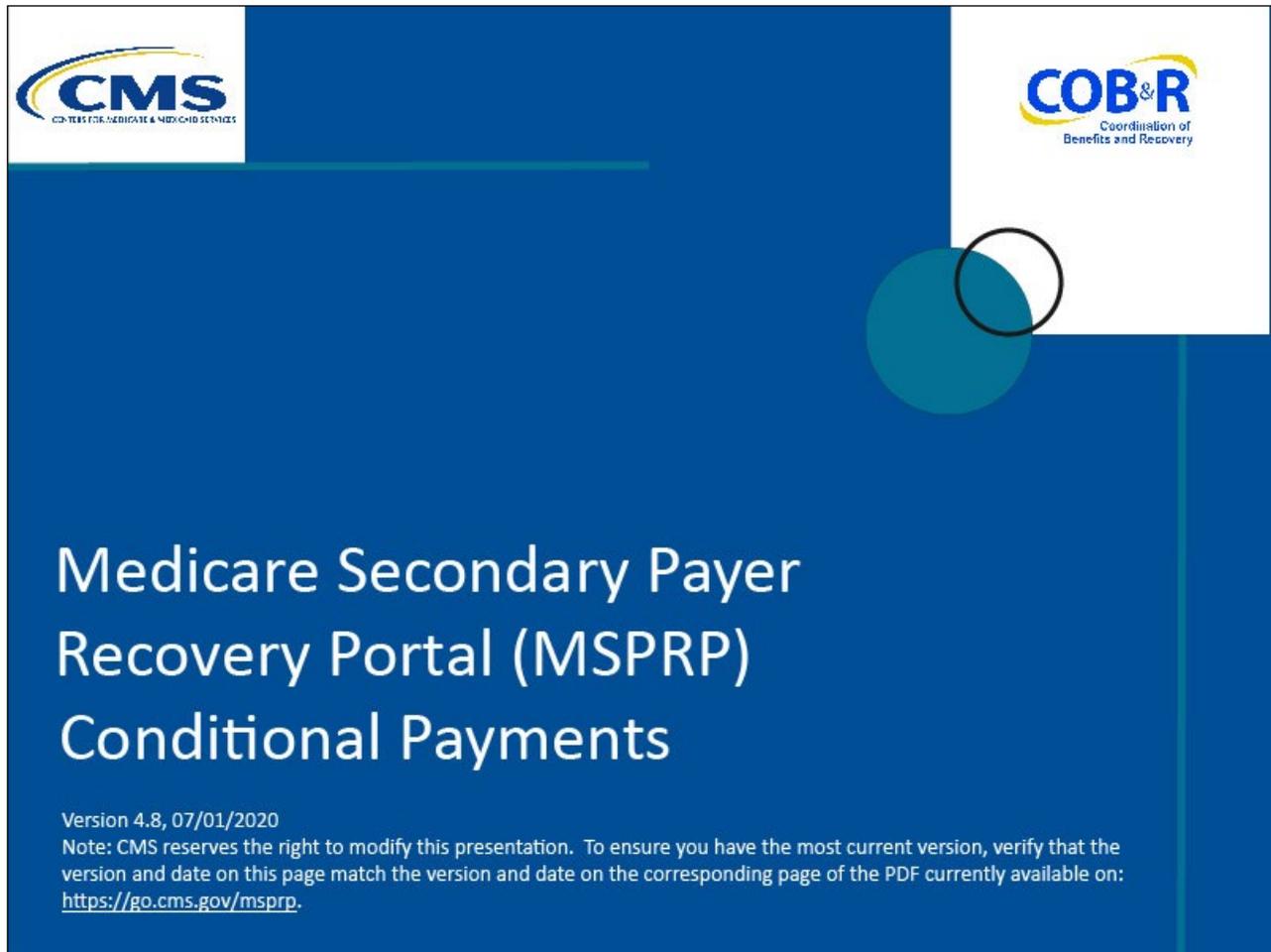


Conditional Payment

Slide 1 - of 27 - Conditional Payment



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Medicare Secondary Payer Recovery Portal (MSRP) Conditional Payments

Version 4.8, 07/01/2020
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 (MSRP) Conditional Payments course.

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 27 - 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 for the WCMSAP. All affected entities are responsible for following the applicable CMS instructions found at the following link:

<https://go.cms.gov/wcmsa/>.

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

Slide 3 - of 27 - Course Overview

Course Overview

- How claims are selected for a case
- How to request a copy of the Conditional Payment letter
- How to initiate the demand letter



Slide notes

This course provided background information on how claims are selected for a case.

