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The slide features a light blue background with a subtle wave pattern. 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 main title is centered in a large, bold, black font. At the bottom left, there is a version number and a note about the presentation's currency, with a URL provided.

Commercial Repayment Center Portal (CRCP) Account Designee Maintenance

Version 1.7, 10/10/2016
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 Maintenance 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.

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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 found 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: <https://www.cob.cms.hhs.gov/CRCP/>.

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Course Overview

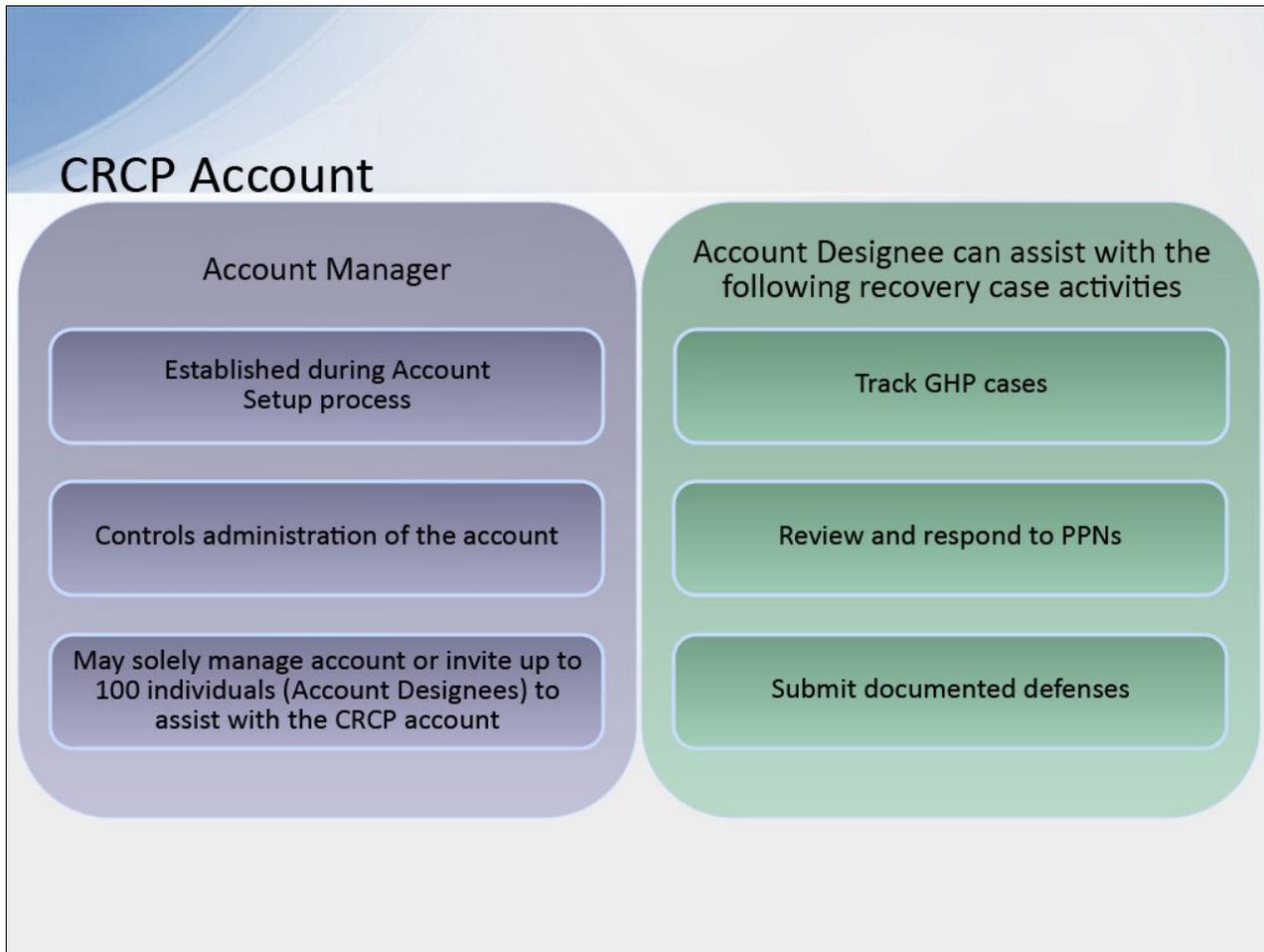
- How an Account Manager oversees Account Designees
 - Invite/add an Account Designees to a CRCP account
 - Update Account Designee information
 - Re-generate invitation e-mail
 - Delete an Account Designee from a CRCP account



Slide notes

This course explains how the Account Manager can invite/add individuals (Account Designees) to assist with a CRCP account. It describes how to update Account Designee information and how to re-generate the invitation e-mail. It also explains how to delete Account Designees from an account.

