Account Designee Access

Slide 1 of 20 - Account Designee Access



Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Account Designee Access course.

Slide 2 of 20 - Disclaimer

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 found in the MSPRP User Manual found at the following link: http://www.cob.cms.hhs.gov/MSPRP/.

Slide notes

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Slide 3 of 20 - Course Overview



Slide notes

This course will discuss the basic registration process you follow to become an Account Designee (i.e., how you to set up your Login ID and Password for the first time), and the access privileges you receive once you are registered.

Slide 4 of 20 - Account Designees



Slide notes

Account Designees assist the Account Manager with the case recovery process. They may perform tasks such as:

- Submitting authorization documentation
- Requesting a conditional payment letter
- Disputing claims
- Submitting case settlement information
- Initiating the demand letter
- Make an electronic payment

Note: Only those actions that are applicable to the case will be available. However, Account Designees may not invite other users to become Account Designees, they cannot be an Account Representative for any MSPRP account, nor can they update general account information.

Slide 5 of 20 - Designee Invitation Email



Slide notes

Account Designees are selected and added to an account by the Account Manager.

Once you have been added to an account as a Designee, the MSPRP sends you an invitation email which includes instructions on your next steps. A sample email is shown on the slide.

If you already have a Login ID for the Workers' Compensation Medicare Set-Aside Portal (WCMSAP), Section 111 Coordination of Benefits Secure Website (COBSW), Commercial Repayment Center Portal (CRCP), or MSPRP (as an Account Designee or Account Manager for a different account), you will not register for another MSPRP Login ID.

You will access the MSPRP using your existing Login ID and Password for these systems.

If you do not already have a Login ID for the WCMSAP, Section 111 COBSW, CRCP or MSPRP, you must click on the link in the invitation email to register.

This link becomes inactive after 30 days of non-use, so it is important to register as soon as possible after receiving the invitation email.

Slide 6 of 10 - Login Warning Page

Login Warning	Print this page
UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW	
This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes: (1) this computer network, (2) all computers connected to this network, and (3) all devices an storage media attached to this network or to a computer on this network. This system is provided for Government-authorized use only.	nd
Unauthorized or improper use of this system is prohibited and may result in disciplinary action, as well as civil and criminal penalties.	
Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring	L.
By using this 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 system.	
*The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this 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 system.	
*Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.	
http://www.cms.hhs.gov/About-CMS/Agency-Information/Aboutwebsite/Security-Protocols.html 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. The Privacy Act (5 U.S.C. 552a(b)), as amended, prohibits the disclosure of information maintained by the Centers for Medicare & Medicaid Services (CMS) in a system of records to third parties, unless the beneficiary provides a written request or explicit written consent/authorization or a party to receive such information. Where the beneficiary provides written consent/proof of representation, CMS will permit authorized parties to access requisite information.	
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 understan 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.	d
LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.	
Decline ¹ A Privacy Act system of records is a group of any records about individuals and under the control of any Federal agency from which information is retrieved by the name or other personal identifier of the individual.	
CMS/JHS Vulnerability Disclosure Policy I Privacy Policy I Liser Agreement Ladobe Rearier	

Slide notes

When you click on the link in the invitation email, the MSPRP Login Warning page will appear.

This page provides information about MSPRP security measures including access, penalty and privacy laws.

This page can be printed from the MSPRP by clicking the [Print this page] link on the website.

Scroll to the bottom of this page to review the entire statement.

You must agree to the terms of this warning each time you access the MSPRP.

Click the [I Accept] link at the bottom of the page to continue.

