

MSPRP Electronic Payment High Level Overview

Effective April 1, 2019

Presentation Topics

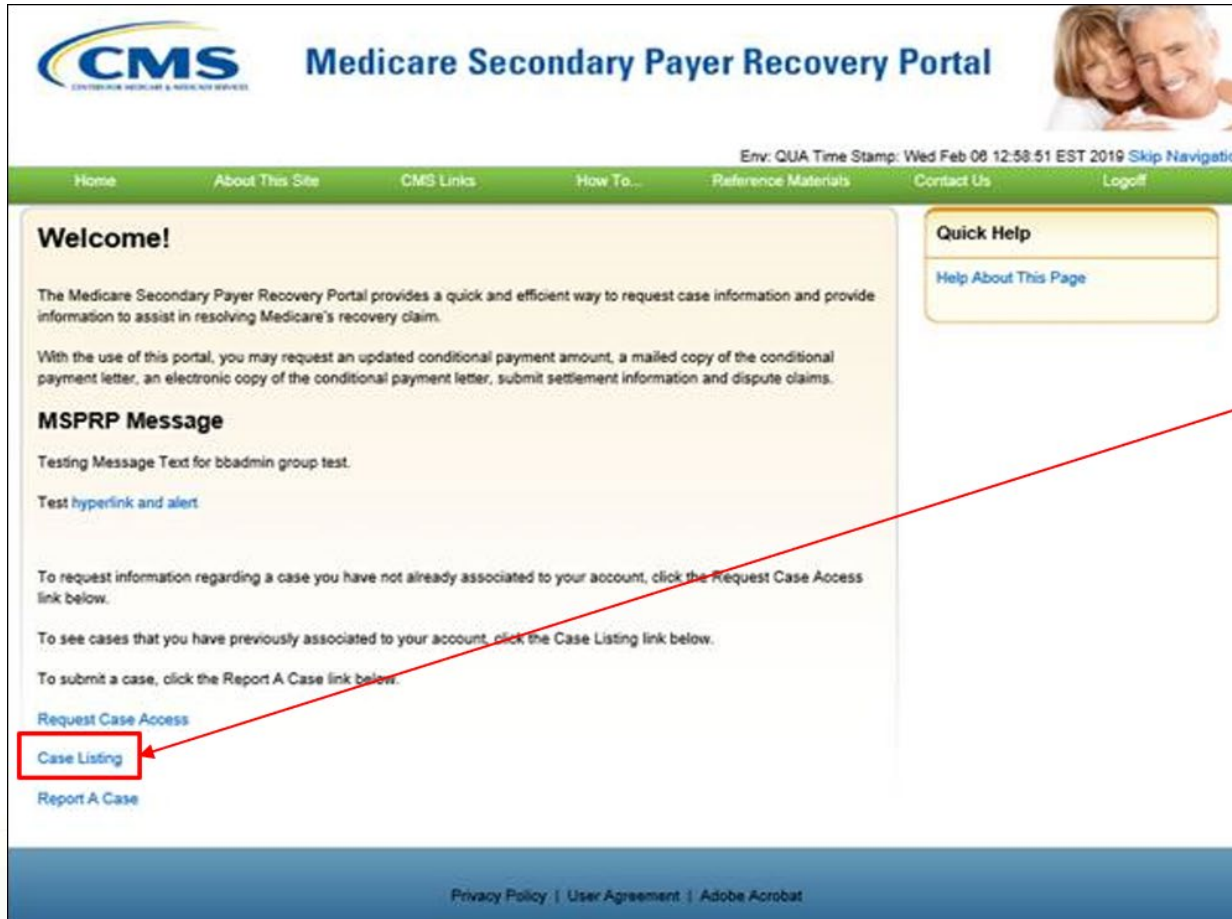
- Background Information
- How to submit electronic payments on the MSPRP
 - Types of payments accepted
- How to view your Electronic Payment History on the MSPRP

Background Information

- Currently, Medicare Secondary Payer Recovery Portal (MSPRP) users can use the MSPRP to manage recovery cases but submit payment outside of the portal.
- Checks are mailed to and processed by the Benefits Coordination & Recovery Center (BCRC) and the Commercial Repayment Center (CRC).
- As of Monday, April 1, you will be able to submit payments for demands for Non-Group Health Plan (NGHP), which include liability insurers (including self-insured entities), no-fault insurers, and workers' compensation entities, via the MSPRP and to track that the payment is accurately applied.
- No additional user access/authorization will be required.

How to Initiate Payment

Welcome Page - Beneficiary



From the MSPRP Welcome Page, the Beneficiary will select the **Case Listing** link to access their case listings page.

How to Initiate Payment Beneficiary Case Listing Page

The screenshot shows a web application interface for case listing. At the top is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area has a title 'Case Listing' and a 'Print this page' icon. Below the title, there is instructional text about viewing case details and performing searches. A search section includes a 'Case ID:' label, a text input field, and a 'Search' button. Below the search section, it states the cases are sorted by Case ID in ascending order and provides a note about asterisks. A table titled 'Cases' has a header 'Case ID' and four rows of blue, underlined text representing case IDs. The second row of case IDs is highlighted with a red arrow. At the bottom left is a 'Cancel' button with a close icon.

