

Slide 1 - of 28



# Medicare Secondary Payer Recovery Portal (MSRP) Final Conditional Payment Process

Version 3.5, 10/10/2016  
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 <http://go.cms.gov/msprp>.

**Slide notes**

Welcome to the Medicare Secondary Payer Recovery Portal (MSRP) Final Conditional Payment Process 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 28

## 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/>.

### 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: <https://www.cob.cms.hhs.gov/MSPRP/>.

Slide 3 - of 28

## 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)

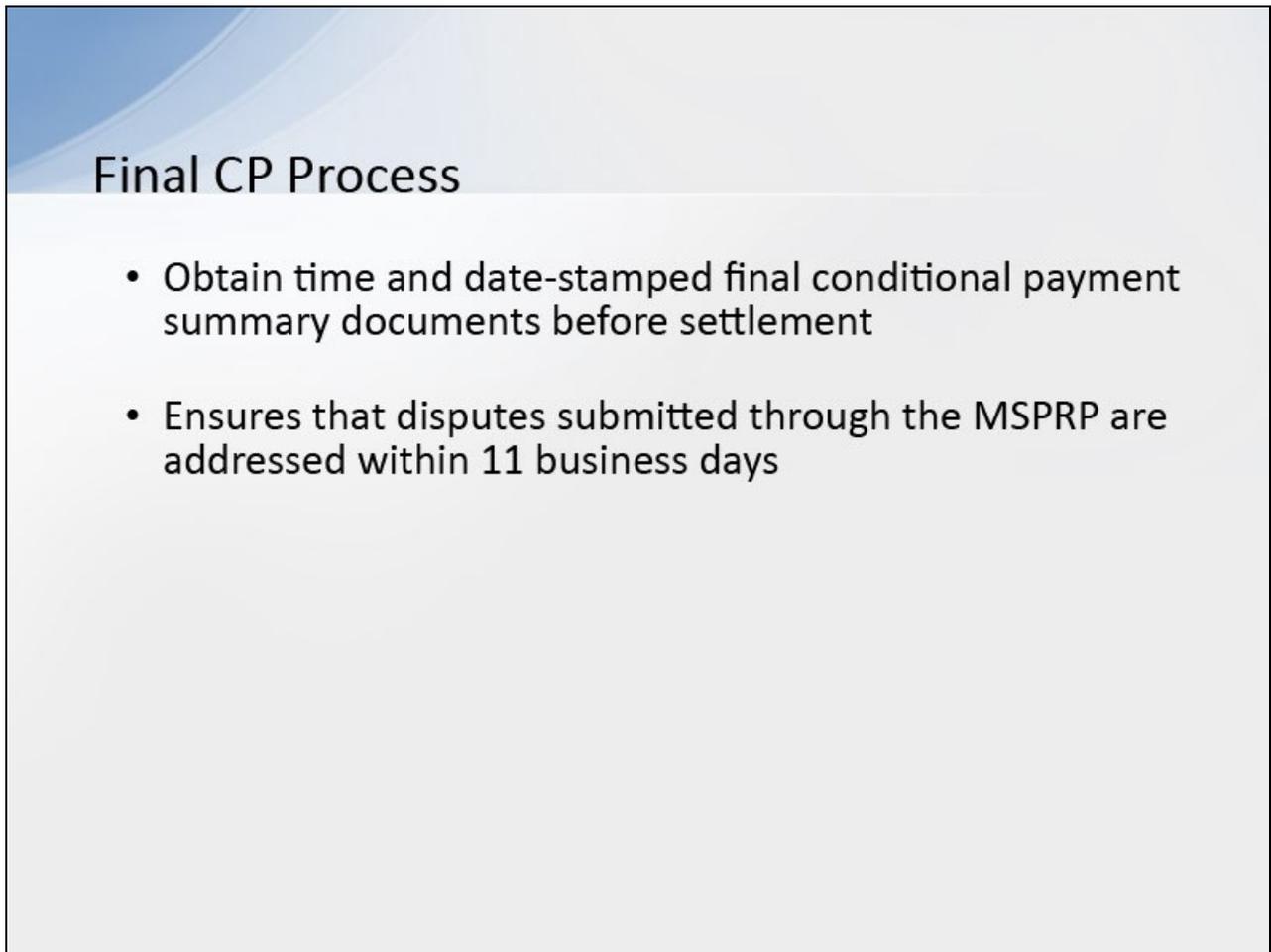


### Slide notes

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.

