

Final Conditional Payment Process Introduction

Slide 1 of 32 - Final Conditional Payment Process Introduction

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Medicare Secondary Payer Recovery Portal (MSPRP) Final Conditional Payment Process

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) Final Conditional Payment Process course.

Slide 2 of 32 - 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 32 - Course Overview

Course Overview

- Things to consider before initiating Final CP
- Required timeline
- Cases that are ineligible
- Final CP Process (Beneficiaries)
 - Notify the BCRC that you are within 120 days of settlement
 - Resolve disputes
 - Request Final CP Amount
 - Submit settlement information
- Final CP Process (Insurers)

**Slide notes**

This course will explain the Final Conditional Payment (CP) process. It includes items to consider before initiating the process, the required timeline for Final CP actions and cases that are ineligible for Final CP.

It will review the steps for the beneficiary such as:

- notifying the Benefits Coordination & Recovery Center (BCRC) that you are within 120 days of settlement,
- resolving disputes within that 120-day period,
- requesting your Final CP Amount, and
- submitting settlement information within the required timeframe.

It also reviews the insurer-debtor's limited responsibilities with the Final CP Process.

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 32 - Final CP Process

Final CP Process

- Obtain time and date-stamped final conditional payment summary documents before settlement
- Ensures that disputes submitted through the MSPRP are addressed within 11 business days
- Note: If you are approaching settlement on a case that is not yet available on the MSPRP, contact the BCRC at: (855) 798-2627

Slide notes

The Final CP process permits authorized users to obtain time and date-stamped final conditional payment summary documents before reaching settlement and ensures that related disputes submitted through the MSPRP are addressed within 11 business days of receipt of dispute documentation.

Note: If you are approaching settlement on a case that is not yet available on the MSPRP and you wish to initiate the Final CP process, contact the BCRC at: (855) 798-2627.

Slide 5 of 32 - Final CP Process

Final CP Process

- Must complete all Final CP actions on the MSPRP
- Only available for liability cases and workers' compensation cases
- Can be initiated by the debtor (or debtor's authorized representative) on the case
 - Note: If initiated by insurer debtor, the insurer case is closed and the debt is transitioned to the beneficiary
- Can only be initiated once per case
- Limits disputes to one per claim/line item

Slide notes

All Final CP actions must be completed on the MSPRP. The Final CP process is only available for liability cases and workers' compensation cases. This process can be initiated by the identified debtor, or their authorized representative. Note: When an insurer debtor initiates the Final CP process, this action closes the insurer case and transitions the debt to the beneficiary.

The Final CP process can only be initiated once per case and it limits disputes to one per claim/line item (that is, claims/line items can only be disputed one time).

Slide 6 of 32 - Final CP Actions on the MSPRP

Final CP Actions on the MSPRP

1. Notify the BCRC that you are within 120 days of settlement
2. Resolve disputes during this 120-day period
3. Request Final CP Amount within this 120-day period
 - Note: You must settle your case within 3 business days of requesting the Final CP Amount
4. Submit settlement information within 30 calendar days of requesting the Final CP Amount

Slide notes

You will be required to complete the following actions for the Final CP process on the MSPRP.

Failure to complete any of these actions in time will void the Final CP process and you will not be permitted to start the process again. Note: Calendar days include the final day (e.g., “30 calendar days” includes the 30th day).

1. Notify the BCRC that you are within 120 days of settlement (i.e. initiating the Final CP process).
2. Resolve disputes during this 120-day period. Note: Once you request a calculation of the Final CP amount, you will not be permitted to submit any additional disputes.
3. Request your Final CP Amount within 120 calendar days from the date that you initiated the process. Note: You must settle your case within three (3) business days of requesting the Final CP Amount.
4. Submit your settlement information within 30 calendar days of requesting the Final CP Amount.

