

## Case Information

Slide 1 of 17 - Case Information

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

# Commercial Repayment Center Portal (CRCP) Case Information

Version 2.6, 01/11/2021  
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/cobro>.

### Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) Case Information course. As a reminder, you may view the slide number you are on by clicking the moving cursor.

Additionally, you can view the narration by clicking the CC button in the lower right-hand corner of the screen.

## Slide 2 of 17- Disclaimer

## Disclaimer

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions. All affected entities are responsible for following the instructions in the CRCP User Guide found under the *Reference Materials* menu at the following link:

<https://www.cob.cms.hhs.gov/CRCP/>.

### Slide notes

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

All affected entities are responsible for following the instructions in the CRCP User Guide found under the Reference Materials menu at the following link: [CRCP Website](https://www.cob.cms.hhs.gov/CRCP/) .

## Slide 3 of 17 - Course Overview

## Course Overview

- How to view case specific information for a beneficiary included in a demand on the CRCP
  - Beneficiary
  - Demand
  - Employer and Insurer
  - Financial
  - Letter Activity
  - Defense History
  - Submitted Documents
  - Electronic Payments



### Slide notes

This course explains how to view case specific information for a beneficiary included in a demand on the CRCP.

It describes how to utilize the Case Information page to see the following case-related information: beneficiary, demand, employer and insurer, financial, letter activity, defense history submitted documents and electronic payments.

## Slide 4 of 17 - Background

## Background

- CRC issues a demand to recover money in cases where Medicare paid primary but the GHP had primary payment responsibility
- Demand generally includes multiple beneficiaries (cases)
- View *CRCP Case Information* page to see information on a particular case that is included in a demand



### Slide notes

If Medicare paid primary when the Group Health Plan (GHP) had primary payment responsibility, the Commercial Repayment Center (CRC) will seek repayment on behalf of CMS.

When the CRC issues a demand letter for payment, the demand may include multiple beneficiaries/cases.

To review information on a particular beneficiary or case that is included in a demand, you will access the Case Information page on the CRCP.

Slide 5 of 17 - Account Listing Page

**Account Listing**

The Account IDs associated to your Login ID are listed on this page. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

**Multi-Factor Authentication**

CRCP users may request access to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII). 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 CRCP. 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 CRCP 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 to receive your security token via text message. After the Factor registration, you must then 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.

Account ID	Company Name	Associated TINs
12345	Testing Company	<a href="#">View TINs Listing</a>

<https://www.cob.cms.hhs.gov/CRCP/>

Slide notes

To review beneficiary or case information, log into the CRCP at the following link: Commercial Repayment Center Portal link. After a successful login, the Account Listing page displays.

This page lists the accounts associated to your Login ID. Select the Account ID link for the account you want to access.

Note: CRCP users may request access to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII). 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. For more information on MFA, see the Multi-Factor Authentication CBT course.

Slide 6 of 17 - Account Detail Page

The screenshot displays the 'Account Detail' page of the CMS Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). A navigation bar includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To, Reference Materials, Contact Us, and Log off. The main content area is titled 'Account Detail' and includes a 'Quick Help' icon. The text states: 'You have selected Account ID: 11111111 - CIGNA. Information associated to this Account ID will be presented on applicable pages in the Commercial Repayment Center Portal. You may access these pages using the links provided on this page. If you would like to access a different Account ID, click **Previous** or Home. When the Account Listing page displays, select the Account ID you would like to access.'

**Available Actions**

- Demand Listing**: To view demands/case information or to submit defense documentation, click this link.
- Request Letter Access**: To request access to information related to a letter that is not yet associated to this Account ID, click this link.
- Open Debt Report**: To view all cases that have an Accounts Receivable amount greater than zero, click this link.

To remove access related to a letter associated to this Account ID, the Account Manager for this Account must contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) and provide them with key information from the letter that should be removed. EDI Representatives can be reached at: (646) 458-6740.

**Previous**

Slide notes

When the Account Detail page displays, click the Demand Listing link.

Note: The Open Debt Report hyperlink and associated text is only available for Account Managers.

