

User Maintenance

Slide 1 of 25 - User Maintenance Introduction

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Medicare Secondary Payer Recovery Portal (MSRP)

User Maintenance

Version 6.4, 01/07/2025
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://go.cms.gov/msprp>.

Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSRP) User Maintenance course.

Slide 2 of 25 - 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: [CMS MSPRP Website](https://www.cob.cms.hhs.gov/MSPRP/).

Slide 3 of 25 - Course Overview

Course Overview

- Account Settings
 - Update personal information
 - Change password
 - View account activity
- Account Settings available to AM
 - Designee Maintenance
 - Update Paperless Email Distribution



Slide notes

This course will describe the following Account Setting functions:

- Update personal information
- Change password
- View account activity

It will also describe the following additional Account Setting functions available to the Account Manager (AM) of the selected account:

- Designee maintenance
- Update paperless email distribution

Slide 4 of 25 - Update Personal Information

Update Personal Information

MSPRP allows users to modify their personal information

Personal information is recorded during initial registration

- Can be modified as necessary

Slide notes

The MSPRP provides users with the ability to change or correct their personal information.

Although this information is recorded during your initial registration process, it can be modified as necessary.

Slide 5 of 25 - Account List

The screenshot displays the 'Account List' page. At the top right, there is a 'Print this page' icon. The main heading is 'Account List'. Below it, a paragraph explains that accounts with a green leaf icon (Go Paperless) receive e-mails instead of mailed letters. A 'Quick Help' sidebar on the right contains a 'Help About This Page' link. Below that is the 'Account Settings' section, which includes a red-bordered link for 'Update Personal Information' and a 'Change Password' link. The 'Multi-Factor Authentication' section shows a status of 'Initial Process' and a 'Next Step: Getting Started'. At the bottom, 'Associated Account IDs' are listed, including '30401 ABC Corporation' with a green leaf icon.

Slide notes

Account Designees and the Account Manager can modify their personal information and change their password from the Account List page.

This is the Account Designee’s and the Account Manager’s Home page and will display after a successful login. From this page, click [Update Personal Information] in the Account Settings box.

Note: The Account List page also displays information about the Multi-Factor Authentication (MFA) process. This process allows users to view unmasked claims data. Users will also now see Go Paperless indicators next to accounts who have registered for the Paperless option. These accounts receive letter notification emails instead of mailed letters.

See the [Multi-Factor Authentication Process](#) CBT for more information.

Slide 6 of 25 - Update Personal Information

CMS Medicare Secondary Payer Recovery Portal

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

Update Personal Information

An asterisk (*) indicates a required field.

*First Name: MI: *Last Name:

*Email Address:

*Re-enter Email Address:

*Phone: - - - ext.:

Mailing Address

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip Code: -

Quick Help
[Help About This Page](#)

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

Slide notes

Once the [Update Personal Information] link has been selected, the Update Personal Information page will appear.

After making any necessary changes, click [Continue] to submit the updated information.

Slide 7 of 25 - Personal Information Update Confirmation


CMS Medicare Secondary Payer Recovery Portal

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

Personal Information Update Confirmation

[Print this page](#)

Quick Help
[Help About This Page](#)

Your information has been updated. Please print this page for your records.

Personal Information

First Name: John MI: A Last Name: Doe E-Mail Address: JohnDoe@abc.com
Phone: 999-999-9999 Ext: 9999

Mailing Address

Address Line 1: 200 Test Avenue
Address Line 2: Suite 2b
City: Towson
State: Maryland
Zip Code: 21204 - 2176

[Continue](#)

Slide notes

The system will update your personal information and display the Personal Information Update Confirmation page.

This page confirms that you have successfully updated your personal information for the MSPRP account.

Your updated name, email address, phone number, and mailing address are displayed on the page.

The MSPRP will generate an email message to you that confirms that your personal information was updated.

If you did not initiate the update, contact an Electronic Data Interchange (EDI) Representative by phone at: (646) 458-6740 or by email at: COBVA@bcrcgdit.com.

Note: If you modified your email address, the MSPRP will send the notification email to your old email address.

When you click [Continue], you will return to the Account List page.