Slide 7 of 32 - Cases Ineligible for Final CP

Cases Ineligible for Final CP

- Case has ORM that has not been terminated
- Fixed Percentage option was selected for the case
- Self-Calculated Conditional Payment Amount option was selected for the case
- No-Fault cases
- Conditional Payment Notice (CPN) was issued (BCRC-owned case)
- Case is included in a BCRC special project

Slide notes

The Final CP process is not available if:

- the case has Ongoing Responsibility for Medicals (ORM) that have not been terminated,
- the Fixed Percentage option was selected for the case,
- the Self-Calculated Conditional Payment Amount option was selected for the case,
- the case is a No-Fault case,
- a Conditional Payment Notice (CPN) was issued (BCRC-owned case), or
- the case is included in a BCRC special project.

Slide 8 of 32 - Case Actions

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?](#)

Slide notes

To initiate the Final CP process for cases where the debtor is the beneficiary, go to the Case Information page on the MSPRP and click the Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement action. Click [Continue].

Note: 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.

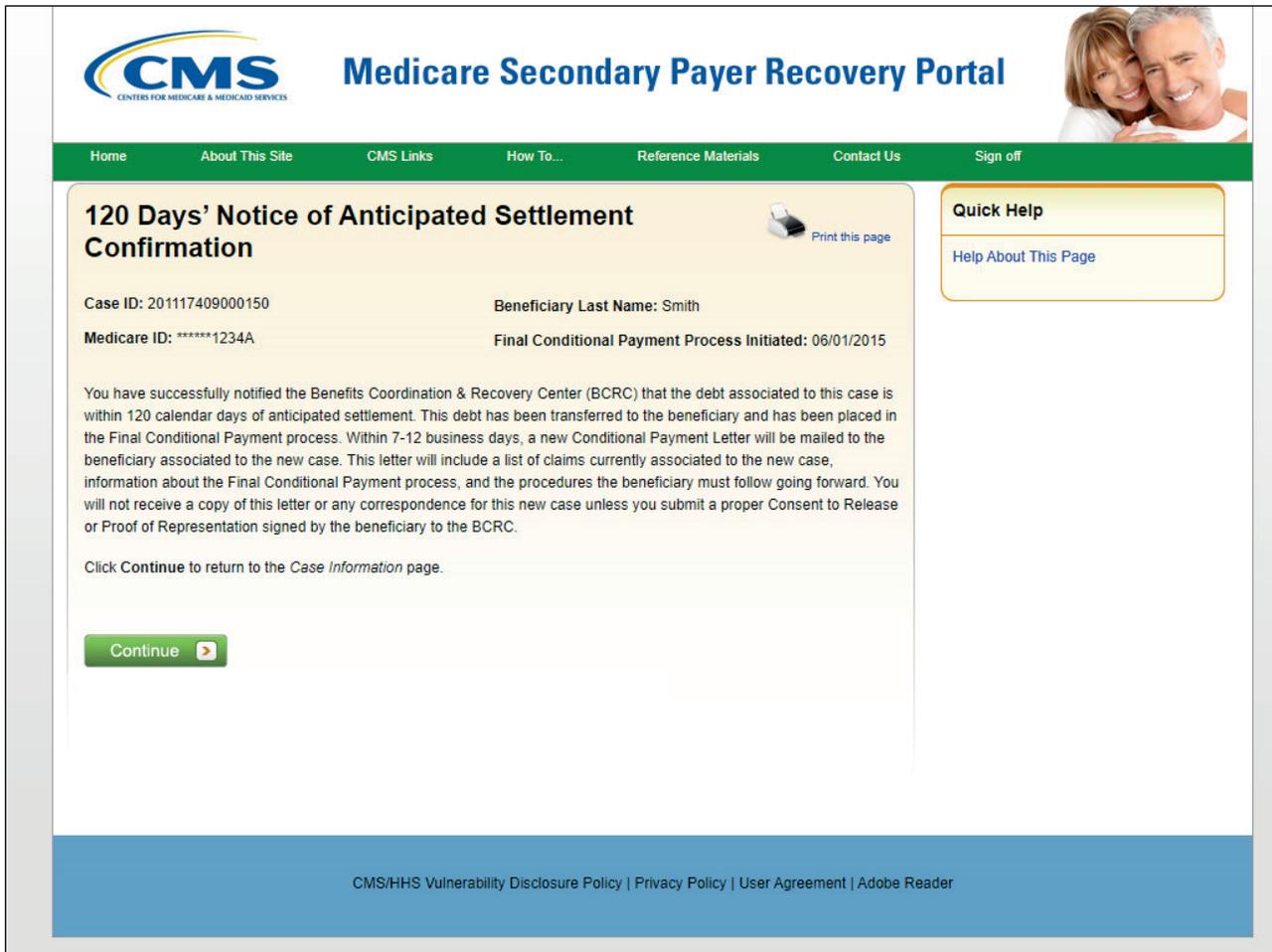
Slide 9 of 32 - Initiating the Final CP Process (Beneficiaries)