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**Slide notes**

Each CRCP account must have an assigned Account Manager who is established during the Account Setup process. This person controls the administration of the organization's account and recovery case workload.

The Account Manager may choose to manage the entire account by themselves or may invite up to 100 individuals (Account Designees) to assist in this process.

Account Designees can assist the Account Manager with the following recovery case activities: tracking Group Health Plan (GHP) cases, reviewing and responding to Primary Payment Notices (PPNs), and submitting documented defenses.

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The screenshot shows the 'Account Listing' page of the 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, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. The main content area is titled 'Account Listing' and includes a 'Quick Help' icon. Below the title, a paragraph explains that the page lists Account IDs associated with the user's Login ID and provides instructions on how to select an account and view its associated TINs. A table with three columns is displayed: 'Account ID', 'Company Name', and 'Associated TINs'. The table contains one row with a blue link for the Account ID and a 'View TINs Listing' link under the Associated TINs column. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Account ID	Company Name	Associated TINs
[Account ID]	[Company Name]	View TINs Listing

Slide notes

To add Account Designees, the Account Manager logs into the CRCP at the following link: <https://www.cob.cms.hhs.gov/CRCP/>. After a successful login, the Account Listing page displays.

This page lists the accounts associated to your Login ID. Select the Account ID link for the account you want to invite a designee.

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The screenshot shows the 'Account Detail' page of the 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). The page title is 'Commercial Repayment Center Portal'. A navigation menu 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 includes a 'Quick Help' link. The text indicates that an Account ID has been selected and provides instructions on how to access information associated with that ID. It also lists three available actions: 'Demand Listing', 'PPN Listing', and 'Request Letter Access'. A 'Previous' button is located at the bottom left of the main content area. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Skip Navigation | Login ID : [REDACTED] | Print this page

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

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

Account Detail [Quick Help](#)

You have selected Account ID: [REDACTED]

Information associated to this Account ID will be presented on applicable pages in the Commercial Repayment Center Portal. You may access these pages using the links provided on this page.

If you would like to access a different Account ID, click **Previous** or **Home**. When the Account Listing page displays, select the Account ID you would like to access.

Available Actions

To View demands/case information or to submit defense documentation, click this link:
[Demand Listing](#)

To view a Primary Payment Notice (PPN) or submit a PPN response, click this link:
[PPN Listing](#)

To request access to information related to a letter that is not yet associated to this Account ID, click this link:
[Request Letter Access](#)

To remove access related to a letter associated to this Account ID, the Account Manager for this Account must contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) and provide them with key information from the letter that should be removed. EDI Representatives can be reached at: (646) 458-6740.

[Previous](#)

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

Slide notes

The Account Detail page displays. The Account ID selected is shown at the top of the page. If you have selected the incorrect Account ID, click Previous to return to the Account Listing page.

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The screenshot shows the CMS Commercial Repayment Center Portal. 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). The top right corner contains links for 'Skip Navigation', 'Login ID', and 'Print this page'. Below the logos is a navigation bar with links: Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. The 'Account Settings' dropdown menu is open, showing options: 'View or Update Authorized Representative (AR) Information', 'Designee Maintenance' (highlighted), 'View Account Activity', and 'View Associated TINs'. The main content area is titled 'Account Detail' and includes a 'Quick Help' icon. Below the title, there is text about account information and a 'Previous' button. Under the heading 'Available Actions', there are three boxes with links: 'Demand Listing', 'PPN Listing', and 'Request Letter Access'. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Slide notes

Select Designee Maintenance from the Account Settings drop-down menu.

