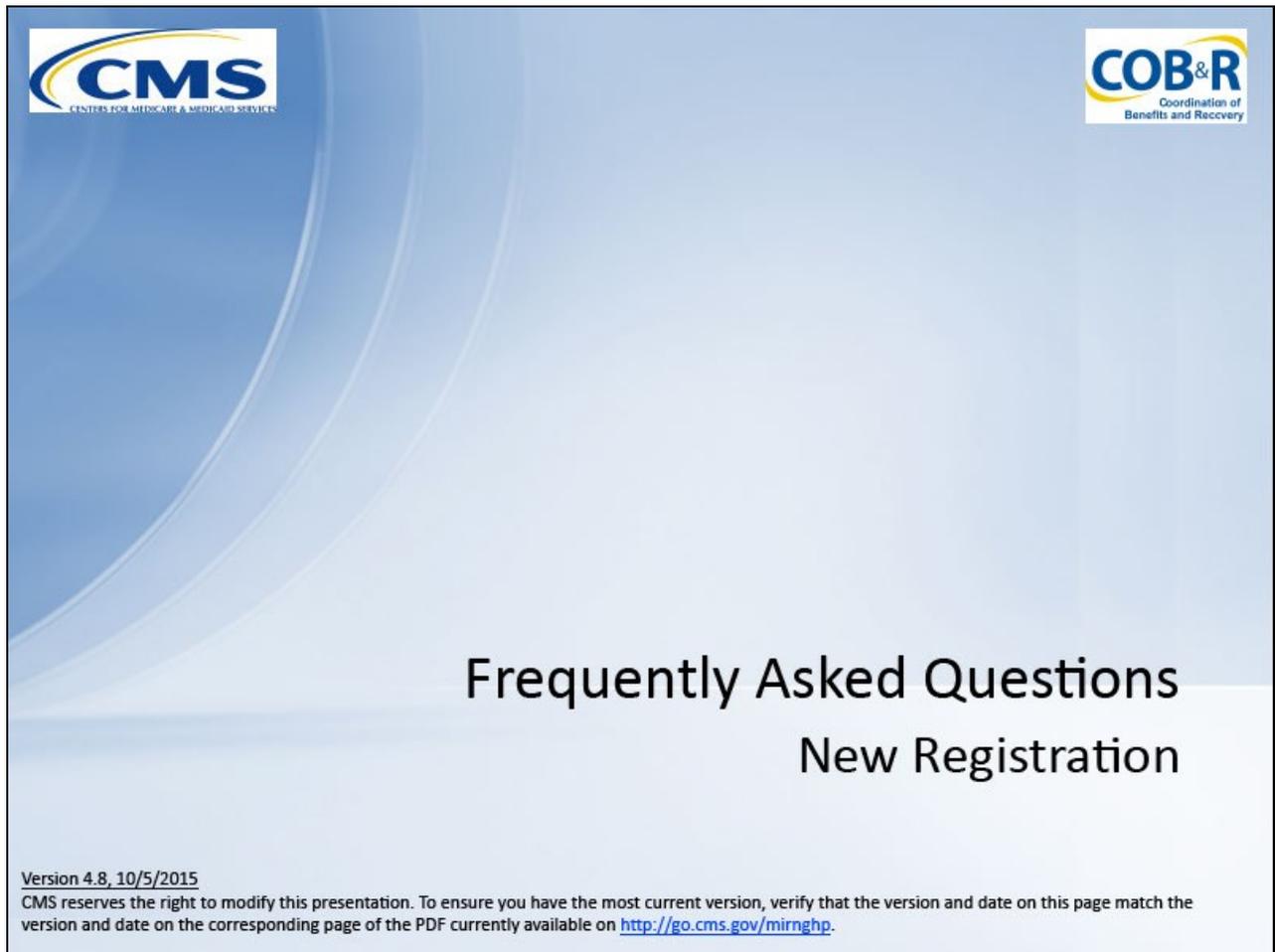


Slide 1 - of 32



**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

# Frequently Asked Questions New Registration

Version 4.8, 10/5/2015  
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**Slide notes**

Welcome to the New Registration Frequently Asked Questions course.