Home About This Site CMS Links How To... Reference Materials Contact Us Sign off

Case Listing

Print this page

Below is a listing of the cases for which you have previously requested information.

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link. To perform a search, enter any search criteria and click the Search button.

If you are approaching settlement on a case that is not yet available on the MSPRP and you wish to initiate the Final Conditional Payment process, you can add this case using the Report A Case link found on the MSPRP Welcome page.

Case ID:

The Case Listing is sorted by Case ID in ascending order. Selecting Cancel will return to the Home Page.

* Case IDs denoted with an asterisk were reported via the Report A Case process on the MSPRP.

Cases

Case ID
#####
#####*
#####
#####

The Case IDs that are available to the Beneficiary will display on the Case Listing Page. The Beneficiary will select the **Case ID** link to the case they wish to review for payment.

Electronic Payment Process

Welcome Beneficiary Rep., Insurer, Attorney

Welcome!

Account: 31295 MFA PLOG UPDATE TEST

The Medicare Secondary Payer Recovery Portal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim.

With the use of this portal, you may submit a valid authorization, request an update to the conditional payment amount, submit settlement information and dispute claims.

You may view the account activity by clicking the appropriate link under the Account Settings.

To request information regarding a case you have not already associated to your account, click the Request Case Access link below.

To see cases that you have previously associated to your account, click the Case Listing link below.

To submit a case, click the Report A Case link below.

Note: You will not be able to use the links below until your Profile Report has been returned.

[Request Case Access](#)

[Case Listing](#)

[Report A Case](#)

Quick Help

[Help About This Page](#)

Account Settings

[Update Account Information](#)

[Designee Maintenance](#)

[View Account Activity](#)

- Select the **Case Listing** link to access the Case Listing Page.
- NOTE: You can use the **Request Case Access** link to request access to a case you are not already authorized to view/manage.


Electronic Payment Process

Beneficiary Rep., Insurer, Attorney

Case Listing Page

[Home](#)
[About This Site](#)
[CMS Links](#)
[How To ...](#)
[Reference Materials](#)
[Contact Us](#)
[Logout](#)

Case Listing

 [Print this page](#)

The following are the case reports associated to Account ID: #####

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link. To perform a search, enter any search criteria and click the Search button.

If you are approaching settlement on a case that is not yet available on the MSPRP and you wish to initiate the Final Conditional Payment process, you can add this case using the Report A Case link found on the MSPRP Welcome page.

Case ID: [Search Hint](#)

Medicare ID:

Beneficiary SSN: - -

Beneficiary Last Name: [Search Hint](#)

Selecting Cancel will return to the Home Page.

Selecting Remove Cases will remove all cases checked in the Select column.

* Case IDs denoted with an asterisk were reported via the Report A Case process on the MSPRP.

Cases

Select	Case ID	Bene Last Name	Medicare ID	Bene Date of Birth	Case Access
<input type="checkbox"/>	*****	LAST	*****A	##/##/####	Manage Access
<input type="checkbox"/>	*****	LAST	*****A	##/##/####	Manage Access
<input type="checkbox"/>	*****	LAST	*****A	##/##/####	Manage Access

- Select the **Case ID** link from the Cases table to view detailed information.

Electronic Payment Process

Case Information Page

Case Information

Print this page Quick Help : Help About This Page

Case ID: 201117409000150	Medicare ID: 987654321A
Case Type: Liability Insurance	Beneficiary DOB: 02/08/1940
Case Status: Demand Issued What is this?	Beneficiary Last Name: Smith
Date of Incident: 09/15/2009	Authorization Level: Proof of Representation
Industry Date of Incident: 09/15/2009 What is this?	Authorization Status: Verified

Payment Information Electronic Payment History Refund Information Letter Activity Waiver/Redetermination/Compromise Final Conditional Payment Process

Rights and Responsibilities Letter Mail Date: 06/10/2010

Conditional Payment Letter Mail Date: 06/01/2011
*Current Conditional Payment Amount: \$2800.00
*Note: Claims are retrieved daily. This amount is current as of: 07/23/2018

Conditional Payment Notice Amount: \$500.00
Conditional Payment Notice Mail Date: 06/18/2011
Conditional Payment Notice Response Due Date: 07/31/2011

Conditional Payment Amount Update Requested: 06/01/2011

Demand Letter Mail Date: 06/01/2011
Demand Amount: \$3754.00
Interest Rate: 10%
Last Interest Accrual Date 06/08/2018

Balance Amount: \$1234.56
Balance as of Date: 06/30/2011
Remaining Principal Amount: \$1234.56
Remaining Interest Amount: \$1234.56
Note: Remaining balance amounts may not reflect recent payments.

Make a Payment What is this?