Slide 4 - of 28



The slide features a light blue header with the title "Final CP Process". Below the header, there are two bullet points. The first bullet point states: "Obtain time and date-stamped final conditional payment summary documents before settlement". The second bullet point states: "Ensures that disputes submitted through the MSPRP are addressed within 11 business days".

**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.

Slide 5 - of 28

## 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).

Slide 6 - of 28

## 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

### Slide notes

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.

Slide 7 - of 28

## 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

### Slide notes

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.

## Slide 8 - of 28

**CMS** Medicare Secondary Payer Recovery Portal

Env: QUA Time Stamp: Thu Apr 14 08:41:29 EDT 2016 [Skip Navigation](#)

[Home](#) [About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#) [Logout](#)

### Case Information

[Print this page](#) [Quick Help : Help About This Page](#)

Case ID: [REDACTED]  
Case Type: Liability  
Case Status: Open [What is this?](#)

Beneficiary Medicare Number: [REDACTED]  
Beneficiary DOD: [REDACTED]  
Beneficiary Last Name: [REDACTED]

Demand Letter Mail Date: 01/07/2016  
Demand Amount: [REDACTED]

Conditional Payment Notice Amount: [REDACTED] [What is this?](#)  
Conditional Payment Notice Mail Date: 02/27/2015  
Conditional Payment Notice Response Due Date: [REDACTED]

Rights and Responsibilities Letter Mail Date:  
Date of Incident: 02/04/2003  
Industry Date of Incident: [REDACTED] [What is this?](#)

Conditional Payment Letter Mail Date:  
Current Conditional Payment Amount: [REDACTED]  
Conditional Payment Amount was updated on: 02/22/2015

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

- 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?](#)
- View/Dispute Claims Listing [What is this?](#)
- Provide the Notice of Settlement Information
- Initiate Demand Letter [What is this?](#)

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

## Slide notes

To initiate the Final CP process for cases where the debtor is the beneficiary, 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].

## Slide 9 - of 28

## Initiating the Final CP Process (Beneficiaries)

The screenshot displays a web application interface with a green navigation bar at the top containing links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area features a yellow warning box with the title "WARNING-120 Day Notification Action Can Only Be Selected Once" and a "Print this page" icon. The text inside the warning box states: "You have chosen to notify the Benefits Coordination & Recovery Center (BCRC) that you are within 120 calendar days of your anticipated settlement date and wish to begin the Final Conditional Payment process. This action can only be selected once per case. If you continue, you will be required to complete the following steps:" followed by a numbered list: 1. Request your Final Conditional Payment Amount on the MSPRP within 120 calendar days from today, 2. Settle the case within 3 business days of requesting your Final Conditional Payment Amount, and 3. Submit your settlement information on the MSPRP within 30 calendar days of requesting your Final Conditional Payment Amount. Below the list, it says "Click Continue to proceed or Cancel to return to the Case information page." At the bottom of the warning box are two buttons: "Continue" with a right-pointing arrow and "Cancel" with a close icon. To the right of the warning box is a "Quick Help" section with a "Help About This Page" link.

**Slide notes**

The Warning - 120 Day Notification Action Can Only Be Selected Once page displays. Click [Continue] to proceed.

## Slide 10 - of 28

## Initiating the Final CP Process (Beneficiaries)

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

### 120 Days' Notice of Anticipated Settlement Confirmation

Print this page

Case ID: \*\*\*\*\* Beneficiary Last Name: AAAAAA  
Beneficiary HICN: \*\*\*\*\* Final Conditional Payment Process Initiated: 06/01/2015

You have successfully notified the Benefits Coordination & Recovery Center (BCRC) that you are within 120 calendar days of your anticipated settlement and initiated the Final Conditional Payment process. We will mail 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.

Please check back regularly. As Medicare pays for medical care related to your case, we will update the conditional payment amount and claims associated to this case. If you believe that unrelated claims have been included, you are able to submit a dispute through the portal. Please note that you are permitted to dispute each claim/line item only once before requesting a Final Conditional Payment amount.

After all disputes are addressed and you are within 3 business days of reaching a settlement, you can request a Final Conditional Payment Amount on the MSPRP. Once this amount has been calculated, it will not change as long as you reach settlement within 3 business days of requesting the Final Conditional Payment Amount.

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

Continue

**Quick Help**  
Help About This Page

**Slide notes**

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.

Slide 11 - of 28

## 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

### Slide notes

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.