Slide 7 of 17 - Demand Listing Page

The screenshot shows the 'Demand Listing' page with a navigation bar at the top containing links like Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. Below the navigation bar is a 'Quick Help' icon. The main content area has a title 'Demand Listing' and a sub-header 'Unresolved/open demands that were issued in the past three months are listed on this page. To search for any Demand Letter ID, including a demand that has been closed, enter your criteria and then click Search.'

Search filters include:
 

- Demand Letter ID: [input field] Demand Letter ID Search Hint
- Demand Letter Sent Date From: [MM/DD/YYYY] [input field] / [input field] / [input field] (MM/DD/YYYY)
- Demand Letter Sent Date To: [MM/DD/YYYY] [input field] / [input field] / [input field] (MM/DD/YYYY) From and To Date Search Hint

 Search and Clear buttons are present.

Below the filters, it says 'Demand Letters Issued to Companies Associated with Account ID: 111111' and 'Results Returned: 5'. A note states: 'You may view a list of Beneficiaries/Case ID's included in a Demand Letter as long as the Status is Open. To view this list, click the Demand Letter ID link for the applicable letter. If you need additional information regarding a demand that has been resolved/closed, please contact the Commercial Repayment Center at 1-855-798-2627.'

Viewed	Demand Letter ID	Number of Cases	Letter Date	Demand Status
Yes	<a href="#">86123455</a>	1	04/13/2014	Open
Yes	<a href="#">86123454</a>	1	04/11/2014	Open
Yes	<a href="#">86123453</a>	1	04/10/2014	Open
No	<a href="#">86123452</a>	1	04/09/2014	Open
	<a href="#">86123451</a>	1	04/08/2014	Closed

A 'Previous' button is located at the bottom left of the table area.

Slide notes

The Demand Listing page displays. By default, this page lists all unresolved/open demands that the CRC has issued in the past 3 months.

You may search for any Demand Letter ID using the Search function. See the "Demands" CBT for more information.

Note: No more than 100 letters will display at any given time.

To view case specific information, first locate the Demand Letter ID that includes the case you want to examine and then click the Demand Letter ID link. Note: this link will only be enabled if the Demand Status is 'Open'.

You will not be able to view beneficiary/case information if the Demand Status is 'Closed'. The Demand Status is 'Closed' when the status of each case included in a Demand Letter ID is 'Closed'.

If you need information regarding a demand that has been closed, contact the CRC at 1-855-798-2627.

Slide 8 of 17 - Demand Detail Page

Home User Options Account Settings About This Site CMS Links How To... Reference Materials Contact Us Log off

**Demand Detail** [Quick Help](#)

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was:		\$51,100.45	
Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12336544	Insurer TIN:	2234567897

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click Search. Once located, you can click the Case ID link to view detailed information related to that beneficiary.

Case ID:  [Case ID Search Hint](#)

Medicare ID:  [Medicare ID Search Hint](#)

Beneficiary Last Name:  [Beneficiary Last Name Search Hint](#)

**Submit a Defense**

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click Continue. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the Submitted Defenses button.

Beneficiaries Included in the Demand Letter Results Returned: 5

Defense Select All / Deselect All Open Cases <input type="checkbox"/>	Case ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed	Case Viewed
<input type="checkbox"/>	<a href="#">C1234560001</a>	*****1234A	Mike	Lansing	\$4,400.00	Open		No
<input type="checkbox"/>	<a href="#">C1234560002</a>	*****2345A	John	Bosely	\$15,400.00	Open		No
<input type="checkbox"/>	<a href="#">C1234560003</a>	*****4450A	Elizabeth	Florence	\$16,000.00	Open		Yes
<input type="checkbox"/>	<a href="#">C1234560004</a>	*****7744A	Frances	Christshall	\$400.00	Open		Yes
<input type="checkbox"/>	<a href="#">C1234560005</a>	*****3365A	Blaxton	Jasper	\$14,000.00	Closed	05/10/2010	Yes

[What is this?](#)

Slide notes

Once you click the Demand Letter ID link, the Demand Detail page displays. This page lists all of the beneficiaries/Case IDs included in the demand letter.

For each beneficiary included in the demand, a masked Medicare ID is displayed along with the Beneficiary Name, Case Amount, Case Status, Date Closed and Case Viewed fields.

Note: A Viewed column was added to this page to help identify when new Demands have been added to the account.

