Commercial Repayment Center Portal (CRCP) Enhancements Webinar

July 27, 2022
Presentation Overview

- CRCP Benefits
- What’s New
- Submitting Defenses
- Resources to Assist You
Benefits of the CRCP

- Access to greater demand details
- Open debt reporting
- Electronic correspondence delivery via “Go Paperless”
To ensure users can view the most recent accounts receivable information, the CRCP will show data reported in real time in the following areas:

- Financial Summary tab on the Case Information page
- Make a Payment page
- Case Information page
Background of defense submissions on the CRCP:

- Previously users could submit defenses but only by case.
- Submission by case makes it more difficult for the CRC to easily identify which claims in the case are being defended.
- This additional level of review to identify claims slowed the overall process.
CRCP users can now associate defenses to the individual claims included in recovery demands.

Allowing a more granular response to demands will increase the accuracy and efficiency of both submitting and reviewing defenses.
Submitting Defenses

Account Listing

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (√) have opted in to “Go Paperless”. These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for “Go Paperless” accounts. 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 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 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.

<table>
<thead>
<tr>
<th>Account ID</th>
<th>Company Name</th>
<th>Associated TINs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1111111111</td>
<td>Acme Insurance</td>
<td>View TINs Listing</td>
</tr>
<tr>
<td>2222222222</td>
<td>ABC Company</td>
<td>View TINs Listing</td>
</tr>
</tbody>
</table>
Account Detail

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

- To view demands/case information or to submit defense documentation, click this link: Demand Listing
- To search for a case associated to this Account ID, click this link: Case Search
- To request access to information related to a letter that is not yet associated to this Account ID, click this link: Request Letter Access
- To view all cases that have an Accounts Receivable amount greater than zero, click this link: Open Debt Report
- 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 (846) 455-6740.

Previous
Case Search

To Search for a specific case associated to this Account ID, enter a Case ID, and then click Search. Once located, you can click the Case ID link to View or Submit a Defense, View Defense History, View Electronic Payment History, View Financial Summary Information, or View and Print Letters related to that case. You can also click the Demand ID link to view the Demand Detail page for the selected demand. Click Cancel to return to the Account Detail page.
Case Search Continued

The image shows a screenshot of the Commercial Repayment Center Portal, which is managed by the Centers for Medicare & Medicaid Services (CMS). The portal is used for searching cases associated with an Account ID. The screenshot displays a search results table with the following columns: Case ID, Demand ID, Medicare ID, Beneficiary First Name, Beneficiary Last Name, Case Amount, and Case Status. The table includes several cases, each with specific details:

- **Case ID**: C1234560001
  - **Demand ID**: 861236547
  - **Medicare ID**: 1111111234A
  - **Beneficiary First Name**: Mike
  - **Beneficiary Last Name**: Landing
  - **Case Amount**: $4,400.00
  - **Case Status**: Open

- **Case ID**: C1234560002
  - **Demand ID**: 861236547
  - **Medicare ID**: 1111111234A
  - **Beneficiary First Name**: Jack
  - **Beneficiary Last Name**: London
  - **Case Amount**: $5,400.00
  - **Case Status**: Closed
  - **Date Closed**: 05/05/2020

- **Case ID**: C1234560003
  - **Demand ID**: 861236547
  - **Medicare ID**: 1111111234A
  - **Beneficiary First Name**: Denise
  - **Beneficiary Last Name**: Simpson
  - **Case Amount**: $6,800.00
  - **Case Status**: Open

- **Case ID**: C1234560004
  - **Demand ID**: 861236547
  - **Medicare ID**: 1111111234A
  - **Beneficiary First Name**: Rosemary
  - **Beneficiary Last Name**: Clinton
  - **Case Amount**: $8,000.00
  - **Case Status**: Closed
  - **Date Closed**: 06/05/2021

There is also a cancel button and links to Privacy Policy, User Agreement, and Adobe Acrobat at the bottom of the portal.
Case Information

The information displayed on this page is related to Case ID: 11111111 which is included on Demand Letter ID: 123456789. Click Demand Detail to go to the Demand Detail page. Click Demand Listing to go to the Demand Listing page. Click Case Search to search for any Case ID associated to your Account. Click View/Submit Defense to submit a new defense for this case or view defenses previously submitted for claims/lines associated to this case.

