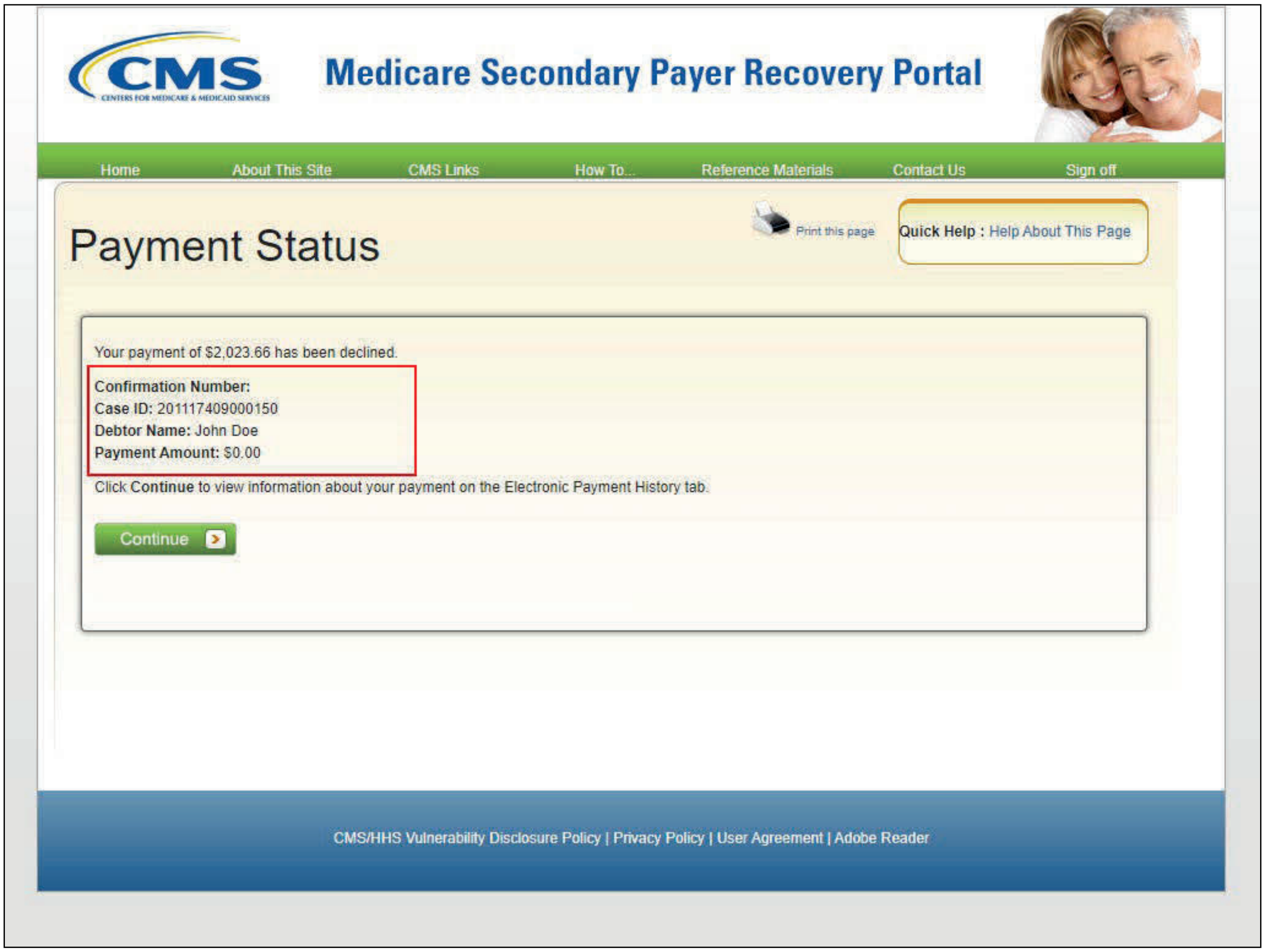


Slide notes

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



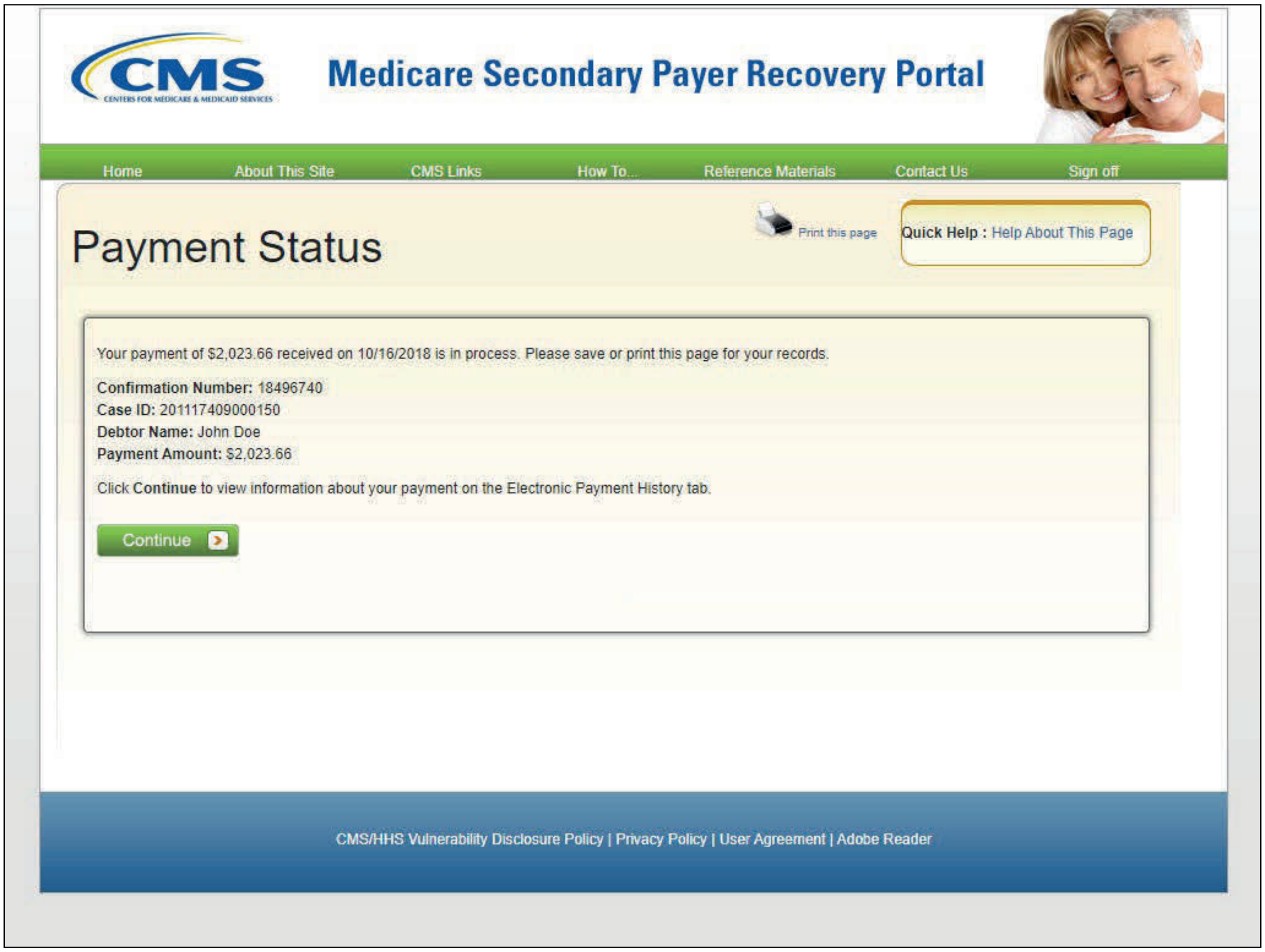