It clarified how to request a Conditional Payment letter.

It explained how to initiate the demand letter early for cases where the Conditional Payment Notice has been issued.

Slide 4 - of 27 - Case Recovery

Case Recovery

Rights and Responsibilities Letter

- Sent to beneficiary when Medicare first learns of a case
- Confirms that an MSP recovery case has been established
- Needed to access/retrieve cases on the MSPRP
 - Includes Case ID



Slide notes

When Medicare first learns of a case, the Rights and Responsibilities letter is sent to the beneficiary.

The letter confirms that a Medicare Secondary Payer (MSP) recovery case has been established and educates the recipient about Medicare's right of recovery.

Note: To access/retrieve cases on the MSPRP, you will need the Case ID.

The Case ID is a 15-digit number located on any case specific correspondence received from Medicare such as the Rights and Responsibilities Letter or Conditional Payment Letter.

Slide 5 - of 27 - Case Recovery

Case Recovery

Identify the conditional payments paid by Medicare that are being claimed and/or released with respect to the

<p>Accident</p> 	<p>Illness</p> 	<p>Other Incident</p>
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from the date of incident through the date of settlement, judgment, award, or other payment

Conditional payments are identified based on a number of criteria including ICD-9 or ICD-10 Diagnosis Codes and Dates of Service

Slide notes

Once Medicare has information concerning a potential recovery situation, it will identify the conditional payments paid by Medicare that are being claimed and/or released with respect to the accident, illness, or other incident from the date of incident through the date of settlement, judgment, award, or other payment.

These conditional payments are identified based on a number of criteria including ICD-9 or ICD-10 (International Classification of Diseases, 9th or 10th revisions) Diagnosis Codes and Dates of Service.

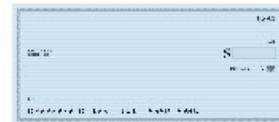
Slide 6 - of 27 - Conditional Payments

Conditional Payments

Payment made by Medicare for services on behalf of a beneficiary when the primary plan does not pay promptly



Must be repaid to Medicare when a settlement, judgment, award, or other payment is secured



Slide notes

These payments are referred to as conditional payments because the money must be repaid to Medicare when a settlement, judgment, award, or other payment is secured.

Note: The MSPRP permits authorized users to notify CMS that a specific case is approaching settlement and request that the case be a part of the Final Conditional Payment process.

To automate the redetermination process the debtor and their authorized representatives can submit a redetermination request (first level appeal) on the MSPRP for BCRC or CRC cases.

For CRC cases, authorized users may request an update to the conditional payment amount.

After a conditional payment notice (CPN) or a conditional payment letter (CPL) has been issued, users may submit unlimited disputes any time prior to the case being demanded. Authorized representatives will be able to submit a redetermination request and reason to request once per claim/line item.

Further information on these processes can be found in Chapter 14 and 15 of the MSPRP User Guide.

Slide 7 - of 27 - Conditional Payments

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

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.

Continue **Cancel**

Quick Help
[Help About This Page](#)

Slide notes

To automate the redetermination process, the debtor and their authorized representatives can submit a redetermination request (first level appeal) on the MSPRP for BCRC or CRC cases.

When submitting a redetermination, a new warning page will appear. This page will permit the user to confirm if redetermination is what they are selecting.

For CRC cases, authorized users may request an update to the conditional payment amount.

After a conditional payment notice (CPN) or a conditional payment letter (CPL) has been issued, users may submit unlimited disputes any time prior to the case being demanded.

Further information on these processes can be found in Chapter 14 and 15 of the MSPRP User Guide.

Slide 8 - of 27 - Conditional Payment Letter

Conditional Payment Letter

- Sent 65 days after the Rights and Responsibilities letter
- Sent to authorized parties
- Identifies the Current Conditional Payment Amount
- Includes Payment Summary Form

Slide notes

Sixty-five days after the Rights and Responsibilities letter is sent, the Conditional Payment letter will be sent to all authorized parties on the case.

This letter identifies the conditional payments that Medicare has made to date that are related to what is being claimed and/or released with respect to the accident, illness, injury, or other incident.

