

## Application Overview - Beneficiary

### Slide 1 - of 26 - Application Overview - Beneficiary

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**COB&R**  
Coordination of  
Benefits and Recovery

# Medicare Secondary Payer Recovery Portal (MSPRP) Application Overview - Beneficiary

Version 4.7, 04/01/2020  
Note: CMS reserves the right to modify this presentation. To ensure you have the most current version, verify that the version and date on this page match the version and date on the corresponding page of the PDF currently available on: <https://go.cms.gov/msprp>.

### Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Application Overview course. Note: This module is intended for beneficiaries.

As a reminder, you may view the slide number you are on by clicking on the moving cursor.

Additionally, you can view the narration by clicking the [CC] button in the lower right-hand corner of the screen.

## Slide 2 - of 26 - 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

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

**Slide 3 - of 26 - Course Overview**

## **Course Overview**

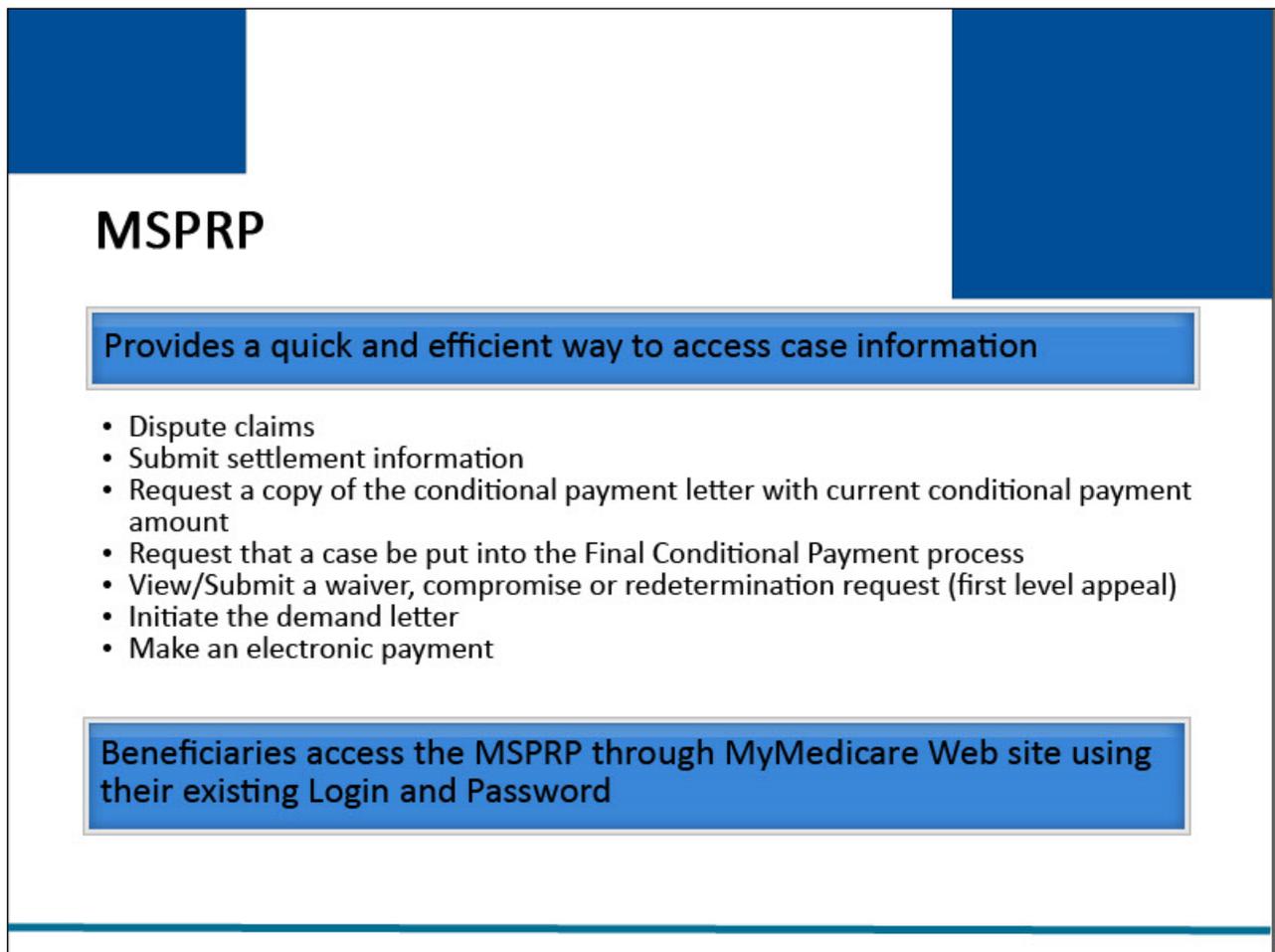
- **MSPRP Overview**
  - **Navigation guidelines**
  - **Search for a case**
  - **Case Information page**



### **Slide notes**

This course will provide an overview of the MSPRP and how it can be accessed, including general navigation guidelines.

It will also include information on how to search for a case and the Case Information page.

**Slide 4 - of 26 - MSPRP**The slide features a white background with two blue rectangular accents at the top corners. The title 'MSPRP' is centered in a large, bold, black font. Below the title, a blue-bordered box contains the text 'Provides a quick and efficient way to access case information'. Underneath this box is a bulleted list of seven items. At the bottom of the slide content, another blue-bordered box contains the text 'Beneficiaries access the MSPRP through MyMedicare Web site using their existing Login and Password'.

## MSPRP

Provides a quick and efficient way to access case information

- Dispute claims
- Submit settlement information
- Request a copy of the conditional payment letter with current conditional payment amount
- Request that a case be put into the Final Conditional Payment process
- View/Submit a waiver, compromise or redetermination request (first level appeal)
- Initiate the demand letter
- Make an electronic payment

Beneficiaries access the MSPRP through MyMedicare Web site using their existing Login and Password

**Slide notes**

The MSPRP provides a quick and efficient way to access case information. You may dispute claims, submit settlement information, request a conditional payment letter with Current Conditional Payment Amount, request that a case be put into the Final Conditional Payment process, submit a waiver, compromise or redetermination request (first level appeal), initiate the demand letter and make an electronic payment.