Slide 12 - of 28

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

### Case Information

[Print this page](#)
[Quick Help : Help About This Page](#)

<p>Case ID: [REDACTED]</p> <p>Case Type: Liability Insurance</p> <p>Case Status: Demand Issued <a href="#">What is this?</a></p> <p>Beneficiary Medicare Number: [REDACTED]</p> <p>Beneficiary DOB: [REDACTED]</p> <p>Beneficiary Last Name: [REDACTED]</p> <p>Conditional Payment Notice Amount: [REDACTED] </p> <p>Conditional Payment Notice Mail Date: 06/18/2011</p> <p>Conditional Payment Notice Response Due Date: 07/31/2011</p>	<p>Rights and Responsibilities Letter Mail Date: 06/01/2010</p> <p>Date of Incident: 09/15/2009</p> <p>Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a></p> <p>Conditional Payment Letter Mail Date: 06/01/2011</p> <p>Current Conditional Payment Amount: [REDACTED]</p> <p>Conditional Payment Amount Updated on: 06/01/2011</p> <p>Demand Letter Mail Date: 06/01/2011</p> <p>Demand Amount: [REDACTED]</p>
---	---

**NEW - Final Conditional Payment Process**

Final Conditional Payment Process Initiated : 01/01/2006

120 days' Notice of Anticipated Settlement Mail Date: 01/03/2006

Final Conditional Payment Requested: 01/01/2006 14:55

Request Final Conditional Payment by: 04/02/2006

Final Conditional Payment Status: Active

Final Conditional Payment Status Date: 01/01/2006

Final Conditional Payment Amount: [REDACTED]

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:

- 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?](#)
- Provide the Notice of Settlement Information
- Initiate Demand Letter [What is this?](#)

Continue 
Cancel

Slide notes

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].

## Slide 13 - of 28

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

## Notice of Anticipated Settlement Letter Confirmation [Print this page](#)

Case ID: ##### Beneficiary HICN: #####  
Beneficiary Last Name: AAAAAA

You have successfully submitted a request for a Conditional Payment letter. You will receive the 120 days' Notice of Anticipated Settlement letter for this Final Conditional Payment Case. Please allow 3-5 days for the system to process this request and additional time for postal delivery. All authorized entities will receive a copy of the letter.

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

[Continue](#) 

**Quick Help**  
[Help About This Page](#)

**Slide notes**

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.