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:** 597699096A
- **Insurance Group ID:** A122345078
- **Insurance Policy ID:** Not on File

**Demand Information**
- **Total Demand Amount:** $51,100.45
- **Claim Count:** 45
- **Case Demand Amount:** $2,300.99
- **Case Outstanding Balance:** $490.76
- **Case Status:** Demand Issued
- **Date Closed:** 11/12/2013

**Employer Information**
- **Employer Name:** Blue Cross
- **Employer TIN:** 0242507899

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

### Financial Summary

<table>
<thead>
<tr>
<th>Account Receivable Date:</th>
<th>10/10/2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal Collected:</td>
<td>$0.00</td>
</tr>
<tr>
<td>Adjusted Amount:</td>
<td>$515.00</td>
</tr>
<tr>
<td>Treasury Referral Date:</td>
<td>03/24/2014</td>
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<tr>
<td>Treasury Account Number:</td>
<td>1176730</td>
</tr>
<tr>
<td>Current Status of Debt:</td>
<td>Referred to Treasury</td>
</tr>
</tbody>
</table>

**Interest Rate:** 10.250%
**Interest Start Date:** 12/09/2013
**Interest Accrued:** $44.00
**Interest Collected:** $2.00
# Defense Submission

The Claims listed on this page were included with **Demand Letter ID** 123456789 and are associated to **Case ID**: 111111111.

**Demand Amount:** $4,400.00  **Demand Letter Date:** 05/01/2021

To submit a defense, select the applicable claims/lines and apply the relevant **Defense Type** to the selection. All claims/lines selected for a defense submission must have the same **Defense Type**. If you have more than one **Defense Type** to apply to claims/lines for this case, you may do so in a subsequent submission. Click **Continue** to proceed. The screen that displays next will allow you to verify the selected claims and provide supporting documentation. Click **Cancel** to return to the **Case Information** page without submitting your defense. Click **Clear** to remove any sorting or filtering and restore the default display.

### Claims:

<table>
<thead>
<tr>
<th>Select for Defense</th>
<th>Claim Control Number</th>
<th>Claim Line Number</th>
<th>Billed Amount</th>
<th>Medicare Paid Amount</th>
<th>Defense Type</th>
<th>Defense Received</th>
<th>Defense Decision Code</th>
<th>Docs Needed for Defense</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td>$5,296.23</td>
<td>$5,296.23</td>
<td>COV</td>
<td>CRCP 07/25/2021</td>
<td></td>
<td>Pending Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$105.20</td>
<td>$105.20</td>
<td>COV</td>
<td>Mail/Fax</td>
<td></td>
<td>Pending Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$51.98</td>
<td>$51.98</td>
<td>COV</td>
<td>Mail/Fax</td>
<td></td>
<td>Pending Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$9.27</td>
<td>$9.27</td>
<td>EMP</td>
<td>CRCP 09/20/2021</td>
<td></td>
<td>Pending Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$131.50</td>
<td>$131.50</td>
<td>EMP</td>
<td>CRCP 09/20/2021</td>
<td></td>
<td>Pending Review</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>$30.14</td>
<td>$30.14</td>
<td>EMP</td>
<td>CRCP 09/20/2021</td>
<td></td>
<td>Pending Review</td>
</tr>
<tr>
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<td>$136.14</td>
<td>$136.14</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Select a **Defense Type** to apply to the selected claims/lines:  

-Select-  

[Cancel]  [Continue]
Defense Submission

The claims listed on this page were included with Demand Letter ID: 123456789 and are associated to Case ID: 11111111.

Demand Amount: $4,400.00  Demand Letter Date: 05/01/2021

To submit a defense, select the applicable claims/lines and apply the relevant Defense Type to the selection. All claims/lines selected for a defense submission must have the same Defense Type. If you have more than one Defense Type to apply to claims/lines for this case, you may do so in a subsequent submission. Click Continue to proceed. The screen that displays next will allow you to verify the selected claims and provide supporting documentation. Click Cancel to return to the Case Information page without submitting your defense. Click Clear to remove any sorting or filtering and restore the default display.