Beneficiaries will access the MSPRP through the MyMedicare Web site at <https://mymedicare.gov> using their existing Login ID and Password for that application.

They will not need to obtain a Login ID and Password for the MSPRP.

Slide 5 - of 26 - Getting Started

# Getting Started

- Go to MyMedicare.gov Web site: <https://www.mymedicare.gov/>



## Slide notes

To access the MSPRP, enter the following URL into your Web browser: <https://www.mymedicare.gov/>. You will be taken to the MyMedicare Web site.

**Slide 6 - of 26 - Getting Started**

## Getting Started

- After successful login and entry to the MSP section
  - Click the [Case ID] link in the “Payment Details” box or
  - Click the [Go to MSPRP] button



**Slide notes**

After you successfully login and enter the MSP section, you can access or click the MSPRP in two different ways: click the Case ID link in the “Payment Details” box on the MyMedicare page of the case you would like to access, or click the Go to MSPRP button.

Slide 7 - of 26 - Case Information

Slide notes

When you click the [Case ID] link in the “Payment Details” box on the MyMedicare page, a new window will open displaying the MSPRP Case Information page for that Case ID.

The top-half of the Case Information page allows you to view information related to the Case ID, such as: Case Type (type of insurance coverage provided by the plan for the case (liability, workers’ compensation, or no-fault)), Case Status (In Development, Open, Claim Retrieval, Demand, Bill Issued, Transitioned or Closed) and Date of Incident and Date of Incident.

Other Case Information that is presented in the default Payment Information tab includes the Rights and Responsibilities Letter Mail Date, the Conditional Payment Letter Mail Date, the Current Conditional Payment Amount and the Conditional Payment Amount Updated on date. If a demand letter was issued,

the date of this letter and the demand amount will display. If a Conditional Payment Notice (CPN) was issued, the date of this letter, the CPN amount and the CPN response due date will display.

Also, when there is a balance, the Balance Amount and Balance as of Date will display along with the Remaining Principal Balance Amount and Remaining Interest Balance Amount. You

also have the the ability to make an electronic payment. These payments can occur when selecting the "Make A Payment" button. The accepted payment of methods is Automated Clearing House- ACH (or banking information), debit card, and Paypal accounts (linked to a banking accounts)., Credit card payments are not currently accepted.

Slide 8 - of 26 - Case Information

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

## Case Information

[Print this page](#)

**Quick Help : Help About This Page**

<b>Case ID:</b> ##### <b>Case Type:</b> Liability Insurance <b>Case Status:</b> Demand Issued <a href="#">What is this?</a> <b>Date of Incident:</b> 09/15/2009 <b>Industry Date of Incident:</b> 09/15/2009 <a href="#">What is this?</a>	<b>Medicare ID:</b> ##### <b>Beneficiary DOB:</b> ##### <b>Beneficiary Last Name:</b> Last <b>Authorization Level:</b> Proof of Representation <b>Authorization Status:</b> Verified
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Payment Information

Electronic Payment History

Refund Information

Letter Activity

Waiver/  
Rescission/  
Compromise

Final Conditional  
Payment Process

<b>Demand Letter Mail Date:</b> 04/16/2020	<b>Remaining Principal Balance Amount:</b> \$2,500.00
<b>Demand Amount:</b> \$3,500.00	<b>Remaining Interest Balance Amount:</b> \$0.00
<b>Total Remaining Balance Amount:</b> \$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
06/10/2019	ACH	First Last	\$2,500.00	Accepted	#####	In Process	
06/01/2019	PayPal	First Last	\$1,000.00	Accepted	#####	Complete	5/7/2019
05/01/2019	Debit Card	First Last	\$1,000.00	Pending	#####		
05/01/2019	Unknown	First Last	\$1,000.00	Declined	#####		

Slide notes

The Electronic Payment History tab displays all electronic payments submitted through the MSPRP on Pay.gov and is only displayed when there is electronic payment data for the case.

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## Case Information

[Print this page](#)
[Quick Help : Help About This Page](#)

<p><b>Case ID:</b> #####</p> <p><b>Case Type:</b> Liability Insurance</p> <p><b>Case Status:</b> Demand Issued <a href="#">What is this?</a></p> <p><b>Date of Incident:</b> 09/15/2009</p> <p><b>Industry Date of Incident:</b> 09/15/2009 <a href="#">What is this?</a></p>	<p><b>Medicare ID:</b> #####A</p> <p><b>Beneficiary DOB:</b> mm/dd/yyyy</p> <p><b>Beneficiary Last Name:</b> Last Name</p> <p><b>Authorization Level:</b> Proof of Representation</p> <p><b>Authorization Status:</b> Verified</p>
---	--

<a href="#">Payment Information</a>	<a href="#">Refund Information</a>	<a href="#">Letter Activity</a>	<a href="#">Waiver/Determination/Compromise</a>	<a href="#">Final Conditional Payment Process</a>
-------------------------------------	------------------------------------	---------------------------------	---	---

**Demand Letter Mail Date:** 05/01/2011 **Demand Amount:** \$3754.00

**Balance Amount:** \$1234.56 **Balance as of Date:** 06/30/2011

Refund Date	Refund Amount	Check Number	Payee Name
03/01/2015	\$5,298.23	12345678	John Smith
06/01/2015	\$105.20	12345679	John Smith

**Slide notes**

If there is a refund on the case, the refund date, amount, check number and payee name can be viewed by clicking the “Refund Information” tab.