## Slide 14 - of 28

Home	About This Site	CMS Links	How To...	Reference Materials	Contact Us	Sign off																		
<b>Case Information</b>																								
<div style="text-align: right;">  <a href="#">Print this page</a> <span style="margin-left: 20px;"><a href="#">Quick Help : Help About This Page</a></span> </div>																								
<table border="0"> <tr> <td>Case ID: [REDACTED]</td> <td>Rights and Responsibilities Letter Mail Date: 06/01/2010</td> </tr> <tr> <td>Case Type: Liability Insurance</td> <td>Date of Incident: 09/15/2009</td> </tr> <tr> <td>Case Status: Demand Issued <a href="#">What is this?</a></td> <td>Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a></td> </tr> <tr> <td>Beneficiary Medicare Number: [REDACTED]</td> <td>Conditional Payment Letter Mail Date: 06/01/2011</td> </tr> <tr> <td>Beneficiary DOB: [REDACTED]</td> <td>Current Conditional Payment Amount: [REDACTED]</td> </tr> <tr> <td>Beneficiary Last Name: [REDACTED]</td> <td>Conditional Payment Amount Updated on: 06/01/2011</td> </tr> <tr> <td>Conditional Payment Notice Amount: [REDACTED]</td> <td>Demand Letter Mail Date: 06/01/2011</td> </tr> <tr> <td>Conditional Payment Notice Mail Date: 06/18/2011</td> <td>Demand Amount: [REDACTED]</td> </tr> <tr> <td>Conditional Payment Notice Response Due Date: 07/31/2011</td> <td></td> </tr> </table>							Case ID: [REDACTED]	Rights and Responsibilities Letter Mail Date: 06/01/2010	Case Type: Liability Insurance	Date of Incident: 09/15/2009	Case Status: Demand Issued <a href="#">What is this?</a>	Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a>	Beneficiary Medicare Number: [REDACTED]	Conditional Payment Letter Mail Date: 06/01/2011	Beneficiary DOB: [REDACTED]	Current Conditional Payment Amount: [REDACTED]	Beneficiary Last Name: [REDACTED]	Conditional Payment Amount Updated on: 06/01/2011	Conditional Payment Notice Amount: [REDACTED]	Demand Letter Mail Date: 06/01/2011	Conditional Payment Notice Mail Date: 06/18/2011	Demand Amount: [REDACTED]	Conditional Payment Notice Response Due Date: 07/31/2011	
Case ID: [REDACTED]	Rights and Responsibilities Letter Mail Date: 06/01/2010																							
Case Type: Liability Insurance	Date of Incident: 09/15/2009																							
Case Status: Demand Issued <a href="#">What is this?</a>	Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a>																							
Beneficiary Medicare Number: [REDACTED]	Conditional Payment Letter Mail Date: 06/01/2011																							
Beneficiary DOB: [REDACTED]	Current Conditional Payment Amount: [REDACTED]																							
Beneficiary Last Name: [REDACTED]	Conditional Payment Amount Updated on: 06/01/2011																							
Conditional Payment Notice Amount: [REDACTED]	Demand Letter Mail Date: 06/01/2011																							
Conditional Payment Notice Mail Date: 06/18/2011	Demand Amount: [REDACTED]																							
Conditional Payment Notice Response Due Date: 07/31/2011																								
<b>NEW - Final Conditional Payment Process</b>																								
<table border="0"> <tr> <td>Final Conditional Payment Process Initiated : 01/01/2006</td> <td>Request Final Conditional Payment by: 04/02/2006</td> </tr> <tr> <td>120 days' Notice of Anticipated Settlement Mail Date: 01/03/2006</td> <td>Final Conditional Payment Status: Active <a href="#">What is this?</a></td> </tr> <tr> <td></td> <td>Final Conditional Payment Status Date: 01/01/2006</td> </tr> <tr> <td>Final Conditional Payment Requested: 01/01/2006 14:55</td> <td>Final Conditional Payment Amount: [REDACTED]</td> </tr> </table>							Final Conditional Payment Process Initiated : 01/01/2006	Request Final Conditional Payment by: 04/02/2006	120 days' Notice of Anticipated Settlement Mail Date: 01/03/2006	Final Conditional Payment Status: Active <a href="#">What is this?</a>		Final Conditional Payment Status Date: 01/01/2006	Final Conditional Payment Requested: 01/01/2006 14:55	Final Conditional Payment Amount: [REDACTED]										
Final Conditional Payment Process Initiated : 01/01/2006	Request Final Conditional Payment by: 04/02/2006																							
120 days' Notice of Anticipated Settlement Mail Date: 01/03/2006	Final Conditional Payment Status: Active <a href="#">What is this?</a>																							
	Final Conditional Payment Status Date: 01/01/2006																							
Final Conditional Payment Requested: 01/01/2006 14:55	Final Conditional Payment Amount: [REDACTED]																							
<p>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:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Request an update to the conditional payment amount <a href="#">What is this?</a></li> <li><input type="radio"/> Request an electronic conditional payment letter with Current Conditional Payment Amount <a href="#">What is this?</a></li> <li><input type="radio"/> Request a mailed copy of the conditional payment letter <a href="#">What is this?</a></li> <li><input type="radio"/> Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement <a href="#">What is this?</a></li> <li><input type="radio"/> Calculate Final Conditional Payment Amount <a href="#">What is this?</a></li> <li><input type="radio"/> Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount <a href="#">What is this?</a></li> <li><input type="radio"/> View / Dispute Claims Listing <a href="#">What is this?</a></li> <li><input type="radio"/> Provide the Notice of Settlement Information</li> <li><input type="radio"/> Initiate Demand Letter <a href="#">What is this?</a></li> </ul>																								
<div style="display: flex; justify-content: space-between;"> <span><a href="#">Continue</a> </span> <span><a href="#">Cancel</a> </span> </div>																								

## Slide notes

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.

Slide 15 - of 28

## 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

### Slide notes

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.

