Representative Registration Introduction

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Representative Registration course.

Note: This module is intended for those entities who will register for a representative account. A representative account type indicates that the entity does not have an Employer Identification Number (EIN)/Tax Identification Number (TIN) but may have involvement in multiple cases. Representative accounts may have up to 5 Account Designees.

As a reminder, you may view the slide number you are on by clicking on the moving cursor. Additionally, you can view the narration by clicking the [CC] button in the lower right-hand corner of the screen.
Disclaimer

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions. All affected entities are responsible for following the instructions found in the MSPRP User Manual found at the following link: 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: CMS MSPRP Website.
This course provides instruction on how to complete a New Registration on the MSPRP for a representative account type and the steps that must be followed once the registration has been submitted.
Users must be authorized to access the MSPRP. Before a new user can be authorized, the representative entity must complete the registration process which involves the following steps: New Registration and Account Setup.

Note: The focus of this CBT is on the new registration process. For more information on Account Setup, please see the Representative Account Setup CBT.
Slide notes

To begin the New Registration, go to the following MSPRP URL: [CMS MSPRP Website](https://www.cob.cms.hhs.gov/MSPRP/)
Each time a user visits the MSPRP Web site, the Login Warning page will display. This page provides information about MSPRP security measures including access, penalty and privacy laws.

This page can be printed from the MSPRP by clicking the [Print this page] link on the Web site.
Slide notes

Scroll to the bottom of this page to review the entire statement. Users must agree to the terms of this warning each time they access the MSPRP.

Click the [I Accept] link at the bottom of the page to continue with the New Registration step.
Once the [I Accept] link is clicked, the MSPRP Login page will display. Click [New Registration] to continue.
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The Select Account Type page displays. Select the Representative radio button and then click [Continue].

Note: If at any point during the registration process the user wishes to stop, they should click [Cancel]. Once clicked, information entered on the current page and any previous pages will NOT be saved and the user will be returned to the MSPRP Login page.
Slide notes

The Representative Information page will display. Information for the representative account that will be submitting MSPRP requests must be entered on this page.

All fields denoted with a red asterisk are required.

The Social Security Number must be unique in the MSPRP. It cannot be registered for more than one account.

Additionally, it cannot be the same as the Social Security Number of the associated Beneficiary (i.e., a user cannot register on behalf of themselves).

The mailing address submitted on this page will be used to send the post-registration letter that includes the Account ID and Personal Identification Number (PIN).

Once all required information has been entered, the user must click [Continue].
The system will validate each field on each registration page for accuracy and completeness. If errors are found, the system will display applicable error messages on the screen indicating what error condition(s) were found. When errors are discovered, the cursor will be placed on the first field that generates an error condition. This will either be a required field that is missing data or a field that contains a data error. The user must correct the error before the system will allow the user to proceed to the next page. Once the data has been corrected, the system will revalidate all data that has been entered.
After successfully completing the Representative Information page, the Beneficiary Information page will display.

Enter information for a beneficiary associated with a case(s) that will be accessed using this account. All fields are required.

Note: The Social Security Number (SSN) is required if the Medicare ID is not provided.

After entering the beneficiary information, click [Continue] to proceed.

The MSPRP will attempt to determine if the entered information can be matched to a Medicare beneficiary. The system must find an exact SSN match.

Then at least three out of four of the following fields must be matched exactly: First 6 characters of the Last Name, First Initial, Date of Birth, and Gender.

If a match is not found, the user will receive an error message that states, “Data does not match what is on our records for the Beneficiary” and registration may not continue.
Slide notes

As long as the MSPRP was able to validate the beneficiary information (i.e., the entered information was matched to a Medicare beneficiary), the Registration Summary page will display.

Users can print this page by clicking the [Print this page] link.

This page lists all the information that was previously entered and provides users with the opportunity to make changes. All information should be reviewed and verified before continuing.

Changes can be made to Account Type, Representative Information or Beneficiary Information. To make any corrections, click the [Edit] button next to the applicable section. The system will display that information entry page.
Slide notes

Add, change, or delete any of the information. Once all corrections have been made, the user must click [Continue] until they have navigated back to the Registration Summary page.
Slide notes

When the Registration information has been verified, click [Continue] to submit the registration.
The MSPRP Registration Completed Successfully - Thank You page displays confirmation that the initial registration has been successfully completed. The assigned Account ID is displayed on the Thank You page and will need to be recorded by the representative to provide in the Account Setup - Step 2 process.
Next Steps

**EDI Department**

- Validates registration information
- Mails letter within two weeks, which contains
  - Account ID and PIN
  - Instructions for Account Setup

**Contact EDI Representative if letter is not received within 10 business days**

- Phone: (646) 458-6740
- E-mail: COBVA@GHIMedicare.com

**Slide notes**

The information submitted in the New Registration step will be vetted by the Electronic Data Interchange (EDI) Department to ensure it is valid and complete.

Within 7 business days, an email will be sent to the e-mail address submitted on the Representative Information page during the New Registration.

This email will include the PIN and instructions for the next step in the registration process - Account Setup.

If this email is not received within 7 business days, contact an EDI Representative by phone at (646) 458-6740 or e-mail at COBVA@GHIMedicare.com.
Next Steps

Give the Account ID and PIN to the Account Manager to complete the Account Setup on the MSPRP

Note: The person who performed the initial registration can become the Account Manager

Slide notes

The Account ID and PIN must be given to the Account Manager for the representative account to use to complete the Account Setup.

Note: The person who performed the initial registration can become the Account Manager for the account.
In addition to completing Account Setup, the Account Manager is responsible for administering the account on the MSPRP and inviting others to assist as Account Designees.

Both the Account Manager and the Account Designee can perform case recovery tasks, such as: submitting authorization documentation, requesting a conditional payment letter, disputing claims, submitting and verifying case settlement information, initiating the demand letter and make an electronic payment. Note: Only those actions that are applicable to the case will be available.

Account representatives can register as an Account representative for other MSPRP corporate accounts or register as an Account Manager or Account Designee for other MSPRP accounts.
The Account Manager must return to the MSPRP to complete the Account Setup. The Account Manager will need to enter the Account ID and PIN on the main page to begin setup.

For more information on the Account Setup process, please see the Representative Account Setup CBT.
Slide notes

Once the Account Manager has completed the account setup, an e-mail notification will be sent to them.

This notification will include a Profile Report that contains information regarding the representative for the account and associated contact information as well as a Data Use Agreement.

It may take up to 10 business days to receive the Profile Report. A sample Profile Report is shown on the slide.
The Account Manager must review the Profile Report for accuracy.

If information on the Profile Report is inaccurate or requires modifications, please contact an EDI Representative by phone at (646) 458-6740 or e-mail at COBVA@GHIMedicare.com.

The Account Manager will have 60 business days to review, sign, and return the Profile Report to the Medicare - EDI Department. When returning the signed Profile Report via e-mail, put ‘MSPRP Profile Report’ in the subject line.

If a signed Profile Report is not received within that timeframe, the account will be automatically deleted on the 60th business day.

If the account is deleted, the registration process must be started from the beginning.
Course Summary

- Completing a New Registration
  - Next steps

Slide notes

This course provided instruction on how to complete a New Registration on the MSPRP for a representative account type and the steps that must be followed once the registration has been submitted.
You have completed the Representative Registration 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 Representative Registration course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: CMS MSPRP Website. For general information on Medicare Secondary Payer Recovery, go to this URL: CMS Website.
If you have any questions or feedback on this material, please go to the following URL: https://www.surveymonkey.com/s/MSPRPTraining.