Slide 10 - of 29 - Letter Activity Tab

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## Case Information

Print this page Quick Help : Help About This Page

Case ID: #####  
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: #####A  
Beneficiary DOB: mm/dd/yyyy  
Beneficiary Last Name: Last Name  
Authorization Level: Proof of Representation  
Authorization Status: Verified

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

Select the correspondence option you wish to view:  
 All Correspondence Received and All Letters sent  Correspondence Received  Letters Sent

Correspondence Type	Date Received	Date Sent	Status	Status Date
Redetermination testing with long descriptions to see if it will wrap or not.	03/01/2015		Open	03/01/2015
Notice of Settlement Information	03/01/2001		Closed	03/01/2001
1st Level Appeal Request		03/01/2019	Open	03/01/2017
Special Project Case Correspondence		03/01/2010	Open	03/01/2017

Slide notes

The Letter Activity tab will display a listing of all correspondence that has been sent or received for the case.

Slide 11 - of 26 - Waiver/Redetermination Tab

**Case Information**

Case ID: ##### Medicare ID: #####  
 Case Type: Liability Insurance Beneficiary DOB: MM/DD/YYYY  
 Case Status: Demand Issued What is this? Beneficiary Last Name: Last Name  
 Date of Incident: 09/15/2009 Authorization Level: Proof of Representation  
 Industry Date of Incident: 08/15/2008 What is this? Authorization Status: Verified

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

Waiver information		
Received	Decision	Decision Date
04/01/2017	Pending Review	
10/30/2016	Dismissal	12/31/2016

Redetermination information		
Received	Decision	Decision Date
04/01/2017	Pending Review	

Compromise information		
Received	Decision	Decision Date
04/01/2017	Pending Review	

Slide notes

The “Waiver/Redetermination/Compromise” tab displays the received date, decision and decision date for submitted waivers, redeterminations and compromise requests.

Slide 12 - of 26 - Case Final Conditional Tab

The screenshot displays a web application interface for Case Information. At the top, there is a green navigation bar with links: Home, About This Site, CMS Links, How To, Reference Materials, Contact Us, and Sign off. Below the navigation bar, the page title is "Case Information". To the right of the title, there are icons for "Print this page" and "Quick Help : Help About This Page".

The main content area is divided into two sections. The first section contains case details:

Case ID: #####	Medicare ID: #####^
Case Type: Liability Insurance	Beneficiary DOB: mm/dd/yyyy
Case Status: Demand Issued <a href="#">What is this?</a>	Beneficiary Last Name: Last Name
Date of Incident: 09/15/2009	Authorization Level: Proof of Representation
Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a>	Authorization Status: Verified

The second section contains a tabbed interface with five tabs: "Payment Information", "Refund Information", "Letter Activity", "Waiver/Redetermination/Compromise", and "Final Conditional Payment Process". The "Final Conditional Payment Process" tab is selected and highlighted with a dashed border. Below the tabs, the following information is displayed:

Final Conditional Payment Status: Complete	Final Conditional Payment Requested: 05/01/2017
Final Conditional Payment Status Date 07/01/2017	Final Conditional Payment Amount: \$4520.00
Final Conditional Payment Process Initiated: 06/05/2017	120 days' Notice of Anticipated Settlement Mail Date: 04/01/2017
Request Final Conditional Payment by: 08/01/2017	

Slide notes

If your case is in the Final Conditional Payment Process, details can be viewed on the "Final Conditional Payment Process" tab.

**Slide 13 - of 26 - Case Actions**

Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- Calculate Final Conditional Payment Amount [What is this?](#)
- Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- View/Provide the Notice of Settlement Information [What is this?](#)
- Initiate Demand Letter [What is this?](#)
- View / Submit Redetermination (First Level Appeal) [What is this?](#)
- Submit Waiver Request [What is this?](#)
- Submit Compromise Request [What is this?](#)

**Slide notes**

The bottom half of the Case Information page identifies various actions that can be taken on the case.

The Request an electronic conditional payment letter with Current Conditional Payment Amount action is used to generate an electronic copy of the conditional payment letter (CPL) with the current conditional payment amount and the associated case and claims information as displayed on the Case Information page.

The MSPRP will generate the electronic conditional payment letter (eCPL) in a separate browser window, along with the Payment Summary Form (PSF), in .PDF format.

The Request a mailed copy of the conditional payment letter action is used to request a CPL. This letter identifies Medicare's current conditional payment amount for the case and includes a PSF that lists each payment made by Medicare that was related to the case.

It is mailed to you and any other individual/entity you have authorized to have this information. For more information on conditional payments, see the Conditional Payments - Beneficiary CBT.

The Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement is used to carry out Final Conditional Payment processes, if applicable.

The View/Dispute Claims Listing action is used to view and/or dispute the claims included in the conditional payment amount.

When this action is selected, the MSPRP will display all claim information that is included in the conditional payment amount.

If you identify claims that are not related to the case, you can select them for dispute. Medicare will then review the disputed claims and make a determination as to whether the claims are/are not associated to the case.

The conditional payment amount will be adjusted accordingly. Note: If the insurer is the identified debtor on the case, the beneficiary may not be able to select claims for dispute.

For more information, see the Disputing a Claim - Beneficiary CBT. The Provide the Notice of Settlement Information action is used to submit Notice of Settlement information.

This action is for Liability and Workers' Compensation cases only. Once the Notice of Settlement information is provided, Medicare will initiate the process of issuing a final Demand or Bill based on the selected settlement option (i.e., Attorney Fees, Attorney Fees Percentage, or Fixed Percentage Option).

This action is also used to elect the Fixed Percentage Option (when applicable). For more information, see the Submitting Settlement Information CBT.

The Initiate Demand Letter action is used to initiate the demand process early when you receive a Conditional Payment Notice (CPN) and agree with the Conditional Payment Amount listed in that letter. If additional action is needed the Initiate demand letter, the user will be unable to continue with a demand. For example, if there is still open correspondence, the correspondence will have to be submitted before the initiation of the demand letter.

The Submit Compromise Request action allows you to submit a request that the Medicare program grant a compromise for the amount you owe on a debt and to accept a lesser amount. You can request a compromise before a demand letter is issued (called a pre-settlement compromise), or after the case settles and funds have been paid (called a post-settlement compromise).

