Slide notes


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:


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Course Overview

- Things to consider before initiating Final CP
- Required timeline
- Cases that are ineligible
- Final CP Process (Beneficiaries)
  - Notify the BCRC that you are within 120 days of settlement
  - Resolve disputes
  - Request Final CP Amount
  - Submit settlement information
- Final CP Process (Insurers)

Slide notes

This course explains the Final Conditional Payment (CP) process. It includes items to consider before initiating the process, the required timeline for Final CP actions and cases that are ineligible for Final CP.

It reviews the steps for the beneficiary: notifying the Benefits Coordination & Recovery Center (BCRC) that you are within 120 days of settlement, resolving disputes within that 120-day period, requesting your Final CP Amount and submitting settlement information within the required timeframe. It also reviews the insurer-debtor’s limited responsibilities with the Final CP Process.
Final CP Process

- Obtain time and date-stamped final conditional payment summary documents before settlement
- Ensures that disputes submitted through the MSPRP are addressed within 11 business days
- Note: If you are approaching settlement on a case that is not yet available on the MSPRP, contact the BCRC at: (855) 798-2627

Slide notes

The Final CP process permits authorized users to obtain time and date-stamped final conditional payment summary documents before reaching settlement and ensures that related disputes submitted through the MSPRP are addressed within 11 business days of receipt of dispute documentation.

Note: If you are approaching settlement on a case that is not yet available on the MSPRP and you wish to initiate the Final CP process, contact the BCRC at: (855) 798-2627.
Final CP Process

- Must complete all Final CP actions on the MSPRP
- Only available for liability cases and workers’ compensation cases
- Can be initiated by the debtor (or debtor’s authorized representative) on the case
  - Note: If initiated by insurer debtor, the insurer case is closed and the debt is transitioned to the beneficiary
- Can only be initiated once per case
- Limits disputes to one per claim/line item

Slide notes

All Final CP actions must be completed on the MSPRP. The Final CP process is only available for liability cases and workers’ compensation cases. This process can be initiated by the identified debtor, or their authorized representative. Note: When an insurer debtor initiates the Final CP process, this action closes the insurer case and transitions the debt to the beneficiary.

The Final CP process can only be initiated once per case and it limits disputes to one per claim/line item (that is, claims/line items can only be disputed one time).
Final CP Actions on the MSPRP

1. Notify the BCRC that you are within 120 days of settlement
2. Resolve disputes during this 120-day period
3. Request Final CP Amount within this 120-day period
   • Note: You must settle your case within 3 business days of requesting the Final CP Amount
4. Submit settlement information within 30 calendar days of requesting the Final CP Amount

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You will be required to complete the following actions for the Final CP process on the MSPRP. Failure to complete any of these actions in time will void the Final CP process and you will not be permitted to start the process again. Note: Calendar days include the final day (e.g., “30 calendar days” includes the 30th day).

1. Notify the BCRC that you are within 120 days of settlement (i.e. initiating the Final CP process).
2. Resolve disputes during this 120-day period. Note: Once you request a calculation of the Final CP amount, you will not be permitted to submit any additional disputes.
3. Request your Final CP Amount within 120 calendar days from the date that you initiated the process. Note: You must settle your case within three (3) business days of requesting the Final CP Amount.
4. Submit your settlement information within 30 calendar days of requesting the Final CP Amount.
Cases Ineligible for Final CP

- Case has ORM that has not been terminated
- Fixed Percentage option was selected for the case
- Self-Calculated Conditional Payment Amount option was selected for the case
- No-Fault cases
- Conditional Payment Notice (CPN) was issued (BCRC-owned case)
- Case is included in a BCRC special project