- From the **Payment Information** tab, you can select the **Make a Payment** button in the lower left-hand corner.
 - The Balance Amount reflects the remaining principal and interest balance on the case.
- *Note: If the demand Balance Amount minus any pending electronic payments is zero, you will not be able to make a payment.

Electronic Payment Process

Make a Payment Page

Make a Payment

Case ID: 201117409000150
Debtor Name: John Doe

Remaining Principal Amount: \$1234.56
Remaining Interest Amount: \$789.10
Total Remaining Balance Amount: \$2023.66
Note: Remaining balance amounts do not include pending payments.

Pending Electronic Payment Amount: \$0.00 [What is this?](#)
Payment Amount:

The default Payment Amount reflects the total remaining principal and interest balance on the case less any pending electronic payments. If you do not wish to remit full payment at this time, please update the Payment Amount.

Account Holder Name:

Please enter the account holder name as it appears on the account under which payment will be made. If you are making payment on behalf of yourself, this will be your name. If you are making payment on behalf of the debtor, this will be the debtor's name.

Note: If you are making a partial payment (that is, you wish to appeal the inclusion or the amount of any of the individual claims that comprise the case) please be sure to upload supporting documentation via the Redetermination, Waiver, or Compromise Request option if you haven't already done so. Interest will continue to accrue on any unpaid balances.

Click Continue to transfer to the Pay.gov site to select your payment information page.

Continue **Cancel**

- Full amount will display by default for the Case ID selected.
- For partial payments, you can change the amount in the Payment Amount field to the amount you want to pay.
- Enter the Account Holder Name as it appears on the account under which payment will be made.
- Click **Continue** to continue with the payment process.
- Click **Cancel** to return to the Case Information page.

Transitioning from MSPRP to Pay.gov

- Once you click Continue on the Payment Verification screen in the MSPRP you will be taken automatically to Pay.gov
- The Pay.gov screen will open in a new internet browser window
 - If the window does not appear, please check your pop-up blocker settings.
- Once the Pay.gov transaction is completed you will be returned to the MSPRP

What is Pay.gov?

- Pay.gov is a secure, online payment system run by the Department of Treasury that lets individuals and businesses make non-tax related payments to the federal government.
- The MSPRP seamlessly interfaces with Pay.gov
- Pay.gov is easy to use
- Pay.gov allows you to use a variety of payment methods
- There is no fee to use Pay.gov

Acceptable Payment Methods

The following types of payment methods are accepted on Pay.gov for MSPRP demands:

- Direct payment from Checking or Savings accounts
- Debit Card
- PayPal – must be linked to a bank account, not a credit card

Select a Payment Method



Commercial Repayment Center Portal (CRCP)

Please select a payment method:

- ☐ I want to pay with a withdrawal from a checking or savings account (ACH) 
- ☐ I want to pay with my PayPal account 
- ☐ I want to pay with a Debit Card 

[Cancel](#)

[Continue](#)

Enter Payment Information – Checking or Savings account

Checking/Savings

Commercial Repayment Center Portal (CRCP)

Please enter checking or savings account information below.

* indicates required fields

Agency Tracking ID: 79570592704

Payment Amount: \$28.57

* Account Holder Name:

* Account Type:

Routing Number	Account Number	Check Number
026946783	9243767390	1234

* Routing Number:

* Account Number:

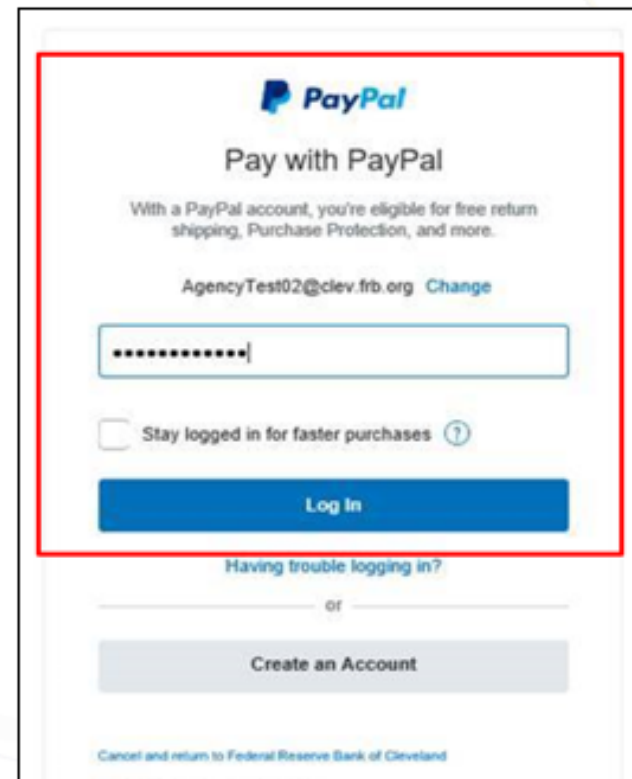
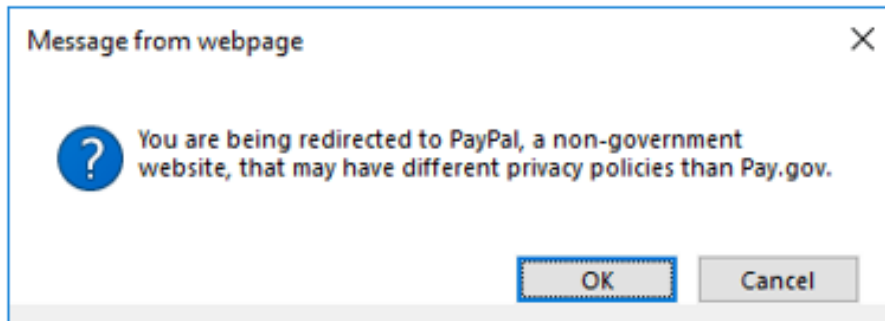
* Confirm Account Number:

