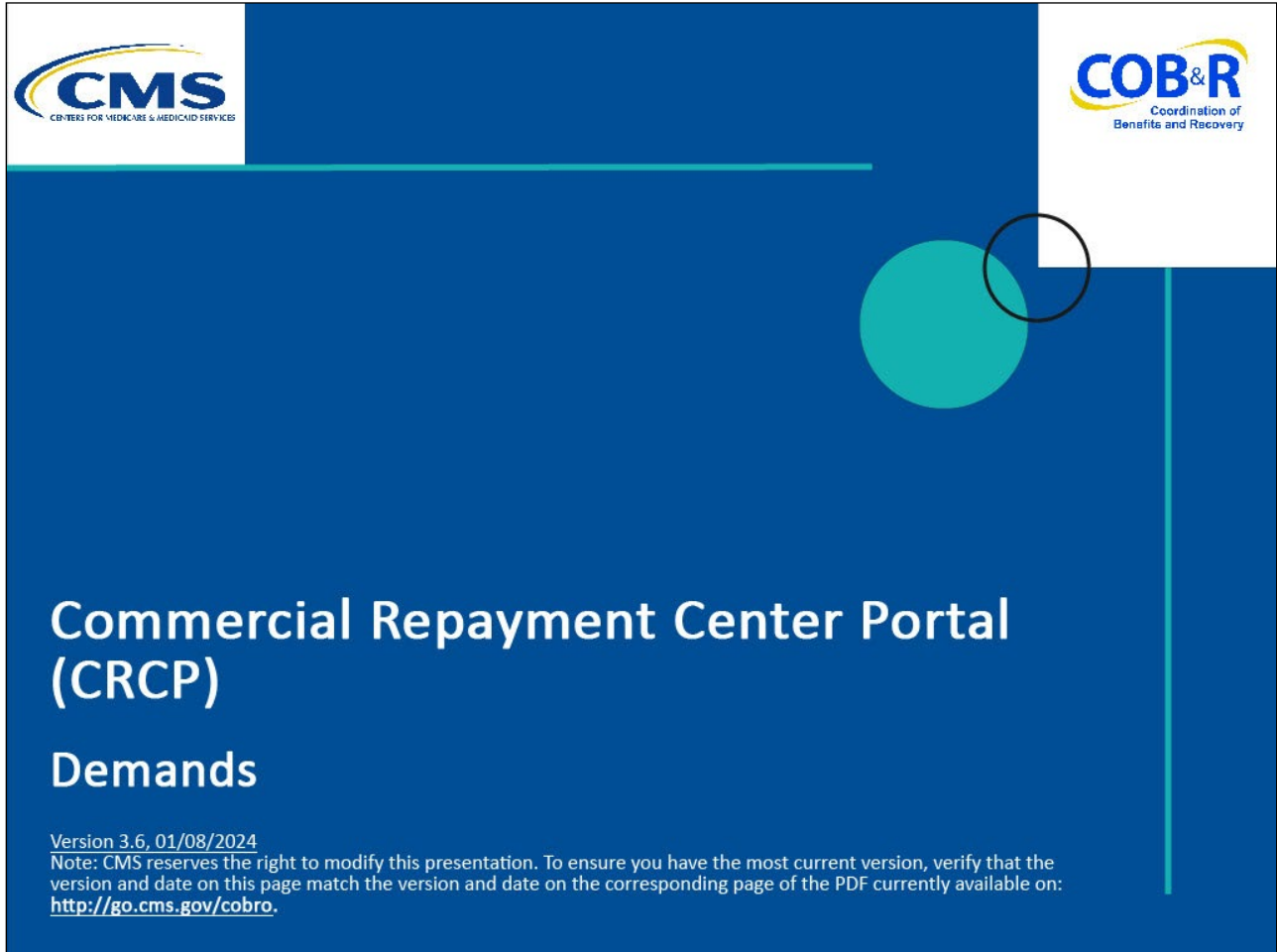


Demands

Slide 1 of 29 - Demands



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal (CRCP)

Demands

Version 3.6, 01/08/2024
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) Demands course.

Slide 2 of 29 - 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 (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: [CMS CRCP Website](https://www.cob.cms.hhs.gov/CRCP/).

Slide 3 of 29 - Course Overview

Course Overview

- Demands
 - Submit defense documents
 - View information on previously submitted defenses
 - Initiate an electronic payment using Pay.gov

**Slide notes**

This course will explained how to provide a response to a demand by submitting defense documents on the CRCP, how to view information on previously submitted defenses and how to Initiate an electronic payment using [Pay.gov](#).