Slide notes

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

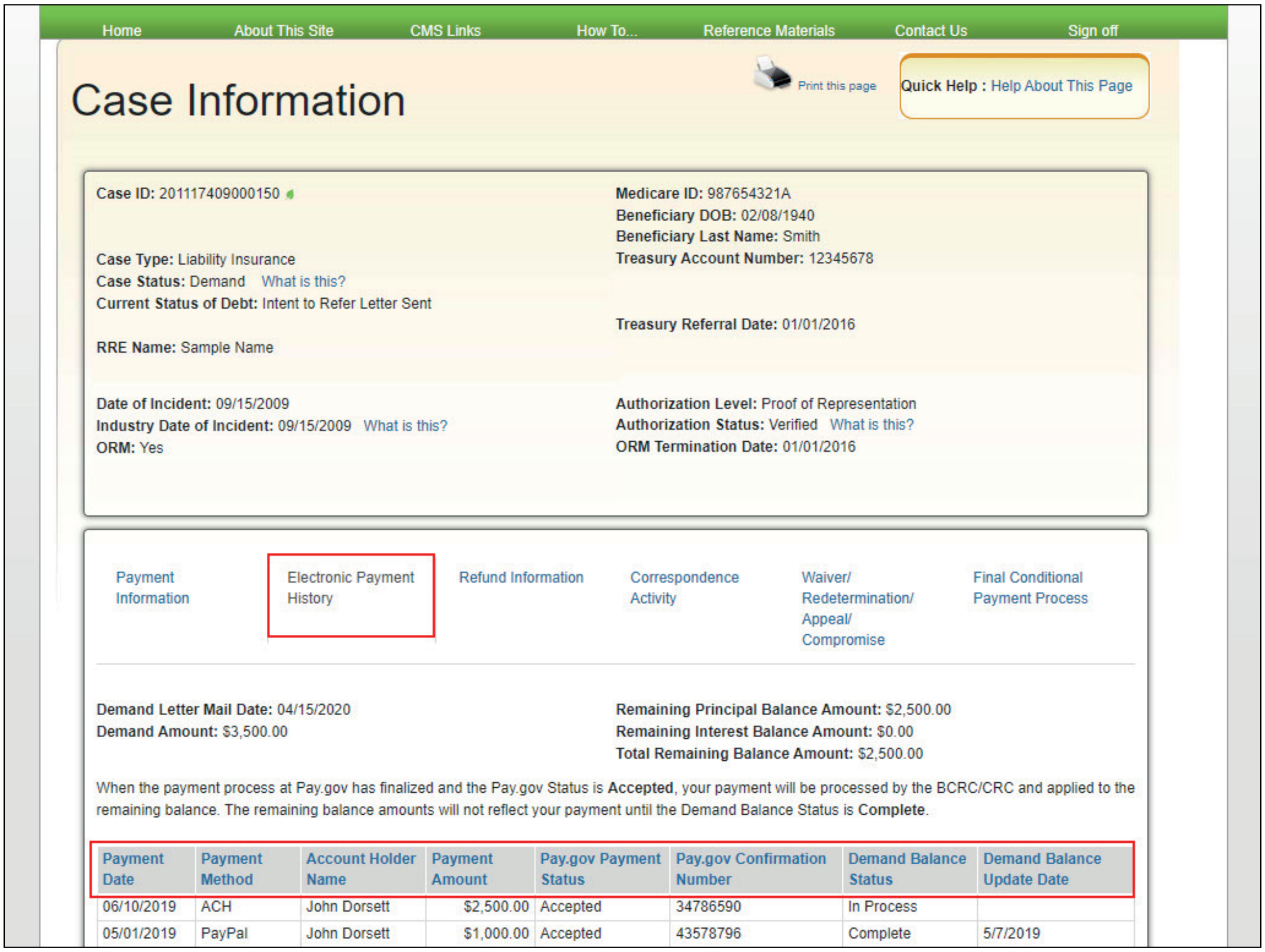


Slide notes