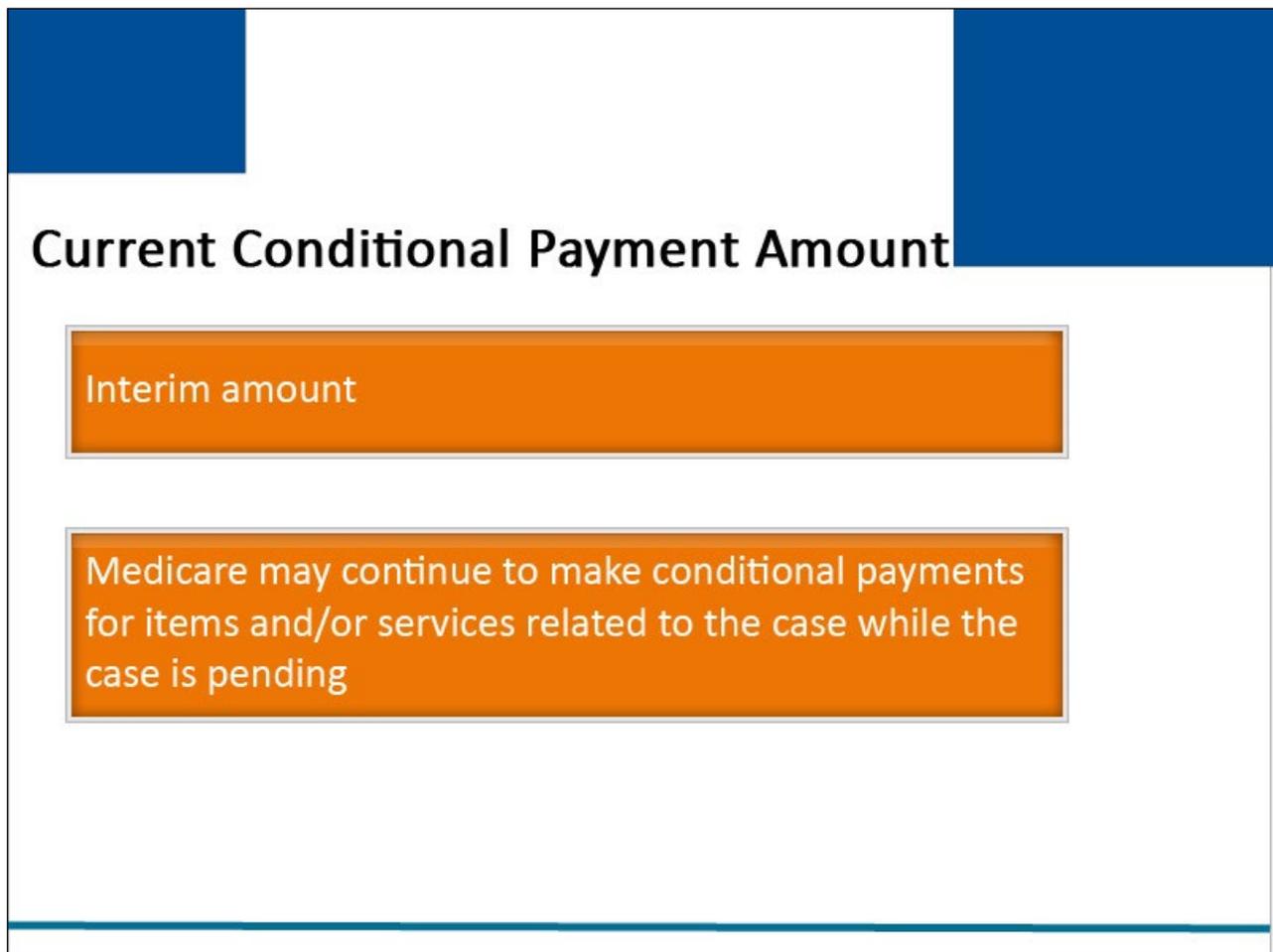
It also identifies the total Current Conditional Payment Amount and includes a Payment Summary Form.

Note: When a case is in the Final CP process and you request a conditional payment letter, electronic or mailed, you will receive either the Notice of Anticipated Settlement Letter or the Final Conditional Payment Letter, depending on the status of your Final CP case.

For CRC cases, users may request an electronic conditional payment letter (eCPL) or a mailed copy of the conditional payment letter.

Additionally, if requested, users will also receive an electronic or mailed version of the “no claims paid” letter for CRC cases where the overpayment amount equals zero.

Slide 10 - of 27 - Current Conditional Payment Amount



Current Conditional Payment Amount

Interim amount

Medicare may continue to make conditional payments for items and/or services related to the case while the case is pending

Slide notes

The Current Conditional Payment Amount is an interim amount.

