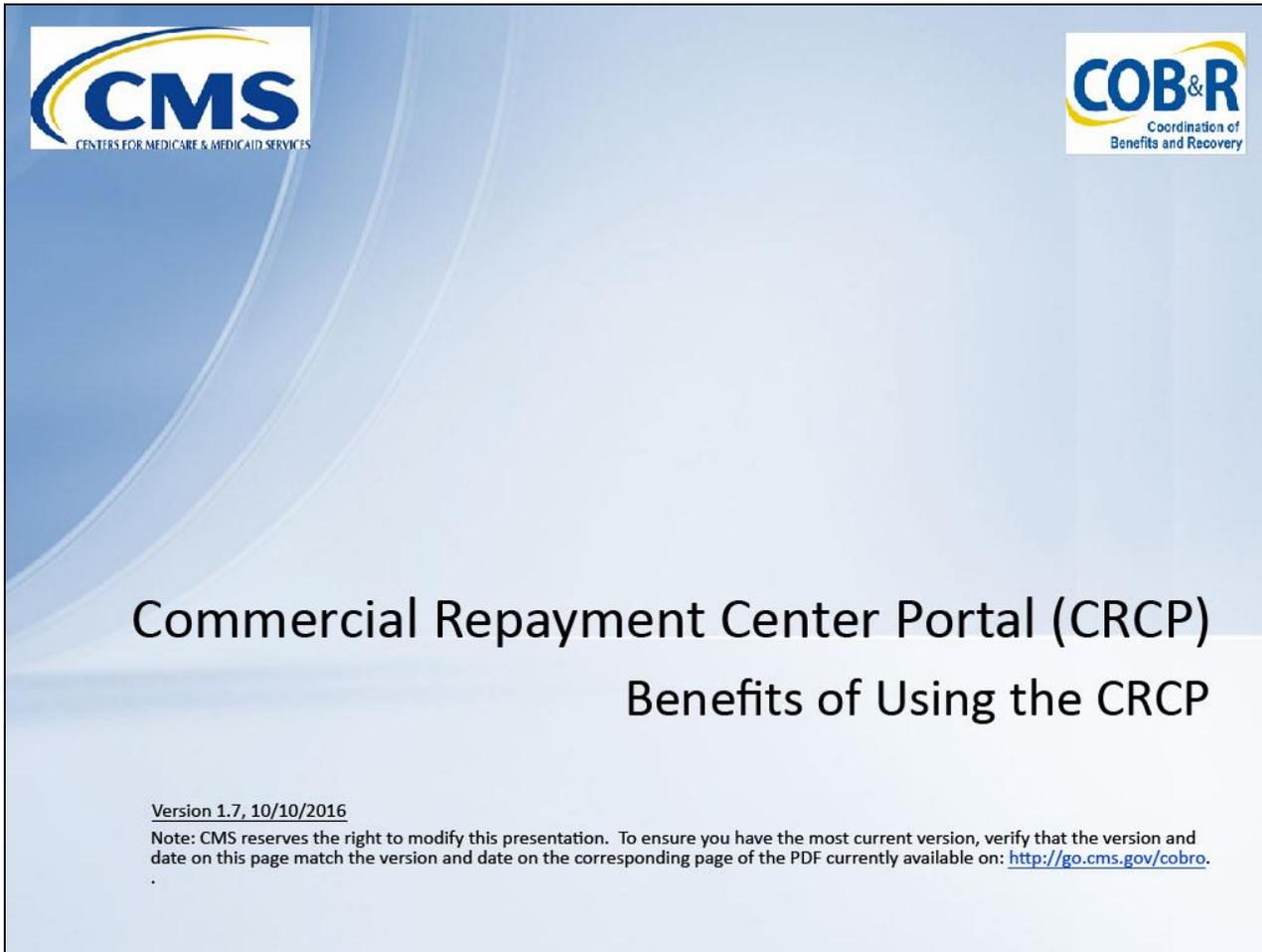


Slide 1 - of 16



The slide content area 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, black, sans-serif font. Below the title is a version number and a note about the presentation's currency, including a URL to the PDF version.