This page also contains a previous button, the user does not have to return to the Account List page or restart your search a new search.

Slide 14 - of 26- Waiver Warning

The screenshot shows a web application interface with a green navigation bar at the top containing links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area has a light yellow background and is titled "WARNING – Confirm Request to Submit a Waiver". To the right of the title is a printer icon and a "Print this page" link. The text explains that the user is choosing to submit a waiver request, which allows them to request the Medicare program to waive recovery of the demand amount owed in full or in part. It notes that the right to request a waiver of recovery is separate from the right to request a redetermination (first level appeal). The Medicare program may waive recovery if the following conditions are met:

- The beneficiary is not at fault for Medicare making conditional payments, and
- Paying back the money would cause financial hardship or would be unfair for some other reason.

To determine if a plaintiff/beneficiary is "without fault," the following factors will be considered:

- The amount of out-of-pocket medical expenses incurred by the beneficiary;
- Whether the beneficiary's assets are insufficient to pay Medicare;
- The beneficiary's assets, monthly income, and expenses; and
- The age of the beneficiary and whether he or she has any physical or mental impairments.

If you believe that you meet these qualifications and wish to submit a waiver request, click **Continue**. To cancel this process, click **Cancel** to return to the *Case Information* page.

At the bottom of the warning area are two buttons: a green "Continue" button with a right-pointing arrow and a grey "Cancel" button with a red 'X' icon. To the right of the main content area is a "Quick Help" box with a yellow background and a blue border, containing a "Help About This Page" link.

Slide notes

The Submit Waiver Request action is used to submit a request for a waiver.

A waiver is when all or part of the demand amount owed to Medicare is dismissed. When submitting a Waiver Request from the case information page, a warning page will appear, to confirm submitting a waiver request is the action you want to complete.

Slide 15 - of 26 - Submit Compromise Request

The screenshot shows a web application interface with a green navigation bar at the top containing links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area has a light yellow background and is titled "WARNING – Confirm Request to Submit a Compromise". To the right of the title is a printer icon and a "Print this page" link. Below the title, there are several paragraphs of text explaining the compromise request process, including details about the BCRC, the CMS Regional Office, and the Central Office. A list of three factors for determining a compromise is provided. At the bottom of the text area are two buttons: "Continue" with a right-pointing arrow and "Cancel" with a close icon. On the right side of the page, there is a "Quick Help" box with a "Help About This Page" link.

Slide notes

The Submit Compromise Request action allows you to submit an offer for Medicare to accept less than the amount Medicare is owed. When Submitting Compromise Request, from the case information page, a warning page will appear to confirm submitting a compromise request is the action you want to complete.

You can request a compromise before a demand letter is issued (called a pre-settlement compromise), or after the case settles and funds have been paid (called a post-settlement compromise).

Slide 16 - of 26 - Submit Redetermination

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

### WARNING – Confirm Request to Submit a Redetermination (First Level Appeal)

 [Print this page](#)

You are choosing to submit a redetermination. A redetermination is the first level of the Medicare Appeals Process. It provides you with the opportunity to challenge the amount or existence of the debt, or initial determination (the demand letter you received).

A Redetermination is an independent re-examination of an initial claim determination and its supporting documentation by staff who were not involved in the initial determination. You (or anyone acting on your behalf) must submit this appeal within 120 days of receipt of your demand letter. You will need to submit supporting paperwork to back up your appeal. If you have documents (such as a doctor's statement) used in the original coverage determination request or new evidence that wasn't submitted before, it is important to include that information with your appeal submission.

The appeals process has five levels. The first level (redetermination) asks Medicare for a "redetermination" of the original demand. A decision will be made within 60 days of receipt of the redetermination request. The notice will explain the decision, and if your appeal is denied, how you may appeal to the next level.

If you wish to submit a redetermination (first level appeal), click **Continue** to proceed or **Cancel** to return to the Case Information page.

**Quick Help**  
[Help About This Page](#)

**Slide notes**

The View/Submit Redetermination case action is used to identify claims that you believe are not related to this case and include them in the request.

When a redetermination request is being processed at any level of review, no collection action will be taken. When attempting to submit a redetermination, a warning page will appear to confirm Redetermination is the action you want to complete.

When a redetermination request is being processed at any level of review, no collection action will be taken.

Authorized representatives will be able to submit a redetermination request and reason to request once per claim/line item.

**Slide 17 - of 26 - Welcome**

**Welcome!**

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**

[View Account Activity](#)

**Slide notes**

When you click [Go to MSPRP] on the Medicare Secondary Payer (MSP) page of the MyMedicare.gov Web site, the MSPRP Home page is displayed. Note: This page can also be accessed from any page in the MSPRP when you click [Home] on the menu bar.

