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The slide features a light blue background with a white curved graphic on the left side. 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: "Commercial Repayment Center Portal (CRCP) Demands". At the bottom left, it says "Version 1.7, 10/10/2016" and includes a note: "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) Demands 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 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.

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## Course Overview

- Case recovery
- Demands
  - Submit defense documents
  - View information on previously submitted defenses

### Slide notes

This course provides a brief overview of the case recovery process. It 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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## Case Recovery

- BCRC notified of coverage primary to Medicare
- CRC
  - Identifies claims that Medicare mistakenly paid as primary
  - Issues PPN for verification of coverage
  - If PPN response is received within 45 days
    - Corrects Medicare records per PPN response and issues demand letter
  - If PPN response is not received within 45 days
    - Issues demand letter for all claims associated with beneficiaries listed on the PPN

### Slide notes

When the Benefits Coordination & Recovery Center (BCRC) is notified of coverage primary to Medicare, the Commercial Repayment Center (CRC) searches for and identifies claims that Medicare mistakenly paid as primary.

After the CRC identifies these claims, it issues a Primary Payment Notice (PPN) to request verification of the coverage information submitted to the BCRC.

If the employer or other plan sponsor, or the insurer or claims processing Third Party Administrator (TPA) responds to the PPN within 45 days, appropriate corrections to the Medicare records are made and the demand is issued.

If a response is not received within 45 days, a demand is issued for all claims associated with the beneficiaries listed on the PPN.

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## Demand

- Request for recovery payment
  - Issued to employer/other plan sponsor with copy to insurer/TPA
- Includes amount due, expected payment date and Demand Letter ID

### Slide notes

The demand is a request for recovery payment. It is issued to the employer/other plan sponsor and a copy is supplied to the insurer/TPA.

The demand includes the amount due, expected payment date, an assigned Demand Letter ID, and each case/beneficiary that is included in the demand.

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## Submitting Valid Documented Defense

- View demand information
- Submit defense documentation

### Slide notes

One way the employer/other plan sponsor or insurer/TPA may respond to the demand letter is by submitting a valid documented defense to the CRC.

You will be able to view demand information and submit defense documentation on the CRCP. To access demand information, you will go to the Demand Listing page.

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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). Below the logos is a navigation menu with links: 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' link. A paragraph explains that the page lists Account IDs associated with the user's Login ID and provides instructions on how to view TINs. Below this text is a table with three columns: Account ID, Company Name, and Associated TINs. The table contains one row with a blue link for 'View TINs Listing' under the Associated TINs column. At the bottom of the page, there is a footer with links for 'Privacy Policy' and 'User Agreement'.

**Slide notes**

To go to the Demand Listing page, log 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 access.

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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). 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 includes a 'Quick Help' link. It states that the user has selected an Account ID and provides instructions on how to access information associated with that ID. Below this, there are three 'Available Actions' buttons: 'Demand Listing' (to view demands/case information or submit defense documentation), 'PPN Listing' (to view a Primary Payment Notice or submit a PPN response), and 'Request Letter Access' (to request access to information related to a letter not yet associated with the Account ID). 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'.

## Slide notes

When the Account Detail page displays, click the Demand Listing link.

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The screenshot shows a web application interface for 'Demand Listing'. At the top, there 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. Below this is a 'Demand Listing' section with a 'Quick Help' icon. The main content area contains search filters for 'Demand Letter ID', 'Demand Letter Sent Date From', and 'Demand Letter Sent Date To'. A 'Search' button and a 'Clear' button are present. Below the filters, it states 'Demand Letters Issued to Companies Associated with Account ID: 111111' and 'Results Returned: 5'. A paragraph explains that users can view beneficiaries/case IDs for open demands. Below this is a table with columns: Viewed, Demand Letter ID, Number of Cases, Letter Date, and Demand Status. At the bottom of the table area are 'Previous' and 'PPN Listing' buttons.

