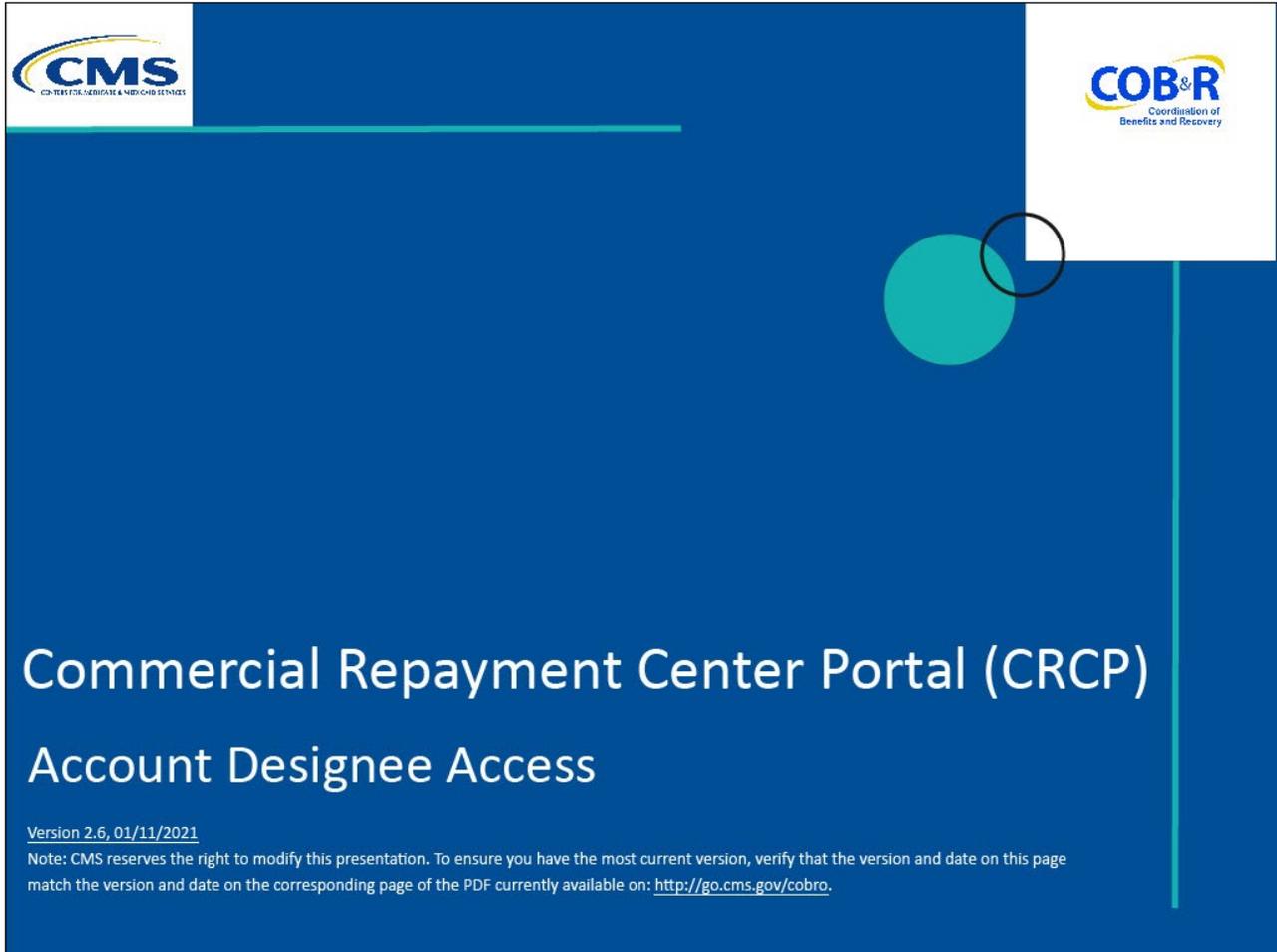


Account Designee Access

Slide 1 of 21 - Account Designee Access



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal (CRCP) Account Designee Access

Version 2.6, 01/11/2021
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: <http://go.cms.gov/cobro>.

Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) Account Designee Access course. As a reminder, you may view the slide number you are on by clicking the moving cursor. Additionally, you can view the narration by clicking the CC button in the lower right-hand corner of the screen.

Slide 2 of 22 - 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 in the CRCP User Guide found under the *Reference Materials* menu at the following link: <https://www.cob.cms.hhs.gov/CRCP/>.

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 in the CRCP User Guide found under the Reference Materials menu at the following link: [CRCP Website](#).

Slide 3 of 22 – Course Overview

Course Overview

- Account Designee Registration
 - Setting up a Login ID and Password
- CRCP Functions of the Account Designee



Slide notes

This course explained the basic registration process a new user will follow to become an Account Designee, (i.e., how you will set up your Login ID and Password) and the basic CRCP functions you will have access to once registered.

Slide 4 of 22 – Account Designee

Account Designee

- Assist Account Manager with CRCP account
 - Track GHP recovery cases
 - Submit documented defenses

Slide notes

The CRCP Account Manager invites Account Designees to assist with the case recovery process on the CRCP. This includes tracking Group Health Plan (GHP) cases and submitting documented defenses.

Slide 5 of 22 – Invitation E-mail

**Slide notes**

Once you have been selected and added to an account as an Account Designee, the CRCP sends you an invitation e-mail which includes instructions on your next steps. A sample e-mail is shown on the slide. The invitation e-mail includes the CRCP Account ID.

If you already have a Login ID for the Section 111 Coordination of Benefits Secure Web site (COBSW), Workers' Compensation Medicare Set-Aside Portal (WCMSAP), Medicare Secondary Payer Recovery Portal (MSPRP) or CRCP (for another account), you will not register for another Login ID. The invitation e-mail will include a link to the CRCP. You will access the CRCP using your existing Login ID and Password for these systems.

If you do not already have a Login ID for the Section 111 COBSW, WCMSAP, MSPRP, or CRCP, you must click on the link in the invitation e-mail to register.

Slide 6 of 22 – Login Warning

Skip Navigation | [Print this page](#)

CMS Commercial Repayment Center Portal **COB&R**
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

Login Warning

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 servers 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:

- *You have no reasonable expectation of privacy regarding any communication or data transmitting or stored on this system.
- *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 transmitting 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 transmitting or stored on this system.
- *Any communication or data transmitting or stored on this system may be disclosed or used for any lawful Government purpose.

<http://www.cms.hhs.gov/About-CMS/Agency-Information/AboutWebsite/Security-Protocols.html>

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.

Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process; and, I have read and understand all of the Centers for Medicare & Medicaid Services information at <https://www.cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/CRCP/Commercial-Repayment-Center-Portal.html>.

IMPORTANT NOTICE: If you do not agree to the conditions stated in this warning

Slide notes

When you click the link in the invitation e-mail, the Login Warning page displays. This page provides information about CRCP security measures including access, penalty and privacy laws. This page can be printed from the CRCP by clicking the Print this page link on the Web site.

Scroll to the bottom of this page to review the entire statement. You must agree to the terms of this warning each time you access the CRCP. Click the I Accept link at the bottom of the page to continue.

Slide 7 of 22 – Account Designee Registration

The screenshot shows the 'Account Designee Registration' page. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). Navigation links include 'Skip Navigation | Print this page', 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main heading is 'Account Designee Registration' with a 'Quick Help' icon. The text explains that the user is invited to be a Designee and must register with a Login ID and Password. It instructs the user to enter a Passphrase, agree to terms, and click 'Continue'. Below this, the 'Account ID' is displayed as '10000 - WASHINGTON LIFE/IN EMPLOYERS HEALTH PLAN'. The 'Account Manager Information' section contains a form with fields for First Name (FIRST), MI, Last Name (LAST), Phone, E-mail (address@email.com), and Enter the Passphrase. A note at the bottom states that the user must read and accept the User Agreement and Privacy Policy, with a link to 'View and print the User Agreement and Privacy Policy'.