Note: This module applies to Responsible Reporting Entities (RREs) that will be submitting Section 111 claim information via an electronic file submission as well as those RREs that will be submitting this information via Direct Data Entry (DDE).

## Slide 2 - of 32

## 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 for the MMSEA Section 111 implementation. All affected entities are responsible for following the instructions found at the following link: <http://go.cms.gov/mirnghp>.

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Slide 3 - of 32

## Frequently Asked Questions Index

- New Registration Process Slides 4-11
- RRE IDs Slides 12-14
- Tax Identification Numbers (TINs) Slides 15-16
- Authorized Representative Slides 17-20
- Subsidiaries Slides 21-22
- New Registration Troubleshooting Slides 23-25
- Registration Documentation Slides 26-30

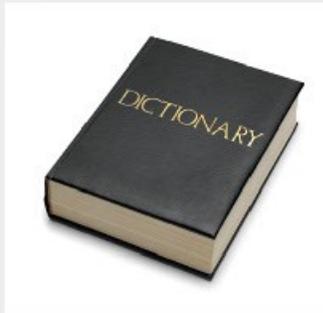
### Slide notes

The new registration frequently asked questions discusses the following topics: New Registration Process; RRE IDs; Tax Identification Numbers (TINs); Authorized Representative; Subsidiaries; New Registration Troubleshooting; Registration Documentation.

Slide 4 - of 32

## What does the term NGHP mean?

- Liability insurance (including self-insurance), no-fault insurance and workers' compensation are sometimes collectively referred to as "non-group health plan" or "NGHP". The term NGHP will be used in this CBT for ease of reference.



### Slide notes

Liability insurance (including self-insurance), no-fault insurance and workers' compensation are sometimes collectively referred to as "non-group health plan" or "NGHP". The term NGHP will be used in this CBT for ease of reference.

Slide 5 - of 32

## What is New Registration?

- First step in RRE registration
- Complete
  - RRE company information
  - Authorized Representative information
- For more details, see
  - NGHP User Guide or
  - COBSW - Step 1 - New Registration

### Slide notes

New Registration is the first step in the RRE registration process on the Section 111 Coordination of Benefits Secure Web site (COBSW). The application will ask for RRE company information and Authorized Representative information.

For more details, see the NGHP User Guide Registration Procedures Chapter or the COBSW- Step 1 - New Registration course.

Slide 6 - of 32

## When do I have to complete New Registration and Account Setup?

- If nothing to report, can wait to register until you do
  - Must register in time to allow registration to be completed and a full quarter for file testing, as applicable
- May create new RRE IDs later as needed

### Slide notes

Entities who are RREs for purposes of the Section 111 liability insurance (including self-insurance), no-fault insurance, or workers' compensation are not required to register if they will have nothing to report.

For example, if an entity is self-insured (as defined by CMS) solely for the deductible portion of a liability insurance policy but it always pays any such deductible to its insurer, who then pays the claim, it may not have anything to report.

However, those who do not register initially because they have no expectation of having claims to report, must register in time to allow registration to be completed

and a full quarter for file testing, as applicable if they have future situations where they have a reasonable expectation of having to report.

The registration process will stay "open" indefinitely if you need an RRE ID at some point in the future.

Slide 7 - of 32

## What do I need to do before beginning registration?

- Identify an Authorized Representative, Account Manager and Section 111 COBSW Users
- Determine reporting structure (data transmission method, number of RRE IDs needed)
- Begin New Registration step

### Slide notes

Before beginning registration you should identify an Authorized Representative, Account Manager and other Section 111 COBSW Users. You should also determine reporting structure (data transmission method, number of RRE IDs needed).

After you complete this then you may begin the New Registration step.