Slide 7 of 20 - Designee Registration Page

Designee Registration Quick Help You have been assigned as a Designee to the following account: Help About This Page Corporate Name: ABC Company Account Manager Information: Jane Doe Help About This Page Vanager Help About This Page 123 Street Help About This Page Forwson, MD 21204 Help About This Page JINTIN: 99999999 Help About This Page Feephone: (999)999-9999 Help About This Page Forward the User Agreement provided in the scrolling box. To accept the agreement, click the checkbox. You must incept and agree to the terms of the User Agreement in order to continue through the registration process. Yeew and print the agreement below Help About This Page	Home	About This Site	CMS Links	How To	Reference Materials	Contact Us	Sign off
You have been assigned as a Designee to the following account: Help About This Page Corporate Name: ABC Company Help About This Page Account Manager Information: Image: Company Jane Doe Image: Company Manager Image: Company 123 Street Image: Company Towson, MD 21204 Image: Company EIN/TIN: 99999999 Image: Company Telephone: (199) 1999-1999 Image: Company To set up a Login ID for you to act as a Designee, you will need the pass-phrase created by the Account Manager. If you do not have the pass-phrase, please contact the above Account Manager. You must read the User Agreement provided in the scrolling box. To accept the agreement, click the checkbox. You must accept and agree to the terms of the User Agreement in order to continue through the registration process. View and print the agreement below Image: Company: C	Designee	Registration				Quick Help	
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The Medicare Secondary Payer Recovery Portal (MSPRP) will allow for the electronic	receipt/processing	g of case requests. With the	introduction of a MSPRF	web portal, WCMSA			
The Medicare Secondary Payer Recovery Portal (MSPRP) will allow for the electronic receipt/processing of case requests. With the introduction of a MSPRP web portal, WCMSA	submitters will rec	ceive prompt and direct feed	back regarding a WCMS	A case.			

Slide notes

The Designee Registration page will appear.

As an Account Designee, you register yourself on the MSPRP.

You will only go through this process once, as you only need one Login ID no matter how many Account IDs you will ultimately work with.

This is the initial page in the registration process where you will create your Login ID and Password for the MSPRP.

Note: Account Managers can grant/add an Account Designees access to a case or revoke/remove an Account Designees access to a case and an entire account.

Additionally, to allow AMs and account designees (ADs) to easily see when an account is associated with at least one address that has opted in to the Go Paperless option, a green leaf (Go Paperless icon) will appear next to the account name on the Account List and Welcome pages. This icon will also appear next to the account ID on the Open Debt Report and Case Listing page.

Slide 8 of 20 - Designee Registration Page

Designee Registration You have been assigned as a Designee to the following account: Corporate Name: ABC Company Account Manager Information:		Quick Help Help About This Page
You have been assigned as a Designee to the following account: Corporate Name: ABC Company Account Manager Information:		Help About This Page
Corporate Name: ABC Company		
Account Manager Information:		
Jane Doe		
Manager		
123 Street		
Towson, MD 21204		
EIN/TIN: 999999999		
Telephone:(999)999-9999		
E-mail: jdoe@abc.com		
To set up a Login ID for you to act as a Designee, you will need the pass-phrase not have the pass-phrase, please contact the above Account Manager.	created by the Account Manager. If you	u do
*Passphrase:		
You must read the User Agreement provided in the scrolling box. To accept the ar accept and agree to the terms of the User Agreement in order to continue through View and print the agreement below	reement, click the checkbox. You mus the registration process.	st
User Agreement		
1. Purpose of Medicare Secondary Payer Recovery Portal (MSPRP) Secure W	ab site	

Slide notes

You are required to enter the Passphrase given to you by the Account Manager for this account.

The Passphrase is a short sequence of case-sensitive letters, numbers, and/or symbols, up to 30 characters long.

You must enter it exactly as the Account Manager gave it to you.

If the Account Manager did not provide you with the Passphrase, contact them at the phone number or email address displayed on this page.