Claims:

<table>
<thead>
<tr>
<th>Select for Defense</th>
<th>Claim Control Number</th>
<th>Claim Line Number</th>
<th>Billed Amount</th>
<th>Medicare Paid Amount</th>
<th>Defense Type</th>
<th>Defense Received</th>
<th>Defense Decision Code</th>
<th>Docs Needed for Defense</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>1</td>
<td>$5,296.23</td>
<td>$5,296.23</td>
<td>COV</td>
<td>CRCP 07/25/2021</td>
<td>Pending Review</td>
<td></td>
</tr>
<tr>
<td></td>
<td>99922</td>
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<td>$105.20</td>
<td>$105.20</td>
<td>COV</td>
<td>Mail/Fax</td>
<td>Pending Review</td>
<td></td>
</tr>
<tr>
<td></td>
<td>99923</td>
<td>1</td>
<td>$51.98</td>
<td>$51.98</td>
<td>COV</td>
<td>Mail/Fax</td>
<td>Pending Review</td>
<td></td>
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<tr>
<td></td>
<td>99924</td>
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<td>$9.27</td>
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<td>EMPDIS/EMPWRK</td>
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<tr>
<td></td>
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<td>CRCP 09/20/2021</td>
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</tr>
<tr>
<td></td>
<td>99927</td>
<td>1</td>
<td>$136.14</td>
<td>$136.14</td>
<td>EMP</td>
<td>CRCP 09/20/2021</td>
<td>BID</td>
<td>EMPDIS/EMPWRK</td>
</tr>
</tbody>
</table>

Select a Defense Type to apply to the selected claims/lines:

-Select-
**Defense Submission**

The claims listed on this page were included with Demand Letter ID 123456789 and are associated to Case ID: 111111111.

**Demand Amount:** $4,400.00  **Demand Letter Date:** 05/01/2021

To submit a defense, select the applicable claims/lines and apply the relevant Defense Type to the selection. All claims/lines selected for a defense submission must have the same Defense Type. If you have more than one Defense Type to apply to claims/lines for this case, you may do so in a subsequent submission. Click Continue to proceed. The screen that displays next will allow you to verify the selected claims and provide supporting documentation. Click Cancel to return to the Case Information page without submitting your defense. Click Clear to remove any sorting or filtering and restore the default display.

## Claims:

<table>
<thead>
<tr>
<th>Select for Defense</th>
<th>Claim Control Number</th>
<th>Claim Line Number</th>
<th>Billed Amount</th>
<th>Medicare Paid Amount</th>
<th>Defense Type</th>
<th>Defense Received</th>
<th>Defense Decision Code</th>
<th>Docs Needed for Defense</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select All</td>
<td></td>
<td></td>
<td>$5,296.23</td>
<td>COV</td>
<td>CRCP 07/25/2021</td>
<td>Pending Review</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- COV - Coverage
- DCC - Payment applied to Deductible/Coinsurance/Copay
- DIS - Disability/Working status
- DPP - Duplicate Primary Payment
- DUP - Duplicate Demand
- ELG - Eligibility-not our insured or retired/terminated
- EMP - Employer Size Exclusion
- ESR - ESRD Medicare primary due to COB
- IDT - Identity Theft Suspected
- INO - Indian Health Services/Tribal exclusion
- INO - Patient entitled to GHP institutional services only
- MAX - Service/amount maximum per year has been met
- NGH - Not a Group Health Plan
- OTH - Other
- PBO - Patient is eligible for Medicare Part B only
- PRE - Precertification/Preauthorization Not Filed
- TIM - Timely Filing
Defense Verification

The claims listed below have been selected for defense for Case ID: 111111111. The Defense Type applied to these claims is: GOV. Please review for accuracy. To revise your selection, click Previous.

<table>
<thead>
<tr>
<th>Claim Control Number</th>
<th>Claim Line Number</th>
<th>First Date of Service</th>
<th>Last Date of Service</th>
<th>Billed Amount</th>
<th>Medicare Paid Amount</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>/// /// /// /// /// ///</td>
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<tr>
<td>/// /// /// /// /// ///</td>
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<td>06/20/2020</td>
<td>$130.14</td>
<td>$130.14</td>
</tr>
</tbody>
</table>

Supporting Documentation: What is This?

You are required to upload at least one document in support of your defense. It is in your best interest to provide complete and accurate supporting documentation to ensure proper review of the defense submission. Once the defense is submitted, you will not have the option to submit additional documentation on the CRCP for this request.