Slide 8 - of 32

## Who can complete the New Registration step?

- A company representative
  - Authorized Representative or
  - Delegate task to individual
- Complete Authorized Representative and RRE information

### Slide notes

A company representative may complete the new registration step. This may be the RRE's Authorized Representative or the Authorized Representative may delegate this task to an individual of his/her choosing.

However, the individual will need to complete the Authorized Representative's information as well as RRE information.

Slide 9 - of 32

## What information do I need for New Registration?

- The application will ask that you submit:
  - A Federal Tax Identification Number (TIN) for the RRE
  - Company name and address
  - Company Authorized Representative contact information (name, job title, address, e-mail address, phone number)
  - National Association of Insurance Commissioners (NAIC) company code, if applicable
  - Reporter Type (select Liability/No-Fault/Workers' Compensation)
  - Optional subsidiary company information to be included in the file submission for the registration (names, TINs, NAIC company codes for the subsidiaries)

### Slide notes

The application will ask that you submit: A Federal Tax Identification Number (TIN) for the RRE; Company name and address; Company Authorized Representative contact information (name, job title, address, e-mail address, phone number);

the National Association of Insurance Commissioners (NAIC) company code, if applicable; Reporter Type (select Liability/No-Fault/Workers' Compensation);

Optional subsidiary company information to be included in the file submission for the registration (names, TINs, NAIC company codes for the subsidiaries)

Slide 10 - of 32

## What is an NAIC number? Why do you ask for it?

- National Association of Insurance Commissioners
- Used by insurers to report to states
- Some RREs won't have one since they aren't required to report to a state insurance commissioner
  - If there is no NAIC company code applicable to the RRE or subsidiary, then you may enter all zeroes
- Optional, used to help validate RRE information

### Slide notes

This is the National Association of Insurance Commissioners number. It used by insurers to report to states. Some RREs won't have one since they aren't required to report to a state insurance commissioner.

If there is no NAIC company code applicable to the RRE or subsidiary, then you may enter all zeroes.

This is optional and is used to help validate RRE information

Slide 11 - of 32

## When and how will I get my PIN?

- After the New Registration step is completed on the Section 111 COBSW
  - The BCRC validates
  - PIN letter sent to Authorized Representative
- Allow 2 weeks (10 business days)

### Slide notes

After the New Registration step is completed on the Section 111 COBSW and the Benefits Coordination & Recovery Center (BCRC) validates it, a Personal Identification Number (PIN) letter will be sent to the Authorized Representative.

Allow 2 weeks (10 business days) for delivery.

Slide 12 - of 32

## How many RRE IDs do I need?

- It is the Responsible Reporting Entities' (RREs') choice. Depends on the number of Claim Input Files to be submitted per quarter
  - Subsidiaries
  - Agents
  - Coverage or claim types
  - Claim system
- May only send one Claim Input File per RRE ID

### Slide notes

This is the Responsible Reporting Entities' (RREs') choice. The number of RRE IDs a RRE needs to obtain depends on the number of NGHP Claim Input Files you will transmit to the BCRC each quarter.

You may want or need separate RRE IDs due to different subsidiaries, different agents, different coverage or claim types, the use of different data processing systems, etc.

May only send one Claim Input File per RRE ID.

Slide 13 - of 32

## Do I have to complete New Registration for every RRE ID?

- Yes



### Slide notes

For each unique RRE ID needed, you must complete the New Registration and Account Setup steps including selecting a data submission method for each file type.

## Slide 14 - of 32

My RRE has only one TIN but I need to set up more than one RRE ID. What should I do?

- Use the same or different TIN on all RRE IDs

**Slide notes**

If you register for multiple RRE IDs: you can use the same Tax Identification Number (TIN) for each, or different TINs for each, no matching is done between the TINs supplied at registration and the TINs supplied on your input files.

Slide 15 - of 32

## What is the TIN I submit during New Registration used for?

- Used to authenticate RRE
- At least one RRE TIN provided during registration

### Slide notes

The TIN is used to authenticate the RRE. At least one RRE TIN must be provided during registration.

Slide 16 - of 32

I have more than one TIN, but am setting up only one RRE ID. What should I do?

