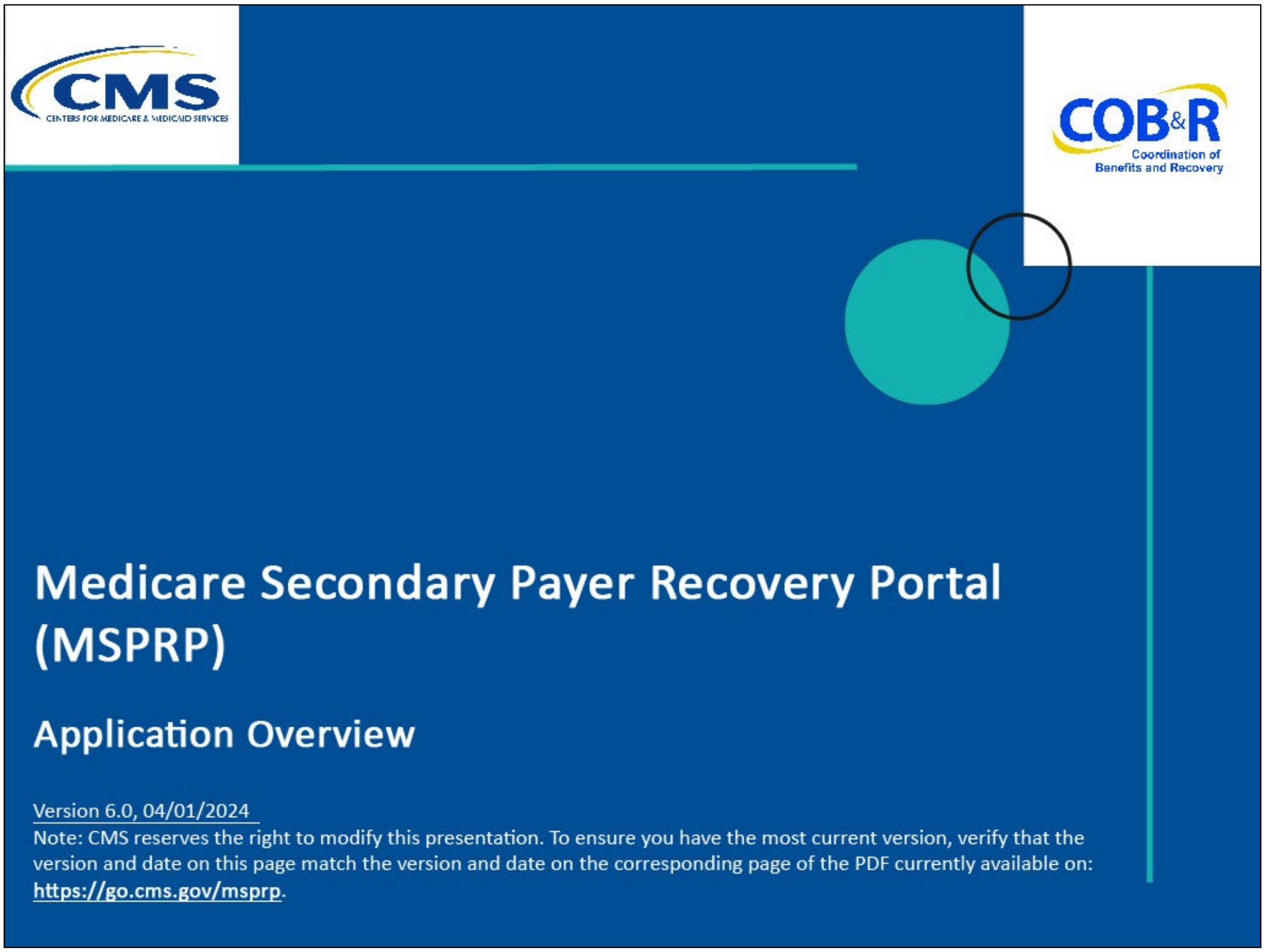
Application Overview

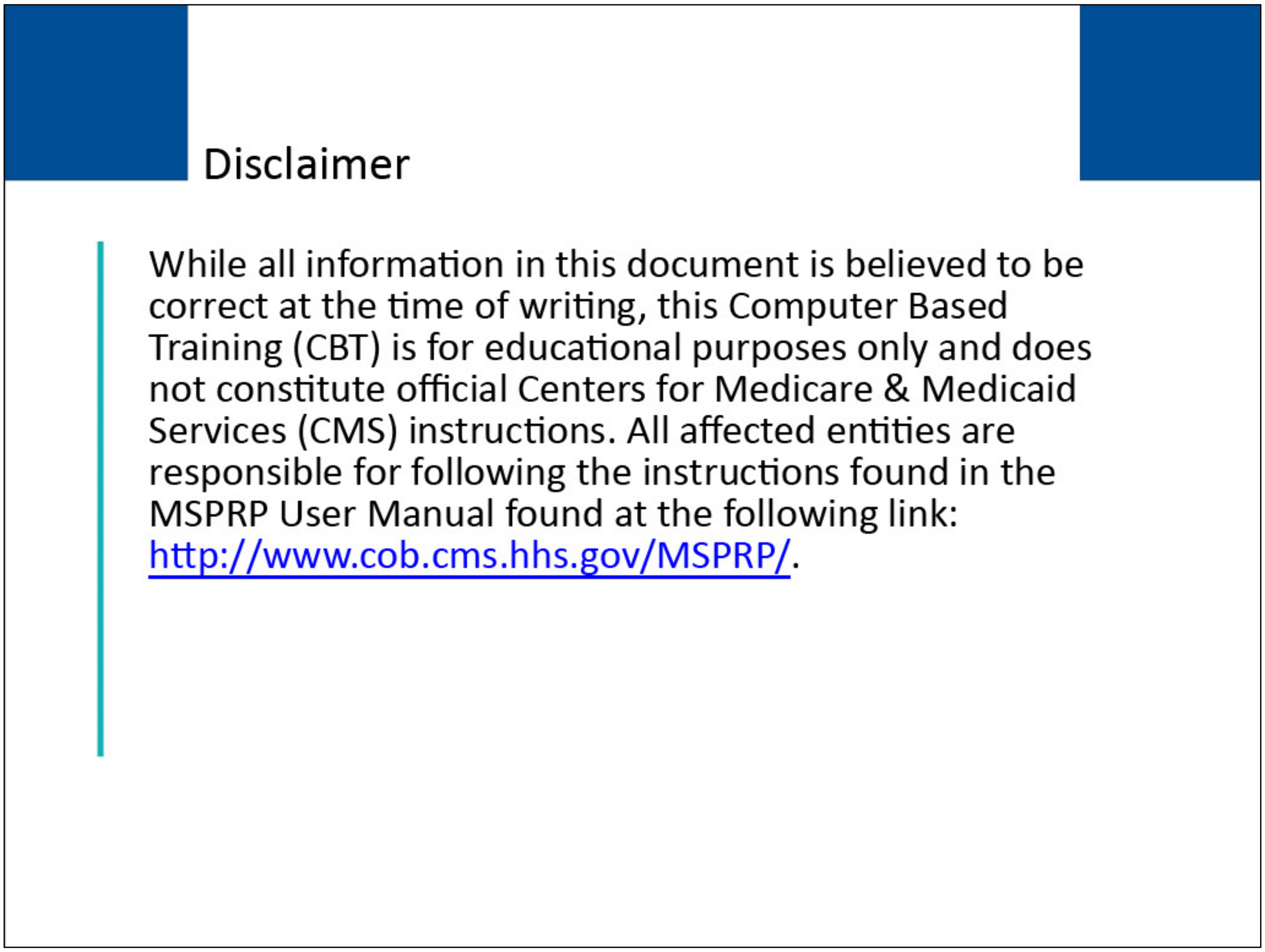
Slide 1 of 57 - Application Overview Introduction



Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Application Overview course.

Slide 2 of 57 - Disclaimer



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: [CMS MSPRP Website.](http://www.cob.cms.hhs.gov/MSPRP/)

Slide 3 of 57 - Course Overview

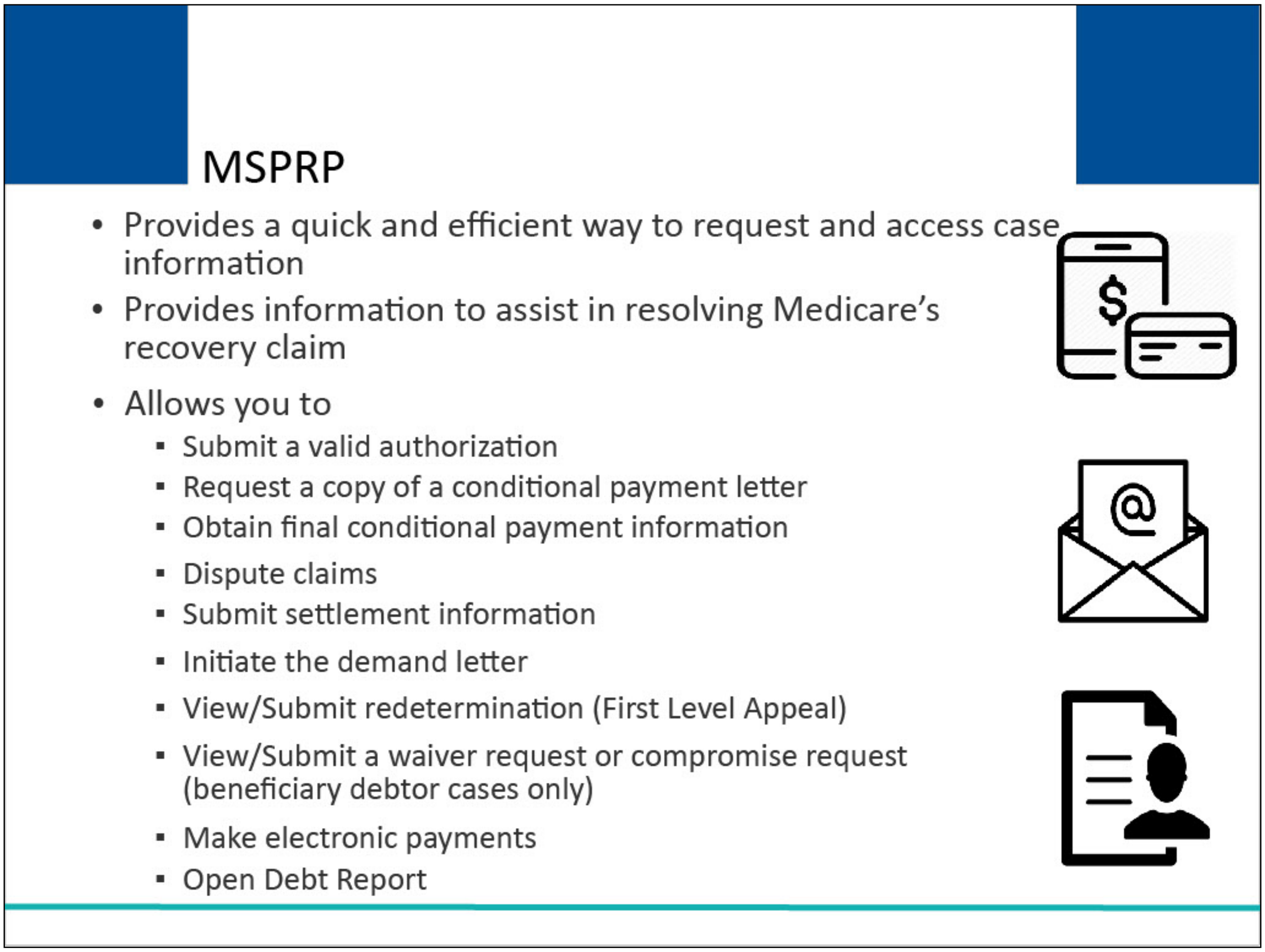
Course Overview

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

Slide notes

This course will provide an overview of the MSPRP including general navigation guidelines. It will also include information on how to search for a case and the Case Information page.

Slide 4 of 57 - MSPRP



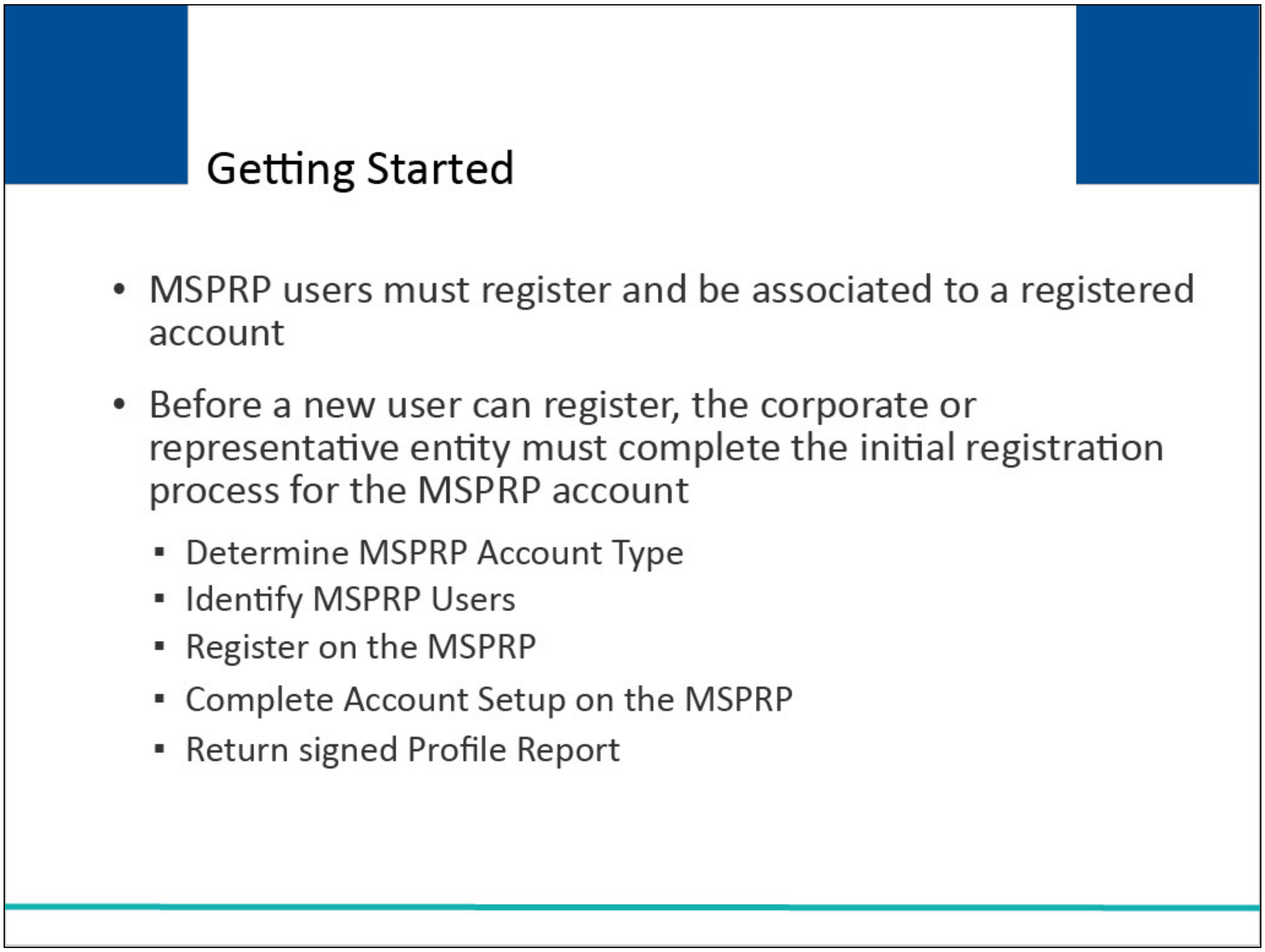
Slide notes

The MSPRP provides a quick and efficient way to request and access 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 a copy of the conditional payment letter, obtain final conditional payment information, dispute claims, submit settlement information, initiate the demand letter, view/submit redetermination (First Level Appeal), View/Submit waiver request or compromise request, make electronic payments, and view the Open Debt Report.

Note: Only those actions that are applicable to the case will be available. For example, waiver and compromise requests can only be submitted for beneficiary debtor cases.

Slide 5 of 57- Getting Started



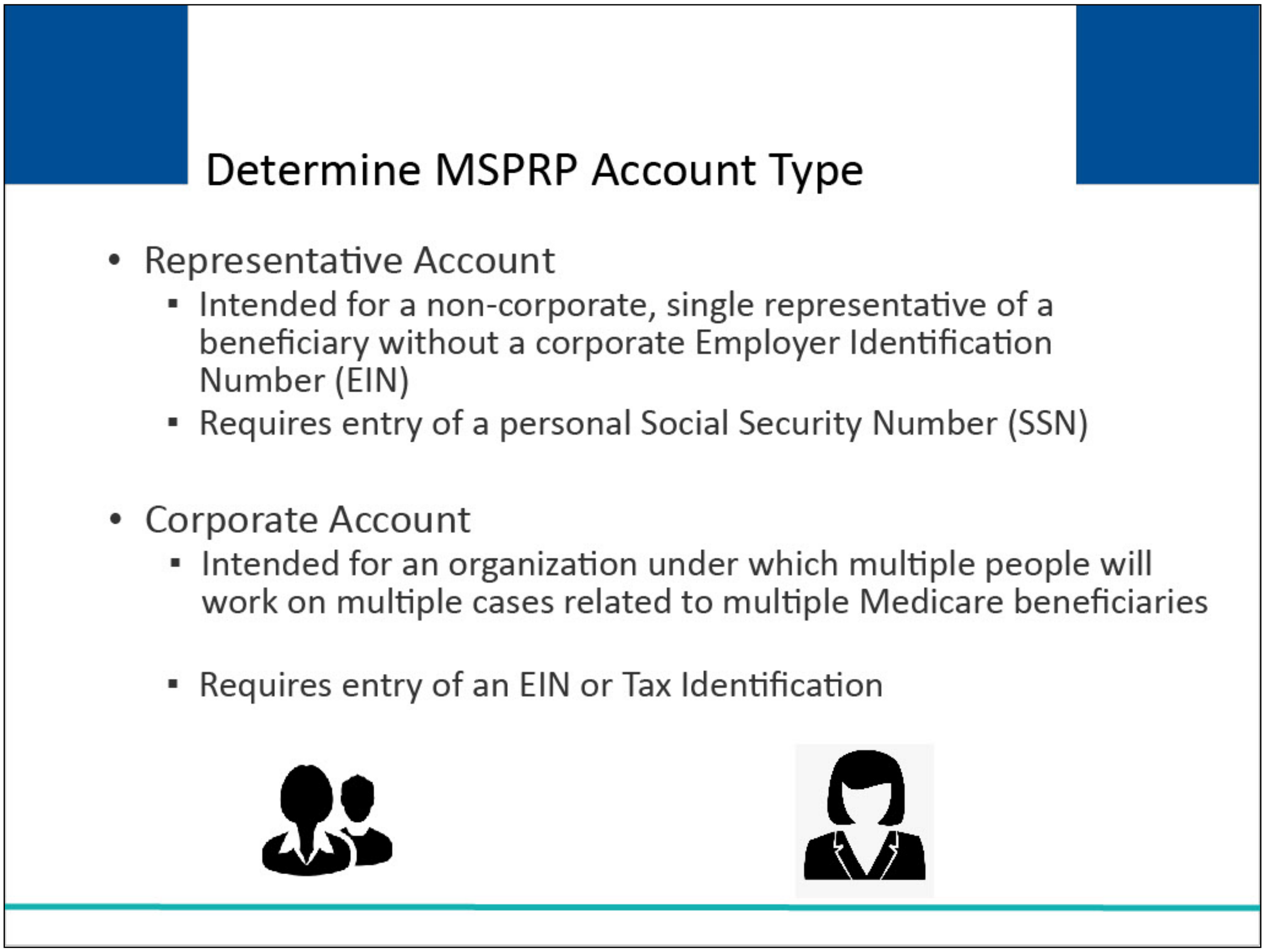
Slide notes

All users of the MSPRP, except for Medicare beneficiaries, must register and be associated to a registered account.

Before a new user can register, the corporate or representative entity must complete the initial registration process for the MSPRP account which involves the following steps:

- Determine MSPRP Account Type (Representative or Corporate)
- Identify MSPRP users
- Register on the MSPRP
- Complete Account Setup on the MSPRP
- Return Signed Profile Report

Slide 6 of 57 - Determine MSPRP Account Type



Slide notes

There are two types of MSPRP accounts, Representative and Corporate. Account types are mutually exclusive; you can only select one account type.

A representative account is intended for a non-corporate, single representative of a beneficiary without a corporate Employer Identification Number (EIN). This type of account allows you to work on multiple cases for multiple different beneficiaries.

You must provide your personal Social Security Number (SSN) to register for a representative account. Examples of a representative account include an attorney who is not part of a law firm or a member of the beneficiary’s family.

A corporate account is intended for an organization under which multiple people will work on multiple cases related to multiple Medicare beneficiaries.

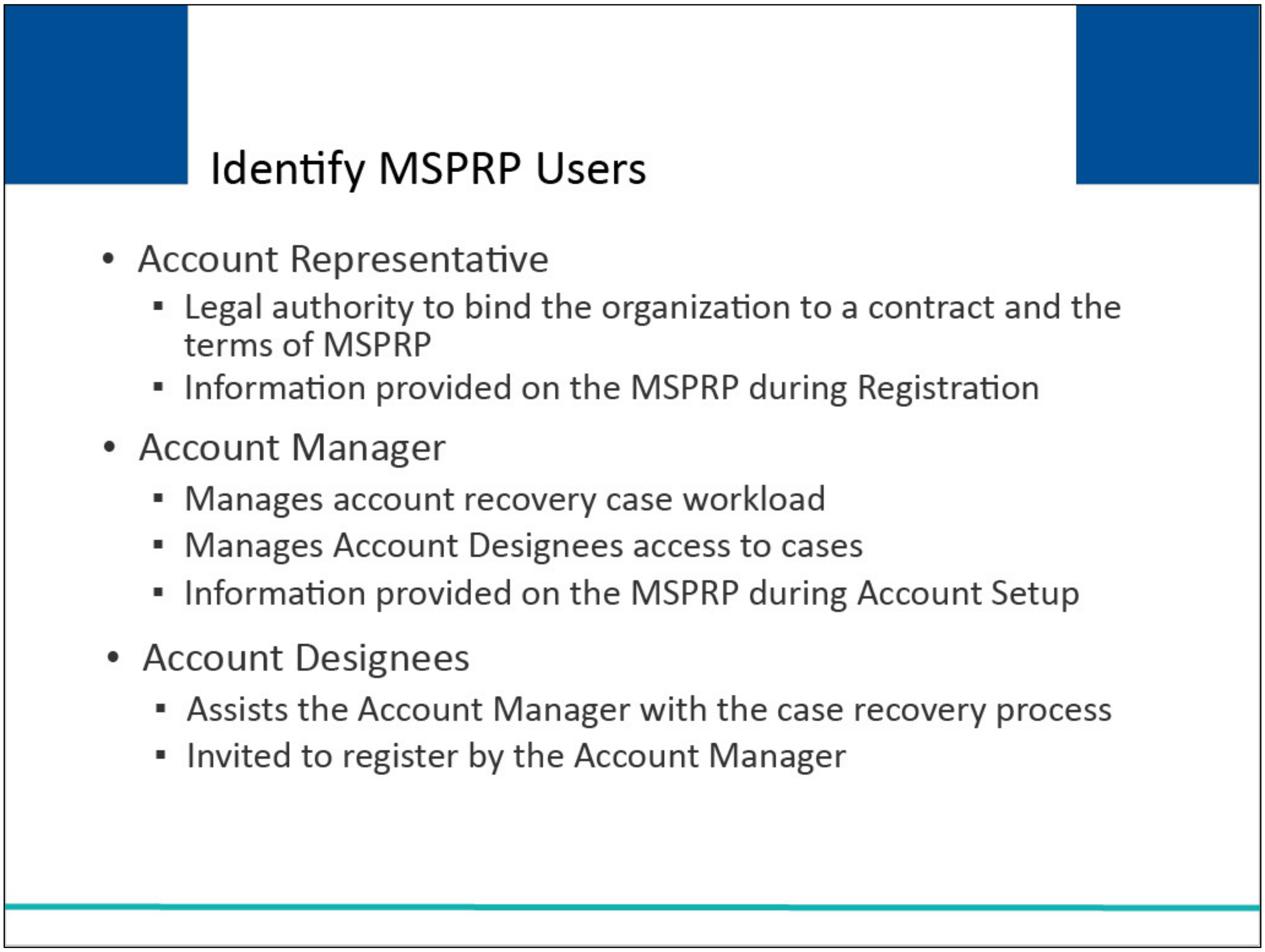
You must provide an EIN or Tax Identification Number (TIN) assigned to your organization by the Internal Revenue Service (IRS) to register for a corporate account.

Examples of a corporate account include a law firm with attorneys that represent beneficiaries, an insurer or self-insured entity, or a recovery agent that represents insurers or provides services to beneficiaries and/or their attorneys.

Note: Recovery agents may often wish to be invited as Account Designees under their clients' accounts, rather than or in addition to creating their own corporate account, depending on the circumstances.

The information you are required to submit during MSPRP registration and the way your account is validated depend on the type of account you choose.