To upload supporting documentation, please click here: Upload Documentation

Click Continue to confirm submission of the defense and to submit any uploaded documents. Click Previous to return to the Defense Submission page. Click Cancel to return to the Case Information page without submitting your defense.
Upload Documentation

Defence Documentation Upload

Please click Choose File to find the document(s) to upload in support of the defence. Each uploaded document must be in PDF or .TIF format, cannot be larger than 40 MB (megabytes), cannot be encrypted, must be virus free, the filename must be 80 characters or less and the filename cannot include spaces.

Choose File No file chosen
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen
Choose File No file chosen

Click Continue to upload the document(s). Click Cancel to return to the Defence Verification page without uploading any documents.

Cancel Continue
Defense Verification

The claims listed below have been selected for defense for Case ID: 11111111. The Defense Type applied to these claims is: COV. Please review for accuracy. To revise your selection, click Previous.

Claims included in the defense request:

<table>
<thead>
<tr>
<th>Claim Control Number</th>
<th>Claim Line Number</th>
<th>First Date of Service</th>
<th>Last Date of Service</th>
<th>Billed Amount</th>
<th>Medicare Paid Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>99999999999921</td>
<td>1</td>
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<td>02/19/2019</td>
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<td>06/20/2020</td>
<td>$130.14</td>
<td>$130.14</td>
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</table>

Supporting Documentation: What is This?

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To upload supporting documentation, please click here: [Upload Documentation]

Below is a list of documents to be submitted with your defense. If you’d like to delete a document from the list, click the Delete link to the right of the document name.

- defense1.pdf Delete
- defense2.pdf Delete

Click Continue to confirm submission of the defense and to submit any uploaded documents. Click Previous to return to the Defense Submission page. Click Cancel to return to the Case Information page without submitting your defense.
You have successfully submitted the information displayed on this page for the defense associated to Case ID: 111111111 for Defense Type: DPP (Duplicate Primary Payment).

If you need to submit any additional documentation, it must be mailed or faxed to the Commercial Repayment Center (CRC) at the following address/fax number:

Medicare Commercial Repayment Center - GHP
P.O. Box 248909
Oklahoma City, OK 73124

Fax number: 1-844-315-4313

<table>
<thead>
<tr>
<th>Claim Control Number</th>
<th>Claim Line Number</th>
<th>First Date of Service</th>
<th>Last Date of Service</th>
<th>Billed Amount</th>
<th>Medicare Paid Amount</th>
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</thead>
<tbody>
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<td>04/20/2020</td>
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<td>$36.14</td>
</tr>
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<td>1</td>
<td>06/20/2020</td>
<td>06/20/2020</td>
<td>$136.14</td>
<td>$136.14</td>
</tr>
</tbody>
</table>

Documents submitted with the defense request:
- defense1.pdf
- defense2.pdf

Click Continue to return to the case information page.
### Viewing Submitted Defenses

#### Case Information

The information displayed on this page is related to Case ID: 111111111 which is included on Demand Letter ID: 123456789. Click Demand Detail to go to the Demand Detail page. Click Demand Listing to go to the Demand Listing page. Click Case Search to search for any Case ID associated to your Account. Click View/Submit Defense to submit a new defense for this case or view defenses previously submitted for claimants/laws associated to this case.

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

#### Case Details

<table>
<thead>
<tr>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiary Name</td>
<td>Joe W. Smith</td>
</tr>
<tr>
<td>Medicare ID</td>
<td>56788909A</td>
</tr>
<tr>
<td>Insurance Group ID</td>
<td>A12345678</td>
</tr>
<tr>
<td>Insurance Policy ID</td>
<td>Not on File</td>
</tr>
<tr>
<td>Demand Information</td>
<td></td>
</tr>
<tr>
<td>Total Demand Amount</td>
<td>$51,190.45</td>
</tr>
<tr>
<td>Claim Count</td>
<td>45</td>
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<tr>
<td>Case Demand Amount</td>
<td>$2,300.99</td>
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<tr>
<td>Case Outstanding Balance</td>
<td>$480.76</td>
</tr>
<tr>
<td>Case Status</td>
<td>Demand issued</td>
</tr>
<tr>
<td>Date Closed</td>
<td>11/12/2018</td>
</tr>
</tbody>
</table>

#### Employer Information

<table>
<thead>
<tr>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Name</td>
<td>Blue Cross</td>
</tr>
<tr>
<td>Employer TIN</td>
<td>0243887800</td>
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</table>