Viewed	Demand Letter ID	Number of Cases	Letter Date	Demand Status
Yes	86123455	1	04/13/2014	Open
Yes	86123454	1	04/11/2014	Open
Yes	86123453	1	04/10/2014	Open
No	86123452	1	04/09/2014	Open
	86123451	1	04/08/2014	Closed

Slide notes

The Demand Listing page displays. By default, this page lists all unresolved/open demands that the CRC has issued in the past 3 months for this account.

Use the search function to locate any demand, including a demand that has been closed. Enter the Demand Letter ID or the Demand Letter Sent Date and then click Search.

To make your search more effective, you can search for variations of the Demand Letter ID using the percent sign as a wildcard symbol.

The wildcard symbol can only be used in this field. When used, the percent sign replaces one (or more than one) character at the end of the Demand Letter ID.

Only one percent sign can be used and a minimum of 5 characters must be entered (4 characters plus the percent sign). Optionally, you can view PPNs for this account by clicking the PPN Listing button.

For more information on how to view cases included in a PPN and how to submit a PPN response on the CRCP, please see the "Primary Payment Notice" CBT.

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**Demand Listing** ? Quick Help

Unresolved/open demands that were issued in the past three months are listed on this page. To search for any Demand Letter ID, including a demand that has been closed, enter your criteria and then click **Search**.

Demand Letter ID:  Demand Letter ID Search Hint

Demand Letter Sent Date From:  /  /  (MM/DD/YYYY)

Demand Letter Sent Date To:  /  /  (MM/DD/YYYY) From and To Date Search Hint

Demand Letters Issued to Companies Associated with Account ID: 111111 Results Returned: 5

You may view a list of Beneficiaries/Case ID's included in a Demand Letter as long as the Status is Open. To view this list, click the Demand Letter ID link for the applicable letter. If you need additional information regarding a demand that has been resolved/closed, please contact the Commercial Repayment Center at 1-855-798-2627.

Viewed	Demand Letter ID	Number of Cases	Letter Date	Demand Status
Yes	<a href="#">86123455</a>	1	04/13/2014	Open
Yes	<a href="#">86123454</a>	1	04/11/2014	Open
Yes	<a href="#">86123453</a>	1	04/10/2014	Open
No	<a href="#">86123452</a>	1	04/09/2014	Open
	<a href="#">86123451</a>	1	04/08/2014	Closed

**Slide notes**

If the CRCP is unable to locate any demand letters that match the search criteria, a “No matching records found based on information provided error” will display.

Check to be sure you are in the right account by returning to the Account Listing page to verify the company name and or Tax Identification Number (TIN) information.

If you are in the right account, you can request access to the letter and its information by using the Request Letter Access feature. See the "Request Letter Access" CBT for more information.

If the CRCP is able to locate a match, all records that match the submitted search criteria will display at the bottom of the page. The total number of demand letters found will be included in the “Results Returned”.

For each demand, the Demand Letter ID, Letter Date and Demand Status are displayed. The Demand Letter ID included at the top of the letter is displayed in the Demand Letter ID. The Letter Date is the date of the demand letter.

Finally, the status of the demand is indicated in the Demand Status. The status of the Demand on the CRCP may be: Open or Closed. The Demand Status is 'Open' when the status of any case included in a Demand Letter ID is 'Open'.

The Demand Status is 'Closed' when the status of each case included in a Demand Letter ID is 'Closed'. Note: The demand listing is displayed in descending order by Letter Date. To change the sort order, click the arrow next to any of the column headings.

Note: A Viewed column has been added to the Demand Listing, Defense History, Case Information, and PPN Listing pages. The Viewed column helps to identify when new Demands or PPNs have been added to the account.

A Demand Listing button has been added to the Case Information, Submitted Defense Documents, and PPN Listing pages for simpler navigation back to the Demand Listing page.