Slide 8 of 25 - Account List

 [Print this page](#)

Account List

Click the desired link to access the associated account. Accounts with a green leaf (🌿) include an address that has opted to "Go Paperless" via the MMSEA Section 111 Reporting process. These accounts receive letter notification e-mails instead of mailed letters for the "Go Paperless" addresses. You are responsible for viewing all "Go Paperless" correspondence on the MSPRP. **Note:** To obtain information on the account's paperless addresses, please contact your Section 111 file submitter/reporting agent.

You may update your personal information or change your current password by clicking the appropriate link under the Account Settings List.

Multi-Factor Authentication

MSPRP users may request access to view unmasked claims data that was previously only accessible to the beneficiary. Individuals requesting this access must complete the ID Proofing and Multi-Factor Authentication (MFA) process. The status of your request will display as a link under the Multi-Factor Authentication box. You will click this link to progress through the required steps. Once you have successfully completed the process your status will be changed to Complete.

During the ID Proofing process, you will be asked to provide current personal information to confirm your identity with Experian Credit Services (an outside entity). This information will not be stored on the MSPRP. This process will not impact your credit score.

To use MFA services, you will be required to register for a Factor Type (Voice Call and/or Text Message(SMS)) as a method of receiving your security token to access the MSPRP application using your MFA Login. When registering for Voice Call, a landline phone or mobile device may be used to receive the security token via phone call. To register for Text Message(SMS) you must register with a mobile phone number in order to receive your security token via text message. After the Factor registration, you then must activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

You will be able to activate the factor after the Next Step link has changed to Factor Required. To begin the ID Proofing process, click the Next Step: Getting Started link.

Associated Account IDs:

30401 ABC Corporation 🌿

Quick Help

[Help About This Page](#)

Account Settings

[Update Personal Information](#)
[Change Password](#)

Multi-Factor Authentication

Status: Initial Process
Next Step: Getting Started

Slide notes

The MSPRP also provides you with the ability to change your password.

In order to initiate this change from the Account List page, you will click [Change Password] in the Account Settings box on the Account List page shown here.

Slide 9 of 25 - Change Password

The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. Below 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 is titled "Change Password" and includes instructions to "Choose your password carefully." followed by a list of password requirements: must be changed every 60 days, at least 8 characters, one upper-case letter, one lower-case letter, one number, and one special character; must contain a minimum of four changed characters from the previous password; cannot be changed more than once per day; must be different from the previous 24 passwords; and cannot contain a reserved word. Below the instructions is a note: "An asterisk (*) indicates a required field." The form contains three input fields: "*Enter your Current or Temporary password:", "*Enter your new password:", and "*Re-enter your new password:". Each field has a small icon to its right. At the bottom of the form are two buttons: "Continue" (green) and "Cancel" (grey). On the right side of the page is a "Quick Help" box with a link "Help About This Page". At the very bottom of the page is a blue footer bar with the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