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Commercial Repayment Center Portal



[Skip Navigation](#) | Login ID : XXXXXXXXXX | [Print this page](#)

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Account Designee Listing ? Quick Help

The individuals listed on this page were invited to be Account Designees for Account ID: XXXXXX. As an Account Manager, you can Add, Edit, or Delete Account Designees.

To invite an individual to become an Account Designee for this Account ID, click the **Add Designee** button. Individuals who are added as Designees will receive an e-mail notifying them that they have been invited to be an Account Designee for this Account. To edit an Account Designee's personal information, click their Last Name. Note: You can only edit Account Designee's in Pending Status. To delete a Designee from this Account ID, click the [X] to the left of their name.

Click Cancel to transfer to the Account Detail page.

Delete	Last Name	First Name	Email Address	Passphrase	Status
✕	XXXXXXXXXX	Kevin	XXXXXXXXXX@XXXXXX.com	Tomato garden	Active
✕	XXXX	Carol	XXXXXXXXXX@XXXXXX.com		Active
✕	Designee	Test	XXXXXXXXXX@XXXXXX.com		Pending
✕	XXXXXXXXXX	Marielle	XXXXXXXXXX@XXXXXX.com		Active
✕	XXXXXXXXXX	Marcus	XXXXXXXXXX@XXXXXX.com		Active

Cancel
Add Designee

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

Slide notes

The Account Designee Listing page displays. This page lists all designees that have been invited or assigned to the account. To add an Account Designee, you must first invite them. To begin this process, click Add Designee.

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The screenshot shows the 'Account Designee Information' page. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). The page title is 'Commercial Repayment Center Portal'. 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 Designee Information' and includes a 'Quick Help' icon. The text instructs the user to enter the e-mail address of the individual to be invited and click 'Continue'. It also provides instructions on how to cancel and a note that an asterisk (*) indicates a required field. There are two input fields: '*Account Designee E-mail Address:' and '*Re-enter Account Designee E-mail Address:'. Below the fields are 'Cancel' and 'Continue' buttons. At the bottom, there are links for 'Privacy Policy' and 'User Agreement'.

Slide notes

The Account Designee Information page displays. Enter and re-enter the e-mail address of the individual you wish to invite and click Continue.

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Add Account Designee

CRCP confirms that the entered e-mail is not in the database for an existing user

Existing user can be an Account Designee for the selected Account ID if they are not an Authorized Representative for any CRCP Account ID or an Account Manager for the same Account ID

Slide notes

The CRCP will determine if the invited Account Designee is an existing user

(i.e., is an existing user of the Section 111 Coordination of Benefits Secure Web site (COBSW), Workers' Compensation Medicare Set-Aside Portal (WCMSAP), Medicare Secondary Payer Recovery Portal (MSPRP) and/or the CRCP (for another account)).

An existing user can be an Account Designee for your Account ID as long as they are not an Authorized Representative for any CRCP Account ID, or the Account Manager for the same Account ID.

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[Skip Navigation](#) | [Login ID : \[REDACTED\]](#) | [Print this page](#)



Commercial Repayment Center Portal



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[Quick Help](#)

Account Designee Invitation

Please provide the Name and Passphrase for the individual that you would like to invite to be an Account Designee for this Account ID. The Passphrase can be any sequence of words or text. It is case-sensitive and can be up to 30 characters long.

After you complete the invitation process, contact your Account Designee and provide them with the Passphrase. They will need to enter it exactly as you did when they follow the link in their invitation e-mail to register for the Commercial Repayment Center Portal (CPRP).

Click **Continue** to proceed with the invitation process. Click **Cancel** to transfer to the Account Designee Listing page without inviting this individual to become an Account Designee for this Account ID.

All fields are required.

*Designee First Name:	<input type="text"/>
*Designee Last Name:	<input type="text"/>
*Passphrase:	<input type="text"/>
*Re-enter Passphrase:	<input type="text"/>

Previous
Cancel
Continue

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

Slide notes

When the Account Manager clicks Continue on the Account Designee Information page, the Account Designee Invitation page displays. If the entered e-mail address is found in the system (i.e., the intended Account Designee is already a user of the Section 111 COBSW, WCMSAP, MSPRP or CRCP),

this page displays the Designee First and Last Name and the Designee E-mail address as read-only data fields. Confirm that the information displayed is correct and click Continue to proceed.