Slide 7 of 57 - Identify MSPRP Users



Slide notes

The MSPRP permits multiple users per account. Each user is defined by one of three possible roles: Account Representative, Account Manager, and Account Designee.

The Account Representative is the individual in the organization who has the legal authority to bind the organization to a contract and the terms of MSPRP requirements.

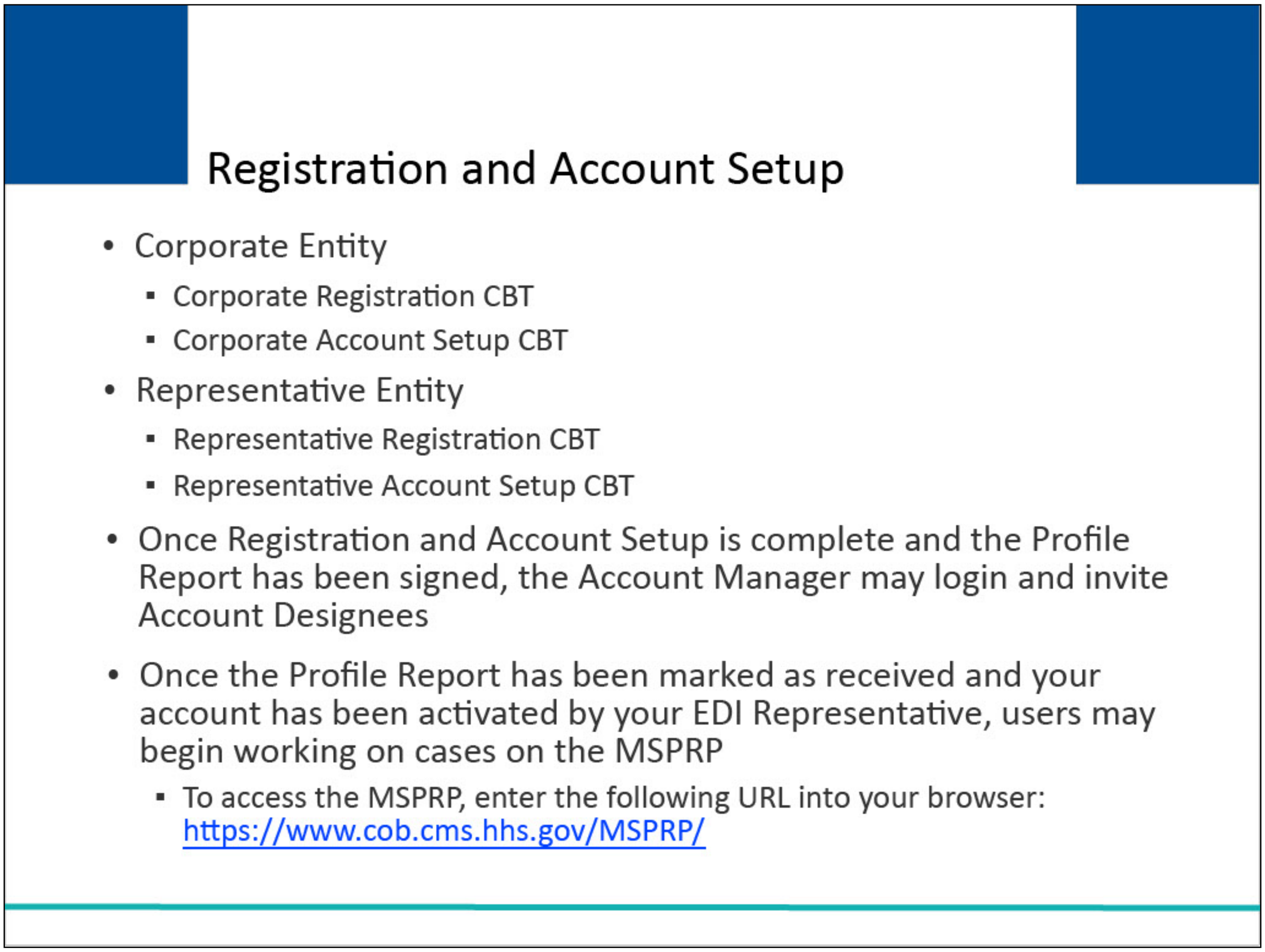
The Account Representative information will be provided on the MSPRP during Registration. Each MSPRP account can only have one Account Representative.

The Account Manager manages your account recovery case workload and Account Designees access to those cases. The Account Manager information will be provided on the MSPRP during Account Setup. Each MSPRP account can only have one Account Manager.

Account Designees assist the Account Manager with the case recovery process. Your Account Manager may, but is not required to, invite individuals to register as an Account Designee and become users of the MSPRP associated with your account.

The Account Designee information is provided by the Account Manager. Each MSPRP account may have up to 200 Account Designees per corporate account.

Slide 8 of 57 - Registration and Account Setup



Slide notes

If you plan to register as a corporate entity, see the Corporate Registration and Corporate Account Setup CBTs for additional information.

If you plan to register as a representative entity, review the Representative Registration and Representative Account Setup CBTs for additional information.

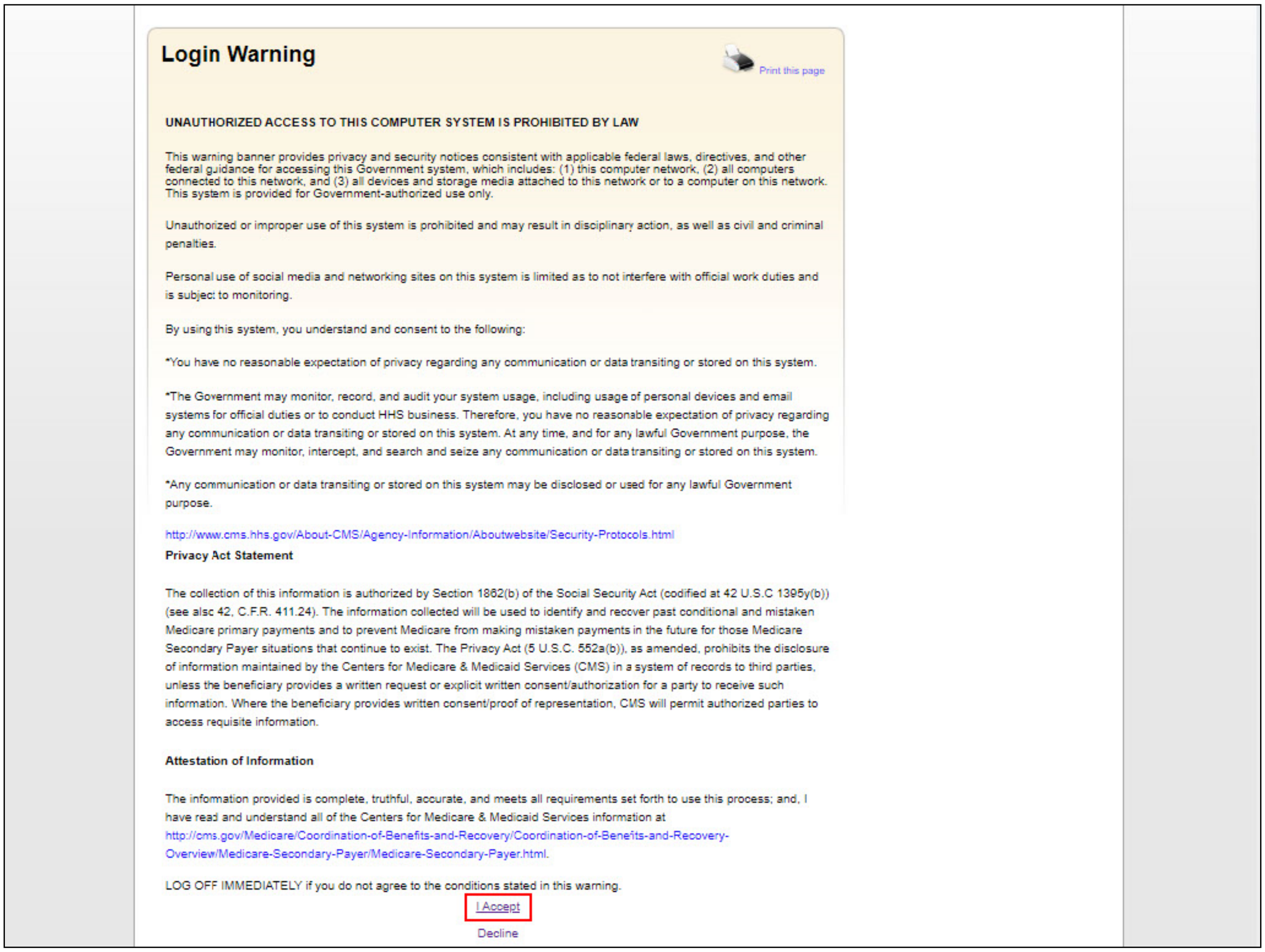
Once Registration and Account Setup have been completed and the Profile Report has been signed and returned to your Electronic Interchange Department (EDI) Representative, the Account Manager may login and invite Account Designees.

Once your Profile Report has been marked as received and your account has been activated by your EDI Representative, you may begin working on cases using the MSPRP.

To access the MSPRP, enter the following URL into your web browser: CMS MSPRP Website.

Note: To limit the number of cases submitted in error, beneficiaries, insurers, and authorized representatives now have the ability to close and permanently remove a case from their account that was reported in error.

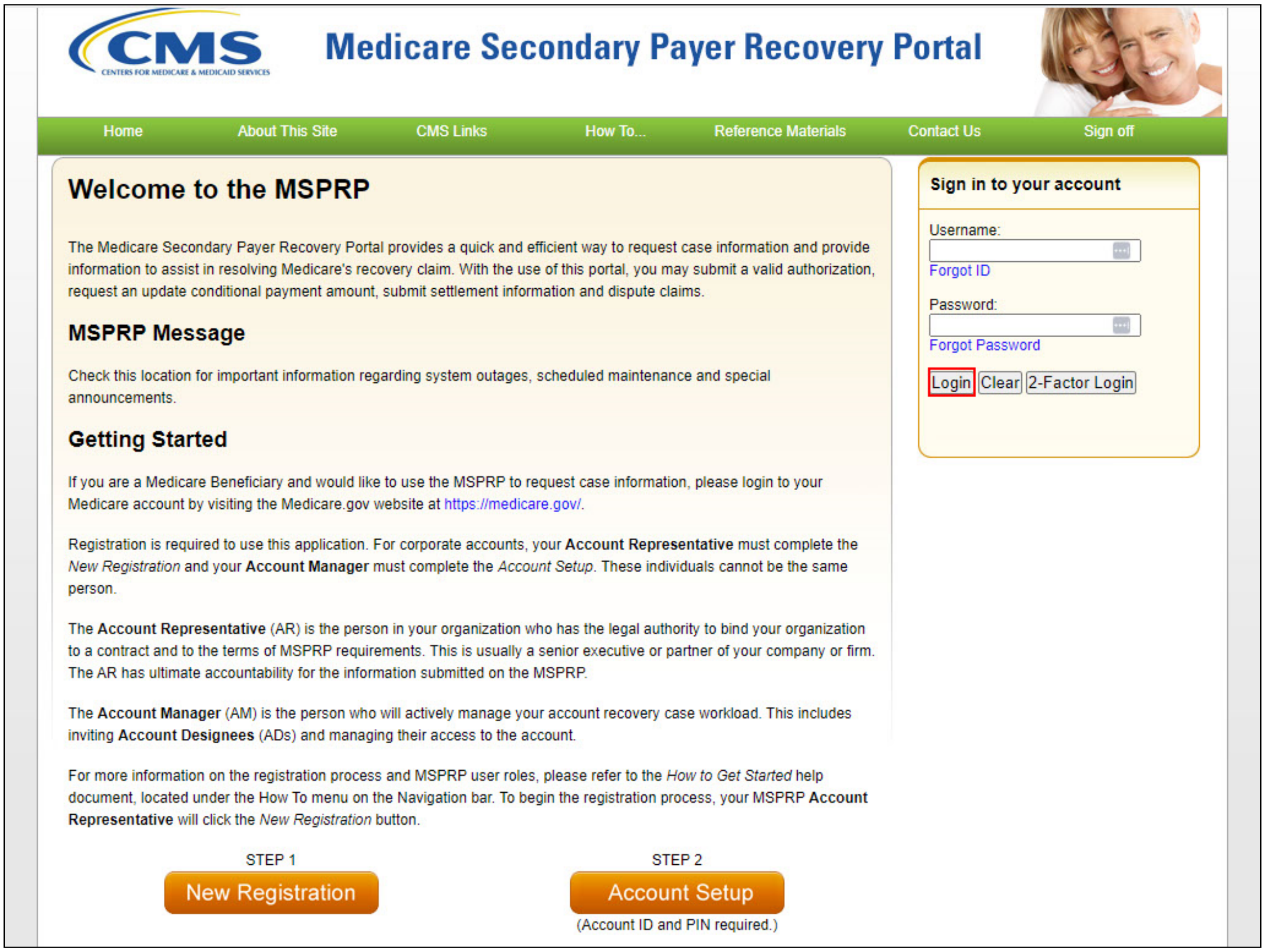
Slide 9 of 57- Login Warning Page



Slide notes

Each time you enter the MSPRP, the Login Warning page will appear. After reviewing the information, click I Accept to continue to the Welcome/Login page.

Slide 10 of 57- Welcome to the MSPRP/Login Page



Slide notes

If you have previously used the MSPRP, select login to access the cases you need to review.

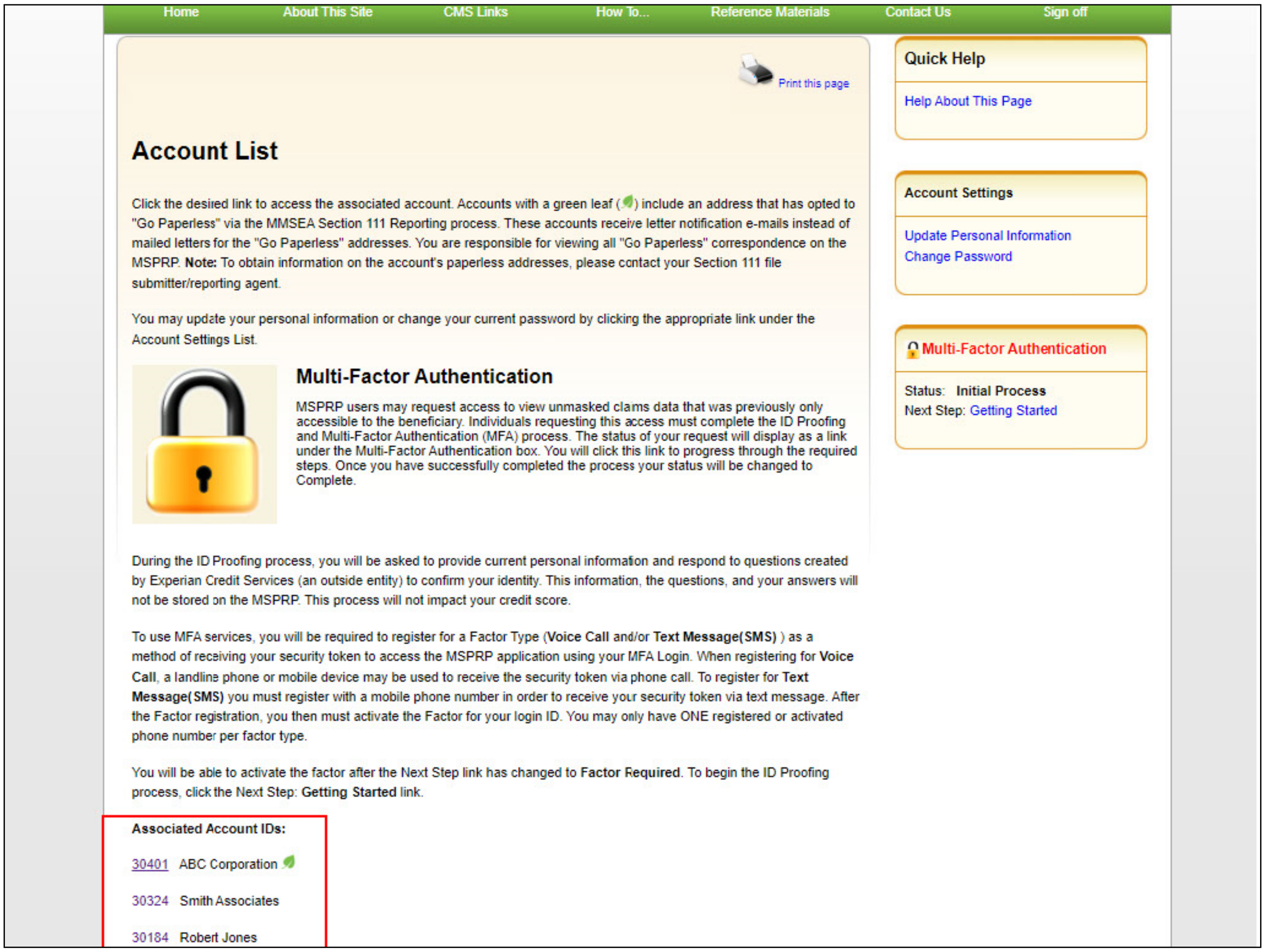
Registration is required to use this application. For corporate accounts, your Account Representative must complete Step 1: New Registration (PIN Request), and your Account Manager must complete Step 2: Account Setup. These individuals cannot be the same person.

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 Representative will click the New Registration button.

Slide 11 of 57- Account List Page



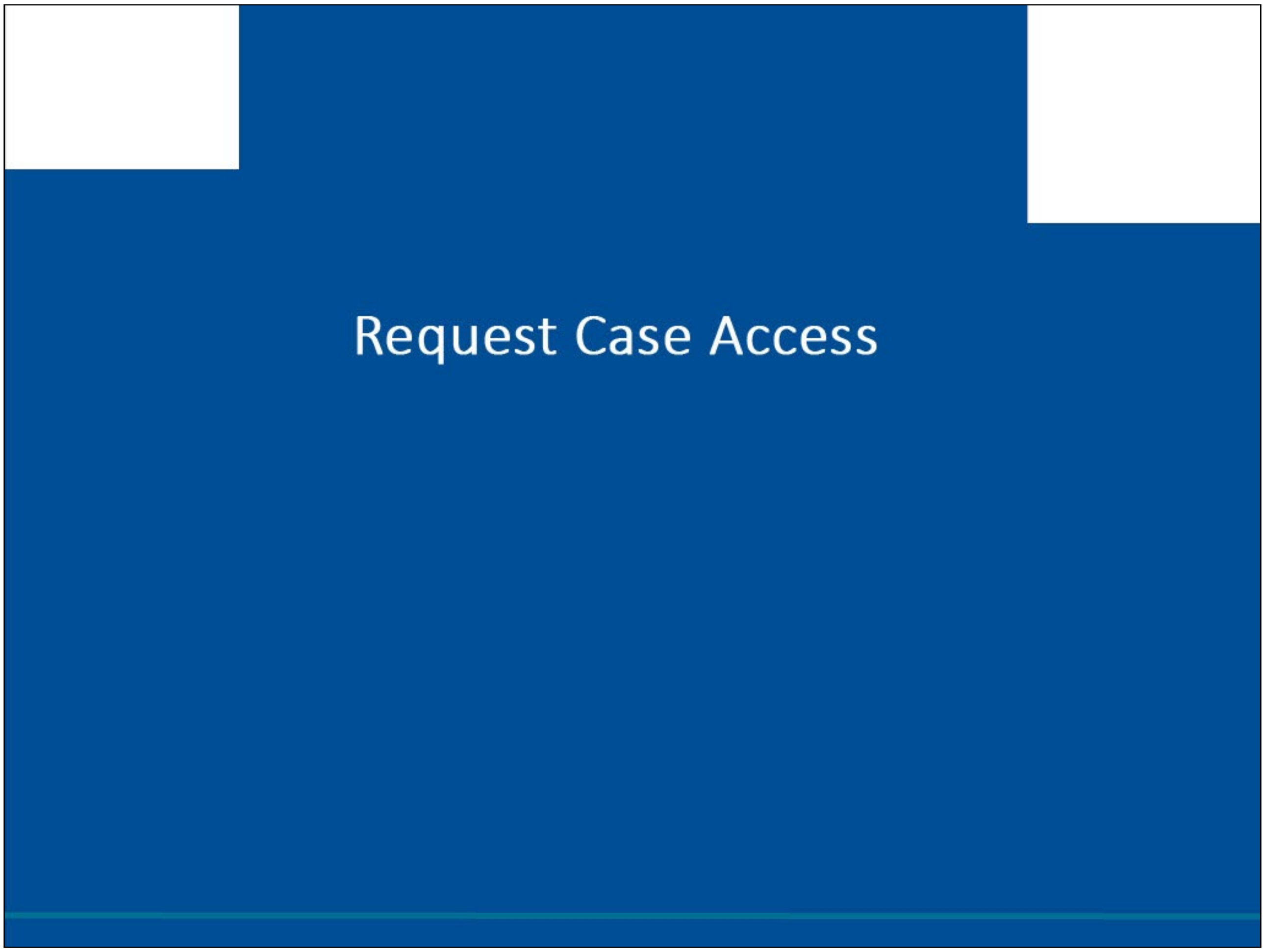
Slide notes

To access an MSPRP account, the Account Manager must first successfully login to the MSPRP application. After a successful login, the Account List page will appear. Click the desired link to access the associated account.

Note: 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 pages. Additionally, this icon appears next to the case ID on the Case Information page if the MSPRP account is currently receiving letter notification emails instead of mailed letters for the case.

Additionally, MSPRP users who are registered for both the MSPRP and CRCP systems can now initiate the ID proofing process on one application and then continue the process on the other. Once ID proofing is completed in one, users are automatically ID proofed in the other. Additionally, now that both applications support MFA and ID proofing, related references associated with only MSPRP have been changed to the more generic reference COBSW.

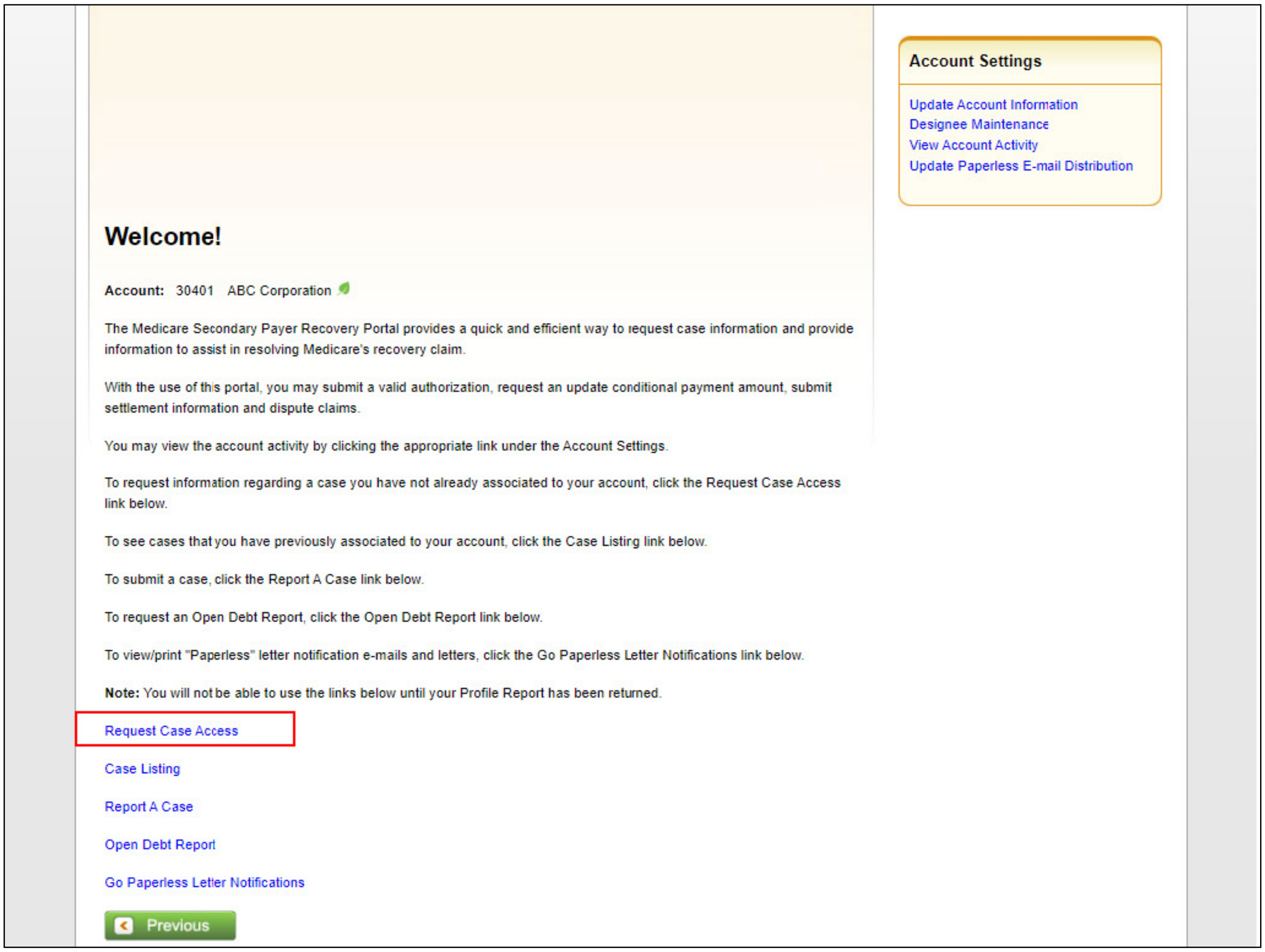
Slide 12 of 57 - Request Case Access



Slide notes

The following section will explain how to Request Case Access.