The screenshot shows the Medicare Secondary Payer Recovery Portal interface. 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 header 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 features a yellow warning box with the heading "WARNING-120 Day Notification Action Can Only Be Selected Once" and a "Print this page" icon. The text inside the warning box explains that the user has chosen to notify the BCRC that the case is within 120 calendar days of settlement, and that this action can only be selected once. It lists two conditions: 1. A settlement is pending for this case, and 2. The user does not have ongoing responsibility for medicals (ORM). Further text states that if the user continues, the debt will be transferred to a new case in the Final Conditional Payment process, and the user will not receive correspondence on the new case unless they submit proper Consent to Release or Proof of Representation. Below this, it lists three procedures: 1. Request their Final Conditional Payment Amount on the MSPRP within 120 calendar days from today, and 2. Settle the case within 3 business days of requesting their Final Conditional Payment Amount, and 3. Submit settlement information on the MSPRP within 30 calendar days of requesting the Final Conditional Payment Amount. At the bottom of the warning box, it says "Click Continue to proceed or Cancel to return to the Case Information page." Below the warning box are two buttons: "Continue" with a right arrow and "Cancel" with a close icon. To the right of the warning box is a "Quick Help" section with a "Help About This Page" link.

Slide notes

The Warning - 120 Day Notification Action Can Only Be Selected Once the page appears. Click [Continue] to proceed.

Slide 10 of 32 - Initiating the Final CP Process (Beneficiaries)



Slide notes

The 120 Days' Notice of Anticipated Settlement Confirmation page will appear. This indicates that you have successfully notified the BCRC that you are within 120 calendar days of your anticipated settlement and have initiated the Final Conditional Payment process. You will be mailed an Updated Conditional Payment Letter within 7-12 business days. This letter will include a list of claims currently associated to your case, information about the Final Conditional Payment process, and the procedures you must follow for this case. Check back regularly for updates to the Current Conditional Payment Amount on the MSPRP Case Information page.

As Medicare pays for medical care related to your case, the conditional payment amount and claims associated to this case will be revised.

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 11 of 32 - Request a Conditional Payment Letter

Request a Conditional Payment Letter

- When you have initiated the Final CP process and have not yet requested the Final CP Amount, you will receive the Notice of Anticipated Settlement Letter when you request a conditional payment letter, electronic or mailed

Slide notes

If you would like a written report that includes the Current Conditional Payment Amount and/or a listing of claims that comprise that amount, you may request an electronic or mailed conditional payment letter.

Since you have initiated the Final CP process but have not yet requested the Final CP amount (i.e., current Final Conditional Payment Status is Active), you will receive a Notice of Anticipated Settlement Letter.

Slide 12 of 32 - Case Actions

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?](#)

Slide notes

To request a mailed copy of the Notice of Anticipated Settlement Letter, select the Request a mailed copy of the conditional payment letter action on the Case Information page for the applicable Case ID and click [Continue].

Slide 13 of 32 - Settlement Information

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

Settlement Information [Print this page](#)

This page allows you to enter Notice of Settlement information, upload Notice of Settlement documentation, or elect the Fixed Percentage Option. Completion of this page will result in the issuance of a demand/bill. Note: if you believe any of the claims listing on the Claims Listing Page are unrelated to the case, click Cancel and select the View / Dispute Claims Listing option to submit a dispute. Please do not submit a dispute as part of the settlement documentation.