- Use the same TIN on all RRE IDs or use different TINs if each applies to a particular RRE ID (subsidiary companies)

**Slide notes**

Use the same TIN on all RRE IDs or use different TINs if each applies to a particular RRE ID (subsidiary companies).

Slide 17 - of 32

## What is an Authorized Representative?

- This is the individual who has the legal authority to bind the RRE to a contract and the terms of Section 111 requirements and processing
  - May perform the New Registration step on the Section 111 COBSW
  - Will designate the Account Manager
  - Approves account setup, by physically signing profile report including the Data Use Agreement, and returns it to the BCRC
  - Recipient of BCRC notifications related to non-compliance with Section 111 reporting requirements
  - Cannot be an agent of the RRE
  - Cannot be user of Section 111 COBSW for any RRE ID

### Slide notes

This is the individual who has the legal authority to bind the RRE to a contract and the terms of Section 111 requirements and processing. The Authorized Representative may perform the New Registration step on the Section 111 COBSW;

Will designate the Account Manager; Approves the account setup, by physically signing the profile report including the Data Use Agreement, and returns it to the BCRC;

Is the recipient of BCRC notifications related to non-compliance with Section 111 reporting requirements; Cannot be an agent of the RRE; and Cannot be a user of Section 111 COBSW for any RRE ID.

Slide 18 - of 32

## When do I identify my Authorized Representative?

- During New Registration

### Slide notes

You will identify the Authorized Representative during the New Registration step. The Authorized Representative's information will be entered during New Registration.

Slide 19 - of 32

## Why can't my Authorized Representative be a user of the Section 111 COBSW?

- CMS security requirement so a user cannot approve him/herself

### Slide notes

This is a CMS security requirement so a user cannot approve him/herself.

Slide 20 - of 32

I am registering for more than one RRE ID. Can the same person be the Authorized Representative for each?

- Yes

Can I use different people for each?

- Yes

**Slide notes**

Yes.

Can I use different people for each?

Yes.

Slide 21 - of 32

## What information do I need to submit for subsidiaries?

- Information regarding subsidiary companies for which you will be reporting under the RRE ID you are requesting
- Include subsidiary if reporting data for Section 111 using that RRE ID
- Do not include subsidiaries not involved in business transactions reportable under Section 111
- Include information on underwriting companies as applicable
- A particular subsidiary may be listed under more than one RRE ID
- Information assists CMS in determining if all RREs are registered and reporting under Section 111 as required
- TINs listed on the subsidiary page of New Registration must be different from the TIN used for the RRE ID and different from each other

### Slide notes

During the New Registration step, you will be asked to provide information regarding subsidiary companies for which you will be reporting under the RRE ID you are requesting.

Only include the subsidiary if you will report its data for Section 111 using that RRE ID.

If the subsidiary is not involved in business transactions reportable under Section 111, do not list it. Subsidiary information should include information on underwriting companies as applicable.

You may find that you need to list a particular subsidiary under more than one RRE ID depending on how you will structure your Section 111 reporting.

This information is requested in order for CMS to determine if all RREs are registered and reporting under Section 111 as required. RREs will be identified, in part, by organization name, TINs and NAIC company codes as applicable.

TINs listed on the subsidiary page of New Registration must be different from the TIN used for the RRE ID and different from each other.

Slide 22 - of 32

I don't have complete subsidiary information.  
Can I still complete New Registration?

- Yes
  - Not required
  - Click continue to bypass, add it later

**Slide notes**

Yes, subsidiary information is not required. Click continue to bypass and you may add it later.

Slide 23 - of 32

## I received an unspecified error during New Registration. What should I do?

- Report to EDI Representative
  - Take and send screen print if possible
  - Copy down and provide error message
  - If you have not been assigned an EDI Representative, call EDI Department at 646-458-6740

### Slide notes

Report to Electronic Data Interchange (EDI) Representative. Take and send a screen print if possible. Copy down and provide error message. If you have not been assigned an EDI Representative, call the EDI Department at 646-458-6740.

