Commercial Repayment Center Portal (CRCP) High Level Overview
CRCP Overview

• Benefits of using CRCP
• How to get started using the application
• Basic CRCP Functions
• Future Enhancements
• Additional Resources
Benefits of using CRCP

• Web based application
• Self-service tool for exchange of information between CRC and GHP debtors
  • Employers/Other Plan Sponsors
  • Insurers
  • Third Party Administrator (TPA)
Benefits of using CRCP, continued

• View demand information and submit documented defense information

• View and track demand information (including financial data, defense status, and correspondence history)
View Demand Letter Information

- All demands
  - Demand letter ID, letter date and status

- Open demands
  - Original demand amount, employer name and TIN, and insurer name and TIN
  - Beneficiaries included in the demand letter
    - Masked Medicare ID, beneficiary name, original case amount and case status
Upload Valid Defense Documentation

• Identify beneficiaries to be associated to the defense

• View information on previously submitted defense
  – File Name, submission date, submitter, and associated beneficiaries
View Case-Specific Information

• Beneficiary Information
  – Beneficiary name, masked Medicare ID, Insurance group ID and Insurance policy ID

• Financial Information
  – Account Receivable date, principal collected and adjusted amounts
  – Interest rate, interest start date, interest accrued and interest collected
View Case-Specific Information, 2

• Non-defense-related letter information
  – Correspondence sent to the CRC
    • Document ID, date received and letter description
  – Correspondence that the CRC has sent
    • Letter ID, date sent and letter description
View Case-Specific Information, 3

• Defense information
  – Incoming defense information (submitted on CRCP or mailed to CRC)
    • Document ID, Defense Number and date received
  – CRC responses to defense
    • Letter ID, decision and decision date
Getting Started

Users must complete a two-step process to register and setup a new account:

• Step 1: Personal Identification Number (PIN) Request performed by the Authorized Representative, or another person on the Authorized Representative’s behalf

• Step 2: Account Setup performed by the Account Manager
Authorized Representative

• Legal authority to bind the company to a contract and the terms of the CRCP requirements

• Note: If the person named as the Authorized Representative needs to be replaced after the registration has been completed, the Account Manager can make the change in CRCP
Authorized Representative, 2

- Complete the PIN Request
- Designate the Account Manager
- Approve Account Setup
- Sign and return the Profile Report
Authorized Representative, 3

- Cannot be a CRCP user
  - Cannot be the Account Manager or Account Designee
- Can register as the Account Representative for more than one CRCP account
PIN Request on the CRCP

PIN Request requires

• Account Type selection
• Company Tax Identification Number (TIN)
• Authorized Representative contact information
  • Name, Job Title, Address, Phone and E-mail
• Letter Information (Defense or Demand)
  • Letter ID
  • Key piece of information from the letter
Did You Know...Many of the CRCP screens have a ‘Print this page’ link in the top right hand corner?
Welcome to the CRCP

The Commercial Repayment Center Portal (CRCP) is a secure web-based system that provides Employers/Other Plan Sponsors and Insurers/Third Party Administrators with a way to manage their Group Health Plan (GHP) recovery activities more efficiently. With the use of this portal, users may view demand information on line and submit Primary Payment Notice (PPN) responses and defense documentation electronically.

CRCP Messages

Getting Started

To use this application, you must complete a two-step registration process to request a Personal Identification Number (PIN) and set up an account. For more information, please refer to the How to Get Started help document, located under the How To menu on the Navigation bar. To begin the registration process, click the PIN Request button.

Step 1

PIN Request

(Letter ID and TIN required)

Step 2

Account Setup

(Account ID and PIN required)

Sign in to your account:

Login ID:

Forgot Login ID

Password:

Forgot Password

Login  Clear

Privacy Policy | User Agreement
PIN Request Page

Did you know:
On each CRCP web page, you will find a Quick Help link that, when clicked, opens a help document in a separate browser window. The Quick Help documents provide steps and explanations of fields, menus, and other information for the selected page.
AR Information Page

Authorized Representative (AR) Information

The person named on this page should be the individual in the organization who has the legal authority to bind the organization to a contract and the terms of CRCP requirements. This individual will not be able to access the CRCP application and cannot be a user of this system.

The AR must approve the organization’s profile during the initial account setup and through any subsequent changes. Please refer to the Data Use Agreement in the CRCP User Guide to make sure the person named as the entity's AR has the authority to sign this agreement.

When you have completed your entry, click Continue to proceed. Click Cancel to cancel the PIN Request process. If you click Cancel, all data will be lost.

An asterisk (*) indicates a required field.

*AR First Name:  
*AR Title:  
*AR E-Mail Address:  
*Re-enter AR E-Mail Address:  
*AR Phone:  
Fax:

[Continue] [Cancel]
## Pin Request Summary

Please verify that the information displayed on this page is correct. If any changes are necessary, click the Edit button next to the section that requires modifications.

If you are satisfied with the information, click Continue. Click Cancel to cancel the PIN Request process. If you click Cancel, all data will be lost. You may print this page for your records.