#### Insurer Information

<table>
<thead>
<tr>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurer Name</td>
<td>Not on File</td>
</tr>
<tr>
<td>Insurer TIN</td>
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#### Financial Summary

<table>
<thead>
<tr>
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<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Receivable Date</td>
<td>10/10/2013</td>
</tr>
<tr>
<td>Principal Collected</td>
<td>$30.00</td>
</tr>
<tr>
<td>Adjusted Amount</td>
<td>$3515.00</td>
</tr>
<tr>
<td>Treasury Referral Date</td>
<td>03/24/2021</td>
</tr>
<tr>
<td>Treasury Account Number</td>
<td>11787930</td>
</tr>
<tr>
<td>Current Status of Debt</td>
<td>Referred to Treasury</td>
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</tbody>
</table>

#### Electronic Payment History

<table>
<thead>
<tr>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest Rate</td>
<td>10.280</td>
</tr>
<tr>
<td>Interest Start Date</td>
<td>12/09/2013</td>
</tr>
<tr>
<td>Interest Accrued</td>
<td>$44.00</td>
</tr>
<tr>
<td>Interest Collected</td>
<td>$2.00</td>
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</tbody>
</table>

#### Letter Activity

<table>
<thead>
<tr>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Defense History</td>
<td></td>
</tr>
</tbody>
</table>

#### Submitted Documents

<table>
<thead>
<tr>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is This?</td>
<td></td>
</tr>
</tbody>
</table>

---

**Buttons:**
- Demand Detail
- Demand Listing
- Case Search
- View/Submit Defense
Viewing Submitted Defenses Continued

**View Submitted Defenses**

The following information has been submitted for defense consideration for Case ID: 11111111111111. If you need to submit any additional documentation for any previously submitted defenses, it must be mailed or faxed to the Commercial Repayment Center at the following address/fax number:

Medicare Commercial Repayment Center - GHP
P.O. Box 248009
Oklahoma City, OK 73124

Fax number: 1-844-316-4313

Click Continue to return to the Case Information page.

### Claims submitted with the defense request(s):

<table>
<thead>
<tr>
<th>Claim Control Number</th>
<th>Claim Line Number</th>
<th>First Date of Service</th>
<th>Last Date of Service</th>
<th>Billed Amount</th>
<th>Medicare Paid Amount</th>
<th>Defense Type</th>
<th>Defense Received</th>
<th>Defense Decision Code</th>
<th>Does Needed for Defense</th>
</tr>
</thead>
<tbody>
<tr>
<td>000000000000021</td>
<td>1</td>
<td>03/10/2019</td>
<td>02/10/2019</td>
<td>$5,398.23</td>
<td>$4,398.23</td>
<td>COV</td>
<td>08/29/2021</td>
<td>Pending Review</td>
<td></td>
</tr>
<tr>
<td>000000000000022</td>
<td>1</td>
<td>02/20/2019</td>
<td>02/20/2019</td>
<td>$105.20</td>
<td>$105.20</td>
<td>COV</td>
<td>MailFax</td>
<td>Pending Review</td>
<td></td>
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<td>000000000000023</td>
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<td>01/19/2020</td>
<td>$51.98</td>
<td>$51.68</td>
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<td>MailFax</td>
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<td>000000000000024</td>
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<td>03/30/2019</td>
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<td>CRCP</td>
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<td>03/30/2019</td>
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<td>CRCP</td>
<td>Pending Review</td>
<td></td>
</tr>
<tr>
<td>000000000000026</td>
<td>1</td>
<td>04/20/2020</td>
<td>04/20/2020</td>
<td>$30.14</td>
<td>$30.14</td>
<td>EMP</td>
<td>CRCP</td>
<td>Pending Review</td>
<td></td>
</tr>
<tr>
<td>000000000000027</td>
<td>1</td>
<td>09/20/2020</td>
<td>09/20/2020</td>
<td>$130.14</td>
<td>$130.14</td>
<td>EMP</td>
<td>CRCP</td>
<td>Pending Review</td>
<td></td>
</tr>
</tbody>
</table>

### Documents submitted with the defense request(s)

<table>
<thead>
<tr>
<th>Defense Received</th>
<th>Defense Type</th>
<th>Document Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/20/2021</td>
<td>EMP</td>
<td>defense1.pdf</td>
</tr>
<tr>
<td>06/20/2021</td>
<td>EMP</td>
<td>defense2.pdf</td>
</tr>
</tbody>
</table>
Real-World Example