Medicare may continue to make conditional payments for items and/or services related to the case while the case is pending.

Slide 11 - of 27 - Case Information

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

Case Information

Print this page Quick Help : Help About This Page

Case ID: ##### Medicare ID: #####
Case Type: Liability Insurance Beneficiary DOB: #####
Case Status: Demand Issued [What is this?](#) Beneficiary Last Name: LAST
Date of Incident: 09/15/2009 Authorization Level: Proof of Representation
Industry Date of Incident: 09/15/2009 [What is this?](#) Authorization Status: Verified

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

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

Conditional Payment Letter Mail Date: 06/01/2011 Conditional Payment Notice Amount: \$500.00
*Current Conditional Payment Amount: \$2800.00 Conditional Payment Notice Mail Date: 06/10/2011
**Note: Claims are retrieved daily. This amount is current as of: 07/23/2010* Conditional Payment Notice Response Due Date: 07/31/2011

Conditional Payment Amount Update Requested: 06/01/2011

Demand Letter Mail Date: 06/01/2011 Balance Amount: \$1234.56
Demand Amount: \$9794.00 Balance as of Date: 06/30/2011
Interest Rate: 10% Remaining Principal Balance Amount: \$1234.56
Last Interest Accrual Date 06/08/2018 Remaining Interest Balance Amount: \$1234.56
Note: Remaining balance amounts may not reflect recent payments.

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

Slide notes

To view the Current Conditional Payment Amount and the Conditional Payment Amount Updated on date, view the Case Information page on the MSPRP.

The current conditional payment amount is displayed in the Current Conditional Payment Amount field.

The last date the current conditional payment amount was re-calculated is displayed in the Conditional Payment Amount was updated on field.

Note: Claims are retrieved daily and will be up to date as of the previous day.

To allow users to submit electronic payments for demands via the MSPRP, functionality has been added to the Payment Information tab on the Case Information page to start the payment process.

Slide 12 - of 27 - When to Request a Copy of the Conditional Payment Letter

When to Request a Copy of the Conditional Payment Letter

Request when a written report is required that includes

- Current Conditional Payment Amount
- A listing of claims that comprise that amount

Slide notes

The Conditional Payment letter may be requested when there is a need for a written report that includes the Current Conditional Payment Amount and/or a listing of claims that comprise that amount.

Slide 13 - of 27 - Request Conditional Payment Letter with Current Conditional Payment Amount

Request Conditional Payment Letter with Current Conditional Payment Amount

Allows you to generate a Conditional Payment letter with Medicare's current conditional payment amount

Slide notes

The Request an electronic conditional payment letter with Current Conditional Payment Amount action and the Request a mailed copy of the conditional payment letter action allows you to generate a Conditional Payment letter.

This letter identifies Medicare's Current Conditional Payment Amount as of the date reflected in the Current Conditional Payment Updated on field.

Slide 14 - of 27 - Request Conditional Payment Letter with Current Conditional Payment Amount

Request Conditional Payment Letter with Current Conditional Payment Amount

Request can only be performed when

- Case Status is *Open*
- Current Conditional Payment Amount is greater than or equal to zero
- No claims on the Case Listing page are in dispute

Slide notes

The Request an electronic conditional payment letter with Current Conditional Payment Amount action and the Request a mailed copy of the conditional payment letter action can only be performed when:

- Case Status on the Case Information page is Open;
- Current Conditional Payment Amount on the Case Information page is greater than or equal to zero; and
- No claims on the Case Listing page are in dispute.

Note: You cannot request an electronic or mailed conditional payment letter once a conditional payment notice has been issued (i.e. unless the CPN was issued in error).

A conditional payment notice is issued on a case when settlement information has been received with Medicare and a conditional payment letter has not been issued previously.