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The Final CP process is not available if: the case has Ongoing Responsibility for Medicals (ORM) that have not been terminated, the Fixed Percentage option was selected for the case, the Self-Calculated Conditional Payment Amount option was selected for the case, the case is a No-Fault case, a Conditional Payment Notice (CPN) was issued (BCRC-owned case), or the case is included in a BCRC special project.
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To initiate the Final CP process for cases where the debtor is the beneficiar, go to the Case Information page on the MSPRP and click the Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement action. Click [Continue].
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The Warning - 120 Day Notification Action Can Only Be Selected Once page displays. Click [Continue] to proceed.
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The 120 Days’ Notice of Anticipated Settlement Confirmation page appears. This indicates that you have successfully notified the BCRC that you are within 120 calendar days of your anticipated settlement and have initiated the Final Conditional Payment process. You will be mailed an Updated Conditional Payment Letter within 7-12 business days. This letter will include a list of claims currently associated to your case, information about the Final Conditional Payment process, and the procedures you must follow for this case. Check back regularly for updates to the Current Conditional Payment Amount on the MSPRP Case Information page.

As Medicare pays for medical care related to your case, the conditional payment amount and claims associated to this case will be revised.
Request a Conditional Payment Letter

- When you have initiated the Final CP process and have not yet requested the Final CP Amount, you will receive the Notice of Anticipated Settlement Letter when you request a conditional payment letter, electronic or mailed.

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If you would like a written report that includes the Current Conditional Payment Amount and/or a listing of claims that comprise that amount, you may request an electronic or mailed conditional payment letter.

Since you have initiated the Final CP process but not yet requested the Final CP amount (i.e. current Final Conditional Payment Status is Active), you will receive a Notice of Anticipated Settlement Letter.
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To request a mailed copy of the Notice of Anticipated Settlement Letter, select the Request a mailed copy of the conditional payment letter action on the Case Information page for the applicable Case ID and click [Continue].
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The Notice of Anticipated Settlement Letter Confirmation page displays, confirming that you have successfully submitted a request for this conditional payment letter.

You and all authorized representatives on the case, will receive a copy of the Notice of Anticipated Settlement Letter. Click [Continue] to return to the Case Information page.

Note: If you request an electronic copy of the conditional payment letter, you will receive the electronic version of the Notice of Anticipated Settlement Letter along with a Payment Summary Form.

The ability to request an electronic version of the conditional payment letter is only available to beneficiaries and authorized beneficiary representatives who have a verified POR signed by the beneficiary and who have logged into the MSPRP using multi-factor authentication.
If the Final CP case includes any claims or claim line items that you believe are not related to the case, you must submit the dispute on the MSPRP. Disputes submitted on the MSPRP for Final CP cases are addressed within 11 business days. To view/dispute claims, click View/Dispute Claims Listing on the Case Information page. Click [Continue]. Once this action is selected, the MSPRP retrieves all of the claim information that is included in the Current Conditional Payment Amount and displays that information on the Claims Listing page. See the Disputing a Claim- Beneficiary CBT for more information on disputing claims.
Electronic Dispute Denial for Final CP Case Letter

• Available on Final CP cases in which at least one submitted dispute was denied

• Includes the current Conditional Payment Amount and Payment Summary Form
  • Note: Letter and Payment Summary Form can be saved and/or printed

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If one of your disputes is denied, you or your authorized representative who has a verified Proof of Representation and who has logged in to the MSPRP using multi-factor authentication may request an Electronic Dispute Denial for Final Conditional Payment Case Letter that includes the current Conditional Payment Amount. This letter, along with the Payment Summary Form, is created and displayed in separate browser windows.

The letter and the Payment Summary Form will both display in .PDF format. The Payment Summary Form includes all claims related to the case. Note: The letter and Payment Summary Form can be saved and/or printed.
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To request an Electronic Dispute Denial for Final Conditional Payment Case Letter, go to the Case Information page for the applicable ID.

Select the Request an Electronic Dispute Denial for Final Conditional Payment Case Letter action and click [Continue]. The Electronic Dispute Denial for Final Conditional Payment Case Letter Confirmation page displays, in a separate window.

It confirms that you submitted a request for an Electronic Dispute Denial for Final Conditional Payment Case Letter. Click [Continue] to return to the Case Information page.
Request Final CP Amount

- Request within 120 calendar days of initiating the Final CP process
- Once requested, your Final CP amount will be frozen and you cannot submit any additional disputes

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Within 120 calendar days after initiating the Final CP process, you are required to request your Final Conditional Payment Amount. This action can only be completed once per case.