If the e-mail address is not found in the system, you must enter the first and last name for the invited Account Designee, and create a Passphrase (a short, case-sensitive phrase, up to 30 characters). Enter and re-renter the Passphrase. Do not cut and paste this information.

You must contact your Account Designee and provide them with the Passphrase. The Account Designee will need this Passphrase to register. Click Continue to proceed.

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The screenshot shows the 'Account Designee Confirmation' page. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). The page title is 'Account Designee Confirmation'. Below the title, there is a message: 'The individual displayed on this page has been successfully added to this Account. Please provide them with the Passphrase you created on the Account Designee Invitation page. They will need this to complete their registration.' A second paragraph explains that if the invitee is already a registered user, they will receive an e-mail with a link to register. Below the text is a table with three rows: 'Account Designee First Name' with the value 'Test', 'Account Designee Last Name' with the value 'Designee', and 'Account Designee E-mail' with a redacted email address. A green 'OK' button is located below the table. At the bottom of the page, there are links for 'Privacy Policy' and 'User Agreement'.

Account Designee First Name:	Test
Account Designee Last Name:	Designee
Account Designee E-mail:	[Redacted]

Slide notes

The Account Designee Confirmation page displays. This page confirms that the Account Designee has been invited to the account. Click OK.

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Skip Navigation | Login ID : XXXXXX | [Print this page](#)



Commercial Repayment Center Portal



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Account Designee Listing ? Quick Help

The individuals listed on this page were invited to be Account Designees for Account ID: XXXXXX. As an Account Manager, you can Add, Edit, or Delete Account Designees.

To invite an individual to become an Account Designee for this Account ID, click the **Add Designee** button. Individuals who are added as Designees will receive an e-mail notifying them that they have been invited to be an Account Designee for this Account. To edit an Account Designee's personal information, click their Last Name. Note: You can only edit Account Designee's in Pending Status. To delete a Designee from this Account ID, click the [X] to the left of their name.

Click **Cancel** to transfer to the Account Detail page.

Delete	Last Name	First Name	E-mail Address	Passphrase	Status
X	XXXXXX	Ben	XXXXXX@XXXXXX.com		Active
X	XXXXXX	Micheal	XXXXXX@XXXXXX.com	letmein	Pending

