

## Multi-Factor Authentication Process

### Slide 1 of 37 - Multi-Factor Authentication Process

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**COB&R**  
Coordination of  
Benefits and Recovery

# Medicare Secondary Payer Recovery Portal (MSPRP)

## Multi-Factor Authentication Process

Version 6.0, 04/01/2024  
Note: CMS reserves the right to modify this presentation. To ensure you have the most current version, verify that the version and date on this page match the version and date on the corresponding page of the PDF currently available on:  
<https://go.cms.gov/msprp>.

### Slide notes

Welcome to the MSPRP Multi-Factor Authentication Process course.

**Slide 2 of 37 - Disclaimer**

## Disclaimer

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions. 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: [MSPRP Website](https://www.cob.cms.hhs.gov/MSPRP/).

**Slide 3 of 37 - Course Overview**

**Course Overview**

- ID Proofing
- MFA Activation
- MFA Deactivation



**Slide notes**

This module will explain the steps a non-beneficiary user must take to be able to view unmasked case information in the MSPRP.

It explains how a user can become identity proofed using the MSPRP and how Multi-Factor Authentication (MFA) is activated and deactivated (if needed).

**Slide 4 of 37 - Overview**

## Overview

- The ID Proofing process requires you to provide certain personal information on the MSPRP, enough to prove that you are the person you claim to be
- The process works in conjunction with MFA services, which uses two factors to verify your identity

Note: MSPRP users who are registered for both the MSPRP and CRCP systems can now initiate the ID proofing process on one application and then continue the process on the other. Once ID proofing is completed in one, users are automatically ID proofed in the other. Additionally, now that both applications support MFA and ID proofing, related references associated with only MSPRP have been changed to the more generic reference COBSW.

**Slide notes**

The Centers for Medicare & Medicaid Services (CMS) has implemented a risk-based alternative (RBA) solution provided by Experian (an external credit service) to prove your identity when completing the Remote Identity Proofing (RIDP) process.

The ID Proofing process requires you to provide certain personal information on the MSPRP sufficient enough to prove that you are the person you claim to be.


This process works in conjunction with MFA services, which uses two different factors to verify your identity.

Note: MSPRP users who are registered for both the MSPRP and CRCP systems can now initiate the ID proofing process on one application and then continue the process on the other. Once ID proofing is completed in one, users are automatically ID proofed in the other. Additionally, now that both applications support MFA and ID proofing, related references associated with only MSPRP have been changed to the more generic reference COBSW.

**Slide 5 of 37 - Eligibility**

Eligibility

- Account Managers and Designees can complete the ID Proofing process to view previously masked case information

A blue padlock icon with a silver shackle, centered on the slide. The padlock is closed, symbolizing restricted access or security.

**Slide notes**

Account Managers and Account Designees can complete the ID Proofing process.

Note: Only users that have current Proof of Representation (POR) authorization or Consent to Release (CTR), signed by the beneficiary, will be allowed to view information that was previously masked.

See the [Requesting Authorization](#) CBT for information on how to submit authorizations.

**Slide 6 of 37 - ID Proofing**

## ID Proofing

- To successfully complete the ID Proofing process, you must first provide Experian with Personal Identifiable Information
  - PII examples include: name, SSN, personal phone number, and personal address
- If Experian can confirm that you are the person you claim to be, you will be considered ID Proofed within the MSPRP



**Slide notes**

To successfully complete the ID Proofing process, you must first provide Experian with personal information.

If Experian is able to confirm that you are the person you claim to be, you will be considered ID Proofed within the MSPRP.

**Slide 7 of 37 - Multi-Factor Authentication (MFA)**

## Multi-Factor Authentication (MFA)

- To register for SMS (Text Messaging) or voice message you must register with a mobile phone number to receive your security token either via text or voice message.
- You can register and activate two factors, but you can only select one when logging in.

**Slide notes**

To begin the Multi-factor Authentication process, you must register and activate one or both the SMS (Text Messaging) or voice message, you must register with a mobile phone number to receive your security token either via text or voice message.

You can register and activate two factors, but you can only select one when logging in.

Slide 8 of 37 - MFA Statuses and Next Step Actions

### MFA Statuses and Next Step Actions

Status	Next Step	Description
Initial Process	Get Started	Indicates that you have: <ul style="list-style-type: none"><li>• Not yet started the ID Proofing process, or</li><li>• Attempted ID Proofing but have not yet completed the process</li></ul>

**Slide notes**

When the MFA status for an MSPRP user is set to Initial Process, the next step will be set to Get Started.

This indicates that you have not yet started the ID Proofing process or that you have attempted ID proofing but have not yet completed the process.



Slide 9 of 37- MFA Statuses and Next Step Actions

Status	Next Step	Description
ID Proofed	Factor Required	Indicates that you have: <ul style="list-style-type: none"><li>• Will utilize a Risk Based Alternative (RBA) Process where users provide their PII (name, SSN, personal phone number, and personal email address) to Experian</li><li>• Experian has accepted your submissions</li><li>• You currently have no factors in Active status OR</li><li>• An EDI Representative has manually completed the ID Proofing process through the EDI Representative application; thus, setting your MSPRP Status to ID Proofed</li></ul>

Slide notes

When the MFA Status, for an MSPRP user, is set to ID Proofed, the next step will be Factor Required. This indicates that you have:

- Successfully submitted your personal information to Experian through the ID Proofing Core Factor Page, utilizing a Risk Based Alternative (RBA) Process where users provide their PII including name, SSN, personal phone number, and personal email address;
  - Experian has accepted your submissions;
  - You currently have no factors in Active status;
- OR
- an EDI Representative has manually completed the ID Proofing process through the EDI Representative application; thus, setting your MSPRP Status to ID Proofed.