An asterisk (*) indicates a required field.

***Injury Type:**

Note : If this case is in the Final Conditional Payment Process and the Injury Type selected is Non-Physical Trauma-Based Injury, CMS reserves the right to amend or modify the Final Conditional Payment Amount if additional claims related to the alleged injury resulting from exposure, implantation, or ingestion of a substance are later identified and were not included in the Final Conditional Payment Amount.

Traumatic Injury (e.g. Slip and Fall or Auto Accident)
 Non-Physical Trauma-Based Injury (e.g. Alleged injury resulting from exposure, implantation, or ingestion of a substance.)

***Settlement Amount:** . (0.01 - 999,999,999.99)
***Settlement Date:** / / (MM/DD/CCYY)

Settlement Details

Please choose one of the following options:

Note: Fees and costs are limited to what the beneficiary had to pay to attain his/her settlement. Only those costs borne by the beneficiary should be entered. **If nothing is entered, this request will be processed without Attorney Fees.**

None
 Attorney Fees [What are Attorney Fees?](#)

Attorney Fees: . (0.00 - 999,999,999.99)
Attorney Expenses: . (0.00 - 999,999,999.99)
 Attorney Fee Percentage: %

Quick Help
[Help About This Page](#)

Slide notes

The Settlement Information page will appear. This page allows you to enter Notice of Settlement Information, upload Notice of Settlement documentation, or elect the Fixed Percentage Option.

Slide 14 of 32 - Settlement Information

*Settlement Date: / / (MM/DD/CCYY)

Settlement Details

Please choose one of the following options:

Note: Fees and costs are limited to what the beneficiary had to pay to attain his/her settlement. Only those costs borne by the beneficiary should be entered. **If nothing is entered, this request will be processed without Attorney Fees.**

None

Attorney Fees [What are Attorney Fees?](#)

Attorney Fees: . (0.00 - 999,999,999.99)

Attorney Expenses: . (0.00 - 999,999,999.99)

Attorney Fee Percentage %

Fixed Percentage Option [What is Fixed Percentage Option?](#)

Exclusions

MED/PIP/Other Exclusions: . (0.00 - 999,999,999.99) [What are Exclusions?](#)

I attest that the settlement information provided above is correct.

Official Settlement Documentation (court documents) is not required unless needed to resolve relatedness issues on conditional payments made. **In certain situations, CMS may require a detailed breakdown of attorney fees and expenses to be provided/uploaded.**

To upload supporting documentation, please click here [Upload Documentation](#) 

Note: Please submit settlement related documentation only. Any other documents submitted will not be reviewed.

Selecting **Continue** will submit the files to CMS. Selecting **Cancel** will return you to the Case Information page, the files will not be submitted to CMS.

Slide notes

Once all information has been entered, click Continue.

Slide 15 of 32 - Notice of Anticipated Settlement Letter Confirmation



Slide notes

The Conditional Payment Letter Confirmation page will appear, confirming that you have successfully submitted a request for this conditional payment letter.

You and all authorized representatives on the case will receive a copy of the Conditional Payment Letter. Click [Continue] to return to the Case Information page.

Note: If you request an electronic copy of the conditional payment letter, you will receive the electronic version of the Conditional Payment Letter along with a Payment Summary Form.

The ability to request an electronic version of the conditional payment letter is only available to beneficiaries and authorized beneficiary representatives who have a verified POR signed by the beneficiary and who have logged into the MSPRP using Multi-Factor Authentication.

Slide 16 of 32 - Case Actions

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?](#)

Slide notes

If the Final CP case includes any claims or claim line items that you believe are not related to the case, you must submit the dispute on the MSPRP. Disputes submitted on the MSPRP for Final CP cases are addressed within 11 business days. To view/dispute claims, click View/Dispute Claims Listing on the Case Information page. Click [Continue]. Once this action is selected, the MSPRP retrieves all of the claim information that is included in the Current Conditional Payment Amount and displays that information on the Claims Listing page. See the [Disputing a Claim- Beneficiary CBT](#) for more information on disputing claims.

