

## Commercial Repayment Center Portal (CRCP) Computer Based Training (CBT) Curriculum

| <b>ID#</b> | <b>Title</b>                 | <b>Type</b> | <b>Description</b>   |
|------------|------------------------------|-------------|--|
| <b>01</b>  | CRCP Curriculum              | PDF         | A listing of CRCP courses and their descriptions.  |
| <b>02</b>  | Benefits of Using the CRCP   | PDF         | This course explains the benefits and basic functions of the CRCP.   |
| <b>03</b>  | Application Overview         | PDF         | This course provides a brief overview on how the CRCP can be used to view demand and case/beneficiary information, respond to demands and respond to Primary Payment Notices (PPNs). It includes summary level information on how to get started using the application as well as information on general navigation guidelines.            |
| <b>04</b>  | PIN Request                  | PDF         | The CRCP requires a two-step process to register and setup a new account: Step 1: Personal Identification Number (PIN) Request and Step 2: Account Setup. This module reviews the PIN Request process, including the CRCP User Roles and next steps after PIN Request completion.  |
| <b>05</b>  | Account Setup                | PDF         | This module explains what is required to complete Account Setup and the steps to follow once the Account Setup has been completed.   |
| <b>06</b>  | Account Designee Maintenance | PDF         | 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.   |
| <b>07</b>  | Account Designee Access      | PDF         | This course explains 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 accessed once registered.  |
| <b>08</b>  | User and Account Information | PDF         | This course explains how an Account Manager or Account Designee can update their personal information, change their Password, retrieve a forgotten Login ID/Password and view account activity and associated Tax Identification Numbers (TINs). It also explains how an Account Manager can update Authorized Representative information. |
| <b>09</b>  | Primary Payment Notice       | PDF         | This course explains how to view PPNs by accessing the PPN Listing page. It reviews how to provide a response to the PPN on the CRCP using either a data entry or file upload method.  |
| <b>10</b>  | Demands                      | PDF         | This course explains how to provide a response to a demand by submitting defense documents on the CRCP. It also shows how to view information on previously submitted defenses.  |

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| <b>11</b> | Case Information      | PDF | This course explains how to view case specific information for a beneficiary included in a demand. It describes how to use the Case Information page to see the following case-related information: beneficiary, demand, employer and insurer, financial, letter activity, defense history and submitted documents. |
| <b>12</b> | Request Letter Access | PDF | This course explains how to use the Request Letter Access process to associate data related to a letter to your CRCP account. It also explains how to remove letter information that was incorrectly associated to your CRCP account.   |

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