Welcome to the Commercial Repayment Center Portal (CRCP) User and Account Information 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

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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 how an Account Manager or Account Designee can update their personal information, change their Password, retrieve a forgotten Login ID or forgotten Password and view account activity and associated Tax Identification Numbers (TINs).

It also explains how an Account Manager can update Authorized Representative information.
The Account Manager enters their personal information, that is, name, mailing address, phone and e-mail address) during Account Setup. Account Designees enter their personal information during their initial registration process.
Access the CRCP at the following link: [CMS CRCP Website](https://www.cms.gov). The Login Warning page will display. After reviewing the User Agreement, click “I Accept” to continue.
The Welcome to the CRCP page will display along with a section to sign into your account.
To update personal information, log into the CRCP at the following link: [CMS CRCP Website](#). After a successful login, the Account Listing page displays. This page lists the accounts associated to your Login ID. Select Update Personal Information from the User Options drop-down menu.
Slide notes

The Update Personal Information page displays. All information currently associated to your Login ID is shown. Make any necessary changes. You will need to re-type your email address in Re-enter Email Address field. Click Continue to submit the updated information.
The Personal Information Update Confirmation page displays. This page confirms that the information associated with your Login ID has been updated.

If your Login ID is associated to any other Coordination of Benefits Secure Web Site (COBSW) such as the Section 111 COBSW, Workers’ Compensation Medicare Set-Aside Portal (WCMSAP), or the Medicare Secondary Payer Recovery Portal (MSPRP), your updated information will be reflected in those applications as well.

Click OK to return to the Account Listing page.
Email Confirmation

- CRCP sends email confirming that personal information was updated
- Contact an EDI Representative if you did not initiate
  - EDI Representative phone: (646) 458-6740
- Confirmation will be sent to old email address if email address was changed

Slide notes

The CRCP sends you an email message confirming that your personal information was updated. If you did not initiate the update, contact an Electronic Data Interchange or (EDI) Representative by phone at: (646) 458-6740.

Note: If you modified your email address, the CRCP will send the notification e-mail to your old email address.
During your initial registration, you created a Password that is used as part of the CRCP login process. This Password must be changed every 60 days. To initiate this change, go to the Account Listing page and select Change Password from the User Options drop-down menu.
The Change Password page displays. You are required to enter your current or temporary Password once and new Password twice. Your new Password must conform to the guidelines listed on this slide. Once you have entered the required information, click Continue.
The Change Password Confirmation page displays indicating that the Password has been changed. You will be required to use your new Password the next time you login.

Remember, when you change your Password in the CRCP, the Password will be changed in all applications that you currently have access to (e.g., the Section 111 COBSW, WCMSAP, and the MSPRP) and will need to be used the next time you login.
If you have forgotten your Login ID or Password, select the Forgot Login ID or Forgot Password link on the Welcome to the CRCP page.

You will be asked to provide your e-mail address or Login ID (as applicable) and answer the security questions you selected during registration to reactivate your account. If you successfully complete these questions, you will receive an e-mail with your Login ID or temporary Password, as applicable.

If you are unable to answer these questions or you do not receive an e-mail within 24 hours, contact an EDI Representative for assistance. EDI Representatives are available at: (646) 458-6740.

Note: To provide increased user security, additional security questions have been added to the Forgot Login ID and Forgot Password pages. Three preliminary questions linked to your personal registration information will appear prior to your security questions.
The Account Manager and Account Designee may view a history of specific activities that were performed on an account. The activities that are tracked and recorded on the CRCP are: PIN Request, Account Setup, Request Letter Access, Opting In and Out of Go Paperless, Requesting an Open Debt Report, and Defenses Submitted.
To view account activity, go to the Account Listing page, select the Account ID link for the account you want to view.
Slide notes

When the Account Detail page displays, select View Account Activity from the Account Settings drop-down menu.

Note: The Case Search link has been added to allow users to search for a case associated to the selected Account ID.
Slide notes

The Account Activity page displays. This page shows the date and description of the activity; the Letter ID on which the activity occurred; and the Login ID of the CRCP user who performed the activity. Note: The Letter ID field is blank for the following activities: PIN Request and Account Setup.

Please report any discrepancies to an EDI Representative. EDI Representatives are available at: (646) 458-6740.

After you have reviewed the account activity, click Continue to return to the Account Detail page.
From the Account Detail page, you can also view the TINs that are associated to your account. Select View Associated TINs from the Account Settings drop-down menu.
Slide notes

The TINS Associated to Account ID page displays. This page lists all of the TINS associated to the Account ID. There will always be at least one TIN associated to an Account ID, since a TIN is required to complete the initial PIN Request.

Additional TINs may be associated to your account when a CRCP user completes the Request Letter Access process. Use the View Activity function, as described above, for details on any requests for letter access that were made for the account. Please report any discrepancies to an EDI Representative.

EDI Representatives are available at: (646) 458-6740. After you have reviewed the TINs, click Previous to return to the Account Listing page.
The Authorized Representative is identified and assigned to an account during the New Registration (PIN Request), that is, the first step of registering and setting up a new CRCP account. This individual has the legal authority to bind the company to the contract and the terms of CRCP requirements and processing.

If the person named as the Authorized Representative needs to be replaced after the New Registration (PIN Request) has been completed, the Account Manager can make the change on the CRCP.
Slide notes

To view or update the Authorized Representative’s information, the Account Manager selects Update Authorized Representative (AR) Information from the Account Settings drop-down menu on the Account Detail page.
The Update Authorized Representative (AR) Information page displays. The personal information previously entered for the Authorized Representative is shown and is open for editing by selecting the Edit button on the far, right side.
Slide notes

Revise the information as needed. You will be required to re-enter the Authorized Representative’s Email Address. Click Continue when you are done.
The Authorized Representative’s personal information is updated and the Update Authorized Representative (AR) Information Confirmation page displays. Click OK to return to the Account Detail page. The CRCP will send an email to the Account Manager to notify them that the information was updated.
Course Summary

- How an Account Manager or Account Designee
  - Updates personal information
  - Changes Password
  - Retrieves a forgotten Login ID or forgotten Password
  - Views account activity and associated TINs

- How Account Manager
  - Updates Authorized Representative information

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