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The screenshot displays the 'Demand Listing' page. At the top, there is a navigation menu with links: Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. Below the menu, the page title is 'Demand Listing' with a 'Quick Help' icon. A paragraph explains that unresolved/open demands from the past three months are listed here and provides instructions on how to search by Demand Letter ID. The search form includes fields for 'Demand Letter ID', 'Demand Letter Sent Date From', and 'Demand Letter Sent Date To', each with a search hint. There are 'Search' and 'Clear' buttons. Below the form, it states 'Demand Letters Issued to Companies Associated with Account ID: 111111' and 'Results Returned: 5'. A paragraph explains that beneficiaries/case IDs are listed if the status is 'Open'. A table with 5 rows and 5 columns (Viewed, Demand Letter ID, Number of Cases, Letter Date, Demand Status) is shown. At the bottom, there are 'Previous' and 'PPN Listing' buttons.

Viewed	Demand Letter ID	Number of Cases	Letter Date	Demand Status
Yes	86123455	1	04/13/2014	Open
Yes	86123454	1	04/11/2014	Open
Yes	86123453	1	04/10/2014	Open
No	86123452	1	04/09/2014	Open
	86123451	1	04/08/2014	Closed

Slide notes

To view case specific information, first locate the Demand Letter ID that includes the case you want to examine and then click the Demand Letter ID link. Note: This link will only be enabled if the Demand Status is 'Open'.

Note: To prevent system errors, a limit was established on the number of letters displayed on the Demand Listing and PPN Listing pages. If there are over 100 letters returned when a search is performed, only the first 100 letters matching your search criteria will display.

You will not be able to view beneficiary/case information if the Demand Status is 'Closed'. If you need information regarding a demand that has been closed, contact the CRC at 1-855-798-2627.

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**Demand Detail**
[Quick Help](#)

You have selected Demand Letter ID: [REDACTED]

The Total Demand Amount originally included on this letter was:		[REDACTED]	
Employer Name:	[REDACTED]	Insurer Name:	[REDACTED]
Employer TIN:	[REDACTED]	Insurer TIN:	[REDACTED]

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click **Search**. Once located, you can click the **Case ID** link to view detailed information related to that beneficiary.

Case ID:  [Case ID Search Hint](#)

HICN:  [HICN Search Hint](#)

Beneficiary Last Name:  [Beneficiary Last Name Search Hint](#)

**Submit a Defense**

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click **Continue**. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the **Submitted Defenses** button.

**Beneficiaries Included in the Demand Letter** Results Returned: 1

Defense Select All/ Deselect All Open Cases	Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed	Case Viewed
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Closed		No

**Slide notes**

Once you click the Demand Letter ID link, the Demand Detail page displays. The Demand Letter ID and Total Demand Amount originally included on the demand letter are displayed at the top of the page.

The Employer Name, Employer TIN, Insurer Name and Insurer TIN associated to the Demand Letter ID are also displayed.

This page lists all of the beneficiaries included in the demand letter. The number of beneficiaries is displayed in the "Results Returned".

For each beneficiary included in the demand, a masked Health Insurance Claim Number (HICN) is displayed along with the Beneficiary Name, original Case Amount and Case Status.

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**Demand Detail**
[Quick Help](#)

You have selected Demand Letter ID: [REDACTED]

The Total Demand Amount originally included on this letter was:		[REDACTED]	
Employer Name:	[REDACTED]	Insurer Name:	[REDACTED]
Employer TIN:	[REDACTED]	Insurer TIN:	[REDACTED]

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click **Search**. Once located, you can click the **Case ID** link to view detailed information related to that beneficiary.

Case ID:  [Case ID Search Hint](#)

HICN:  [HICN Search Hint](#)

Beneficiary Last Name:  [Beneficiary Last Name Search Hint](#)

**Submit a Defense**

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click **Continue**. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the **Submitted Defenses** button.

**Beneficiaries Included in the Demand Letter** Results Returned: 1

Defense Select All/ Deselect All Open Cases	Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed	Case Viewed
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Closed		No

**Slide notes**

To search for a specific Case ID/beneficiary, enter Case ID, HICN or Beneficiary Last Name and then select Search. The case that met the search criteria displays at the bottom of the page.