Slide 4 of 29 - Demand

Demand

- Request for recovery payment
 - Issued to employer/other plan sponsor with copy to insurer/TPA
- Includes amount due, expected payment date, and Demand Letter ID

**Slide notes**

The demand is a request for recovery payment. It is issued to the employer/other plan sponsor and a copy is supplied to the insurer or TPA.

The demand includes the amount due, expected payment date, an assigned Demand Letter ID, and each case/beneficiary that is included in the demand.

Slide 5 of 29 - Submitting Valid Documented Defense

Submitting Valid Documented Defense

- View demand information
- Submit defense documentation

**Slide notes**

One way the employer/other plan sponsor or insurer or TPA may respond to the demand letter is by submitting a valid documented defense to the CRC.

You will be able to view demand information and submit defense documentation on the CRCP. To access demand information, you will go to the Demand Listing page.

Slide 6 of 29 - Login Warning Page

Print this page

CMS Commercial Repayment Center Portal **COB&R**
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

Login Warning

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes: (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network. This system is provided for Government-authorized use only. Unauthorized or improper use of this system is prohibited and may result in disciplinary action, and/or civil and criminal penalties.

Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring

By using this system, you understand and consent to the following:

- *You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system.
- *The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.
- *Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

<http://www.cms.hhs.gov/About-CMS/Agency-Information/Aboutwebsite/Security-Protocols.html>

Privacy Act Statement

The collection of this information is authorized by Section 1862(b) of the Social Security Act (codified at 42 U.S.C 1395y(b)) (see also 42, C.F.R. 411.24). The information collected will be used to identify and recover past conditional and mistaken Medicare primary payments and to prevent Medicare from making mistaken payments in the future for those Medicare Secondary Payer situations that continue to exist.

Attestation of Information

The information provided is complete and accurate.

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

LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

Decline I Accept

Slide notes

Access the CRCP at the following link: [CMS CRCP Website](https://www.cob.cms.hhs.gov/CRCP/). The Login Warning page will appear. After reviewing the User Agreement, click "I Accept" to continue.

Slide 7 of 29 - Welcome to the CRCP

The screenshot shows the CRCP Welcome page. At the top is a navigation bar with links: About This Site, CMS Links, How To..., Reference Materials, and Contact Us. The main heading is "Welcome to the CRCP". Below it is a paragraph explaining the CRCP as a secure web-based system for managing Group Health Plan (GHP) recovery activities. A link is provided for information on auxiliary aids and services: <http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html>. The "CRCP Messages" section contains two "ATTENTION" notices. The first notice discusses recent changes to the defense submission process and recommends specific documentation. The second notice mentions an updated CRCP User Guide. The "Getting Started" section explains that registration is required and defines the roles of the Authorized Representative (AR) and Account Manager (AM). At the bottom, there are two buttons: "New Registration (PIN Request)" (Step 1, Letter ID and TIN required) and "Account Setup" (Step 2, Account ID and PIN required). A login form is highlighted with a red border, containing fields for Login ID, Password, and links for "Forgot Login ID" and "Forgot Password", along with "Login" and "Clear" buttons.

Slide notes

The Welcome to the CRCP page will appear along with a section to sign into your account.

Slide 8 of 29 - Account Listing Page

Skip Navigation | Login ID : [redacted] | Print this page

CMS Commercial Repayment Center Portal **COB&R** Coordination of Benefits and Recovery

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

Account Listing Quick Help

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

Status: **Initial Process**
Next Step: **Getting Started**

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
111111111 🌿	CIGNA	View TINs Listing
222222222	United Health Care	View TINs Listing

CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat

Slide notes

After a successful login, the Account Listing page appears. This page lists the accounts associated to your Login ID. Select the Account ID link for the account you want to access.

Slide 9 of 29 - Account Detail Page

Skip Navigation | Login ID: [redacted] | [Print this page](#)

CMS Commercial Repayment Center Portal **COB&R**
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

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

Account Detail Quick Help

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 request/update paperless preferences for this account, click this link: Go Paperless	To view/print "Go Paperless" letter notification e-mails and letters, click this link: Letter Notifications	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: (646) 458-6740.

[Previous](#)

Slide notes

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

Note: The Open Debt Report, Go Paperless, and Letter Notifications hyperlinks and associated text are only available for Account Managers.