Slide 24 - of 32

## We have not received our PIN letter? What should I do?

- Wait 2 weeks (10 business days) after New Registration
- Contact EDI Representative



### Slide notes

Wait 2 weeks (10 business days) after New Registration and then contact your EDI Representative.

Slide 25 - of 32

## What if I experience problems during registration?

- Contact your assigned EDI Representative
- or the EDI Department at 646-458-6740



### Slide notes

Contact your assigned EDI Representative or the EDI Department at 646-458-6740.

Slide 26 - of 32

## What documentation is available for the Registration process?

- “How To” Documents
- Liability Insurance (including Self-Insurance), No Fault Insurance and Workers’ Compensation (NGHP) User Guide and subsequent alerts
- Help Pages
- Section 111 COBSW User Guide

### Slide notes

The “How To” Documents; Liability Insurance (including Self-Insurance), No Fault Insurance and Workers’ Compensation (NGHP) User Guide and subsequent alerts; Help Pages; and the Section 111 COBSW User Guide are all available.

Slide 27 - of 32

## Where do I find the “How To” Documents?

- Section 111 Responsible Reporting Entities (RREs) are to register on the Section 111 Coordination of Benefits Secure Web site (COBSW) at <https://www.cob.cms.hhs.gov/Section111/>
- Once you accept the terms of the Login Warning by clicking on the “I accept” link, the homepage will display
- Information on the registration and account setup process can be found under the “How To” menu option
  - No Login ID is needed to access this menu option. Click on the menu option and a drop down list will appear. Then click on the item desired in the list
  - In particular, please read the documents found under “How to Get Started” and “How to Invite Designees”

### Slide notes

Section 111 Responsible Reporting Entities (RREs) are to register on the Section 111 Coordination of Benefits Secure Web site (COBSW) at the following link: <https://www.cob.cms.hhs.gov/Section111/>.

Once you accept the terms of the Login Warning by clicking on the “I accept” link, the homepage will display.

Information on the registration and account setup process can be found under the “How To” menu option. No Login ID is needed to access this menu option. Click on the menu option and a drop down list will appear.

Then click on the item desired in the list. In particular, please read the documents found under “How to Get Started” and “How to Invite Designees.”

Slide 28 - of 32

## Where do I find the NGHP Reporting User Guide?

- NGHP RREs should refer to <http://go.cms.gov/mirnghp>
- Click on “Liability Insurance, Self-Insurance, No-Fault Insurance and Workers’ Compensation” on the left menu
- Scroll down to find the latest version of the guide

### Slide notes

NGHP RREs should refer to <http://go.cms.gov/mirnghp>. Click on “Liability Insurance, Self-Insurance, No-Fault Insurance and Workers’ Compensation” on the left menu. Scroll down to find the latest version of the guide.

Slide 29 - of 32

## Where do I find the Help Pages?

- Once you have begun the registration process on the Section 111 COBSW, you will have access to Help information on each page displayed
- Click on the link for the Help page and a new window will open with instructions and information needed to complete the page you're working on

### Slide notes

Once you have begun the registration process on the Section 111 COBSW, you will have access to Help information on each page displayed.

Click on the link for the Help page and a new window will open with instructions and information needed to complete the page you're working on.

Slide 30 - of 32

## Where do I find the Section 111 COBSW User Guide?

- Once you have finished the New Registration and Account Setup steps and obtain a Login ID for the Section 111 COBSW, you may log into the application using the Login fields displayed on the right side of the homepage
- After login, a detailed Section 111 COBSW User Guide is available under the Reference menu option
  - You must be logged into the application to gain access to the Section 111 COBSW User Guide

### Slide notes

Once you have finished the New Registration and Account Setup steps and obtain a Login ID for the Section 111 COBSW, you may log into the application using the Login fields displayed on the right side of the homepage.

After login, a detailed Section 111 COBSW User Guide is available under the Reference menu option. You must be logged into the application to gain access to the Section 111 COBSW User Guide.