[Previous](#) [Cancel](#) [Continue](#)

*Note: If you enter invalid data such as an incorrect routing or bank account number, you will get an alert asking you to verify the account information and resubmit the payment.

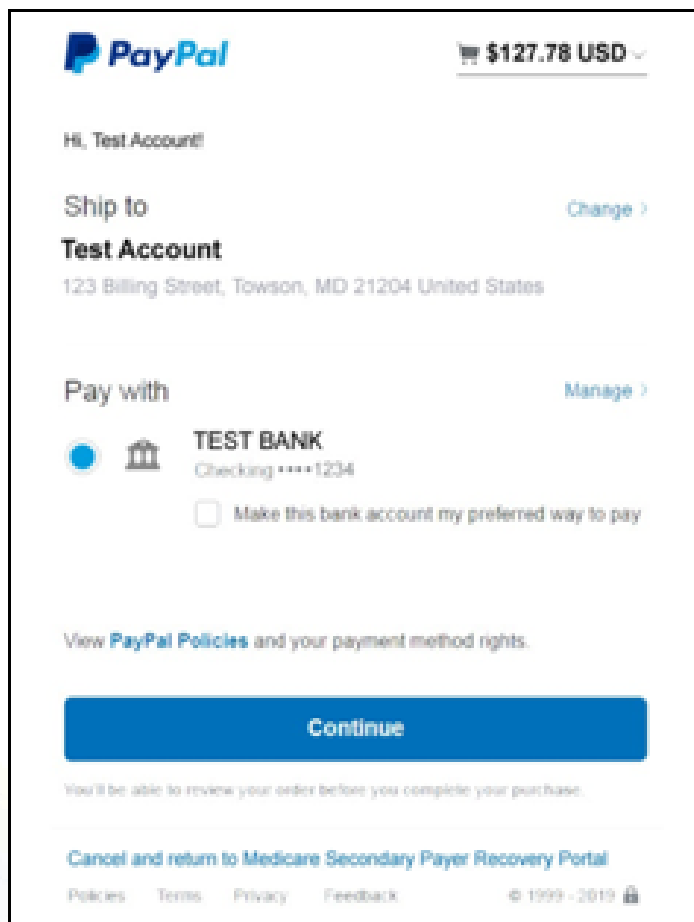
Enter Payment Information – PayPal

PayPal



A screenshot of the PayPal login page, enclosed in a red rectangular border. The page features the PayPal logo at the top, followed by the heading "Pay with PayPal". Below this, it states: "With a PayPal account, you're eligible for free return shipping, Purchase Protection, and more." The user's email address, "AgencyTest02@clev.frb.org", is displayed with a "Change" link. A password field with a masked input (dots) is shown. Below the password field is a checkbox labeled "Stay logged in for faster purchases" with a help icon. A prominent blue "Log In" button is centered. Below the button, there is a link "Having trouble logging in?" followed by "or" and a grey "Create an Account" button. At the very bottom, a small link reads "Cancel and return to Federal Reserve Bank of Cleveland".

Enter Payment Information – PayPal (Cont.)



The screenshot displays the PayPal checkout interface. At the top, the PayPal logo is on the left, and the cart total '\$127.78 USD' is on the right. Below the logo, it says 'Hi, Test Account!'. The 'Ship to' section is titled 'Test Account' and shows the address '123 Billing Street, Towson, MD 21204 United States'. The 'Pay with' section shows a selected 'TEST BANK' (Checking ****1234) with a checkbox to 'Make this bank account my preferred way to pay'. A blue 'Continue' button is prominently displayed. At the bottom, there is a link to 'View PayPal Policies' and a 'Cancel and return to Medicare Secondary Payer Recovery Portal' link. Footer links for Policies, Terms, Privacy, Feedback, and copyright information (© 1999 - 2019) are at the very bottom.

Once you enter your log in details, the PayPal screen will show the payment amount previously entered in the MSPRP.

*Note PayPal accounts must be linked to a bank account and not a credit card.