Slide 13 of 57- Welcome! Page



Slide notes

Once the MSPRP Welcome! page appears, you will see the following links: Request Case Access, Case Listing, and Report A Case. Account Managers will also have access to the Open Debt Report and Go Paperless Letter Notifications links.

Request Case Access is used to associate a case to the MSPRP account.

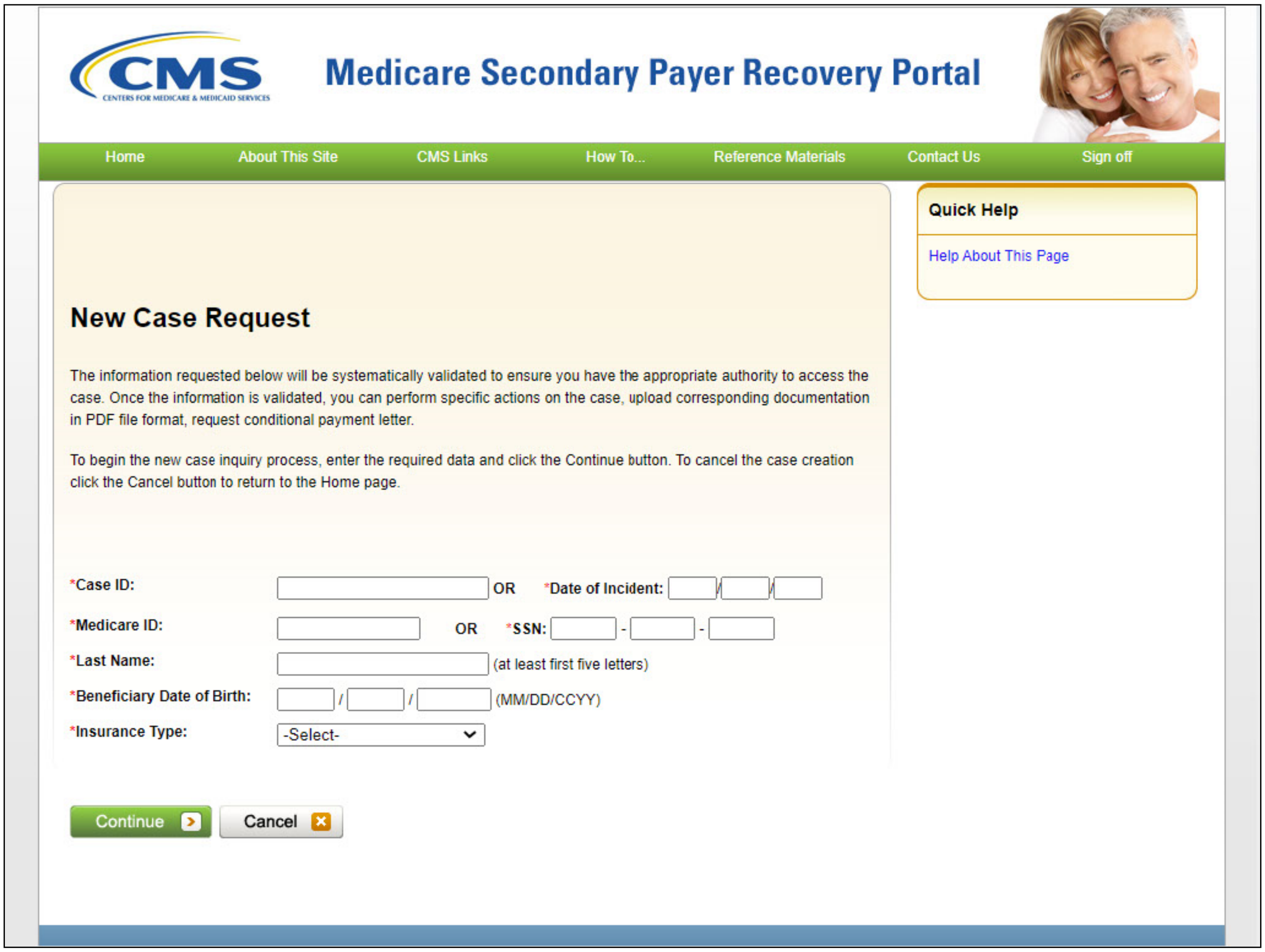
You must always perform this step to link a case to your MSPRP account for the first time. Case Listing is used to view all cases that have been previously associated/linked to your MSPRP account. If you are approaching settlement on a case that is not yet available on the MSPRP and you wish to initiate the Final Conditional Payment process, you can add this case using the Report a Case link found on this page.

The Open Debt Report page displays a nightly-refreshed, on-demand report showing the status for open debts for Non-Group Health Plans (NGHP) insurer-debtor cases. This report is only available to Account Managers.

The Go Paperless Letter Notifications page allows Account Managers (AMs) and Account Designees (ADs) to easily see when an account is associated with at least one address that has opted in to Go

Paperless (i.e., opted to receive letter notifications electronically instead of by mail); view letter notification emails and letters for Go Paperless, and update the email distribution list for Go Paperless (AMs only).

Slide 14 of 57 - New Case Request Page



Slide notes

When the Request Case Access link is selected, the New Case Request page will appear. Fields noted with a red asterisk are required.

MSPRP pages may include the following buttons: [Continue] and [Cancel].

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, enter the Case ID (Case Identification), the Beneficiary's Medicare ID, the Beneficiary's Last Name, and the Beneficiary's Date of Birth.

If the Beneficiary's Medicare ID is not known, the Beneficiary's Social Security Number (SSN) may be entered instead of the Medicare ID.

After entering this information, click [Continue].

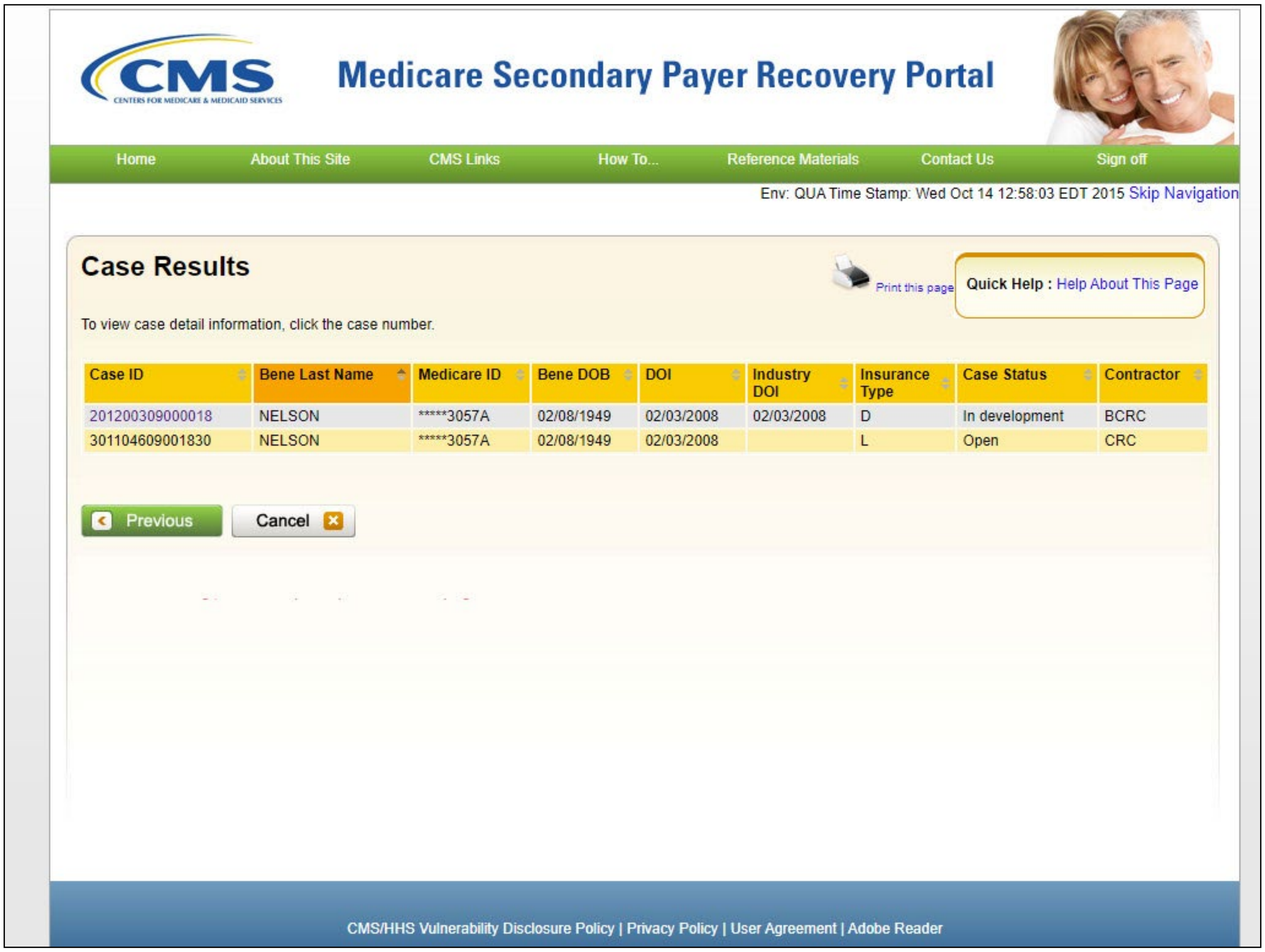
If the case is not located, a message stating, 'No Matching Case Record Found based upon the information provided' will appear. Note: The following cases will not be available on the MSPRP:

- Cases referred to CMS
- Cases referred to Department of Justice
- 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 link shown here: WCMAP Webpage.

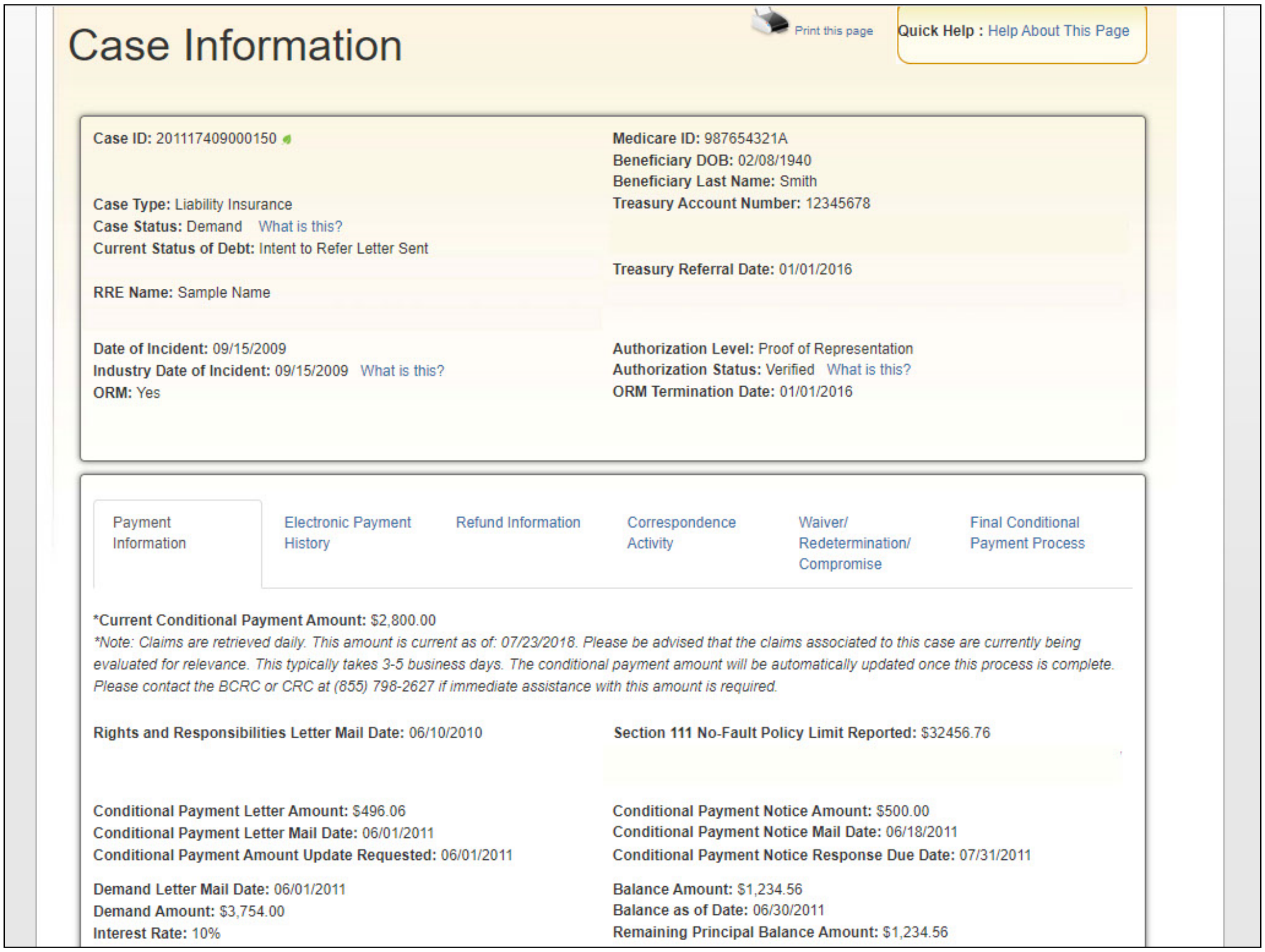
Slide 15 of 57 - Case Results Page



Slide notes

When results are found in the system, they will appear on the Case Results page. To view case specific information, click the case ID link.

Slide 16 of 57 - Case Information Page



Slide notes

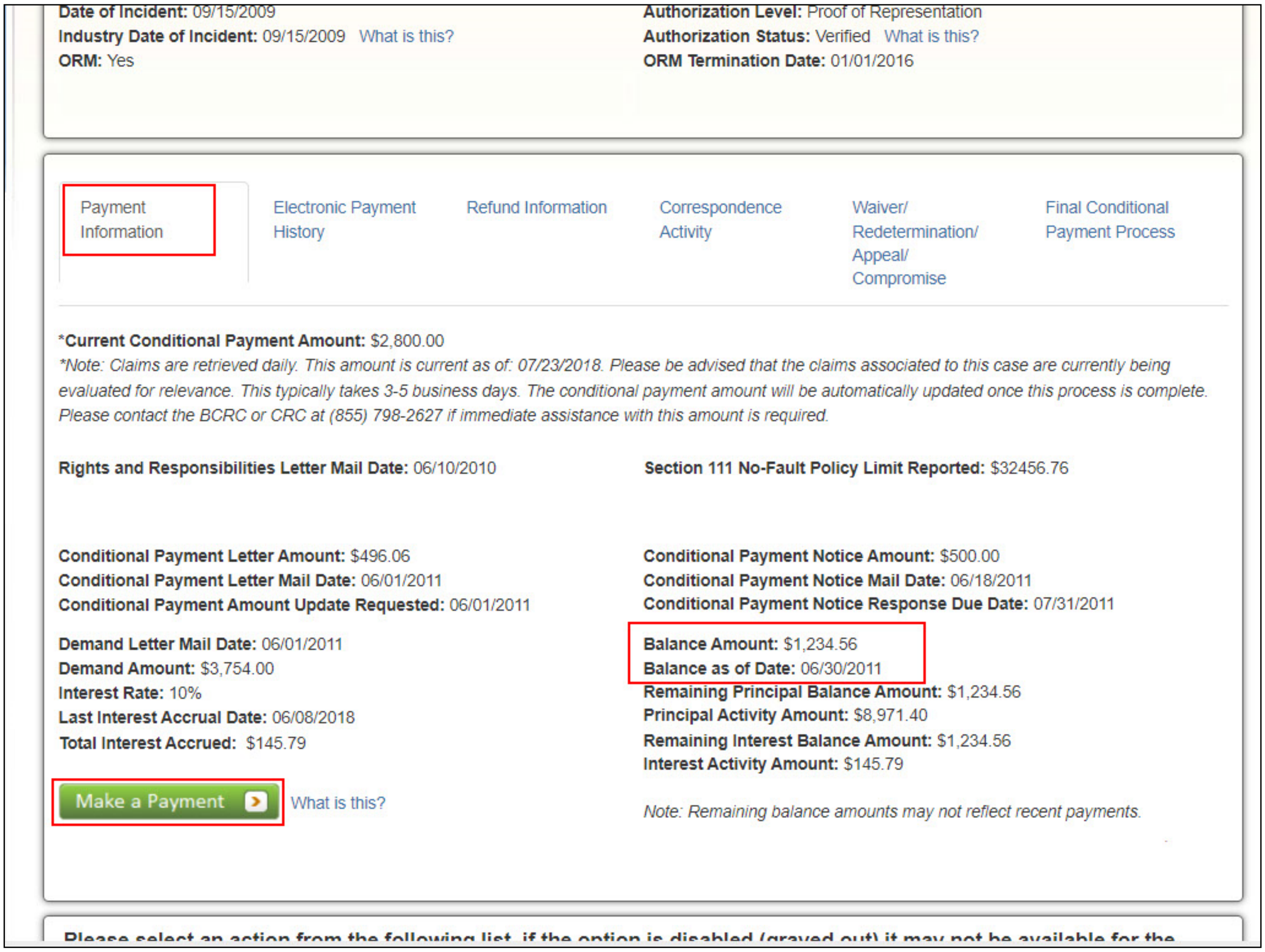
The Case Information page will appear.

The top-half of this page allows you to view information related to the case, such as:

- Case ID
- 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, or Closed)
- Current Status of Incident
- Date of Incident
- Industry Date of Incident
- The beneficiary's Medicare ID, Date of Birth, and Last Name will display.
- Treasury Account Number, Treasury Referral Date, the Authorization Level (i.e., Beneficiary Proof of Representation, Beneficiary Consent to Release, or Recovery Agent Authorization) and the Authorization Status (Verified, Unverified, or Invalid) are also displayed.

Note: The field, Treasury Account Number (i.e., the unique Department of Treasury Federal Agency ID assigned to a debt), was added to the Case Information page to assist Non-Group Health Plan (NGHP) debtors when they discuss their debt with Treasury.

Slide 17 of 57 - Case Information - Payment Information Tab

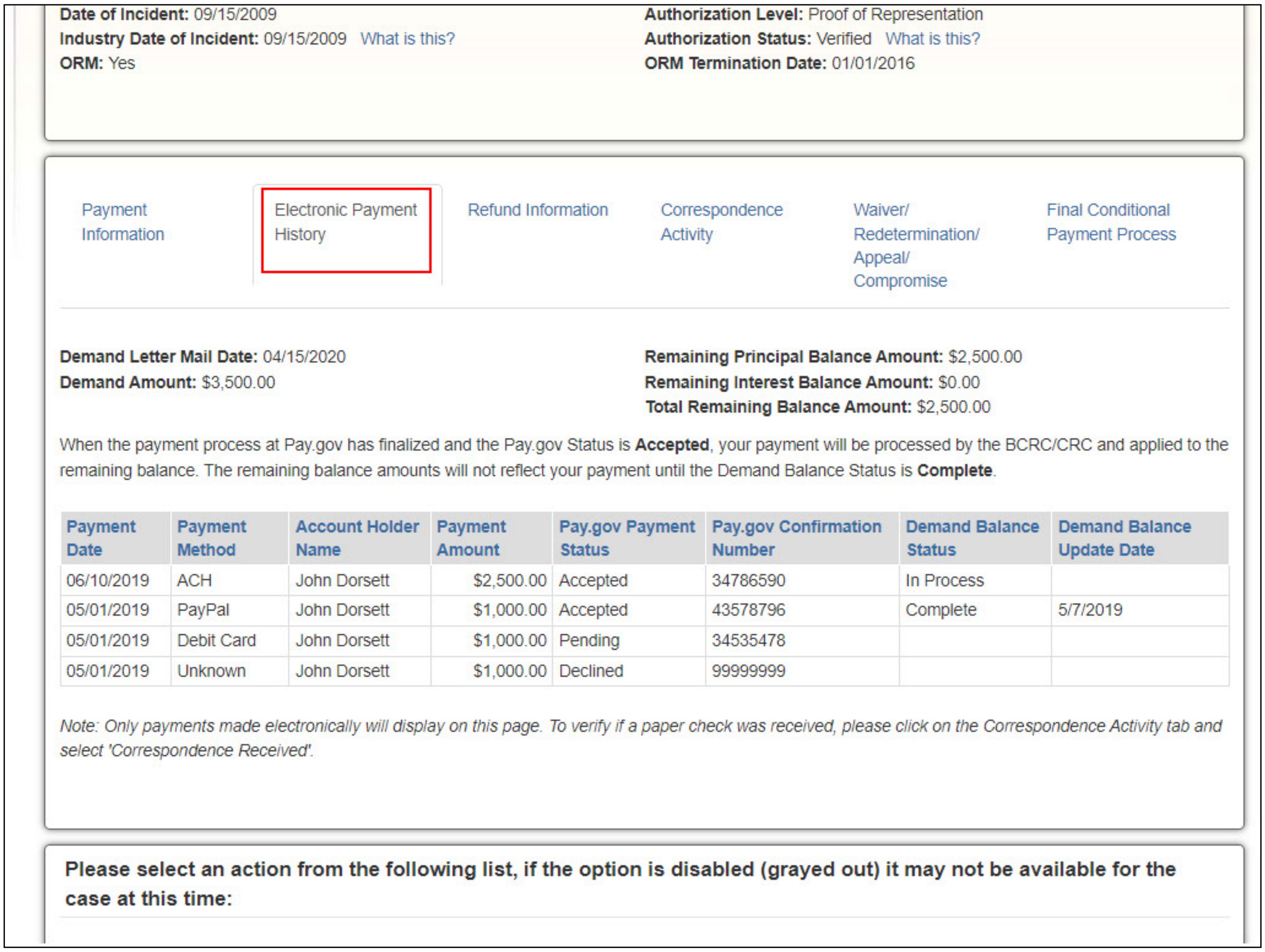


Slide notes

On the middle portion of the Case Information page, several tabs appear. The Payment Information tab is the default and will display each time the Case Information page is accessed. The Payment Information tab will display.

When there is a balance, the Balance Amount and Balance as of Date as well as the Remaining Principal Balance Amount and Remaining Interest Balance Amount. You also have 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 18 of 57 - Case Information - Electronic Payment History Tab



Date of Incident: 09/15/2009
Industry Date of Incident: 09/15/2009 What is this?
ORM: Yes

Authorization Level: Proof of Representation
Authorization Status: Verified What is this?
ORM Termination Date: 01/01/2016

Payment Information | Electronic Payment History | Refund Information | Correspondence Activity | Waiver/ Redetermination/ Appeal/ Compromise | Final Conditional Payment Process

Demand Letter Mail Date: 04/15/2020
Demand Amount: $3,500.00

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

When the payment process at Pay.gov has finalized and the Pay.gov Status is **Accepted**, your payment will be processed by the BCRC/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	John Dorsett	$2,500.00	Accepted	34786590	In Process	
05/01/2019	PayPal	John Dorsett	$1,000.00	Accepted	43578796	Complete	5/7/2019
05/01/2019	Debit Card	John Dorsett	$1,000.00	Pending	34535478		
05/01/2019	Unknown	John Dorsett	$1,000.00	Declined	99999999		

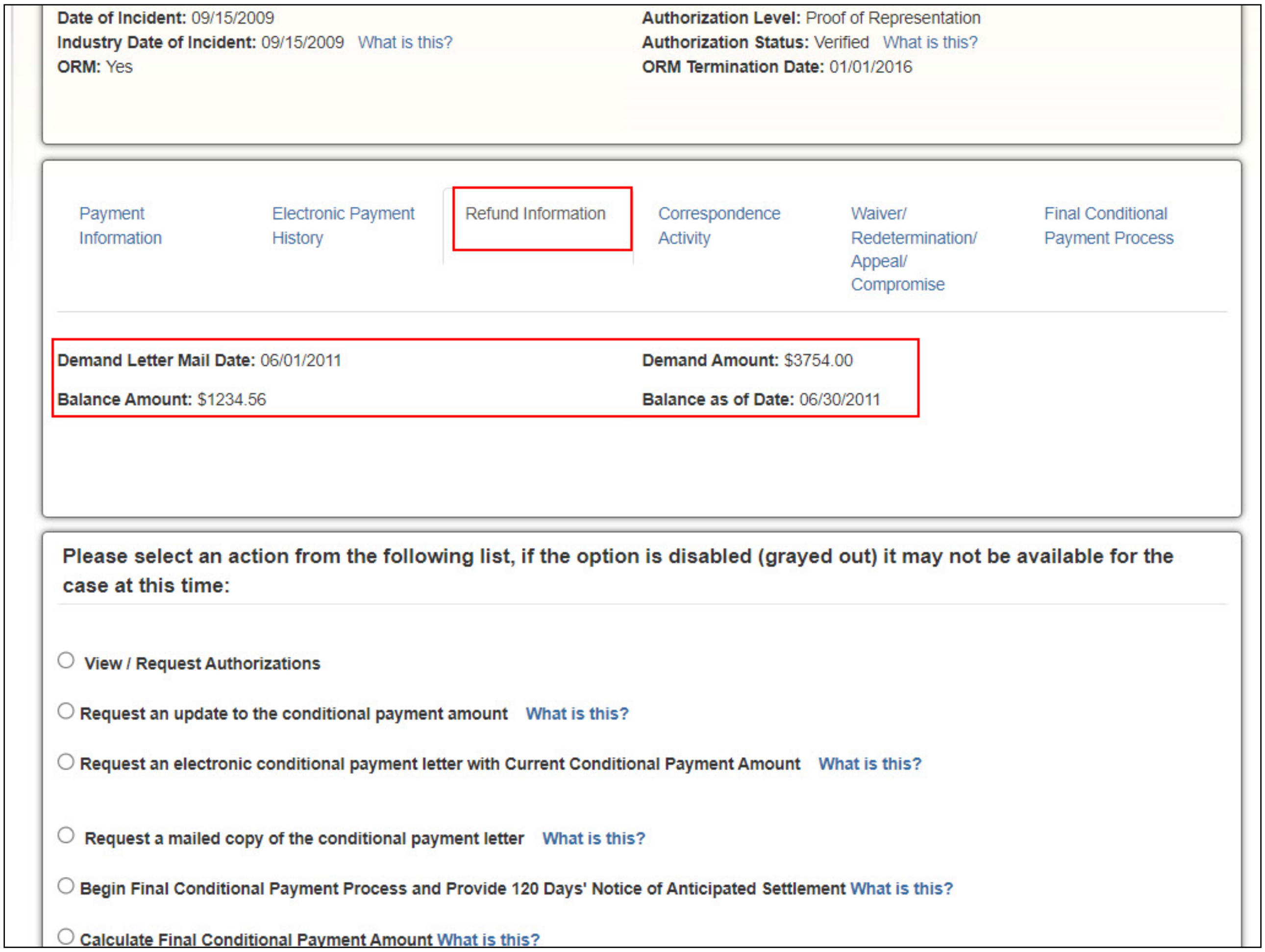
Note: Only payments made electronically will display on this page. To verify if a paper check was received, please click on the Correspondence Activity tab and select 'Correspondence Received'.