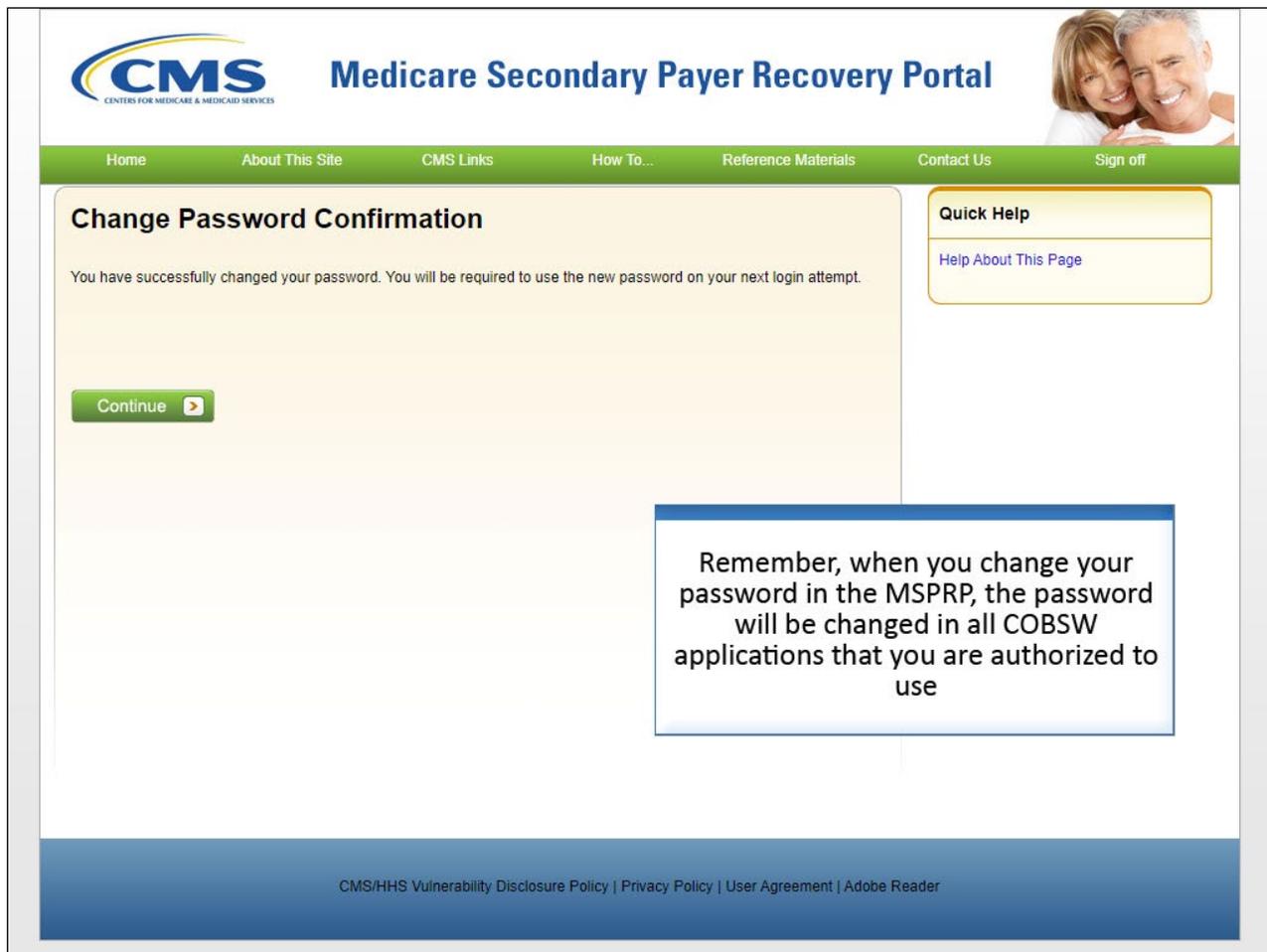
Slide notes

The Change Password page will appear. Here, you are required to enter a temporary password that was sent via email.

Your new password must conform to the guidelines listed on this slide.

Once all required information has been entered, click [Continue].

Slide 10 of 25 - Change Password Confirmation



Slide notes

The Change Password Confirmation page appears indicating that the password has been changed.

You will be required to use your new password the next time you login.

Click the Medicare Secondary Payer Recovery Portal Welcome! Page link to continue to your home page.

Slide 11 of 25 - View Account Activity

View Account Activity

MSPRP provides the ability to view a timeline of activities that were performed on cases associated to an account

Activities

- Initial Registration
- Account Setup
- File an Authorization
- Verify Authorizations
- Request an update to the conditional payment amount
- Request a copy of the conditional payment letter
- Dispute Claims
- Obtain Final Conditional Payment
- Provide the Notice of Settlement
- Request a Compromise, Waiver or Redetermination (First Level Appeal)
- Initiate Demand Letter
- Submit Electronic Payments

Activities can be viewed using the View Activity function

Slide notes

The MSPRP also provides users with the ability to view a history of specific activities that were performed on cases associated to an account. The activities that are tracked and recorded on the MSPRP are:

- Initial Registration
- Account Setup
- File an Authorization
- Verify Authorization Documentation
- Request and update to the conditional payment amount
- Request a copy of the conditional payment letter
- Dispute Claims
- Obtain Final Conditional Payment
- Provide the Notice of Settlement
- Request a Compromise
- Request a Waiver or Request a Redetermination (First Level Appeal)
- Initiate Demand Letter

- Submit electronic payments

Note: Only those activities that are applicable to the cases associated with the account will be tracked. The history of these activities can be viewed using the View Activity function.