The Make a Payment button also displays on the Demand Detail page.

Click a Case ID link to view detailed case information for the selected case.

Slide 9 of 17 - Case Information Page

The screenshot shows a web interface for Case Information. At the top, there is a navigation bar with links: Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. Below this is a 'Case Information' header with a 'Quick Help' icon. A message states: 'The information displayed on this page is related to Case ID: ##### which is included on Demand Letter ID: 123456789. To search for a different Case ID included in this Demand, click Previous to return to the Demand Detail page.' A note below says: 'Please note: The information displayed on these pages is current as of: 12/09/2013.'

The 'Case Details' section is divided into four sub-sections:

- Beneficiary Information:** Beneficiary Name: First A. Last; Medicare ID: #####A; Insurance Group ID: #####; Insurance Policy ID: Not on File.
- Demand Information:** Total Demand Amount: \$51,100.45; Case Demand Amount: \$2,300.99; Case Outstanding Balance: \$490.76; Case Status: Demand Issued; Date Closed: 11/12/2018.
- Employer Information:** Employer Name: Blue Cross; Employer TIN: #####.
- Insurer Information:** Insurer Name: Not on File; Insurer TIN: Not on File.

Below these sections are tabs for: Financial Summary, Electronic Payment History, Letter Activity, Defense History (selected), and Submitted Documents. A message reads: 'Defenses submitted to the CRC through the portal or through the mail for the selected Case ID are listed here.'

Document ID (Incoming Defense)	Defense Number	Defense Received	Decision (Outgoing Response)	Decision Date	Viewed
86123654	21445507	01/02/2014	Partial	02/24/2014	No
86123444	21445503	01/03/2014	Invalid	02/22/2014	Yes
86123634	21445287	03/22/2014	Pending		

At the bottom, there are two buttons: 'Previous' and 'Demand Listing'.

Slide notes

The Case Information page displays. The Case ID and Demand Letter ID are shown at the top of the page. If you have selected the incorrect Case ID, click Previous to return to the Demand Detail page.

All information included on the Case Information page is current as of the date noted at the top of the page. If you have any questions regarding information included on this page, please contact the CRC at 1-855-798-2627.

The Case Details section of this page is broken into four sections: Beneficiary, Demand, Employer and Insurer. The Beneficiary Information section includes the Beneficiary’s Name, masked Medicare ID, Insurance Group ID and Insurance Policy ID.

The Demand Information section includes the Total Demand Amount, Case Demand Amount, Case Outstanding Balance and Case Status.

The Employer Information and Insurer Information sections include the company name and Tax Identification Number (TIN) for the employer and the insurer (if it is available).

Note: If there is no data to display for a particular field in the Case Details section, the CRCP will show the phrase ‘Not on File’.

The bottom half of Case Information page includes tabbed sections where you can view information regarding the financial summary, letter activity, defense history and submitted documents for the case.

Note: A Demand Listing button has been added to this page for simpler navigation back to the Demand Listing page.

Slide 10 of 17 - Case Details

Home User Options Account Settings About This Site CMS Links How To... Reference Materials Contact Us Log off

### Case Information ? Quick Help

The information displayed on this page is related to Case ID: 111111111 which is included on Demand Letter ID: 123456789. To search for a different Case ID included in this Demand, click Previous to return to the Demand Detail page.

Please note: The information displayed on these pages is current as of: 12/09/2013.

#### Case Details

Beneficiary Information	
Beneficiary Name:	Joe W. Smith
Medicare ID:	*****9099A
Insurance Group ID:	A122345678
Insurance Policy ID:	Not on File

Demand Information	
Total Demand Amount:	\$51,100.45
Case Demand Amount:	\$2,300.99
Case Outstanding Balance:	\$490.76
Case Status:	Demand Issued
Date Closed:	\$2.00

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567899

Insurer Information	
Insurer Name:	Not on File
Insurer TIN:	Not on File

Financial Summary **Electronic Payment History** Letter Activity Defense History Submitted Documents

Account Receivable Date:	10/10/2013	Interest Rate:	10.250
Principal Collected:	\$0.00	Interest Start Date:	12/09/2013
Adjusted Amount:	\$515.00	Interest Accrued:	\$44.00
		Interest Collected:	\$2.00

[Previous](#) [Demand Listing](#)

Slide notes

From the case information page, Authorized users can initiate payment. You will then be automatically directed to Pay.gov with the payment amount pre-populated. Users can pay through direct debit using their bank account information, debit card, and PayPal. For more information see the Electronic Payment CBT.