Slide 9 of 20 - User Agreement

	циск нер
You have been assigned as a Designee to the following account:	Help About This Page
Corporate Name: ABC Company	
Account Manager Information:	
Jane Doe	
Manager	
123 Street	
Towson, MD 21204	
EIN/TIN: 999999999	
Telephone:(999)999-9999	
E-mail: jdoe@abc.com	
not have the pass-phrase, please contact the above Account Manager. *Passphrase:	
You must read the User Agreement provided in the scrolling box. To accept the agreement, click the checkbox. You must accept and agree to the terms of the User Agreement in order to continue through the registration process.	
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You must read the User Agreement provided in the scrolling box. To accept the agreement, click the checkbox. You must accept and agree to the terms of the User Agreement in order to continue through the registration process. View and print the agreement below User Agreement 1. Purpose of Medicare Secondary Payer Recovery Portal (MSPRP) Secure Web site The Medicare Secondary Payer Recovery Portal (MSPRP) will allow for the electronic receipt/processing of case requests. With the introduction of a MSPRP web portal, WCMSA submitters will receive prompt and direct feedback regarding a WCMSA case. Please check the following box: I accept the User agreement and Privacy Policy above.	

Slide notes

You must read and agree to the terms of the User Agreement at the bottom of the Designee Registration page.

You can read and/or print the User Agreement in a separate window by clicking the [View and print the agreement below] link.

Once you have read the User Agreement, and agree to abide by the terms, click the [User Agreement] checkbox. This checkbox indicates acceptance/non-acceptance of the User Agreement.

You must agree to the terms in the User Agreement in order to proceed with your registration.

Click [Continue] to proceed to the next page in the Designee Registration process.

An asterisk (*) indicates a required field.	Help About This Page
An asterisk (*) indicates a required field.	Help About This Page
(First Name)	
Flist Name: MI: *Last Name:	
"E-mail Address:	
Re-enter E-mail Address:	
"Phone: ext.:	
Mailing Address	
Address Line 1:	
Address Line 2:	
City:	
State: Please Select V	
Zip Code:	

Slide notes

The Designees Personal Information page will appear. All fields denoted by an asterisk (*) are required.

Enter your name and email address.

Note: This email cannot match that of the Account Manager for this account or the Account Representative for any MSPRP account.

Re-enter your email address for verification purposes. This information cannot be cut and pasted.

Enter your phone number and mailing address.

For the Address Line 1 field, the street number and street name should be placed on one address line field while other information such as suite number, attention to, etc. should be placed in the Address Line 2 field, if applicable.

When the required information has been entered, click [Continue] to proceed.

Home	About This Site	CMS Links	How To	Reference Materials	Contact Us	Sign off
Designee l	ogin Informa	tion			Quick Help	
					Help About This	s Page
The security informa will ensure only you	tion requested on this pag are provided the access a	e will allow the system to nd updating priviledges p	authenticate your ide	ntity each time you log on. This nt Manager		
Choose your Login II	D and password carefully					
 Login IDs must 	he 7 characters					
Login IDs must Login IDs must Login IDs must	be unique within the syste be in the format of AA999	m AA				
(first two alphab Password must	etic, next three numeric, l be changed every sixty (6	ast two alphabetic) 0) days.				
 Password must Password must 	consist of at least eight (8 contain at least one uppe) characters. r-case letter, one lower-ca	ase letter, one numbe	r and one special character.		
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 Password cannot 	ot contain a reserved word	I (See Help About This P	age for a complete lis	().		
An asterisk (*) indica	tes a required field.					
*Login ID:	-					
*Password:						
*Re-enter Password	d:					
	-					
The Security Question provide to these que	ons allow you to regain ac stions should be actual an	count access if you forge swers and not hints for v	t your password. Plea our password	se note the answers you		
Choose Security Ou	estions and Provide Answ	ere:				
choose secanty as						
*Security Question	1: Please Select		~			
*Answer 1:						

Slide notes

The Designee Login Information page will appear.

This page is used to create a Login ID and Password which will allow the MSPRP to authenticate your identity each time you login to the MSPRP.

You must set up a Login ID and Password that conforms to the CMS standard guidelines shown on this page.

Create and enter a Login ID and enter and re-enter a Password. You will use this Login ID and Password to access the MSPRP site.