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:

Slide notes

The Electronic Payment History tab lists payment history detail for electronic payments submitted through the MSPRP on Pay.gov. It only displays when there is electronic payment data for the case.

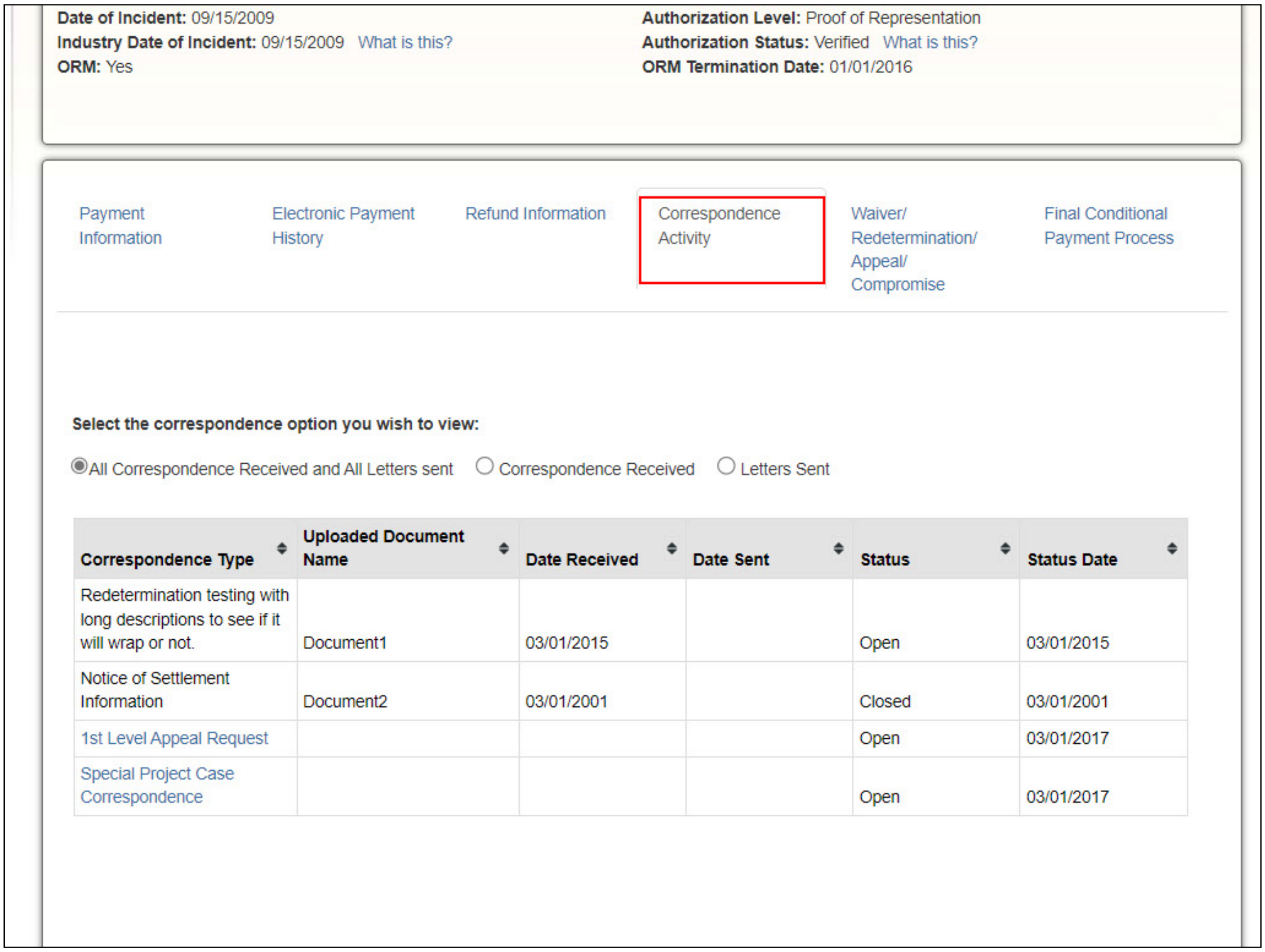
Slide 19 of 57 -Case Information - Refund Information Tab



Slide notes

If there is a refund on the case, the Demand Letter Mail Date, Demand Amount, Balance Amount, and Balance as of Date can be viewed on the "Refund Information" tab.

Slide 20 of 57 - Case Information - Letter Activity Tab



Date of Incident: 09/15/2009
Industry Date of Incident: 09/15/2009 What is this?
ORM: Yes
Authorization Level: Proof of Representation
Authorization Status: Verified What is this?
ORM Termination Date: 01/01/2016

Payment Information | Electronic Payment History | Refund Information | Correspondence Activity | Waiver/ Redetermination/ Appeal/ Compromise | Final Conditional Payment Process

Select the correspondence option you wish to view:

All Correspondence Received and All Letters sent | Correspondence Received | Letters Sent

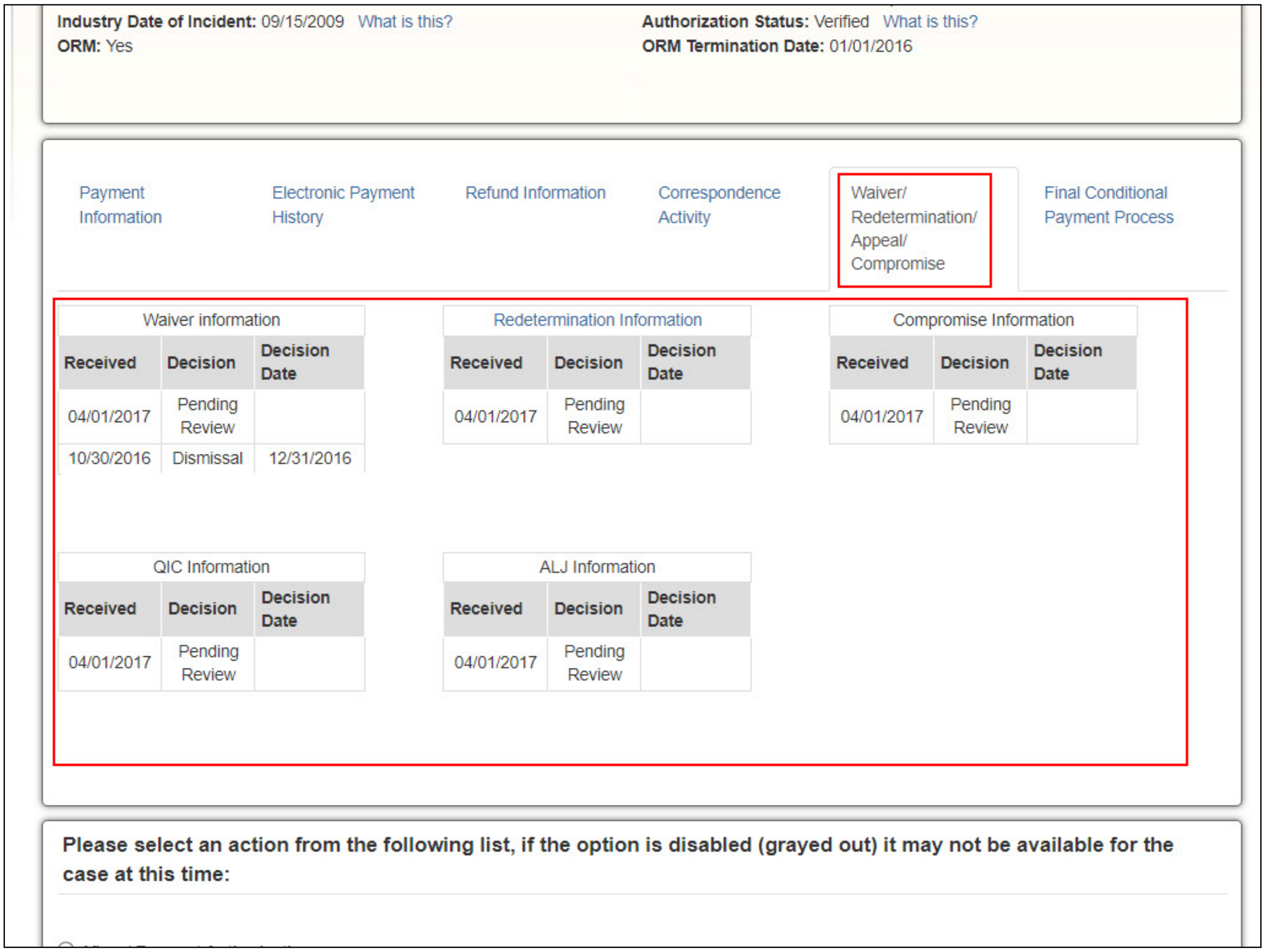
Correspondence Type	Uploaded Document Name	Date Received	Date Sent	Status	Status Date
Redetermination testing with long descriptions to see if it will wrap or not.	Document1	03/01/2015		Open	03/01/2015
Notice of Settlement Information	Document2	03/01/2001		Closed	03/01/2001
1st Level Appeal Request				Open	03/01/2017
Special Project Case Correspondence				Open	03/01/2017

Slide notes

The Correspondence Activity tab displays a listing of all correspondence that has been sent or received for the case.

To view outgoing letters on the Correspondence Activity tab, users must have logged in with multi-factor authentication (MFA) and have a verified authorization, which has been either a beneficiary Proof of Representation (POR) or a Recovery Agent Authorization. With this release, the list of allowed authorizations now includes Consent to Release (CTR) authorizations.

Slide 21 of 57 - Case Information - Waiver/ Redetermination/Appeal/Compromise Tab



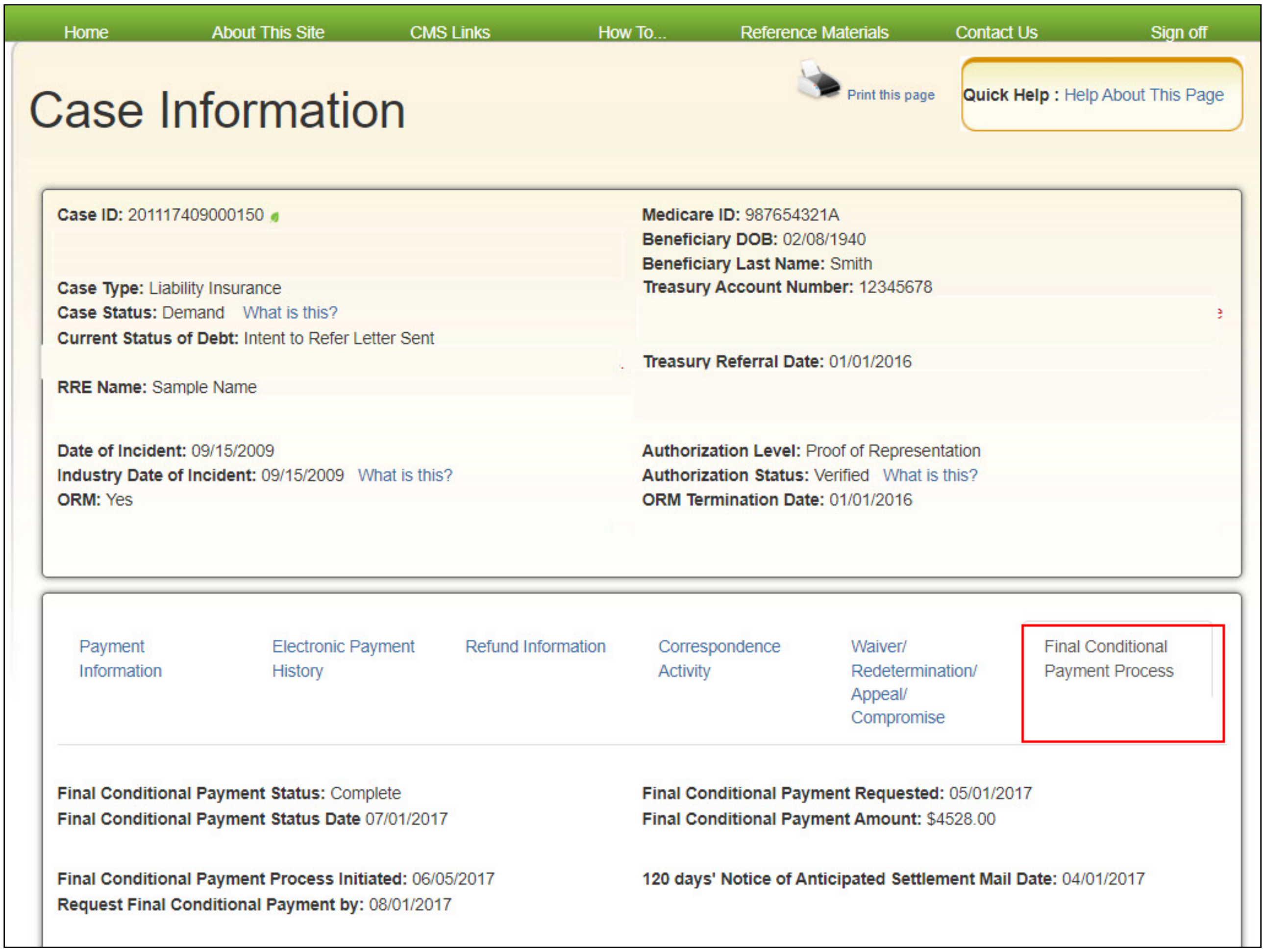
Slide notes

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

Note: A new section has been added to display QIC or ALJ Appeal Information. The new section will display similar to the existing Redetermination Information content and will include fields to provide data for the following QIC or ALJ information:

- Determination Received
- Determination Decision
- Determination Decision Date

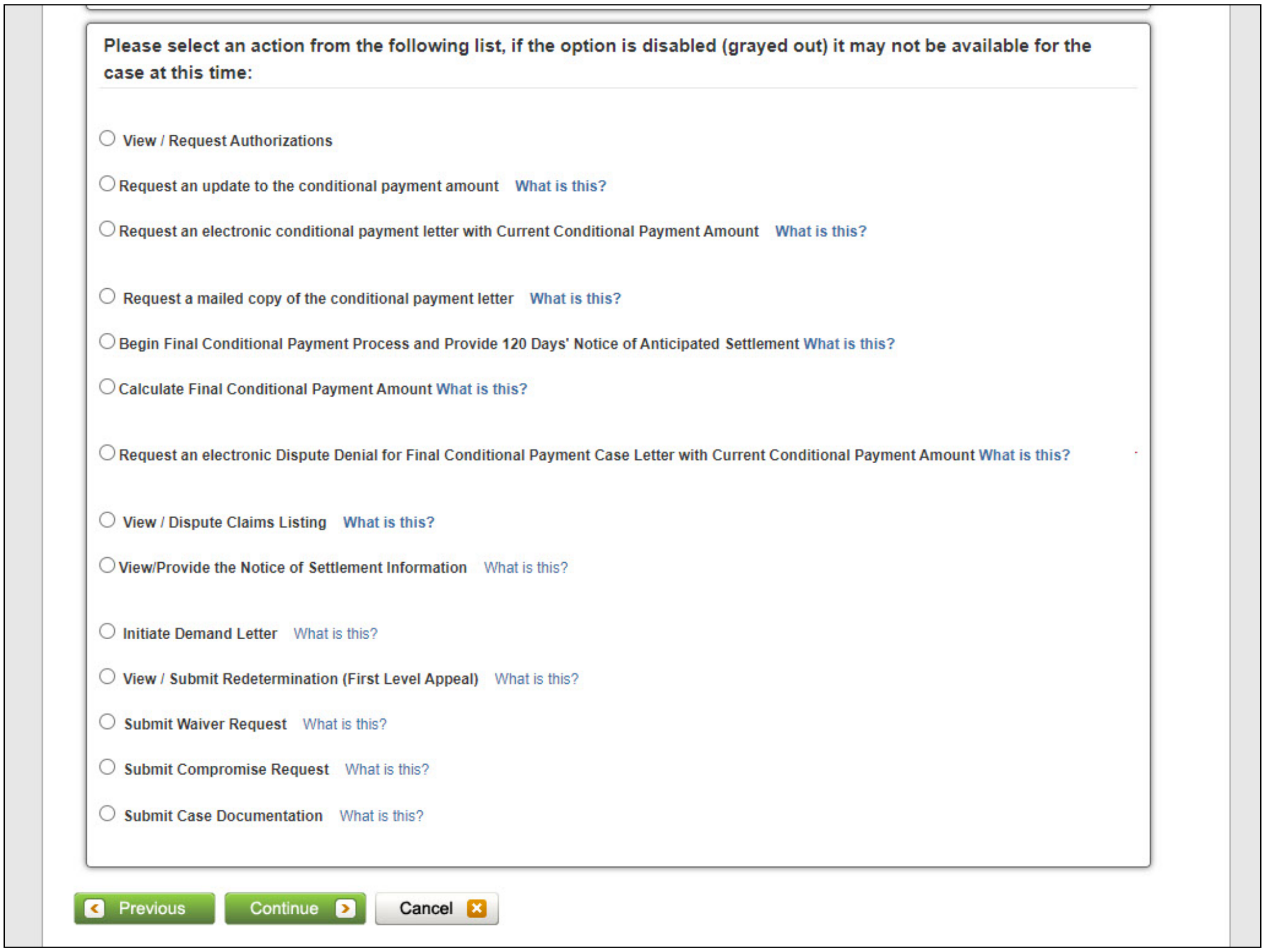
Slide 22 of 57 - Case Information - Final Conditional Payment Tab



Slide notes

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

Slide 23 of 57 - Case Information - Case Actions



Slide notes

The bottom portion of the Case Information page identifies various actions that can be taken on a case. Note: Only actions that are applicable to the case will appear.

For example, a recovery case initiated by the Commercial Repayment Center (CRC) based on an insurer’s or workers’ compensation entity’s ongoing responsibility for medicals (ORM) will not involve a settlement.

For these cases, the request a copy of the conditional payment letter (CPL) and provide notice of settlement information actions will not appear.

The View/Request Authorization (Beneficiary Proof of Representation (POR), or Beneficiary Consent to Release (CTR) or Recovery Agent Authorization) action is used to view authorizations already associated with the case or to submit new authorization requests.

The Request an electronic conditional payment letter with Current Conditional Payment Amount action allows you to make a request for an electronic conditional payment letter (eCPL) through the MSPRP.

The Request a mailed copy of the conditional payment letter action is used to request a CPL via mail.

This letter identifies Medicare’s current conditional payment amount for the case and includes a Payment Summary Form that lists each payment made by Medicare that was related to the case. It is sent to each authorized individual/entity associated to the case.

The Begin Final Conditional Payment Process and Provide 120 Days’ Notice of Anticipated Settlement; Calculate Final Conditional Payment Amount; and the Request an Electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount actions are 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. The Provide the Notice of Settlement Information action is used to submit Notice of Settlement information.

It will also be used to elect the Fixed Percentage Option (when applicable).

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.

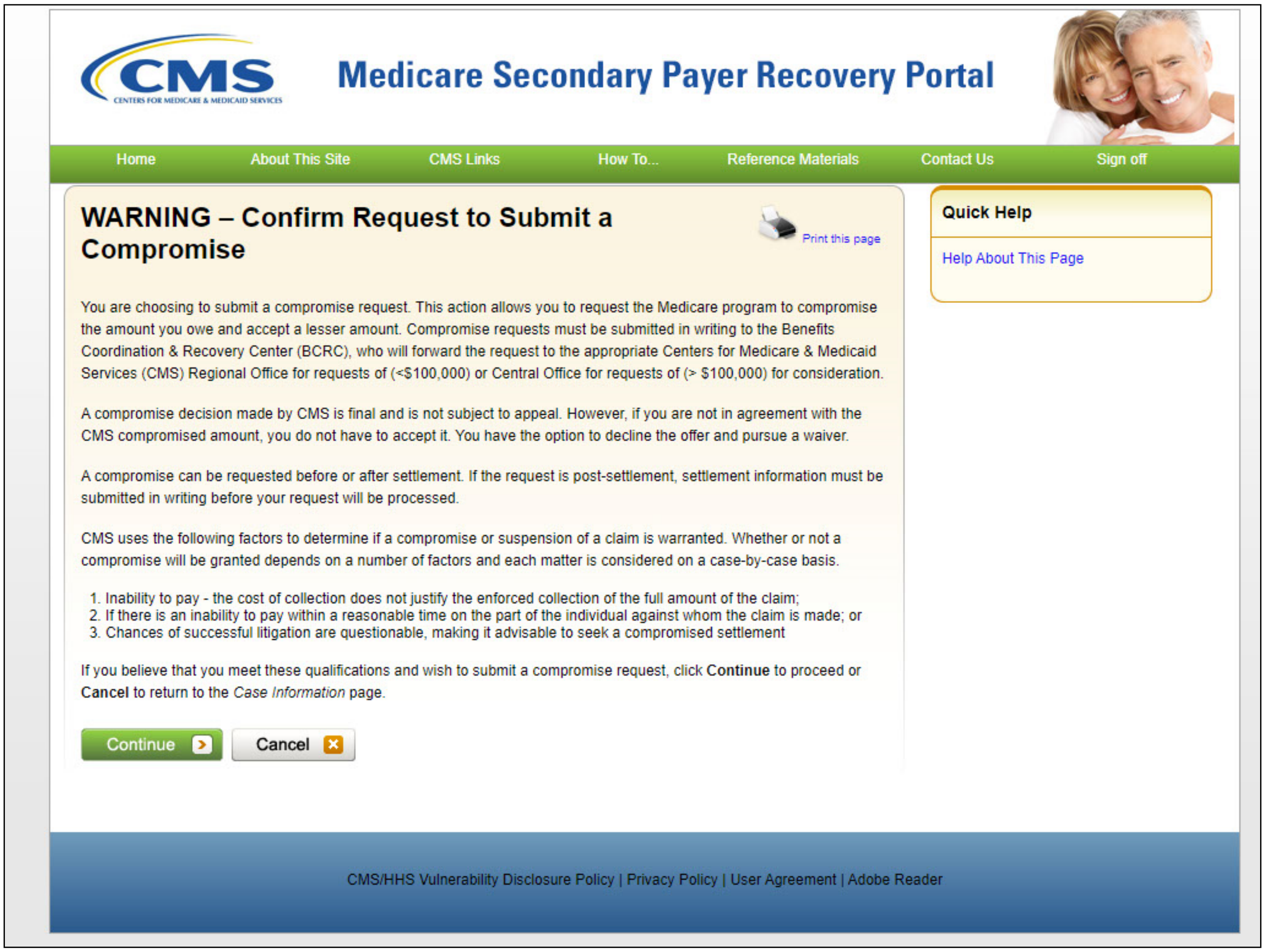
Note: To prevent users from taking any action on BCRC or CRC NGHP ORM (Ongoing Responsibility for Medicals) cases related to a deleted Section 111 lead, the following Case Information page actions will be disabled for cases with deleted S111 leads:

View/Request Authorizations,

Request an update to the conditional payment amount, and

Request a mailed copy of the conditional payment letter.