Sorting and filtering options have been added to several columns on the Claims Listing and Redetermination (First Level Appeal) Submission pages. In addition, the ability to export listed claims to a spreadsheet has been added to both those pages.

Note: To prevent users from disputing claims when no conditional payment letter (CPL) or conditional payment notice (CPN) has been sent, the View/Dispute Claims Listing action on the Case Information page has been disabled, with a new tooltip.

Slide 17 of 32 - Electronic Dispute Denial for Final CP Case Letter

Electronic Dispute Denial for Final CP Case Letter

- Available on Final CP cases in which at least one submitted dispute was denied
- Includes the current Conditional Payment Amount and Payment Summary Form
 - Note: Letter and Payment Summary Form can be saved and/or printed

Slide notes

If one of your disputes is denied, you or your authorized representative who has a verified Proof of Representation and who has logged in to the MSPRP using multi-factor authentication may request an Electronic Dispute Denial for Final Conditional Payment Case Letter that includes the current Conditional Payment Amount. This letter, along with the Payment Summary Form, is created and displayed in separate browser windows.

The letter and the Payment Summary Form will both display in .PDF format. The Payment Summary Form includes all claims related to the case. Note: The letter and Payment Summary Form can be saved and/or printed.

Slide 18 of 32 - Case Actions

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?](#)

Slide notes

To request an Electronic Dispute Denial for Final Conditional Payment Case Letter, go to the Case Information page for the applicable ID.

Select the Request an Electronic Dispute Denial for Final Conditional Payment Case Letter action and click [Continue]. The Electronic Dispute Denial for Final Conditional Payment Letter Confirmation page will appear.

It confirms that you submitted a request for an Electronic Dispute Denial for Final Conditional Payment Letter. Click [Continue] to return to the Case Information page.

Slide 19 of 32 - Request Final CP Amount

Request Final CP Amount

- Request within 120 calendar days of initiating the Final CP process
- Once requested, your Final CP amount will be frozen and you cannot submit any additional disputes

Slide notes

Within 120 calendar days after initiating the Final CP process, you are required to request your Final Conditional Payment Amount. This action can only be completed once per case.

When you click the Calculate Final Conditional Payment Amount action, your conditional payment amount will be frozen, and you will not be permitted to submit any additional disputes.

Slide 20 of 32 - Case Actions

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?](#)

Slide notes

To request a Final CP Amount, go to the Case Information page and select the Calculate Final Conditional Payment Amount action. Click [Continue] to proceed.

Slide 21 of 32 - Calculate Final Conditional Payment Amount Can Only be Selected Once

The screenshot shows a web page 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. The main content area has a yellow background and is titled "WARNING - Calculate Final Conditional Payment Amount Can Only Be Selected Once". To the right of the title is a printer icon and a "Print this page" link. Below the title, the page displays case information: Case ID: 201117409000150, Beneficiary Last Name: Smith, Final Conditional Payment Amount: \$3754.00, Medicare ID: *****1234A, and Final Conditional Payment Requested: 06/01/2015. A "Quick Help" box on the right contains a "Help About This Page" link. The main text explains that the displayed amount includes all items and services the BCRC has identified as being related to the pending insurance or workers' compensation claim that Medicare has paid conditionally to date. It includes a "Please Note" that the amount may decrease if unrelated claims are identified. A list of conditions for the payment amount to not increase is provided: 1. Your actual settlement date is within 3 business days of 06/01/2015, and 2. You provide notice of settlement information on the MSPRP by 06/30/2015. A "NOTE" section states that if the case involves alleged exposure to an environmental hazard, ingestion of a particular substance, or the effects of an implant, it is the user's responsibility to ensure the payment amount includes all related claims. At the bottom, there are "Continue" and "Cancel" buttons. A footer at the very bottom contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Slide notes

The Warning - Calculate Final Conditional Payment Amount Can Only Be Selected Once page appears. Click [Continue] to proceed.