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



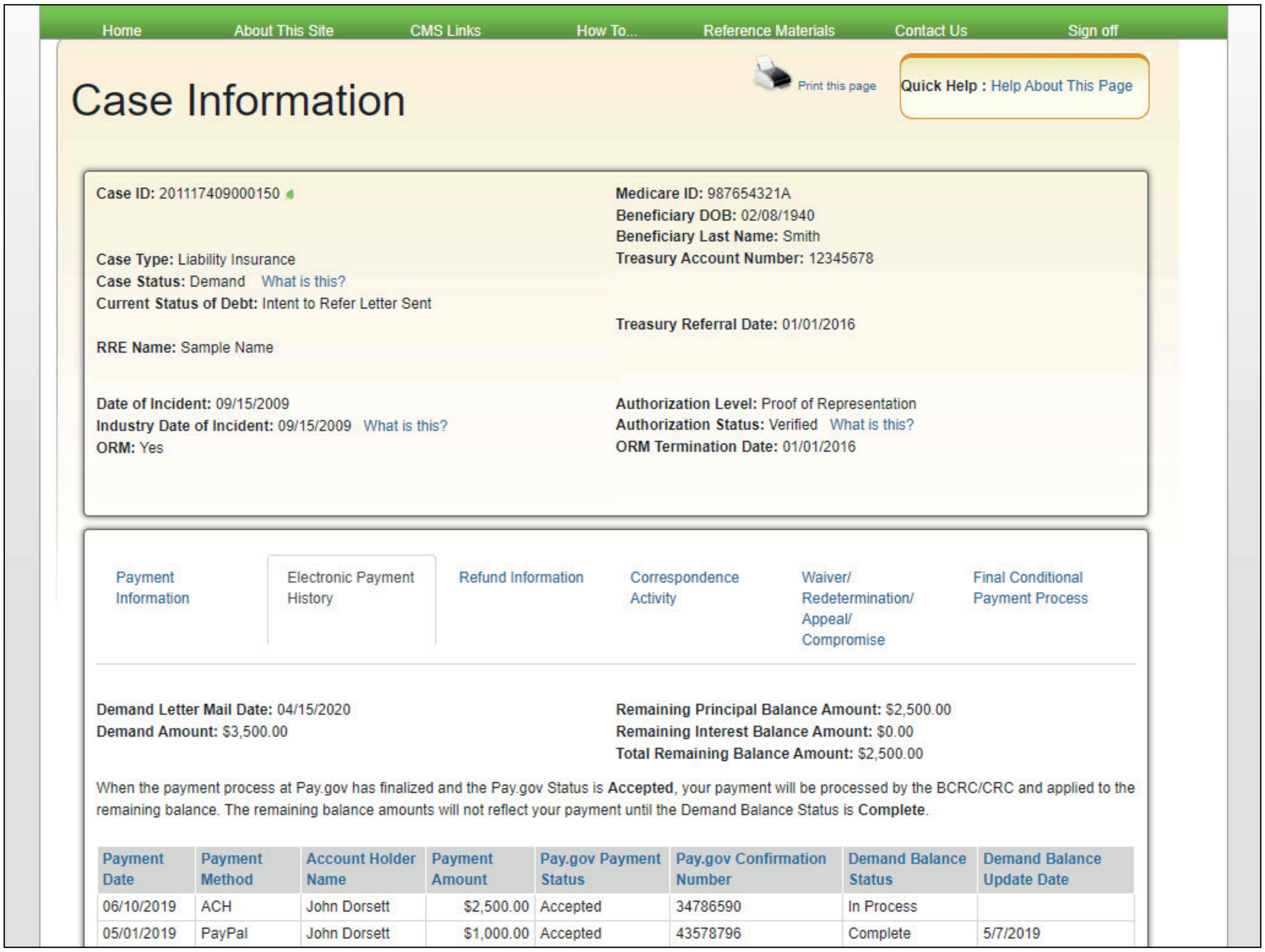
Slide notes

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