### Personal Identification Number (PIN) Request Information

<table>
<thead>
<tr>
<th>Account Type</th>
<th>Employer - Applies to Employers and Other Plan Sponsors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Tax Identification Number (TIN):</td>
<td>xxxxxxxxx</td>
</tr>
<tr>
<td>Letter ID:</td>
<td>xxxxxxxxx</td>
</tr>
<tr>
<td>Letter Type:</td>
<td>Primary Payment Notice (PPN)</td>
</tr>
<tr>
<td>Letter Key:</td>
<td>09/12/2013</td>
</tr>
</tbody>
</table>

### Authorized Representative (AR) Information

| AR Name: | xxxxxxxxx |
| AR Title: | xxxxxxxxx |
| E-mail Address: | xxxxxxxxx |
| Phone: | xxxxxxxxx |
| Fax: | xxxxxxxxx |

[Edit]
PIN Request Completed Successfully. Thank You.

You have successfully completed the PIN Request for the Commercial Repayment Center Portal. Your assigned Account ID is: [Redacted]. Please print this page for your records.

Next Steps
The information captured during the PIN Request process will be vetted to verify the Corporation is an appropriate submitter. After successful vetting, a letter will be mailed to the Authorized Representative to the mailing address listed on the letter that was used to submit the PIN Request. This letter will include your Account ID and PIN. If this letter is not received within 12 business days, contact the Commercial Repayment Center (CRC) for assistance at: 855-798-2627.

Account Setup
Upon receipt of the mailed Account ID and PIN, the Authorized Representative will be instructed to have the appropriate Account Manager return to the Commercial Repayment Center Portal to complete Account Setup. The Account Manager will need to enter the Account ID and PIN on the Account Setup page to begin setup.
Next Steps

• CRCP validates PIN Request information
• CRC mails letter to Authorized Representative within 12 business days
  • Includes the Account ID and PIN
  • Sent to the business mailing address on letter used to submit PIN Request
• Contact the CRC if letter is not received within 12 business days
  • CRC Phone: 1-855-798-2627
Next Steps

• Authorized Representative
  • Must give the Account ID and PIN to the Account Manager

• Account Manager
  • Must complete the Account Setup on the CRCP
    • Account ID and PIN are needed to begin
Getting Started, Step 2

Identify the Account Manager

Account Manager completes Account Setup as long as:

- PIN Request is complete
- Authorized Representative has received the PIN and Account ID
Account Manager

Established during Account Setup

Registered CRCP User

• Can be associated to other CRCP accounts

Controls administration of the account

May invite other individuals to assist in the process
Getting Started: Designees

Account Designees

- CRCP Users invited by the Account Manager
- 100 allowed per account
- Assist Account Manager with CRCP Account
- Track GHP Recovery Cases
- Submit documented defenses
Account Setup, Login

Login Warning

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

*You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this information system.

*Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

Privacy Act Statement

The collection of this information is authorized by Section 1862(b) of the Social Security Act (codified at 42 U.S.C. 1395y(b)) (see also 42, C.F.R. 411.24). The information collected will be used to identify and recover past conditional and mistaken Medicare primary payments and to prevent Medicare from making mistaken payments in the future for those Medicare Secondary Payer situations that continue to exist.

Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process; and, I have read and understand all of the Centers for Medicare & Medicaid Services information at http://cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/Medicare-Secondary-Payer/Medicare-Secondary-Payer.html

LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

Decline  I Accept
Welcome Page, setup

Welcome to the CRCP

The Commercial Repayment Center Portal (CRCP) is a secure web-based system that provides Employers/Other Plan Sponsors and Insurers/Third Party Administrators with a way to manage their Group Health Plan (GHP) recovery activities more efficiently. With the use of this portal, users may view demand information on line and submit Primary Payment Notice (PPN) responses and defense documentation electronically.

CRCP Messages

Getting Started

To use this application, you must complete a two-step registration process to request a Personal Identification Number (PIN) and set up an account. For more information, please refer to the How to Get Started help document, located under the How To menu on the Navigation bar. To begin the registration process, click the PIN Request button.

Step 1
- PIN Request
  (Letter ID and TIN required)

Step 2
- Account Setup
  (Account ID and PIN required)
Account Setup Introduction

You have selected a link that will guide you through Account Setup and the process of establishing a new Account Manager Login ID for the Commercial Repayment Center Portal (CRCP). Please have your Account Identification Number (Account ID) and Personal Identification Number (PIN) available. The Account ID and PIN are listed on the mailing that was sent to the Authorized Representative for the account.

If you are already associated as an Authorized Representative for a CRCP account, you will not be allowed to register as an Account Manager or Account Designee in the CRCP system.

During this process you will:

- Finalize the establishment of the account, and
- Create your personal Login ID for the CRCP only if you have not previously registered for the Medicare Secondary Payer Recovery Portal (MSPRP), Workers' Compensation Medicare Set-Aside Portal (WCMSAP), or Section 111 Coordination of Benefits Secure Website.

Before proceeding it is important to understand the roles of the various CRCP users, and their respective responsibilities to ensure that CRCP accounts are managed correctly. The role of the Account Manager is described below. Please see the CRCP User Guide (found under the Reference Materials link on the navigation bar) for information regarding the Authorized Representative and Account Designee roles.