Slide 12 of 25 - Account List

 [Print this page](#)

Account List

Click the desired link to access the associated account. Accounts with a green leaf (🌿) include an address that has opted to "Go Paperless" via the MMSEA Section 111 Reporting process. These accounts receive letter notification e-mails instead of mailed letters for the "Go Paperless" addresses. You are responsible for viewing all "Go Paperless" correspondence on the MSPRP. **Note:** To obtain information on the account's paperless addresses, please contact your Section 111 file submitter/reporting agent.

You may update your personal information or change your current password by clicking the appropriate link under the Account Settings List.



Multi-Factor Authentication

MSPRP users may request access to view unmasked claims data that was previously only accessible to the beneficiary. Individuals requesting this access must complete the ID Proofing and Multi-Factor Authentication (MFA) process. The status of your request will display as a link under the Multi-Factor Authentication box. You will click this link to progress through the required steps. Once you have successfully completed the process your status will be changed to Complete.

During the ID Proofing process, you will be asked to provide current personal information to confirm your identity with Experian Credit Services (an outside entity). This information will not be stored on the MSPRP. This process will not impact your credit score.

To use MFA services, you will be required to register for a Factor Type (Voice Call and/or Text Message(SMS)) as a method of receiving your security token to access the MSPRP application using your MFA Login. When registering for Voice Call, a landline phone or mobile device may be used to receive the security token via phone call. To register for Text Message(SMS) you must register with a mobile phone number in order to receive your security token via text message. After the Factor registration, you then must activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

You will be able to activate the factor after the Next Step link has changed to Factor Required. To begin the ID Proofing process, click the Next Step: Getting Started link.

Associated Account IDs:

30401	ABC Corporation	🌿
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Quick Help

[Help About This Page](#)

Account Settings

[Update Personal Information](#)
[Change Password](#)

🔒 Multi-Factor Authentication

Status: **Initial Process**
Next Step: **Getting Started**

Slide notes

From the Account List page, you will first select the Account ID for the account to View Account Activity.

Slide 13 of 25 - Welcome!

Welcome!

Account: 30401 ABC Corporation 🟢

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.

You may view the account activity by clicking the appropriate link under the Account Settings.

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..

To request an Open Debt Report, click the Open Debt Report link below.

To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below.

Note: You will not be able to use the links below until your Profile Report has been returned.

[Request Case Access](#)

[Case Listing](#)

[Report A Case](#)

[Open Debt Report](#)

[Go Paperless Letter Notifications](#)

Account Settings

- [Update Account Information](#)
- [Designee Maintenance](#)
- [View Account Activity](#)
- [Update Paperless E-mail Distribution](#)

Slide notes

The MSPRP will then display the Welcome page for that Account ID. From this page, you can select View Account Activity link from the Account Settings box.

Note: To limit the number of cases submitted in error, beneficiaries, insurers, and authorized representatives now have the ability to close and permanently remove a case from their account that was reported in error.

Slide 14 of 25 - Account Activity

The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. 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 "Account Activity" and includes a "Print this page" icon. Below the title, there is explanatory text and a "Cancel" button. A table lists account activities with columns for Activity Date, Activity Description, Case ID, and User. A "Quick Help" sidebar 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.

Activity Date	Activity Description	Case ID	User
11/02/2011	Provided the Notice of Settlement Information	201117409000151	John Doe
11/01/2011	Request copy of conditional payment letter	201117409000150	John Doe
10/10/2011	Account Setup		John Doe
10/01/2011	Initial Registration		Jane Smith
06/01/2017	Requested a Compromise		Jane Smith

Slide notes

Once the View Account Activity link has been selected, the Account Activity page appears. Account Designees see a list of activities they have performed on the account. Account Managers see all activities performed on the account. The date and description of the activity; the case on which the activity occurred; and the name of the MSPRP user who performed the activity are shown.

Note: The Case ID field is blank for the following activities: Initial Registration and Account Setup. Please report any discrepancies to an EDI Representative. After you have reviewed the account activity, click [Cancel] to return to your Home page.

Slide 15 of 25 - Welcome!

Welcome!

Account: 30401 ABC Corporation 🟢

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.