Slide 10 of 29 - Demand Listing Page

The screenshot displays the 'Demand Listing' page of the 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 'Demand Listing' and includes a 'Quick Help' icon. Below the title, a paragraph explains that unresolved/open demands from the past three months are listed here. A search form follows, with fields for 'Demand Letter ID', 'Demand Letter Sent Date From', and 'Demand Letter Sent Date To'. The 'Demand Letter ID' field has a search hint. The date fields have a '(MM/DD/YYYY)' format hint and a 'From and To Date Search Hint'. 'Search' and 'Clear' buttons are provided. Below the search form, it states 'Demand Letters Issued to Companies Associated with Account ID: 111111' and 'Results Returned: 5'. A paragraph explains that beneficiaries/case IDs can be viewed if the status is open. A table titled 'Demand Listing Not Sorted' contains the following data:

Viewed	Demand Letter ID	Number of Cases	Letter Date	Demand Status
Yes	86123455	1	04/13/2014	Open
Yes	86123454	1	04/11/2014	Open
Yes	86123453	1	04/10/2014	Open
No	86123452	1	04/09/2014	Open
	86123451	1	04/08/2014	Closed

At the bottom left, there is a blue button labeled 'Account Detail'.

Slide notes

The Demand Listing page appears. By default, this page lists all unresolved or open demands that the CRC has issued in the past three months for this account.

Use the search function to locate any demand, including a demand that has been closed by entering the Demand Letter ID or the Demand Letter Sent Date and click Search.

You can search using a partial Demand Letter ID using the percent sign as a wildcard symbol.

The wildcard symbol can only be used in this field. When used, the percent sign replaces one (or more than one) character at the end of the Demand Letter ID.

Only one percent sign can be used and a minimum of five characters must be entered (four characters plus the percent sign).

Slide 11 of 29 - Demand Listing Page

The screenshot shows the Commercial Repayment Center Portal interface. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). A navigation menu includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. A red box highlights a message: "No matching records found based on information provided." Below this is the "Demand Listing" section, which includes search criteria for Demand Letter ID, Date From, and Date To. It also shows "Demand Letters Issued to Companies Associated with Account ID: 32444" and "Results Returned: 0". A table header is visible with columns: Viewed, Demand Letter ID, Number of Cases, Letter Date, and Demand Status. A "Previous" button is located at the bottom left of the table area. The footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

Slide notes

If the CRCP is unable to locate any demand letters that match the search criteria, a “No matching records found based on information provided error” will appear.

Check to be sure you are in the right account by returning to the Account Listing page to verify the company name and or Tax Identification Number (TIN) information.

If you are in the right account, you can request access to the letter and its information by using the Request Letter Access feature. See the “Request Letter Access” CBT for more information.

If you are in the right account, you can request access to the letter and its information by using the Request Letter Access feature. See the “Request Letter Access” CBT for more information.

Slide 12 of 29 - Demand Listing Page

Demand Listing

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.

Demand Letter ID : Demand Letter ID Search Hint

Demand Letter Sent Date From: / / (MM/DD/YYYY)

Demand Letter Sent Date To: / / (MM/DD/YYYY) From and To Date Search Hint

Demand Letters Issued to Companies Associated with Account ID: 111111 Results Returned: 5

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	86123455	1	04/13/2014	Open
Yes	86123454	1	04/11/2014	Open
Yes	86123453	1	04/10/2014	Open
No	86123452	1	04/09/2014	Open
	86123451	1	04/08/2014	Closed

Slide notes

If the CRCP can locate a match, all records that match the submitted search criteria will display at the bottom of the page. The total number of demand letters found will be included in the “Results Returned”.

For each demand, the Demand Letter ID, Letter Date, and Demand Status are displayed. The Demand Letter ID included at the top of the letter is displayed in the Demand Letter ID. The Letter Date is the date of the demand letter.

Finally, the status of the demand is indicated in the Demand Status. The status of the Demand on the CRCP may be: Open or Closed. The Demand Status is ‘Open’ when the status of any case included in a Demand Letter ID is ‘Open’.

The Demand Status is ‘Closed’ when the status of each case included in a Demand Letter ID is ‘Closed’. The demand listing is displayed in descending order by Letter Date. To change the sort order, click the arrow next to any of the column headings.

Note: A Viewed column has been added to the Demand Listing, Defense History, and Case Information pages. The Viewed column helps to identify when new Demands have been added to the account.

Once you have results returned, you can 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. This link will only be enabled if the Demand Status is 'Open'.