Slide 12 of 20 - Security Questions

	About This Site	CMS Links	How To	Reference Materials	Contact Us	Sign off
Designee Lo	gin Informatio	on			Quick Help	
The security information will ensure only you are	requested on this page wi provided the access and u	ll allow the system to pdating priviledges re	authenticate your ide stricted to the Accour	ntity each time you log on. This nt Manager.	Help About This	Page
Choose your Login ID ar	d password carefully.					
Login US must be in (first two alphabetic Password must con Password must con Password must con Password cannot be Password cannot co Password cannot co An asterisk (*) indicates	In the format of AA999AA next three numeric, last the hanged every sixty (60) d sist of at least eight (8) ch, lain at least one upper-cas lain a minimum of four (4) changed more than once lifferent from the previous ntain a reserved word (Se na required field.	vo alphabetic) ays. aracters. e letter, one lower-ca changed characters f per day. twenty four (24) pass e Help About This Pa	ise letter, one number rom the previcus pas words. ge for a complete list	and one special character. sword.).		
*Login ID:	7					
*Password:						
*Re-enter Password:						
The Security Questions provide to these question Choose Security Question	allow you to regain accoun is should be actual answe ins and Provide Answers:	t access if you forget rs and not hints for yo	your password. Plea: our password	se note the answers you		
*Security Question 1:	Please Select		~			
*Answer 1:						

Slide notes

Choose security questions and answers that can be easily remembered.

This information will allow you to access your Login ID and reset your Password in the event you forget either one.

When you have completed the Designee Login Information page, click [Continue].

Slide 13 of 20 - Designee Summary Page

Home	About This Site	CMS Links	How To	Reference Materials	Contact Us	Sign off
Designee	Summary			Print this page	Quick Help	
Please review your satisfied with the inf process; all data wil	personal and login Inform formation click the 'Continu I be lost. Please print this	ation. If you need to chang ue' button to submit your in page for your records.	ge the information, clic nformation. Click 'Can	k the 'Edit' button. If you are cel' to cancel the setup	Help About This	Page
Personal Inform	nation Edit	Login I	nformation	Edit		
First Name: John	MI: A Last Name: Doe	e Login ID	AA123bb			
Phone: 123-456-78	90 Ext: 12345					
Mailing Address	5					
Address Line 1: 20 Address Line 2: Su City: Towson	00 Test Avenue uite 2b					
State: Maryland	170					
Zip Code: 21204-21	1/6					

Slide notes

The Designee Summary page will appear next.

This page displays a summarized view of the information that was entered during the Account Designee registration process.

It also provides you with the opportunity to revise your name, phone number, Login ID and/or Password, and address.

Review this information to ensure it is accurate.

If information needs to be corrected, click [Edit] for the corresponding section.

This will direct you to the applicable page to make updates.

Once you have completed making your corrections, click [Continue] on the page you are editing as well as each subsequent page until you return to the Designee Summary page.

Note: To make corrections to your address, click [Edit] for the Personal Information section.

When you have verified the information, click [Continue].

Slide 14 of 20 - Thank You Page

	Adout This Site	CMS Links	How To	Reference Materials	Contact Us	Sign off
Thank You				Print this page		
You have successfully yourself as the Design	completed the Account S ee for the Account ID. Ple	etup for the Medicare Se ease print this page for ye	econdary Payer Reco our records.	very Portal and established		
Next Steps						
You may now return to Login ID and Passwor	the Medicare Secondary d you just created to acce	Payer Recovery Portal ess accounts associated	(MSPRP) Web site w with your ID.	elcome page, login using the		
Exit 🔉						

Slide notes

The Thank You page will appear which confirms that you have successfully completed your registration.

Click [Exit] to return to the Welcome to the MSPRP Login page.