Enter Payment Information – Debit Cards

Debit Card

Medicare Secondary Payer Recovery Portal (MSPRP)

Please provide the Debit Card Information below

* indicates required fields

Agency Tracking ID: 79570669705

Payment Amount: \$127.78

* Country:

* Billing Address:

Billing Address 2:

* City:

State/Province:

ZIP/Postal Code:

* Account Holder Name:



* Card Number:

* Expiration Date:

* Card Security Code:

[Previous](#) [Cancel](#) [Continue](#)

*Note: Debit Cards will be declined if the maximum amount of \$24,999.99 is exceeded.

Review and Submit Payment

Review and submit payment
* indicates required fields

Agency Tracking ID: 87871070918

Payment Amount: \$1,000.48


Payment Method: ACH Debit

Account Holder Name: MARY JONES

Account Type: Personal Savings

Routing Number: 042000424

Account Number: *****7890

Authorization and Disclosure Statement: 

Authorization and Disclosure--Consumers and Businesses
The debit transaction(s) to which you are agreeing are handled on behalf of Federal agencies by "Pay.gov," which consists of services offered by the U.S. Treasury Department's Financial Management Service. As used in this document, "we" or "us" refers to the Financial Management Service and its agents and contractors operating Pay.gov. "You" refers to the end-user reading this document and agreeing to it prior to engaging in a debit transaction.

I. Consumers

* ☒ I agree to the Pay.gov authorization and disclosure statement.

[Previous](#) [Cancel](#) [Continue](#)

Checking
and Savings

- Review all information before clicking **Continue** to submit the payment.
- Select **Previous** to edit incorrect information.
- Select **Cancel** if you need to discontinue the payment process.

Review and Submit Payment (2)

Review and submit payment

*Indicates required fields

Agency Tracking ID: 12345678911

PayPal

Payment Amount: \$10.00

Payment Method: PayPal

* ☐ I authorize a change to my account for the above amount in accordance with PayPal agreement.

[Cancel](#)

Continue

- Review all information before clicking **Continue** to submit the payment.
- Select **Previous** to edit incorrect information.
- Select **Cancel** if you need to discontinue the payment process.

Review and Submit Payment (3)

Review and submit payment
* indicates required fields

Debit Card

Agency Tracking ID: 79570669705

Payment Amount: \$127.78

Payment Method: Plastic Card

Account Holder Name: Test Account

Card Type: MASTERCARD

Card Number: *****0014

Billing Address: 123 Billing Street

Billing Address 2:

City: Towson

Country: United States

State/Province: MD

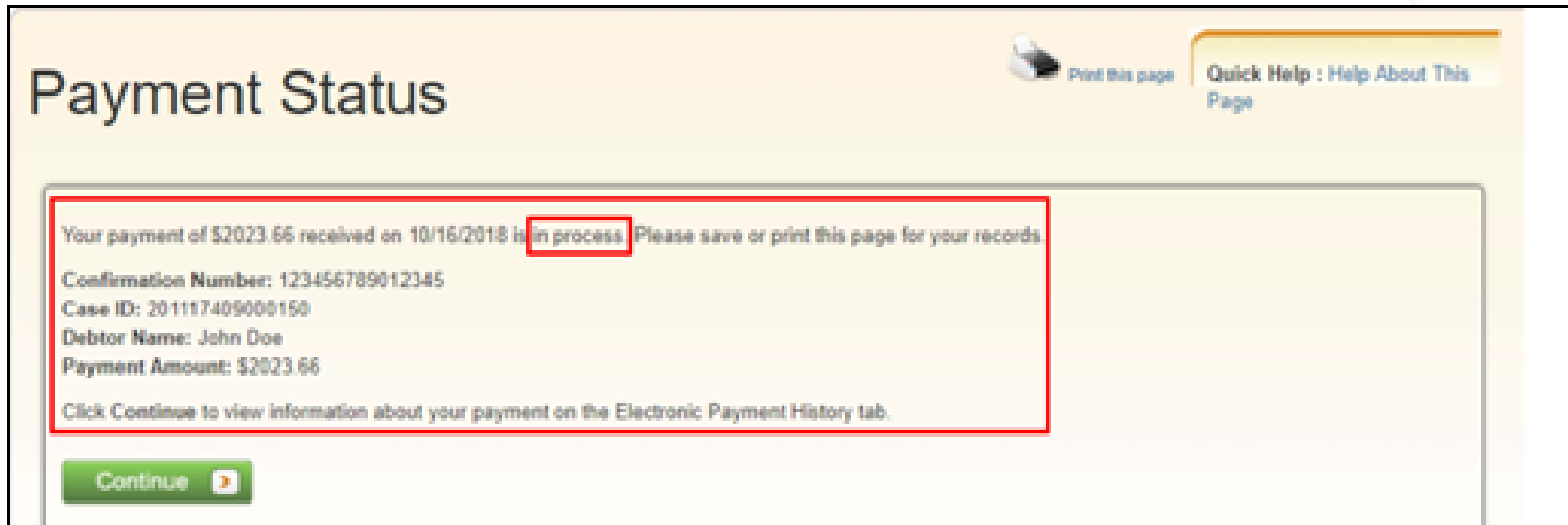
ZIP/Postal Code: 21204

☒ I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

[Previous](#) [Cancel](#) [Continue](#)

- Review all information before clicking **Continue** to submit the payment.
- Select **Previous** to edit incorrect information.
- Select **Cancel** if you need to discontinue the payment process.