Note: To prevent system errors, a limit was established on the number of letters displayed on the Demand Listing pages. If there are over 100 letters returned when a search is performed, only the first 100 letters matching your search criteria will display.

You will not be able to view beneficiary or case information if the Demand Status is 'Closed'. If you need information regarding a demand that has been closed, contact the CRC at 1-855-798-2627.

Slide 13 of 29 - Demand Detail Page

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

[Quick Help](#)

Demand Detail

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, click the Case ID link to view detailed information for that case.

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

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

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

Case IDs/Beneficiaries Included in the Demand Letter Results Returned: 5

Case ID	Claim Count	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed	Case Viewed	Treasury Referral Date	Treasury Account Number	Current Status of Debt
C1234560001	133	*****1234A	Mike	Lansing	\$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
C1234560002	13	*****2345A	John	Bosely	\$15,400.00	Open		No			
C1234560003	63	*****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes	02/27/2019	A2562	Intent to Refer Letter Sent
C1234560004	23	*****2244A	Frances	Christobell	\$400.00	Open		Yes			
C1234560005	263	*****3365A	Blaxton	Jasper	\$14,000.00	Closed	05/10/2016	Yes	04/24/2018	N2568	Debt Recalled from Treasury (Referral Exemption)

Demand Listing
Make a Payment
Submitted Defenses

Slide notes

Once you click the Demand Letter ID link, the Demand Detail page appears. The Demand Letter ID and Total Demand Amount originally included on the demand letter are displayed at the top of the page.

The Employer Name, Employer TIN, Insurer Name, and Insurer TIN associated with the Demand Letter ID are also displayed.

This page lists all the beneficiaries included in the demand letter. The number of beneficiaries is displayed in the "Results Returned".

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

Note: Additional treasury information has now been added including Treasury Referral Date, Treasury Account Number, and Current Status of Debt.

Slide 14 of 29 - Demand Letter Search

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, click the Case ID link to view detailed information for that case.

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

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

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

Case IDs/Beneficiaries Included in the Demand Letter Results Returned: 5

Case ID	Claim Count	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed	Case Viewed	Treasury Referral Date	Treasury Account Number	Current Status of Debt
C1234560001	133	*****1234A	Mike	Lansing	\$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
C1234560002	13	*****2345A	John	Bosely	\$15,400.00	Open		No			
C1234560003	63	*****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes	02/27/2019	A2582	Intent to Refer Letter Sent
C1234560004	23	*****2244A	Frances	Christobell	\$400.00	Open		Yes			
C1234560005	263	*****3365A	Blaxton	Jasper	\$14,000.00	Closed	05/10/2016	Yes	04/24/2018	N2568	Debt Recalled from Treasury (Referral Exemption)

Demand Listing
Make a Payment
Submitted Defenses

Slide notes

To search for a specific Case ID or beneficiary, enter Case ID, Medicare ID, or Beneficiary Last Name and then select Search. The case that met the search criteria displays at the bottom of the page.

To make your search more effective, you can search for variations of the Case ID, Medicare ID, or Beneficiary Last Name using the percent sign as a wildcard symbol.

When used, the percent sign replaces one (or more than one) character at the end of the Case ID, Medicare ID, or Beneficiary Last Name. Only one percent sign can be used in each field.

When using the wildcard symbol in the Case ID field, a minimum of nine characters must be entered (eight characters plus the percent sign).

When using the wildcard symbol in the Beneficiary Medicare ID field, a minimum of five characters must be entered (four characters plus the percent sign).

Slide 15 of 29 - Search Results

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

? Quick Help

Demand Detail

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, click the Case ID link to view detailed information for that case.

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

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

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

Case IDs/Beneficiaries Included in the Demand Letter Results Returned: 5

Case ID	Claim Count	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed	Case Viewed	Treasury Referral Date	Treasury Account Number	Current Status of Debt
C1234560001	133	*****1234A	Mike	Lansing	\$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
C1234560002	13	*****2345A	John	Bosely	\$15,400.00	Open		No			
C1234560003	83	*****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes	02/27/2019	A2582	Intent to Refer Letter Sent
C1234560004	23	*****2244A	Frances	Christobell	\$400.00	Open		Yes			
C1234560005	283	*****3365A	Blaxton	Jasper	\$14,000.00	Closed	05/10/2016	Yes	04/24/2018	N2588	Debt Recalled from Treasury (Referral Exemption)

Demand Listing
Make a Payment
Submitted Defenses

Slide notes

If the CRCP is unable to locate the beneficiary that matches the search criteria, a “No matching records found based on information provided” error will display.