## Slide 16 - of 28

Home	About This Site	CMS Links	How To...	Reference Materials	Contact Us	Sign off																		
<b>Case Information</b>																								
<div style="text-align: right;">  <a href="#">Print this page</a> <span style="margin-left: 20px;"><a href="#">Quick Help : Help About This Page</a></span> </div>																								
<table border="0"> <tr> <td>Case ID: [REDACTED]</td> <td>Rights and Responsibilities Letter Mail Date: 06/01/2010</td> </tr> <tr> <td>Case Type: Liability Insurance</td> <td>Date of Incident: 09/15/2009</td> </tr> <tr> <td>Case Status: Demand Issued <a href="#">What is this?</a></td> <td>Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a></td> </tr> <tr> <td>Beneficiary Medicare Number: [REDACTED]</td> <td>Conditional Payment Letter Mail Date: 06/01/2011</td> </tr> <tr> <td>Beneficiary DOB: [REDACTED]</td> <td>Current Conditional Payment Amount: [REDACTED]</td> </tr> <tr> <td>Beneficiary Last Name: [REDACTED]</td> <td>Conditional Payment Amount Updated on: 06/01/2011</td> </tr> <tr> <td>Conditional Payment Notice Amount: [REDACTED]</td> <td>Demand Letter Mail Date: 06/01/2011</td> </tr> <tr> <td>Conditional Payment Notice Mail Date: 06/18/2011</td> <td>Demand Amount: [REDACTED]</td> </tr> <tr> <td>Conditional Payment Notice Response Due Date: 07/31/2011</td> <td></td> </tr> </table>							Case ID: [REDACTED]	Rights and Responsibilities Letter Mail Date: 06/01/2010	Case Type: Liability Insurance	Date of Incident: 09/15/2009	Case Status: Demand Issued <a href="#">What is this?</a>	Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a>	Beneficiary Medicare Number: [REDACTED]	Conditional Payment Letter Mail Date: 06/01/2011	Beneficiary DOB: [REDACTED]	Current Conditional Payment Amount: [REDACTED]	Beneficiary Last Name: [REDACTED]	Conditional Payment Amount Updated on: 06/01/2011	Conditional Payment Notice Amount: [REDACTED]	Demand Letter Mail Date: 06/01/2011	Conditional Payment Notice Mail Date: 06/18/2011	Demand Amount: [REDACTED]	Conditional Payment Notice Response Due Date: 07/31/2011	
Case ID: [REDACTED]	Rights and Responsibilities Letter Mail Date: 06/01/2010																							
Case Type: Liability Insurance	Date of Incident: 09/15/2009																							
Case Status: Demand Issued <a href="#">What is this?</a>	Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a>																							
Beneficiary Medicare Number: [REDACTED]	Conditional Payment Letter Mail Date: 06/01/2011																							
Beneficiary DOB: [REDACTED]	Current Conditional Payment Amount: [REDACTED]																							
Beneficiary Last Name: [REDACTED]	Conditional Payment Amount Updated on: 06/01/2011																							
Conditional Payment Notice Amount: [REDACTED]	Demand Letter Mail Date: 06/01/2011																							
Conditional Payment Notice Mail Date: 06/18/2011	Demand Amount: [REDACTED]																							
Conditional Payment Notice Response Due Date: 07/31/2011																								
<b>NEW - Final Conditional Payment Process</b>																								
<table border="0"> <tr> <td>Final Conditional Payment Process Initiated : 01/01/2006</td> <td>Request Final Conditional Payment by: 04/02/2006</td> </tr> <tr> <td>120 days' Notice of Anticipated Settlement Mail Date:01/03/2006</td> <td>Final Conditional Payment Status: Active <a href="#">What is this?</a></td> </tr> <tr> <td>Final Conditional Payment Requested: 01/01/2006 14:55</td> <td>Final Conditional Payment Status Date: 01/01/2006</td> </tr> <tr> <td></td> <td>Final Conditional Payment Amount: [REDACTED]</td> </tr> </table>							Final Conditional Payment Process Initiated : 01/01/2006	Request Final Conditional Payment by: 04/02/2006	120 days' Notice of Anticipated Settlement Mail Date:01/03/2006	Final Conditional Payment Status: Active <a href="#">What is this?</a>	Final Conditional Payment Requested: 01/01/2006 14:55	Final Conditional Payment Status Date: 01/01/2006		Final Conditional Payment Amount: [REDACTED]										
Final Conditional Payment Process Initiated : 01/01/2006	Request Final Conditional Payment by: 04/02/2006																							
120 days' Notice of Anticipated Settlement Mail Date:01/03/2006	Final Conditional Payment Status: Active <a href="#">What is this?</a>																							
Final Conditional Payment Requested: 01/01/2006 14:55	Final Conditional Payment Status Date: 01/01/2006																							
	Final Conditional Payment Amount: [REDACTED]																							
<p>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:</p> <ul style="list-style-type: none"> <li><input type="radio"/> Request an update to the conditional payment amount <a href="#">What is this?</a></li> <li><input type="radio"/> Request an electronic conditional payment letter with Current Conditional Payment Amount <a href="#">What is this?</a></li> <li><input type="radio"/> Request a mailed copy of the conditional payment letter <a href="#">What is this?</a></li> <li><input type="radio"/> Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement <a href="#">What is this?</a></li> <li><input type="radio"/> Calculate Final Conditional Payment Amount <a href="#">What is this?</a></li> <li><input type="radio"/> Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount <a href="#">What is this?</a></li> <li><input type="radio"/> View / Dispute Claims Listing <a href="#">What is this?</a></li> <li><input type="radio"/> Provide the Notice of Settlement Information</li> <li><input type="radio"/> Initiate Demand Letter <a href="#">What is this?</a></li> </ul>																								
<div style="display: flex; justify-content: space-between;"> <span><a href="#">Continue</a> </span> <span><a href="#">Cancel</a> </span> </div>																								