Account Manager - The Account Manager is the person who is responsible for: completing account setup, administering the account on behalf of the Authorized Representative, managing other users associated with the account and controlling the overall primary payment notice and documented defense submissions. The Account Manager may choose to manage the entire account or may invite other company employees or agents to assist as needed. If your user role in the CRCP is an Account Manager, as described above, and you have not yet registered, click Continue to proceed with setting up the Account and registering yourself as a new Account Manager.

Click Cancel to cancel the Account Setup process.
CRCP Account Setup Page

Account Setup

Please enter your Account Identification Number (Account ID), Personal Identification Number (PIN), and your e-mail address. The Account ID and PIN were sent to the Authorized Representative for your account when they completed the PIN Request step. Your e-mail address is required to determine if you already have a Login ID for any CMS Secure Web site account including the CRCP. If you already have a Login ID, you will not be asked to create another one. You will use your existing Login ID and Password to access the CRCP.

Note: As an Account Manager, you can be an Account Manager for multiple CRCP accounts. You can be an Account Manager for one CRCP account and an Account Designee for another account. You can also be a user (Account Manager/Account Designee) of other CMS Secure Web site applications (Medicare Secondary Payer Recovery Portal (MSPRP), Section 111 Coordination of Benefits Secure Web-site, or the Workers' Compensation Medicare Set-Aside Portal (WCMSAP). However, you cannot be the Authorized Representative for any CRCP account.

An asterisk (*) indicates a required field.

*Account ID: 

*Personal Identification Number (PIN): 

*Account Manager E-Mail Address: 

* Re-enter Account Manager E-Mail Address: 

Previous  Cancel  Continue
Account Setup Company Information Page

Please verify that the following information is correct for the account you are setting up. If the information is correct, click Continue to proceed. If the information is incorrect, click Cancel. The Account Setup process cannot be completed at this time. Please contact an EDI Representative at: (646) 458-6740 for assistance.

Company Information

Account Type: Employer - Applies to Employers and Other Plan Sponsors
Tax Identification Number: [Redacted]
Company Name: [Redacted]

Authorized Representative (AR) Information

First Name: [Redacted]  MI:  Last Name: [Redacted]
Title: [Redacted]
E-mail Address: [Redacted]
Phone: [Redacted] Ext.
Fax: [Redacted]

[Buttons: Previous, Cancel, Continue]
Did you know:
If you are already a user of the WCMSAP, MSPRP or S111, you will be able to use the same login credentials for CRCP as well and you will skip this page in the setup.
User Agreement

1. Purpose of the Commercial Repayment Center Portal (CRCP) Secure Web site
The Commercial Repayment Center Portal (CRCP) will allow for the electronic submissions of Primary Payment Notice (PPN) and Documented Defense documentation.

2. Privacy Act Statement/Systems of Record/Disclosure Policy
The U.S. Department of Health and Human Services (HHS) at (http://www.hhs.gov/index.html), of which the CMS CRCP Web site is a part, has a clear privacy policy. When you access the CRCP, we collect the minimum amount of information about you necessary to manage your account. The authority for CMS to collect this information is Section 1852(b)(2) of the Social Security Act.

Information originally collected in traditional paper systems can be submitted electronically, i.e., electronic commerce transactions and information updates about eligibility benefits. Electronically submitted information is maintained and destroyed pursuant to the Federal Records Act and in some cases may be subject to the Privacy Act. If information that you submit is to be used in a Privacy Act system of records, there will be a Privacy Act Notice provided.

The basic insurance data created internally to ensure that Medicare only makes primary claim payment when appropriate may be disclosed only as permitted by the routine use disclosure provisions outlined for each of the above systems of record. The HHS and CMS do not disclose, give, sell, or transfer any personal information about its visitors, unless required for law enforcement or statute.

Please check the following box:

* I accept the User Agreement and Privacy Policy.

[Previous] [Cancel] [Continue]
Account Manager Login Information

To become a registered CRCP user, you must select a Login ID and Password and two security questions and answers. You will use your Login ID and Password to access the CRCP. All fields are required.

The security information requested on this page will allow the system to authenticate your identity each time you log on. This will ensure only you are provided the access and updating privileges restricted to the Account Manager. Click Continue when you have completed your entry. Click Cancel if you would like to exit the Account Setup process, all data will be lost.

Login ID and Password requirements

- Login IDs must be 7 characters
- Login IDs must be unique within the system
- Login IDs must be in the format of AA999AA
  (first two alphanumeric, next three numeric, last two alphanumeric)
- Password must be changed every sixty (60) days.
- Password must consist of at least eight (8) characters.
- Password must contain at least one upper-case letter, one lower-case letter, one number and one special character.
- Password must contain a minimum of four (4) changed characters from the previous password.
- Password cannot be changed more than once per day.
- Password must be different from the previous 24 passwords.
- Password cannot contain a reserved word (See Quick Help About This Page for a complete list).

An asterisk (*) indicates a required field.

Login ID and Password Selection

- Login ID: 
- Password: 
- Re-enter Password: 

Quick Help
Account Manager Login Information Page, cont.