Slide 24 of 57 - Warning - Confirm Request to Submit a Compromise Page



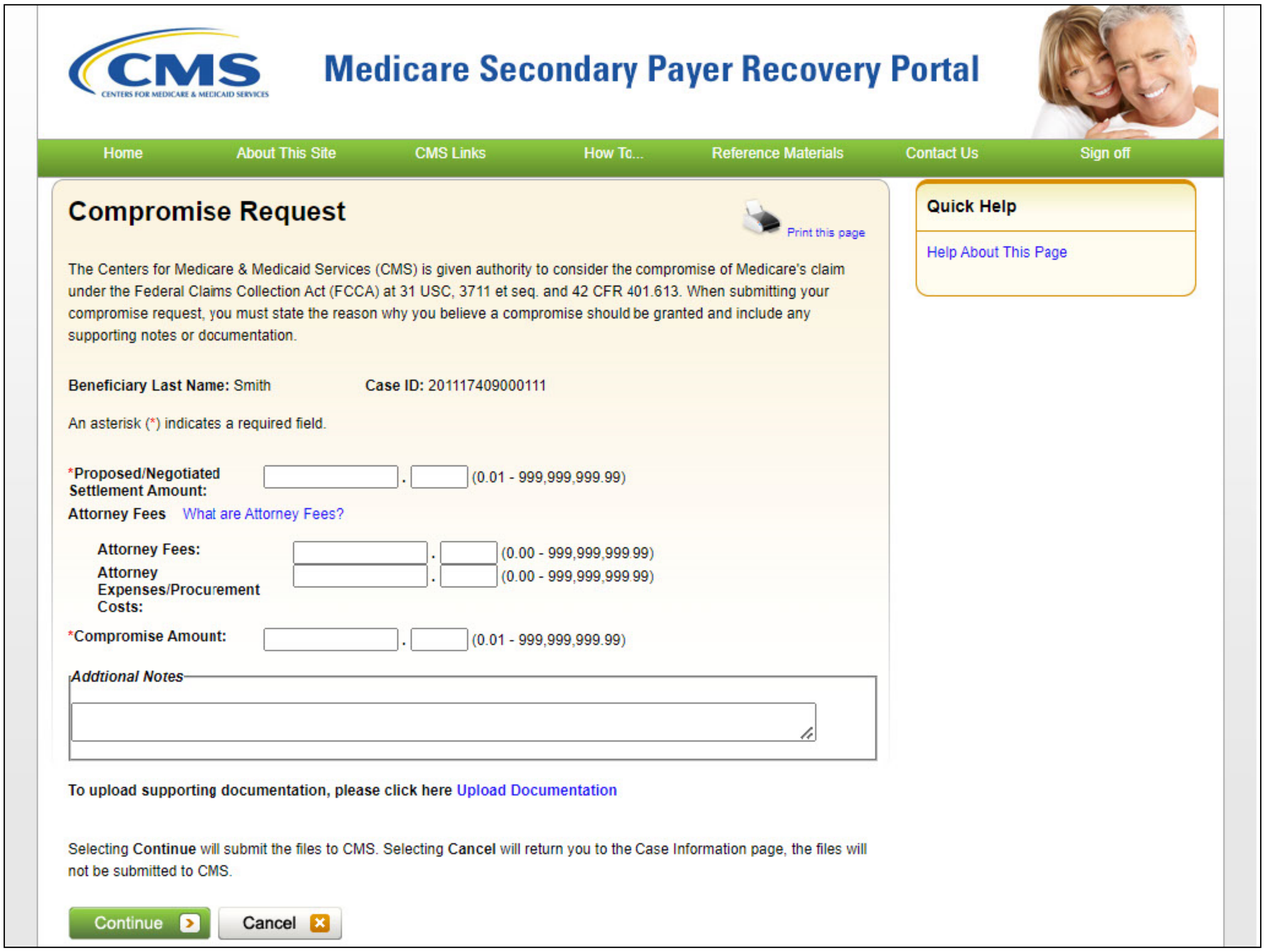
Slide notes

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.

If you believe that you meet the qualifications for this compromise request, click Continue to proceed.

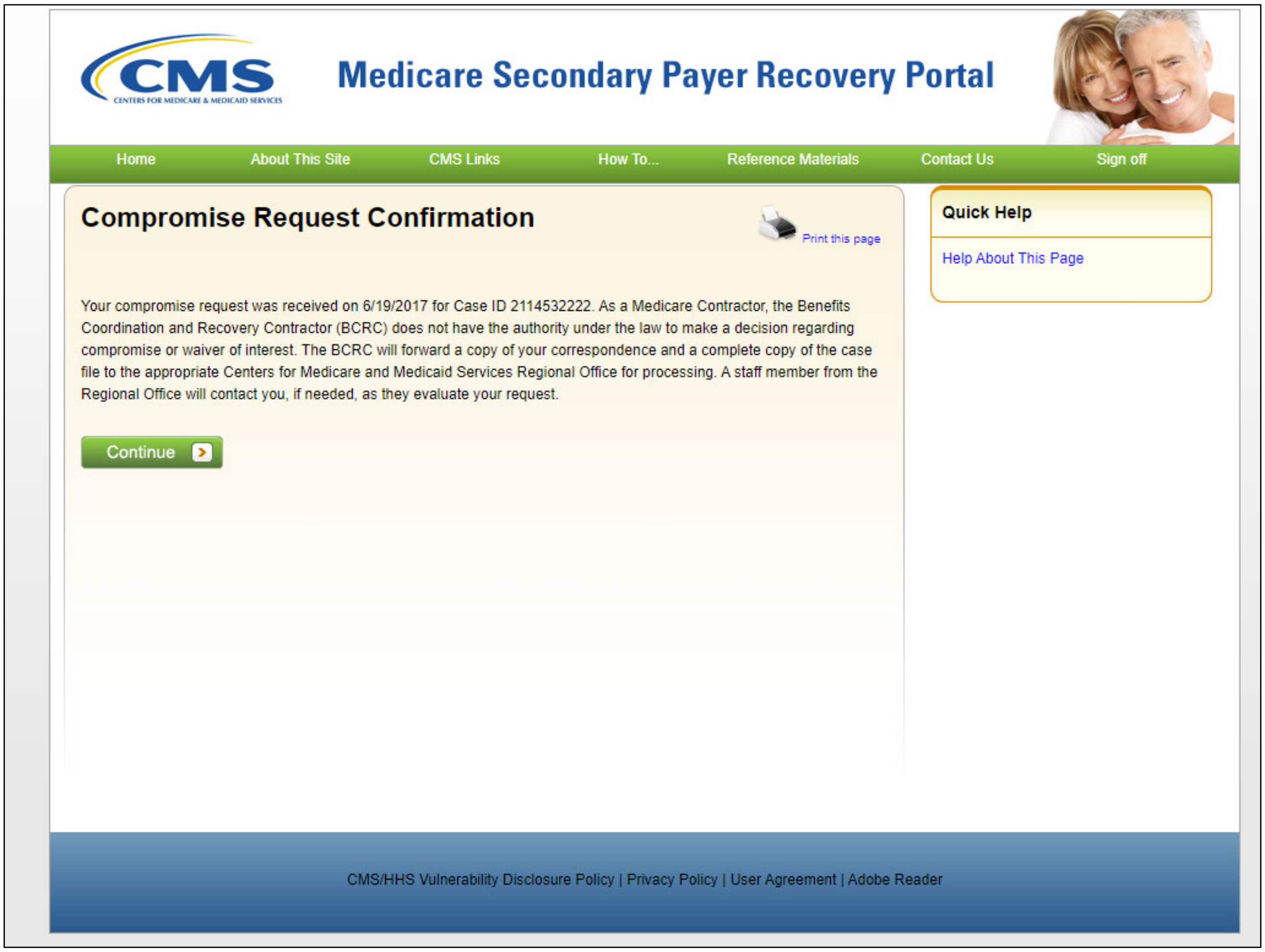
Slide 25 of 57- Compromise Request Page



Slide notes

The Compromise Request page will appear. The user must complete the required fields. If this is a Post Demand Compromise Request, a different page will appear.

Slide 26 of 57 - Compromise Request Confirmation Page



Slide notes

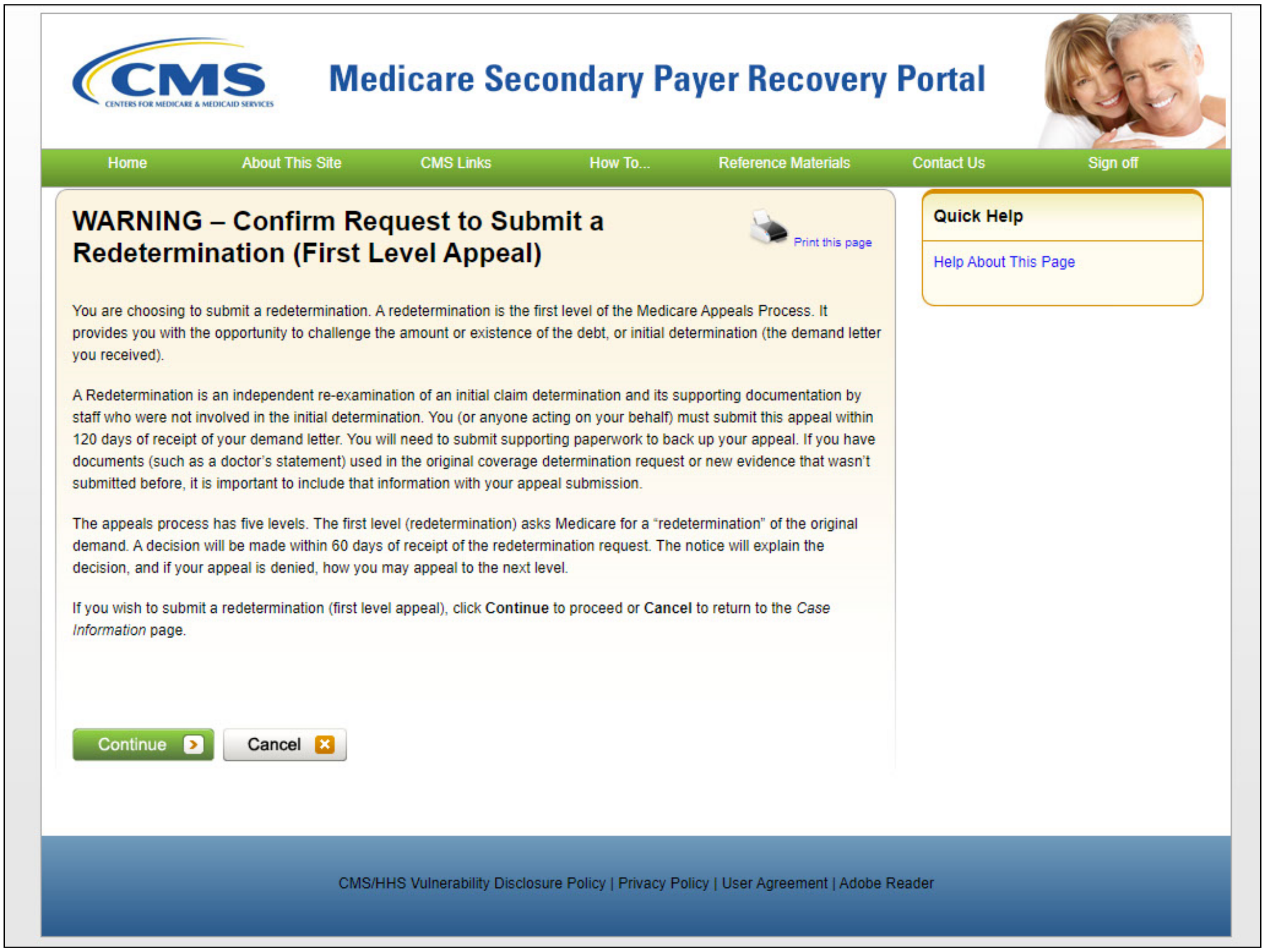
The Compromise Request Confirmation page will appear. Select continue to return to the Case Information page. From the Case Information Page, scroll down to the Case Action Section to select the next action.

Slide 27 of 57- Case Action - View/Submit Redetermination

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.

Slide 28 of 57 - Warning - Confirm Request to Submit a Redetermination Page

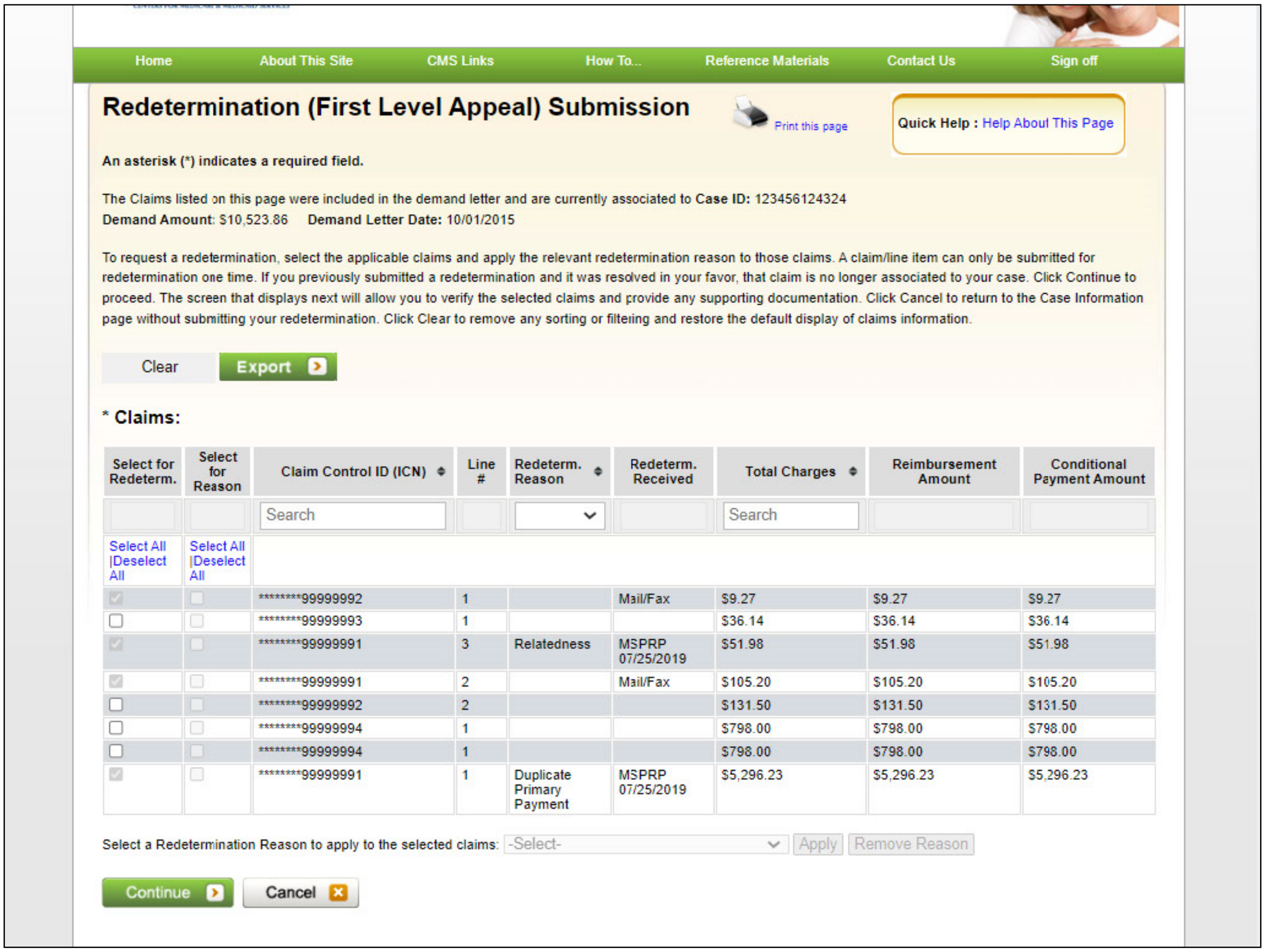


Slide notes

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.

Slide 29 of 57 - Redetermination Submission Page

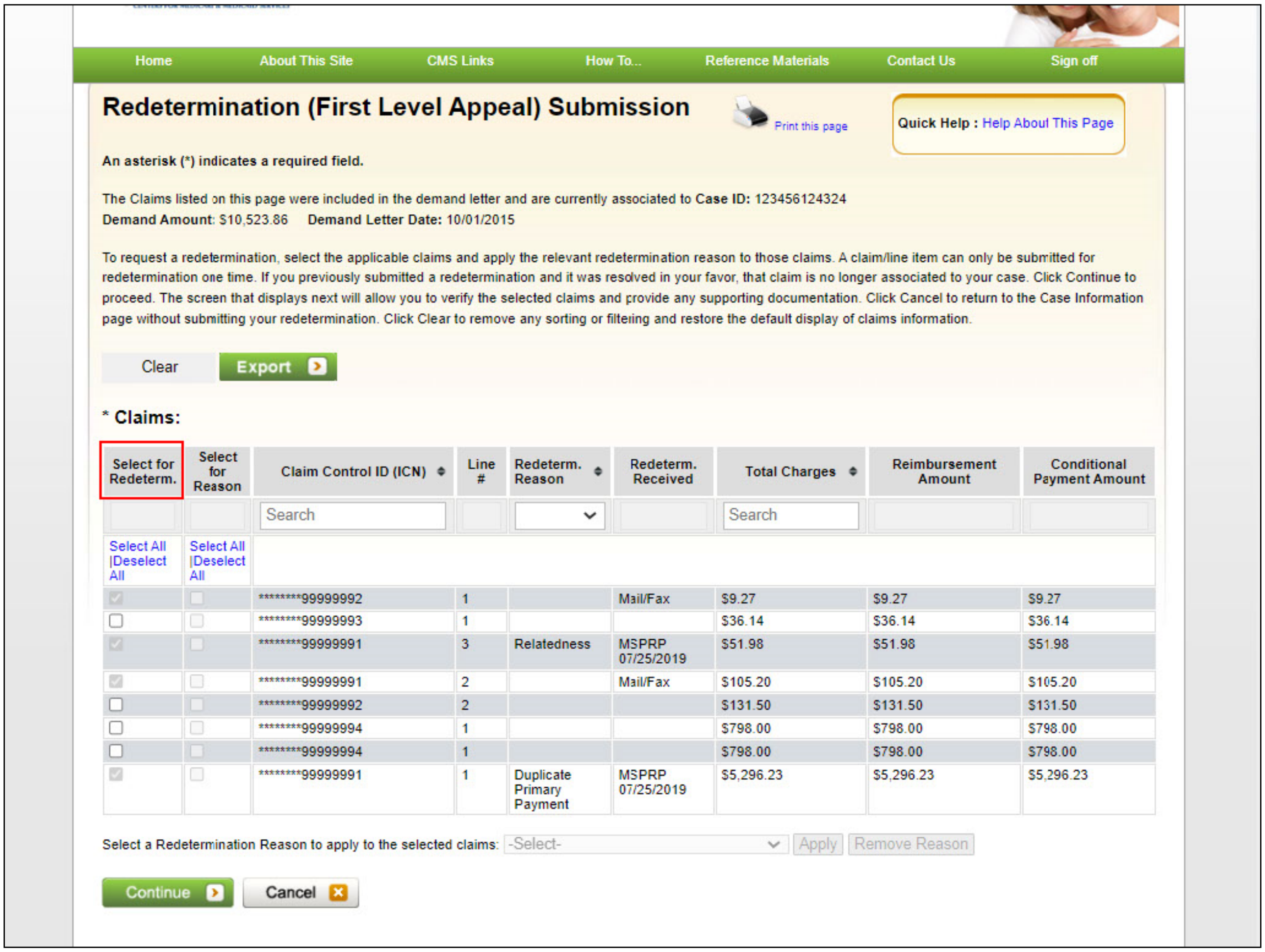


Slide notes

The Redetermination (First Level Appeal) Submission page appears. The details shown for each of the listed claims depends on your authorization level. All claims appear in the same order in the PSF.

Select the check boxes to select one or more claims from the list to include with the redetermination request.

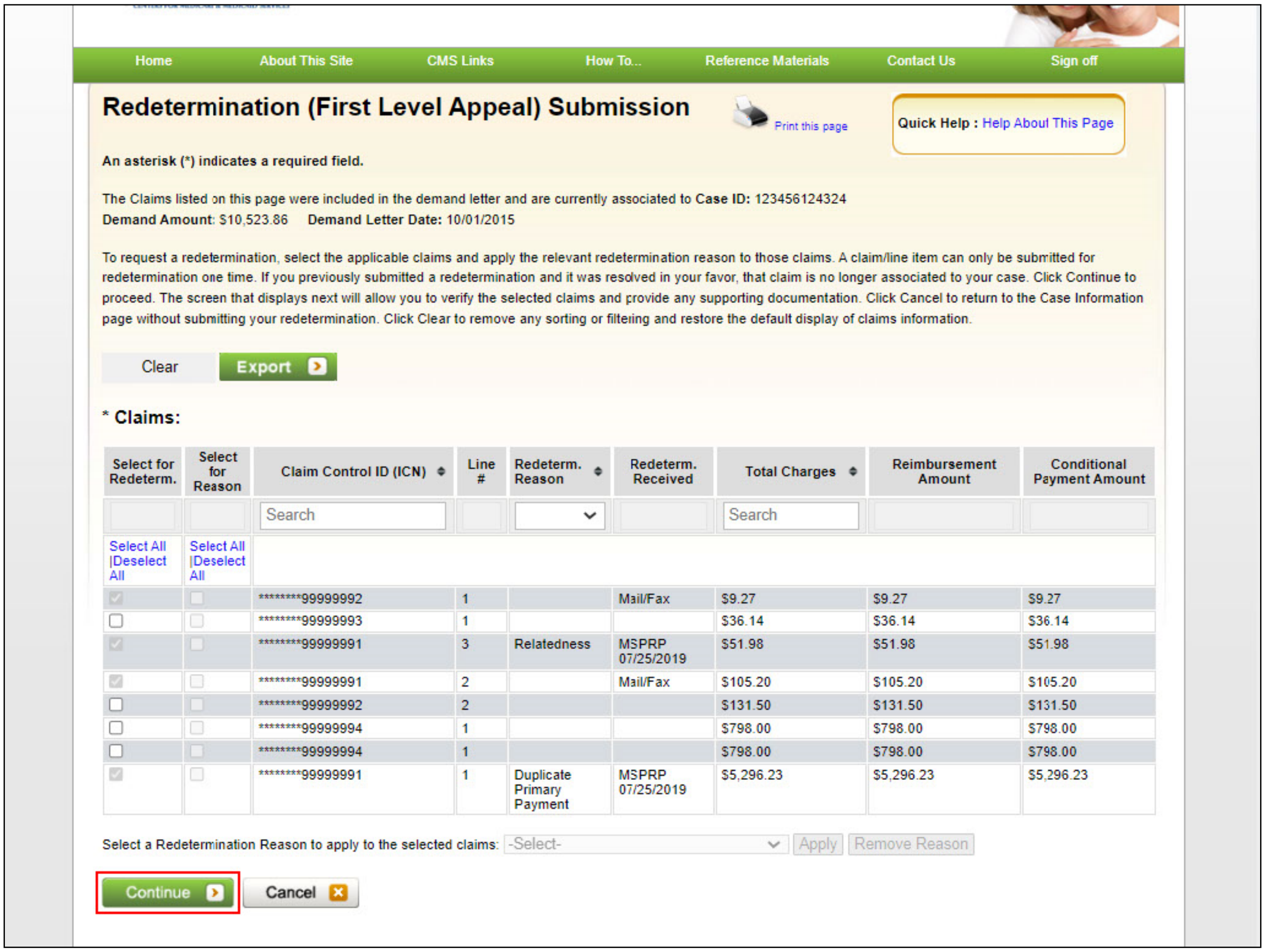
Slide 30 of 57 - Redetermination Submission Page



Slide notes

Clicking Select All selects (and deselects) all the claims. As the Account Manager (AM), when a claim is selected, the information can be exported so the AM to review.