Slide 22 of 32 - Calculate Final Conditional Payment Amount

The screenshot shows the Medicare Secondary Payer Recovery Portal interface. 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 has a yellow background and is titled 'Calculate Final Conditional Payment Amount Confirmation'. It displays the following information: Case ID: 201117409000150, Beneficiary Last Name: Smith, Final Conditional Payment Amount: \$3754.00, Medicare ID: *****1234A, and Final Conditional Payment Requested: 06/01/2015. A paragraph explains that the amount is valid only if settled by 06/04/2015 within 30 days. A green 'Continue' button is at the bottom left. A 'Print this page' link with a printer icon is highlighted with a red box. A 'Quick Help' box on the right contains 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 Calculate Final Conditional Payment Amount Confirmation page will appear. You have successfully requested your Final CP Amount. This page can be printed by clicking the [Print this page] link.

Note: The Final CP amount will remain valid only if you settle the case within three business days of requesting the Final Conditional Payment Amount and submit your settlement information on the MSPRP within 30 calendar days of requesting the Final Conditional Payment Amount. Click [Continue] to return to the Case Information page.

Slide 23 of 32 - Request an Electronic Final CP Letter

Request an Electronic Final CP Letter

- Select the *Request an Electronic Conditional Payment Letter with Current Conditional Payment Amount* action
 - *Electronic Final Conditional Payment Letter Confirmation* page will display
 - Final Conditional Payment Letter and Payment Summary form will be displayed in separate windows

Slide notes

To request an electronic Final Conditional Payment Letter, select the Request an Electronic Conditional Payment Letter with Current Conditional Payment Amount action.

The Electronic Final Conditional Payment Letter Confirmation page will appear. The Final Conditional Payment Letter and Payment Summary form will be displayed in separate windows.

Slide 24 of 32 - Submit Settlement Information

Submit Settlement Information

- Must submit notice of settlement information on the MSPRP within 30 calendar days of requesting your Final Conditional Payment Amount
- Your actual settlement date must be within three business days of requesting your Final Conditional Payment Amount

Slide notes

For a case to remain in the Final CP process, notice of settlement information must be provided on the MSPRP within 30 calendar days of requesting the Final CP Amount and the settlement date must be within three business days of the Final Conditional Payment Requested date. See the [Submitting Settlement Information CBT](#) for more information on how to enter settlements on the MSPRP.

Slide 25 of 32 - Final CP Process (Insurers)

Final CP Process (Insurers)

- Insurer-debtor cases that are within 120 calendar days of anticipated settlement can be placed in the Final Conditional Payment process
 - Case cannot have ORM

Slide notes

Insurer-debtor cases that are within 120 calendar days of anticipated settlement can be placed in the Final Conditional Payment process.

This action is only available to the identified insurer-debtor or their authorized representatives who have a verified Recovery Agent Authorization.

NOTE: When an insurer or their authorized representative initiates the Final CP Process on their insurer-debtor case, they are confirming the following:

- a settlement is pending on the case, and
- they do not have outstanding Ongoing Responsibility for Medicals (ORM) for the case.

Slide 26 of 32 - Final CP Process (Insurers)

Final CP Process (Insurers)

- Once the Final CP process is initiated
 - Insurer-debtor case is closed
 - Debt transferred to new case where the beneficiary is the identified debtor
 - Insurer will not be able to work the beneficiary-debtor case
 - Insurer will not receive copies of any recovery-related correspondence until they obtain and submit an authorization signed by the beneficiary

Slide notes

Once the Final CP process has been started on a case where the insurer is the identified debtor, the insurer-debtor case will be closed and put in a Transitioned status.

Debt from the insurer-debtor case will be transferred to a new case where the beneficiary is the identified debtor. The insurer and authorized representatives will not be able to work the beneficiary-debtor case or receive copies of any recovery-related correspondence related to the new beneficiary-debtor case until they obtain and submit an authorization signed by the beneficiary.

Note: To prevent beneficiary-debtor cases being created in error, insurers or insurer representatives reporting an MSP no-fault or workers' compensation beneficiary debtor lead will be required to acknowledge this action before continuing through case creation.