Slide notes

The Account Designee Registration page displays. As an Account Designee, you register yourself on the CRCP. You will only go through this process once, as you need only one Login ID no matter how many Account IDs you will ultimately work with.

This is the initial page in the registration process where you will create your Login ID and Password for the CRCP.

Slide 8 of 22 – Account Designee Registration

The screenshot shows the 'Account Designee Registration' page on the CMS Commercial Repayment Center Portal. The page header includes the CMS logo, the portal name, and the COB&R logo. A navigation bar contains links for 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area is titled 'Account Designee Registration' and includes a 'Quick Help' link. The text explains that the user is invited to be a Designee and must register with a Login ID and Password. It instructs the user to enter a Passphrase, agree to terms, and click 'Continue'. The Account ID is displayed as 'XXXX-XXXXXX-XXXX-EMPLOYERS HEALTH PLAN'. Below this is a form for 'Account Manager Information' with fields for First Name, MI, Last Name, Phone, and E-mail. The 'Enter the Passphrase:' field is highlighted with a red border. At the bottom, there is a checkbox for 'I accept' and a link to 'View and print the User Agreement and Privacy Policy'.

Slide notes

You are required to enter the Passphrase given to you by the Account Manager for this account. The Passphrase is a short sequence of case-sensitive letters, numbers, and/or symbols, up to 30 characters long.

You must enter it exactly as the Account Manager gave it to you. If the Account Manager did not provide you with the Passphrase, contact them at the phone number or e-mail address displayed on this page.

Slide 9 of 22 – User Agreement

You must read the User Agreement and Privacy Policy provided in the scrolling box. To accept the agreement, click the 'I accept' checkbox. You must accept and agree to the terms of the User Agreement in order to continue the registration process.

[View and print the User Agreement and Privacy Policy](#)

User Agreement

1. Purpose of the Commercial Repayment Center Portal (CRCP) Secure Web site
The Commercial Repayment Center Portal (CRCP) will allow for the electronic submissions of Primary Payment Notice (PPN) and Documented Defense documentation.

2. Privacy Act Statement/ Systems of Record/ Disclosure Policy
The U.S. Department of Health and Human Services (HHS) at (<http://www.hhs.gov/index.html>), of which the CMS CRCP Web site is a part, has a clear privacy policy. When you access the CRCP, we collect the minimum amount of information about you necessary to manage your account. The authority for CMS to collect this information is Section 1862(b)(2) of the Social Security Act.

Information originally collected in traditional paper systems can be submitted electronically, i.e., electronic commerce transactions and information updates about eligibility benefits. Electronically submitted information is maintained and destroyed pursuant to the Federal Records Act and in some cases may be subject to the Privacy Act. If information that you submit is to be used in a Privacy Act system of records, there will be a Privacy Act Notice provided.

The basic insurance data created internally to ensure that Medicare only makes primary claim payment when appropriate may be disclosed only as permitted by the routine use disclosure provisions outlined for each of the above systems of record. The HHS and CMS do not disclose, give, sell, or transfer any personal information about its visitors, unless required for law enforcement or statute.

Please check the following box:

* I accept the User agreement and Privacy Policy.

[Privacy Policy](#) | [User Agreement](#)

Slide notes

Read the User Agreement and Privacy Policy which may be viewed in the scroll box on this page. Alternatively, you can print a copy of the agreement by clicking the View and Print the User Agreement and Privacy Policy link.

You must agree to the terms in the User Agreement to proceed with your registration. To accept the agreement, click the I accept checkbox and then click Continue to proceed to the next page in the Account Designee Registration process.