## Slide notes

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.

Slide 17 - of 28

## 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

### Slide notes

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.

Slide 18 - of 28

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

### Case Information

[Print this page](#)    [Quick Help : Help About This Page](#)

<p>Case ID: [redacted]                      Case Type: Liability Insurance                      Case Status: Demand Issued <a href="#">What is this?</a></p> <p>Beneficiary Medicare Number: [redacted]                      Beneficiary DOB: [redacted]                      Beneficiary Last Name: [redacted]</p> <p>Conditional Payment Notice Amount: [redacted]                       Conditional Payment Notice Mail Date: 06/18/2011                      Conditional Payment Notice Response Due Date: 07/31/2011</p>	<p>Rights and Responsibilities Letter Mail Date: 06/01/2010                      Date of Incident: 09/15/2009                      Industry Date of Incident: 09/15/2009 <a href="#">What is this?</a></p> <p>Conditional Payment Letter Mail Date: 06/01/2011                      Current Conditional Payment Amount: [redacted]                      Conditional Payment Amount Updated on: 06/01/2011</p> <p>Demand Letter Mail Date: 06/01/2011                      Demand Amount: [redacted]</p>
---	---

**NEW - Final Conditional Payment Process**

Final Conditional Payment Process Initiated : 01/01/2006	Request Final Conditional Payment by: 04/02/2006
120 days' Notice of Anticipated Settlement Mail Date: 01/03/2006	Final Conditional Payment Status: Active
Final Conditional Payment Requested: 01/01/2006 14:55	Final Conditional Payment Status Date: 01/01/2006
	Final Conditional Payment Amount: [redacted]

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:

- 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?](#)
- Provide the Notice of Settlement Information
- Initiate Demand Letter [What is this?](#)

Continue 
Cancel

Slide notes

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.

## Slide 19 - of 28

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

## WARNING - Calculate Final Conditional Payment Amount Can Only Be Selected Once [Print this page](#)

Case ID: ##### Beneficiary Last Name: AAAAAA  
Final Conditional Payment Amount: \$####.## Beneficiary HICN: #####  
Final Conditional Payment Requested: 06/01/2015

The Final Conditional Payment Amount displayed on this page includes all items and services the Benefits Coordination & Recovery Center (BCRC) has identified as being related to the pending insurance or workers' compensation claim that Medicare has paid conditionally to date. Please review this amount carefully. If you continue with this process, you will not be able to submit any additional disputes. However, Medicare's demand letter will provide information on how to request an appeal if you disagree with the amount or existence of the debt once you receive the demand letter.

Your Final Conditional Payment Amount will not increase as long as:

1. Your actual settlement date is within 3 business days of 06/01/2015,
2. You provide notice of settlement information on the MSPRP by 06/30/2015.

Failure to provide this information timely may result in new claims being added to your case and your conditional payment amount to increase.

**NOTE:** If this case involves alleged exposure to an environmental hazard, ingestion of a particular substance, or the effects of an implant, it is your responsibility to ensure that the Final Conditional Payment Amount includes all claims related to your case before you continue with this process.

Click **Continue** to proceed or **Cancel** to return to the *Case Information* page.

**Quick Help**  
[Help About This Page](#)

## Slide notes

The Warning - Calculate Final Conditional Payment Amount Can Only Be Selected Once page displays. Click [Continue] to proceed.

## Slide 20 - of 28

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

## Calculate Final Conditional Payment Amount Confirmation

Print this page

Case ID: ##### Beneficiary Last Name: AAAAAA  
Final Conditional Payment Amount: \$####.## Beneficiary HICN: #####  
Final Conditional Payment Requested: 06/01/2015

You have successfully requested your Final Conditional Payment Amount. In order for this amount to remain valid, your settlement must be reached by **06/04/2015** and you must provide your settlement information on the MSPRP within 30 calendar days of the Final Conditional Payment Requested date.

