Welcome to the Commercial Repayment Center Portal (CRCP) Benefits of Using the CRCP course.
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: CMS CRCP Website.
This course explains the benefits and basic functions of the CRCP, Go Paperless Options, Viewing the Open Debt Report and how to initiate Electronic Payments through Pay.gov.
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 and Other Plan Sponsors, Insurers, and Third-Party Administrators (TPAs) to resolve their GHP debt with Medicare.
Slide notes

The CRCP allows users to electronically view demand related case information, submit documented defense information and view and track case information (including financial data, defense status, and correspondence history). Account Managers can view Open Debt Report and export to Excel with ease as well as opt in to the Paperless setting for each Account ID.

Users can also initiate Electronic Payments through Pay.gov <https://www.pay.gov/public/home> once a demand letter has been issued using the Make a Payment button on the Demand Detail page.
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 name and TIN, and insurer name and TIN.

For each beneficiary, a masked Medicare ID is displayed along with the beneficiary’s name, original case amount and case status.
Slide 7 of 17 - Upload Valid Defense Documentation

Upload Valid Defense Documentation

- Identify claims included in demands and which Docs are needed for defense if any
- Apply/Remove Defense Types for selected claims
- View information on previously submitted defenses
  - Date Defense Received, Defense Type and Document Name

Slide notes

If you have a valid defense for a claim, you can upload documentation that supports your defense. In the information provided on the Defense Submission page, you can identify claims included in demands and which documents are needed for defense if any. You are also able to apply/remove defense types for selected claims.

The CRCP also allows you to view information on previously submitted defenses. You will be able to see a list of the dates of defenses received, the defense type, and the document name.
Opting in to the Go Paperless Setting

- Only available to Account Managers
- Conveniently allows users to opt in to a Go Paperless setting, where letter notification emails will be sent instead of hard copy letters being mailed to the account
- Impacts mailing to all TINs associated to account
- To opt out if needed if already enrolled, simply uncheck the Go Paperless box

Slide notes
The CRCP Go Paperless setting is available for Account Managers to opt in (or out if needed and already enrolled) for any selected Account ID. Account Managers can opt in to conveniently allow users to receive letter notification emails instead of hard copy letters being mailed to the account. All TINs associated with the selected Account ID will be impacted. To opt out of the Go Paperless setting, Account Managers can simply manage their account in the Go Paperless link and uncheck the Go Paperless checkbox.
View Open Debt Report

- Only available to Account Managers
- To view all cases that have an Accounts Receivable amount greater than zero
- Easily exportable to Excel spreadsheet

Slide notes

Account Managers also have access to view the Open Debt Report in the CRCP. The Open Debt Report provides a list of cases that have Accounts Receivable amount greater than zero and can easily be exported to an Excel spreadsheet.
The CRCP also allows you to make an electronic payment on accounts. Then you can make a payment using Pay.gov. Payment methods include:

- ACH (direct deposit using your bank account information)
- Debit Card
- PayPal
View Case Specific Information

- Beneficiary information
  - Beneficiary name, masked Medicare ID, insurance group ID and insurance policy ID
- Financial information
  - Account receivable date, principal collected, adjusted amount, treasury referral date, treasury account number and current status of debt
  - 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 of 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 Medicare ID, 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.

The CRCP now also includes additional treasury information including a New Claim Count field, Treasury Referral Date field, Treasury Account Number field, and Current Status of Debt field.
Note: 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. More information can be found on the MFA process by completing the Multi-Factor Authentication CBT course.
Slide 12 of 17 - View Case Specific Information

View Case Specific Information

- Non-defense related letter information
  - Correspondence sent to the CRC
    - Correspondence ID, Correspondence Type, Date Received, Status and Status Date
  - Correspondence that the CRC has sent
    - Correspondence ID, Correspondence Type, Date Sent, Status and Status Date

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 Correspondence ID, Correspondence Type, Date Received, Status and Status Date.

For non-defense-related correspondence that the CRC has sent, you will see the Correspondence ID, Correspondence Type, Date Sent, Status and Status Date.
View Case Specific Information

- Defense information
  - Incoming defense information (submitted on CRCP or mailed to CRC) (Letter Activity)
    - Document ID, Defense Number, Defense Type, Date Defense Received, Decision, Decision Date, and a Viewed column
  - CRC responses to defense (Defense History)
    - Document ID, Defense Number, Date Defense Received, Decision, Decision Date, and a Viewed column

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 (the number assigned by the CRC to your defense correspondence), Defense Type, Date Defense Received, Decision, Decision Date, and a Viewed column.

If the CRC has responded to your defense, you will see the Document ID, Defense Number, Date Defense Received, Decision, Decision Date, and a Viewed column.

See the “Case Information” CBT for more information on how to view detailed case information on the CRCP.
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: [CMS CRCP Website](https://www.cob.cms.hhs.gov/CRCP/).

To learn more about the registration process, view the “New Registration (PIN Request)” and “Account Setup” CBTs.
Slide 15 of 17 - Course Summary

Course Summary

- Benefits of using the CRCP
- Basic functions
- Go Paperless Options
- Open Debt Report
- Initiate Electronic Payments through Pay.gov

Slide notes

This course explained the benefits and basic functions of the CRCP, Go Paperless Options, Viewing the Open Debt Report and how to initiate Electronic Payments through Pay.gov.
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: https://www.cob.cms.hhs.gov/CRCP/.

Slide notes

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: CMS CRCP Website.
If you have any questions or feedback on this material, please go to the following URL: https://www.surveymonkey.com/r/CRCPTraining.