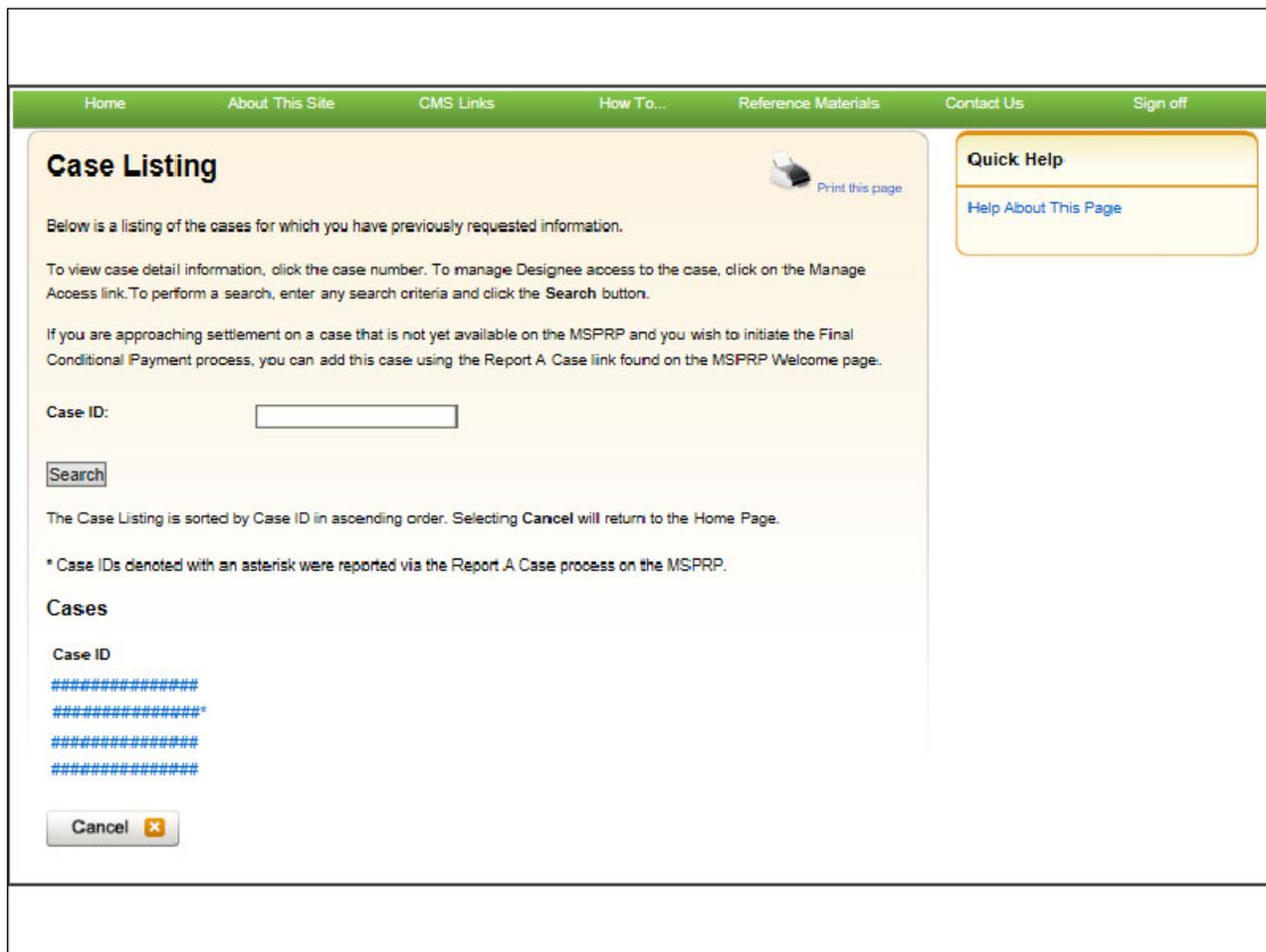
Below the Welcome message are three links, Request Case Access, Case Listing and Report a Case.

Request Case Access is used to search for a case using the Case ID number.

Case Listing is used to view the list of Case IDs available to you.

Report a Case displays the Case Creation page and is used to enter data related to your case and begin the case creation process.

Slide 18 - of 26 - New Case Request



Slide notes

When the Request Case Access link is selected, the New Case Request page will display. MSPRP pages may include the following buttons: [Previous], [Continue] and [Cancel]. The [Previous] button will return you to the previous page.

The [Continue] button will advance you to the next page if there are no errors on the current page. [Cancel] will return you to the Home page. When [Cancel] is clicked, the information entered will not be saved.

To request case access, you are required to enter the Case ID (Case Identification), all other information will prepopulate.

The Case ID can be found on any case specific correspondence received from Medicare such as the Rights and Responsibilities Letter or CPL. After entering this information, click [Continue].

If the case is not located, a message stating, 'No Matching Case Record Found based upon the information provided' will appear.

Note: The following cases will not be available on the MSPRP: Cases referred to CMS, Cases referred to Department of Justice, and

Cases involving Workers' Compensation Medicare Set-Aside Amount (WCMSA).

WCMSA cases are only accessible on the Workers' Compensation Medicare Set-Aside Portal (WCMSAP).

For information on the WCMSAP, see the following link: <http://go.cms.gov/wcmsa>.

If the case is located, the Case Information page will display for the requested case.

**Slide 19 - of 26- Case Listing**

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

## Welcome!

Account: #### First Last

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

To request a CRC NGHP Open Debt Report, click the CRC NGHP Open Debt Report 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](#)

[CRC NGHP Open Debt Report](#)

### Quick Help

[Help About This Page](#)

### Account Settings

[Update Account Information](#)

[Designee Maintenance](#)

[View Account Activity](#)

**Slide notes**

When the Case Listing link is selected on the Home page, the Case Listing page will display. The cases that are available to you appear at the bottom of this page.

The Case Listing is sorted by Case ID. You may click [Print this page] to print the case listing for record keeping purposes.

This page also allows you to search for a case by entering the Case ID and then clicking [Search]. Once [Search] is clicked, the case that met the search criteria will display at the bottom of the page.

To view case information on a specific case, click the Case ID.

Slide 20 - of 26 - Case Information

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# Case Information

Print this page Quick Help : Help About This Page

**Case ID:** #####  
**Case Type:** Liability Insurance  
**Case Status:** Demand Issued [What is this?](#)  
**Date of Incident:** 09/15/2009  
**Industry Date of Incident:** 05/15/2009 [What is this?](#)

**Medicare ID:** #####  
**Beneficiary DOB:** #####  
**Beneficiary Last Name:** LAST  
**Authorization Level:** Proof of Representation  
**Authorization Status:** Vented