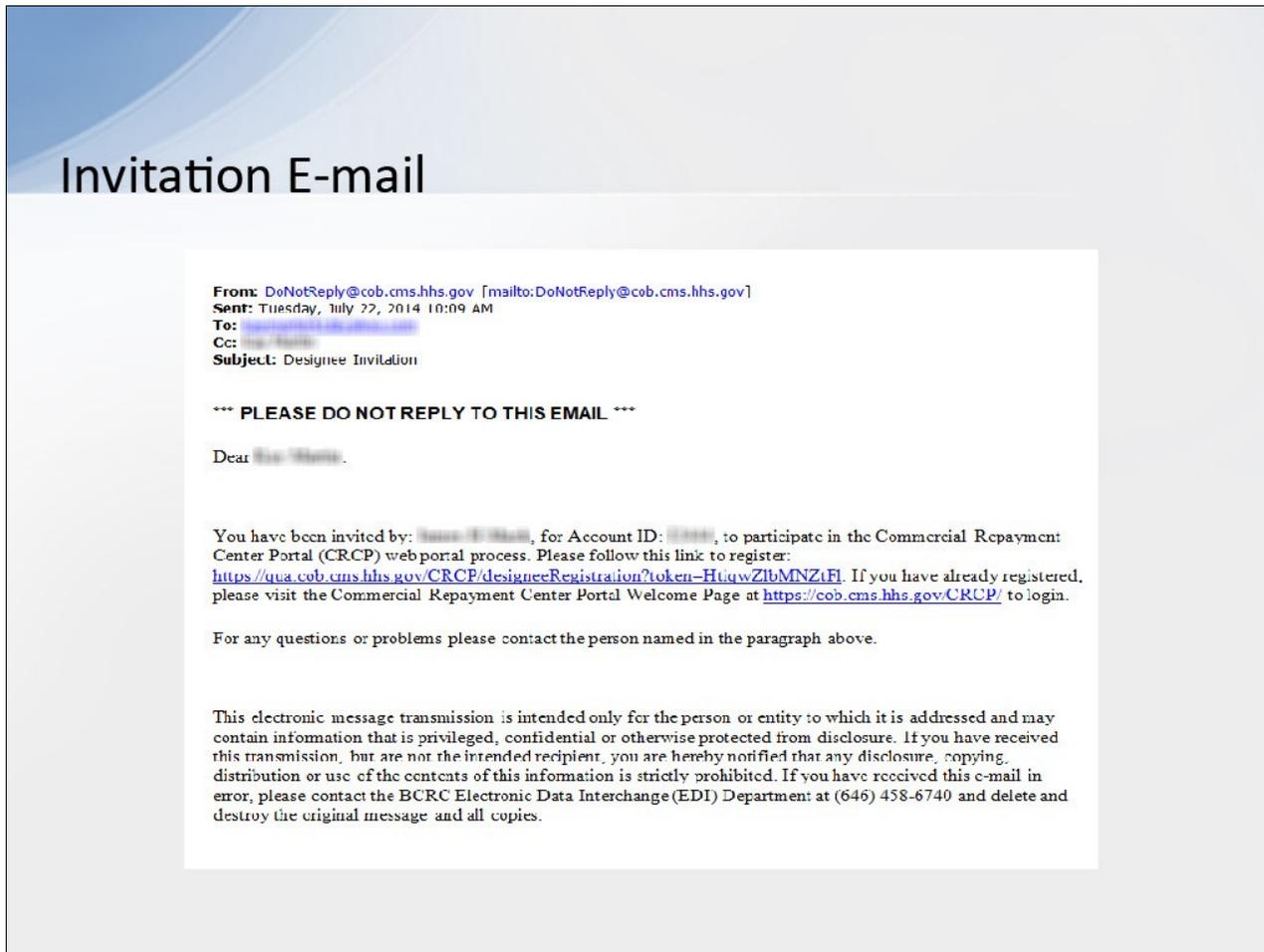
Cancel
Add Designee

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

Slide notes

The Account Designee Listing page re-displays. If the entered e-mail address was found in the system, the Account Designee is listed with an 'Active' Status. If the e-mail address was not found in the system, the Account Designee is listed with a 'Pending' status.

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Slide notes

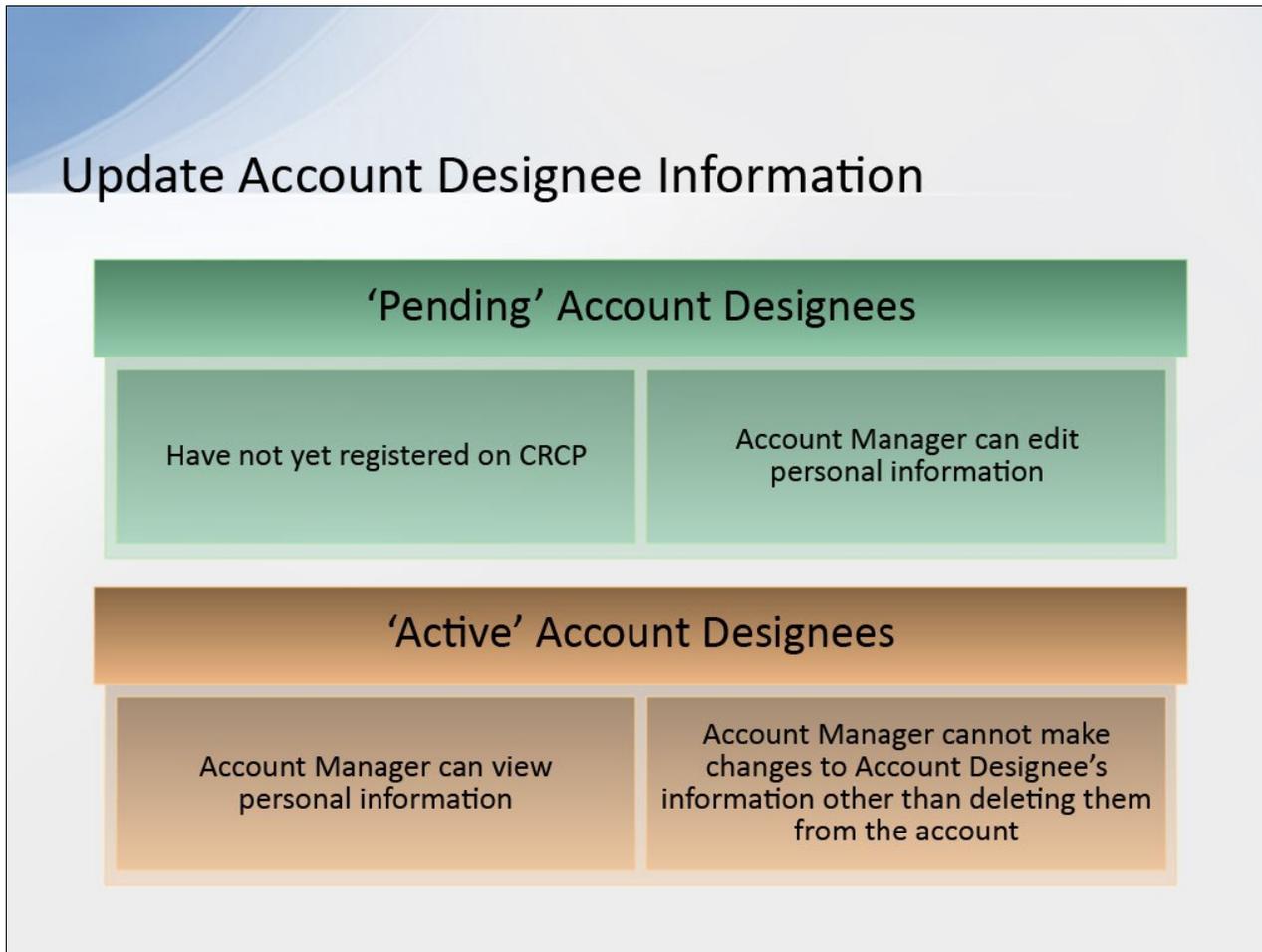
Once the invitation process is complete, the Account Designee will receive an e-mail notifying them that they have been invited to be an Account Designee for the account.