If the CRCP can locate a match, the beneficiaries that match the submitted search criteria will display at the bottom of the page.

To View Demand-Level Defenses, click the View Demand-Level Defenses button on the bottom of the page.

Note: You can also use the Make a Payment Button to initiate a payment through [Pay.gov](https://www.pay.gov) or the Demand Listing button to return to the Demand Listing page.

Slide 16 of 29 - Submitted Defense Documents Page

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

Submitted Defense Documents Quick Help

Defense documents that have been submitted at the Demand Level through the CRCP for Demand Letter ID:86620372 are listed on this page. You may search for a defense document and/or view a list of beneficiaries who were associated to a defense document. Defenses that were submitted at the case claim/line level can be viewed from the *Case Information* page.

To search for a defense document(s), enter your criteria and then click Search.

Filename: [Filename Search Hint](#)

Submitted By: [Submitted By Search Hint](#)

Submitted Date From: / / (MM/DD/YYYY)

Submitted Date To: / / (MM/DD/YYYY) [From and To Date Search Hint](#)

Defense Documents Results Returned: 3

To view/hide the list of beneficiaries who were included in a submitted defense document, click the View/Hide link under the Associated Beneficiaries column. Once the list of Case IDs associated with the file appears, you may click the Case ID link to see the status of submitted defenses.

Filename	Submitted Date	Submitted By	Associated Beneficiaries
TEST-2.PDF	08/15/2014	AM254QA	View/Hide
TEST-2-3.PDF	08/15/2014	AM111QA	View/Hide
TEST-2-3-4.PDF	08/15/2014	AM135QA	View/Hide
TEST-2-3-4.PDF	08/15/2014	AM555QA	View/Hide
TEST.PDF	08/14/2014	AM254QA	View/Hide

[Demand Listing](#)

Slide notes

The Submitted Defense Documents page will appear. Defense documents that have been submitted at the Demand Level through the CRCP for the selected Demand Letter ID will appear. Defenses that were submitted at the case claim/line level can be viewed from the Case Information page.

Slide 17 of 29 - 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 paragraph explains that the information is related to Case ID: 11111111 and Demand Letter ID: 123456789, with links for Demand Detail, Demand Listing, Case Search, and View/Submit Defense. A note states the information is current as of 12/09/2013.

The main content area is divided into several sections:

- Case Details:** Contains two tables:
 - Beneficiary Information:**

Beneficiary Name:	Joe W. Smith
Medicare ID:	*****9099A
Insurance Group ID:	A122345678
Insurance Policy ID:	Not on File
Date MSP Record Accepted by CMS:	11/12/2017
 - Demand Information:**

Total Demand Amount:	\$51,100.45
Claim Count:	45
Case Demand Amount:	\$2,300.99
Case Status:	Demand Issued
Date Closed:	11/12/2018
- Employer Information:**

Employer Name:	Blue Cross
Employer TIN:	0243567899
- Insurer Information:**

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

Below these sections are tabs for: Financial Summary, Electronic Payment History, Correspondence Activity, and Defense History. The 'Financial Summary' tab is active, showing a table with the following data:

Account Receivable Date:	12/01/2017	Interest Rate:	0.10125
Case Outstanding Balance:	\$11,100.00	Interest Start Date:	01/17/2018
Principal Collected:	\$1100.00	Interest Accrued:	\$155.45
Remaining Principal Balance Amount:	\$8,971.40	Interest Collected:	(\$450.87)
Adjusted Amount:	\$0.00	Remaining Interest Balance Amount:	\$145.79
Treasury Referral Date:		Balance as of Date:	03/06/2018
Treasury Account Number:			
Current Status of Debt:			

At the bottom, there are five buttons: Demand Detail, Demand Listing, Case Search, View/Submit Defense, and Submit Documentation.

Slide notes

The Case Information page includes the following case-related information: Beneficiary, Demand, Employer, Insurer, Financial, Correspondence Activity, Defense History, and Electronic Payment History.

For more information, see the “Case Information” CBT.

To view or submit defenses, click the View/Submit Defense button.

Note: Certain fields on the Make a Payment and on the Financial Summary Tab on the Case Information pages will now show data reported in real-time from HIGLAS. Additionally, updates have been made to clarify that balance amounts on the Open Debt Report may not reflect recent adjustments and may differ from what is shown on the CRCP case pages.