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

**Continue** ▶

**Quick Help**  
[Help About This Page](#)

**Slide notes**

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.

Slide 21 - of 28

## 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

### Slide notes

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.

Slide 22 - of 28

## 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

### Slide notes

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.

Slide 23 - of 28

## 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

### Slide notes

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.

Slide 24 - of 28

## 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

### Slide notes

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.

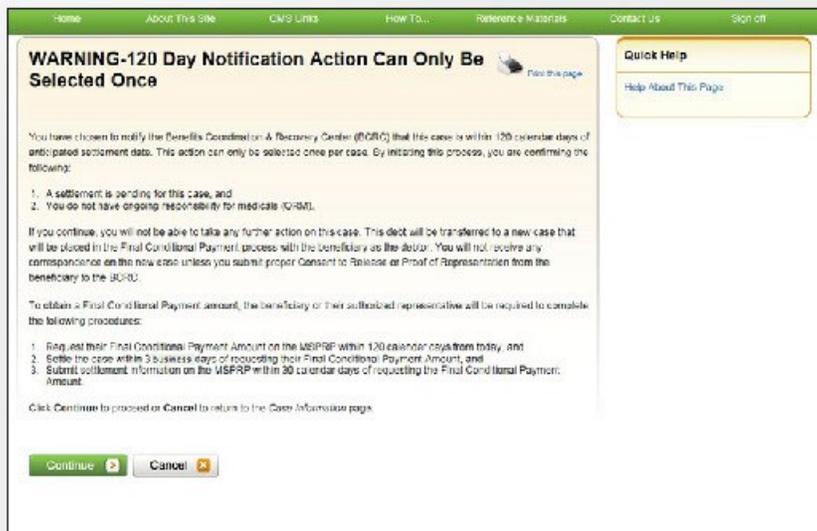
Debt from the insurer-debtor case will be transferred to a new case where the beneficiary is the identified debtor. The insurer and authorized representatives will not be able to work the beneficiary-debtor case

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.

## Slide 25 - of 28

## Final CP Process (Insurers)

- From the Case Information page, select the Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement action and click continue
- This page will display



The screenshot shows a web page with a green header bar containing navigation links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign Off. The main content area has a yellow background and is titled "WARNING-120 Day Notification Action Can Only Be Selected Once". Below the title, there is a "Pin this page" icon. The text explains that the user has chosen to notify the Benefits Coordination & Recovery Center (BCRC) that the case is within 120 calendar days of anticipated settlement date, and that this action can only be selected once per case. It lists two conditions: 1. A settlement is pending for this case, and 2. You do not have ongoing responsibility for medicare (O/RM). It also states that if the user continues, they will not be able to take any further action on this case, and the debt will be transferred to a new case. To obtain a Final Conditional Payment amount, the beneficiary or their authorized representative will be required to complete the following procedures: 1. Request their Final Conditional Payment Amount on the MSPRP within 120 calendar days from today, and 2. Settle the case within 3 business days of requesting their Final Conditional Payment Amount, and 3. Submit settlement information on the MSPRP within 30 calendar days of requesting the Final Conditional Payment Amount. At the bottom, there are two buttons: "Continue" (green) and "Cancel" (grey).

### Slide notes

To initiate the Final CP process for an insurer-debtor case, go to the Case Information page. Select the Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement action and click [Continue].

The Warning - 120 Day Notification Action Can Only Be Selected Once page displays. Click [Continue] to proceed.

## Slide 26 - of 28

## Final CP Process (Insurers)

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

### 120 Days' Notice of Anticipated Settlement Confirmation

Print this page

Case ID: \*\*\*\*\* Beneficiary Last Name: AAAAAA  
Beneficiary HICN: \*\*\*\*\* Final Conditional Payment Process Initiated: 06/01/2015

You have successfully notified the Benefits Coordination & Recovery Center (BCRC) that you are within 120 calendar days of your anticipated settlement and initiated the Final Conditional Payment process. We will mail 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.

Please check back regularly. As Medicare pays for medical care related to your case, we will update the conditional payment amount and claims associated to this case. If you believe that unrelated claims have been included, you are able to submit a dispute through the portal. Please note that you are permitted to dispute each claim/line item only once before requesting a Final Conditional Payment amount.

After all disputes are addressed and you are within 3 business days of reaching a settlement, you can request a Final Conditional Payment Amount on the MSPRP. Once this amount has been calculated, it will not change as long as you reach settlement within 3 business days of requesting the Final Conditional Payment Amount.