If the Account Designee is an existing user (i.e., is already a user of the Section 111 COBSW, WCMSAP, MSPRP or the CRCP), they will be notified that they may log into the CRCP and complete tasks related to the CRCP account.

If the Account Designee is not an existing user, they will be instructed to click on the link provided in the e-mail. This link will transfer them to a CRCP registration page where they will be required to enter the Passphrase that you created.

When they have completed the registration process, the Account Designee will be able to access the CRCP account.

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**Slide notes**

Account Designees in 'Pending' status have not yet registered on the CRCP. An Account Manager can edit personal information for Account Designees in 'Pending' status.

Account Managers can only view personal information for Account Designees in 'Active' status. Once the Account Designee has registered and has a Login ID, the Account Manager cannot make changes to the Account Designee's information other than deleting the Account Designee from the account.

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Skip Navigation | Login ID : [REDACTED] | [Print this page](#)



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Account Designee Listing [Quick Help](#)

The individuals listed on this page were invited to be Account Designees for Account ID: [REDACTED]. As an Account Manager, you can Add, Edit, or Delete Account Designees.

To invite an individual to become an Account Designee for this Account ID, click the **Add Designee** button. Individuals who are added as Designees will receive an e-mail notifying them that they have been invited to be an Account Designee for this Account. To edit an Account Designee's personal information, click their Last Name. Note: You can only edit Account Designee's in Pending Status. To delete a Designee from this Account ID, click the [X] to the left of their name.

Click Cancel to transfer to the Account Detail page.

Delete	Last Name	First Name	Email Address	Passphrase	Status
<input type="checkbox"/>	[REDACTED]	Kevin	[REDACTED]	Tomato garden	Active
<input type="checkbox"/>	[REDACTED]	Carol	[REDACTED]		Active
<input type="checkbox"/>	Designee	Test	[REDACTED]		Pending
<input type="checkbox"/>	[REDACTED]	Marielle	[REDACTED]		Active
<input type="checkbox"/>	[REDACTED]	Marcus	[REDACTED]		Active

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

Slide notes

To make changes to an Account Designee's personal information in 'Pending' status, go to the Account Designee Listing page and click the last name of the individual whose information you wish to update.