Slide 27 of 32 - Case Actions

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?](#)

Slide notes

From the Case Information page, select the Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement action and click Continue.

Slide 28 of 32 - Final CP Process (Insurers)

The screenshot displays the Medicare Secondary Payer Recovery Portal interface. 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 small photo of a smiling couple. Below the header 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 features a prominent yellow warning box with the heading "WARNING-120 Day Notification Action Can Only Be Selected Once" and a "Print this page" icon. The warning text explains that the user has chosen to notify the Benefits Coordination & Recovery Center (BCRC) that the case is within 120 calendar days of the anticipated settlement date, and that this action can only be selected once per case. It lists two conditions: 1. A settlement is pending for this case, and 2. The user does not have ongoing responsibility for medicals (ORM). Further text states that if the user continues, the debt will be transferred to a new case in the Final Conditional Payment process, and the user will not receive correspondence on the new case unless they submit proper Consent to Release or Proof of Representation from the beneficiary to the BCRC. It then lists three procedures: 1. Request their Final Conditional Payment Amount on the MSPRP within 120 calendar days from today, and 2. Settle the case within 3 business days of requesting their Final Conditional Payment Amount, and 3. Submit settlement information on the MSPRP within 30 calendar days of requesting the Final Conditional Payment Amount. At the bottom of the warning box are two buttons: "Continue" (highlighted in green) and "Cancel". To the right of the warning box is a "Quick Help" section with a "Help About This Page" link. At the very bottom of the page is a blue footer bar containing the text "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

Slide notes

The Warning - 120 Day Notification Action Can Only Be Selected Once the page appears. Click [Continue] to proceed.

Slide 29 of 32 - Final CP Process (Insurers)

The screenshot displays the Medicare Secondary Payer Recovery Portal interface. 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 box with the heading '120 Days' Notice of Anticipated Settlement Confirmation' and a 'Print this page' icon. Below the heading, case details are listed: Case ID: 201117409000150, Beneficiary Last Name: Smith, Medicare ID: *****1234A, and Final Conditional Payment Process Initiated: 06/01/2015. A paragraph explains that the debt has been transferred to the beneficiary and a Conditional Payment Letter will be mailed. A 'Continue' button is provided at the bottom of the yellow box. To the right is a 'Quick Help' section 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

When continue is selected, the 120 Days' Notice of Anticipated Settlement Confirmation appears. Again, the debt will be transferred to a new Final CP case with the beneficiary as the debtor and the insurer and their authorized representative will not receive any further correspondence on the beneficiary-debtor case or be permitted to take any additional action on the case unless proper Consent to Release or Proof of Representation from the beneficiary is submitted to the BCRC. For further information on the Final CP process, please see Chapter 14 in the MSPRP User Guide.

Slide 30 of 32 - Course Summary

Course Summary

- Things to consider before initiating Final CP
- Required timeline
- Cases that are ineligible
- Final CP Process (Beneficiaries)
 - Notify the BCRC that you are within 120 days of settlement
 - Resolve disputes
 - Request Final CP Amount
 - Submit settlement information
- Final CP Process (Insurers)

**Slide notes**

This course explained the Final Conditional Payment (CP) process. It included items to consider before initiating the process, the required timeline for Final CP actions and cases that are ineligible for Final CP.

It reviewed the following steps for the beneficiary:

- notifying the Benefits Coordination & Recovery Center (BCRC) that you are within 120 days of settlement,
- resolving disputes within that 120-day period,
- requesting your Final CP Amount, and
- submitting settlement information within the required timeframe.

It also reviewed the insurer-debtor's limited responsibilities with the Final CP Process.

Slide 31 of 32 - MSPRP Final Conditional Payment Process Conclusion



You have completed the MSPRP Final Conditional Payment Process 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>.