Slide 10 of 22 – Account Designee Personal Information

The screenshot shows a web form titled "Account Designee Personal Information" with a "Quick Help" icon. A navigation bar at the top contains links for "About This Site", "CMS Links", "How To...", "Reference Materials", and "Contact Us". The form instructions state: "Please enter the required information to identify yourself as a Commercial Repayment Center Portal (CPRP) user and then click Continue. Click Cancel if you would like to exit the registration process; all data will be lost." A red box highlights the instruction: "An asterisk (*) indicates a required field." The form fields include: *First Name, MI, *Last Name, *E-mail Address (pre-filled with ADDRESS@EMAIL.COM), *Phone (with separate boxes for area code, number, and extension), Mailing Address (with a note that it is for personal use only), *Address Line 1, Address Line 2, *City, *State (a dropdown menu currently showing "Please Select"), and *Zip Code (with separate boxes for the number and extension). At the bottom, there are "Cancel" and "Continue" buttons, with the "Continue" button highlighted by a red box.

Slide notes

The Account Designee Personal Information page displays. All fields with an asterisk (*) are required. Enter your name, phone number and mailing address. Place the street number and street name in the Address Line 1 field. Place other information such as suite number, attention to, etc. in the Address Line 2 field, if applicable. When you have entered the required information, click Continue.

Slide 11 of 22 – Account Designee Login Information

The screenshot shows the 'Account Designee Login Information' page. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). Below the logos is a navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. A 'Quick Help' link is also present.

The main heading is 'Account Designee Login Information'. Below it, there is a paragraph: 'To become a registered Commercial Repayment Center Portal (CRCP) user, you must select a Login ID and Password and two security questions and answers. All fields are required.' This is followed by instructions: 'You will use your Login ID and Password to access the CRCP. Click **Continue** when you have completed your entry. Click **Cancel** if you would like to exit the registration process; all data will be lost.'

Under the heading 'Login ID and Password requirements:', there is a bulleted list of rules:

- Login IDs must be 7 characters
- Login IDs must be unique within the system
- Login IDs must be in the format of AA666AA (first two alphabetic, next three numeric, last two alphabetic)
- Password must be changed every sixty (60) days
- Password cannot contain your Login ID
- Password must consist of at least eight (8) characters
- Password must contain at least one upper-case letter, one lower-case letter, one number and one special character
- Password must be different from the last twenty four (24) passwords
- Password must contain a minimum of four (4) changed characters from the previous password
- The first character of your password may not be numeric (0-9)
- Password cannot be changed more than once per day
- Password cannot contain a reserved word listed on the help page
- Password cannot contain a reserved word (See the Quick Help for a complete list)

At the bottom, there is a form titled 'Login ID and Password Selection' which is highlighted with a red box. It contains three input fields:

- * Login ID: [text input field]
- * Password: [password input field]
- * Re-enter Password: [password input field]

Slide notes

The Account Designee Login Information page displays. This page is used to set up your Login ID and Password. Create and enter a Login ID and enter and re-enter a Password that conforms to the CMS standard guidelines shown on the slide. You will use your Login ID and Password to access the CRCP site.

Slide 12 of 22 – Security Questions

• Password cannot contain a reserved word (See the Quick Help link for a complete list).

Login ID and Password Selection	
*Login ID:	<input type="text"/>
*Password:	<input type="password"/>
*Re-enter Password:	<input type="password"/>

Security Question and Answer Selection	
The Security Questions are part of the CRCP online security process designed to help prevent unauthorized access to your account. The questions and answers you choose will enable you to regain account access if you forget your password. Please note the answers you provide to these questions should be actual answers and not hints for your password. You must select 2 questions and answers.	
*Security Question 1:	Please Select <input type="button" value="v"/>
*Answer 1:	<input type="text"/>
*Security Question 2:	Please Select <input type="button" value="v"/>
*Answer 2:	<input type="text"/>

[Privacy Policy](#) | [User Agreement](#)

Slide notes

Choose security questions and provide answers that can be easily remembered. This information will allow you to access your Login ID and reset your Password in the event you forget either one.

When you have completed the Account Designee Login Information page, click Continue.