The Financial Summary tab shows the Account Receivable Date, Principal Collected, Adjusted Amount, Interest Rate, Interest Start Date, Interest Accrued and Interest Collected for the case.

When the Account Receivable balance goes to zero for a case, the Principal Collected, Adjusted Amount, Interest Accrued, and Interest Collected will display zero in these fields. All other fields will remain unchanged.

Slide 11 of 17 - Case Details

### Case Information Quick Help

The information displayed on this page is related to Case ID: 111111111 which is included on Demand Letter ID: 123456789. To search for a different Case ID included in this Demand, click [Previous](#) to return to the Demand Detail page.

Please note: The information displayed on these pages is current as of: 12/09/2013.

#### Case Details

Beneficiary Information	
Beneficiary Name:	Joe W. Smith
Medicare ID:	*****9099A
Insurance Group ID:	A122345678
Insurance Policy ID:	Not on File

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567899

Demand Information	
Total Demand Amount:	\$51,100.45
Case Demand Amount:	\$2,300.99
Case Outstanding Balance:	\$490.76
Case Status:	Demand Issued
Date Closed:	\$2.00

Insurer Information	
Insurer Name:	Not on File
Insurer TIN:	Not on File

[Financial Summary](#)  
 [Electronic Payment History](#)  
 [Letter Activity](#)  
 [Defense History](#)  
 [Submitted Documents](#)

Remaining Principal Amount: \$2500.00  
 Remaining Interest Amount: \$0.00  
 Total Remaining Balance Amount: \$2500.00

When the payment process at Pay.gov has finalized and the Pay.gov Status is Accepted, your payment will be processed by the CRC and applied to the remaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.

Payment Date	Payment Method	Payment Amount	Pay.gov Payment Status	Pay.gov Confirmation Number	Demand Balance Status	Demand Balance Update Date
06/10/2019	ACH	\$2,500.00	Accepted	33333333	In Process	
05/01/2019	PayPal	\$1,000.00	Accepted	22222222	Complete	05/07/2019
05/01/2019	Debit Card	\$1,000.00	Declined	11111111		

[Previous](#)  
 [Demand Listing](#)

Slide notes

The Electronic Payment History Tab shows the principle amount, remaining interest and remaining balance.

Additionally, the payment date, method, amount, payment status, confirmation number, and demand balance are displayed.

Click any column heading to sort the information displayed. Click Previous at any time to return to the Demand Detail page.

Slide 12 of 17 - Case Details

**Case Details**

Beneficiary Information		Demand Informaton	
Beneficiary Name:	Joe W. Smith	Total Demand Amount:	\$51,100.45
Medicare ID:	*****9099A	Case Demand Amount:	\$2,300.99
Insurance Group ID:	A122345678	Case Outstanding Balance:	\$490.76
Insurance Policy ID:	Not on File	Case Status:	Demand Issued
		Date Closed:	\$2.00

Employer Information		Insurer Information	
Employer Name:	Blue Cross	Insurer Name:	Not on File
Employer TIN:	0243567899	Insurer TIN:	Not on File

[Financial Summary](#)  
 [Electronic Payment History](#)  
 Letter Activity  
 [Defense History](#)  
 [Submitted Documents](#)

Correspondence ID (Letter/Document)	Date Received at CRC	Date Sent from CRC	Letter Description
86620372		08/01/2014	GHP DEMAND LETTER

Previous
Demand Listing

Slide notes

The Letter Activity tab shows all incoming and outgoing correspondence related to the Case ID, except correspondence related to a defense.

For correspondence sent to the CRC, you will see the Document ID (in the Correspondence ID column), date received at the CRC and the letter description.

For correspondence that the CRC has sent, you will see the Letter ID (in the Correspondence ID column), the date sent from the CRC and the letter description. Click on any column heading to sort the information displayed.

To view correspondence related to a defense, click the Defense History tab.