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Commercial Repayment Center Portal



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Update Account Designee Information

The information currently associated with the selected Account Designee is displayed. The Account Manager may update any of this information and if needed, regenerate the invitation e-mail to the Account Designee.

Click **Continue** to submit your changes or click **Cancel** to transfer to the Account Designee Listing page without submitting your changes.

An asterisk (*) indicates a required field.

*Account Designee First Name:	<input type="text" value="Test"/>
*Account Designee Last Name:	<input type="text" value="Designee"/>
*Account Designee E-mail Address:	<input type="text" value="testing123@email.com"/>
*Re-enter Account Designee E-mail Address:	<input type="text"/>
*Passphrase:	<input type="text" value="Grass is green"/>
*Re-enter Passphrase:	<input type="text"/>

Regenerate invitation e-mail with new token link for Account Designee

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

Slide notes

The Update Account Designee Information page displays. The personal information previously entered for the Account Designee is shown and is open for editing. Revise the information as needed and click Continue.

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Skip Navigation | Login ID : [redacted] | [Print this page](#)

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

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Update Account Designee Confirmation [Quick Help](#)

The information for the following Designee has been successfully updated.
Click the [Continue](#) button to return to the Account Designee Listing page.

Designee First Name:	Test
Designee Last Name:	Designee
Designee E-mail Address:	testing123@email.com

[Continue](#)

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

Slide notes

The Account Designee’s personal information is updated and the Update Account Designee Confirmation page displays.

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Regenerate Invitation E-mail

- If Account Designee misplaces/deletes e-mail
 - Account Manager can regenerate e-mail
- Previously-generated link will no longer work once new e-mail is generated
- Invitations only regenerated for Account Designees in 'Pending' status

Slide notes

If the Account Designee has misplaced or deleted the invitation e-mail, it can be regenerated. The token link in the previous invitation e-mail will no longer work once a new e-mail is generated. Invitation e-mails can only be regenerated for Account Designees in 'Pending' status.

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Account Designee Listing ? Quick Help

The individuals listed on this page were invited to be Account Designees for Account ID: XXXXXX. As an Account Manager, you can Add, Edit, or Delete Account Designees.

To invite an individual to become an Account Designee for this Account ID, click the **Add Designee** button. Individuals who are added as Designees will receive an e-mail notifying them that they have been invited to be an Account Designee for this Account. To edit an Account Designee's personal information, click their Last Name. Note: You can only edit Account Designee's in Pending Status. To delete a Designee from this Account ID, click the [X] to the left of their name.

Click Cancel to transfer to the Account Detail page.

Delete	Last Name	First Name	Email Address	Passphrase	Status
X	XXXXXXXXXX	Kevin	XXXXXXXXXX@XXXXXX.com	Tomato garden	Active
X	XXXX	Carol	XXXXXXXXXX@XXXXXX.com		Active
X	Designee	Test	XXXXXXXXXX@XXXXXX.com		Pending
X	XXXXXXXXXX	Marielle	XXXXXXXXXX@XXXXXX.com		Active
X	XXXXXXXXXX	Marcus	XXXXXXXXXX@XXXXXX.com		Active

Cancel
Add Designee

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

Slide notes

To regenerate the invitation e-mail, go to the Account Designee Listing page and click the last name of the individual that needs the e-mail regenerated.

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Skip Navigation | Login ID : **XXXXXXXXXX** | [Print this page](#)

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

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Update Account Designee Information [Quick Help](#)

The information currently associated with the selected Account Designee is displayed. The Account Manager may update any of this information and if needed, regenerate the invitation e-mail to the Account Designee.

Click **Continue** to submit your changes or click **Cancel** to transfer to the Account Designee Listing page without submitting your changes.

An asterisk (*) indicates a required field.

*Account Designee First Name:	<input type="text" value="Test"/>
*Account Designee Last Name:	<input type="text" value="Designee"/>
*Account Designee E-mail Address:	<input type="text" value="testing123@email.com"/>
*Re-enter Account Designee E-mail Address:	<input type="text"/>
*Passphrase:	<input type="text" value="Grass is green"/>
*Re-enter Passphrase:	<input type="text"/>
<input type="checkbox"/> Regenerate invitation e-mail with new token link for Account Designee	

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

Slide notes

The Update Account Designee Information page displays. Select the Regenerate invitation e-mail check box beneath the Account Designee's personal information and then click Continue.