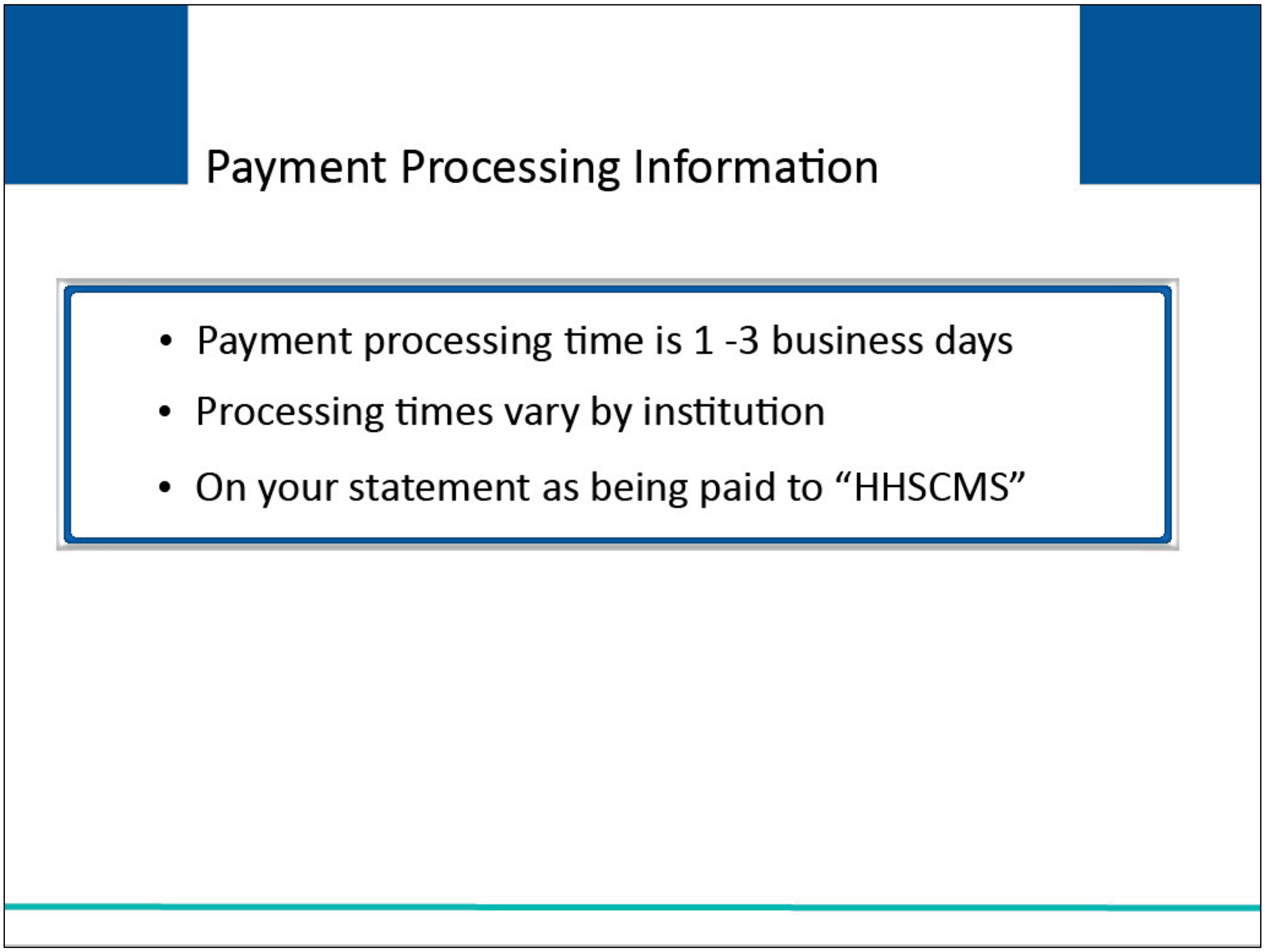


Slide notes

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



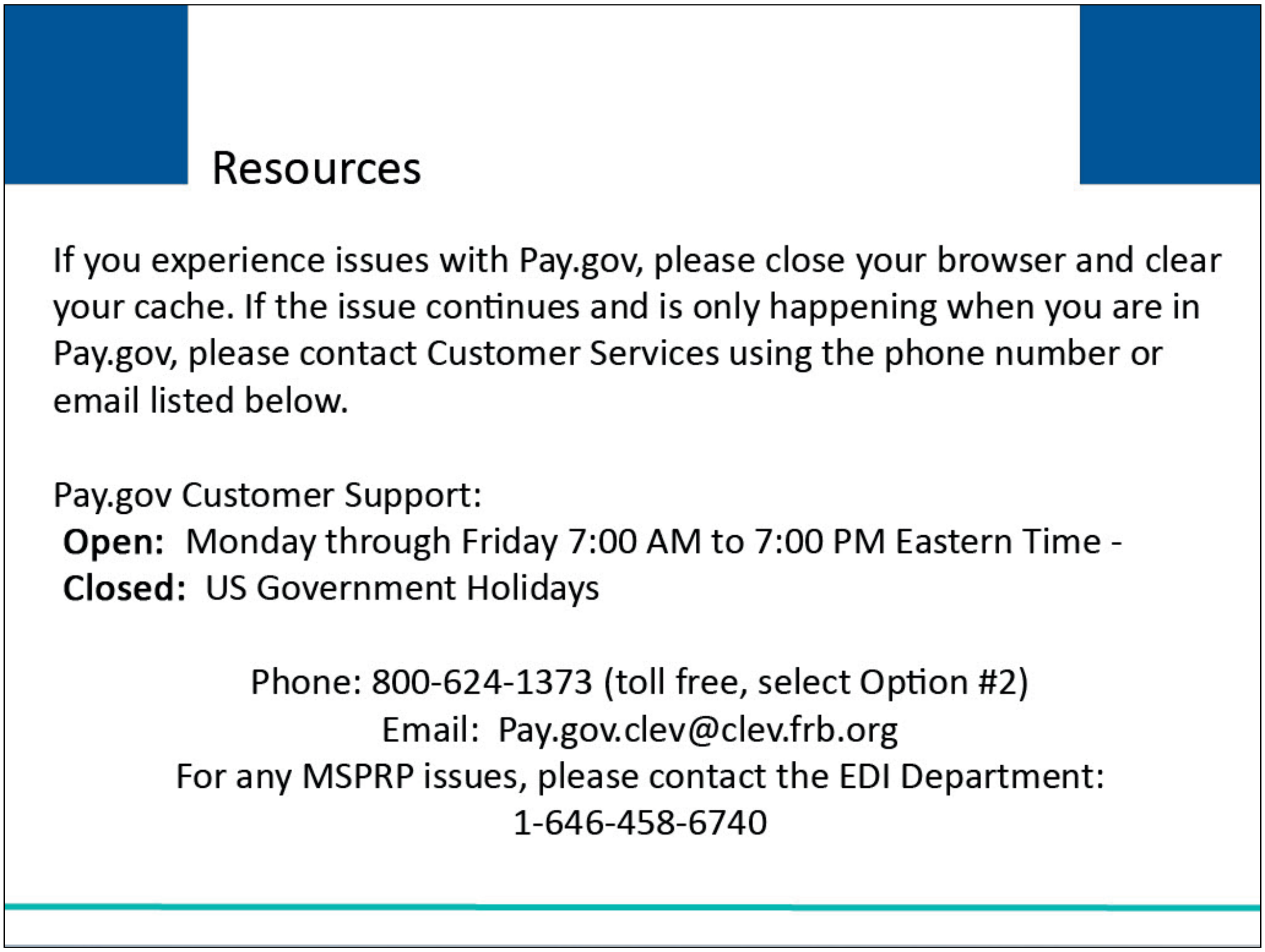
