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Welcome to the MSPRP Multi-Factor Authentication Process course.
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](https://www.cob.cms.hhs.gov/MSPRP).

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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: [CMS MSPRP Website](https://www.cob.cms.hhs.gov/MSPRP).
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 activated and deactivated (if needed).
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.
Eligibility

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

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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.
To successfully complete the ID Proofing process, you must first provide Experian with personal information and respond to a series of identity verification questions.

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

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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.
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.

<table>
<thead>
<tr>
<th>Status</th>
<th>Next Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Process</td>
<td>Get Started</td>
<td>Indicates that you have:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Not yet started the ID Proofing process, or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Attempted ID Proofing but have not yet completed the process</td>
</tr>
</tbody>
</table>
**MFA Statuses and Next Step Actions**

<table>
<thead>
<tr>
<th>Status</th>
<th>Next Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Proofed</td>
<td>Factor Required</td>
<td>Indicates that you have:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Successfully submitted your personal information to Experian through the ID Proofing Core Factor Page</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• You have answered Experian’s Identity Verification Questions successfully</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Experian has accepted your submissions</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• You currently have no factors in Active status OR</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• An EDI Representative has manually completed the ID Proofing process through the EDI Representative application; thus, setting your</td>
</tr>
<tr>
<td></td>
<td></td>
<td>MSPRP Status to ID Proofed</td>
</tr>
</tbody>
</table>

**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
- You have answered Experian’s Identity Verification Questions successfully
- 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
- Currently have no factors in Active status
## MFA Statuses and Next Step Actions

<table>
<thead>
<tr>
<th>Status</th>
<th>Next Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending Phone</td>
<td>Contact Experian</td>
<td>Indicates that you:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Were unsuccessful with completing the ID Proofing process, because you exceeded your total limit of 4 valid submission attempts OR</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Clicked the <strong>Contact Experian</strong> button on the ID Proofing Core Factors page. To Contact Experian call 1-866 578-5409</td>
</tr>
</tbody>
</table>

### 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 four 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 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).
### MFA Statuses and Next Step Actions

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

**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).
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<table>
<thead>
<tr>
<th>Status</th>
<th>Next Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete</td>
<td>Factor Maintenance</td>
<td>Indicates that you:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Successfully completed the ID Proofing process</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Registered and activated one or more Factors</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Have at least one Factor ID in active status</td>
</tr>
</tbody>
</table>

**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
- 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.
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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 e-mails instead of mailed letters for the Go Paperless addresses.
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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.
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 being 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.
Multi-Factor Authentication Process

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When the data you entered on the ID Proofing Core Factor 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 ten 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 two minutes remaining. Click Continue to proceed.
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.
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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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.
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@GHI Medicare.com.
Once you have been ID proofed, the status of your request will display as a link under the Multi-Factor Authentication box.
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.
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Click Activate Factor.
Slide notes

Select Factor Type.

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.
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.
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.

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

The Multi-Factor Authentication (MFA) Maintenance page shown here displays. Next, click the radio button corresponding to the Factor you want to deactivate and then click the Deactivate Factor button.
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The Deactivate Factor 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 Factor Maintenance page.
The Factor Deactivated Successfully page displays, Click Continue to confirm deactivation and return to the Multi-Factor Authentication Factor Maintenance page.
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

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.
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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.
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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.
MULTI-FACTOR AUTHENTICATION PROCESS

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Account List

Click the desired link to access the associated account. Accounts with a green label (a) include an address that has opted to "Go Paperless" via the MYSLA Section 111 Reporting process. These accounts receive letter notification e-mails instead of mailed letters for the "Go Paperless" address. You are responsible for viewing all "Go Paperless" correspondence on the MSRP. Note: To obtain information on the account's paperless addresses, please contact your Section 111 file submittant/reporting agent.

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

MULTI-FACTOR AUTHENTICATION

MSRP 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 the 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 MSRP. 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 MSRP 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:

30401 ABC Corporation
30324 Smith Associates
30184 Robert Jones

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You will now be able to see any cases unmasked.
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).
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.

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

Slide notes
If you have any questions or feedback on this material, please go the following URL: MSRP Training Survey.