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Account Designee Listing

? Quick Help

The individuals listed on this page were invited to be Account Designees for Account ID: XXXXXX. As an Account Manager, you can Add, Edit, or Delete Account Designees.

To invite an individual to become an Account Designee for this Account ID, click the **Add Designee** button. Individuals who are added as Designees will receive an e-mail notifying them that they have been invited to be an Account Designee for this Account. To edit an Account Designee's personal information, click their Last Name. Note: You can only edit Account Designee's in Pending Status. To delete a Designee from this Account ID, click the [X] to the left of their name.

Click Cancel to transfer to the Account Detail page.

Delete	Last Name	First Name	Email Address	Passphrase	Status
✕	XXXXXXXXXX	Kevin	XXXXXXXXXX@XXXXXX.com	Tomato garden	Active
✕	XXXX	Carol	XXXXXXXXXX@XXXXXX.com		Active
✕	Designee	Test	XXXXXXXXXX@XXXXXX.com		Pending
✕	XXXXXXXXXX	Marielle	XXXXXXXXXX@XXXXXX.com		Active
✕	XXXXXXXXXX	Marcus	XXXXXXXXXX@XXXXXX.com		Active

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

Slide notes

The Account Designee Listing page re-displays. The system re-generates the invitation e-mail and sends it to the e-mail address registered for the Account Designee.

To remove an Account Designee from the CRCP account, click the X next to the individual's name.

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Skip Navigation | Login ID : XXXXXX | [Print this page](#)

Commercial Repayment Center Portal

Delete Account Designee Confirmation ? Quick Help

Please review the information displayed on this page to confirm that this individual should no longer have access to Account ID: XXXXXX. Click OK to proceed with the delete request. This will remove this individual's access to this Account ID only. The Account Designee will retain access to all other Account IDs to which he/she is currently associated.

Click Cancel to transfer to the Account Designee Listing page without deleting this individual from this Account ID.

Designee First Name: Test
Designee Last Name: Designee
Designee E-mail: XXXXXXXXXX@XXXXXX.com

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

Slide notes

The Delete Account Designee Confirmation page displays. If you do not want to delete this Account Designee from the CRCP account, click Cancel to return to the Account Designee Listing page. The Account Designee will still be listed with their status unchanged.

If you do want to delete this Account Designee from the CRCP account, click OK.

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Account Designee Listing [Quick Help](#)

The individuals listed on this page were invited to be Account Designees for Account ID: [REDACTED]. As an Account Manager, you can Add, Edit, or Delete Account Designees.

To invite an individual to become an Account Designee for this Account ID, click the **Add Designee** button. Individuals who are added as Designees will receive an e-mail notifying them that they have been invited to be an Account Designee for this Account. To edit an Account Designee's personal information, click their Last Name. Note: You can only edit Account Designee's in Pending Status. To delete a Designee from this Account ID, click the [X] to the left of their name.

Click **Cancel** to transfer to the Account Detail page.

Delete	Last Name	First Name	Email Address	Passphrase	Status
✗	[REDACTED]	Kevin	[REDACTED]	Tomato garden	Inactive
✗	[REDACTED]	Carol	[REDACTED]		Active
✗	[REDACTED]	Marielle	[REDACTED]		Active
✗	[REDACTED]	Marcus	[REDACTED]		Active

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

Slide notes

The Account Designee Listing page displays. The Account Designee that was deleted will no longer appear on the listing and will no longer be able to access this CRCP account. Note: The Account Designee will not be deleted from any other account they are associated with.

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Assistance

Contact EDI Representative for assistance with Account Designee maintenance



EDI Representative phone:

(646) 458-6740

Slide notes

If you are unable to add, update or delete an Account Designee from your account, please contact an Electronic Data Interchange (EDI) Representative. EDI Representatives are available at: (646) 458-6740.

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You have completed the CRCP Account Designee Maintenance 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 Maintenance 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/>.

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The slide features a light blue background with a white box in the top left containing the CMS logo (Centers for Medicare & Medicaid Services) and a white box in the top right containing the COB&R logo (Coordination of Benefits and Recovery). The main text is centered and reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/s/CRCPTTraining>."

Slide notes

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