- ACME Insurance has a case where a beneficiary did not have their group health plan coverage for some of the claims that were identified on the demand they received from the CRC.
- ACME believes that they can submit a defense for this case.
- Karen at ACME reviews the GHP Defense Reference Guide on CMS.gov to confirm that this case meets the criteria for a defense.
- She determines that this case falls under the Eligibility defense type.
- Karen will submit the defense using the CRCP.
• Karen logs in using MFA to get the most information.
• She locates the correct case using the case search functionality.
• Once she selects the case, she clicks the View/Submit Defense button on the Case Information page.
• Karen selects the claim(s) on the Defense Submission page that she wants to include in the defense.

• She chooses “Eligibility” from the Defense Type drop-down list.
Karen reviews the documentation requirements for this defense type, including:

- Cover letter including Name of Beneficiary, Medicare Number, Case number, Name, title, and contact information of the person issuing the defense and a summary of the basis of the defense(s) being asserted in the submitted correspondence

- Certification on Employer letterhead containing date of retirement, termination, or effective dates for the Medicare beneficiary on Medicare’s demand.
• Karen uploads the necessary documents by clicking the Upload Documentation link and choosing which files she wants to upload to the defense.
• Karen sees the document(s) she uploaded and confirms all information is complete and correct before clicking Continue to submit the defense.
Resources to Assist You

• **CRCP User Guide** (Available under the “Reference Material” menu option of the CRCP Application)

• **CRCP Training Curriculum**

• **Group Health Plan (GHP) Defense Reference Guide**

• Case specific questions should be directed to the CRC at 1-855-798-2627 (TTY/TDD: 1-855-797-2627 for the hearing and speech impaired)

• For assistance with CRCP registration or technical issues, contact the EDI Department: 1-646-458-6740
Questions & Answers
Slide 0: Commercial Repayment Center Portal (CRCP) Enhancements Webinar

Welcome to the Commercial Repayment Center Portal (CRCP) enhancements webinar.

Slide 1: Presentation Overview

Today we are going to be taking a look back at the benefits of using the CRCP with an in-depth look at the newest enhancements that were made earlier this month. Our main focus will be on the change to the way defenses are submitted on the CRCP.

Slide 2: Benefits of CRCP

The Centers for Medicare & Medicaid Services (CMS) is always working to make the CRCP more efficient and user friendly for the Group Health Plan (GHP) community. In recent years, CMS has added functionality to the CRCP that allow users to access additional demand details, to receive reports of all open debts, and to opt into electronic correspondence delivery through the “Go Paperless” option. These features make working with GHP recovery debts more convenient and were developed in response to feedback from the GHP community.

Slide 3: What’s New

Now let’s talk about what’s new. Earlier this month more enhancements were made to the CRCP. The first update ensures users can view the most recent accounts receivable information. The CRCP will now provide users with real-time balance information when available. Several fields in the portal have been updated for this enhancement.

These include fields on the:

- Financial Summary tab of the Case Information page
- Make a Payment page
- Case Information page

Full details on this enhancement can be found in the CRCP User Guide.

Slide 4: What’s New, Continued

Before we get into the details of the next enhancement lets look at the background of defense submissions on the CRCP.

Previously users could submit a defense on the CRCP but only by case.

Slide 5: What’s New, Continued 2

CRCP users will now be able to associate defenses to individual claims. This allows a more granular response to demands allowing GHPs to increase the accuracy of defense submissions for more efficient defense reviews. This change will be mutually beneficial to both the GHP insurer community and the CRC.

Let’s look at this new method of submitting defenses in more detail.
Slide 6: Submitting Defenses

You may submit a defense if you wish to dispute the amount owed to Medicare, including where you believe you may not have payment responsibility primary to the Medicare program.

To begin the defense submission process, log into the CRCP. You can log in using multi-factor authentication (MFA) or without. Keep in mind that choosing to log in with MFA allows access to additional unmasked data that you cannot see without logging in using MFA.

If you need information on setting up a CRCP account or how to log in, full details are available in the CRCP User Guide.

After logging in to the CRCP, the Account Listing page will display. From here you will select the appropriate Account ID to access Account Detail information.