Slide 10 of 37- MFA Statuses and Next Step Actions

Status	Next Step	Description
Pending Phone	Contact Experian	Indicates that you: <ul style="list-style-type: none"><li>• Were unsuccessful with completing the ID Proofing process, because you exceeded your total limit of 3 valid submission attempts OR</li><li>• Clicked the <b>Contact Experian</b> button on the ID Proofing Core Factors page. To Contact Experian call 1-833 985-0709</li></ul>

**Slide notes**

When the MFA Status is set to Pending Phone, the next step will be to Contact Experian. The status indicates that you were unsuccessful with completing the ID Proofing process because you exceeded your total limit of three valid submission attempts (i.e., you clicked the Continue button without receiving validation errors on the ID Proofing and Core Factor page) or you clicked the Contact Experian button on the ID Proofing Core Factors page.

To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

**Slide 11 of 37-MFA Statuses and Next Step Actions**

### MFA Statuses and Next Step Actions

Status	Next Step	Description
Failed phone	Contact the BCRC	Indicates that your attempt to complete the ID Proofing process by phone with Experian was unsuccessful.  To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

**Slide notes**

When the MFA Status, for an MSPRP user, is set to Failed Phone, the next step will be to Contact the BCRC. This indicates that your attempt to complete the ID Proofing process by phone with Experian was unsuccessful.

To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

Slide 12 of 37- MFA Statuses and Next Step Actions

Status	Next Step	Description
Complete	Factor Maintenance	Indicates that you: <ul style="list-style-type: none"><li>• Successfully completed the ID Proofing process</li><li>• Registered and activated one or more Factors</li><li>• Have at least one Factor ID in active status</li></ul>

**Slide notes**

When the MFA Status, for an MSPRP user, is set to Complete, the next step will be Factor Maintenance. This indicates that you:

- Successfully completed the ID Proofing process,
- Registered and activated one or more Factors, and
- Have at least one Factor ID in active status.

Note: In this case, the Next Step is replaced with the Factor Maintenance link. Click this link to activate or deactivate Factors.

Slide 13 of 37 - Account List Page

The screenshot displays the 'Account List' page. At the top right, there is a 'Print this page' icon. The main heading is 'Account List'. Below it, a paragraph explains that accounts with a green leaf icon (Go Paperless) receive e-mails instead of mailed letters. A note states that for paperless addresses, users should contact their Section 111 file submitter/reporting agent. Below this, a link for 'Account Settings' is provided, with sub-links for 'Update Personal Information' and 'Change Password'. The 'Multi-Factor Authentication' section features a padlock icon and text explaining that users can request access to unmasked claims data by completing ID Proofing and MFA. It details the status of the request and the steps involved, including registration for a Factor Type (Voice Call or Text Message(SMS)) and activation. At the bottom, it lists 'Associated Account IDs' with one entry: '30401 ABC Corporation' with a green leaf icon.

**Quick Help**  
Help About This Page

**Account Settings**  
Update Personal Information  
Change Password

**Multi-Factor Authentication**  
Status: Initial Process  
Next Step: Getting Started

**Associated Account IDs:**  
30401 ABC Corporation

Slide notes

The Multi-Factor Authentication section of the home page is used for the ID Proofing and MFA process.

To begin the ID Proofing process, click the Get Started link on your home page.

Note: A Go Paperless indicator will now appear next to Account ID's who have registered for the Go Paperless option on the Account List page. These accounts receive letter notification emails instead of mailed letters for the Go Paperless addresses.

Slide 14 of 37 - ID Proofing and Multi-Factor Authentication Overview Page

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

## ID Proofing and Multi-Factor Authentication Overview

Print this page

You have selected a link that will guide you through the ID Proofing and Multi-Factor Authentication (MFA) process on the Medicare Secondary Payer Recovery Portal (MSPRP). MSPRP users requesting electronic access to MSPRP protected information must be successfully ID Proofed and have at least one Factor associated to their MSPRP account.

**During this process you will be requested to:**

- Enter certain personal information on the MSPRP including your Full Legal Name, Social Security Number, Date of Birth, Current Residential Address, Personal E-mail and Personal Phone Number which will be evaluated by Experian Credit Services (an outside entity). Please note that the information you provide will not be stored on the MSPRP. The information you provide will be evaluated by Experian to confirm your identity. This will not impact your credit score.
- Contact Experian Verification Support Services via the phone to attempt to become ID Proofed outside of the MSPRP if you were unsuccessful at ID Proofing in the MSPRP.
- Associate a Factor to your MSPRP Login ID.

**Next Steps**

Once you have been successfully ID Proofed and have at least one factor associated to your Login ID, you will be able to use that to view claims data that was previously only accessible to the beneficiary. When logging in to the MSPRP system, you will be asked to enter your MSPRP Login ID and Password. Next, you will decide how you want to view MSPRP data for your current login session. If you choose to view sensitive information, the MSPRP will require you to log in using Multi-Factor Authentication.

Users who choose not to be ID Proofed will still be able to view data on the MSPRP the same way they do today. Click **Continue** to proceed with the ID Proofing process. Click **Cancel** to cancel this process.

Your current status in the ID Proofing and MFA process is : Initial Process

**Continue** **Cancel**

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Slide notes

The ID Proofing and Multi-Factor Authentication Overview page appears.

This page provides general information about the process and its purpose. It also displays your current MFA status.

Click Continue to proceed.

Slide 15 of 37 - ID Proofing Core Credentials Page

Slide notes

The ID Proofing Core Credentials page will appear. This page requires you to enter personal information.