Slide 31 of 57- Redetermination Verification Page

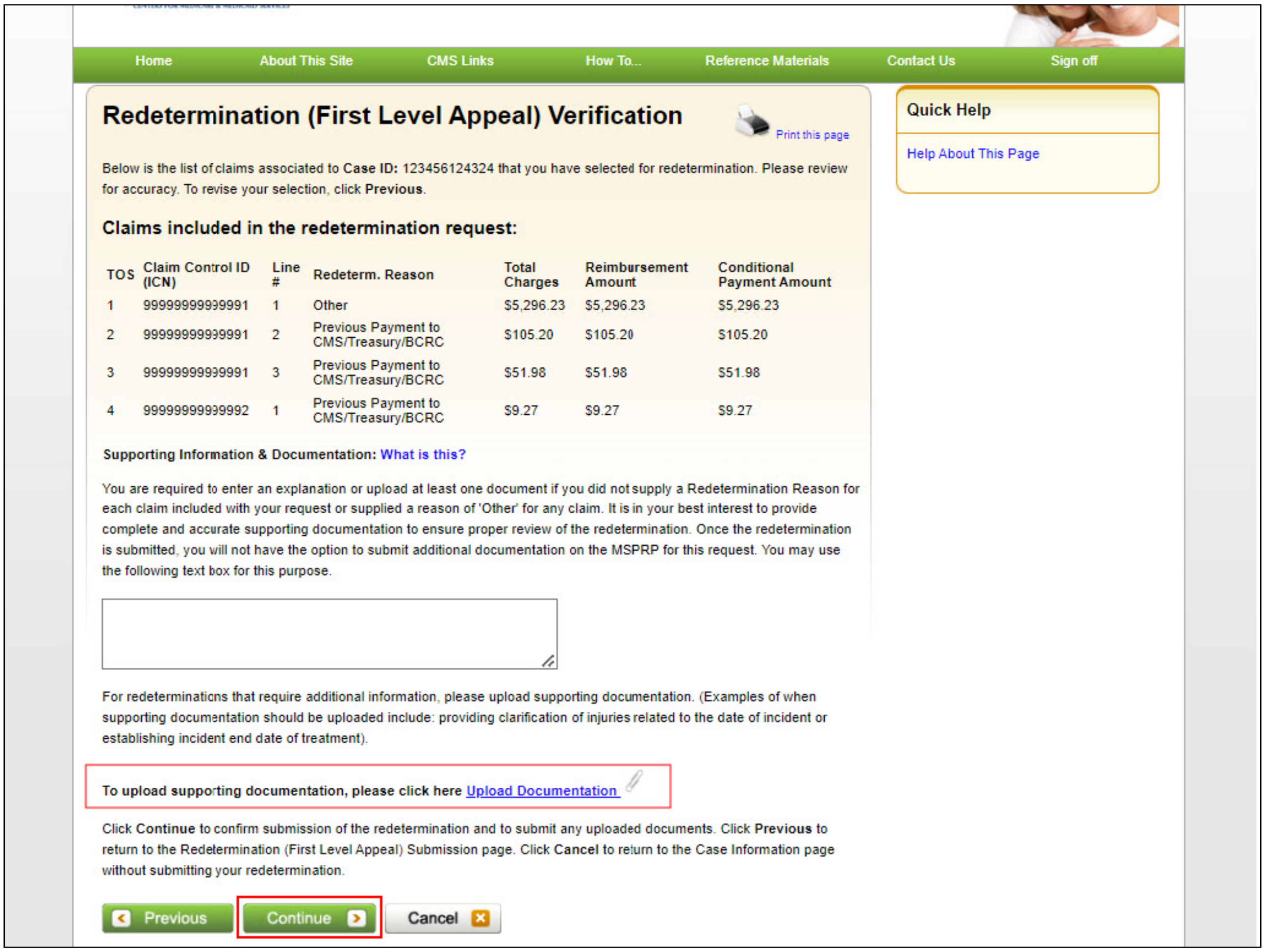


Slide notes

Clicking continue to proceed will direct you to the verification page where you can verify the selected claims and submit supporting documentation.

Note: Users should not upload documents with formats larger than 8.5 x 11 inches.

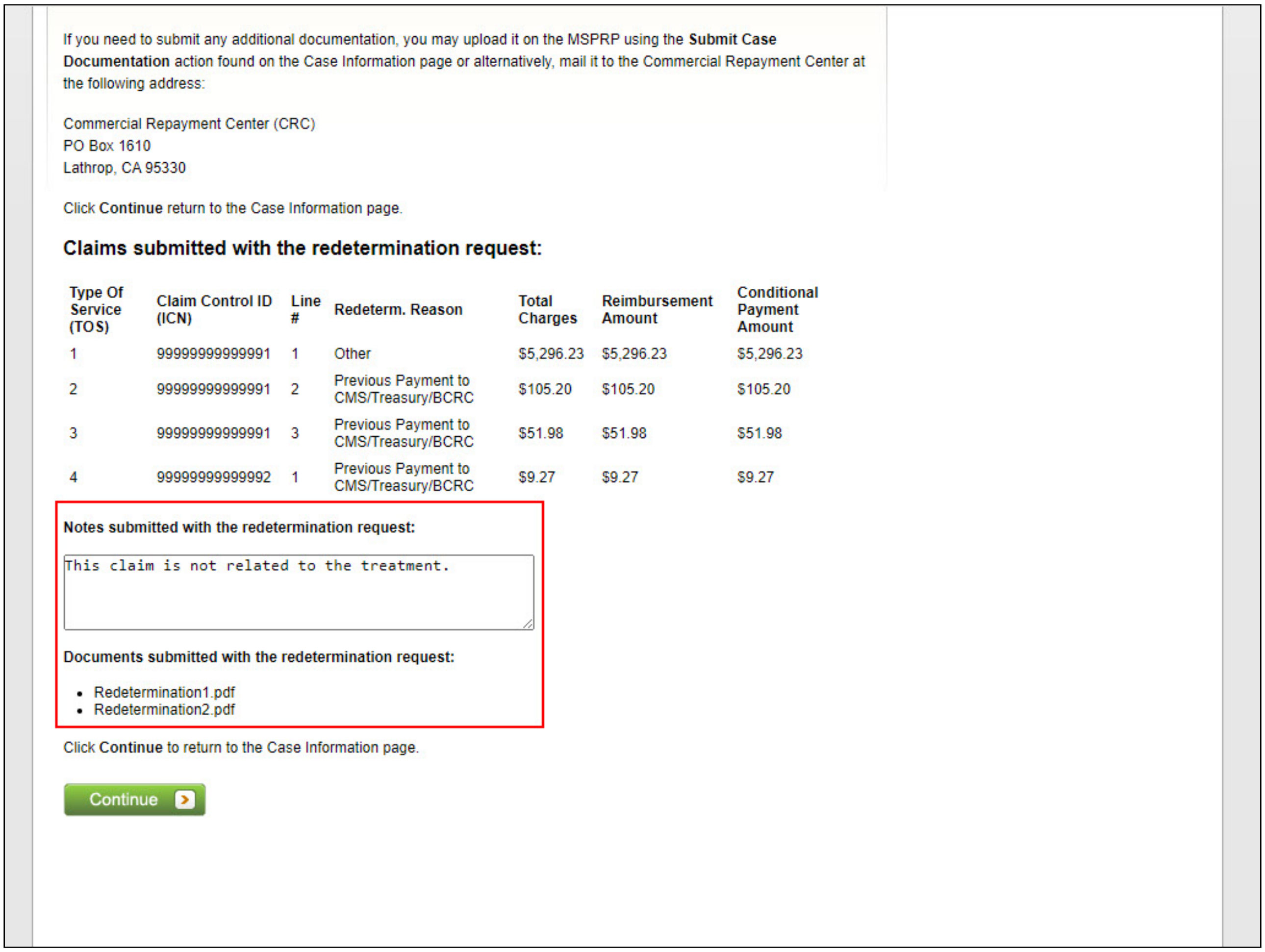
Slide 32 of 57 -Redetermination Verification Page



Slide notes

To upload supporting documents, you can click the link "Upload Documentation". To continue to the confirmation page, click Continue.

Slide 33 of 57 -Redetermination Submission Confirmation Page



If you need to submit any additional documentation, you may upload it on the MSPRP using the **Submit Case Documentation** action found on the Case Information page or alternatively, mail it to the Commercial Repayment Center at the following address:

Commercial Repayment Center (CRC)
PO Box 1610
Lathrop, CA 95330

Click **Continue** return to the Case Information page.

Claims submitted with the redetermination request:

Type Of Service (TOS)	Claim Control ID (ICN)	Line #	Redeterm. Reason	Total Charges	Reimbursement Amount	Conditional Payment Amount
1	99999999999991	1	Other	$5,296.23	$5,296.23	$5,296.23
2	99999999999991	2	Previous Payment to CMS/Treasury/BCRC	$105.20	$105.20	$105.20
3	99999999999991	3	Previous Payment to CMS/Treasury/BCRC	$51.98	$51.98	$51.98
4	99999999999992	1	Previous Payment to CMS/Treasury/BCRC	$9.27	$9.27	$9.27

Notes submitted with the redetermination request:

This claim is not related to the treatment.

Documents submitted with the redetermination request:

- Redetermination1.pdf
- Redetermination2.pdf

Click **Continue** to return to the Case Information page.

Continue

Slide notes

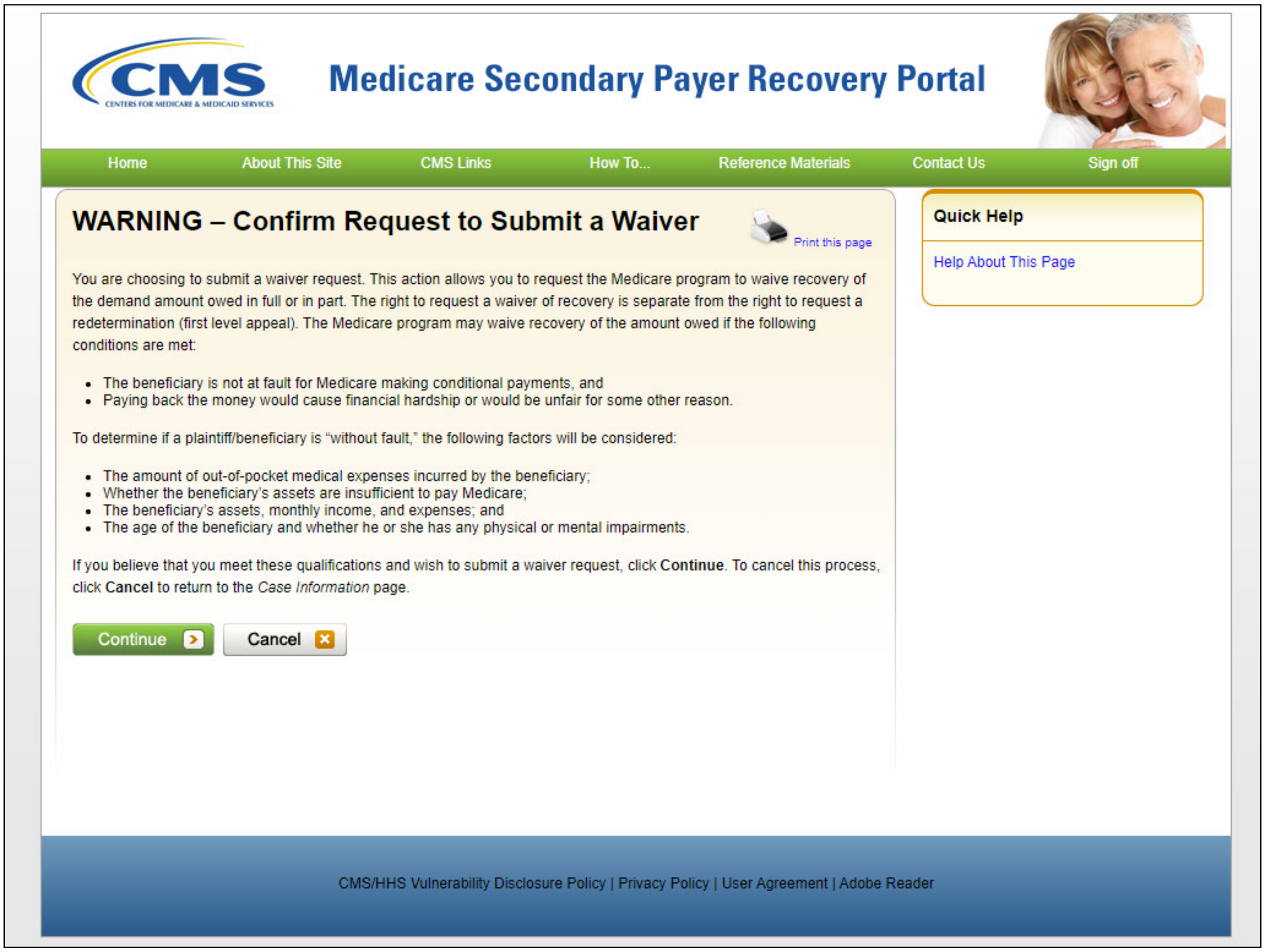
To upload supporting documents, you can click the link "Upload Documentation". To continue to the confirmation page, click Continue.

Slide 34 of 57- Case Action - Submit Waiver Request

Slide notes

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

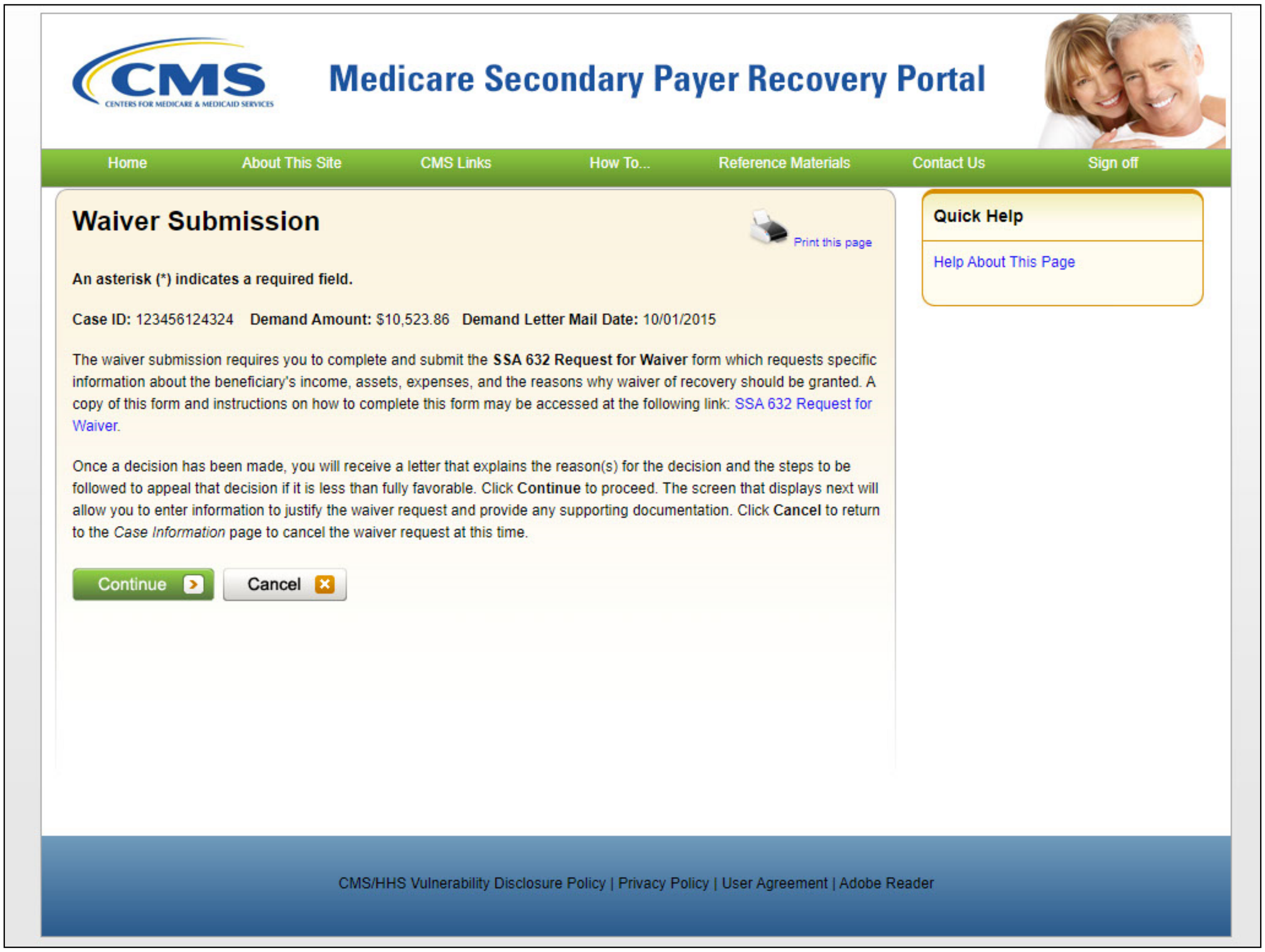
Slide 35 of 57 - Warning - Confirm Request to Submit a Waiver Page



Slide notes

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. Select continue to advance.

Slide 36 of 57 - Wavier Submission Page

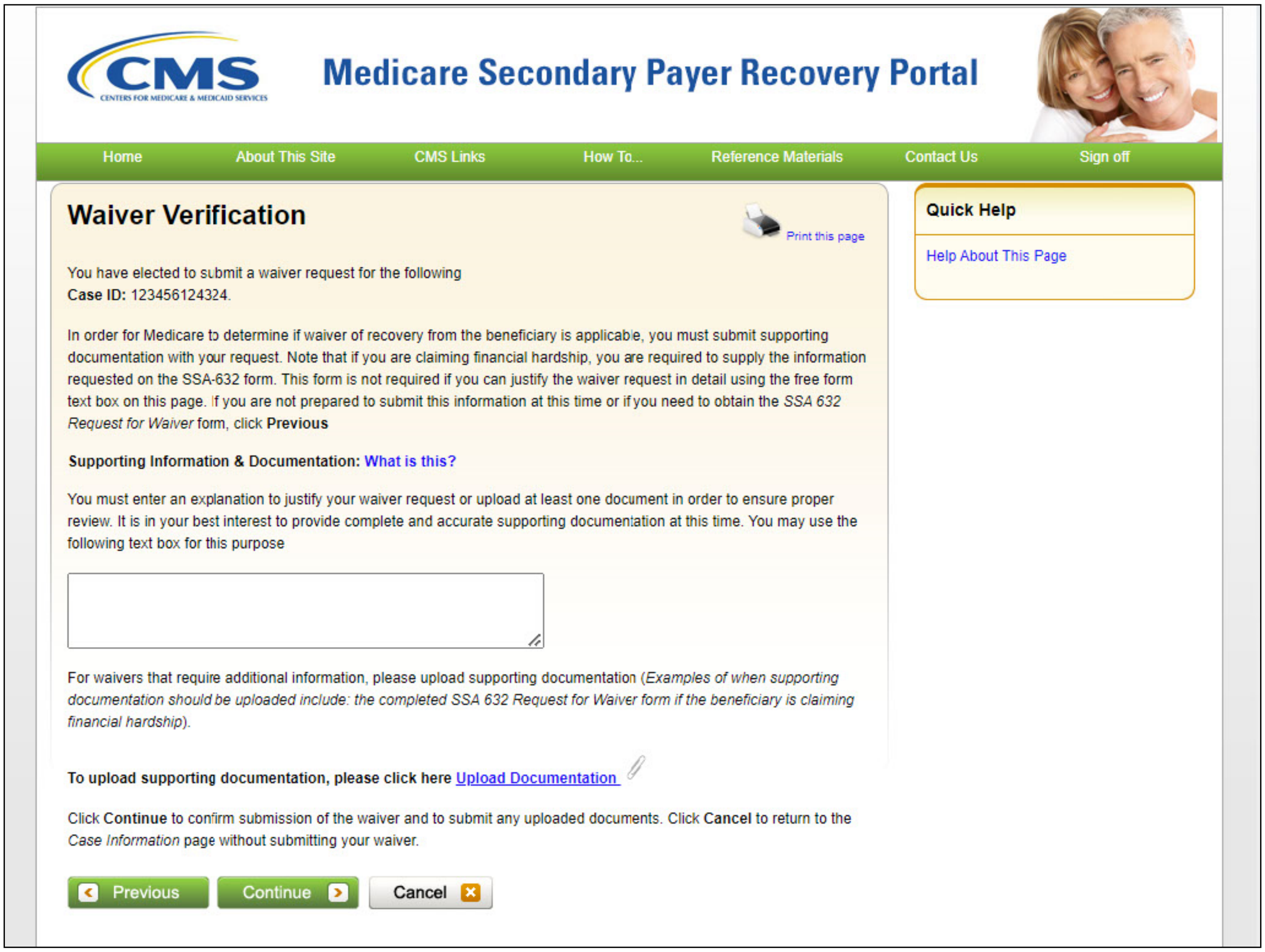


Slide notes

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, and waiver submission page will appear. Click Continue to process with Waiver Submission.

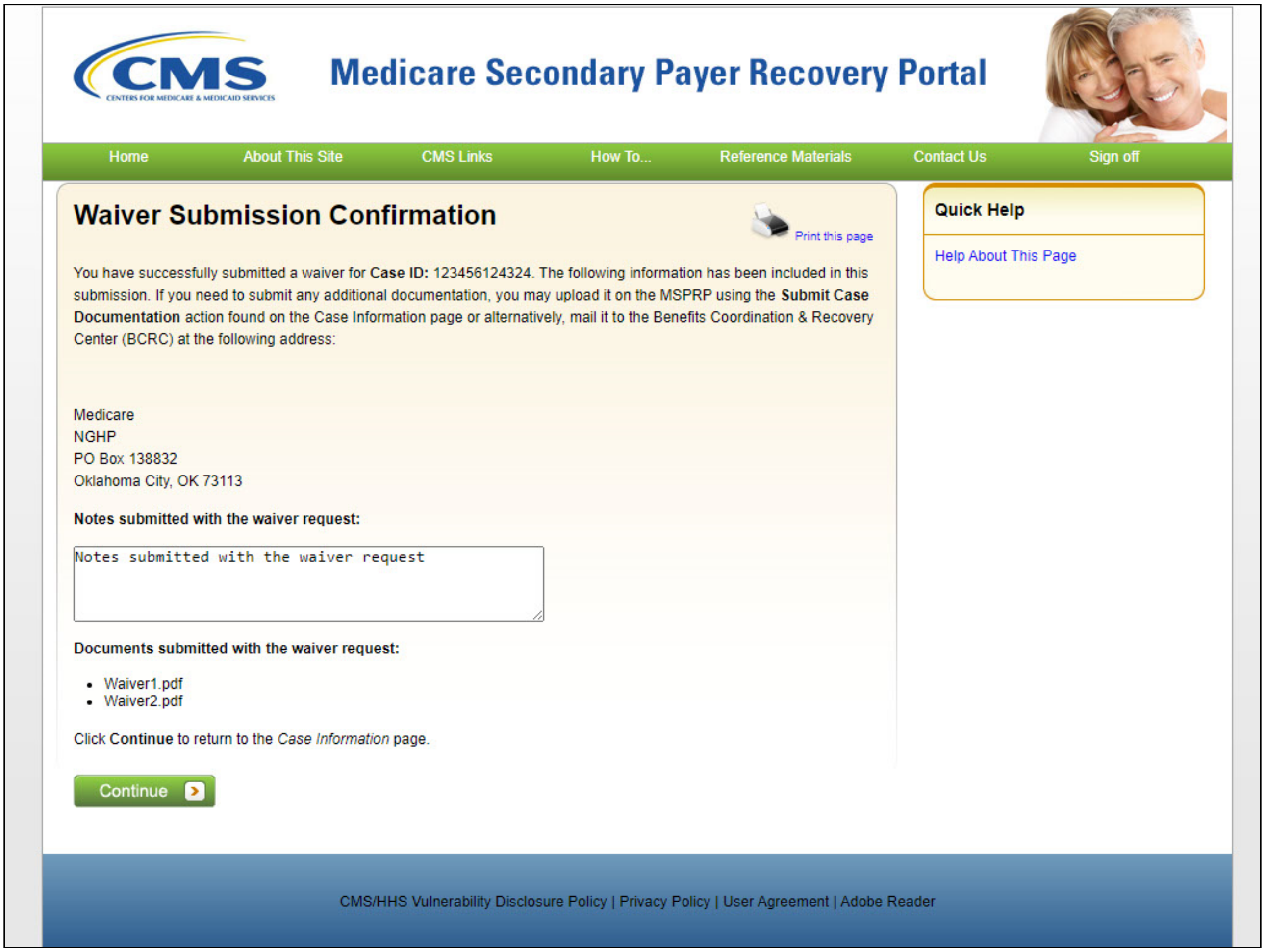
Slide 37 of 57 - Waiver Verification Page



Slide notes

The Waiver Verification page will appear to verify the detail of the waiver. To upload any supporting documents, use the Upload Documentation link.