Slide 15 of 20 - Welcome to the MSPRP - Login Page

About This Site CMS Links How To Reference Malterials Contact Us Welcome to the MSPRP 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. Sign in to your account For information about the availability of auxiliary aids and services, please visit. For information about the availability of auxiliary aids and services, please visit. MSPRP Message Check this location for important information regarding system outages, scheduled maintenance and special announcements. Forgot Password: Forgot Password Login Clear You are a Medicare Beneficiary and would like to use the MSPRP to request case information, please login to your Medicare gov website at https://medicare.gov/. Registration is required to use this application. For corporate accounts, your Account Representative must complete the Account Setup. These individuals cannot be the same person. The Account Representative (AR) is the person in your organization who has the legal authority to bind your organization to a contract and be the terms of MSPRP requirements. This is usually a senior executive or partner of your company or firm. The AR has utility for the information submitted on the MSPRP. The Account Barger (AM) is the person who will actively manage your account recovery case workload. This includes inviting Accoun	About This Sile CMS Links Welcome to the MSI The Medicare Secondary Payer Recov information to assist in resolving Medic request an update to the conditional pa For information about the availability of http://www.medicare.gov/about-us/none MSPRP Message	How To PRP ary Portal provides a quick a are's recovery claim. With th yment amount, submit settle auxiliary aids and services.	Reference Materials Cor and efficient way to request case informat le use of this portal, you may submit a va ement information and dispute claims.	itact Us ion and provide iid authorization,	gn in to your account er Name:
Welcome to the MSPRP 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. For information about the availability of auxiliary aids and services, please visit. http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html MSPEP Message Check this location for important information regarding system outages, scheduled maintenance and special announcements. Betting Started If you are a Medicare Beneficiary and would like to use the MSPRP to request case information, please login to your Medicare account by visiting the Medicare gov website at https://medicare.gov/. Registration is required to use this application. For corporate accounts, your Account Representative must complete the New Registration and your Account Manager must complete the Account Setup. These individuals cannot be the same person. The Account Representative (AR) is the person in your organization who has the legal authority to bind your organization to a contract and b the terms of MSPRP requirements. This is usually a senior executive or partner of your company or firm. The A has utilized accountability for the information submitted on the MSPRP. The Account Manager (AM) is the person who will actively manage your account recovery case workload. This includes inviting Account Designees (ADs) and managing their access to the account. For more information on the registra	Welcome to the MSI The Medicare Secondary Payer Recov information to assist in resolving Medic request an update to the conditional pa For information about the availability of http://www.medicare.gov/about-us/none MSPRP Message	PRP ery Portal provides a quick a are's recovery claim. With th yment amount, submit settle auxiliary aids and services.	and efficient way to request case informat le use of this portal, you may submit a va ement information and dispute claims.	ion and provide lid authorization,	gn in to your account
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. For information about the availability of auxiliary aids and services, please visit. http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html MSPRP Message Check this location for important information regarding system outages, scheduled maintenance and special announcements. Oetting Started If you are a Medicare Beneficiary and would like to use the MSPRP to request case information, please login to your Medicare account by visiting the Medicare gov/. Registration is required to use this application. For corporate accounts, your Account Representative must complete the Account Setup. These individuals cannot be the same person. The Account Representative (AR) is the person in your organization who has the legal authority to bind your organization to a don't and to the terms of MSPRP requirements. This is usually a senior executive or partner of your company or firm. The AR has ultimate accountability for the information submitted on the MSPRP. For more information on the registration process and MSPRP user roles, please refer to the <i>How to Get Started</i> help document, locate under the How To menu on the Navigation bar. To begin the registration process, your MSPRP Account Mespre Puttore butch.	The Medicare Secondary Payer Recov information to assist in resolving Medic request an update to the conditional pa For information about the availability of http://www.medicare.gov/about-us/none MSPRP Message	ery Portal provides a quick a are's recovery claim. With th yment amount, submit settle auxiliary aids and services.	and efficient way to request case informat ie use of this portal, you may submit a va ement information and dispute claims.	ion and provide Us lid authorization,	er Name:
Announcements. Getting Started If you are a Medicare Beneficiary and would like to use the MSPRP to request case information, please login to your Medicare account by visiting the Medicare.gov website at https://medicare.gov/. Registration is required to use this application. For corporate accounts, your Account Representative must complete the New Registration and your Account Manager must complete the Account Setup. These individuals cannot be the same person. The Account Representative (AR) is the person in your organization who has the legal authority to bind your organization to a contract and to the terms of MSPRP requirements. This is usually a senior executive or partner of your company or firm. The AR has ultimate accountability for the information submitted on the MSPRP. The Account Manager (AM) is the person who will actively manage your account recovery case workload. This includes inviting Account Designees (ADs) and managing their access to the account. For more information on the registration process and MSPRP user roles, 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, your MSPRP Account BearsenetIstic will disk the New Registration process.	Check this location for important inform	iscrimination/nondiscriminal	please visit: tion-notice.html ges, scheduled maintenance and specia	Pa Fo Fo	rgot User Name ssword: rgot Password igin Clear
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Representative will click the New Registration button.	document, located under the How To m Representative will click the New Reg	enu on the Navigation bar. T istration button.	Fo begin the registralion process, your M	SPRP Account	