Slide 13 of 17 - Case Details

**Case Details**

Beneficiary Information		Demand Information	
Beneficiary Name:	Joe W. Smith	Total Demand Amount:	\$51,100.45
Medicare ID:	*****9099A	Case Demand Amount:	\$2,300.99
Insurance Group ID:	A122345678	Case Outstanding Balance:	\$490.76
Insurance Policy ID:	Not on File	Case Status:	Demand Issued
		Date Closed:	\$2.00

Employer Information		Insurer Information	
Employer Name:	Blue Cross	Insurer Name:	Not on File
Employer TIN:	0243567899	Insurer TIN:	Not on File

[Financial Summary](#)  
 [Electronic Payment History](#)  
 [Letter Activity](#)  
 Defense History  
 [Submitted Documents](#)

Defenses submitted to the CRC through the portal or through the mail for the selected Case ID are listed here.

Document ID (Incoming Defense)	Defense Number	Defense Received	Decision (Outgoing Response)	Decision Date	Viewed
88123854	21445587	01/02/2014	Partial	02/24/2014	No
88123444	21445583	01/03/2014	Invalid	02/22/2014	Yes
88123834	21445287	03/22/2014	Pending		

[Previous](#)  
 Demand Listing

Slide notes

The Defense History tab lists information regarding defenses that you have submitted through the CRCP as well as those defenses you have sent to the CRC by mail for the selected Case ID.

For each defense you have submitted, the Document ID, Defense Number and Defense Received date is shown. The Defense Number is the number assigned by the CRC to your defense correspondence.

The Defense Received date is the date the CRC received the incoming defense correspondence. If the CRC has responded to your defense, the decision is displayed in the Decision (Outgoing Response) column for the selected case.

The date the CRC made the decision will also be shown.

Until the CRC makes a decision regarding the defense, a value of 'Pending' will be displayed in the Decision column and the Decision Date will be blank. You can sort the information by clicking any column heading.

Click the Submitted Documents tab to view files that were submitted on the CRCP.

Enter slide note

Slide 14 of 17 - Case Details

**Case Details**

Beneficiary Information	
Beneficiary Name:	Joe W. Smith
Medicare ID:	*****9099A
Insurance Group ID:	A122345678
Insurance Policy ID:	Not on File

Demand Informaiton	
Total Demand Amount:	\$51,100.45
Case Demand Amount:	\$2,300.99
Case Outstanding Balance:	\$490.76
Case Status:	Demand Issued
Date Closed:	\$2.00

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567899

Insurer Information	
Insurer Name:	Not on File
Insurer TIN:	Not on File

Financial Summary   Electronic Payment History   Letter Activity   Defense History   **Submitted Documents**

Document Name	Submitted Date
DocumentForDefense_8688887.pdf	10/10/2014
DocumentForDefense_125.pdf	10/11/2014
Document.pdf	10/12/2014

[Previous](#)   [Demand Listing](#)

Slide notes

The Submitted Documents tab shows the Document Name and Submitted Date for each file you have submitted through the CRCP for the selected Case ID.

You cannot view or download the submitted documentation. Click either column heading to sort the information displayed. Click Previous at any time to return to the Demand Detail page.

## Slide 15 of 17 - Course Overview

## Course Summary

- How to view case specific information for a beneficiary included in a demand on the CRCP
  - Beneficiary
  - Demand
  - Employer and Insurer
  - Financial
  - Letter Activity
  - Defense History
  - Submitted Documents
  - Electronic Payments