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal (CRCP) Benefits of Using the CRCP

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) Benefits of Using the CRCP 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 16

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/>.

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Slide 3 - of 16

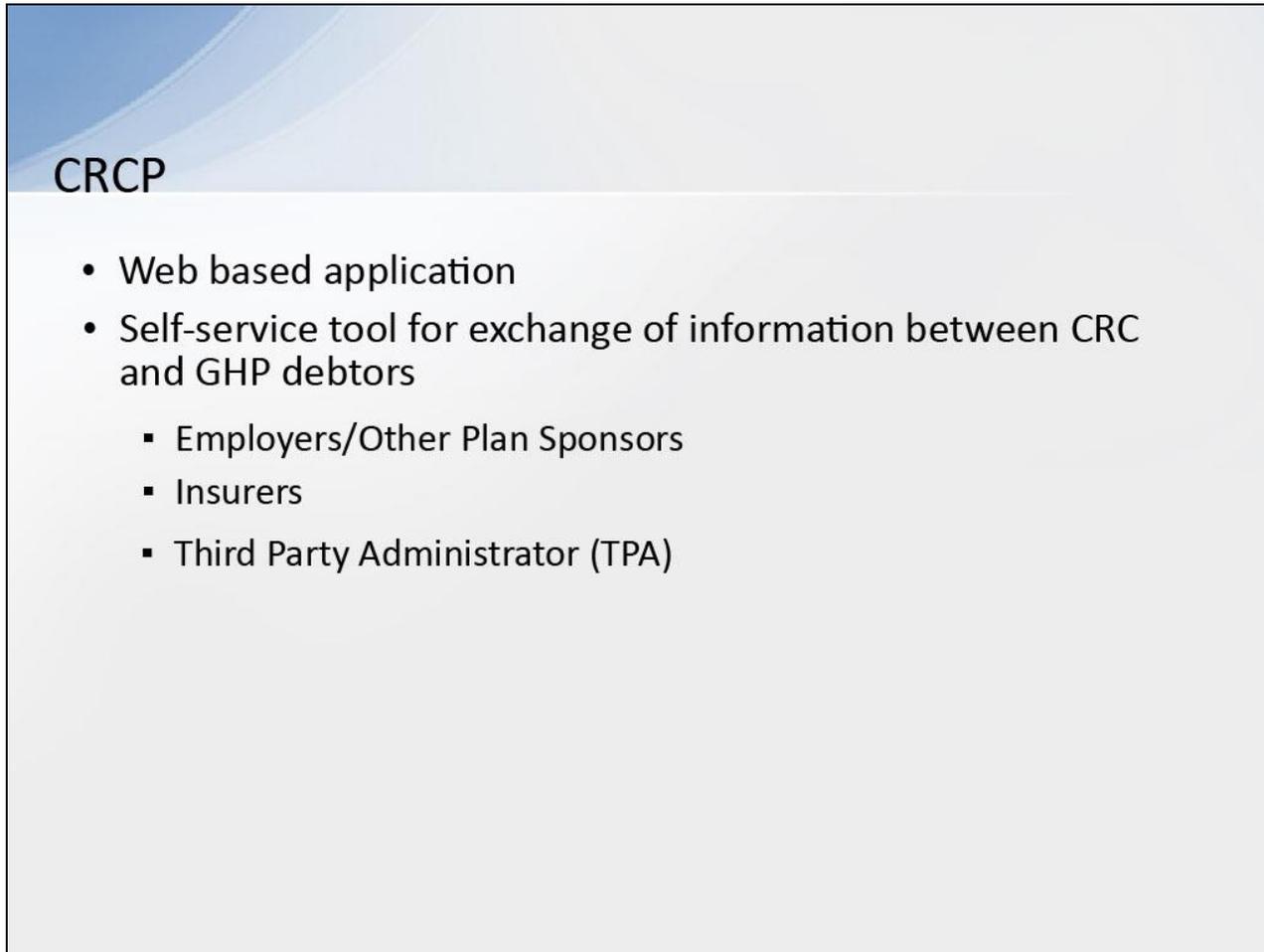
Course Overview

- Benefits of using the CRCP
- Basic functions

Slide notes

This course explains the benefits and basic functions of the CRCP.