You may view the account activity by clicking the appropriate link under the Account Settings.

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..

To request an Open Debt Report, click the Open Debt Report link below.

To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below.

Note: You will not be able to use the links below until your Profile Report has been returned.

[Request Case Access](#)

[Case Listing](#)

[Report A Case](#)

[Open Debt Report](#)

[Go Paperless Letter Notifications](#)

Account Settings

- [Update Account Information](#)
- [Designee Maintenance](#)
- [View Account Activity](#)
- [Update Paperless E-mail Distribution](#)

Slide notes

Account Managers will see two additional Account Settings options from the Welcome! page:

- Designee Maintenance and
- Update Paperless Email Distribution.

Slide 16 of 25 - Designee Listing

Designee Listing [Print this page](#)

This page provides the Designee(s) information for the individuals you have assigned to the account.

An Account Manager can only make changes to a pending Designee. Once the Designee has registered and has a Login ID, the Account Manager cannot make changes to the Designee information other than deleting the Designee from the account.

To make changes to the account of a particular Designee listed, select the link on the individual's last name. To delete a Designee select the Delete function to the left of the individual's name. Use the **Add Designee** function to include an individual as a designee. Individuals added as designees will receive an e-mail notifying them that they have been invited to be a designee for the account.

Selecting **Cancel** will return you to the Home Page.

Total Number of Account Designees: 6

[Clear Filters](#)

Delete	Last Name	First Name	Email Address	Passphrase	Status	Last Login Date
<input type="checkbox"/>	<input type="text" value="Search"/>					
<input type="checkbox"/>	Jones	John	john-j@company.com	let me in	Pending	
<input type="checkbox"/>	Xiang	John	john-i@company.com	let me in	Pending	
<input type="checkbox"/>	Stark	Ned	first-l@company.com		Active	03/15/2019
<input type="checkbox"/>	Jackson	Jessica	first-l@company.com		Active	04/01/2019
<input type="checkbox"/>	Last	First	first-l@company.com		Active	04/28/2019
<input type="checkbox"/>	Smith	Jane	jane-s@company.com		Active	05/05/2019

[Add Designee](#) [Cancel](#)

Slide notes

Once the Designee Maintenance link has been selected, the Designee Listing page will appear. This page lists all designees that have been invited or assigned to the account. To make changes to the account of a Designee listed, the AM can select the link on the Designee’s last name. To delete a Designee, select the Delete function to the left of the individual’s name.

Use the Add Designee function to include an individual as a Designee.

Slide 17 of 25 - Designee Information

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 is titled 'Designee Information' and contains the following text: 'Please click the 'Continue' button to check the E-mail Address of a potential designee. To cancel and return to the Designee Listing page, click the 'Cancel' button.' Below this is a note: 'An asterisk (*) indicates a required field. We ask for the e-mail address to verify if the person is currently a registered user.' There are two input fields: '*Designee E-mail Address:' and '*Re-enter E-mail Address:'. At the bottom of the form are two buttons: 'Continue' (with a right arrow) and 'Cancel' (with a close icon). On the right side of the form is a 'Quick Help' box with a link 'Help About This Page'. A blue footer bar at the bottom contains the text: 'CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader'.

Slide notes

Once the Add Designee button has been selected, the Designee Information page will appear. The AM will enter the potential Designee’s email address so the system can verify the person is currently a registered user. Once the email address has been entered and re-entered, click Continue.

Slide 18 of 25 - Designee Invitation

The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. 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 "Designee Invitation" and contains the following text: "Please provide the name and a passphrase for the designee to enter during the registration process. An asterisk (*) indicates a required field." Below this are four input fields: "*Designee First Name:", "*Designee Last Name:", "*Passphrase:", and "*Re-enter Passphrase:". At the bottom of the form are three buttons: "Previous" (with a left arrow), "Continue" (with a right arrow), and "Cancel" (with an 'x' icon). On the right side of the form is a "Quick Help" box with a link "Help About This Page". At the bottom of the page is a blue footer bar with the text "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

Slide notes

The Designee Invitation Page will appear. The AM will need to enter the first and last name of the Designee; as well as a passphrase that the Designee will use during the registration process. Once all information has been entered, click Continue.