Slide 7: Account Detail

Submitting defenses is performed from the Case Information page. To get there, you can go in through the demand listing screen or you can use the new Case Search functionality to go directly to a case.

From the Account Detail page, select the Case Search link to search for the case associated to the account ID. This is a new feature that allows users to search for specific cases associated with an account ID using a new Case Search page.

Slide 8: Case Search

From the Case Search page, enter the Case ID you would like to search for and click Search.

Note that the case you are searching for must already be associated to your account.

Slide 9: Case Search, Continued

The Search Results table will appear, and it includes the following columns: Case ID, Demand ID, Medicare ID, Beneficiary First Name, Beneficiary Last Name, Case Amount, Case Status, and Date Closed.

Next click on the Case ID link to view case information.

Slide 10: Case Information

The Case Information page will display. This page includes the following case-related information: Beneficiary Information, Demand Information, Employer Information, and Insurer Information.

You can utilize the tabs on this screen to view Financial Summary Information, Electronic Payment History, Letter Activity, Defense History, and Submitted Documents.

To submit a new defense, click the View/Submit Defense button on the bottom of the page.
**Slide 11: Defense Submission**

You may submit a defense for claims associated with the case as long as the following criteria are true:

- The Demand Letter Date is within the last 180 days,
- The case has not been referred to Treasury, and
- The account receivables balance is greater than zero.

If the conditions for submitting a defense have been met (regardless of if a defense has already been submitted), the Defense Submission page will display.

From this page, you can view information for submitted defenses or submit a new defense for the selected case.

**Slide 12: Defense Submission, Continued**

On the Defense Submission page, the Claims table allows you to easily view information like the Claim Control Number, Claim Line Number, First Date of Service, Last Date of Service, Billed Amount, and Medicare Paid Amount.

The last four fields show information if a defense has been previously submitted. We will discuss these fields in more detail later in the presentation.

Remember that some fields will only display for users logged in with MFA.

To submit a defense, review and select the applicable claims by checking the box in the Select for Defense column. You can click the Select All/Deselect All checkbox to select all the available claims. Clicking this checkbox again will deselect all claims previously selected.

**Slide 13: Defense Submission, Continued 2**

Once your claims have been selected, you will need to select the applicable defense type by using the drop-down menu at the bottom of the page. This drop-down lists all the valid defense types. If you need more details on the various defense types, refer to the Help text in the CRCP or the Group Health Plan (GHP) Defense Reference Guide on CMS.gov.

It is important to note that all claims selected must have the same defense type for a defense submission. However, you can submit multiple defenses for a case and select claims with a different defense type in a subsequent submission. For example, if you have some claims that fall under the “Coverage” defense type and some that fall under the “ESRD” defense type you will need to submit two separate defenses, one for each defense type.

To continue submitting your defense click Continue.

**Slide 14: Defense Verification**

The Defense Verification page will display. A list of claims included in the defense request for the chosen defense type will display along with a link to upload supporting documentation. Click the link to upload the required documentation to support your defense.

You must upload at least one document in support of your defense.
Note that if additional details are needed about what documentation is required for each defense type you can click the “What is This?” link on the page or refer to the GHP Defense Reference Guide available on CMS.gov.

**Slide 15: Upload Documentation**

To upload your documents from the Defense Documentation Upload page, click the Choose File button to find the document(s) you want to upload in support of the defense.

Note that the documents must be in .PDF or .TIF format and cannot be larger than 40MB. They cannot be encrypted and must be virus-free. The filename must be 80 characters or less and cannot include spaces.

Click Continue to upload the document(s), or Cancel, to return to the Defense Verification page without uploading any documents.

**Slide 16: Defense Verification, Continued**

Once you’ve uploaded your documents, the Defense Verification page will refresh and a list of the documents to be submitted with your defense will now appear as well. Please be sure to verify all your information is accurate as this will be the last chance to make changes prior to submission.

Click Continue to confirm the submission of the defense and to submit the uploaded documents.

**Slide 17: Defense Submission Confirmation**

The Defense Submission Confirmation page will display stating that you have successfully submitted the information displayed on this page. You will also see the documents submitted with the defense request listed at the bottom of the page.

Click Continue to return to the Case Information page.