Slide 18 of 29 - Defense Submission Page

Defense Submission ? Quick Help

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 Date MSP Record Accepted by CMS: 05/01/2020

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: Clear Export

Select for Defense	Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount	Defense Type	Defense Received	Defense Decision Code	Docs Needed for Defense
Select All Deselect All <input type="checkbox"/>			<input type="text" value="Search"/>			<input type="text" value="Select"/>		
<input checked="" type="checkbox"/>	*****99921	1	\$5,296.23	\$5,296.23	COV	CRCP 07/25/2021	Pending Review	
<input checked="" type="checkbox"/>	*****99922	1	\$105.20	\$105.20	COV	Mail/Fax	Pending Review	
<input checked="" type="checkbox"/>	*****99923	1	\$51.98	\$51.98	COV	Mail/Fax	Pending Review	
<input type="checkbox"/>	*****99924	1	\$9.27	\$9.27	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99925	1	\$131.50	\$131.50	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99926	1	\$36.14	\$36.14	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99927	1	\$136.14	\$136.14				

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

Cancel Continue

Slide notes

The Defense Submission page will appear. If you have a valid defense for a beneficiary, you may upload documentation that supports your defense. To begin this process, select the Defense checkbox for each beneficiary to be included in your defense.


To select all claim lines, click the Select/Deselect All Open Cases checkbox. Once all lines have been selected, select the appropriate Defense Type then apply it to the claim(s) using the Apply Defense Type button. Next, click Continue.

Note: The Defense checkbox is disabled if the Case Status is Closed.

For more information on Submitting Demands, see the Submitting Demands CBT course.

Slide 19 of 29 - Defense Verification Page

Skip Navigation | Login ID: GH111GH | [Print this page](#)



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Defense Verification [Quick Help](#)

The claims listed below have been selected for defense for Case ID: 111111111.
Date MSP Record Accepted by CMS: 05/01/2020.

The Defense Type applied to these claims is: COV (Coverage). Please review for accuracy. To revise your selection, click [Previous](#).

Claims included in the defense request:

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount
*****99927	1	\$136.14	\$136.14

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.

[Previous](#) [Cancel](#) [Continue](#)

CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat

Slide notes

The Defense Verification page will appear. Review the claims selected and use the upload documentation link to upload any documentation required.

Slide 20 of 29 - Defense Documentation Upload Page

The screenshot shows the 'Defense Documentation Upload' page. At the top, there is a navigation bar with the CMS logo (Centers for Medicare & Medicaid Services), the title 'Commercial Repayment Center Portal', and the COB&R logo (Coordination of Benefits and Recovery). The 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 'Defense Documentation Upload' and includes a 'Quick Help' link. Below the title, there is a paragraph of instructions: 'Please click Choose File to find the document(s) to upload in support of the defense. Each uploaded document must be in .PDF or .TIF format, cannot be larger than 40MB (megabytes), cannot be encrypted, must be virus free, the filename must be 80 characters or less and the filename cannot include spaces.' Below this text, there are five 'Choose File' buttons, each followed by the text 'No file chosen'. At the bottom of the main content area, there is a paragraph: 'Click Continue to upload the document(s). Click Cancel to return to the Defense Verification page without uploading any documents.' Below this text are two buttons: 'Cancel' and 'Continue'. At the very bottom of the page, there is a footer with links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

Slide notes

The Defense Documentation Upload page will appear. To begin the upload process, click Choose File to search your computer for the desired file. When you click Choose File, a pop-up box appears.

Locate the file that you want to upload. Once the file is located, click the file name and click Upload.

Click Continue to upload the documents.

Note: You should not upload documents with page sizes larger than 8.5 x 11 inches.

Click the Choose File button to upload defense document(s).

Slide 21 of 29 - Choose File for Upload

CMS Commercial Repayment Center Portal **COB&R**
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

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Defense Verification [Quick Help](#)

The claims listed below have been selected for defense for Case ID: 111111111.
Date MSP Record Accepted by CMS: 05/01/2020.

The Defense Type applied to these claims is: COV (Coverage). Please review for accuracy. To revise your selection, click Previous.

Claims included in the defense request:

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount
*****99921	1	\$5,296.23	\$5,296.23
*****99922	1	\$105.20	\$105.20
*****99923	1	\$51.98	\$51.98
*****99927	1	\$136.14	\$136.14

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](#)

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](#)

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.