Note: The First and Last Name fields are pre-filled by the system and are the ones associated to your Login ID. If corrections are required, click Cancel on this page and make any necessary changes on the MSPRP Update Personal Information page.

See the [User Maintenance](#) CBT for more information.

The address information entered on this page should match your current residential address so Experian can verify your identity.

Successful ID proofing hinges upon Experian being able to use the address you provide to match to the address they have on file for you.

Slide 16 of 37 - ID Proofing Core Credentials Page

**Personal Information**

\* First Name: John  
Middle Name:

\* Last Name: Smith  
Generation:

\* Date of Birth:  /  /  (MM/DD/CCYY)  
\* Social Security Number (SSN):  -  -   
\* Re-enter Social Security Number (SSN):  -  -   
\* Personal E-mail Address:   
\* Personal Phone:  -  -  (cell phone number is preferred)

**Current Residential Address**

\* Address Line 1:   
Address Line 2:   
\* City:   
\* State:   
\* Zip Code:  -

**ID Proofing and Multi-Factor Authentication Data Use Agreement:**

By checking this box I am certifying that I understand the services being requested are regulated by the Fair Credit Reporting Act and that permissible purpose is required. Any special procedures established by the Centers for Medicare & Medicaid Services (CMS) for obtaining my authorization to receive information from my personal credit profile from Experian have been met. I certify that I (John Smith) have initiated a transaction with CMS, and that the service being requested will be used solely to confirm my identity to avoid fraudulent transactions in my name.  
CMS may need to verify mobile phone data through an external service provided by Twilio, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to CMS or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our Privacy Policy for how we treat your data.

Slide notes

Before you click continue on the bottom of the page, ensure that your First and Last names are correct and that they match your full legal name. You must also check the Data Use Agreement (DUA) box before submitting your information to Experian Credit Services to be validated.



Slide 17 of 37 - Contact Experian Page

**CMS** Medicare Secondary Payer Recovery Portal

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

### Contact Experian

Experian was unable to validate the information you submitted for ID Proofing. Please contact Experian Verification Support Services by phone at (833) 985-0709 during the times listed on this page in an attempt to become ID Proofed over the phone. When you speak with the Experian call center agent, you will need to provide the COBSW Reference Number displayed on this page along with your Name, Address, Phone Number, Date of Birth and Social Security Number. You may also be required to provide answers to some questions asked by the agent.

After you speak with an agent they will let you know your ID Proofing status. Click **Continue** to return to your home page. If the agent successfully verified your identity, you can complete the final step in the multi-factor authentication process by clicking the Next Step link (Factor Required) on your home page. If the agent was unable to confirm your identity, you can attempt to be ID Proofed through a manual process by clicking the Next Step link (Contact BCRC) on your home page.

**Experian Verification Support Services Contact Information**  
Phone Number: (833) 985-0709  
COBSW Reference Number: MRP123456

Day of the Week	Open	Close
Monday	8:30 am EST	10:00 pm EST
Tuesday	8:30 am EST	10:00 pm EST
Wednesday	8:30 am EST	10:00 pm EST
Thursday	8:30 am EST	10:00 pm EST
Friday	8:30 am EST	10:00 pm EST
Saturday	10:00 am EST	8:00 pm EST
Sunday	11:00 am EST	8:00 pm EST

[Continue](#)

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**Slide notes**

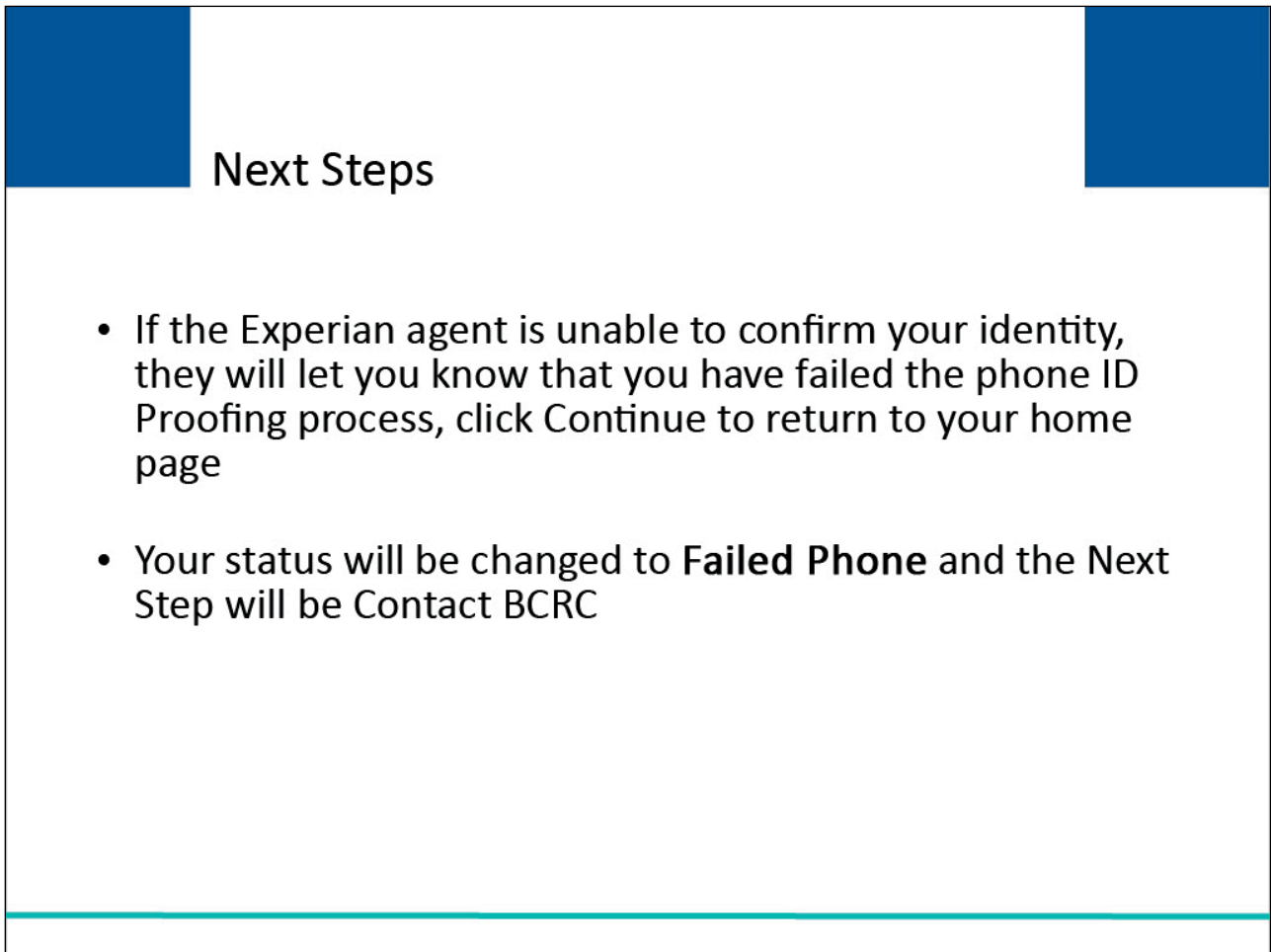
If Experian is unable to successfully ID Proof you, the MSPRP will display the Contact Experian page. In this case, your MFA status on your home page will be changed to Contact Experian.