Slide notes

The Welcome to the MSPRP Login page will appear.

You can login to the MSPRP using the Login ID and Password you just created and begin using the MSPRP to access accounts associated with your Login ID.

Enter your Login ID in the Username field and Password in the Password field and then click [Login].

To provide increased security, additional security questions have been added to the Forgot Login ID and Forgot Password processes.

Additionally, The Welcome! page now allows AMs and ADs to view letter notification emails and letters sent to the account within the last 30 business days for Go Paperless addresses using the new Go Paperless Letter Notifications link.

Slide 16 of 20 - Account List Page



Slide notes

The Account List page will appear.

You are now logged into the MSPRP system.

The Account List page is the Account Designee's Home page.

This page functions as the main processing page to initiate any MSPRP functions available to you as the Designee. Note: If you would like to view unmasked case information, you must complete the Multi-Factor Authentication (MFA) process. See the <u>Multi-Factor Authentication CBT</u> for more information on this process.

The Account IDs listed on this page are the accounts you are associated with.

Click the [Account ID] you want to work with.

Slide 17 of 20 - Welcome! Page

Welcome! Account: 30401 ABC Corporation * 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 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 request an Open Debt Report, click the Open Debt Report link below. To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below. Net: 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		Account Settings
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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. To request an Open Debt Report, click the Open Debt Report link below. To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications 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	To request information regarding a case you have not already associated to your account, click the Request Case Access link below.	
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Case Listing Report A Case	Request Case Access	
Report A Case	Case Listing	
	Report A Case	

Slide notes

The Welcome! Page will appear.

The Account ID you just selected is displayed at the top of the page.

From this page, you can View Account Activity for this Account ID, or access the following functions:

- Request Case Access
- Case Listing
- Report a Case

Request Case Access is used to search for and add (link) a recovery case to your Case Listing page.

Once a case has been successfully linked (added) to the account, both you and your Account Manager will be able to view the case by accessing the Case Listing page.

You must always perform this step to link a case to your MSPRP account for the first time.

Case Listing is used to view all cases that your Account Manager has granted you access to and includes any cases that you previously requested access to using the Request Case Access page. Report a Case

displays the Case Creation page, where you may enter data related to your case and begin the case creation process.

For more information on these two functions, see the <u>Application Overview CBT</u>.

Slide 18 of 20 - Course Summary Page



Slide notes

This course described the basic registration process you follow to become an Account Designee (i.e., how you to set up your Login ID and Password for the first time), and the access privileges you receive once you are registered.

Slide 19 of 20 - Conclusion



Slide notes

You have completed the MSPRP Account Designee Access course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: <u>https://www.cob.cms.hhs.gov/MSPRP/.</u>

For general information on Medicare Secondary Payer Recovery, go to this URL: <u>http://go.cms.gov/cobro.</u>

Slide 20 of 20 - MSPRP Training Survey



Slide notes

If you have any questions or feedback on this material, please go to the following URL: Training Survey