[Previous](#) [Cancel](#) [Continue](#)

Slide notes

Once you have uploaded your document(s), they will appear on the Defense Verification page. Review this information. If any changes are required, click Previous to retain the uploaded file and return to the Upload Defense page.

To choose not to upload the file, click Cancel and you will return to the Case Information page. Your file will be deleted, and the selected beneficiaries will be deselected. To complete the submission process, click Continue.

The CRCP requires that each uploaded file adhere to specified guidelines. Review the Locate File for Upload section for information on these guidelines.

If an incorrect file was uploaded, click Delete. This will remove the file. To return to the Demand Detail page without submitting the file, click Cancel. If the file is correct, click Continue to confirm the file upload.

If the file meets the specified guidelines and is virus-free, the file name will appear under the Defense Pending Submission section.

Slide 22 of 29 - Defense Submission Confirmation Page

Skip Navigation | Login ID : GH1115H | [Print this page](#)

CMS Commercial Repayment Center Portal **COBR**
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

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Defense Submission Confirmation [Quick Help](#)

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 related to this defense after it is submitted, you may upload it on the CRCP using the **Submit Documentation** button found on the Case Information page or mail/fax it to the Commercial Repayment Center (CRC) at the address/fax number listed below. **Note:** The **Submit Documentation** button cannot be used to submit a new defense. It can only be used to submit new documentation for a previously submitted defense that is pending a CRC decision.

Medicare Commercial Repayment Center - GHP
P.O. Box 680
Lathrop, CA 95330
Fax number: 1-844-315-4313

Claims submitted with the defense request:

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount
*****99921	1	\$5,296.23	\$5,296.23
*****99922	1	\$105.20	\$105.20
*****99923	1	\$51.98	\$51.98
*****99927	1	\$136.14	\$136.14

Documents submitted with the defense request:
defense1.pdf

Click [Continue](#) to return to the Case Information page.

[Continue](#)

Slide notes

When Continue is selected, the Defense Submission Confirmation page appears confirming that the uploaded file has been submitted.

You may click Print this page to print the Defense Submission Confirmation for record-keeping purposes. Click Continue to return to the Case Information page.

Note: The Commercial Repayment Center (CRC) mailing address had been updated to the following:

Medicare Commercial Repayment Center - GHP

P.O. Box 680

Lathrop, CA 95330

Slide 23 of 29 - Submitted Defenses

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Case Information [Quick Help](#)

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/Beneficiary 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		Demand Information	
Beneficiary Name:	Joe W. Smith	Total Demand Amount:	\$51,100.45
Medicare ID:	*****9099A	Claim Count:	45
Insurance Group ID:	A122345678	Case Demand Amount:	\$2,300.99
Insurance Policy ID:	Not on File	Case Status:	Demand Issued
Date MSP Record Accepted by CMS:	11/12/2017	Date Closed:	11/12/2018

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 Correspondence Activity Defense History

Account Receivable Date:	12/01/2017	Interest Rate:	0.10125
Case Outstanding Balance:	\$11,100.00	Interest Start Date:	01/17/2018
Principal Collected:	\$1100.00	Interest Accrued:	\$155.45
Remaining Principal Balance Amount:	\$8,971.40	Interest Collected:	(\$450.87)
Adjusted Amount:	\$0.00	Remaining Interest Balance Amount:	\$145.79
Treasury Referral Date:		Balance as of Date:	03/06/2018
Treasury Account Number:			
Current Status of Debt:			

Demand Detail Demand Listing Case Search **View/Submit Defense** Submit Documentation

Slide notes

To see a list of all defenses that have been previously submitted on the CRCP for this demand letter, click the View/Submit Defense button from the Case Information page.

Slide 24 of 29 - View Submitted Defenses Page

View Submitted Defenses Quick Help

The following information has been submitted for defense consideration for **Case ID:** 111111111111111111.

Date MSP Record Accepted by CMS : 05/01/2020.

If you need to submit any additional documentation for a previously submitted defense, you may upload it on the CRCP using the **Submit Documentation** button found on the Case Information page, or mail/fax it to the Commercial Repayment Center (CRC) at the address/fax number listed below. **Note :** The **Submit Documentation** button cannot be used to submit a new defense. It can only be used to submit new documentation for a previously submitted defense that is pending a CRC decision.

Medicare Commercial Repayment Center - GHP
 PO Box 680
 Lathrop, CA 95330
 Fax number: 1-844-315-4313

Click **Continue** to return to the *Case Information* page.