Slide 15 - of 27 - 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

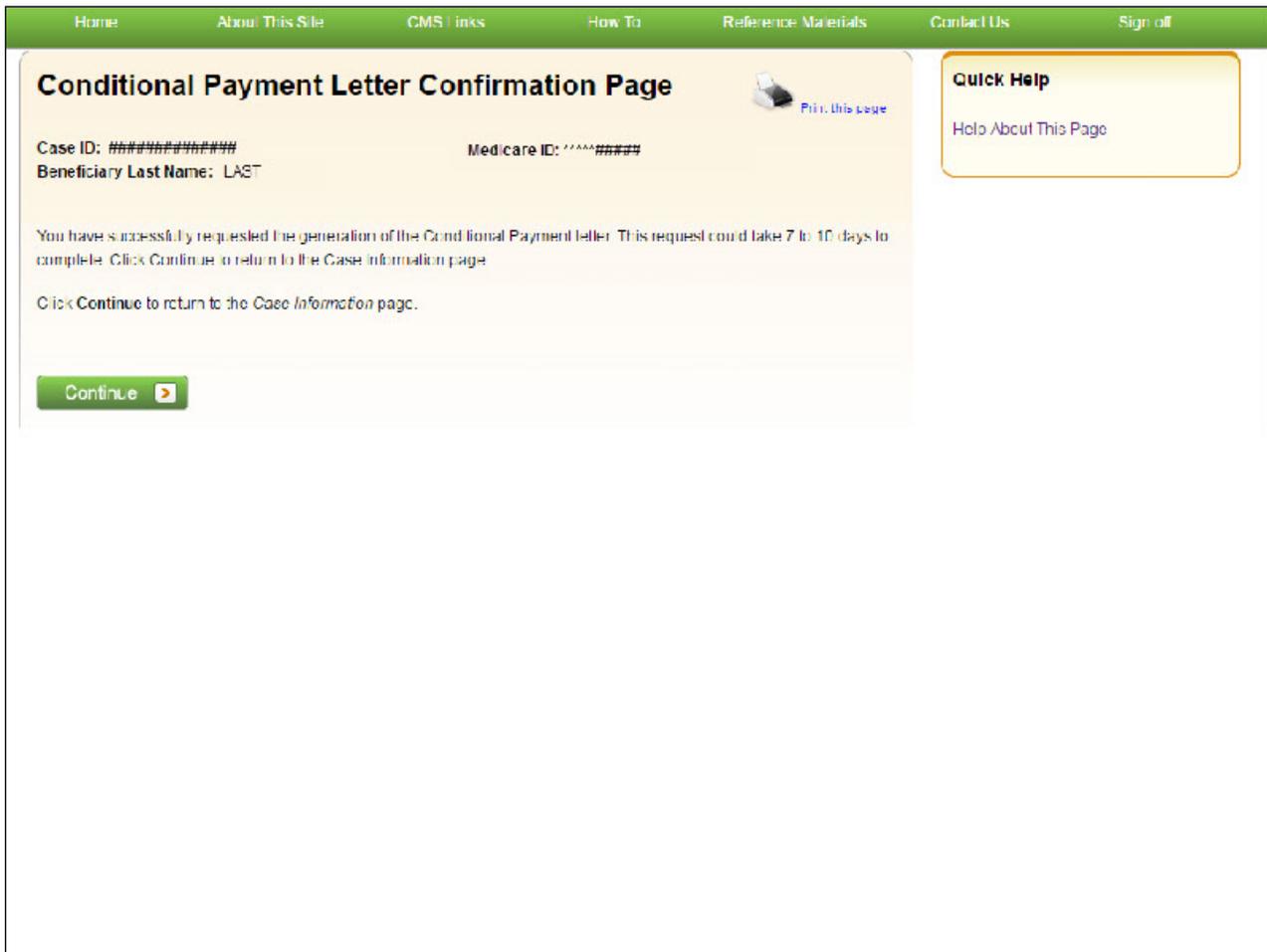
Users must be authorized to request an electronic copy of the conditional payment letter. For beneficiary-debtor cases, authorized beneficiary representatives must have an existing verified Proof of Representation.

For insurer-debtor cases, authorized insurer representatives are recovery agents submitted on the Section 111 Tax Identification Number (TIN) reference file and insurer representatives with a verified recovery agent authorization.

Authorized representatives must also have logged in to the MSPRP using multi-factor authentication (MFA) to request an electronic copy of the conditional payment letter.

Once logged in using MFA, the authorized user clicks the Request an electronic copy of the conditional payment letter with Current Conditional Payment Amount checkbox on the Case Information page for the applicable Case ID and clicks Continue.

Slide 16 - of 27 - Conditional Payment Letter Confirmation Page



Slide notes

The MSPRP generates the electronic conditional payment letter in a separate browser window, along with the Payment Summary Form, in .PDF format.

A confirmation page is displayed indicating that the user has successfully requested the generation of the electronic conditional payment letter.

Once the confirmation page is displayed, the user will see options to save or print the letter to a local machine or printer. Click [Continue] to return to the Case Information page.