Slide 4 - of 16



CRCP

- Web based application
- Self-service tool for exchange of information between CRC and GHP debtors
 - Employers/Other Plan Sponsors
 - Insurers
 - Third Party Administrator (TPA)

Slide notes

This Web-based application was designed to be a self-service tool to exchange information between the Commercial Repayment Center (CRC) and identified Group Health Plan (GHP) debtors.

The CRCP includes functionality for employers/Other Plan Sponsors, insurers and Third Party Administrators (TPAs) to resolve their GHP debt with Medicare.

Slide 5 - of 16

Benefits of the CRCP

- View and update PPN information
- Submit a PPN response
- View demand information and submit documented defense information
- View and track demand information (including financial data, defense status, and correspondence history)

Slide notes

With the introduction of the CRCP, you will have the ability to electronically: view and update Primary Payment Notice (PPN) information and submit a PPN response; view demand/related case information, submit documented defense information, view and track case information (including financial data, defense status, and correspondence history).

Slide 6 - of 16

View PPN Information

- PPN letter ID, letter date, response due date and status
- Beneficiaries included in the PPN
 - Subscriber name
 - Beneficiary name, masked HICN and relationship to subscriber
 - Policy/group ID
 - Coverage dates

Slide notes

The CRCP makes it easier to submit your PPN responses. You will be able to view PPN information for all PPNs where the PPN Response Due Date is within the past 6 months.

The PPN letter ID, letter date, response due date and status for each letter will be displayed. You can also view the following information on file for the beneficiaries included in the PPN: subscriber name, beneficiary name, a masked Health Insurance Claim Number (HICN), relationship to subscriber, policy/group ID and coverage dates.

Slide 7 - of 16

Update PPN Worksheets

- Data Entry
 - Save partial updates and return at a future time to complete
- Upload file
 - .PDF or .TIF format

Slide notes

You no longer need to send PPN responses via mail or fax.

Instead, you can electronically submit coverage updates to a PPN worksheet on the CRCP. You will be able to either enter the updates on-line via a data entry method or upload a revised PPN Worksheet file.

If you choose to enter updates on-line, you will be able to correct coverage start and/or end dates, add a subscriber retirement date or indicate that the beneficiary was not covered.

Using this method, you will be able to save partial updates to the worksheet and return at a future time to complete it.

If you prefer to upload a file with your changes, you can submit updates to the PPN by uploading a file in .PDF or .TIF format. For information on how to provide a response to the PPN on the CRCP, see the "Primary Payment Notice" CBT.

Slide 8 - of 16

View PPN Submission Information

- Login ID of user submitting response
- PPN response date
- File name (submitted files)
- Worksheet (data entry)

Slide notes

Once a response has been submitted for a PPN Letter ID on the CRCP, you will be able to view the submission information. For both file uploads and data entered on-line, you will be able to see the Login ID of the user that submitted the PPN response and the date the PPN response was submitted.

For uploaded files, you will see the name of the submitted file. For data entries, you will be able to view the submitted updates for 6 months past the PPN Response Due Date.

Slide 9 - of 16

View Demand Letter Information

- All demands
 - Demand letter ID, letter date and status
- Open demands
 - Original demand amount, employer name and TIN, and insurer name and TIN
 - Beneficiaries included in the demand letter
 - Masked HICN, beneficiary name, original case amount and case status

Slide notes

For each demand, you can view the Demand Letter ID, letter date and status.