Slide 13 of 22 – Account Designee Registration Summary

Skip Navigation | [Print this page](#)

CMS Commercial Repayment Center Portal **COB&R**
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

[About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#)

Account Designee Registration Summary [Quick Help](#)

Please review your personal and login information. If you need to change anything, click the **Edit** button next to the section that needs modifications. If the information is correct, click **Continue** to proceed. Click **Cancel** if you would like to exit the registration process; all data will be lost. Please print this page for your records.

Personal Identification Information Edit					
First Name:	Test	Middle Name:		Last Name:	Designee
E-mail Address:	[REDACTED]				
Phone:	[REDACTED]				
Address Line 1:	[REDACTED]				
Address Line 2:					
City:	Owings Mills				
State:	Maryland				
Zip Code:	[REDACTED]				
Login Information Edit					
Login ID:	[REDACTED]				

Slide notes

The Account Designee Registration Summary page displays next. This page includes a summarized view of the information that was entered during the Account Designee registration process. It also provides you with the opportunity to revise your name, phone number, address, Login ID and/or Password.

Review this summary to ensure it is accurate. If information needs to be corrected, click the Edit button for the corresponding section. This will direct you to the applicable page to make updates.

Once you have completed your corrections, click Continue on the page you are editing as well as each subsequent page until you return to the Account Designee Registration Summary page.

When you have verified the information, click Continue.

Slide 14 of 22 – Account Designee Thank You

The screenshot shows the 'Account Designee Thank You' page. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the text 'Commercial Repayment Center Portal'. Further right is the COB&R logo (Coordination of Benefits and Recovery). In the top right corner, there are links for 'Skip Navigation' and 'Print this page'. Below the logos is a navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area has the title 'Account Designee Thank You' and a 'Quick Help' link. The text reads: 'You have successfully completed your registration for the Commercial Repayment Center Portal (CRCP) and established yourself as an Account Designee for Account ID: [redacted]. You may print this page for your records.' Under 'Next Steps', it says: 'You may use the Login ID and Password you created to access the CRCP at the following link: <http://www.cob.cms.hhs.gov/CRCP/>'. A green 'OK' button is highlighted with a red box. At the bottom, there are links for 'Privacy Policy' and 'User Agreement'.

Slide notes

The Account Designee Thank You page displays. This confirms that you have successfully completed your registration.

Click OK to return to the Login Warning page.

Slide 15 of 22 - Login Warning

The screenshot shows the top of a web page with the CMS logo (Centers for Medicare & Medicaid Services) on the left and the COB&R logo (Coordination of Benefits and Recovery) on the right. The page title is "Commercial Repayment Center Portal". In the top right corner, there are links for "Skip Navigation" and "Print this page". The main content area is titled "Login Warning" and contains the following text:

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:

- *You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system.
- *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.

<http://www.cms.hhs.gov/About-CMS/Agency-Information/AboutWebsite/Security-1/protocols.html>

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. 1396y(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.

Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process; and, I have read and understand all of the Centers for Medicare & Medicaid Services information at <https://www.cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/CRCP/Commercial-Repayment-Center-Portal-.html>.