This Contact Experian page provides instructions on how to contact the Experian Verification Support Services so you can attempt to complete the ID Proofing process by phone.

Call 1-833-985-0709 during the times indicated on the page, and have available your MSPRP Reference Number, which is displayed on this page.

The agent will ask you for the MSPRP Reference Number, name, address, phone number, date of birth, and Social Security Number. You may also be required to provide answers to some questions asked by the agent.

**Slide 18 of 37 - Next Steps**



**Next Steps**

- If the Experian agent is unable to confirm your identity, they will let you know that you have failed the phone ID Proofing process, click Continue to return to your home page
- Your status will be changed to **Failed Phone** and the Next Step will be Contact BCRC

**Slide notes**

If the Experian agent is unable to confirm your identity, they will let you know that you have failed the phone ID Proofing process, click Continue to return to your home page.

Your status will be changed to Failed Phone and the Next Step will be Contact BCRC.

**Slide 19 of 37 - Contact the Benefits Coordination & Recovery Center (BCRC)**

The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. Below the title is a green navigation bar with 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 "Contact the Benefits Coordination & Recovery Center (BCRC)". It contains the following text:

Experian is unable to verify your identity. If you want to continue with the ID Proofing process, you will need to bring specific documentation to a Notary Public and have him/her verify your identity and notarize a statement to that effect.

The documentation that will be accepted as proof of your identity as well as a template that can be used by the Notary Public for this purpose can be found at the following link: [Notary Statement Template](#). Should you wish to view a sample of a completed Notarized Statement, please view the document at the following link: [Notarized Statement Sample](#).

Once a Notary Public has been able to confirm your identity, you should mail the notarized statement to the BCRC EDI Department at:

Medicare  
MSPRP  
PO Box 138832  
Oklahoma City OK 73113

**Next Steps**

If the BCRC is able to successfully verify your identity, you will receive an e-mail notification within 45 days of receipt of your notarized document. Upon receipt of this e-mail, you will need to login to the Medicare Secondary Payer Recovery Portal (MSPRP) and click the 'Factor Required' link on your home page. This will allow you to activate a factor for your Login ID which is needed to view unmasked claim information on the MSPRP. If you haven't received the e-mail notification from the BCRC after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: (646) 458-6740.

At the bottom of the main content area is a green "Continue" button with a right-pointing arrow. To the right of the main content is a "Quick Help" box with a "Help About This Page" link. At the very bottom of the page is a blue footer with the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

**Slide notes**

When you click the Contact BCRC link, the Contact the Benefits Coordination & Recovery Center (BCRC) page appears.

This page provides information for contacting the BCRC so you can complete the ID Proofing process through a manual process external to the MSPRP.

If you still want to continue with the ID Proofing process, you will need to bring specific documentation to a Notary Public and have that individual verify your identity and notarize a statement to that effect.

You will then need to send your documentation to the BCRC and have an EDI representative manually complete ID Proofing for you.

**Slide 20 of 37 - ID Proofing Complete**

## ID Proofing Complete

- When manually completing the ID proofing process, a notarized statement must be sent to the BCRC.
- Within 45 days of receipt of the notarized document, you will receive an email notification.
- If you have not received the notification after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: 646-458-6740 (TTY/TDD: 1-855-797-2627), or by email at [COBVA@bcrcgdit.com](mailto:COBVA@bcrcgdit.com)

**Slide notes**

When manually completing the ID proofing process, a notarized statement must be sent to the BCRC.

Within 45 days of receipt of the notarized document, you will receive an email notification.

If you have not received the notification after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: 646-458-6740 (TTY/TDD: 1-855-797-2627), or by email at [COBVA@bcrcgdit.com](mailto:COBVA@bcrcgdit.com).

Slide 21 of 37 - Account List Page

**Account List**

Click the desired link to access the associated account.

You may update your personal information or change your current password by clicking the appropriate link under the Account Settings List.

You may also activate factors by clicking the Factor Required link located in the Multi-Factor Authentication box.