Payment Status– In Process



The screenshot shows a web page titled "Payment Status". In the top right corner, there are links for "Print this page" and "Quick Help : Help About This Page". The main content area is enclosed in a red rectangular border and contains the following text:

Your payment of \$2023.66 received on 10/16/2018 is **in process**. Please save or print this page for your records.

Confirmation Number: 123456789012345
Case ID: 201117409000150
Debtor Name: John Doe
Payment Amount: \$2023.66

Click [Continue](#) to view information about your payment on the Electronic Payment History tab.

At the bottom left of the red-bordered area is a green button labeled "Continue" with a right-pointing arrow icon.

- The Payment Status page will display and alert you to the payment status.
- If the payment was submitted successfully, a confirmation number, Case ID, Debtor Name and the payment amount will auto populate on this page.
- **Continue** will return you to the Case Information Page. There you can view information about your electronic payment, or previous electronic payments, on the Electronic History Tab.

Payment Status- Declined



The screenshot shows a web page titled "Payment Status". In the top right corner, there are links for "Print this page" and "Quick Help : Help About This Page". The main content area contains a message: "Your payment of \$2023.66 has been declined." The word "declined" is highlighted with a red box. Below this message, the following information is displayed: "Confirmation Number: 123456789012345", "Case ID: 201117409000150", "Debtor Name: John Doe", and "Payment Amount: \$0.00". At the bottom of the message box, there is a link that says "Click Continue to view information about your payment on the Electronic Payment History tab." Below the message box is a green "Continue" button with a right-pointing arrow.

If the payment declined:

- A confirmation number, Case ID, Debtor Name and the payment amount will still auto populate on this page.
- The payment amount will show \$0.00.
- Confirm the information was entered correctly or check with your financial institution.
- By clicking **Continue**, you will return to the Case Information page where you can try again.

Electronic Payment History

Print this page
 Quick Help : Help About This Page

Case Information

Case ID: 201117489600150
 Case Type: Liability Insurance
 Case Status: Demand Issued [What is this?](#)
 Date of Incident: 09/15/2009
 Industry Date of Incident: 09/15/2009 [What is this?](#)

Medicare ID: 987654321A
 Beneficiary DOB: 02/05/1940
 Beneficiary Last Name: Smith
 Authorization Level: Proof of Representation
 Authorization Status: Verified

[Payment Information](#)
[Electronic Payment History](#)
[Refund Information](#)
[Letter Activity](#)
[Waiver/ Ponderation/ Compromise](#)
[Final Conditional Payment Process](#)

Demand Letter Mail Date: 04/15/2020
 Demand Amount: \$2,500.00

Remaining Principal Balance Amount: \$2,500.00
 Remaining Interest Balance Amount: \$0.00
 Total Remaining Balance Amount: \$2,500.00

When the payment process at Pay.gov has finalized and the Pay.gov Status is Accepted, your payment will be processed by the BCR/CRC and applied to the remaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.

Payment Date	Payment Method	Account Holder Name	Payment Amount	Pay.gov Payment Status	Pay.gov Confirmation Number	Demand Balance Status	Demand Balance Update Date
09/15/2019	ACH	John Doe	\$2,500.00	Accepted	34786599	In Process	
05/01/2019	PayPal	John Doe	\$1,000.00	Accepted	43578796	Complete	5/7/2019
05/01/2019	Debit Card	John Doe	\$1,000.00	Pending	34535478		
05/01/2019	Unknown	John Doe	\$1,000.00	Declined	99999999		

- The **Electronic Payment History** Tab will show the history of electronic payments including the Payment Date, Payment Method, Account Holder Name, Payment Amount, Payment Status and an updated Demand Status with corresponding date.
- Note: The **Electronic Payment History** Tab will only display payments made electronically.

Electronic Payment History Status

Print this page
 Quick Help : Help About This Page

Case Information

Case ID: 201117409000150
 Case Type: Liability Insurance
 Case Status: Demand Issued [What is this?](#)
 Date of Incident: 09/15/2009
 Industry Date of Incident: 09/15/2009 [What is this?](#)

Medicare ID: 967654321A
 Beneficiary DOB: 02/08/1940
 Beneficiary Last Name: Smith
 Authorization Level: Proof of Representation
 Authorization Status: Verified

Payment Information

Electronic Payment History

Refund Information

Letter Activity

Waiver/Redetermination/Compromise

Final Conditional Payment Process

Demand Letter Mail Date: 04/15/2020
 Demand Amount: \$3500.00
 Remaining Principal Balance Amount: \$2500.00
 Remaining Interest Balance Amount: \$0.00
 Total Remaining Balance Amount: \$2500.00
 When the payment process at Pay.gov has finalized and the Pay.gov Status is Accepted, your payment will be processed by the BORC/CRC and applied to the remaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.