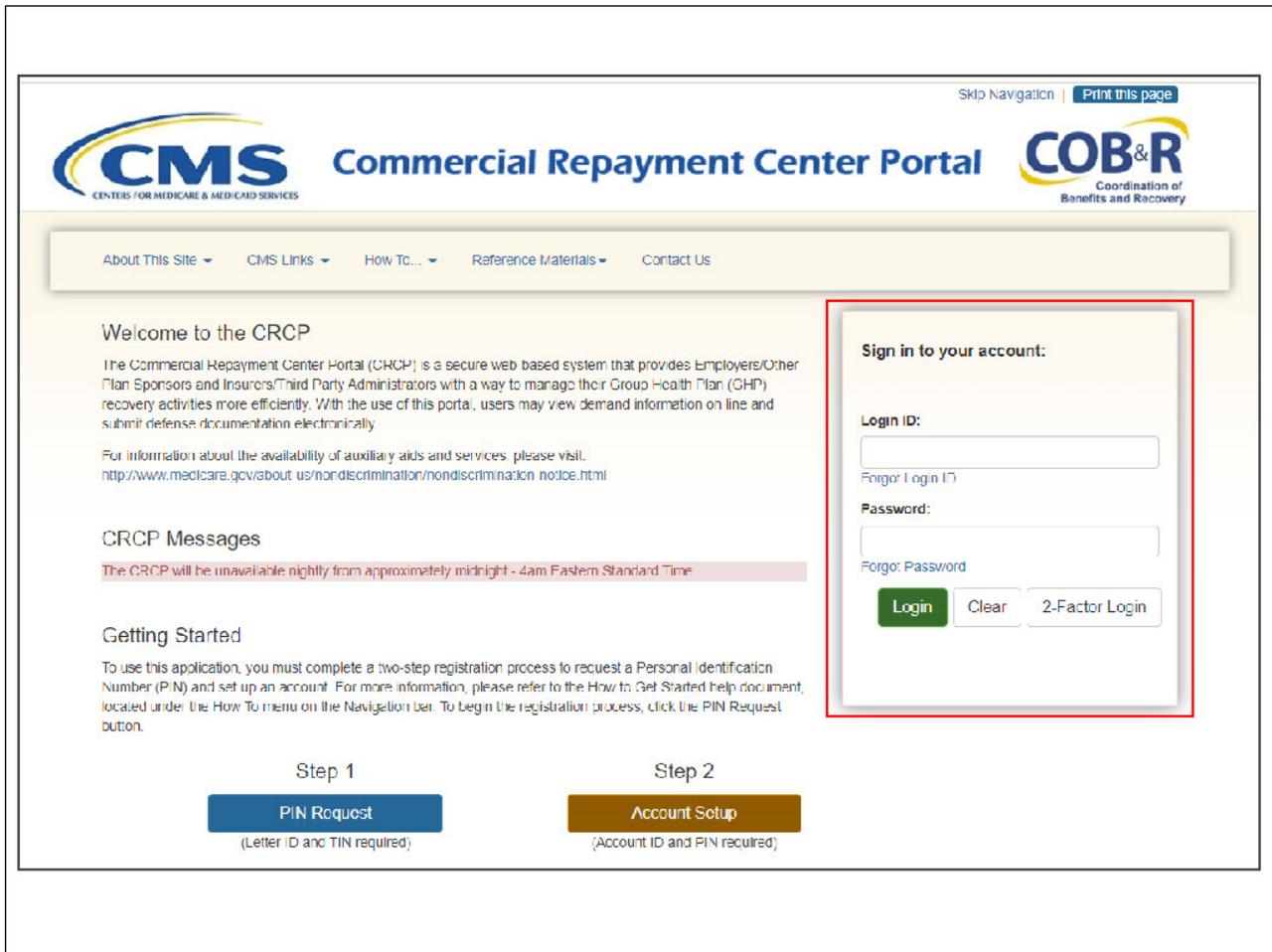
LOG OUT IMMEDIATELY if you do not agree to the conditions stated in this warning.

At the bottom of the page, there are two buttons: "Decline" and "I Accept". The "I Accept" button is highlighted with a red border.

Slide notes

Click the I Accept link at the bottom of the page to continue.

Slide 16 of 22 - Welcome Page



Slide notes

The Welcome to the CRCP page displays. You can login to the CRCP using the Login ID and Password you just created and begin using the CRCP to access accounts associated with your Login ID. Enter your Login ID and Password and then click Login.

If you forget your password, select “Forgot Password” and you can enter the temporary password sent to the designated email for this account.

The Forgot Password feature on the CRCP Welcome page now users to unlock their account, if locked after three unsuccessful login attempts, or to reactivate an inactive account.

Note: The 2-Factor Login button is for Multi-Factor Authentication (MFA) users and provides certain users with the ability to view unmasked case information. For more information on MFA, please see the Multi-Factor Authentication CBT course.