**Multi-Factor Authentication**

MSPRP users may request access to view unmasked claims data that was previously only accessible to the beneficiary. Individuals requesting this access must complete the ID Proofing and Multi-Factor Authentication (MFA) process. The status of your request will display as a link under the Multi-Factor Authentication box. You will click this link to progress through the required steps. Once you have successfully completed this process your status will be changed to Complete.

During the ID Proofing process, you will be asked to provide current personal information to confirm your identity with Experian Credit Services (an outside entity). This information will not be stored on the MSPRP. This process will not impact your credit score.

To use MFA services, you will be required to register for a Factor Type (**Voice Call and/or Text Message(SMS)**) as a method of receiving your security token to access the MSPRP application using your MFA Login. When registering for **Voice Call**, a landline phone or mobile device may be used to receive the security token via phone call. To register for **Text Message(SMS)** you must register with a mobile phone number in order to receive your security token via text message. After the Factor registration, you then must activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

You will be able to activate the factor after the Next Step link has changed to **Factor Required**. To begin the ID Proofing process, click the Next Step: **Getting Started** link.

**Associated Account IDs:**

**Quick Help**

Help About This Page

**Account Settings**

Update Personal Information  
Change Password

**Multi-Factor Authentication**

Status: ID Proofed  
Next Step: Factor Required

Slide notes

To use MFA services, you will be required to register for a Factor Type (Voice Call and/or SMS (Text Messaging)) as a method of receiving your security token to access the MSPRP application using your MFA Login.

When registering for Voice Call, a landline phone or mobile device may be used to receive the security token via phone call. To register for SMS (Text Messaging) you must register with a mobile phone number in order to receive your security token via text message.

After the Factor registration, you then must activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

Click this Factor Required link to progress through the required steps.

Once you have successfully completed the process your status will be changed to Complete.

Slide 22 of 37 – Multi-Factor Authentication (MFA) Maintenance Page

The screenshot shows the Medicare Secondary Payer Recovery Portal's Multi-Factor Authentication (MFA) Maintenance page. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. A green navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area has a heading "Multi-Factor Authentication (MFA) Maintenance" with a "Print this page" icon. Below the heading, a message states: "Your current status in the ID Proofing and MFA process is : ID Proofed". A detailed paragraph explains that pending and active factors are listed on the page and that at least one active factor is required to view unmasked claim information. It also notes that activation requires completing processes for a mobile device or phone number. Below this text, it says "No Factor Found". At the bottom of the main content area are three buttons: "Deactivate Factor" (with a right arrow), "Activate Factor" (with a right arrow), and "Cancel" (with a close 'x' icon). To the right of the main content is a "Quick Help" box with a "Help About This Page" link. The footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Slide notes

Since Experian was able to ID Proof your information, you will be directed to the Multi-Factor Authentication (MFA) Maintenance page.

You still need to activate a Factor, so the message “No Factor Found” will display. Click the Activate Factor button to complete the activation process for the mobile device or phone number you registered on the Register Multi-Factor Authentication (MFA) page.

Slide 23 of 37 – Register Multi-Factor Authentication (MFA) Page

The screenshot shows the Medicare Secondary Payer Recovery Portal's MFA registration page. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. A green navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled "Register Multi-Factor Authentication (MFA)" and includes a "Print this page" icon. Below the title is a paragraph of instructions: "If you are registering a Factor, please select the Factor Type you wish to associate to your Login ID. If registering for Voice Call, a landline phone or a mobile device may be used to receive the security token via a phone call. To receive your security token via a text message, you must register for factor type Text Message(SMS) and enter a number for a Mobile device. After the Factor Type and applicable phone number have been entered, click Continue. You can only have one Pending Activation or Active Factor per Factor Type. Click Cancel to return to the Multi-Factor Authentication (MFA) Maintenance page." Below this is a note: "An asterisk (\*) indicates a required field." The form fields are: "\*Last Name:" with the value "Smith"; "\*First Name:" with the value "John"; "\*Factor Type:" with a dropdown menu currently set to "- Select -"; and "\*Phone:" with three input boxes for area, prefix, and number, followed by "Extension:" and an input box. A red rectangular box highlights the Factor Type dropdown and the Phone input fields. At the bottom of the form are two buttons: "Continue" with a right-pointing arrow and "Cancel" with a red 'X' icon. On the right side of the page is a "Quick Help" box with a "Help About This Page" link. The footer contains the text "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

Slide notes

Select the Factor Type from the drop-down menu.

You can select Text Message (SMS) or Voice message.

Enter the phone number that will receive the voice mail or text message and Click Continue.

Slide 24 of 37 - Activate Factor Page

The screenshot shows the 'Activate Factor' page on the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title 'Medicare Secondary Payer Recovery Portal' and a photo of a smiling couple. A green navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area has a heading 'Activate Factor' and a 'Print this page' icon. Below the heading is instructional text: 'Please enter the MFA Security Token you received on your registered mobile device/phone number and then click Continue. Click Cancel to return to the Multi-Factor Authentication (MFA) Maintenance page. If you do not receive your MFA Security Token, please click the Resend button to receive a new MFA Security Token. An asterisk (\*) indicates a required field.' A form field labeled '\*MFA Security Token:' is highlighted with a red border, with a 'Resend' button to its right. Below the form are 'Continue' and 'Cancel' buttons. On the right side, there is a 'Quick Help' box with a 'Help About This Page' link. The footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Slide notes

Then enter the MFA Security Token you received on your registered mobile device/phone number.

If you do not receive your MFA Security Token, click the Resend button to receive a new MFA Security Token.

If the Security Token is invalid, check your token and enter a new Security Token. You only have 3 attempts to enter the correct information. On your third failed attempt, you will automatically be locked out of the MSPRP.

Click Continue to complete the activation.



Slide 25 of 37 – Factor Activated Successfully Page

The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title 'Medicare Secondary Payer Recovery Portal' and a photo of a smiling couple. Below the title is a green navigation bar with 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 'Factor Activated Successfully'. Below the title is a message: 'The Factor listed on this page has been successfully activated for your Login ID. You may use this factor to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSPRP) next time you login.' To the right of the message is a 'Print this page' icon.

Below the message is a table with the following data:

Factor Type	Phone Number	Status	Date Activated
Voice Call	(954) 675-8787 ext:6787	ACTIVE	09/15/2014

Below the table is a green 'Continue' button with a right-pointing arrow.

On the right side of the page is a 'Quick Help' box with a 'Help About This Page' link.

At the bottom of the page is a blue footer with the text: 'CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader'.

Slide notes

The Factor Activated Successfully page will appear listing the selected Factor Type with an Active Status.

Click Continue to access the Multi-Factor Authentication (MFA) Maintenance page.

**Slide 26 of 37 - Deactivating Factor IDs**

## Deactivating Factor IDs

- If you are no longer using a device to access the MSPRP, you can deactivate it at any time
- Once a Factor ID is deactivated, you will not be able to use its associated device to view previously masked information on the MSPRP, unless you reactivate it using the *Multi-Factor Authentication Factor Maintenance* page

**Slide notes**

If you are no longer using a device to access the MSPRP, you can deactivate it at any time.

For example, if you switch phones or computers, you should deactivate the Factor ID associated to the old device and activate a Factor ID for the new one.

Once a Factor ID is deactivated, you will not be able to use its associated device to view previously masked information on the MSPRP, unless you reactivate it using the Multi-Factor Authentication Maintenance page.

Slide 27 of 37 - Multi-Factor Authentication (MFA) Maintenance Page

**CMS** Medicare Secondary Payer Recovery Portal

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

### Multi-Factor Authentication (MFA) Maintenance

Print this page

Your current status in the ID Proofing and MFA process is : Complete

The Pending Activation and Active Factors associated to your Login ID are listed on this page. You must have at least one Factor in Active status in order to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSPRP). To activate a Factor, you must complete the activation processes for the mobile device/phone number you registered on the Register Multi-Factor Authentication (MFA) page.

Factor Type	Phone Number	Status
<input type="radio"/> Voice Call	(954) 675-8787 ext:6787	ACTIVE
<input type="radio"/> Text Message(SMS)	(456) 893-8456	PENDING_ACTIVATION

**Deactivate Factor** **Activate Factor** **Cancel**

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Slide notes

To Deactivate a Factor, you will need to access the Multi-Factor Authentication Maintenance page. You can access this page from the Factor Maintenance link on your home/Account List page.

The Multi-Factor Authentication (MFA) Maintenance page shown here will appear. Next, click the radio button corresponding to the Factor you want to deactivate and then click the Deactivate Factor button.

Slide 28 of 37 - Deactivate Factor Confirmation Page

The screenshot shows the Medicare Secondary Payer Recovery Portal interface. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title 'Medicare Secondary Payer Recovery Portal' and a photo of a smiling couple. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled 'Deactivate Factor Confirmation' and includes a 'Print this page' icon. Below the title is a paragraph of instructions: 'Please review the information displayed on this page to confirm that this factor should no longer be associated to your Login ID. Once a factor has been deactivated, you will not be able to use it to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSPRP) unless you reactivate it at a later time. If this is the only factor in Activated status associated to your Login ID, you will no longer be able to view unmasked claim information until you activate another factor. Click Continue to proceed. Click Cancel to return to the Multi-Factor Authentication (MFA) Maintenance page without deactivating this Factor.' Below the text is a table with one row of data:

Factor Type	Phone Number	Date Deactivated
Text Message(SMS)	(456) 893-8456	02/24/2015

At the bottom of the main content area are two buttons: 'Continue' (with a right arrow) and 'Cancel' (with a red X). To the right of the main content is a 'Quick Help' box with a 'Help About This Page' link. At the very bottom of the page is a blue footer bar with the text: 'CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader'.

Slide notes

The Deactivate Factor Confirmation page will appear. When this page displays, click Continue to confirm the deactivation, or click Cancel to cancel the deactivation process.

Both actions will return you to the Multi-Factor Authentication Factor Maintenance page.

Slide 29 of 37 - Factor Deactivated Successfully Page

**Factor Deactivated Successfully**

The factor listed on this page has been successfully deactivated for your Login ID.

Factor Type	Phone Number	Date Deactivated
Text Message(SMS)	(456) 893-8456	02/24/2015

[Continue](#)

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

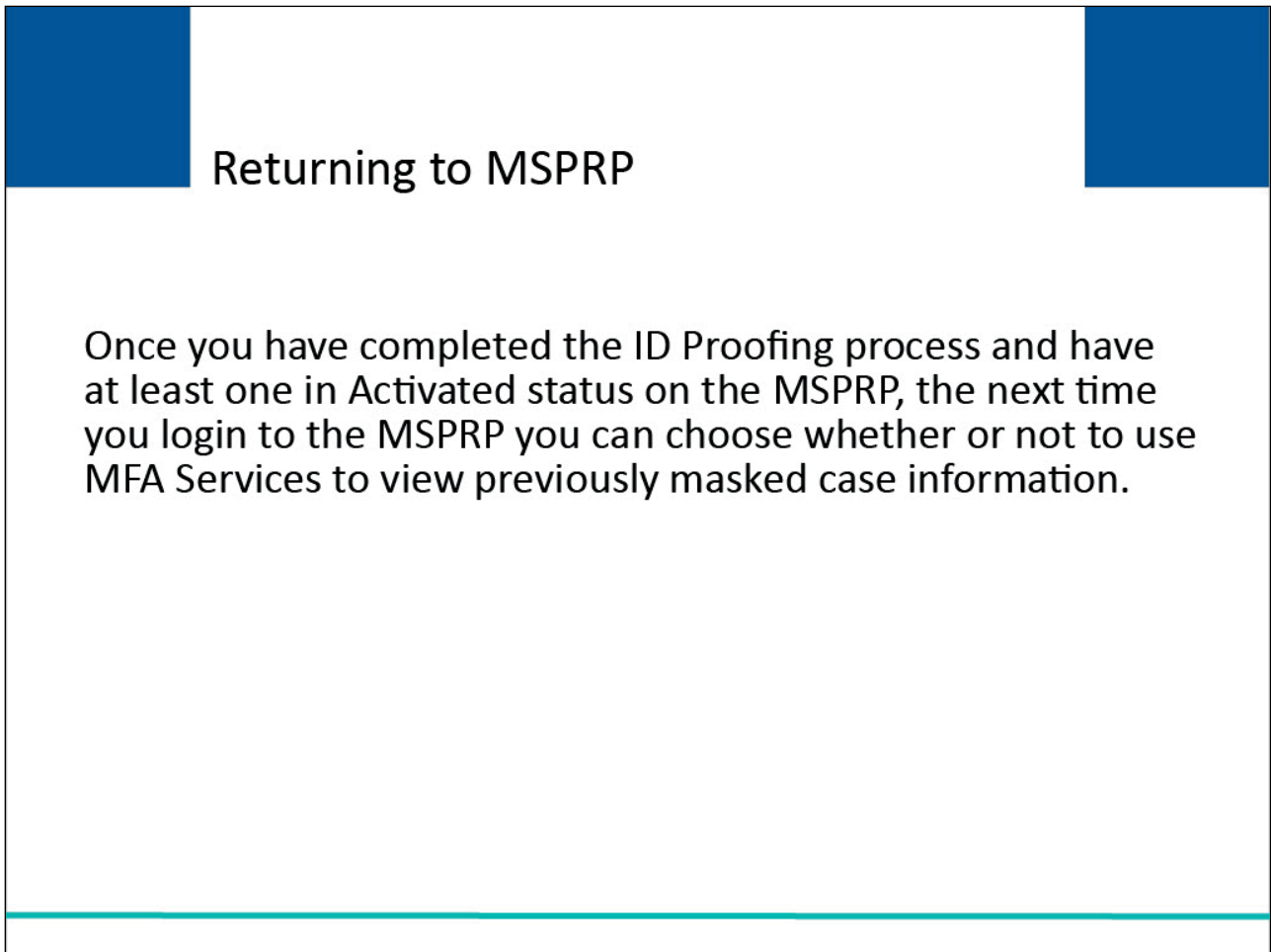
CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader

**Slide notes**

The Factor Deactivated Successfully page will appear.

Click Continue to confirm deactivation and return to the Multi-Factor Authentication Factor Maintenance page.