Slide 19 of 25 - Designee Confirmation

The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. Below 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 has a yellow background and is titled "Designee Confirmation". It includes a "Print this page" icon and link. The text states: "The following Designee has been successfully added to the account. The designee will receive an e-mail notifying them that they have been invited to become a designee on the Account and may access the Account information by logging into the Medicare Secondary Payer Recovery Portal Web site. If the invited Designee is not currently a registered user, please contact the Designee and provide them with the passphrase you created; the passphrase is necessary for them to complete registration." Below this, it says: "Click on the Continue button to return to the Designee Listing page. Click on the Cancel button to return to the MSPRP Home page." The designee information is listed as: "First Name: Jane Last Name: Smith E-Mail Address: jsmith@abcassociates.com". At the bottom of the confirmation area are two buttons: "Continue" (with a right arrow) and "Cancel" (with a close icon). To the right of the main content is a "Quick Help" box with a link "Help About This Page". At the very bottom of the page is a blue footer bar with the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

Slide notes

The Designee Confirmation page will appear confirming that the Designee has been successfully added to the account. The designee will receive an email notifying them that they have been invited to become a designee on the Account.

Slide 20 of 25 - Welcome!

Welcome!

Account: 30401 ABC Corporation 🟢

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.

You may view the account activity by clicking the appropriate link under the Account Settings.

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..

To request an Open Debt Report, click the Open Debt Report link below.

To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below.

Note: You will not be able to use the links below until your Profile Report has been returned.

[Request Case Access](#)

[Case Listing](#)

[Report A Case](#)

[Open Debt Report](#)

[Go Paperless Letter Notifications](#)

Account Settings

- [Update Account Information](#)
- [Designee Maintenance](#)
- [View Account Activity](#)
- [Update Paperless E-mail Distribution](#)

Slide notes

The MSPRP Welcome page also provides the Account Manager with a link to update the Paperless Email Distribution.

Slide 21 of 25 - Paperless Email Distribution

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 "Paperless E-mail Distribution". It includes a printer icon and a "Print this page" link. The text explains that MSPRP accounts with "Go Paperless" addresses receive letter notification e-mails instead of hard copy letters. It also states that the individual/distribution list entered in the optional "Paperless E-mail Address" field is copied on the letter notification e-mails. The Account Designees are blind copied on the letter notification e-mails. Below the text are two text input fields for "Paperless E-mail Address" and "Re-enter Paperless E-mail Address", a checked checkbox for "BCC Account Designees", and "Continue" and "Cancel" buttons. A "Quick Help" box on the right contains a "Help About This Page" link. At the bottom of the page is a blue footer with links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Slide notes

Once the Update Paperless Email Distribution link has been selected, the Paperless Email Distribution page will appear.

MSPRP accounts with “Go Paperless” addresses receive letter notification emails instead of hard copy letters for “Go Paperless” addresses. These emails are sent to the AM.

The individual/distribution list entered in the optional “Paperless Email Address” are copied on the letter notification emails. To update the “Paperless Email Address”, the AM will enter and re-enter the email address and click Continue.

The Account Designees are blind copied on the letter notification emails. To remove the Account Designees from the letter notification emails, the AM will uncheck the “BCC Account Designees” check box (if checked) and click Continue.

Slide 22 of 25 - Paperless Email Distribution Confirmation



Slide notes

The Paperless Email Distribution Confirmation page will appear providing the AM with the updated Go Paperless settings and advising them they will also receive an email confirming the updates. Click Continue to return to the Welcome! Page.

Slide 23 of 25 - Course Summary

Course Summary

- Account Settings
 - Update personal information
 - Change password
 - View account activity
- Account Settings available to AM
 - Designee Maintenance
 - Update Paperless Email Distribution

**Slide notes**

This course described the following Account Setting functions:

- Update personal information
- Change password
- View account activity

It also described the following additional Account Setting functions available to the Account Manager of the selected account:

- Designee maintenance
- Update paperless email distribution

Slide 24 of 25 - User Maintenance Conclusion



You have completed the MSPRP User Maintenance 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 User Maintenance course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: [CMS 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 25 of 25 - MSPRP Training Survey



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

Slide notes

If you have any questions or feedback on this material, please go to the following URL: [Training Survey](#).