Slide 17 of 22 - Account Listing

CMS Commercial Repayment Center Portal **COB&R**
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

Home User Options About This Site CMS Links How To... Reference Materials Contact Us Log Off

Account Listing [Quick Help](#)

The Account IDs associated to your Login ID are listed on this page. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

Multi-Factor Authentication
Status: **Initial Process**
Next Step: [Getting Started](#)

Multi-Factor Authentication

 CRCP users may request access to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII). 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 this process your status will be changed to Complete.

During the ID Proofing process, you will be asked to provide current personal information and respond to questions created by Experian Credit Services (an outside entity) to confirm your identity. This information, the questions, and your answers will not be stored on the CRCP. 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 CRCP 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 to receive your security token via text message. After the Factor registration, you must then 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.

Account ID	Company Name	Associated TINs
12345	Testing Company	View TINs Listing

Slide notes

The Account Listing page displays. You are now logged into the CRCP system. The Account Listing page is the CRCP Home page. This page functions as the main page where you will select the Account ID that you want to work on. The Account IDs listed on this page are the accounts you are associated with.

Click the Account ID you want to work with.

Slide 18 of 22 - Account Detail

The screenshot displays the 'Account Detail' page of the CMS Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). A navigation bar includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To, Reference Materials, Contact Us, and Log off. The main content area is titled 'Account Detail' and shows the selected account ID: 11111111 - CIGNA. Below this, there is a section for 'Available Actions' with three buttons: 'Demand Listing', 'Request Letter Access', and 'Open Debt Report'. A 'Previous' button is located at the bottom left of the main content area.

Slide notes

The Account Detail page displays. The Account ID you just selected is displayed at the top of the page. This page functions as the main page where you can access CRCP functions available to you: Demand Listing, Request Letter Access and Open Debt Report.

Demand Listing is used to view demands/case information or to submit defense documentation. For more information on this function, see the "Demands" CBT. Once a Demand is issued, users or beneficiaries can make electronic payments. For more information on this function, see the "Electronic Payment" CBT.

Request Letter Access is used to associate data related to a Demand or Defense Letter to your CRCP account. See the "Request Letter Access" CBT for more information.

Open Debt Report is available to Account Managers only and shows the status of all open debts related to the account ID selected.

Slide 19 of 22 - Assistance

Assistance

Contact EDI Representative for assistance with Account Designee registration and login issues



EDI Representative phone:

(646) 458-6740

Slide notes

If you are unable to register for the CRCP or are having trouble logging in to your account, please contact an Electronic Data Interchange (EDI) Representative. EDI Representatives may be reached by phone at: (646) 458-6740.

Slide 20 of 22 – Course Summary

Course Summary

- Account Designee Registration
 - Setting up a Login ID and Password
- CRCP Functions of the Account



Slide notes

This course explained the basic registration process a new user will follow to become an Account Designee, (i.e., how you will set up your Login ID and Password) and the basic CRCP functions you will have access to once registered.