Slide notes

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



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.

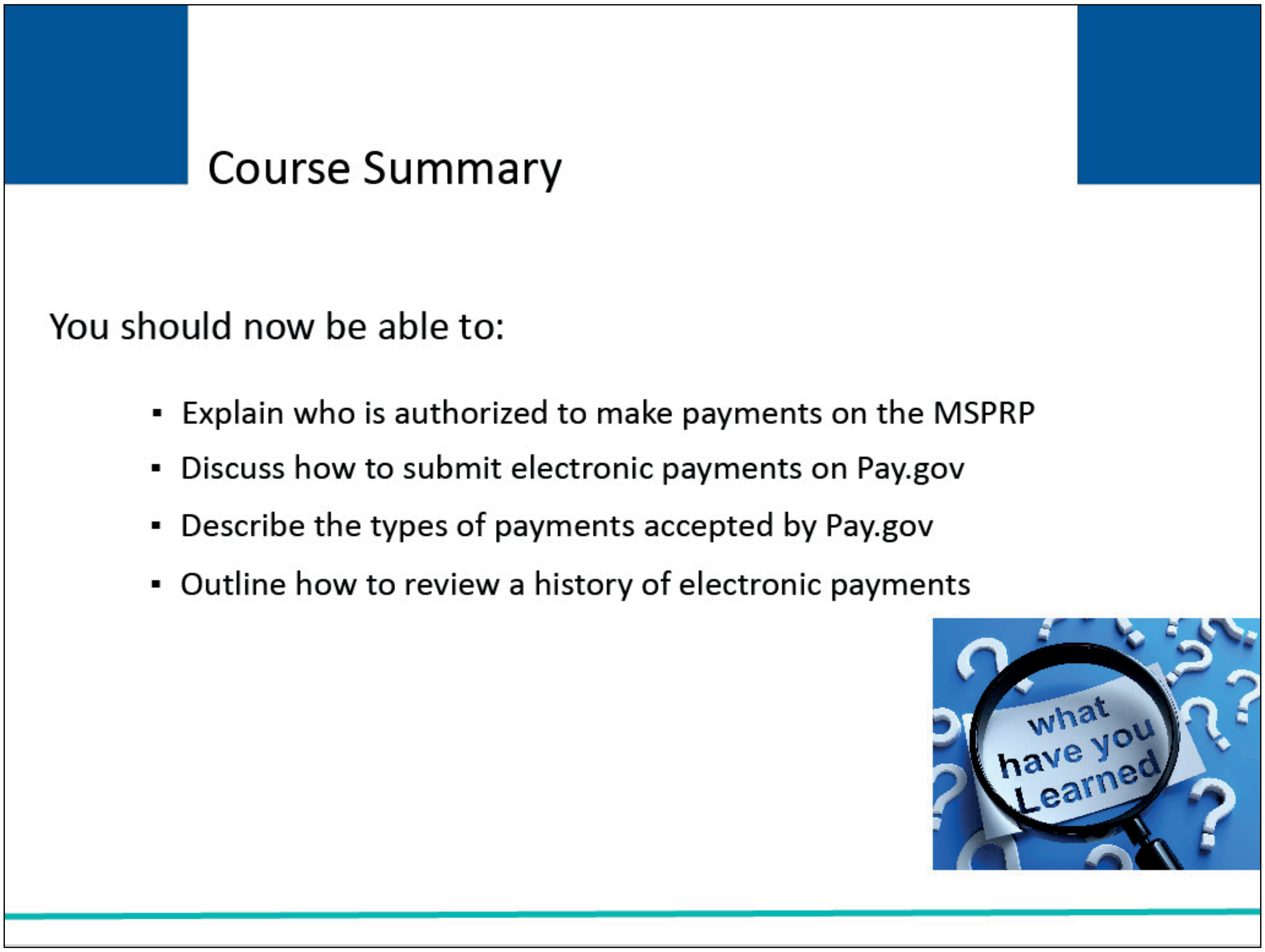
Pay.gov Customer Support: Open Monday through Friday 7:00 AM to 7:00 PM Eastern Time - Closed US Government Holidays