To make your search more effective, you can search for variations of the Case ID, HICN or Beneficiary Last Name using the percent sign as a wildcard symbol.

When used, the percent sign replaces one (or more than one) character at the end of the Case ID, HICN or Beneficiary Last Name. Only one percent sign can be used in each field.

When using the wildcard symbol in the Case ID field, a minimum of 9 characters must be entered (8 characters plus the percent sign).

When using the wildcard symbol in the Beneficiary HICN field, a minimum of 5 characters must be entered (4 characters plus the percent sign).

When using the wildcard symbol in the Beneficiary Last Name field, a minimum of 2 characters must be entered (one character plus the percent sign).

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### Demand Detail

Quick Help

You have selected Demand Letter ID: [REDACTED]

The Total Demand Amount originally included on this letter was:		[REDACTED]	
Employer Name:	[REDACTED]	Insurer Name:	[REDACTED]
Employer TIN:	[REDACTED]	Insurer TIN:	[REDACTED]

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click **Search**. Once located, you can click the **Case ID** link to view detailed information related to that beneficiary.

Case ID:  [Case ID Search Hint](#)

HICN:  [HICN Search Hint](#)

Beneficiary Last Name:  [Beneficiary Last Name Search Hint](#)

**Submit a Defense**

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click **Continue**. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the **Submitted Defenses** button.

**Beneficiaries Included in the Demand Letter** Results Returned: 1

Defense Select All/ Deselect All Open Cases	Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed	Case Viewed
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Closed		No

Previous
Submitted Defenses
Continue

Slide notes

If the CRCP is unable to locate the beneficiary that matches the search criteria, a “No matching records found based on information provided” error will display.

If the CRCP is able to locate a match, the beneficiaries that match the submitted search criteria will display at the bottom of the page.

Click a Case ID link to view detailed case information for the selected case.

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### Case Information ? Quick Help

The information displayed on this page is related to Case ID: ##### which is included on Demand Letter ID: 123456789. To search for a different Case ID included in this Demand, click **Previous** to return to the Demand Detail page.

Please note: The information displayed on these pages is current as of: 12/09/2013.

#### Case Details

Beneficiary Information		Demand Information	
Beneficiary Name:	Last Name	Total Demand Amount:	:
HICN:	*****9099A	Case Demand Amount:	
Insurance Group ID:		Case Outstanding Balance:	\$490.76
Insurance Policy ID:	Not on File	Case Status:	Demand Issued
		Date Closed:	

  

Employer Information		Insurer Information	
Employer Name:	:	Insurer Name:	Not on File
Employer TIN:		Insurer TIN:	Not on File

Financial Summary
Letter Activity
Defense History
Submitted Documents

Defenses submitted to the CRC through the portal or through the mail for the selected Case ID are listed here.

Document ID (Incoming Defense)	Defense Number	Defense Received	Letter ID (Outgoing Response)	Decision	Decision Date	Viewed
86123654	21445587	01/02/2014	123654789	Partial	02/24/2014	No
86123444	21445583	01/03/2014	123654789	Invalid	02/22/2014	Yes
86123634	21445287	03/22/2014		Pending		

Previous
Demand Listing

Slide notes

The Case Information page will display. This page includes the following case-related information: beneficiary, demand, employer, insurer, financial, letter activity, defense history and submitted documents.

For more information, see the "Case Information" CBT.

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**Demand Detail**
[Quick Help](#)

You have selected Demand Letter ID: [REDACTED]

The Total Demand Amount originally included on this letter was:		[REDACTED]	
Employer Name:	[REDACTED]	Insurer Name:	[REDACTED]
Employer TIN:	[REDACTED]	Insurer TIN:	[REDACTED]

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click **Search**. Once located, you can click the **Case ID** link to view detailed information related to that beneficiary.