Slide 21 of 22 - Reference

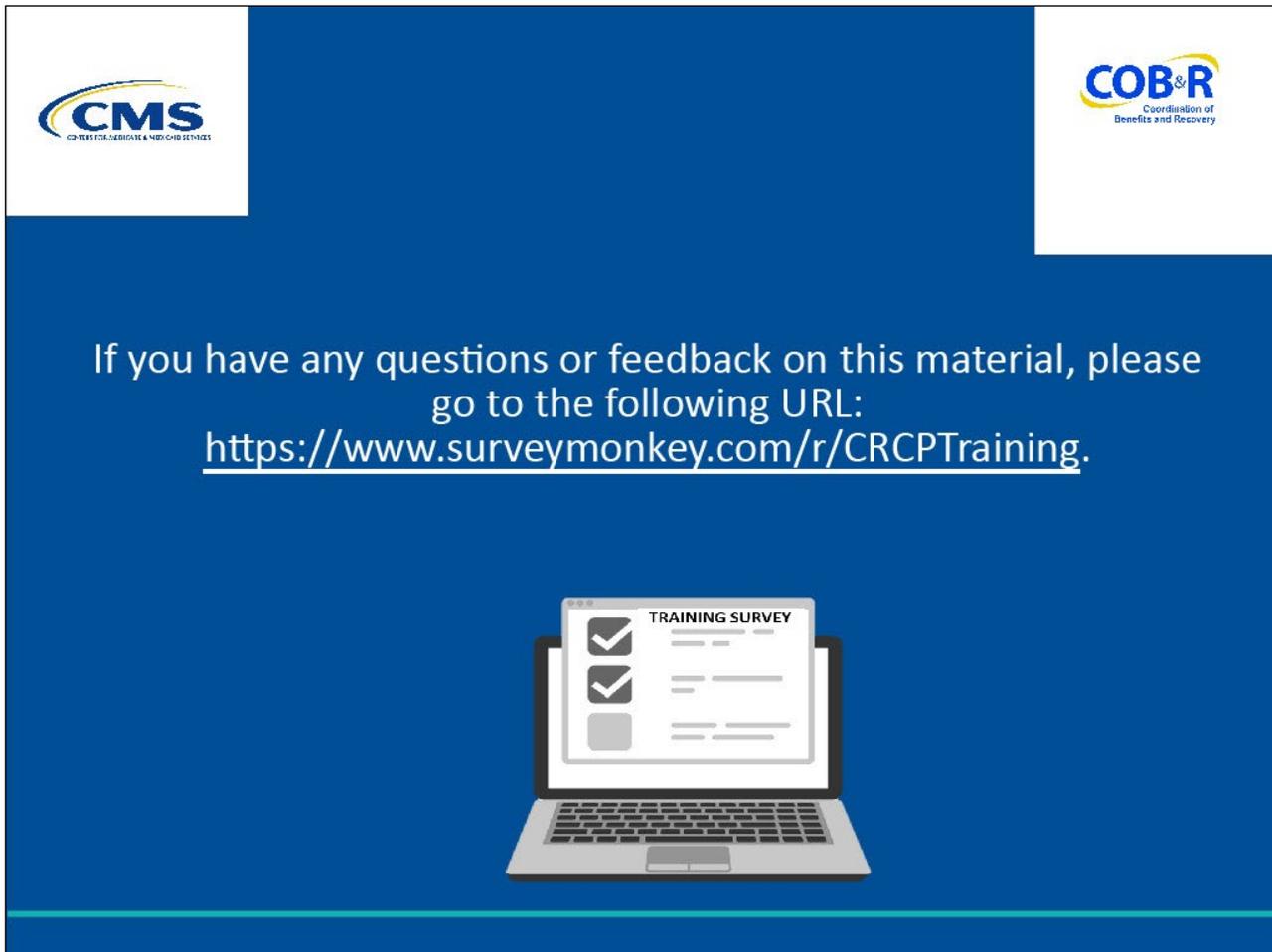


The slide features a dark blue background with two white boxes at the top. The left box contains the CMS logo (Centers for Medicare & Medicaid Services). The right box contains the COB&R logo (Coordination of Benefits and Recovery). The main text is centered and reads: "You have completed the CRCP Account Designee Access course. Information in this course can be referenced by using the CRCP User Guide found under the *Reference Materials* menu at the following link: <https://www.cob.cms.hhs.gov/CRCP/>."

Slide notes

You have completed the CRCP Account Designee Access course. Information in this course can be referenced by using the CRCP User Guide found under the Reference Materials menu at the following link: [CRCP Website](https://www.cob.cms.hhs.gov/CRCP/).

Slide 22 of 22 - Training Survey



The slide features a dark blue background. In the top left corner is the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner is the COB&R logo (Coordination of Benefits and Recovery). The central text reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/r/CRCPTTraining>." Below the text is an illustration of a laptop displaying a "TRAINING SURVEY" form with two checked boxes and a text input field.

Slide notes

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