## Slide 31 - of 32



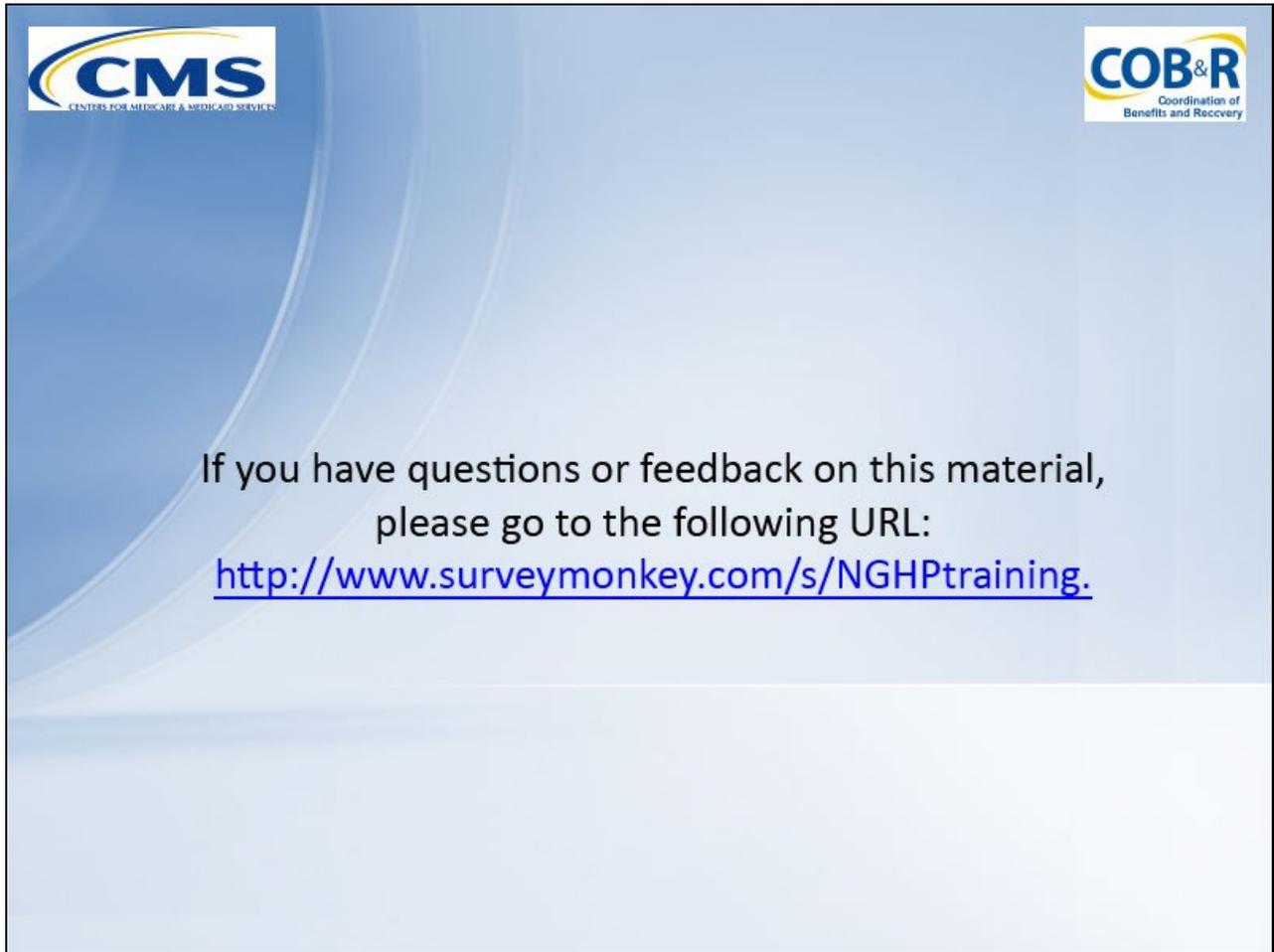
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Slide 32 - of 32



Slide notes

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