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

Continue

**Quick Help**  
Help About This Page

**Slide notes**

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 14 in the MSPRP User Guide.

## Slide 27 - of 28



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: <http://go.cms.gov/cobro>.

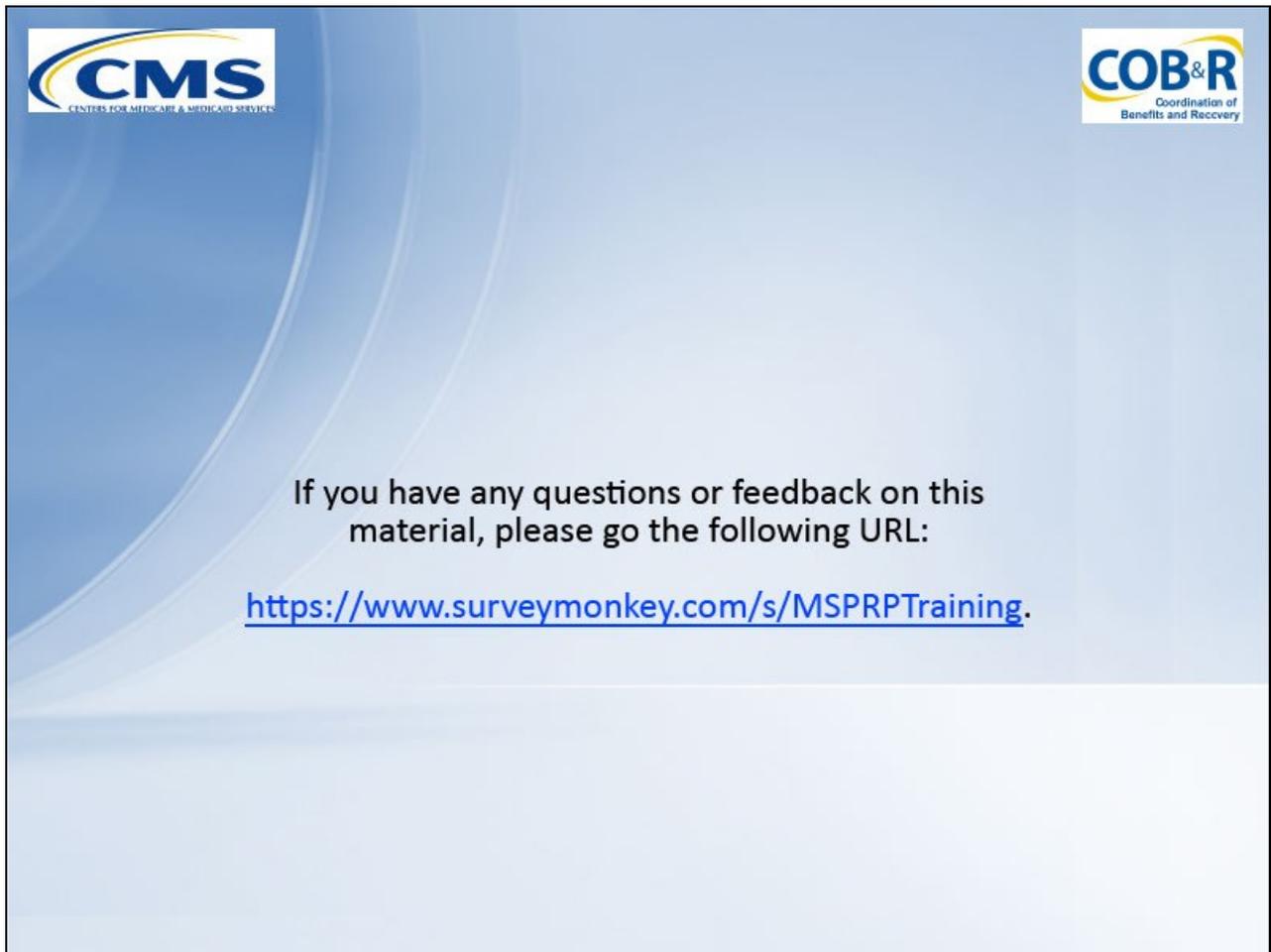
**Slide notes**

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: <http://go.cms.gov/cobro>.

Slide 28 - of 28



The slide features a light blue background with a subtle wave pattern. 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 main text is centered and reads: "If you have any questions or feedback on this material, please go the following URL:" followed by the URL <https://www.surveymonkey.com/s/MSPRPTraining>.

Slide notes

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