Payment Date	Payment Method	Payment Amount	Pay.gov Payment Status	Pay.gov Confirmation Number	Demand Balance Update Status	Demand Balance Update Date
09/10/2019	ACH	\$2500.00	Accepted	33333333	In Process	
09/01/2019	PayPal	\$1000.00	Accepted	22222222	Complete	5/7/2019
09/01/2019	Debit Card	\$1000.00	Declined	11111111		

- The Status field will display “Accepted” if the payment was successful or “Declined” if the payment was unsuccessful.
- For payments still in process, the status will display as “Pending” and will update once the payment has been processed by the bank.

Payment Processing Information

- Payment processing time is 1-3 business days on average
- Processing time will vary by institution
- On your statement you will see a payment was made to “HHSCMS”

Resources

- If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Service.
 - **Pay.gov Customer Support:** Open Monday through Friday, 7:00 AM to 7:00 PM Eastern Time – Closed US Government Holidays
 - **Phone:** 800-624-1373 (toll free, select Option #2)
 - **Email:** pay.gov.clev@clev.frb.org
- For any CRCP issues, please contact EDI Department: 1-646-6740

Additional Resources

- Information in this presentation can be referenced by the MSPRP User Manual found at the following link:

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

Slide 1: MSPRP Electronic Payment High Level Overview (Notes Summary)**Slide 2: Presentation Topics**

During this presentation, we will provide information about the upcoming enhancement to the MSPRP which will allow you to submit electronic payments. This will include information on how to submit your electronic payments, and accepted forms of payment. We will also show you how to view your Electronic Payment History on the MSPRP.

Slide 3: Background Information

- Currently, Medicare Secondary Payer Recovery Portal (MSPRP) users can use the MSPRP to manage recovery cases but submit payment outside of the portal.
- Checks are mailed to and processed by the Benefits Coordination & Recovery Center (BCRC) and the Commercial Repayment Center (CRC).
- As of Monday, April 1, you will be able to submit payments for demands for Non-Group Health Plan (NGHP), which include liability insurers (including self-insured entities), no-fault insurers, and workers' compensation entities, via the MSPRP and to track that the payment is accurately applied.
- No additional user access/authorization will be required.

Slide 4: How to Initiate Payment Welcome Page – Beneficiary

From the MSPRP Welcome Page, access to cases is similar for Beneficiary and Beneficiary Representatives. We will start with the Case Listing information for the Beneficiary. From the Welcome Page, the Beneficiary will select the case listing link to access their case listings page.

Slide 5: How to Initiate Payment Beneficiary Case Listing Page

The Case IDs that are available to the Beneficiary will display on the Case Listing page. The beneficiary can select the link to the case they wish to review for payment.

Slide 6: Electronic Payment Process Welcome Beneficiary Rep., Insurer, Attorney

For Beneficiary Representatives, Attorneys, and Insurers, you will also select the Case Listing link on the Welcome Page to access the Case Listing page.

NOTE: You can use the Request Case Access link to request access to a case you are not already authorized to view/manage.

Slide 7: Electronic Payment Process Beneficiary Rep., Insurer, Attorney Case Listing Page

From the Case Listing Page, select the Case ID link from the Cases table to view detailed information.

Slide 8: Electronic Payment Process Case Information Page

From the Case Information Page, the steps followed to make a payment by the Beneficiary or the Beneficiary Representative, Attorney or Insurer are the same. Once a case is chosen, the case detail will display. From the Payment Information tab, you can select the Make a Payment button in the lower left-hand corner if the case has been demanded. The Balance Amount reflects the remaining principal and interest balance on the case.

*Note: If the Balance Amount minus any pending electronic payments is zero, you will not be able to make a payment.

Slide 9: Electronic Payment Process Make a Payment Page

The “Make a Payment” page will display. The full amount will display by default. If you wish to make a partial payment, then you should enter the amount you want to pay in the Payment Amount field. Enter the Account Holder Name as it appears on the account under which payment will be made. If you are making a payment on your behalf, this will be your name, otherwise, this will be the account holder’s name. Click Continue to complete the payment process. If cancel is selected, you will return to the Case Information page without saving any payment amount entered.

Slide 10: Transitioning from MSPRP to Pay.gov

Once you click continue from the payment verification screen in the MSPRP, a new internet browser window will open to take you to Pay.gov. If the window does not appear, please check your pop-up blocker settings. Once your transaction in Pay.gov is completed, you will return to the MSPRP. Now lets talk more about Pay.gov.

Slide 11: What is Pay.gov?

As mentioned previously, the MSPRP will interface with Pay.gov, which is a secure, online payment system run by the Department of Treasury. Pay.gov is easy to use, allows multiple forms of payment and there is no fee for using Pay.gov.

Slide 12: Acceptable Payment Methods

The following types of payment methods will be accepted on Pay.gov:

- Direct payment from Checking or Savings account
- Debit Card and
- PayPal which must be linked to a bank account, not a credit card.