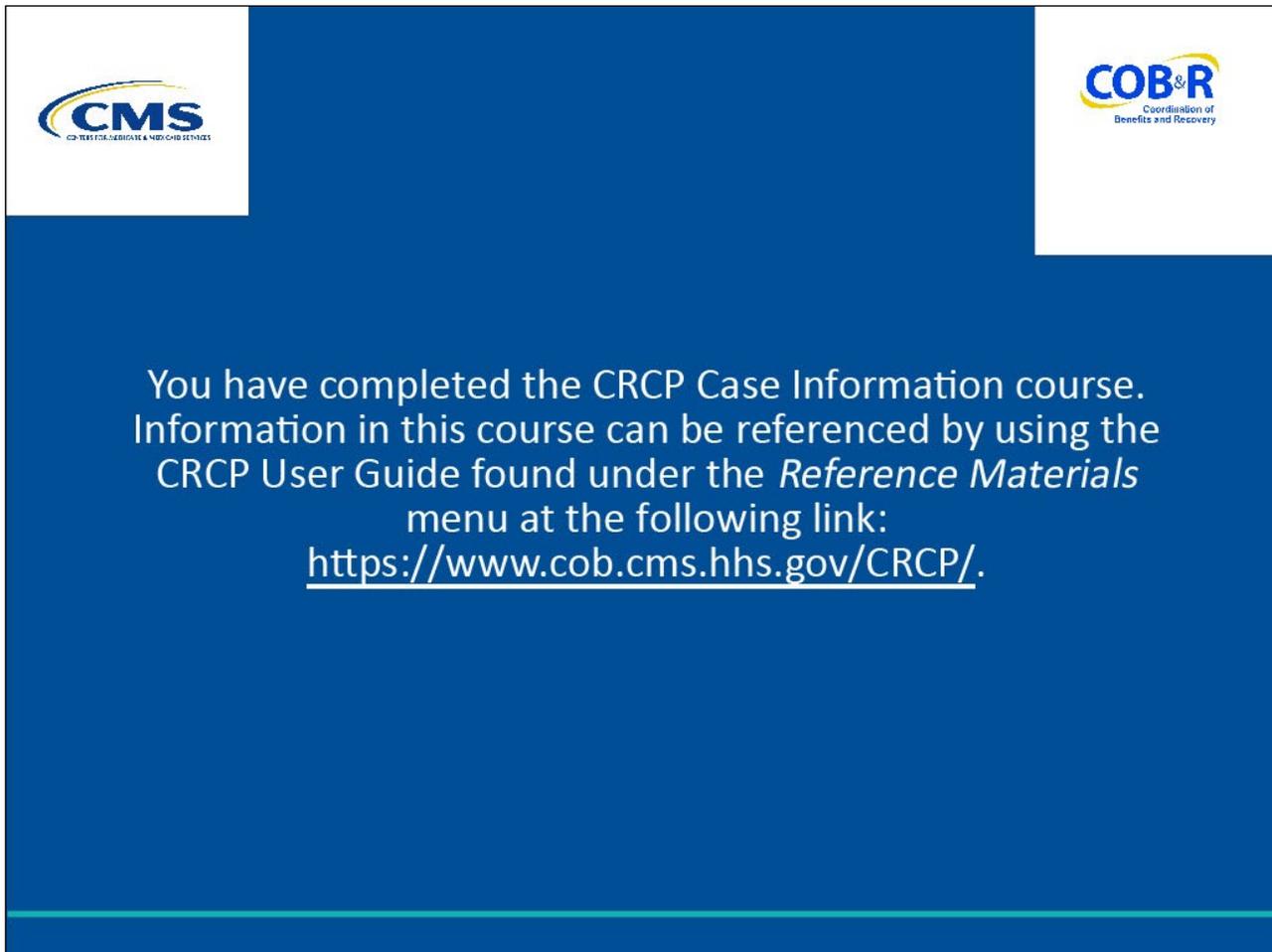


### Slide notes

This course explained how to view case specific information for a beneficiary included in a demand on the CRCP.

It described how to utilize the Case Information page to see the following case-related information: beneficiary, demand, employer and insurer, financial, letter activity, defense history submitted documents and electronic payments.