Login ID and Password Selection

- Login ID: 
- Password: 
- Re-enter Password: 

Security Question and Answer Selection

Security Questions are part of the CRCP online security process designed to prevent unauthorized access to your account. The questions and answers you choose will enable you to regain account access if you forget your password. Please note the answers you provide to these questions should be actual answers and not hints for your password. You must select 2 questions and 2 answers.

- Security Question 1: Please Select
- Answer 1: 
- Security Question 2: Please Select
- Answer 2: 

Previous  Cancel  Continue
Account Manager Summary Information Page
Account Manager Setup Completed

You have successfully completed the Account Setup for the Commercial Repayment Center Portal (CRCP) and established yourself as the Account Manager for the Account ID. Please print this page for your records.

Next Steps

Upon account setup completion, the Benefits Coordination & Recovery Center (BCRC) will send a profile report via e-mail to the named Authorized Representative. You as the Account Manager will be copied on the e-mail.

Your Authorized Representative must review, sign and return the profile report to the BCRC in accordance with the instructions noted within the e-mail. Prior to submission of the signed Profile Report, you will have limited CRCP functionality. You will be able to login and invite other users to be Account Designees but will not be able to view or submit documented defense information within the CRCP. Once the BCRC has received and processed your Profile Report, you will be granted full access to the CRCP.

If you do not receive the Profile Report within 10 business days, please contact an Electronic Data Interchange (EDI) Representative at (546) 458-6740.

Please note: If you are returning your Profile Report via e-mail, please enter “CRCP Profile Report” in the subject line.
Next Steps: Profile Report

• Within 10 business days of Account Setup completion, a Profile Report is e-mailed to the Authorized Representative

• Contact EDI Representative if the Profile Report is not received within 10 business days
  • EDI Representative Phone: (646) 458-6740
Next Steps, AR

Must Review and sign the Profile Report
  * Contact an EDI Representative to request modifications
  * EDI Representative Phone: (646) 458-6740

Return Profile Report within 60 business days
  * Mail, fax or e-mail the report to the BCRC EDI Department
  * For e-mail, put ‘CRCP Profile Report’ in the subject line

Note: If signed Profile Report is not received within 60 days, the account will automatically be deleted
Account Manager

- Has limited functionality until signed Profile Report has been returned
- Can invite other individuals to be Account Designees
- Cannot view/submit documented defense information

It is in your best interest to return the Profile Report promptly.
Account Designee

Assist Account Manager with CRCP Account

- Track GHP recovery cases
- Submit documented defenses
Invitation E-Mail

From: DoNotReply@cob.cms.hhs.gov
Sent: Tuesday, July 22, 2014 10:09 AM
To: [email address]
Cc: [email address]
Subject: Designee Invitation

*** PLEASE DO NOT REPLY TO THIS EMAIL ***

Dear [Name],

You have been invited by: [Name], for Account ID: [ID], to participate in the Commercial Repayment Center Portal (CRCP) web portal process. Please follow this link to register: https://qua.cob.cms.hhs.gov/CRCP/designeeRegistration?token=Htqwlz8mMNZtFl. If you have already registered, please visit the Commercial Repayment Center Portal Welcome Page at https://cob.cms.hhs.gov/CRCP/ to login.

For any questions or problems please contact the person named in the paragraph above.

This electronic message transmission is intended only for the person or entity to which it is addressed and may contain information that is privileged, confidential or otherwise protected from disclosure. If you have received this transmission, but are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the contents of this information is strictly prohibited. If you have received this e-mail in error, please contact the BCRC Electronic Data Interchange (EDI) Department at (646) 458-6740 and delete and destroy the original message and all copies.
AD Registration,
Login Warning
Account Designee Registration

You have been invited to be a Designee for the Account ID displayed on this page. In order to access this Account ID, you must register and establish a Login ID and a Password for yourself.

To begin the registration process, enter the Passphrase that the Account Manager created for you, agree to the terms presented in the User Agreement and Privacy Policy in the scrolling box, and then click Continue. If you do not have the Passphrase, you must request it from the Account Manager. Click Cancel if you do not wish to register at this time.

Account ID: [Redacted]

Account Manager Information

- First Name: [Redacted]
- Last Name: [Redacted]
- Phone: [Redacted]
- E-mail: address@email.com
- Enter the Passphrase:
You must read the User Agreement and Privacy Policy provided in the scrolling box. To accept the agreement, click the 'I accept' checkbox. You must accept and agree to the terms of the User Agreement in order to continue the registration process.

View and print the User Agreement and Privacy Policy.

User Agreement

1. Purpose of the Commercial Repayment Center Portal (CRCP) Secure Web site
The Commercial Repayment Center Portal (CRCP) will allow for the electronic submissions of Primary Payment Notice (PPN) and Documented Defense documentation.

2. Privacy Act Statement/ Systems of Record/ Disclosure Policy
The U.S. Department of Health and Human Services (HHS) at [http://www.hhs.gov/index.html](http://www.hhs.gov/index.html), of which the CMS CRCP Web site is a part, has a clear privacy policy. When you access the CRCP, we collect the minimum amount of information about you necessary to manage your account.