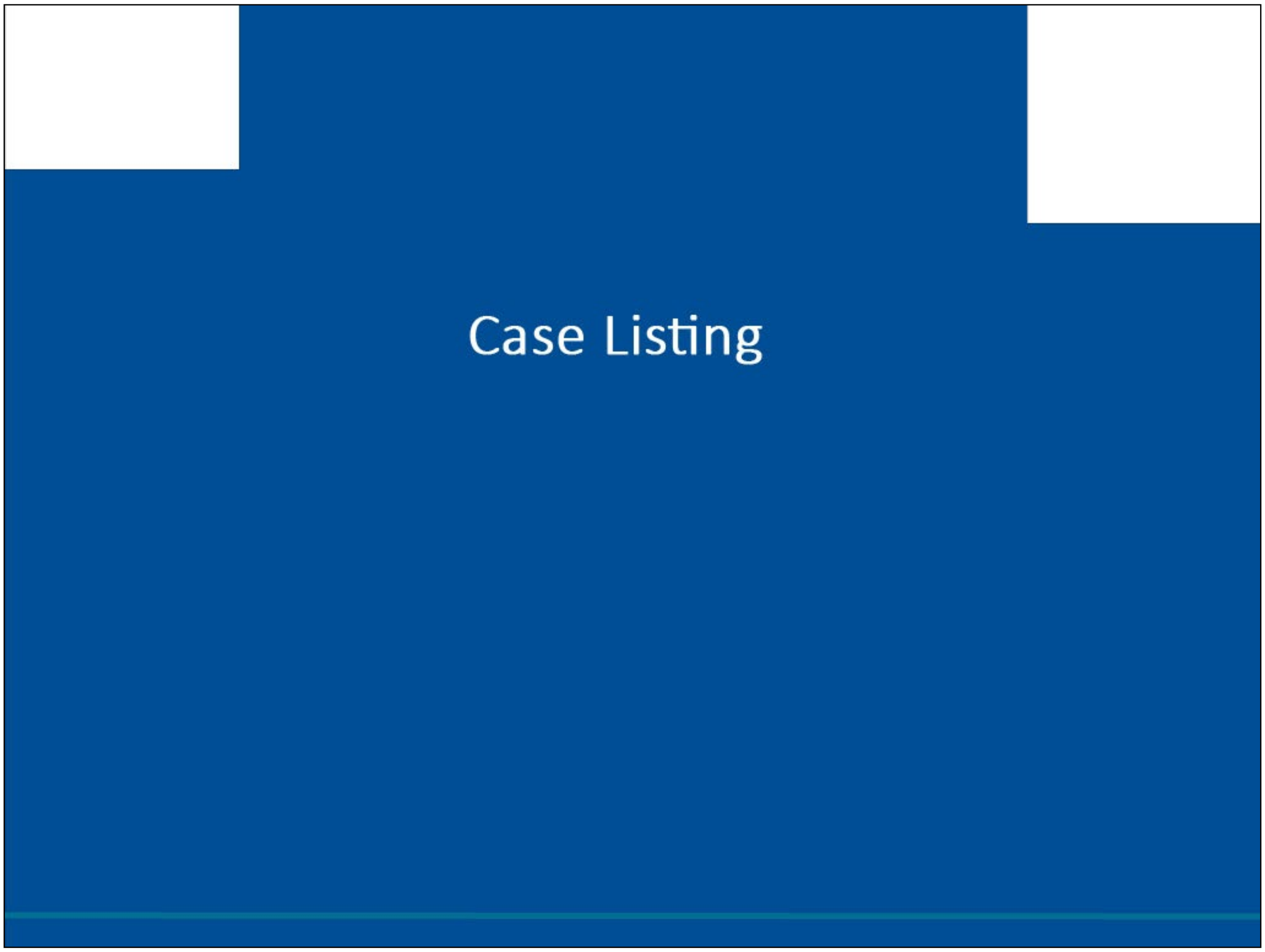
Slide 38 of 57 - Waiver Submission Confirmation



Slide notes

The Waiver Submission Confirmation Page will appear to verify the detail of the waiver. Any documents uploaded will display on this page (under document submitted area).

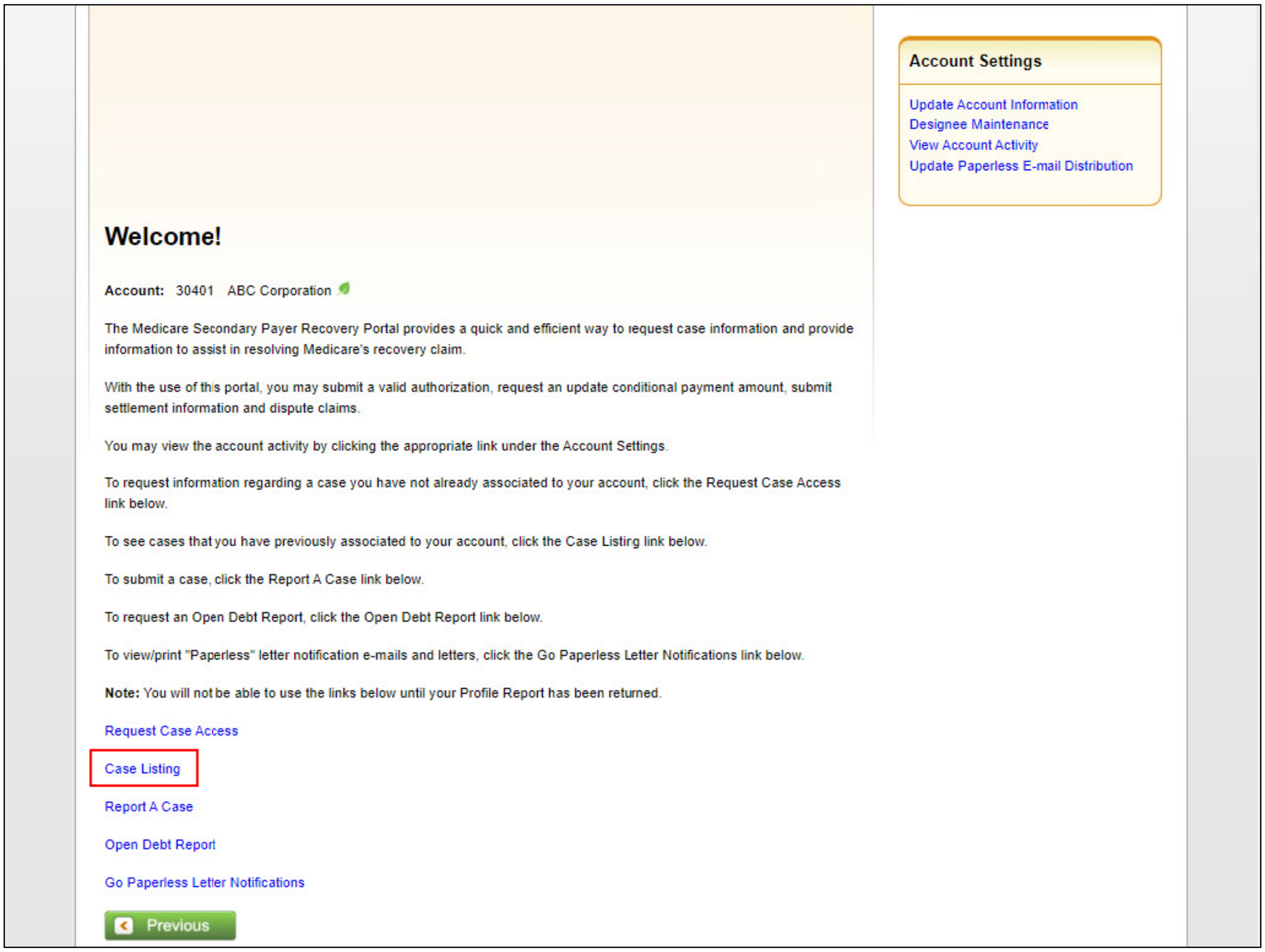
Slide 39 of 57 - Case Listing



Slide notes

The section following will talk about more case specific information including the Case Listing and the actions that follow.

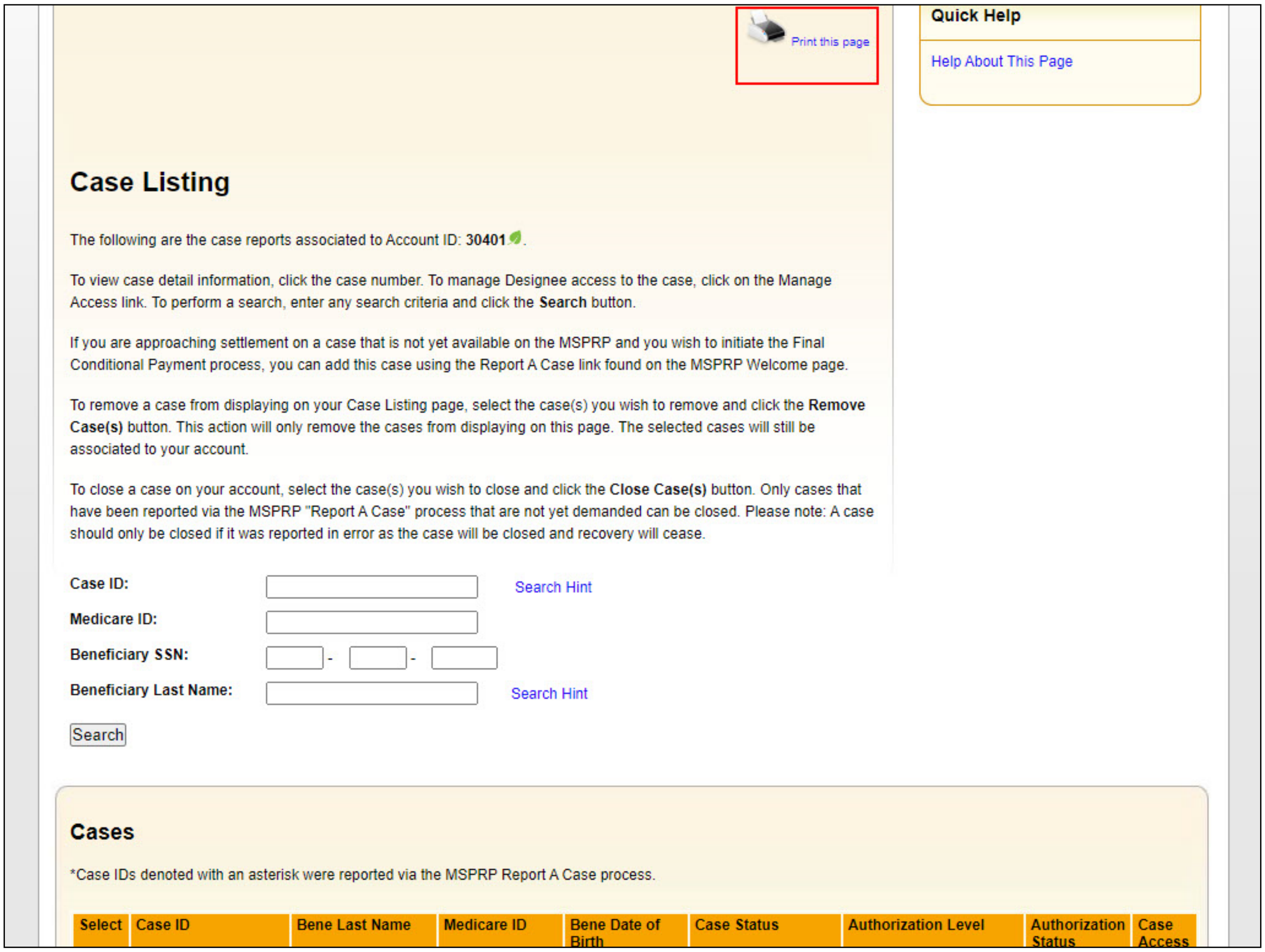
Slide 40 of 57 - Welcome! Page



Slide notes

As mentioned previously, Case Listing is used to view cases that have been previously associated to the MSPRP account. When the Case Listing link is selected, the Case Listing page will appear.

Slide 41 of 57 - Case Listing Page



Slide notes

The cases that have been previously associated to the MSPRP account appear at the bottom of this page.

The Case ID, Beneficiary Last Name, Medicare ID/SSN, Date of Birth, Case Status, Authorization Level, and Authorization Status are noted for each case. You may click [Print this page] to print the case listing for record keeping purposes.

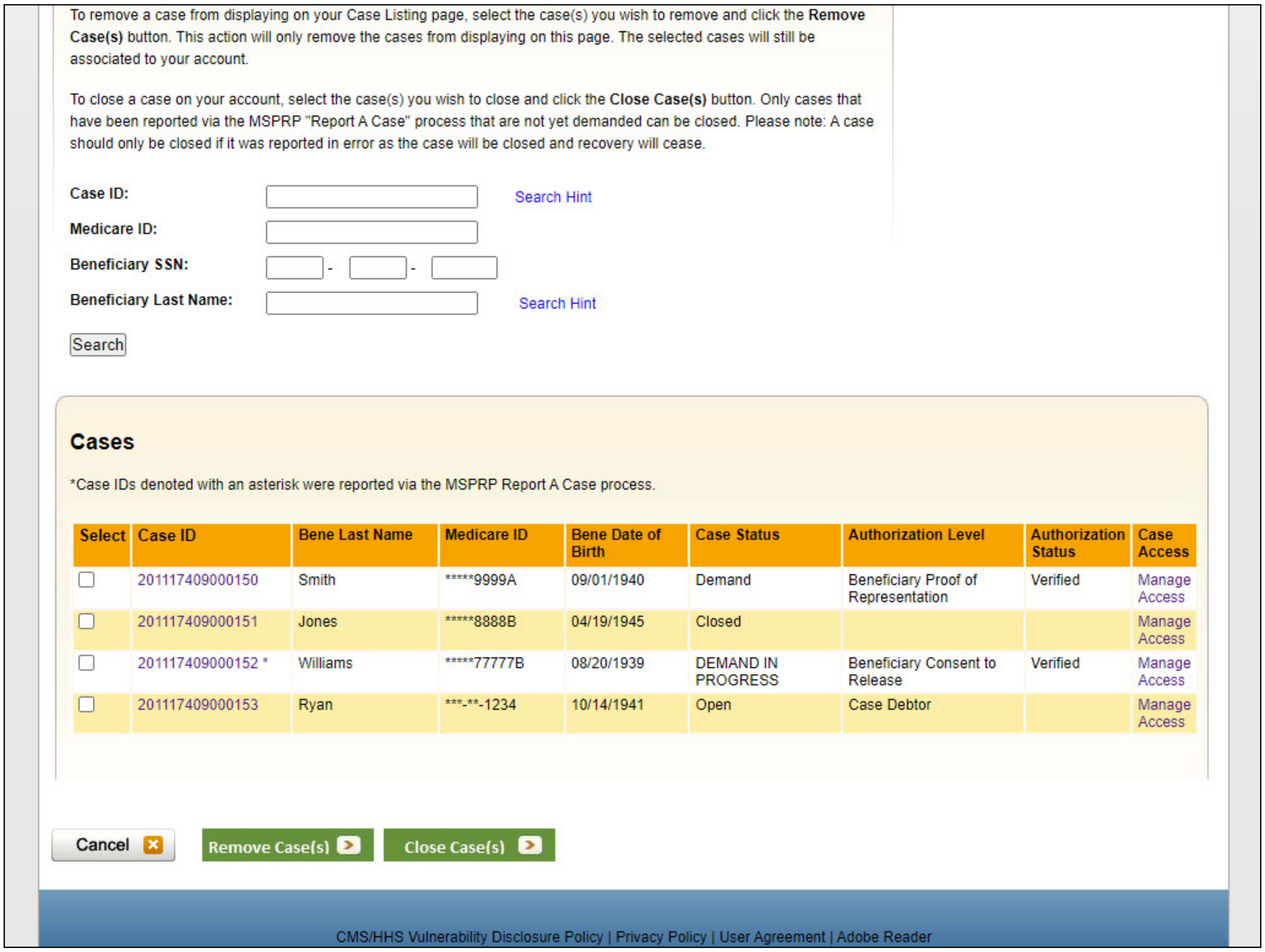
Note: The page displayed is one that the Account Manager would view. If the User is an Account Designee, the Manage Access Column on the right would not appear.

The Manage Access links under the Manage Access column allows the Account Manager to assign cases to an Account Designee.

The case listing is displayed in ascending order by Case ID. To change the sort order to descending, click the arrow next to the Case ID. Click the arrow again to return to ascending order.

To sort the case listing by beneficiary last name, click the arrow next to the Bene Last Name column heading. The case listing will be sorted in descending order. Click the arrow again to sort in ascending order.

Slide 42 of 57 - Remove Cases



Slide notes

You may remove cases from displaying on your case listing. You may choose to remove a case when there are no more actions you can take on it and you no longer wish to see it on this page. Some reasons for removing a case are:

- Case has been closed
- Case had the Demand Letter issued
- Case has been approved for the Fixed Percentage Option
- Case has been approved for the Self-Calculated Conditional Payment Amount

To remove a case(s), select the checkbox next to the case(s). Click [Remove Cases] to remove the selected case(s) from the Claims Listing page.

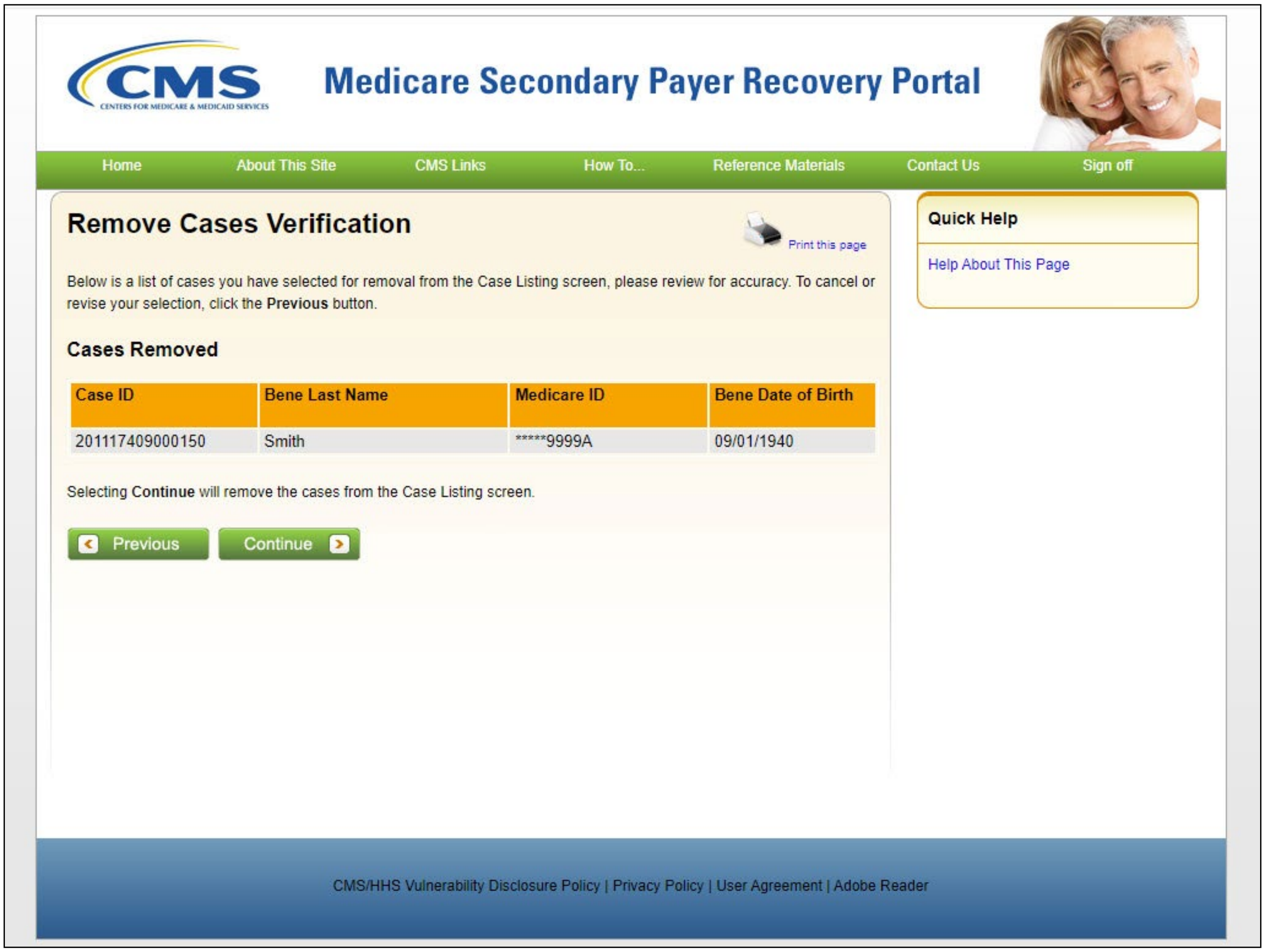
Note: When an Account Designee removes a case, it will be removed from their Case Listing page but will still be visible and available on the Account Manager’s Case Listing page.

When an Account Manager removes a case, it will be removed from the Case Listing page of both the Account Manager and the Account Designee.

Click [Continue] to return to the Case Listing page.

Note: To limit the number of cases submitted in error, beneficiaries, insurers, and authorized representatives now have the ability to close and permanently remove a case from their account that was reported in error.

Slide 43 of 57 - Remove Cases Verification Page

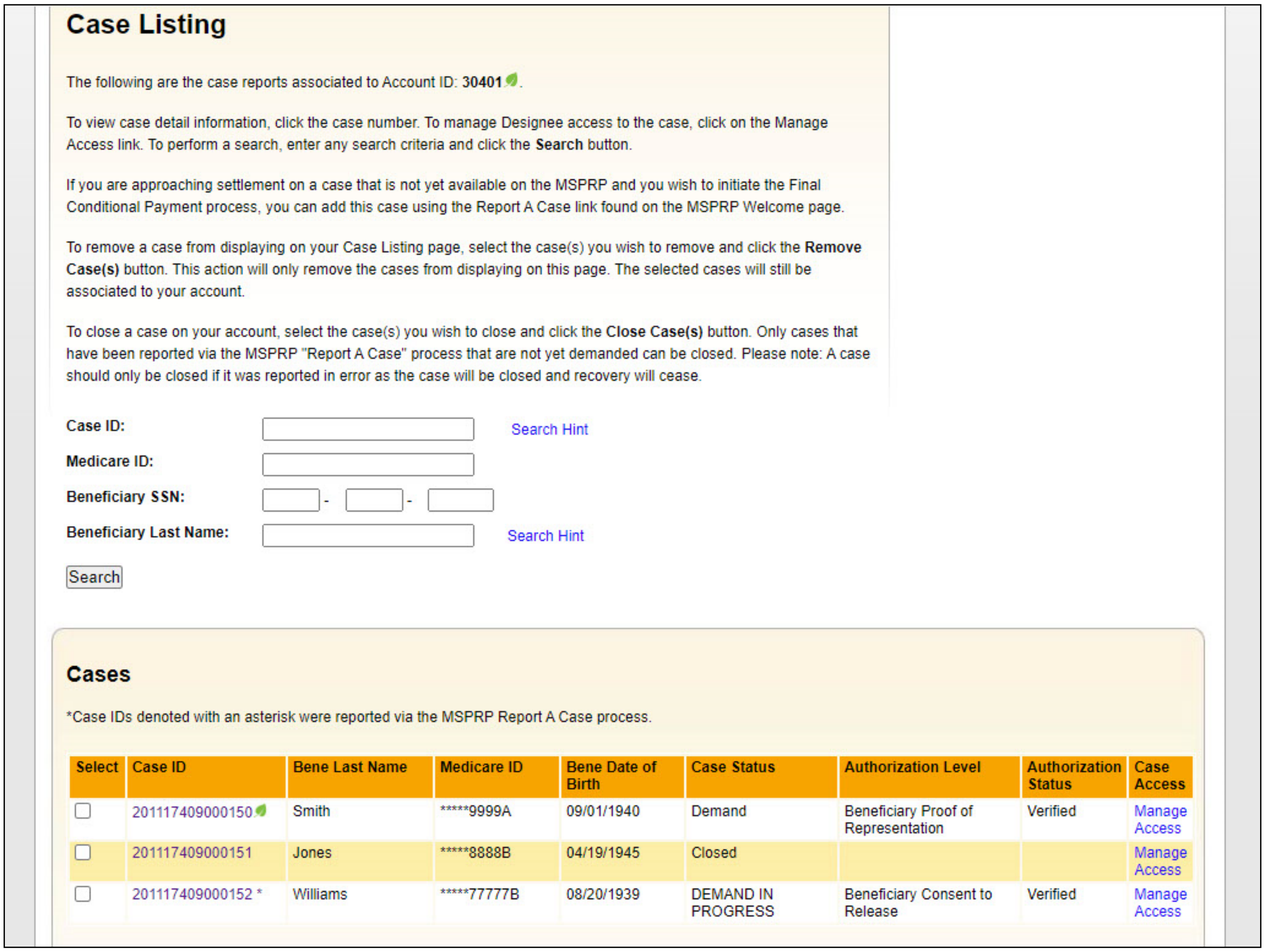


Slide notes

The Remove Cases Verification page will display the list of cases selected for removal. Verify this list to ensure that it only includes cases you wish to remove from your Case Listing page.

To revise the list, click the [Previous] button to return to the Case Listing page. After you have verified that the only cases listed are those cases you wish to remove, click [Continue].

Slide 44 of 57 - Case Listing Page



Slide notes

The Case Listing page also allows you to search for a case that has been previously associated to the MSPRP account by entering the Case ID,

the beneficiary’s Medicare ID, the beneficiary’s SSN or the beneficiary’s last name and then clicking [Search].

Once [Search] is clicked, the case or cases that met the search criteria will display at the bottom of the page.

To make your search more effective, you can search for variations of the Case ID and the Beneficiary Last Name using the percent sign (%) as a wildcard symbol. The wildcard symbol can only be used in these two fields.

When used, the percent sign (%) replaces one (or more than one) number(s) at the end of the Case ID. Only one percent sign (%) can be used and a minimum of 5 characters must be entered (4 numbers plus the percent sign).

For example, to locate all recovery cases where the Case ID begins with the numbers 2011, enter 2011% in the Case ID field and click [Search].