Case ID:  [Case ID Search Hint](#)

HICN:  [HICN Search Hint](#)

Beneficiary Last Name:  [Beneficiary Last Name Search Hint](#)

**Submit a Defense**

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click **Continue**. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the **Submitted Defenses** button.

**Beneficiaries Included in the Demand Letter** Results Returned: 1

Defense Select All/ Deselect All Open Cases	Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed	Case Viewed
<input type="checkbox"/>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Closed		No

**Slide notes**

If you have a valid defense for a beneficiary, you may upload documentation that supports your defense. To begin this process, select the Defense checkbox for each beneficiary to be included in your defense.

To select all beneficiaries, click the Select/Deselect All Open Cases checkbox. Once all beneficiaries have been selected, click Continue. Note: the Defense checkbox is disabled if the Case Status is Closed.

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**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

**Upload Defense** [Quick Help](#)

The beneficiaries for the Demand Letter ID listed on this page will be associated to the defense that you upload here. To modify the selected beneficiaries, click **Add/Remove Beneficiaries**.

Demand Detail					
Demand Amount :	\$52082.40	Employer Name:		Insurer Name:	
Demand Letter ID:		Employer TIN:		Insurer TIN:	

Beneficiaries Selected for this Defense					
Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status

**Locate File for Upload**

Click the **Browse/Choose File** button to locate the defense file that pertains to the selected beneficiaries. The file must meet the criteria listed [here](#). Once the file has been selected, click **Upload** to complete the upload process.

**Defense Pending Submission**

Click **Continue** to confirm the information on this page and submit the file. If this file is incorrect, click the **Delete** link to the right of the filename. To return to the Demand Detail page, click **Cancel**.

Slide notes

The Upload Defense page displays. A summary of the Demand Letter ID information appears at the top of the page: Demand Letter ID, Demand Amount, Employer, Employer TIN, Insurer and Insurer TIN.

All of the beneficiaries selected for the defense are also displayed. Verify that you have selected the correct beneficiaries before uploading your file.

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Demand Amount :	\$52082.40	Employer Name:	[REDACTED]	Insurer Name:	[REDACTED]
Demand Letter ID:	[REDACTED]	Employer TIN:	[REDACTED]	Insurer TIN:	[REDACTED]

  

Beneficiaries Selected for this Defense					
Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

  

**Locate File for Upload**

Click the Browse/Choose File button to locate the defense file that pertains to the selected beneficiaries. The file must meet the criteria listed [here](#). Once the file has been selected, click Upload to complete the upload process.

  

**Defense Pending Submission**

Click Continue to confirm the information on this page and submit the file. If this file is incorrect, click the Delete link to the right of the filename. To return to the Demand Detail page, click Cancel.

File Name	Action
Defense_Document.pdf	<a href="#">Delete</a>

  

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

**Slide notes**

To add or remove beneficiaries, click Add/Remove Beneficiaries to return to the Demand Detail page. Note: Once a file is submitted, no further updates to that file will be allowed.

You may return to the Demand Detail page to upload additional documentation.

The CRCP requires that each uploaded file adhere to specified guidelines. Review the Locate File for Upload section for information on these guidelines.

To begin the upload process, click Browse/Choose File to search your computer for the desired file. When you click Browse/Choose File, a pop-up box displays.

Locate the file that you want to upload. Once the file is located, click the file name and then click Upload.

If an incorrect file was uploaded, click Delete. This will remove the file. To return to the Demand Detail page without submitting the file, click Cancel. If the file is correct, click Continue to confirm the file upload.

If the file meets the specified guidelines and is virus-free, the file name will appear under the Defense Pending Submission section.

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

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**Review and Submit Defense** [Quick Help](#)

You have selected the beneficiaries listed on this page to be included in the defense file that is currently pending submission. Please review this information. If any additional changes are required, click **Previous** to return to the Upload Defense page. If the information is correct, click **Continue** to submit the defense.