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

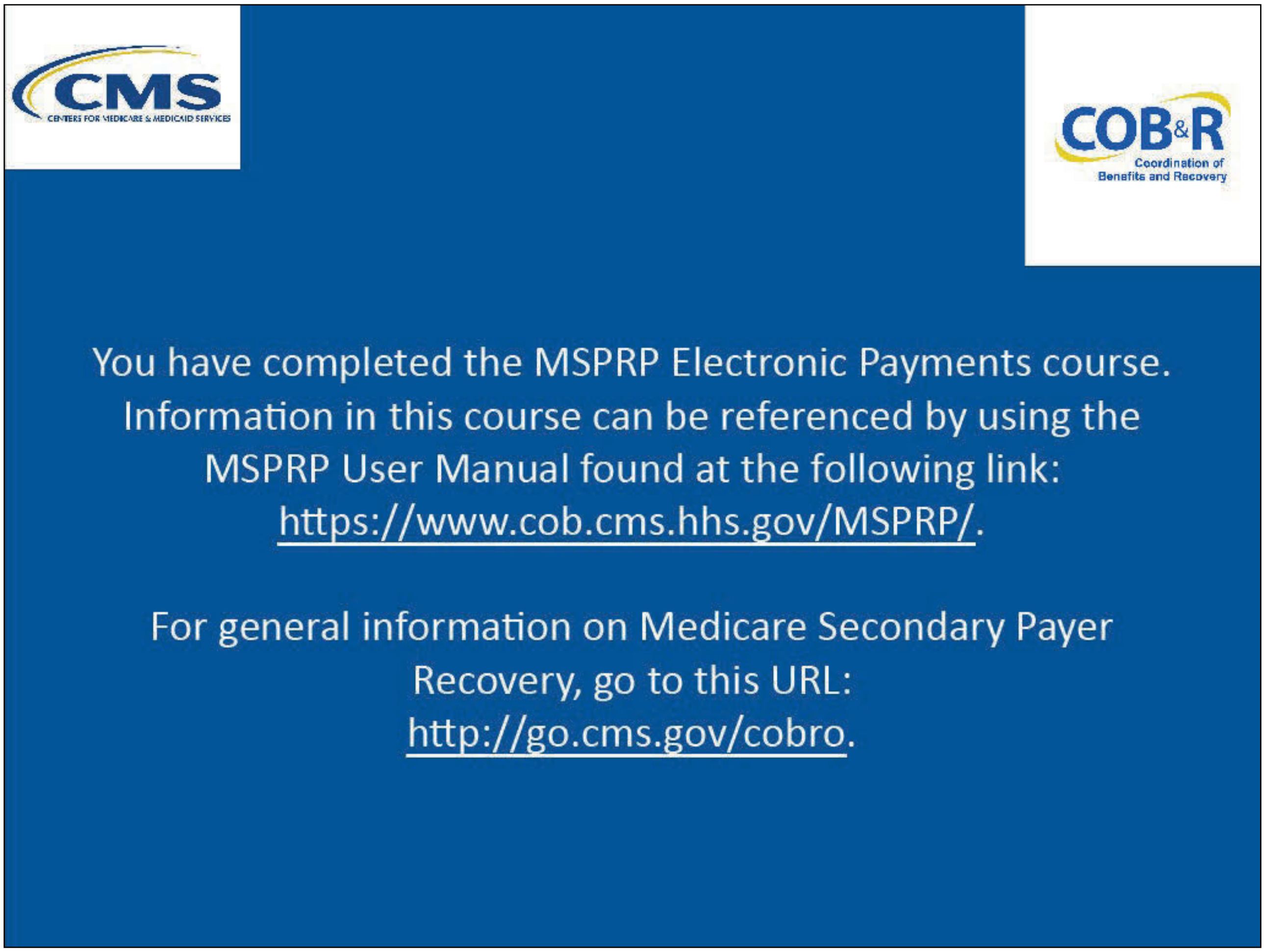


Slide notes

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

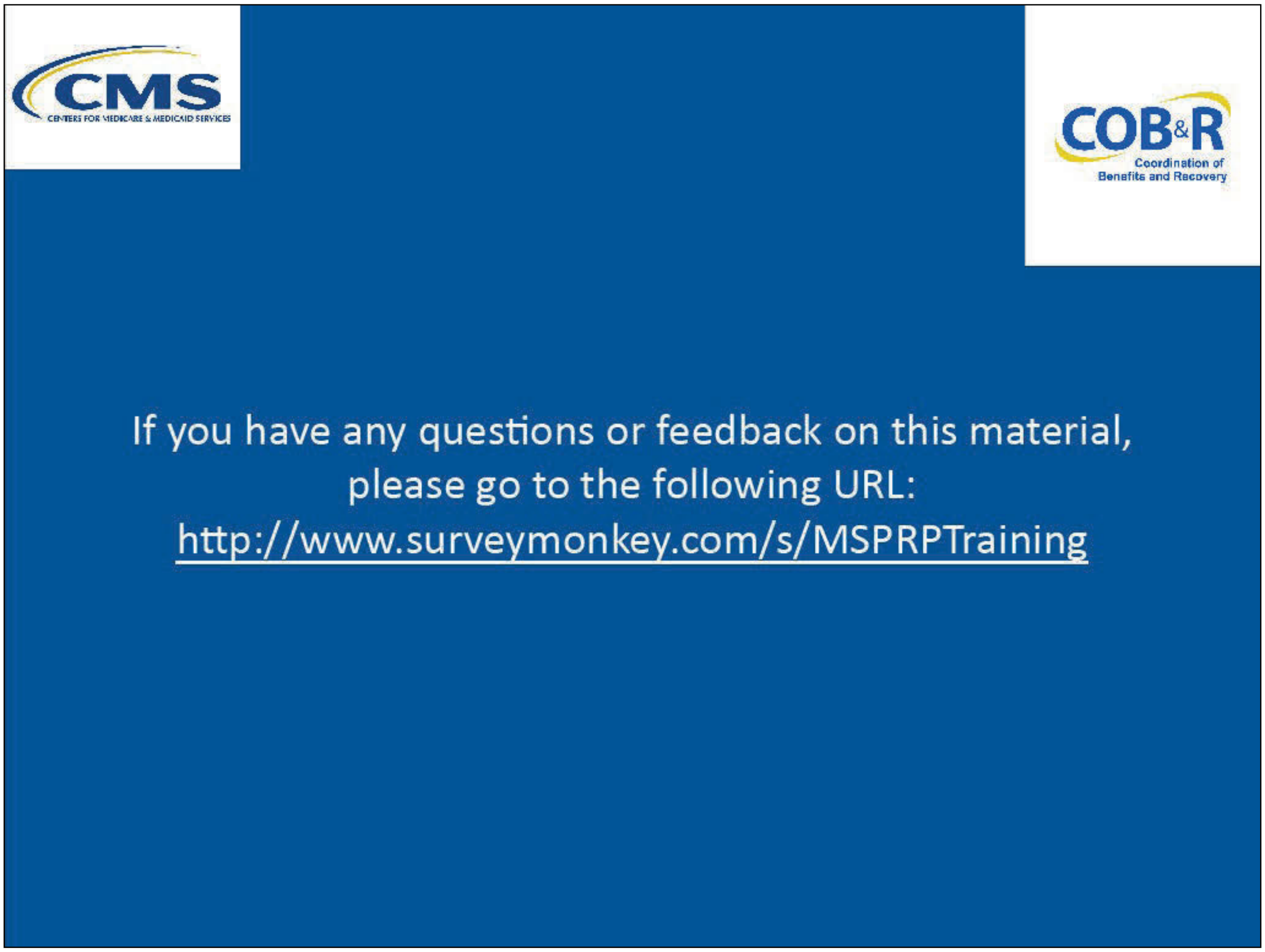


Slide notes

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



Slide notes

If you have any questions or feedback on this material, please go to the following URL: MSPRP Training Survey.