The authority for CMS to collect information is Section 1602(b)(2) of the Social Security Act.

Information originally collected in traditional paper systems can be submitted electronically, i.e., electronic commerce transactions and information updates about eligibility benefits. Electronically submitted information is maintained and destroyed pursuant to the Federal Records Act and in some cases may be subject to the Privacy Act. If information that you submit is to be used in a Privacy Act system of records, there will be a Privacy Act Notice provided.

The basic insurance data created internally to ensure that Medicare only makes primary claim payment when appropriate may be disclosed only as permitted by the routine use disclosure provisions outlined for each of the above systems of record. The HHS and CMS do not disclose, give, sell, or transfer any personal information about its visitors, unless required for law enforcement or statute.

Please check the following box:

* I accept the User agreement and Privacy Policy.

[Cancel][Continue]
AD Personal Information

Account Designee Personal Information

Please enter the required information to identify yourself as a Commercial Repayment Center Portal (CPRP) user and then click Continue. Click Cancel if you would like to exit the registration process; all data will be lost.

An asterisk (*) indicates a required field.

*First Name: Test

*Last Name: Designee

E-mail Address: [email_address]

Phone: [phone]

Mailing Address

The address displayed on this page is your Personal Mailing Address. It will not be used to send correspondence related to the recovery case.

*Address Line 1:

Address Line 2:

*City:

*State: Please Select

*Zip Code:

Cancel  Continue
To become a registered Commercial Repayment Center Portal (CRCP) user, you must select a Login ID and Password and two security questions and answers. All fields are required.

You will use your Login ID and Password to access the CRCP. Click Continue when you have completed your entry. Click Cancel if you would like to exit the registration process; all data will be lost.

Login ID and Password requirements:
- Login IDs must be 7 characters
- Login IDs must be unique within the system
- Login IDs must be in the format of AA99AA
  (first two alphabetic, next three numeric, last two alphabetic)
- Password must be changed every sixty (60) days.
- Password must consist of at least eight (8) characters.
- Password must contain at least one upper-case letter, one lower-case letter, one number and one special character.
- Password must contain a minimum of four (4) changed characters from the previous password.
- Password cannot be changed more than once per day.
- Password must be different from the previous 24 passwords
- Password cannot contain a reserved word (See the Quick Help link for a complete list).

<table>
<thead>
<tr>
<th>Login ID and Password Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Login ID:</td>
</tr>
<tr>
<td>* Password:</td>
</tr>
<tr>
<td>* Re-enter Password:</td>
</tr>
</tbody>
</table>
AD Registration, Security Questions

Login ID and Password Selection

*Login ID:

*Password:

*Re-enter Password:

Security Question and Answer Selection

The Security Questions are part of the CRCP online security process designed to help prevent unauthorized access to your account. The questions and answers you choose will enable you to regain account access if you forget your password. Please note the answers you provide to these questions should be actual answers and not hints for your password. You must select 2 questions and answers.

*Security Question 1: Please Select

*Answer 1:

*Security Question 2: Please Select

*Answer 2:
AD Registration Summary

Please review your personal and login information. If you need to change anything, click the Edit button next to the section that needs modifications. If the information is correct, click Continue to proceed. Click Cancel if you would like to exit the registration process; all data will be lost. Please print this page for your records.

**Personal Identification Information**
- First Name: Test
- Middle Name: 
- Last Name: Designee
- E-mail Address: admin@adregistrar.com
- Phone: 123-456-7890
- Address Line 1: 123 Main St
- Address Line 2: 
- City: Owings Mills
- State: Maryland
- Zip Code: 20736

**Login Information**
- Login ID: adregistrar
Account Designee Thank You

You have successfully completed your registration for the Commercial Repayment Center Portal (CRCP) and established yourself as an Account Designee for Account ID: [redacted]. You may print this page for your records.

Next Steps
You may use the Login ID and Password you created to access the CRCP at the following link: http://www.cob.cms.hhs.gov/CRCP/

OK
Login Warning

Unauthorized access to this computer system is prohibited by law.

You are accessing a U.S. Government information system, which includes: (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only. Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.

By using this information system, you understand and consent to the following:

* You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this information system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search any communication or data transiting or stored on this information system.

* Any communication or data transiting or stored on this information system may be disclosed or used for any lawful Government purpose.

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Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process; and, I have read and understand all of the Centers for Medicare & Medicaid Services information at http://cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/Medicare-Secondary-Payer/Medicare-Secondary-Payer.html

LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

Decline  I Accept
Welcome to the CRCP

The Commercial Repayment Center Portal (CRCP) is a secure web-based system that provides Employers/Other Plan Sponsors and Insurers/Third Party Administrators with a way to manage their Group Health Plan (GHP) recovery activities more efficiently. With the use of this portal, users may view demand information on line and submit defense documentation electronically.

For information about the availability of auxiliary aids and services, please visit:

CRCP Messages

The CRCP will be unavailable nightly from approximately midnight - 4am Eastern Standard Time.

Getting Started

To use this application, you must complete a two-step registration process to request a Personal Identification Number (PIN) and set up an account. For more information, please refer to the How To Get Started help document, located under the How To menu on the Navigation bar. To begin the registration process, click the PIN Request button.