Click **Cancel** if you no longer wish to submit this file. Note: If you click **Cancel**, your file will be deleted and the selected beneficiaries will be deselected.

Demand Detail					
Demand Letter ID:		Employer Name:		Insurer Name:	
Demand Amount:		Employer TIN:		Insurer TIN:	

Beneficiaries Selected for this Defense					
Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status

**Defense Pending Submission**

File Name

Defense\_Document.pdf

**Previous** **Cancel** **Continue**

Slide notes

When Continue is selected, the Review and Submit Defense page displays. Review this information. If any changes are required, click Previous to retain the uploaded file and return to the Upload Defense page.

To choose not to upload the file, click Cancel. Your file will be deleted and the selected beneficiaries will be deselected. To complete the submission process, click Continue.

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## Commercial Repayment Center Portal



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

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How To... ▾
Reference Materials ▾
Contact Us
Log Off

### Defense Submission Confirmation ? Quick Help

You have successfully submitted the defense for the Demand Letter ID and beneficiaries listed on this page.

Demand Detail

Demand Letter ID:	[REDACTED]	Employer Name:	[REDACTED]	Insurer Name:	[REDACTED]
Demand Amount:	[REDACTED]	Employer TIN:	Not on File	Insurer TIN:	[REDACTED]

Beneficiaries Included in this Defense

Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Submitted Defense

File Name
Defense_Document.pdf

OK

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

Slide notes

When Continue is selected, the Defense Submission Confirmation page displays confirming that the uploaded file has been submitted.

You may click Print this page to print the Defense Submission Confirmation for record keeping purposes. Click OK to return to the Demand Detail page.

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<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Closed
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Closed
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Closed
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Closed
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Closed
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Closed
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Closed
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open
<input type="checkbox"/>	<a href="#">[Redacted]</a>	11/1/2015	10/1/2015	10/1/2015	10/1/2015	Open

Previous Submitted Defenses Continue

Slide notes

To see a list of all defenses that have been previously submitted on the CRCP for this demand letter, click the Submitted Defenses button.

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**Submitted Defense Documents** [Quick Help](#)

All defense documents that have been submitted through the CRCP for Demand Letter ID:P201413301 are listed on this page. You may search for a defense document and/or view a list of beneficiaries who were associated to a defense document.

To search for a defense document(s), enter your criteria and then click **Search**.

Filename:  [Filename Search Hint](#)

Submitted By:  [Submitted By Search Hint](#)

Submitted Date From:  /  /  (MM/DD/YYYY)

Submitted Date To:  /  /  (MM/DD/YYYY) [From and To Date Search Hint](#)

**Defense Documents** **Results Returned: 3**

To view/hide the list of beneficiaries who were included in a submitted defense document, click the View/Hide link under the Associated Beneficiaries column. Once the list of Case IDs associated with the file appears, you may click the Case ID link to see the status of submitted defenses.

Filename	Submitted Date	Submitted By	Associated Beneficiaries																		
FILENAME.PDF	08/15/2014	XX###XX	<a href="#">View/Hide</a>																		
FILENAME1.PDF	08/15/2014	XX###XX	<a href="#">View/Hide</a>																		
<table border="1"> <thead> <tr> <th>Case ID</th> <th>HICN</th> <th>Beneficiary First Name</th> <th>Beneficiary Last Name</th> <th>Case Amount</th> <th>Case Status</th> </tr> </thead> <tbody> <tr> <td colspan="6">All Case IDs Associated With Filename: FILENAME1.PDF You can not return)</td> </tr> <tr> <td><a href="#">C-2013#####</a></td> <td>****1234A</td> <td>First</td> <td>Last</td> <td>964969.00</td> <td>Open</td> </tr> </tbody> </table>				Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	All Case IDs Associated With Filename: FILENAME1.PDF You can not return)						<a href="#">C-2013#####</a>	****1234A	First	Last	964969.00	Open
Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status																
All Case IDs Associated With Filename: FILENAME1.PDF You can not return)																					
<a href="#">C-2013#####</a>	****1234A	First	Last	964969.00	Open																
FILENAME2.PDF	08/15/2014	XX###XX	<a href="#">View/Hide</a>																		
FILENAME3.PDF	08/15/2014	XX###XX	<a href="#">View/Hide</a>																		
FILENAME4.PDF	08/14/2014	XX###XX	<a href="#">View/Hide</a>																		

**Slide notes**

The Submitted Defense Documents page displays. All defense documents that have been submitted through the CRCP are listed.