If the demand status is open (i.e., the status of at least one case included in the Demand is 'Open'), you can view the original demand amount, employer and insurer name and Tax Identification Number (TIN) and a list of the beneficiaries included in the demand.

For each beneficiary, a masked HICN is displayed along with the beneficiary name, original case amount and case status.

Slide 10 - of 16

Upload Valid Defense Documentation

- Identify beneficiaries to be associated to the defense
- View information on previously submitted defenses
 - File name, submission date, submitter and associated beneficiaries

Slide notes

If you have a valid defense for a beneficiary, you can upload documentation that supports your defense. For each defense document uploaded, you will be able to identify the beneficiaries to be associated to the defense.

The CRCP also allows you to view information on previously submitted defenses. You will be able to see a list of all of the filenames for each defense document that was previously submitted on the CRCP for the demand.

The list includes the filename, submitted date, submitter and list of beneficiaries associated to the defense.

Slide 11 - of 16

View Case Specific Information

- Beneficiary information
 - Beneficiary name, masked HICN, insurance group ID and insurance policy ID
- Financial information
 - Account receivable date, principal collected and adjusted amount
 - Interest rate, interest start date, interest accrued and interest collected

Slide notes

The CRCP allows you to view case specific information for each beneficiary included in a demand. Phone calls to obtain case status information will no longer be necessary.

On a near real-time basis, status on a given case can be viewed and additional information provided for the disposition of the case, via the CRCP.

Once you have accessed a case, you will be able to view the case details, financial details and correspondence information related to the Case ID.

For each beneficiary/Case ID, you will be able to view the beneficiary's name, masked HICN, insurance group ID and insurance policy ID.

You will also see a financial summary that includes the account receivable date, principal collected, adjusted amount, interest rate, interest start date, interest accrued and interest collected for the case.

Slide 12 - of 16

View Case Specific Information

- Non-defense related letter information
 - Correspondence sent to the CRC
 - Document ID, date received and letter description
 - Correspondence that the CRC has sent
 - Letter ID, date sent and letter description

Slide notes

Information for all incoming and outgoing correspondence related to the Case ID will be available.

For correspondence sent to the CRC that is not related to a defense, you will see the Document ID, date received at the CRC and the letter description.

For non-defense related correspondence that the CRC has sent, you will see the Letter ID, the date sent from the CRC and the letter description.

Slide 13 - Slide 16

View Case Specific Information

- Defense information
 - Incoming defense information (submitted on CRCP or mailed to CRC)
 - Document ID, Defense Number and date received
 - CRC responses to defense
 - Letter ID, decision and decision date

Slide notes

The CRCP also shows information regarding defenses that you have submitted through the CRCP or mailed to the CRC.

For each defense, the CRCP displays the Document ID, Defense Number (number assigned by the CRC to your defense correspondence) and the date the CRC received.

If the CRC has responded to your defense, you will see the Letter ID for the response, the decision included in the response letter (e.g., Invalid, No Decision Necessary, Partial, or Valid) and the date the CRC made the decision.

See the "Case Information" CBT for more information on how to view detailed case information on the CRCP.

Slide 14 - of 16

Accessing the CRCP

- Requires registration and account setup
- Users will access the CRCP at the following link:
<https://www.cob.cms.hhs.gov/CRCP/>
 - Please see the "PIN Request" and "Account Setup" CBT for more information

Slide notes

Before you will be able to access the CRCP, you must register and an account must have been created. Once you have a Login ID and Password for a registered account, you will access the CRCP at the following link:

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

To learn more about the registration process, view the "Personal Identification Number (PIN) Request" and "Account Setup" CBTs.

Slide 15 - of 16



You have completed the CRCP Benefits of Using the CRCP course. Information in this course can be referenced by using the CRCP User Guide found under the *Reference Materials* menu at the following link:
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Slide notes

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Slide 16 - of 16



The slide features a light blue background with a white box in the top left corner containing the CMS logo (Centers for Medicare & Medicaid Services) and another white box in the top right corner 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/CRCPT raining>."

Slide notes

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