Slide 17 - of 27 - Electronic Conditional Payment Letter

Electronic Conditional Payment Letter

- Contains current conditional payment and claims information
- Not saved for later access
- Not mailed to you or other authorized representatives

Slide notes

When requested, the electronic conditional payment letter always contains current conditional payment and claims information.

The MSPRP does not save previously generated electronic payment letters that you can later access or print.

Additionally, the electronic letter will not be mailed to the user or other authorized representatives associated to the case.

Slide 18 - of 27 - Case Actions

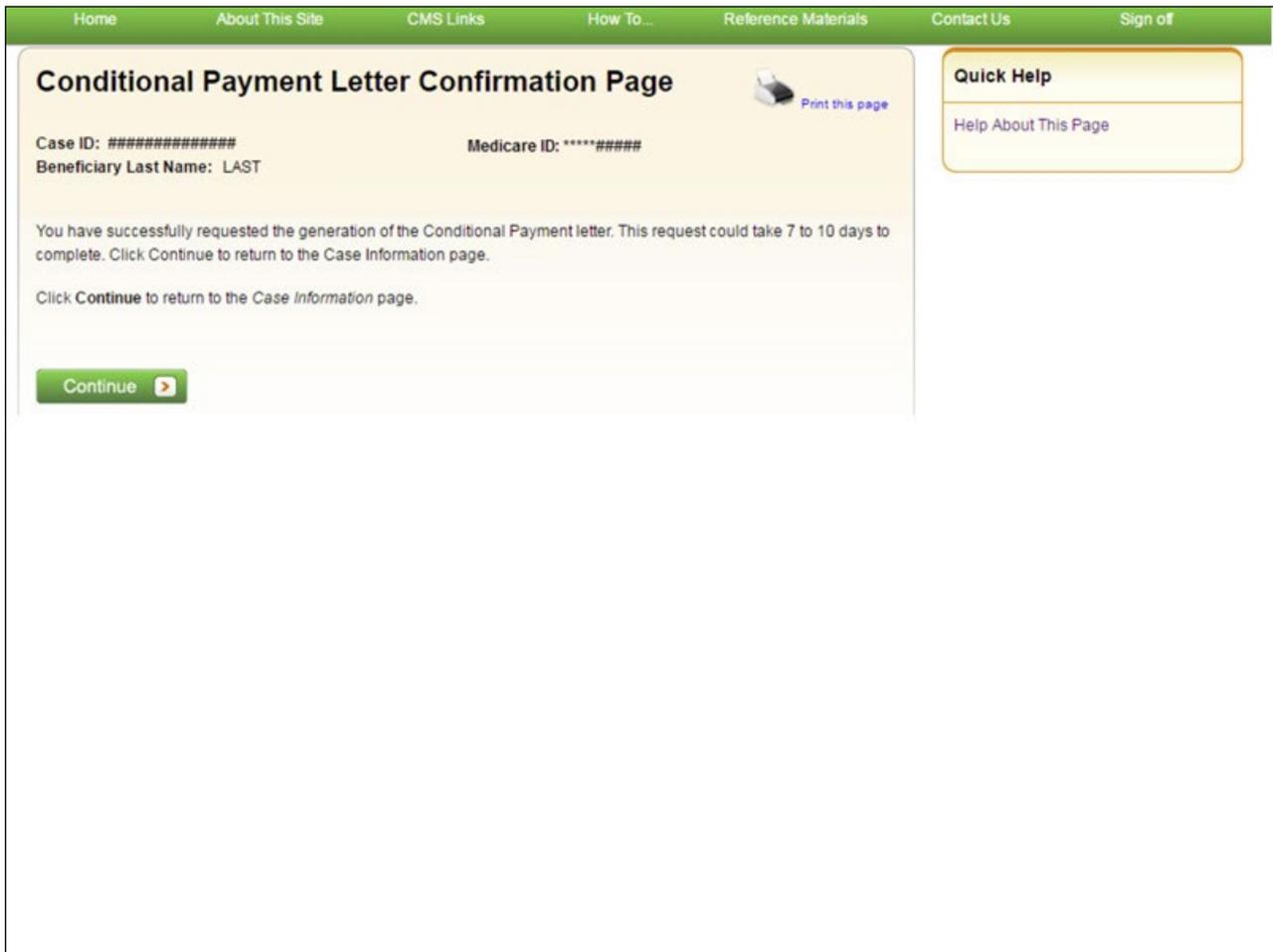
Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:

- 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

To request a mailed copy of the conditional payment letter, go to the Case Information page for the case and select the Request a mailed copy of the conditional payment letter action.