Step 1

PIN Request

(Letter ID and TIN required)

Step 2

Account Setup

(Account ID and PIN required)
Did you know: You can select the View TINs Listing hyperlink to access The TINS Associated to Account ID page. This page lists all of the Tax Identification Numbers (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 become associated to your account when a CRCP user completes the Request Letter Access process.
Account Detail Page

You have selected Account ID: 37125-TEXAS ASSOC OF COUNTIES/TAC - IN

Information associated to this Account ID will be presented on applicable pages in the Commercial Repayment Center Portal. You may access these pages using the links provided on this page.

If you would like to access a different Account ID, click Previous or Home. When the Account Listing page displays, select the Account ID you would like to access.

Available Actions

To view demands/case information or to submit defense documentation, click this link:

Demand Listing

To request access to information related to a letter that is not yet associated to this Account ID, click this link:

Request Letter Access

To remove access related to a letter associated to this Account ID, the Account Manager for this Account must contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) and provide them with key information from the letter that should be removed. EDI Representatives can be reached at: (646) 458-6740.
Demand Listing

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 Sent Date From: [ ] [ ] [ ] (MM/DD/YYYY)

Demand Letter Sent Date To: [ ] [ ] [ ] (MM/DD/YYYY)

Results Returned: 5

Demand Letters Issued to Companies Associated with Account ID: 111111

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.

<table>
<thead>
<tr>
<th>Viewed</th>
<th>Demand Letter ID</th>
<th>Number of Cases</th>
<th>Letter Date</th>
<th>Demand Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>86123455</td>
<td>1</td>
<td>04/13/2014</td>
<td>Open</td>
</tr>
<tr>
<td>Yes</td>
<td>86123454</td>
<td>1</td>
<td>04/11/2014</td>
<td>Open</td>
</tr>
<tr>
<td>Yes</td>
<td>86123453</td>
<td>1</td>
<td>04/10/2014</td>
<td>Open</td>
</tr>
<tr>
<td>No</td>
<td>86123452</td>
<td>1</td>
<td>04/09/2014</td>
<td>Open</td>
</tr>
<tr>
<td>No</td>
<td>86123451</td>
<td>1</td>
<td>04/08/2014</td>
<td>Closed</td>
</tr>
</tbody>
</table>

Previous
### Demand Detail Page

**Demand Detail**

You have selected Demand Letter ID: 661236047.

The Total Demand Amount originally included on this letter was: $51,100.45

Employer Name: BLUE CROSS  
Insurer Name: CIGNA

Employer TIN:  
Insurer TIN: 

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.

<table>
<thead>
<tr>
<th>Case ID</th>
<th>Medicare ID</th>
<th>Beneficiary First Name</th>
<th>Beneficiary Last Name</th>
<th>Case Amount</th>
<th>Case Status</th>
<th>Date Closed</th>
<th>Case Viewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1234650001</td>
<td>****1234A</td>
<td>First</td>
<td>Last</td>
<td>4,400.00</td>
<td>Open</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>C1234650002</td>
<td>****2345A</td>
<td>First</td>
<td>Last</td>
<td>15,400.00</td>
<td>Open</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>C1234650003</td>
<td>****4466A</td>
<td>First</td>
<td>Last</td>
<td>16,900.00</td>
<td>Open</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>C1234650004</td>
<td>****2244A</td>
<td>First</td>
<td>Last</td>
<td>400.00</td>
<td>Open</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>C1234650005</td>
<td>****3365A</td>
<td>First</td>
<td>Last</td>
<td>14,000.00</td>
<td>Closed</td>
<td>05/10/2016</td>
<td>Yes</td>
</tr>
</tbody>
</table>
The information displayed on this page is related to Case ID: 111111111 which is included on Demand Letter ID: 123450789. 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:** First Last
- **Medicare ID:** ****0999A
- **Insurance Group ID:** A123245678
- **Insurance Policy ID:** Not on File

**Demand Information**
- **Total Demand Amount:** $51,100.45
- **Case Demand Amount:** $2,300.99
- **Case Outstanding Balance:** $490.76
- **Case Status:** Demand Issued
- **Date Closed:** $2.00

**Employer Information**
- **Employer Name:** Blue Cross
- **Employer TIN:** ########

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

---

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

<table>
<thead>
<tr>
<th>Document ID</th>
<th>Defense Number</th>
<th>Defense Date</th>
<th>Decision</th>
<th>Decision Date</th>
<th>Viewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>86123654</td>
<td>21445587</td>
<td>01/02/2014</td>
<td>Partial</td>
<td>02/24/2014</td>
<td>No</td>
</tr>
<tr>
<td>86123444</td>
<td>21445593</td>
<td>01/03/2014</td>
<td>Invalid</td>
<td>02/22/2014</td>
<td>Yes</td>
</tr>
<tr>
<td>86123634</td>
<td>21445287</td>
<td>03/22/2014</td>
<td>Pending</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Select Beneficiaries to Include