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

**Rights and Responsibilities Letter Mail Date:** 05/10/2010

**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: 07/23/2010*

**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:** 06/08/2010

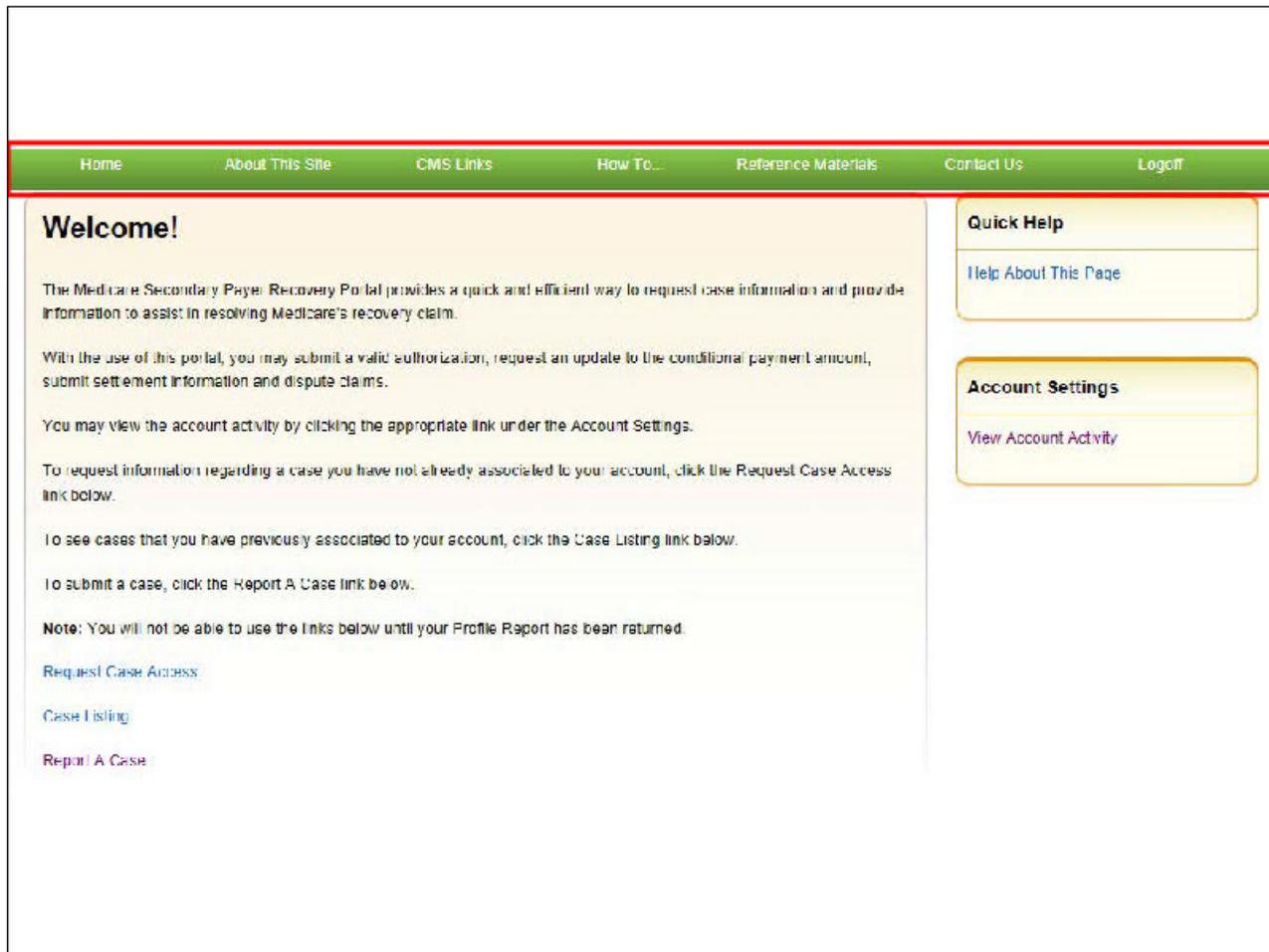
**Balance Amount:** \$1234.56  
**Balance as of Date:** 06/30/2011  
**Remaining Principal Balance Amount:** \$1234.56  
**Remaining Interest Balance Amount:** \$1234.56  
*Note: Remaining balance amounts may not reflect recent payments.*

[Make a Payment](#) [What is this?](#)

Slide notes

The Case Information page will display. Again, the top-half of this page allows you to view information related to the case and the bottom-half of this page allows you to perform a specific action on the case.