Slide 16 of 17 - Conclusion

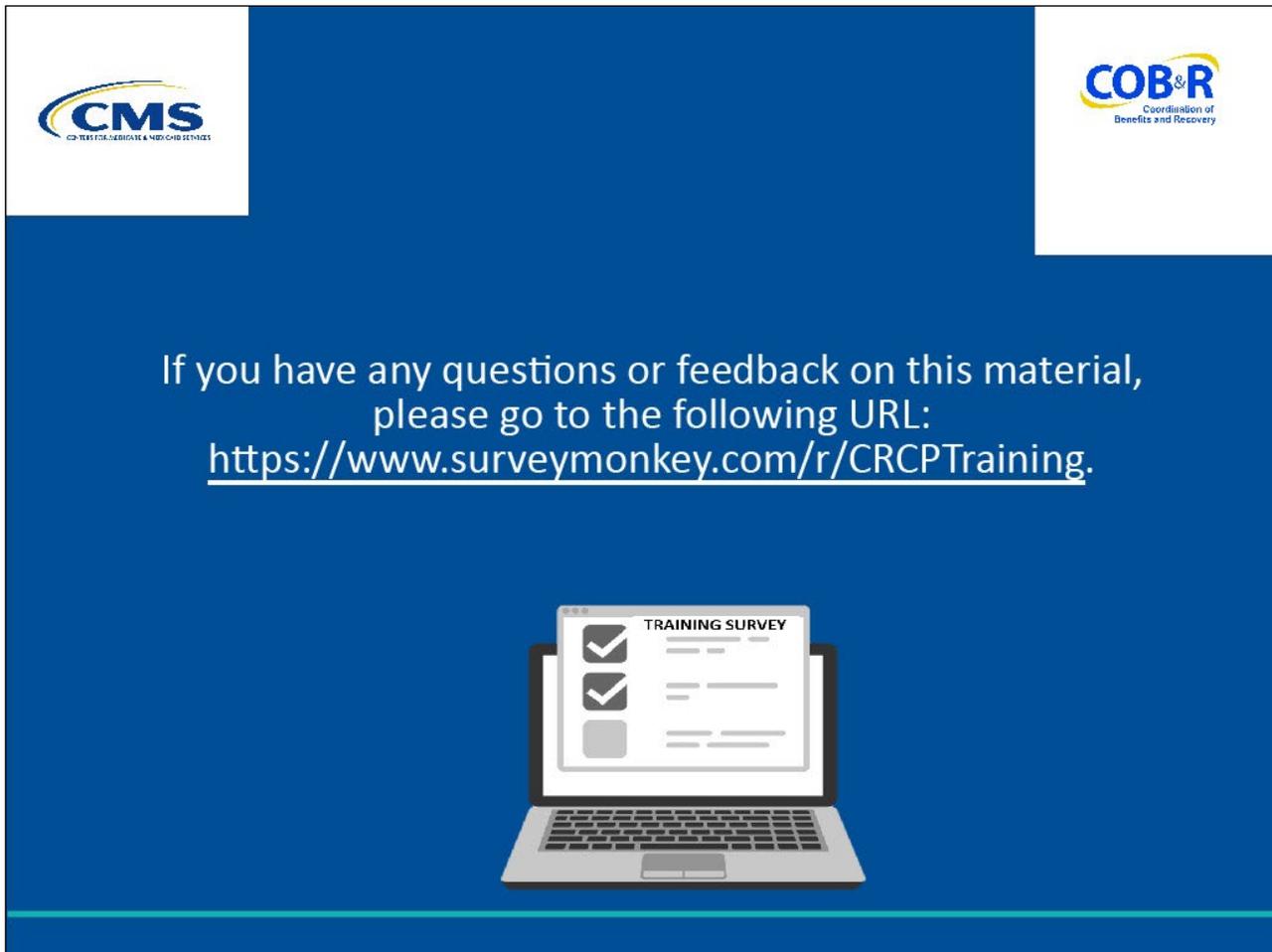


The slide features a dark blue background with a white header area at the top. On the left side of the header is the CMS logo (Centers for Medicare & Medicaid Services), and on the right side is the COB&R logo (Coordination of Benefits and Recovery). The main body of the slide contains white text that reads: "You have completed the CRCP Case Information course. Information in this course can be referenced by using the CRCP User Guide found under the *Reference Materials* menu at the following link: <https://www.cob.cms.hhs.gov/CRCP/>."

Slide notes

You have completed the CRCP Case Information course. Information in this course can be referenced by using the CRCP User Guide found under the Reference Materials menu at the following link: [CRCP Website](https://www.cob.cms.hhs.gov/CRCP/).

Slide 17 of 17 - Survey



The slide features a dark blue background. 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 central text reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/r/CRCPTraining>." Below the text is an illustration of a laptop displaying a "TRAINING SURVEY" form with two checked boxes and a text input field.

Slide notes

If you have any questions or feedback on this material, please go to the following URL: [CRCP Training Survey](https://www.surveymonkey.com/r/CRCPTraining).