The search function may be used to locate a defense document. Enter the Filename, Submitted By or the Submitted Date and then click Search. The defense document or documents that met the search criteria display at the bottom of the page.

To make your search more effective, you can search for variations of Filename or Submitted By using the percent sign as a wildcard symbol.

When used, the percent sign replaces one (or more than one) character at the end of the Filename or Submitted By. Only one percent sign can be used in each field.

When using the wildcard symbol in the Filename field, a minimum of 8 characters must be entered (7 characters plus the percent sign).

When using the wildcard symbol in the Submitted By field, a minimum of 5 characters must be entered (4 characters plus the percent sign).

To view the list of beneficiaries who were included in the submitted defense document, click the View/Hide link.

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### Submitted Defense Documents ? Quick Help

All defense documents that have been submitted through the CRCP for Demand Letter ID:P201413301 are listed on this page. You may search for a defense document and/or view a list of beneficiaries who were associated to a defense document.

To search for a defense document(s), enter your criteria and then click **Search**.

Filename:  Filename Search Hint

Submitted By:  Submitted By Search Hint

Submitted Date From:  /  /  (MM/DD/YYYY)

Submitted Date To:  /  /  (MM/DD/YYYY) From and To Date Search Hint Search

**Defense Documents** Results Returned: 3

To view/hide the list of beneficiaries who were included in a submitted defense document, click the View/Hide link under the Associated Beneficiaries column. Once the list of Case IDs associated with the file appears, you may click the Case ID link to see the status of submitted defenses.

Filename	Submitted Date	Submitted By	Associated Beneficiaries		
FILENAME.PDF	08/15/2014	XX###XX	View/Hide ▾		
FILENAME1.PDF	08/15/2014	XX###XX	View/Hide ▾		
Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status
All Case IDs Associated With Filename: FILENAME1.PDF You can not return)					
<a href="#">C-2013#####</a>	****1234A	First	Last	964969.00	Open
FILENAME2.PDF	08/15/2014	XX###XX	View/Hide ▾		
FILENAME3.PDF	08/15/2014	XX###XX	View/Hide ▾		
FILENAME4.PDF	08/14/2014	XX###XX	View/Hide ▾		

Previous
Demand Listing

Slide notes

All beneficiaries associated with the file are displayed. The Case ID, masked HICN, Beneficiary name, and Case Amount for each associated case is shown. Click Previous to return to the Demand Detail page.

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### Demand Detail ? Quick Help

You have selected Demand Letter ID :  

The Total Demand Amount originally included on this letter was:		\$5000.00	
Employer Name:	<span style="background-color: #ccc; padding: 0 20px;"> </span>	Insurer Name:	<span style="background-color: #ccc; padding: 0 20px;"> </span>
Employer TIN:	<span style="background-color: #ccc; padding: 0 20px;"> </span>	Insurer TIN:	<span style="background-color: #ccc; padding: 0 20px;"> </span>

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click **Search**. Once located, you can click the **Case ID** link to view detailed information related to that beneficiary.

Case ID:  Case ID Search Hint

HICN:  HICN Search Hint

Beneficiary Last Name:  Beneficiary Last Name Search Hint

**Submit a Defense**

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click **Continue**. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the **Submitted Defenses** button.