**Slide 21 - of 26 - Welcome**



**Slide notes**

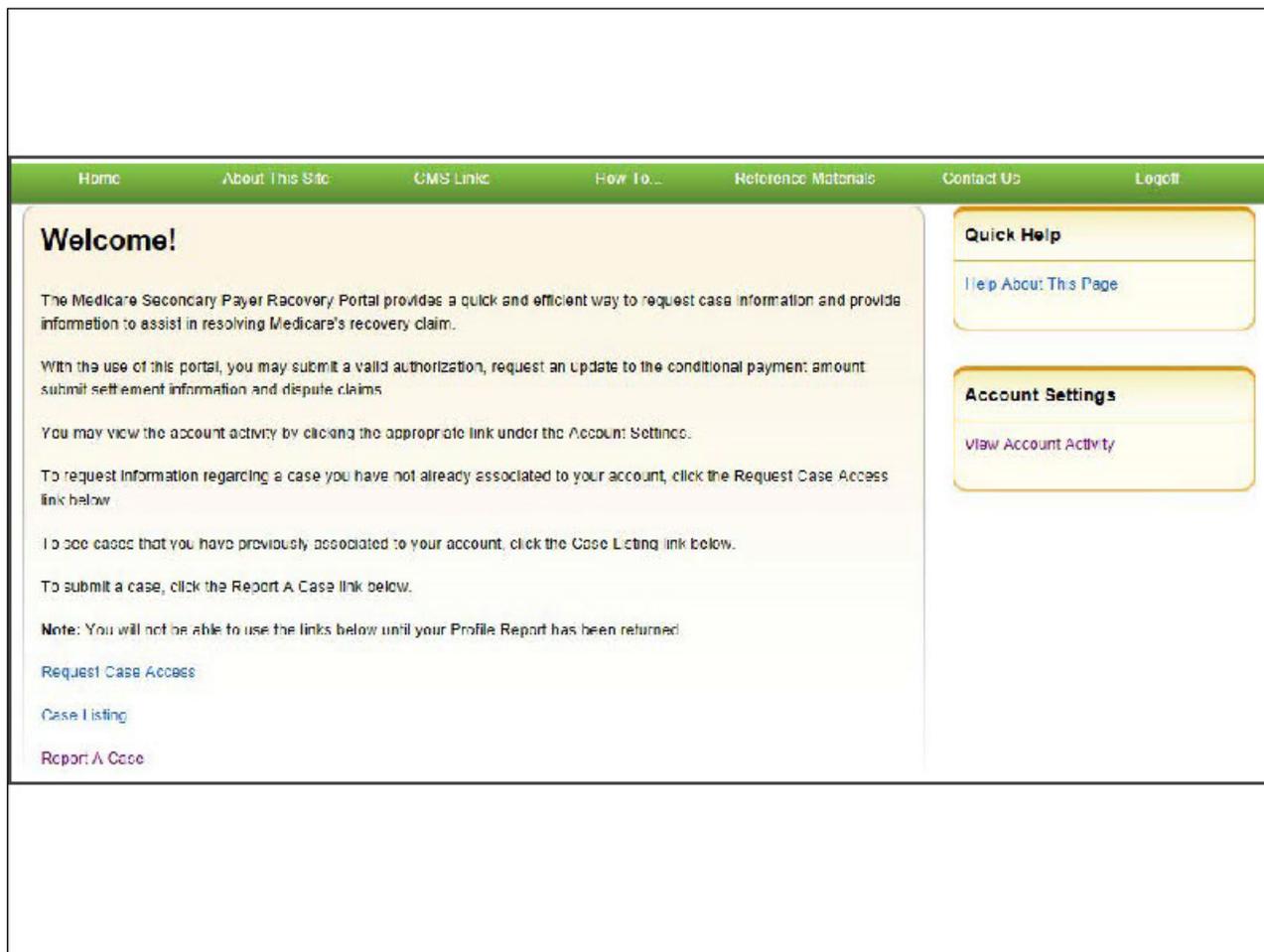
The navigation menu at the top of the Home page (and each page in the portal) provides access to various parts of the MSPRP to facilitate using the application. About This Site navigates to the how to use this site link, offering general information on how to use the MSPRP application.

The following menu options are available: Home; About This Site; CMS Links; How To; Reference Materials; and Contact Us.

CMS Links provides links to other Centers for Medicare & Medicaid Services (CMS), Medicare and Medicare Secondary Payer websites.

The How To section provides detailed information on how to get started on the MSPRP.

Slide 22 - of 26- Welcome



Slide notes

Reference Materials provides a link to the MSPRP User Manual. This user manual was written to help you understand the MSPRP and how to access and use available case-function processes.

Contact Us displays information on where to go for assistance with program or technical problems, case specific questions or MSP recovery related questions.

You can select the Help About This Page link in the Quick Help box to obtain access to online help documentation for each page in the portal. To log off, select Logoff.

**Slide 23 - of 26- Welcome**

**Welcome!**

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](#)