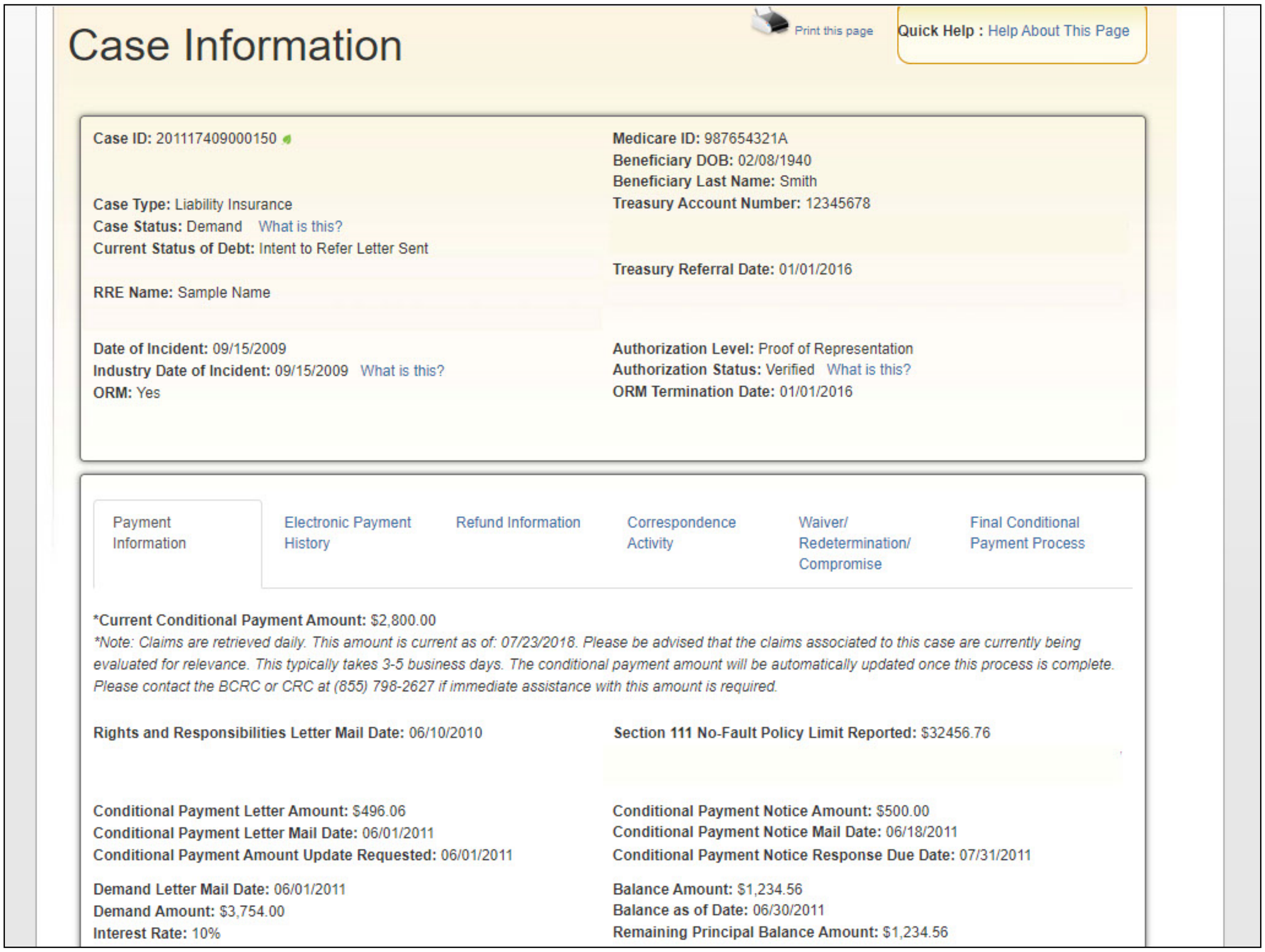
The MSPRP will retrieve all recovery case records associated to your Account ID with a Case ID that begins with 2011.

When using the wildcard symbol in the Beneficiary Last Name field, the percent sign (%) replaces one (or more than one) character(s) at the end of the Beneficiary Last Name.

Only one percent sign (%) can be used and a minimum of 2 characters must be entered (one character plus the percent sign). For example, to locate all recovery cases where the Beneficiary Last Name begins with SM (such as Smith, Smithson, Small), enter SM% in the Beneficiary Last Name field and click [Search]. The MSPRP will retrieve all recovery case records associated to your Account ID with a Beneficiary Last Name that begins with SM.

To view case information on a specific case, you will click the Case ID link that appears in the list of cases.

Slide 45 of 57 - Case Information Page

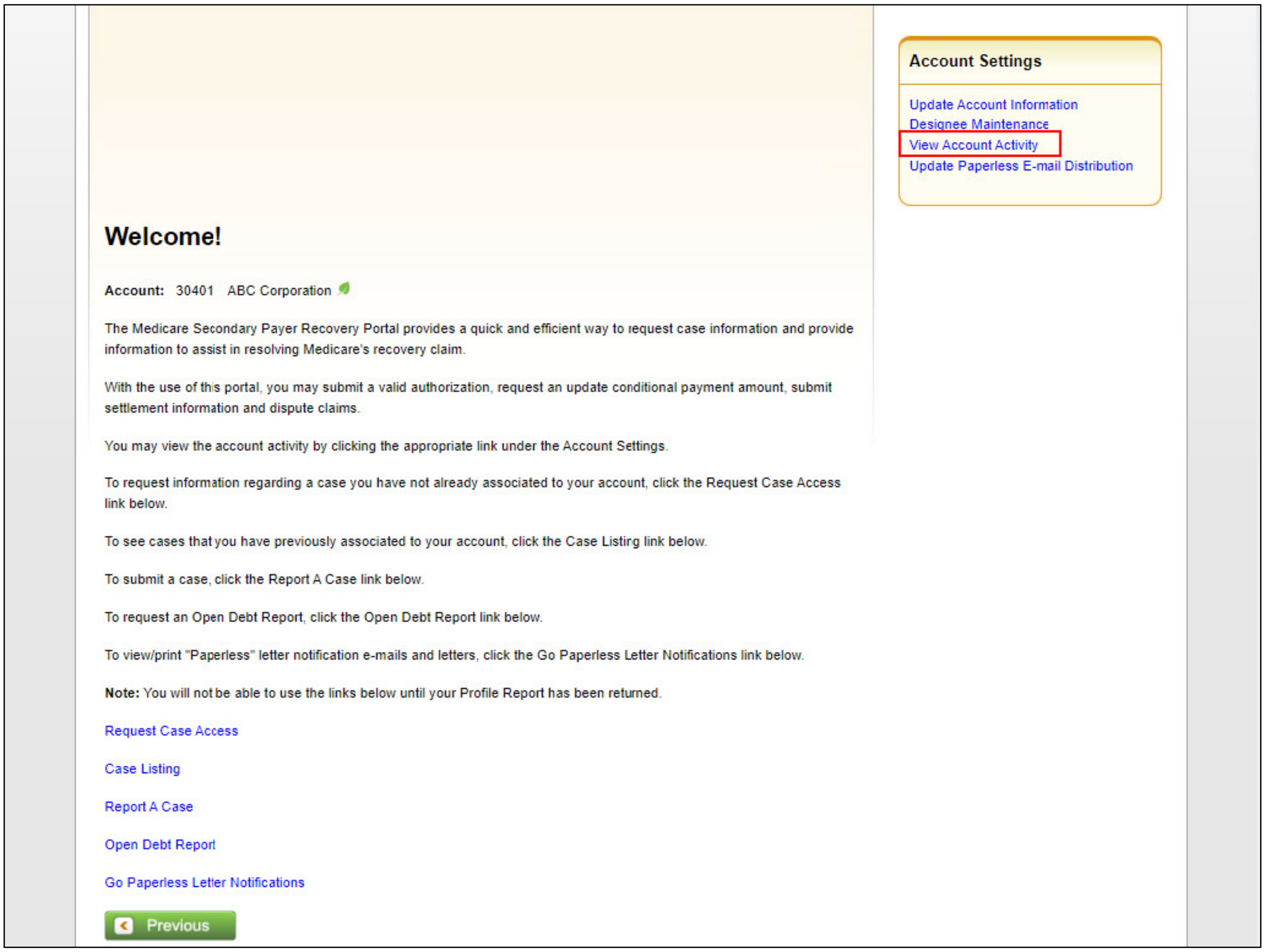


Slide notes

When a Case ID link is selected on the Case Listing page, the Case Information page will appear.

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 46 of 57 - Welcome! Page



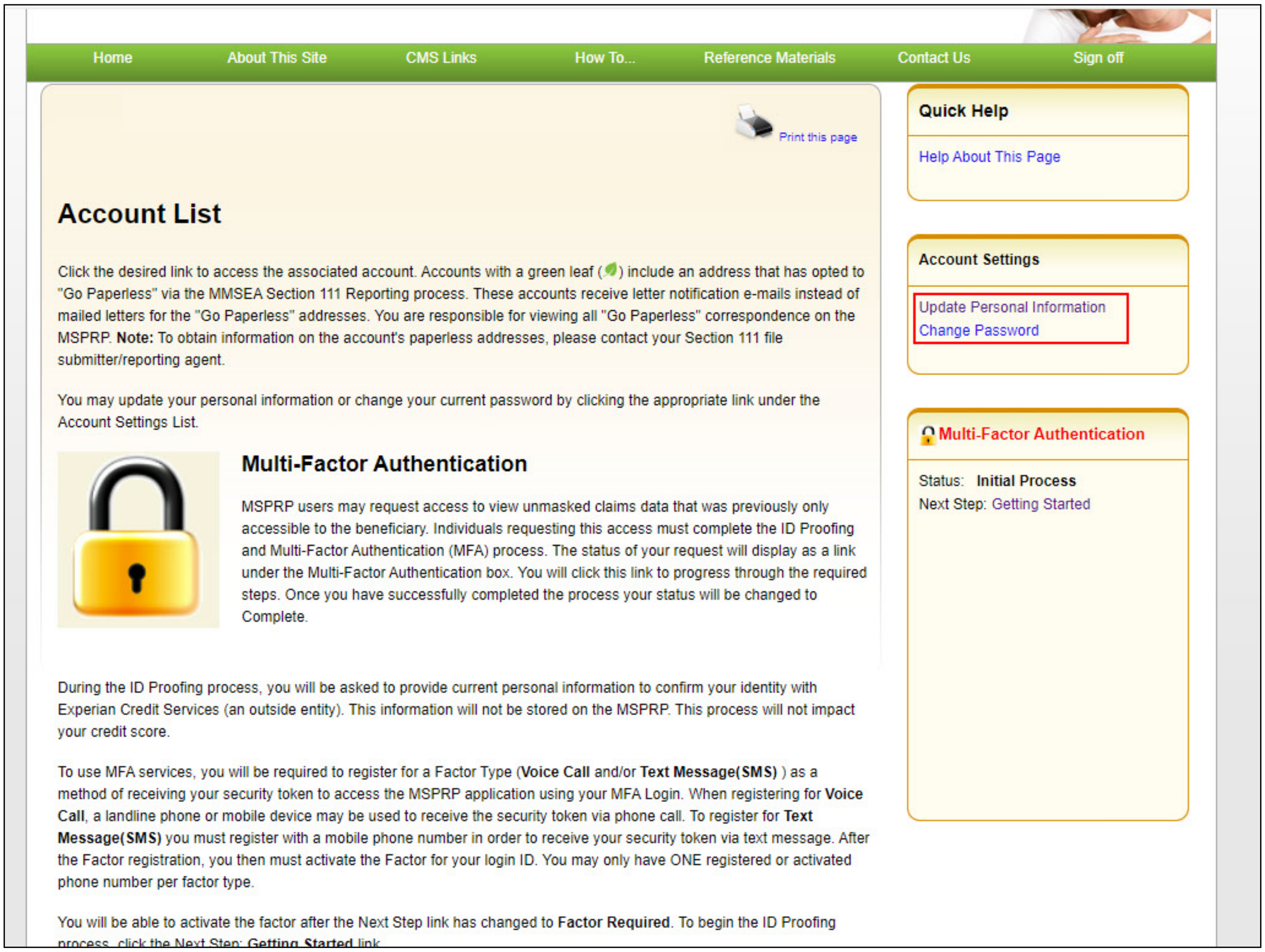
Slide notes

From the Welcome! page, Account Designees can also access the View Account Activity link. This link is used to view which users performed which activity on this MSPRP account, such as when account registration was completed and who performed this step. Account Managers will be able to update account information and perform designee maintenance from their Welcome! page.

They can use the Update Account Information link to update the case processing mailing address. The Designee Maintenance link may be used to add and delete Account Designees.

Additionally, if an invited Account Designee has not yet registered, this link is used to update the Account Designee's personal information and to regenerate the invitation email (if necessary).

Slide 47 of 57 - Account List Page



Slide notes

Additional Account Settings are available from the Account Designee’s and Account Manager’s Home page, the Account List page. The Account List page contains the following links:

Update Personal Information - Used to update your contact information, such as e-mail address and phone number.

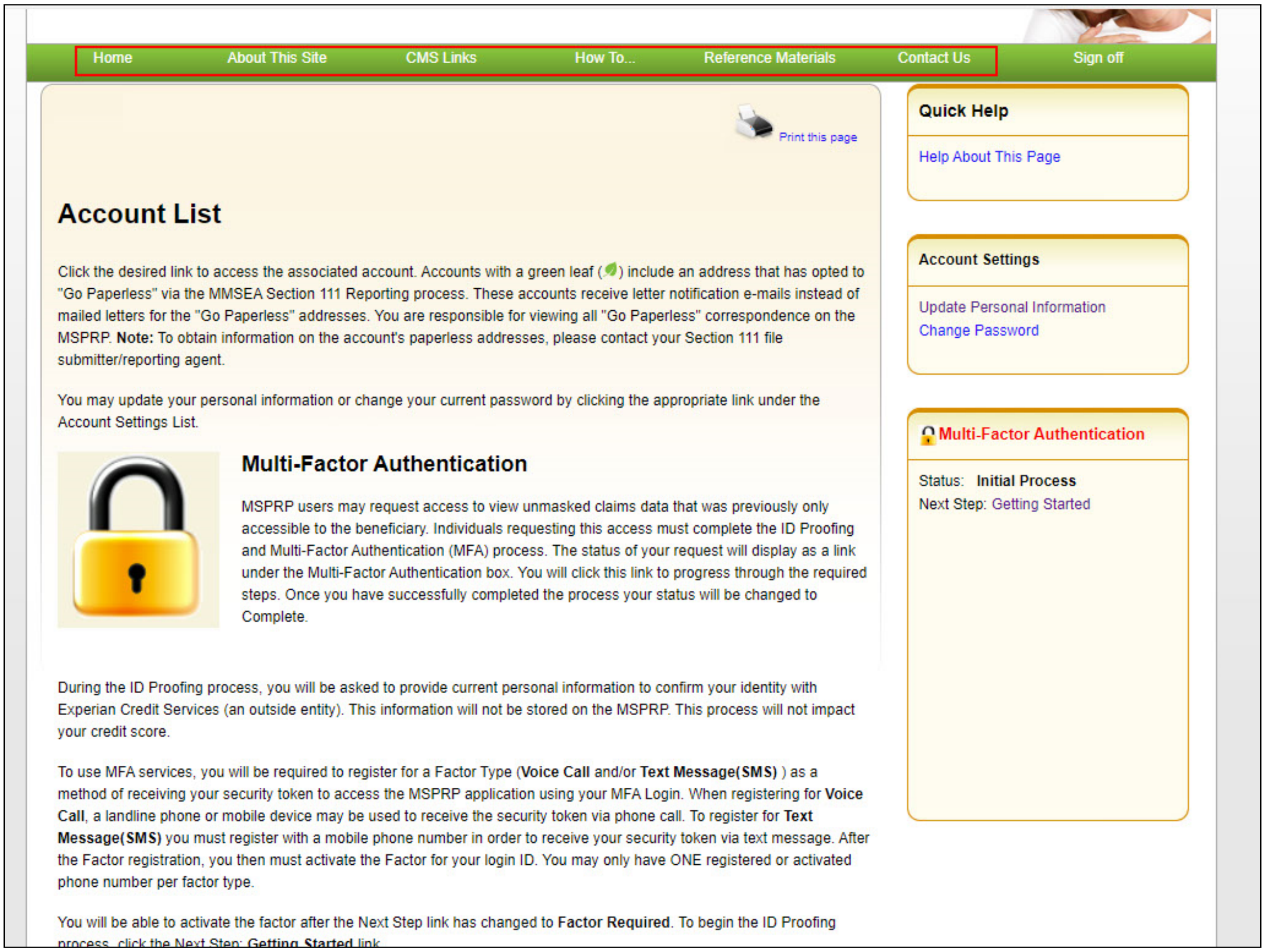
Change Password - Used to change your Password, whether it has expired, has been compromised, or you have been issued a temporary Password.

From this page, users can also request to use Multi-Factor Authentication (MFA) services to view unmasked claims data that was previously only accessible to the beneficiary.

Individuals requesting this access must complete the ID Proofing and MFA verification process. See the Multi-Factor Authentication Process CBT for more information.

Note: MSPRP users who are registered for both the MSPRP and CRCP systems can now initiate the ID proofing process on one application and then continue the process on the other. Once ID proofing is completed in one, users are automatically ID proofed in the other.

Slide 48 of 57 - Navigation Menu



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.

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

Slide 49 of 57 - About This Site

Slide notes

About This Site navigates to the How to Use This Site link, offering general information on how to use the MSPRP application.

Slide 50 of 57 - CMS Links

Slide notes

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

Slide 51 of 57 - How To...

Slide notes

The How To section provides detailed information on performing the following functions: 'Getting Started'; 'Requesting your Login ID'; 'Requesting your Password'; 'Changing your Password'; 'Resetting your PIN';

'Changing your Authorized Representative'; 'Changing Your Account Manager; and 'Inviting Account Designees'.

Slide 52 of 57 - Reference Materials

Slide notes

Reference Materials provides a link to the MSPRP User Manual and About Remote Identity Proofing.

Slide 53 of 57 - Contact Us

Slide notes

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.

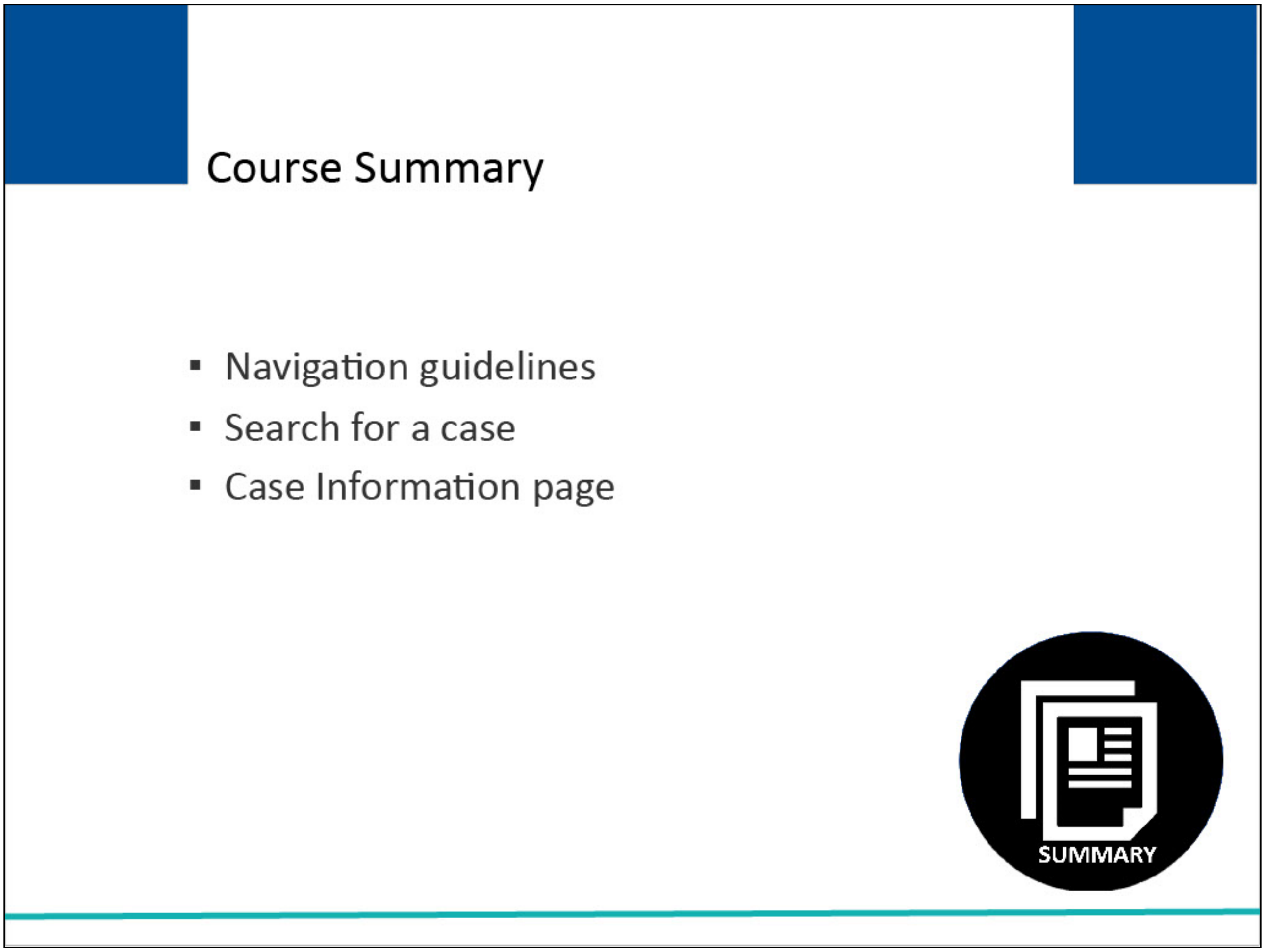
To log off, select Sign Off.

Slide 54 of 57- Sign Off Successful

Slide notes

The Sign off successful page will appear.

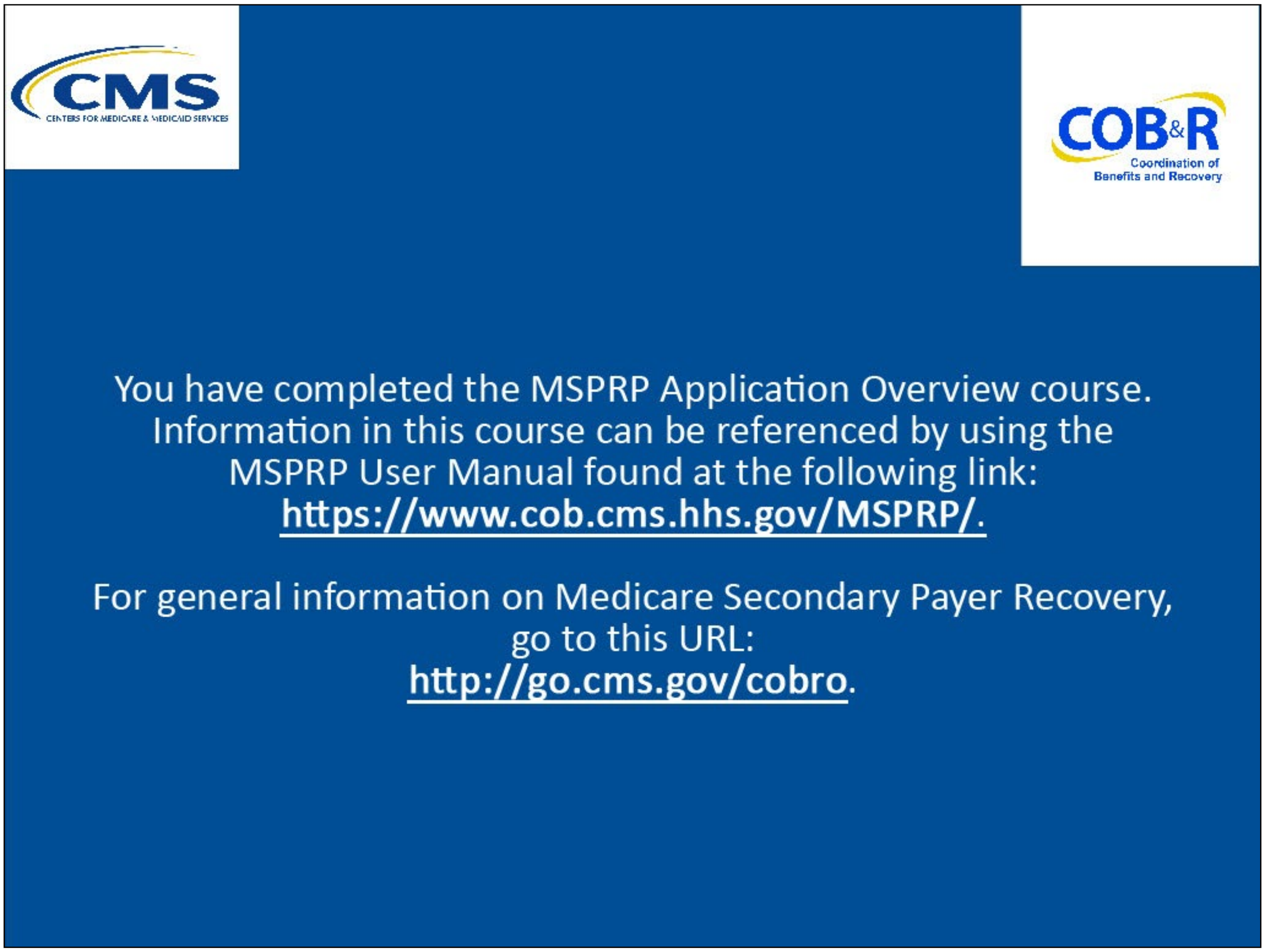
Slide 55 of 57 - Course Summary



Slide notes

This course provided an overview of the MSPRP including general navigation guidelines. It also included information on how to search for a case and the Case Information page.

Slide 56 of 57 - Conclusion



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: CMS MSPRP Website.

For general information on Medicare Secondary Payer Recovery, go to this URL: CMS COB&R Overview

Slide 57 of 57 - MSPRP Training Survey

Slide notes

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