Slide 19 - of 27 - Conditional Payment Letter Confirmation Page



Slide notes

The Conditional Payment Letter Confirmation page displays. This page confirms that you have successfully submitted a request for a Conditional Payment letter.

The Case ID, Beneficiary Last Name and Medicare ID or the case are displayed at the top of the page. Click [Continue] to return to the Case Information page.

Slide 20 - of 25 - Medical Conditional Payment Letter

Mailed Conditional Payment Letter

- Sent to each authorized individual/entity
 - Beneficiary
 - Insurer (if the insurer is the debtor)
 - Each individual/entity with a Verified Proof of Representation or Consent to Release for the case

Allow 3-5 days for system processing and additional time for postal delivery



Slide notes

The letter will be mailed to each authorized individual/entity

(i.e., the beneficiary, the insurer if the insurer is the debtor, and each individual/entity with a Verified Proof of Representation or Consent to Release on file for the case).

Please allow 3-5 days for the system to process this request and additional time for postal delivery.

Slide 21 - of 25 - Conditional Payment Letter

Conditional Payment Letter

Case Information Page Updates	
Field	Value
Case Status	No change, remain as <i>Open</i>
Current Conditional Payment Amount	No change
Conditional Payment Amount Updated on	No Change
Conditional Payment Letter Mail Date	Date the letter was requested

Slide notes

The following updates will be made to the Case Information page:

- Case Status - No change, will remain as Open;
- Current Conditional Payment Amount - No change;
- Conditional Payment Amount Updated on - No change; and
- Conditional Payment Letter Mail Date is revised to the date the letter was requested.

Note: As of July of 2018, the Conditional Payment Letter dates can also be viewed on the Letter Activity tab of the Case Information page.

Slide 22 - of 27 - Conditional Payment Notice

Conditional Payment Notice

If you receive a CPN, you have 30 calendar days to respond

If you agree with the Conditional Payment Amount on the CPN, you can initiate the demand letter early

Slide notes

The beneficiary will receive a Conditional Payment Notice (CPN) instead of a CPL when a settlement, judgment, award, or other payment has already occurred when the beneficiary first reports the case.

A CPN will also be issued to the beneficiary when the BCRC is notified of settlement, judgement, award or other payment through an insurer/workers' compensation entity's Medicare, Medicaid, and SCHIP Extension Act (MMSEA) Section 111 report.

The insurer will receive a CPN when the insurer has notified CMS that it has primary payment responsibility for certain care and Medicare has made conditional payments.

This notification may be through MMSEA Section 111 Reporting or other notification made to the BCRC (i.e., telephone call or written correspondence).

The CPN provides conditional payment information and advises what actions must be taken. After the CPN has been issued, the debtor has 30 days to respond before the demand will be issued.

However, if you receive a CPN and agree with the Conditional Payment Amount listed in the letter, you have the option to initiate the demand process early.

Slide 23 - of 27 - 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 following updates will be made to the Case Information page:

- Case Status - No change, will remain as Open;
- Current Conditional Payment Amount - No change;
- Conditional Payment Amount Updated on - No change; and
- Conditional Payment Letter Mail Date is revised to the date the letter was requested.

Note: As of July of 2018, the Conditional Payment Letter dates can also be viewed on the Letter Activity tab of the Case Information page.

Slide 24 - of 27 - Initiate Demand Letter Confirmation

Initiate Demand Letter Confirmation

Print this page Quick Help: Help About This Page

Case ID: 20111 #####

Beneficiary Last Name: Smith

Medicare ID: #####A

You have requested that Medicare send your Demand now. Once you confirm this action, the Demand letter will be mailed within 7-12 business days and no further actions will be allowed on this case on the MSPRP.

Click **Continue** to proceed. To cancel this action, click **Previous**

Previous Continue

Slide notes

The Initiate Demand Letter Confirmation page displays. Click [Continue] to submit the request. The demand letter will be mailed to each authorized entity.

If the CPN was issued by the Benefits Coordination & Recovery Center (BCRC), please allow 7-12 business days for the system to process this request.

If the CPN was issued by the Commercial Repayment Center (CRC), please allow 10-15 business days for the system to process this request.

Slide 25 - of 27 - Course Overview

Course Summary

- How claims are selected for a case
- How to request a copy of the Conditional Payment letter
- How to initiate the demand letter

**Slide notes**

This course provided background information on how claims are selected for a case.

It clarified how to request a Conditional Payment letter.

It explained how to initiate the demand letter early for cases where the Conditional Payment Notice has been issued.