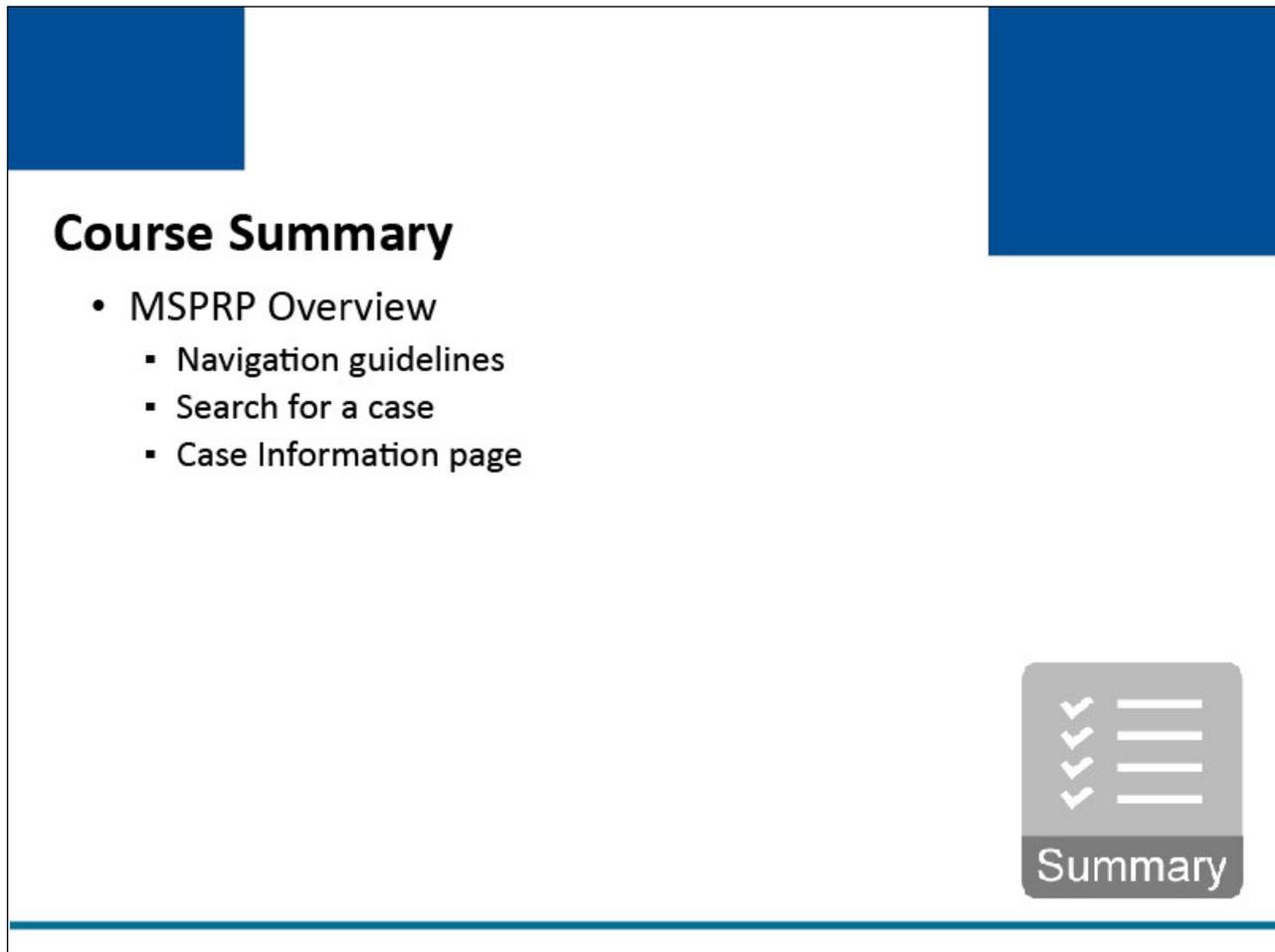
**Account Settings**

[View Account Activity](#)

**Slide notes**

To log off, select Logoff.

Slide 24 - of 26 - Course Summary



## Course Summary

- MSPRP Overview
  - Navigation guidelines
  - Search for a case
  - Case Information page



**Slide notes**

This course provided an overview of the MSPRP and how it can be accessed, including general navigation guidelines.

It will also include information on how to search for a case and the Case Information page.

**Slide 25 - of 26 - Application Overview Conclusion**



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

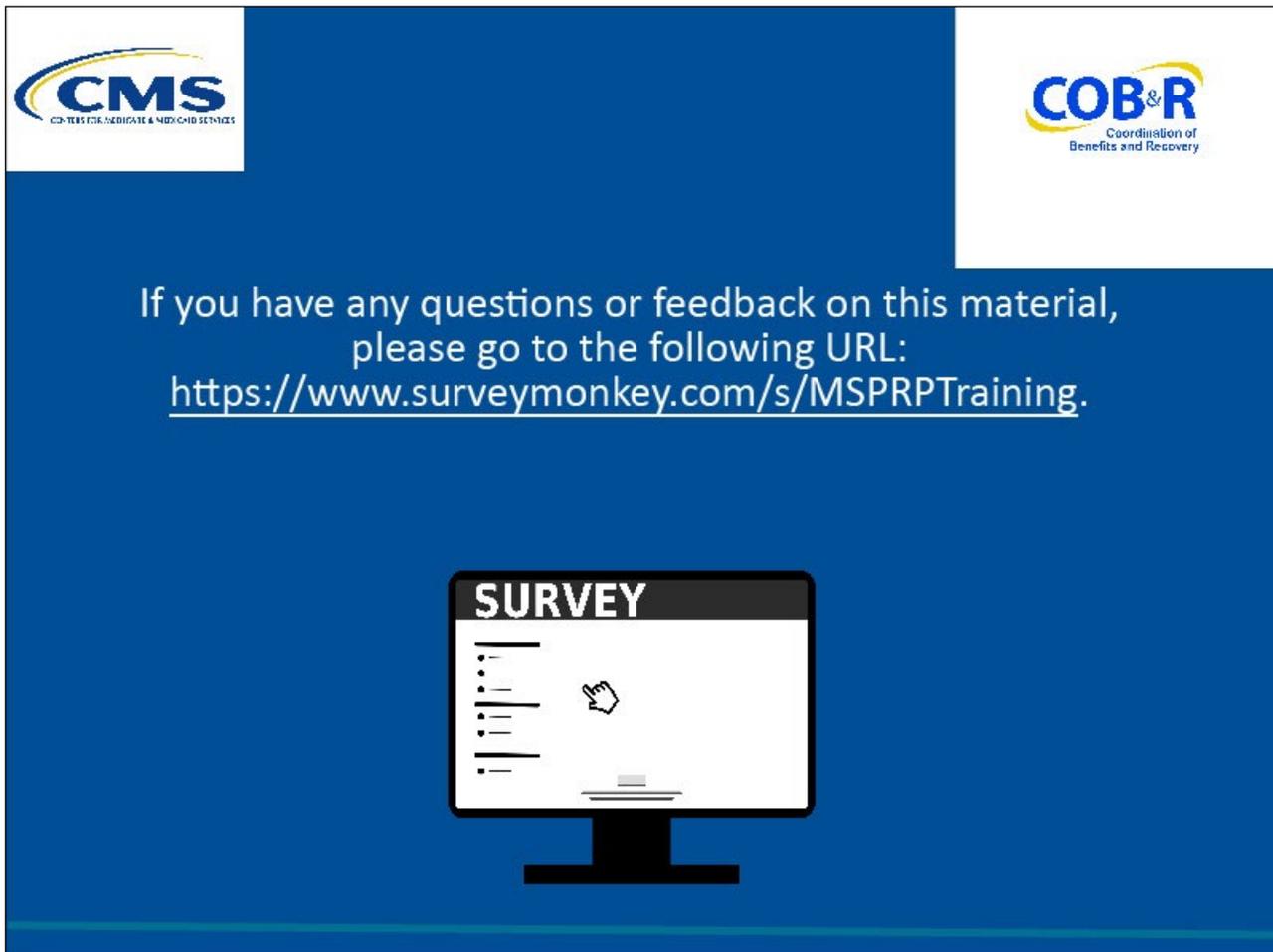
For general information on Medicare Secondary Payer Recovery, go to this URL: <http://go.cms.gov/cobro>.

**Slide notes**

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

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

**Slide 26 - of 26 - Survey**



The slide features a dark blue background. In the top left corner is the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner is the COB&R logo (Coordination of Benefits and Recovery). The central text reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/s/MSPRPTraining>." Below the text is an illustration of a computer monitor displaying a survey interface with the word "SURVEY" at the top, a list of items, and a hand cursor pointing to one of the items.

**Slide notes**

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