<table>
<thead>
<tr>
<th>Case ID</th>
<th>Medicare ID</th>
<th>Beneficiary First Name</th>
<th>Beneficiary Last Name</th>
<th>Case Amount</th>
<th>Case Status</th>
<th>Date Closed</th>
<th>Case Viewed</th>
</tr>
</thead>
<tbody>
<tr>
<td>C1234560001</td>
<td>1234A</td>
<td>First</td>
<td>Last</td>
<td>4,400.00</td>
<td>Open</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>C1234560002</td>
<td>2345A</td>
<td>First</td>
<td>Last</td>
<td>15,400.00</td>
<td>Open</td>
<td></td>
<td>No</td>
</tr>
<tr>
<td>C1234560003</td>
<td>4456A</td>
<td>First</td>
<td>Last</td>
<td>16,900.00</td>
<td>Open</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>C1234560004</td>
<td>2244A</td>
<td>First</td>
<td>Last</td>
<td>400.00</td>
<td>Open</td>
<td></td>
<td>Yes</td>
</tr>
<tr>
<td>C1234560005</td>
<td>3365A</td>
<td>First</td>
<td>Last</td>
<td>14,000.00</td>
<td>Closed</td>
<td>05/10/2015</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Previous  Submitted Defenses  Continue
Upload Defense Page

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: $51,100.45
- Demand Letter ID: 86998545
- Employer Name: EMPLOYER
- Insurer Name: INSURER
- Employer TIN: ********
- Insurer TIN: ********

Beneficiaries Selected for this Defense:

<table>
<thead>
<tr>
<th>Case ID</th>
<th>Medicare ID</th>
<th>Beneficiary First Name</th>
<th>Beneficiary Last Name</th>
<th>Case Amount</th>
<th>Case Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>C*******</td>
<td>*******1234A</td>
<td>First</td>
<td>Last</td>
<td>$4,400.00</td>
<td>Open</td>
</tr>
<tr>
<td>C*******</td>
<td>*******3146A</td>
<td>First</td>
<td>Last</td>
<td>$16,400.00</td>
<td>Open</td>
</tr>
<tr>
<td>C*******</td>
<td>*******4156A</td>
<td>First</td>
<td>Last</td>
<td>$16,900.00</td>
<td>Open</td>
</tr>
</tbody>
</table>

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.
Review and Submit Defense

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: ******
Demand Amount: $126753.57

Employer Name: EMPLOYER NAME
Employer TIN: ******
Insurer Name: 
Insurer TIN: 
NAME OF INSURER COMPANY

Beneficiaries Selected for this Defense

<table>
<thead>
<tr>
<th>Case ID</th>
<th>Medicare ID</th>
<th>Beneficiary First Name</th>
<th>Beneficiary Last Name</th>
<th>Case Amount</th>
<th>Case Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>C#########</td>
<td>******8833A</td>
<td>FIRST</td>
<td>LAST</td>
<td>$6333.00</td>
<td></td>
</tr>
</tbody>
</table>

Defense Pending Submission

File Name
DefenseSample.pdf

Next Steps:
- Previous
- Cancel
- Continue
Defense Submission Confirmation

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

**Demand Detail**

- **Demand Letter ID:** *****
- **Demand Amount:** $126753.57
- **Employer Name:** EMPLOYER NAME
- **Employer TIN:** ******
- **Insurer Name:** NAME OF INSURER COMPANY
- **Insurer TIN:** ******

**Beneficiaries Included in this Defense**

<table>
<thead>
<tr>
<th>Case ID</th>
<th>Medicare ID</th>
<th>Beneficiary First Name</th>
<th>Beneficiary Last Name</th>
<th>Case Amount</th>
<th>Case Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>C########</td>
<td>*****8833A</td>
<td>FIRST</td>
<td>LAST</td>
<td>$6333.00</td>
<td></td>
</tr>
</tbody>
</table>

**Submitted Defense**

- **File Name:** DefenseSample.pdf

[OK]
Submitted Defense Documents

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 with a defense document.

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

**Submitted Documents**

<table>
<thead>
<tr>
<th>Filename</th>
<th>Submitted By</th>
<th>Submitted Date From</th>
<th>Submitted Date To</th>
<th>Submitted By Search Hint</th>
<th>Associated Beneficiaries</th>
</tr>
</thead>
<tbody>
<tr>
<td>FILENAME.PDF</td>
<td>XXX###XX</td>
<td>08/15/2014</td>
<td></td>
<td></td>
<td>ViewHide +</td>
</tr>
<tr>
<td>FILENAME1.PDF</td>
<td>XXX###XX</td>
<td>08/15/2014</td>
<td></td>
<td></td>
<td>ViewHide +</td>
</tr>
<tr>
<td>FILENAME2.PDF</td>
<td>XXX###XX</td>
<td>08/15/2014</td>
<td></td>
<td></td>
<td>ViewHide +</td>
</tr>
<tr>
<td>FILENAME3.PDF</td>
<td>XXX###XX</td>
<td>08/15/2014</td>
<td></td>
<td></td>
<td>ViewHide +</td>
</tr>
<tr>
<td>FILENAME4.PDF</td>
<td>XXX###XX</td>
<td>08/14/2014</td>
<td></td>
<td></td>
<td>ViewHide +</td>
</tr>
</tbody>
</table>
Request Letter Access from Account Detail Page

Request Letter Access
You may submit a request to associate data related to a Demand or Defense Letter available on the portal for this Account ID. To associate this data, enter the letter ID and the Tax Identification Number (TIN) from the letter you want to access.