When you click the Calculate Final Conditional Payment Amount action, your conditional payment amount will be frozen and you will not be permitted to submit any additional disputes.
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To request a Final CP Amount, go to the Case Information page and select the Calculate Final Conditional Payment Amount action. Click [Continue] to proceed.
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The Warning - Calculate Final Conditional Payment Amount Can Only Be Selected Once page displays. Click [Continue] to proceed.
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The Calculate Final Conditional Payment Amount Confirmation page displays. You have successfully requested your Final CP Amount. This page can be printed by clicking the [Print this page] link.

Note: The Final CP amount will remain valid only if you settle the case within three business days of requesting the Final Conditional Payment Amount and submit your settlement information on the MSPRP within 30 calendar days of requesting the Final Conditional Payment Amount. Click [Continue] to return to the Case Information page.
Request an Electronic Final CP Letter

- Select the Request an Electronic Copy of the Conditional Payment Letter with Current Conditional Payment Amount action
  - Electronic Final Conditional Payment Letter Confirmation page will display
  - Final Conditional Payment Letter and Payment Summary form will be displayed in separate windows

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To request an electronic Final Conditional Payment Letter select the Request an Electronic Copy of the Conditional Payment Letter with Current Conditional Payment Amount action. The Electronic Final Conditional Payment Letter Confirmation page will display. The Final Conditional Payment Letter and Payment Summary form will be displayed in separate windows.
Submit Settlement Information

- Must submit notice of settlement information on the MSPRP within 30 calendar days of requesting your Final Conditional Payment Amount

- Your actual settlement date must be within three business days of requesting your Final Conditional Payment Amount

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For a case to remain in the Final CP process, notice of settlement information must be provided on the MSPRP within 30 calendar days of requesting the Final CP Amount and the settlement date must be within three business days of the Final Conditional Payment Requested date. See the Submitting Settlement Information CBT for more information on how to enter settlements on the MSPRP.
Final CP Process (Insurers)

- Insurer-debtor cases that are within 120 calendar days of anticipated settlement can be placed in the Final Conditional Payment process
  - Case cannot have ORM

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Insurer-debtor cases that are within 120 calendar days of anticipated settlement can be placed in the Final Conditional Payment process.

This action is only available to the identified insurer-debtor or their authorized representatives who have a verified Recovery Agent Authorization.

NOTE: When an insurer or their authorized representative initiates the Final CP Process on their insurer-debtor case, they are confirming the following: a settlement is pending on the case, and they do not have outstanding Ongoing Responsibility for Medicals (ORM) for the case.
Final CP Process (Insurers)

- Once the Final CP process is initiated
  - Insurer-debtor case is closed
    - Debt transferred to new case where the beneficiary is the identified debtor
  - Insurer will not be able to work the beneficiary-debtor case
  - Insurer will not receive copies of any recovery-related correspondence until they obtain and submit an authorization signed by the beneficiary

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Once the Final CP process has been started on a case where the insurer is the identified debtor, the insurer-debtor case will be closed and put in a Transitioned status.

Debt from the insurer-debtor case will be transferred to a new case where the beneficiary is the identified debtor. The insurer and authorized representatives will not be able to work the beneficiary-debtor case or receive copies of any recovery-related correspondence related to the new beneficiary-debtor case until they obtain and submit an authorization signed by the beneficiary.
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From the Case Information page, select the Begin Final Conditional Payment Process and Provide 120 Days’ Notice of Anticipated Settlement action and click Continue.
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The Warning - 120 Day Notification Action Can Only Be Selected Once page displays. Click [Continue] to proceed.
When continue is selected, the 120 Days' Notice of Anticipated Settlement Confirmation appears. Again, the debt will be transferred to a new Final CP case with the beneficiary as the debtor and the insurer and their authorized representative will not receive any further correspondence on the beneficiary-debtor case or be permitted to take any additional action on the case unless proper Consent to Release or Proof of Representation from the beneficiary is submitted to the BCRC. For further information on the Final CP process, please see Chapter 15 in the MSPRP User Guide.
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You have completed the MSPRP Final Conditional Payment Process 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 the following URL: