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# Medicare Secondary Payer Recovery Portal (MSPRP)

## Multi-Factor Authentication Process

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

### Slide notes

Welcome to the Multi-Factor Authentication Process (MFA) course.

Note: This course is intended for non-beneficiary MSPRP users to learn how to access previously masked case information.

Since a beneficiary can already view all information related to their case, they do not need to become ID Proofed or complete the MFA process.

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.

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## Disclaimer

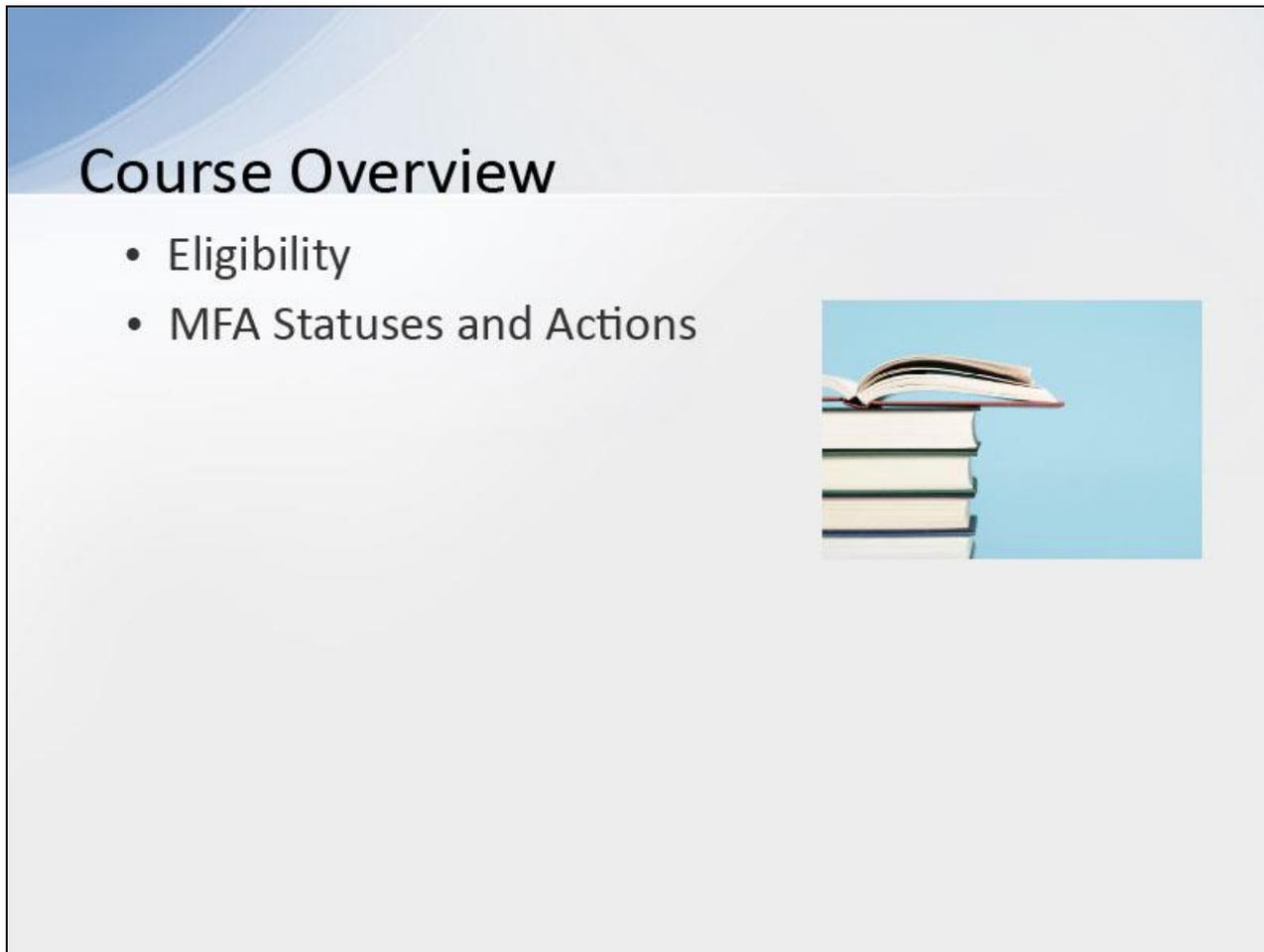
While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions. All affected entities are responsible for following 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/>.

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**Course Overview**

- Eligibility
- MFA Statuses and Actions



**Slide notes**

This module explains 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 used in this application.

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## Overview

- The ID Proofing process requires you to provide certain personal information on the MSPRP sufficient to prove that you are the person you claim to be
- The process will work in conjunction with MFA services, which uses two or more different authentication factors to verify your identity



### Slide notes

CMS has adopted Identity Proofing and Multi-Factor Authentication (MFA) to provide certain users with the ability to view unmasked case information.

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

This process will work in conjunction with MFA services, which uses two or more different authentication factors to verify your identity.

Note: Non-beneficiary users who have not completed the ID Proofing process can continue to access the MSPRP as they currently do with limited views of case information.

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## ID Proofing

- To successfully complete the ID Proofing process, you will be required to enter personal information and then respond correctly to a set of questions



### Slide notes

To successfully complete the ID proofing process, the personal information that you enter along with the responses you provide to the ID Proofing questions will be electronically sent to Experian Credit Services (an outside entity).

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

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## Multi-Factor Authentication (MFA)

- In order to utilize Multi-Factor Authentication, you will be required to download the Symantec Validation & ID Protection (VIP) software to the device (i.e., desktop or mobile phone) that you will be using to access the MSPRP



### Slide notes

In order to utilize Multi-Factor Authentication, you will be required to download the Symantec Validation & ID Protection (VIP) software to the device (i.e., desktop or mobile phone) that you will be using to access the MSPRP.

This software can be found at the following link: <https://idprotect.vip.symantec.com/>.

Once the software has been downloaded to the device, it will be assigned a "Credential ID". You will then be required to activate each Credential ID that will be used to access the MSPRP.

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## Eligibility

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



### 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 module for information on how to submit POR authorizations.

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The screenshot shows a web interface with a green navigation bar at the top containing links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logout. The main content area is titled 'Account List' and includes a 'Print this page' icon. Below the title, there is a paragraph: '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.' A yellow padlock icon is next to the 'Multi-Factor Authentication' heading. The text below explains that MSPRP users can request access to unmasked claims data by completing an ID Proofing and MFA process. It states that the status of the request will be shown as a link under the MFA box, and once completed, the status will change to 'Complete'. A paragraph follows: 'During the ID Proofing process you will be asked to provide current personal information and respond to questions created by Experian Credit Services (an outside entity) to confirm your identity. This information, the questions, and your answers will not be stored on the MSPRP. This process will not impact your credit score.' Another paragraph states: 'To use MFA services, you will be required to download and install one or more MFA Credential ID tokens for the devices you plan to use to access the MSPRP and then you must activate the Credential ID for your Login. To download a software Credential ID, go to the Symantec Validation and Identity Protection (VIP) Service website found at the following link: <https://idprotect.vip.symantec.com>' A final paragraph says: 'You will be able to activate a credential after the Next Step link has changed to **Credential Required**. To begin the ID Proofing process, click the Next Step: **Get Started** link.' At the bottom of the main content area, there is a section 'Associated Account IDs:' with a link '##### FIRST LAST'. 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: Initial Process' and 'Next Step: Complete' text.

Slide notes

A section has been added to your home page titled Multi-Factor Authentication which will be used for the ID Proofing and MFA process.

The Status will identify where you are in the ID Proofing Process and the Next Step link will include a hyperlink, which will be used to guide you through the process.

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## MFA Statuses and Next Step Actions

| Eligibility     | 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.

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## MFA Statuses and Next Step Actions

| Status     | Next Step           | Description  |
|------------|---------------------|--|
| ID Proofed | Credential Required | <p>Indicates that you have:</p> <ul style="list-style-type: none"> <li>• Successfully submitted your personal information to Experian through the ID Proofing Core Credential Page</li> <li>• Answered Experian's Identity Verification Questions successfully</li> <li>• Experian has accepted your submissions</li> <li>• You currently have no devices in Activated status or an EDI Representative has manually completed the ID Proofing process through the EDI Representative application; thus, setting your MSPRP Status to <b>ID Proofed</b></li> <li>• Currently have no devices in Activated status</li> </ul> |

### Slide notes

When the MFA Status, for an MSPRP user, is set to ID Proofed, the next step will be Credential Required.

This indicates that you have:

Successfully submitted your personal information to Experian through the ID Proofing Core Credential Page

Answered Experian's Identity Verification Questions successfully

Experian has accepted your submissions

You currently have no devices in Activated 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

Currently have no devices in Activated status

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## 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 successful with completing the ID Proofing process, because you exceeded your total limit of 4 valid submission attempts (i.e., you clicked the Continue button without receiving validation errors the maximum 4 times allowed on the ID Proofing and Core Credentials page)</li><li>• Clicked the <b>Contact Experian</b> button on the ID Proofing Core Credentials page</li></ul> |

**Slide notes**

When the MFA Status, for an MSPRP user, is set to Pending Phone, the next step will be to Contact Experian.

This indicates that you:

Were successful with completing the ID Proofing process, because you exceeded your total limit of 4 valid submission attempts (i.e., you clicked the Continue button without receiving validation errors the maximum 4 times allowed on the ID Proofing and Core Credentials page)

Clicked the Contact Experian button on the ID Proofing Core Credentials page.

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## 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 |

### 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.

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## MFA Statuses and Next Step Actions

| Status   | Next Step              | Description   |
|----------|------------------------|---|
| Complete | Credential Maintenance | Indicates that you: <ul style="list-style-type: none"><li>• Successfully completed the ID Proofing process</li><li>• Downloaded and installed one or more Credential IDs</li><li>• Have at least one Credential 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 Credential Maintenance.

This indicates that you:

Successfully completed the ID Proofing process

Downloaded and installed one or more Credential IDs

Have at least one Credential ID in active status

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

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### Account List

 [Print this page](#)

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.



#### 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 and respond to questions created by Experian Credit Services (an outside entity) to confirm your identity. This information, the questions, and your answers will not be stored on the MSPRP. This process will not impact your credit score.

To use MFA services, you will be required to download and install one or more MFA Credential ID tokens for the devices you plan to use to access the MSPRP and then you must activate the Credential ID for your Login. To download a software Credential ID, go to the Symantec Validation and Identity Protection (VIP) Service website found at the following link: <https://idprotect.vip.symantec.com>

You will be able to activate a credential after the Next Step link has changed to **Credential Required**. To begin the ID Proofing process, click the Next Step: [Get Started](#) link.

**Associated Account IDs:**  
##### FIRST LAST

#### Quick Help

[Help About This Page](#)

#### Account Settings

[Update Personal Information](#)  
[Change Password](#)

#### Multi-Factor Authentication

Status: **Initial Process**  
Next Step: [Get Started](#)

Slide notes

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

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The screenshot shows a web page with a green navigation bar at the top containing links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area has a title 'ID Proofing and Multi-Factor Authentication Overview' with a printer icon and a 'Print this page' link. Below the title is a paragraph explaining the MFA process for MSPRP users. A 'Quick Help' box on the right contains a 'Help About This Page' link. The main content includes a section 'During this process you will be requested to:' followed by a bulleted list of steps: entering personal information, responding to Experian questions, contacting Experian support, downloading Symantec's VIP software, and associating an MFA device. A 'Next Steps' section explains how to use the device to view claims data. A note states that users who do not ID proof can still view data. At the bottom, it shows the current status as 'Initial Process' and two buttons: 'Continue' (green) and 'Cancel' (grey).

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## 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 MFA device (Credential ID) 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, 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 and your answers to the questions will be evaluated by Experian to confirm your identity. This will not impact your credit score.
- Successfully respond to a series of questions created by Experian Credit Services (an outside entity) that are related to you.
- 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.
- Download Symantec's Validation and Identity Protection (VIP) software for the MFA device you will be using to access MSPRP protected information.
- Associate an MFA device to your MSPRP Login ID.

**Next Steps**

Once you have been successfully ID Proofed and have at least one MFA device associated to your Login ID, you will be able to use the device to view claims data that was previously only accessible to the beneficiary. When logging into 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 select a Credential ID and enter the Security Code for that Credential ID.

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](#) 

**Slide notes**

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

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

Click Continue to proceed.

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**ID Proofing Core Credentials**

The name associated with your Login ID is displayed on this page. Please ensure that this is your full legal name. If changes are required to your first or last name, click **Cancel** and make any necessary corrections on the MSPRP Update Personal Information page. This information will be used to confirm your identity as you establish your account credentials so it is important that you supply your personal information and current residential address.

You will be given 4 attempts to get ID Proofed within the MSPRP. If you receive an error that you are unable to resolve before your 4th failed attempt, click the **Contact Experian** button for assistance. Experian Verification Support Services may be able to assist you over the phone.

An asterisk (\*) indicates a required field.

**Personal Information**

\* First Name: First  
 Middle Name:   
 \* Last Name: Last  
 Generation:   
 \*Date of Birth:  /  /  (MM/DD/CCYY)  
 \*Social Security Number (SSN):  -  -   
 \*Re-enter Social Security Number (SSN):  -  -   
 \*Personal E-mail Address:   
 \*Home Phone:  -  -

**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 (SHERI AUTY) 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.

## Slide notes

The ID Proofing Core Credentials page displays. This page requires you to enter personal information, check the Data Use Agreement box, and click Continue to submit your information to Experian Credit Services to be validated.

Before you click Continue, ensure that your First and Last Names are correct and that they match your full legal name.

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 be able to use the address you provide to match to the address they have on file for you. Once all required information has been entered, click Continue.

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### Identity Verification Questions

Experian requires some additional information in order to verify your identification. Please select an answer to each question presented on this page and click **Continue**. You will be provided ten minutes to provide your responses. If your time runs out, you will have to start the ID Proofing process over from the beginning.

1. According to your credit profile, you may have opened a mortgage loan in or around August 2010. Please select the lender to whom you currently make your mortgage payments. If you do not have a mortgage please select "NONE OF THE ABOVE/DOES NOT APPLY".

- BANK OF AMERICAN, N.A.
- LOAN AMERICA
- INDEPENDENCE ONE
- CITY CORP MORTGAGE
- NONE OF THE ABOVE/DOES NOT APPLY

2. Please select the number of bedrooms in your home from the following choices. If the number of bedrooms in your home is not one of the choices please select "NONE OF THE ABOVE".

- 2
- 3
- 4
- 5
- NONE OF THE ABOVE

3. Which of the following is the highest level of education you have completed? If there is not a matched education level please select "NONE OF THE ABOVE".

- HIGH SCHOOL DIPLOMA
- SOME COLLEGE
- BACHELOR DEGREE
- GRADUATE DEGREE
- NONE OF THE ABOVE

4. Which of the following professions do you currently or have previously belonged to? If there is not a matched profession, please select "NONE OF THE ABOVE".

- CHIROPRACTOR
- COUNSELER
- BARBER/COSMETOLOGIST/MANICUREST/NAIL
- ARCHITECT
- NONE OF THE ABOVE

**Continue** **Cancel**

### Quick Help

[Help About This Page](#)

## Slide notes

When the data you entered on the ID Proofing Core Credentials page is successfully validated by Experian, the Identity Verification Questions page displays. You will be required to provide a response to each question presented on this page.

You have 10 minutes to respond to the questions. Otherwise, your ID proofing session will be terminated and you will need to begin the process again from the beginning.

There is an alert to warn you when the 2 minutes remain in the time period. Click Continue to proceed.

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### Multi-Factor Authentication (MFA) Credential Maintenance

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

The Credential IDs associated to your Login ID are listed on this page. You must have at least one Credential ID in Activated status in order to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSPRP). To activate a device, you must first download the Symantec Validation and ID Protection (VIP) Software for the applicable device and then associate the device to your Login ID. The VIP software can be downloaded from the following link:<https://idprotect.vip.symantec.com>

| Credential ID                                  | Credential Nickname | Credential Status | Date Activated | Date Deactivated |
|--|---------------------|-------------------|----------------|------------------|
| <input checked="" type="radio"/> VSMT3628 XXXX | IPHONE              | Activated         | 02/23/2015     |                  |

Deactivate Credential ▶ Activate Credential ▶ Cancel ✕

Quick Help  
[Help About This Page](#)

Slide notes

If Experian is able to successfully ID Proof you from your responses to the Identity Verification Questions page, the MFA status on your home page will be changed to ID Proofed and the MSPRP will display the Multi-Factor Authentication (MFA) Credential Maintenance page, allowing you to activate one or more Credential IDs for your devices.

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## Contact Experian

 [Print this page](#)

Experian was unable to validate the information you submitted for ID Proofing. Please contact Experian Verification Support Services by phone at (866)-578-5409 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 MSPRP Reference Number displayed on this page along with your Name, Address, Phone Number, Date of Birth and Social Security Number. You may be required to provide answers to some questions asked by the agent.

If the agent is able to successfully verify your identity, they will let you know that you may resubmit your request. Click Continue to return to your home page and then click the 'Contact Experian' link. After you've been successfully ID Proofed, you will need to activate a credential in order to utilize multi-factor authentication on the MSPRP.

If the agent is unable to confirm your identity, they will let you know that you have failed the Phone ID Proofing process. You will need to Contact the Benefits Coordination and Recovery Center (BCRC) Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: (646) 458-6740 so you can attempt to be ID Proofed through a manual process. Click Continue to return to your home page.

**Experian Verification Support Services Contact Information**  
**Phone Number: (866) 578-5409**  
**MSPRP Reference Number: 9876543298876876**  
**Session ID: 9809870**

| 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 

**Quick Help**

[Help about this page](#)

## 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 1-866-578-5409 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.

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## 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.

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The screenshot shows a web page with a green navigation bar at the top containing links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area has a light yellow background and is titled "Contact the Benefits Coordination & Recovery Center (BCRC)" with a printer icon and a "Print this page" link. The text explains that Experian cannot verify the user's identity and provides instructions on how to proceed by bringing documentation to a Notary Public. It includes links for a "Notary Statement Template" and a "Notarized Statement Sample". The contact information for the BCRC EDI Department is listed as Medicare MSPRP, PO Box 660, New York, NY 10274-0660. A "Next Steps" section describes the 45-day email notification process and provides contact information for the EDI Department. A green "Continue" button with a right-pointing arrow is located at the bottom left. On the right side, there is a "Quick Help" box with a "Help About This Page" link.

## Slide notes

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

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.

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## Contact the Benefits Coordination & Recovery Center (BCRC) [Print this page](#)

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 660  
New York, NY 10274-0660

### 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 'Credential Required' link on your home page. This will allow you to activate a credential 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.

[Continue](#) 

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

**Slide notes**

The Notary Statement Template link on this page opens a blank statement that you can download, complete, and have signed by a Notary Public as proof of your identity.

This template includes a list of documents you can choose from to prove your identity to the Notary.

The Notarized Statement Sample link opens a sample of a completed document. Complete and mail the notarized statement to the BCRC EDI department at the address indicated on the page.

Click Continue, from the Contact the Benefits Coordination & Recovery Center (BCRC) page, to return to your home page.

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## ID Proofing Complete

- When you are attempting to be manually ID Proofed and submit your notarized statement to the BCRC, you will receive an e-mail notification within 45 days of receipt of your notarized document
- 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)



### Slide notes

When you are attempting to be manually ID Proofed and submit your notarized statement to the BCRC, you will receive an e-mail notification within 45 days of receipt of your notarized document.

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@GHIMedicare.com](mailto:COBVA@GHIMedicare.com).

EDI representatives are available to assist you Monday through Friday, excluding Federal holidays, from 9:00 a.m. to 5:00 p.m., Eastern Time.

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## Successfully ID Proofed

- Once the BCRC has successfully ID Proofed you through the manual process, the MFA Status on your home page will be set to **ID Proofed** and the Next Step will be Credential Required

### Slide notes

Once the BCRC has successfully ID Proofed you through the manual process, the MFA Status on your home page will be set to ID Proofed and the Next Step will be Credential Required.

At this point, you need to return to the MSPRP to activate your Credential IDs. From your home page, click the Credential Required link.

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### Multi-Factor Authentication (MFA) Credential Maintenance

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

The Credential IDs associated to your Login ID are listed on this page. You must have at least one Credential ID in Activated status in order to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSPRP). To activate a device, you must first download the Symantec Validation and ID Protection (VIP) Software for the applicable device and then associate the device to your Login ID. The VIP software can be downloaded from the following link:<https://idprotect.vip.symantec.com>

| Credential ID                                  | Credential Nickname | Credential Status | Date Activated | Date Deactivated |
|--|---------------------|-------------------|----------------|------------------|
| <input checked="" type="radio"/> VSMT3628 XXXX | IPHONE              | Activated         | 02/23/2015     |                  |

Deactivate Credential ▶ Activate Credential ▶ Cancel ✕

Quick Help  
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Slide notes

The Multi-Factor Authentication Credential Maintenance page displays where you can activate a new credential by clicking the Activate Credential button.

Note: You must have at least one Credential ID in Activated status to be able to view unmasked case information on the MSPRP.

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## Activate Credential

If you are activating a new Credential, please enter the Credential ID, Security Code, and Nickname (up to 20 characters) for the device you wish to associate to your Login ID and then click **Continue**. If you are reactivating a Credential, please enter the Credential ID in the Re-enter Credential ID field and enter the Security Code for the device and then click Continue. Click **Cancel** to return to the Multi-Factor Authentication (MFA) Credential Maintenance page without activating the device.

An asterisk (\*) indicates a required field.

\*Credential ID:

\*Re-enter Credential ID:

\*Enter the Security Code for the Credential ID:

Credential Nickname:

**Quick Help**

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**Slide notes**

When you click the Activate Credential button, the Activate Credential page displays. This page allows you to activate a Credential ID that will be associated to your MSPRP Login ID.

You will be required to enter the Credential ID for the device (twice) and the Security Code assigned to the Credential. You also have the option to enter a nickname for the credential. The nickname can be up to 20 characters long.

The Credential ID must be between 4 and 100 characters, may contain both letters and numbers, and can only include the following special characters: # (number), . (period), or \* (asterisk).

The Security Code must be between 6 and 10 characters long. It can contain letters or numbers but no special characters.

You can have up to 5 Credential IDs in Activated status. Click Continue to proceed.

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## Credential Activated Successfully

 [Print this page](#)

The Credential ID for the device listed on this page has been successfully activated for your Login ID. You may use this device to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSRP) next time you login.

| Credential ID | Credential Nickname | Credential ID Status | Date Activated |
|---------------|---------------------|----------------------|----------------|
| VSMT3628XXXX  | iPhone              | Activated            | 02/23/2015     |

[Continue](#) 

**Quick Help**  
[Help about this page](#)

**Slide notes**

If Credential ID is validated, the Credential Activated Successfully page displays. Click Continue to return to the Multi-Factor Authentication Credential Maintenance page.

Once you have activated at least one device Credential ID, the MSRP will set your MFA Status to Complete on your home page.

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## Deactivating Credential IDs

- If you are no longer using a device to access the MSPRP, you can deactivate it at any time
- Once a Credential 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 Credential 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 Credential ID associated to the old device and activate a Credential ID for the new one.

Once a Credential 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 Credential Maintenance page.

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## Multi-Factor Authentication (MFA) Credential Maintenance

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

The Credential IDs associated to your Login ID are listed on this page. You must have at least one Credential ID in Activated status in order to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSPRP). To activate a device, you must first download the Symantec Validation and ID Protection (VIP) Software for the applicable device and then associate the device to your Login ID. The VIP software can be downloaded from the following link:<https://idprotect.vip.symantec.com>

| Credential ID                                  | Credential Nickname | Credential Status | Date Activated | Date Deactivated |
|--|---------------------|-------------------|----------------|------------------|
| <input checked="" type="radio"/> VSMT3628 XXXX | IPHONE              | Activated         | 02/23/2015     |                  |

Deactivate Credential ▶ Activate Credential ▶ Cancel ✕

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## Slide notes

To Deactivate a Credential ID, click the Credential Maintenance link on your home page.

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

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## Deactivate Credential Confirmation

 [Print this page](#)

Please review the information displayed on this page to confirm that this Credential ID should no longer be associated to your Login ID. Once a credential 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 device in Activated status associated to your Login ID, you will no longer be able to view unmasked claim information until you activate another device. It is recommended that you activate a new Credential ID before deactivating this one. Click **Continue** to proceed. Click **Cancel** to return to the Multi-Factor Authentication (MFA) Credential Maintenance page without deactivating this Credential ID.

| Credential ID | Credential Nickname | Date Activated | Date Deactivated |
|---------------|---------------------|----------------|------------------|
| VSMT3628XXXX  | IPHONE              | 02/23/2015     | 02/23/2015       |

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

**Quick Help**  
[Help about this page](#)

## Slide notes

The Deactivate Credential Confirmation page displays. 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 Credential Maintenance page.

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|---|-----------------|-----------|-----------|---------------------|------------|--|
| <h2>Account List</h2> <p>Click the desired link to access the associated account.</p> <p>You may update your personal information or change your current password by clicking the appropriate link under the Account Settings List.</p> <div style="display: flex; align-items: flex-start;"> <div style="margin-right: 20px;">  </div> <div> <h3>Multi-Factor Authentication</h3> <p>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.</p> <p>During the ID Proofing process you will be asked to provide current personal information and respond to questions created by Experian Credit Services (an outside entity) to confirm your identity. This information, the questions, and your answers will not be stored on the MSPRP. This process will not impact your credit score.</p> <p>To use MFA services, you will be required to download and install one or more MFA Credential ID tokens for the devices you plan to use to access the MSPRP and then you must activate the Credential ID for your Login. To download a software Credential ID, go to the Symantec Validation and Identity Protection (VIP) Service website found at the following link: <a href="https://idprotect.vip.symantec.com">https://idprotect.vip.symantec.com</a></p> <p>You will be able to activate a credential after the Next Step link has changed to <b>Credential Required</b>. To begin the ID Proofing process, click the Next Step: <b>Get Started</b> link.</p> <p><b>Associated Account IDs:</b><br/>##### FIRST LAST</p> </div> </div> <div style="margin-top: 20px; text-align: right;">  <a href="#">Print this page</a> </div> |                 |           |           |                     |            | <h3>Quick Help</h3> <p><a href="#">Help About This Page</a></p>  |
|   |                 |           |           |                     |            | <h3>Account Settings</h3> <p><a href="#">Update Personal Information</a><br/><a href="#">Change Password</a></p>   |
|   |                 |           |           |                     |            | <h3>Multi-Factor Authentication</h3> <p>Status: <b>Initial Process</b><br/>Next Step: <a href="#">Complete</a></p> |

## Slide notes

After you have successfully completed the ID Proofing process and your MFA Status is set to Complete, you will be able to view unmasked case information if you have a verified POR or CTR on file for the case.

Your home page will indicate a "Complete" MFA Status, when the process is completed.

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The screenshot shows a web interface for Multi-Factor Authentication. At the top, there is a green navigation bar with links: "About This Site", "CMS Links", "How To...", "Reference Materials", and "Contact Us". Below this is a main content area with a light yellow background. The title is "Choose Credential ID and Enter Security Code". A paragraph explains that for advanced security, users must login using multi-factor authentication and choose a Credential ID and enter a Security Code. There are two radio button options: "Login using Multi-Factor Authentication" (selected) and "Login without my Credential ID". The first option includes a dropdown menu for selecting a Credential ID and a text input for the Security Code. The second option notes that it will mask certain claim information. At the bottom are "Continue" and "Cancel" buttons. To the right is a "Quick Help" box with a "Help About This Page" link.

**Choose Credential ID and Enter Security Code**

For advanced security and the ability for representatives to view unmasked claim information, a registered user must login using multi-factor authentication. To login using multi-factor authentication, please choose your Credential ID and enter the Security Code. Click **Continue** to proceed.

**Login using Multi-Factor Authentication**

\* Required to view unmasked Medicare beneficiary claim information

\* Select the Credential ID of the device you are using for this login session:

\* Enter the Security Code for the selected Credential ID:

**Login without my Credential ID**

Choosing this option will mask certain claim information from view.

**Quick Help**

[Help About This Page](#)

**Slide notes**

If your MFA status is set to Complete when you login to the MSPRP, the Choose Credential ID and Enter Security Code page will display where you will have the option to Login using Multi-Factor Authentication or Login without Credentials.

If you are logging in using MFA services, you will be required to select a device from the drop-down menu, enter the Security Code for the selected Credential ID, and then click Continue.

You can optionally login without credentials which will provide you with the same view capability for the case that you see today.

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

For general information on Medicare Secondary Payer Recovery, go to this URL: <http://go.cms.gov/cobro>.

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The slide features a light blue background with a white horizontal band at the bottom. 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: <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>.