**Slide 30 of 37- Returning to the MSPRP**



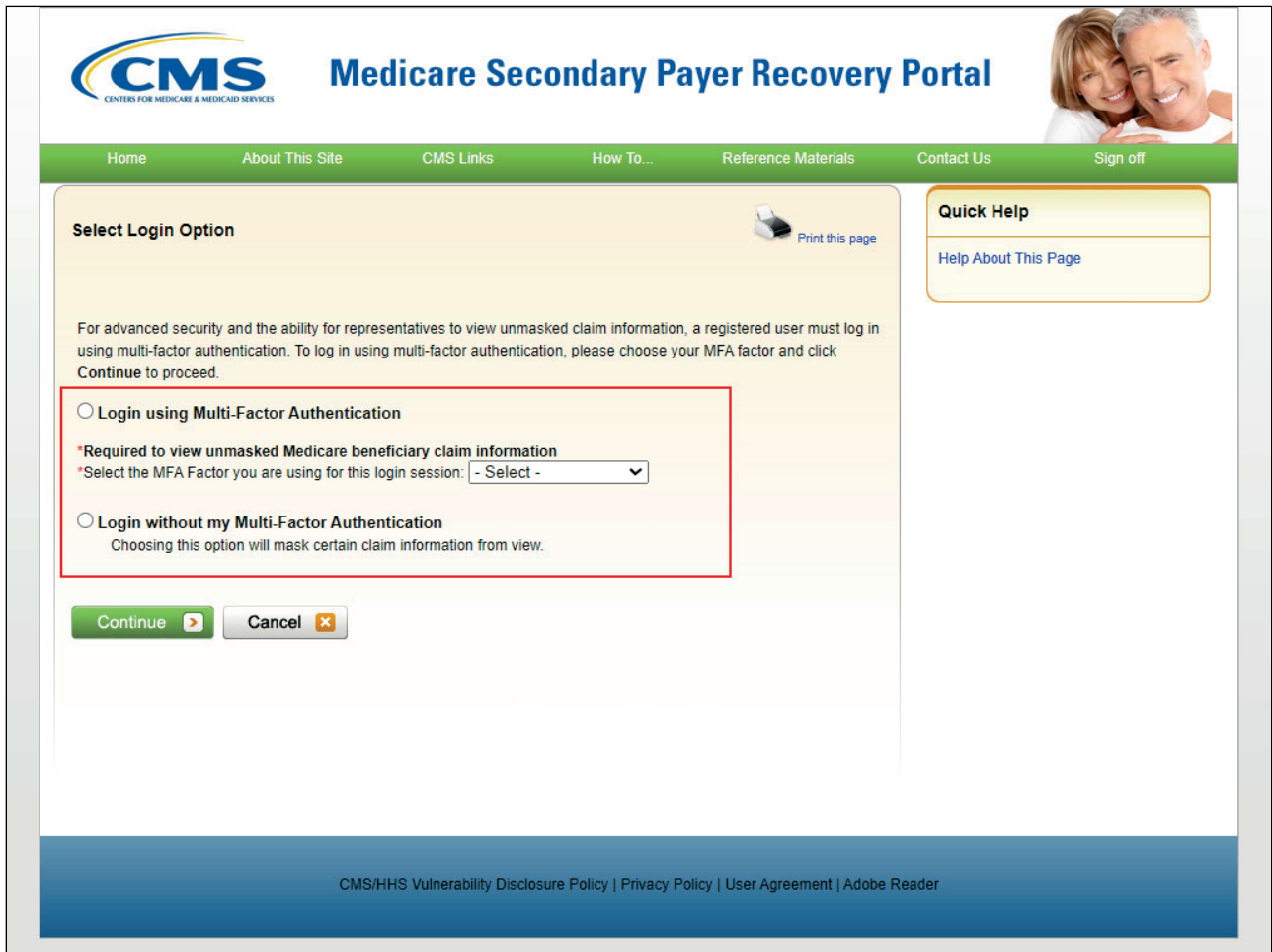
**Returning to MSPRP**

Once you have completed the ID Proofing process and have at least one in Activated status on the MSPRP, the next time you login to the MSPRP you can choose whether or not to use MFA Services to view previously masked case information.

**Slide notes**

Once you have completed the ID Proofing process and have at least one in Activated status on the MSPRP, the next time you login to the MSPRP you can choose whether or not to use MFA Services to view previously masked case information.

Slide 31 of 37 - Select Login Option Page



Slide notes

When you log in, the MSPRP displays the Select Login Option page automatically.

Click to select either the Login using Multi-Factor Authentication or Login without my Factor ID radio button.

If logging in using MFA Services, select a device from the drop-down menu and Enter the Security Code you receive.

Note: If you do not choose MFA services you will not be able to see any cases unmasked.

Select Continue.

Slide 32 of 37 - MFA Verification Page

The screenshot shows the Medicare Secondary Payer Recovery Portal's Multi-Factor Authentication (MFA) Verification page. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. A green navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled "Multi-Factor Authentication (MFA) Verification" and includes a "Print this page" icon. Below the title, instructions state: "Please enter the MFA Security Token you received on your registered mobile device/phone number and then click Continue. Click Cancel to return to the Select Login Option page. If you do not receive your MFA Security Token, please click the Resend button to receive a new MFA Security Token." A note indicates that an asterisk (\*) denotes a required field. The "Factor Type" is set to "Voice Call". The "MFA Security Token" field is empty, with a "Resend" button to its right. At the bottom of the form are "Continue" and "Cancel" buttons. A "Quick Help" sidebar on the right contains a "Help About This Page" link. The footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Slide notes

Enter the MFA Security Token and click Continue to continue the login, the Account page will appear with all the unmasked cases.

If you select Cancel you will return to the Select Login Option page.



Slide 33 of 37 - Select Login Option Page

The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled "Select Login Option" and includes a "Print this page" icon. Below the title, a paragraph explains that for advanced security, users must log in using multi-factor authentication. Two options are presented: "Login using Multi-Factor Authentication" and "Login without my Multi-Factor Authentication". The second option is highlighted with a red box and includes a note: "Choosing this option will mask certain claim information from view." Below the options are "Continue" and "Cancel" buttons. A "Quick Help" sidebar on the right contains a "Help About This Page" link. The footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Slide notes

When logging in without MFA services you will not be able to see any cases unmasked.

When select continue, the account list page will appear.

Slide 34 of 37 - Account List Page

The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. Below the header is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled "Account List" and includes a "Print this page" icon. It contains instructions on how to access accounts, a note about "Go Paperless" accounts, and a list of associated account IDs: 30401 ABC Corporation (with a green leaf icon), 30324 Smith Associates, and 30184 Robert Jones. On the right side, there are three yellow-bordered boxes: "Quick Help" with a "Help About This Page" link; "Account Settings" with "Update Personal Information" and "Change Password" links; and "Multi-Factor Authentication" with "Status: Complete" and "Next Step: Factor Maintenance". At the bottom of the page is a blue footer with links to "CMS/HHS Vulnerability Disclosure Policy", "Privacy Policy", "User Agreement", and "Adobe Reader".


Slide notes

You will now be able to see any cases unmasked once you select the Associated Account ID.

**Slide 35 of 37 - Course Summary**

**Course Summary**

- ID Proofing
- MFA Activation
- MFA Deactivation



A circular icon with a black background and white text. The icon depicts a document with a folded corner and the word "SUMMARY" written below it.

**Slide notes**

This module explained the steps a non-beneficiary user must take to be able to view unmasked case information in the MSPRP.

It explained how a user can become identity proofed using the MSPRP and how Multi-Factor Authentication (MFA) is activated and deactivated (if needed).

**Slide 36 of 37 - Multi-Factor Authentication Conclusion**





You have completed the MSPRP Multi-Factor Authentication 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 Multi-Factor Authentication course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: [MSPRP Website](https://www.cob.cms.hhs.gov/MSPRP/).

**Slide 37 of 37 – MSPRP Training Survey**



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

**Slide notes**

If you have any questions or feedback on this material, please go the following URL: [MSPRP Training Survey](#).