Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Corporate Registration course.

Note: This module is intended for those entities who will register for a corporate account.

A corporate account type indicates that the entity has an Employer Identification Number (EIN)/Tax Identification Number (TIN) and will be regularly submitting MSPRP requests. Corporate accounts may have up to 100 Account Designees.

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. 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.

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Course Overview

- Completing a New Registration
  - Next Steps

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This course provides instruction on how to complete a New Registration on the MSPRP for a corporate account type and the steps that must be followed once the registration has been submitted.
Getting Started

Users must be authorized to access the MSPRP.

Before users can be authorized, the registration process must be completed:
- New Registration
- Account Setup

Account Representative completes New Registration

Account Manager completes Account Setup

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Users must be authorized to access the MSPRP.

Before a new user can become authorized, the corporate entity must complete the registration process which involves the following steps: New Registration and Account Setup.

New Registration must be completed by the person named as the Account Representative.

Account Setup must be completed by the person named as the Account Manager.

Note: The focus of this CBT is on the New Registration process.

For more information on Account Setup, please see the Corporate Account Setup CBT.
To begin the New Registration, the corporate entity must identify their Account Representative. The Account Representative is the individual who has the legal authority to bind the company to a contract and the terms of MSPRP requirements and processing.

Note: If the person named as the Account Representative needs to be changed after the registration has been completed, the Account Manager can make the change.
The Account Representative must initiate the New Registration on the MSPRP and provide all of the information requested by the system.

This person is responsible for designating the Account Manager.

Additionally, the Account Representative must approve the Account Setup, by physically signing the Profile Report and returning it to the Medicare - Electronic Data Interchange (EDI) Department.

The Account Representative will be the account contact and recipient of MSPRP notifications and e-mails.
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The Account Representative cannot be an actual user of the MSPRP (i.e., cannot be the Account Manager or Account Designee).

Please note: Only those individuals who are assigned the role of an Account Manager or Account Designee can access and use the MSPRP.

- Can register as the Account Representative for more than one MSPRP account
- Can register as an AR for other MSPRP corporate accounts
- Can register as Account Manager or Account Designee for other MSPRP accounts.
The Account Manager is assigned by the Account Representative. Account Managers can assign the Account Manager role to another person for Account Representative accounts.

This individual is responsible for completing Account Setup, administering the account on the MSPRP, and inviting others to assist as Account Designees.

Both the Account Manager and the Account Designee have the ability to: submit authorization documentation, request conditional payment information, request a conditional payment letter, dispute claims, submit case settlement information, initiate the demand letter, view/submit redetermination, and make an electronic payment (First Level Appeal). Note: Only those actions that are applicable to the case will be available.
Once the Account Representative has been identified and they are ready to begin the New Registration, they must go to the MSPRP URL at: https://www.cob.cms.hhs.gov/MSPRP/.
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Each time a user visits the MSPRP Web site, the Login Warning page will display. This page provides information about MSPRP security measures including access, penalty and privacy laws.

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

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

Users must agree to the terms of this warning each time they access the MSPRP. Click the [I Accept] link at the bottom of the page to continue.
Once the [I Accept] link is clicked, the MSPRP Login page will display.
Click [New Registration] to continue.
Select Account Type

Please select the type of account for which you are registering:

- **Corporate**
  
  A corporate account type indicates that the entity has an Employer Identification Number (EIN) and will be regularly submitting MSPRP requests.

- **Representative**
  
  A representative account type indicates that the entity does not have an Employer Identification Number (EIN) but will be regularly submitting MSPRP requests.

[Continue] [Cancel]

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The Select Account Type page displays.

Select the Corporate radio button and then click [Continue].

Note: If at any point during the registration process the user wishes to stop, they should click [Cancel]. Once clicked, information entered on the current page and any previous pages will NOT be saved and the user will be returned to the MSPRP Login page.
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Once the Corporate account type is selected, the Corporate Information page will display. Information for the company that will be submitting MSPRP requests must be entered on this page. All fields denoted with a red asterisk are required.

The EIN must be unique in the MSPRP. The same EIN cannot be registered for more than one account. Enter the EIN associated with the corporate account for this MSPRP registration.

If the corporate account has more than one EIN, submit this registration with any one of the EINs.

Enter the corporation’s name and corporation’s mailing address in the business mailing address fields. The address submitted on this page will be used to send the post-registration letter that includes the Account ID and Personal Identification Number (PIN).

Once all required information has been entered, the user must click [Continue].
The system will validate each field on each registration page for accuracy and completeness.

If errors are found, the system will display applicable error messages on the screen indicating what error condition(s) were found.