Letter Information
- Letter ID:
- Re-enter Letter ID:
- Tax Identification Number

Select the type of letter you are using to associate information to your account and provide the required key piece of data for that letter type:

- Defense Letter - Enter the Case ID:
- Demand Letter - Enter the Total Debt Due printed on the letter:

Available Actions
- To view demands/case information or to submit defense documentation, click this link:
- To request access to information related to a letter that is not yet associated to this Account ID, click this link.

Cancel  Continue
Request Letter Access Page

You may submit a request to associate data related to a Demand or Defense letter you received from the Commercial Repayment Center (CRC) that is not currently available on the portal for this Account ID. To associate this data, enter the information requested on this page and click Continue.

Once validated, information from the requested letter, as well as information from all related letters, will be available on the Demand Listing and other applicable pages for this Account ID. Click Cancel to return to the Account Detail page without submitting your request.

All fields are required.

**Letter Information**

Enter and re-enter the Letter ID and the Tax Identification Number (TIN) from the letter you want to access: Entry Hint

- Letter ID:
  - [Field]

- Re-enter Letter ID:
  - [Field]

- Tax Identification Number
  - [Field]

- Select the type of letter you are using to associate information to your account and provide the required key piece of data for that letter type: Entry Hint

  - Defense Letter - Enter the Case ID:
    - [Field]

  - Demand Letter - Enter the Total Debt Due printed on the letter:
    - [Field]
Request Letter Access Verification

The Employer and Insurer information displayed on this page is associated to the Letter ID you requested on the previous page. Please confirm that this information matches your account information and that you wish to continue requesting access to this letter and, in turn, all cases linked to this letter. Click Continue to proceed.

If this information does not match your account, and you do not wish to associate the Letter ID to your account, please click Cancel and contact the CRC at (855) 798-2627 to report that you have received the letter in error.

- **Letter ID:** # # # # # # # # # # # # # #
- **Tax Identification Number (TIN):** # # # # # # # # # # # # # #
- **Employer Associated to Letter ID:** # # # # # # # # # # # # # #
- **Insurer Associated to Letter ID:** # # # # # # # # # # # # # #
- **Account ID:** # # # - ACCOUNT NAME
- **Account Type:** Employer - Applies to Employers and Other Plan Sponsors

[Cancel]  [Continue]
Request Letter Access Confirmation

You have successfully associated information from the displayed Letter ID, as well as information from all related letters, to the Account ID shown on this page. You may view this information on the Demand Listing page.

Letter ID:  #.#.#.#.#.#.#.#.
Tax Identification Number (TIN):  #.#.#.#.#.#.#.#.
Account ID:  #.#.# - ACCOUNT NAME
Account Type:  Employer - Applies to Employers and Other Plan Sponsors

OK
Navigation Menu
User Options

[Image of the Commercial Repayment Center Portal interface with options for Update Personal Information and Change Password]
About This Site, CMS Links, and How To... Menus
Reference Manuals Menu

CMS Commercial Repayment Center Portal

Account Listing
The Account IDs associated to your Login ID are listed below. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TIN Listing link.

<table>
<thead>
<tr>
<th>Account ID</th>
<th>Company Name</th>
<th>Associated Tax Identification Numbers (TINs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>111111111</td>
<td>CIGNA</td>
<td>View TINs Listing</td>
</tr>
<tr>
<td>222222222</td>
<td>United Health Care</td>
<td>View TINs Listing</td>
</tr>
</tbody>
</table>

Privacy Policy | User Agreement
Account Settings Menu

View or Update Authorized Representative (AR) Information
Designee Maintenance
View Associated TINs
View Account Activity

Account Detail

You have selected Account 123456789. Information associated to this Account ID is provided on this page.

If you would like to access a different Account ID, click Previous or Home. When the Account Listing page displays, select the Account ID you would like to access.

Available Actions

To view demands/case information or to submit defense documentation, click this link:

Demand Listing

To request access to information related to a letter that is not yet associated to this Account ID, click this link:

Request Letter Access

To remove access related to a letter associated to this Account ID, the Account Manager for this Account must contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) and provide them with key information from the letter that should be removed. EDI Representatives can be reached at: (646) 458-6740.

Previous
Quick Help

Account Listing
The Account IDs associated to your Login ID are listed on this page. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

<table>
<thead>
<tr>
<th>Account ID</th>
<th>Company Name</th>
<th>Associated TINs</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>View TINs Listing</td>
</tr>
</tbody>
</table>

Privacy Policy | User Agreement
Additional Resources

• Curriculum of training materials to assist you, go to: http://go.cms.gov/CRCP


• For assistance with CRCP registration or technical issues, contact the EDI Department: 1-646-458-6740
Future Enhancements

• Submit payments for recovery cases on the CRCP

• Check the COB&R Overview What’s New page for announcements: http://go.cms.gov/cobro
Mailbox Questions

COBR-GHP-Comments@cms.hhs.gov