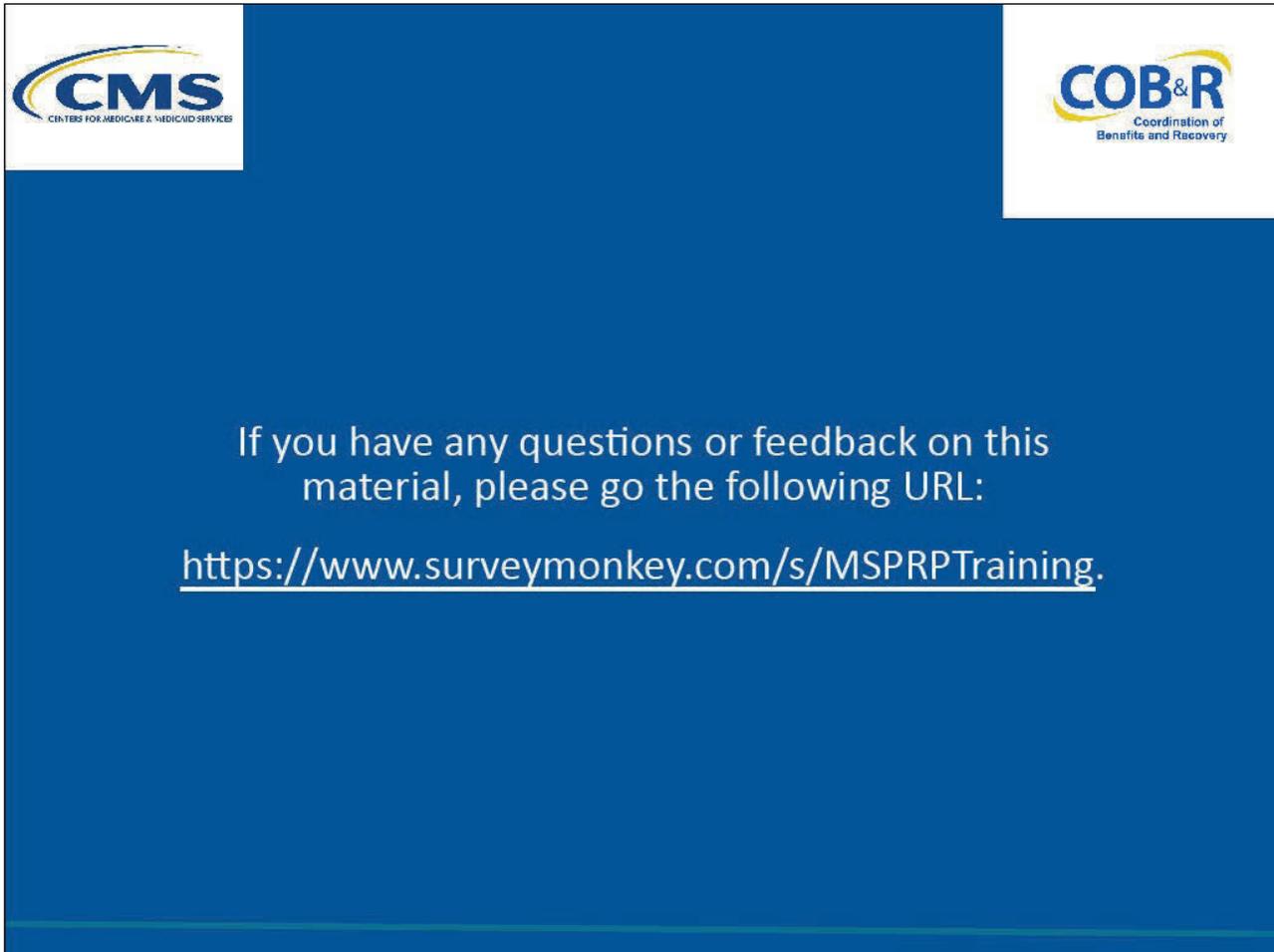
For general information on Medicare Secondary Payer Recovery, go to this URL:
<https://go.cms.gov/cobro>.

Slide notes

You have completed the MSPRP Final Conditional Payment Process course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: [MSPRP Website](https://www.cob.cms.hhs.gov/MSPRP).

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

Slide 32 of 32 - 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 the following URL:" followed by the URL <https://www.surveymonkey.com/s/MSPRPTraining>.

Slide notes

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