**Slide 18: Viewing Submitted Defenses**

Once you have returned to the Case Information page, you can submit another defense or view previously submitted defenses associated with the case by clicking on the View/Submit Defense button.

**Slide 19: Viewing Submitted Defenses, Continued**

When viewing the status of a submitted defense there are some key fields to reference. The four key fields are:

- **Defense Type** – the reason for the defense
- **Defense Received** – the method by which the defense was submitted
- **Defense Decision Code** – will show as “Pending Review” if no decision has been made on an open defense submission. If a decision has been made by the CRC, the three-character decision code will be shown. Including:
  - BID: Invalid Defense Balance Due
  - BPA: Partial Payment - Balance Due
• DFP: Full Payment - Debt Resolved
• DFV: Full Valid Defense Debt Resolved
• DPA: Partial Payment - Debt Resolved
• Docs Needed for Defense – if the defense was not fully successful, what materials were missing.

Hovering over any of these fields will provide additional information about the information in the field. Please note, if you have submitted multiple defenses for a claim, the most recent defense/decision will populate.

After checking defense status, simple click cancel to return to the Case Information page.

**Slide 20: Real-World Example**

Now that we have learned how to submit a defense lets look at a real-world example to help reinforce what we’ve reviewed.

ACME Insurance has a case where a beneficiary did not have their group health plan coverage for some of the claims that were identified on the demand they received from the CRC, and they believe that they can submit a defense for this case.

Karen at ACME reviews the GHP Defense Reference Guide on CMS.gov to confirm that this case meets the criteria for a defense. She determines that this case falls under the Eligibility defense type.

Karen knows she can submit the defense by mail or by using the CRCP and decides she will submit the defense using the CRCP.

**Slide 21: Real-World Example, Continued**

Karen logs into her CRCP account using MFA so that she can view all available information. Once she is logged in, she uses the case search functionality to locate the correct case. Once located she selects the case and clicks the View/Submit Defense button on the Case Information page.

**Slide 22: Real-World Example, Continued 2**

Karen selects the claim(s) on the Defense Submission page that she wants to include in the defense. In this case she chooses “Eligibility” from the Defense Type drop-down list.

**Slide 23: Real-World Example, Continued 3**

Karen can review the documentation requirements by checking the GHP Defense Reference Guide on CMS.gov or by clicking on the What’s This link on the Defense Validation page. This allows her to review all the documentation needed for each defense type before uploading the documents.

In this case she sees that she will need to upload a cover letter including Name of Beneficiary, Medicare Number, Case number, Name, title, and contact information of the person issuing the defense and a summary of the basis of the defense(s) being asserted in the submitted correspondence.

She will also need to include a certification on employer letterhead that contains the date of retirement, termination, or effective dates for the Medicare beneficiary on Medicare’s demand.
**Slide 24: Real-World Example, Continued 4**

Karen uploads the necessary documents by clicking the Upload Documentation link and choosing which files she wants to upload to the defense. Once she has chosen all the files that she needs to support her defense she clicks Continue.

**Slide 25: Real-World Example, Continued 5**

Karen can now see the documents that she uploaded on the Defense Verification page. She does one last check to make sure all the claims are correct and that all the correct documentation is loaded. This will be her last chance to make changes prior to submitting the defense.

Once she verifies all the information is correct, Karen will click continue and her defense is submitted.

We hope this real-world example helped in reiterating the defense submission process in the CRCP.

**Slide 26: Resources to Assist You**

Before we wrap up today, we want to mention some additional resources available to assist you.

The CRCP User Guide is available under the “Reference Material” menu option of the portal and can be accessed without being logged into the CRCP.

Both the CRCP training curriculum and the GHP Defense Reference Guide are available on CMS.gov.

Case-specific questions can be directed to the CRC Call Center at 855-797-2627. For assistance with registration or with technical issues in the CRCP, contact the Benefits Coordination & Recovery Center, EDI Department, at 646-458-6740.

**Slide 27: Questions and Answers**

That concludes the presentation portion of the webinar. We hope that you found this information helpful. We will now begin the question-and-answer portion of the call.

**Acronyms**

- CMS  Centers for Medicare & Medicaid Services
- CRC  Commercial Repayment Center
- CRCP  Commercial Repayment Center Portal
- EDI  Electronic Data Interchange
- ESRD  End-Stage Renal Disease
- GHP  Group Health Plan
- MFA  Multi-factor Authentication