Slide 26 - of 27 -Conclusion

You have completed the MSPRP Conditional Payments 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/>.

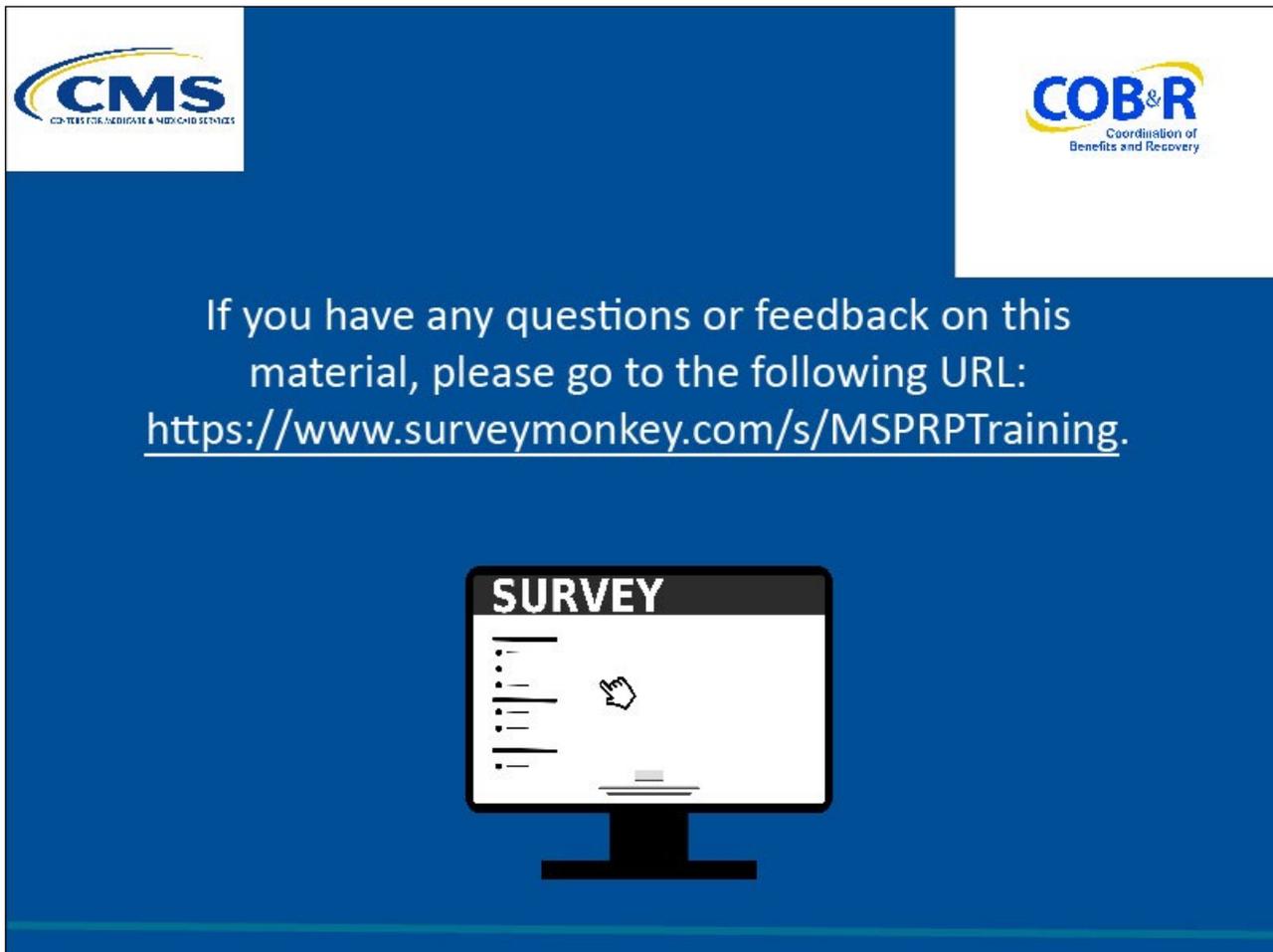
For general information on Medicare Secondary Payer Recovery, go to this URL:
<https://go.cms.gov/cobro>.

Slide notes

You have completed the MSPRP Conditional Payments 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:
<https://go.cms.gov/cobro>.

Slide 27 - of 27 - Survey



The slide features a 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 icon of a computer monitor displaying a survey interface with the word "SURVEY" at the top and a hand cursor pointing to a question.

Slide notes

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