Slide 13: Select a Payment Method

Once you have clicked Continue on the Payment Verification screen in the MSPRP, the Pay.gov page will appear in a new window.

From here you will select a payment method.

You will be able to select

- I want to pay with a withdrawal from a checking or savings account,

- I want to pay with my PayPal account, or
- I want to pay with a Debit Card.

Once the payment method has been selected, Click Continue. If you wish to cancel and be returned to the MSPRP, click Cancel.

Slide 14: Enter Payment Information – Checking or Savings account

The Pay.gov enter payment information page will display for the method selected with the payment amount previously entered in the MSPRP auto populated. Please confirm the amount populated at this time. For Checking or Savings account, enter the required information and click Continue. If you wish to cancel the payment process, click Cancel. If you wish to change the payment method, click Previous to select a different payment method.

*Note: If you enter invalid data such as an incorrect routing or bank account number, you will get an alert asking you to verify the account information and resubmit the payment. Your routing and account number can be found on the bottom of your check or you can contact your financial institution for this information.

Slide 15: Enter Payment Information – PayPal

PayPal users will be routed to the PayPal login screen after agreeing to the message that “You are being redirected to PayPal, a non-government website, that may have different privacy policies than Pay.gov.” If you chose the wrong option and would like to choose a different option, click Cancel.

Slide 16: Enter Payment Information – PayPal (Cont.)

Once you have logged into PayPal, the payment amount entered in the MSPRP will be prefilled, please verify that the amount is correct. You may only use a PayPal account that is linked to a bank account. Credit card payments will not be permitted. To return without making payment, click the “Cancel and return to the Commercial Repayment Center Portal” link at the bottom of the page.

Slide 17: Enter Payment Information – Debit Cards

For debit cards, again you will enter the required information and click Continue. The payment amount will be prefilled with the amount you noted on the MSPRP. Please verify that the amount is correct.

Note: A debit card will be declined if the maximum amount of \$24,999.99 is exceeded. You can use the Previous link to go back to the previous Pay.gov screen or Cancel to return to the MSPRP.

Slide 18: Review and Submit Payment

For all transaction types, once you enter the required information and click Continue, you will be taken to a Review and Submit Payment screen. This example is for Checking and Savings payments.

You will be able to verify all information before clicking Continue to submit the payment. If any information was entered incorrectly, you can select the Previous link to edit the entered information and then continue back to the Review page on this slide. Once you click Continue, your payment will be sent to process and you will return to the MSPRP. If you need to discontinue the payment process for any reason, click Cancel.

Again, please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

Slide 19: Review and Submit Payment (2)

The PayPal Review and Submit Payment screen will have the same options to click Continue to submit your payment or Cancel to discontinue the payment process. You will need to check the box prior to clicking Continue to authorize a charge to your account for the amount in accordance with your PayPal agreement.

Slide 20: Review and Submit Payment (3)

The Debit Card Review and Submit Page will also allow you to review the information before continuing to submit your payment. Click Cancel to discontinue the payment process and Previous if you need to make changes before submitting. Please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

Slide 21: Payment Status – In Process

Once back at the MSPRP, the Payment Status page will display. If the payment was submitted successfully, a confirmation number, Case ID, Debtor Name and the payment amount will auto populate. Select Continue to return to the Case Information page. You can view information about your electronic payment, or previous electronic payments, on the Electronic History Tab on that page.

Slide 22: Payment Status- Declined

If the payment declined:

- A confirmation number, Case ID, Debtor Name and the payment amount will still auto populate but the payment amount will show \$0.00.
- Details regarding the reason for a declined payment will not be available in the MSPRP
- Verify that the information entered was correct or check with your financial institution.

By clicking Continue, you will return to the Case Information page where you can review the information and try again.

Slide 23: Electronic Payment History

When you return to the Case Information page, the case details will display.

The Electronic Payment History tab will show the history of electronic payments including the Payment Date, Payment Method, Account Holder Name, Payment Amount, Payment Status and an updated Demand Status with corresponding date. Note: The Electronic Payment History Tab will only display payments made electronically.

Slide 24: Electronic Payment History Status

The Status field will display “Accepted” if the payment was successful or “Declined” if the payment was unsuccessful. For payments still in process, the status will display as “Pending” and will update once the payment has been processed by the bank.

Slide 25: Payment Processing Information

Average payment processing time is 1-3 business days. However processing times vary by institution. Payments will be shown on your statement as being paid to “HHSCMS.”

Slide 26: Resources

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Service.

Pay.gov Customer Support: Open Monday through Friday 7:00 AM to 7:00 PM Eastern Time - Closed US Government Holidays

Phone: 800-624-1373 (toll free, select Option #2)

Email: pay.gov.clev@clev.frb.org

Slide 27: Additional Resources

This concludes our CRCP Electronic Payment overview.

Information in this course can be referenced by using the CRCP User Manual found at the following link: <https://www.cob.cms.hhs.gov/MSPRP>.