When errors are discovered, the cursor will be placed on the first field that generates an error condition.

This will either be a required field that is missing data or a field that contains a data error.

The user must correct the error before the system will allow the user to proceed to the next page.

Once the data has been corrected, the system will revalidate all data that has been entered.
After successfully completing the Corporate Information page, the Account Representative (AR) Information page will display.

Information related to the Account Representative must be entered on this page.

This information will be used to send important information regarding the account, including the Profile Report.

All fields denoted with a red asterisk are required.

It is critical that the correct contact information for the Account Representative is entered on this page, including their correct e-mail address.

If the e-mail address of the Account Manager or Account Designee is entered instead of the e-mail address of the Account Representative, those individuals will be unable to register as users of the MSPPR.

Note: The Account Representative can only have that one role.
This person cannot be an Account Manager or an Account Designee.

The MSPRP will verify that the submitted e-mail address for each user role on the account is different. If there are any e-mail address matches between the Account Manager, Account Designee or Account Representative on the account, an error will display.

After entering the Account Representative information, click [Continue] to proceed.
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The Registration Summary page will display.

Users can print this page by clicking the [Print this page] link.

This page lists all the information that was previously entered and provides users with the opportunity to make changes.

All information should be reviewed and verified before continuing.

Changes can be made to Account Type, Corporate Information or Account Representative Information. To make any corrections, click the [Edit] button next to the applicable section.

The system will display that information entry page.
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Add, change, or delete any of the information.

Once all corrections have been made, the user must click [Continue] until they have navigated back to the Registration Summary page.
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When the Registration information has been verified, click [Continue] to submit the registration.
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The Thank You page displays confirming that the initial registration has been successfully completed. The assigned Account ID is displayed on the Thank You page. It is recommended that you print this page for your records. The Account ID will be needed by the Account Manager for Step 2: Account Setup. Click the Medicare Secondary Payer Portal Welcome Page link to return to the Welcome to the MSPPR page.
Next Steps

EDI Department

- Validates registration information
- Email sent to Account Representative within two weeks, which contains
  - PIN
  - Instructions for Account Setup

Contact an EDI Representative if letter is not received within 10 business days

- Phone: (646) 458-6740
- E-mail: COBVA@GHIMedicare.com

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The information submitted in the New Registration step will be vetted by the EDI Department to ensure it is valid and complete.

Within two weeks, an email will be mailed to the Account Representative.

This email will be sent to the Account Representative email address that was submitted on the Account Representative Information page during the New Registration.

This email will include the PIN and instructions for the next step in the registration process - Account Setup.

If this email is not received within 10 business days, contact an EDI Representative by phone at (646) 458-6740 or e-mail at COBVA@GHIMedicare.com.
## Next Steps

### Account Representative
- Must give the Account ID and PIN to the Account Manager

### Account Manager
- Must complete the Account Setup on the MSPRP
  - Account ID and PIN are needed to begin
  - Please see the Corporate Account Setup CBT for more information

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The Account Representative must give the Account ID and PIN to the Account Manager for the Corporate account to use to complete the Account Setup.

The Account Manager must return to the MSPRP to complete the Account Setup.

The Account Manager will need to enter the Account ID and PIN on the main page to begin setup.

For more information on the Account Setup process, please see the Corporate Account Setup CBT.
Once the Account Manager has completed the account setup, an e-mail notification will be sent to the Account Representative.

The Account Manager will be copied on this e-mail.

This notification will include a Profile Report that contains information regarding your company and the associated contact information as well as a Data Use Agreement.

It may take up to 10 business days to receive the Profile Report.
Next Steps

Account Representative

- Must review the Profile Report for accuracy
  - Contact an EDI Representative to request modifications
    - Phone: (646) 458-6740
    - E-mail: COBVA@GHIMedicare.com
  - Return Profile Report via e-mail within 60 business days
    - Put ‘MSPRP Profile Report’ in the subject line

If signed Profile Report is not received within 60 business days, the account will automatically be deleted

- Registration process must be started from the beginning

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The Account Representative must review the Profile Report for accuracy.

If information on the Profile Report is inaccurate or requires modifications, please contact an EDI Representative by phone at (646) 458-6740 or e-mail at COBVA@GHIMedicare.com.

The Account Representative will have 60 business days to review, sign and return the Profile Report to the Medicare - EDI Department.

When returning the signed Profile Report via e-mail, put ‘MSPRP Profile Report’ in the subject line.

If a signed Profile Report is not received within that timeframe, the account will be automatically deleted on the 60th business day.

If the account is deleted, the registration process must be started from the beginning.
You have completed the MSPRP Corporate Registration 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.

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