
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.
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/.
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.
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.
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 Diagnosis Codes and Dates of Service.
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.
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.
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 notes

The Payment Summary form lists all of the claims that are included in the Current Conditional Payment Amount.

Specific information, such as dates of service and conditional payment amounts will be displayed for each claim listed.

The sum of the amounts included in the conditional payment amount column is the Total Conditional Payments Amount.
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 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.

<table>
<thead>
<tr>
<th>Case Information</th>
<th>Payment Information</th>
<th>Electronic Payment Information</th>
<th>Narrative Information</th>
<th>Letter Activity</th>
<th>Waiver!</th>
<th>Remediator!</th>
<th>Conditional Payment Amount Update Requested: 06/01/2011</th>
<th>Conditional Payment Amount Notice: $500.00</th>
<th>Conditional Payment Amount Notice Mail Date: 06/18/2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case Type:</td>
<td>Case Status:</td>
<td>Demand Issued:</td>
<td>What is this?</td>
<td>What is this?</td>
<td>What is this?</td>
<td>What is this?</td>
<td>Conditional Payment Amount Notice Due Date: 07/15/2011</td>
<td>Conditional Payment Amount Notice Due Date: 07/15/2011</td>
<td>Conditional Payment Amount Notice Due Date: 07/15/2011</td>
</tr>
<tr>
<td>Date of Incident: 05/30/2009</td>
<td>Industry Date of Incident: 06/18/2009</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Rights and Representations:** Letter Mail Date: 06/18/2011

Conditional Payment Letter Mail Date: 06/18/2011

Current Conditional Payment Amount: $500.00

Note: Claims are retrieved daily. This amount is current as of 07/13/2011

Conditional Payment Amount Notice Amount: $500.00

Conditional Payment Amount Notice Mail Date: 06/18/2011

Conditional Payment Notice Due Date: 07/15/2011

Conditional Payment Amount Notice Due Date: 07/15/2011

Demand Letter Mail Date: 06/01/2011

Demand Amount: $1000.00

Interest Rate: 1%

Last Interest Accrual Date: 06/08/2018

Make a Payment

Balance Amount: $1234.56

Balance as of Date: 06/09/2011

Remaining Principal Balance Amount: $1231.56

Remaining Interest Balance Amount: $124.56

Note: Remaining balance amounts are not refundable upon payments.
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 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.
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.
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.
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.
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 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.
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 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.
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.
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 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.
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.
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.
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.
If you have any questions or feedback on this material, please go to the following URL:

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