Beneficiaries Included in the Demand Letter Results Returned: 5

Defense Select All/ De-select All	Case ID	HICN	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status
<input type="checkbox"/> Open Cases	<span style="background-color: #ccc; padding: 0 20px;"> </span>	****1111A9	<span style="background-color: #ccc; padding: 0 20px;"> </span>	<span style="background-color: #ccc; padding: 0 20px;"> </span>	1000.00	Open
<input type="checkbox"/>	<span style="background-color: #ccc; padding: 0 20px;"> </span>	****2222A9	<span style="background-color: #ccc; padding: 0 20px;"> </span>	<span style="background-color: #ccc; padding: 0 20px;"> </span>	1000.00	Open
<input type="checkbox"/>	<span style="background-color: #ccc; padding: 0 20px;"> </span>	****3333A9	<span style="background-color: #ccc; padding: 0 20px;"> </span>	<span style="background-color: #ccc; padding: 0 20px;"> </span>	1000.00	Open
<input type="checkbox"/>	<span style="background-color: #ccc; padding: 0 20px;"> </span>	****4444A9	<span style="background-color: #ccc; padding: 0 20px;"> </span>	<span style="background-color: #ccc; padding: 0 20px;"> </span>	1000.00	Open
<input type="checkbox"/>	<span style="background-color: #ccc; padding: 0 20px;"> </span>	****5555A9	<span style="background-color: #ccc; padding: 0 20px;"> </span>	<span style="background-color: #ccc; padding: 0 20px;"> </span>	1000.00	Open

Previous
Submitted Defenses
Continue

Slide notes

To view information regarding defenses that you have submitted through the CRCP as well as those defenses you have sent to the CRC by mail, click the Case ID link for the beneficiary to be transferred to the Case Information page.

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### Case Information ? Quick Help

The information displayed on this page is related to Case ID: ##### which is included on Demand Letter ID: 123456789. To search for a different Case ID included in this Demand, click **Previous** to return to the Demand Detail page.

Please note: The information displayed on these pages is current as of: 12/09/2013.

#### Case Details

Beneficiary Information	
Beneficiary Name:	Last Name
HICN:	*****9099A
Insurance Group ID:	
Insurance Policy ID:	Not on File

  

Employer Information	
Employer Name:	
Employer TIN:	

Demand Information	
Total Demand Amount:	
Case Demand Amount:	
Case Outstanding Balance:	\$490.76
Case Status:	Demand Issued
Date Closed:	

  

Insurer Information	
Insurer Name:	Not on File
Insurer TIN:	Not on File

Financial Summary
Letter Activity
Defense History
Submitted Documents

Defenses submitted to the CRC through the portal or through the mail for the selected Case ID are listed here.

Document ID (Incoming Defense)	Defense Number	Defense Received	Letter ID (Outgoing Response)	Decision	Decision Date	Viewed
86123654	21445587	01/02/2014	123654789	Partial	02/24/2014	No
86123444	21445583	01/03/2014	123654789	Invalid	02/22/2014	Yes
86123634	21445287	03/22/2014		Pending		

Previous
Demand Listing

**Slide notes**

Once on the Case Information page, select the Defense History tab. For each defense you have submitted, the Document ID, Defense Number and Defense Received date is shown.

The Defense Number is the number assigned by the CRC to your defense correspondence. The Defense Received is the date the CRC received the incoming defense correspondence.

If the CRC has responded to your defense, the Letter ID for the response is displayed.

The decision included in the response letter (e.g., Invalid, No Decision Necessary, Partial, or Valid) and the date the CRC made the decision will also be shown.

Until the CRC makes a decision regarding the defense, a value of 'Pending' will be displayed in the Decision column and the Letter ID and Decision Date will be blank.

As indicated previously, the Viewed column helps to identify when new Demands or PPNs have been added to the account.

Click the Submitted Documents tab to view files that were submitted on the CRCP for the case. For more information on the Case Information page, see the "Case Information" CBT.

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You have completed the CRCP Demands 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 Demands 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/CRCPT raining>."

**Slide notes**

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