Claims submitted with the defense request(s):

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount	Defense Type	Defense Received	Defense Decision Code	Docs Needed for Defense
*****99921	1	\$5,296.23	\$5,296.23	COV	CRCP 09/25/2022	Pending Review	
*****99922	1	\$105.20	\$105.20	COV	Mail/Fax	Pending Review	
*****99923	1	\$51.98	\$51.98	COV	Mail/Fax	Pending Review	
*****99924	1	\$9.27	\$9.27	EMP	CRCP 10/20/2022	BID	EMPDIS EMPWRK
*****99925	1	\$131.50	\$131.50	EMP	CRCP 10/20/2022	BID	EMPDIS EMPWRK
*****99926	1	\$36.14	\$36.14	EMP	CRCP 10/20/2022	BID	EMPDIS EMPWRK
*****99927	1	\$136.14	\$136.14				

Documents submitted with the defense request(s)

Date Received	Defense Type	Document Name
10/20/2022	EMP	defense1.pdf
10/20/2022	EMP	defense2.pdf

Continue

Slide notes

The View Submitted Defenses page displays. All defense documents that have been submitted through the CRCP are listed. If you need to submit any additional documents for any previously submitted defenses, they will need to be mailed or faxed to the CRC at the address/fax number listed on this page.

Click Cancel to return to the Case Information page.

Slide 25 of 29 - Defense History Tab

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/Beneficiary 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.

[Quick Help](#)

Case Details

Beneficiary Information	
Beneficiary Name:	Joe W. Smith
Medicare ID:	*****9099A
Insurance Group ID:	A122345678
Insurance Policy ID:	Not on File
Date MSP Record Accepted by CMS:	11/12/2017

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567890

Demand Information	
Total Demand Amount:	\$51,100.45
Claim Count:	45
Case Demand Amount:	\$2,300.99
Case Status:	Demand Issued
Date Closed:	11/12/2018

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

Financial Summary
Electronic Payment History
Correspondence Activity
Defense History

Defenses submitted on the CRCP or received in the mail for the selected Case ID are listed below.

Document ID	Defense Number	Defense Type	Defense Received	Decision	Decision Date	Viewed
86123654	21445587	EMP	01/02/2014	Partial	02/24/2014	No
86123444	21445583	COV	01/03/2014	Invalid	02/22/2014	Yes
86123634	21445287	COV	03/22/2014	Pending Review		

Demand Detail
Demand Listing
Case Search
View/Submit Defense
Submit Documentation

[What is This?](#)

[CMS/HHS Vulnerability Disclosure Policy](#) | [Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

Slide notes

Once on the Case Information page, you can select the Defense History tab to view defenses submitted to the CRC through the portal or through the mail for the selected Case ID listed. For each defense you have submitted, the Document ID, Defense Number, and Defense Received date are shown.

The Defense Number is the number assigned by the CRC to your defense correspondence. The Defense Received is the date the CRC received the incoming defense correspondence.

The Decision (Outgoing Response) displays the decision sent by the CRC on the outgoing defense letter for the selected Case ID. The decisions may display as Invalid, No Decision Necessary, Partial, or Valid, and 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 Letter ID and Decision Date will be blank.

As indicated previously, the Viewed column helps to identify when new Demands have been added to the account. Click the Correspondence Activity tab to view files that were submitted on the CRCP for the case. For more information on the Case Information page, see the "Case Information" CBT.

Slide 26 of 29 - Make a Payment Button

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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, click the Case ID link to view detailed information for that case.

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

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

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

Case IDs/Beneficiaries Included in the Demand Letter Results Returned: 5

Case ID	Claim Count	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed	Case Viewed	Treasury Referral Date	Treasury Account Number	Current Status of Debt
C1234560001	133	****1234A	Mike	Lansing	\$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
C1234560002	13	****2345A	John	Bosely	\$15,400.00	Open		No			
C1234560003	83	****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes	02/27/2019	A2582	Intent to Refer Letter Sent
C1234560004	23	****2244A	Frances	Christobell	\$400.00	Open		Yes			
C1234560005	283	****3365A	Blaxton	Jasper	\$14,000.00	Closed	05/10/2016	Yes	04/24/2018	N2588	Debt Recalled from Treasury (Referral Exemption)

Slide notes

If there are no demand defenses, users can select the Make a Payment button from the Demand Detail Page.

For more information on this function, see the "Electronic Payment" CBT.

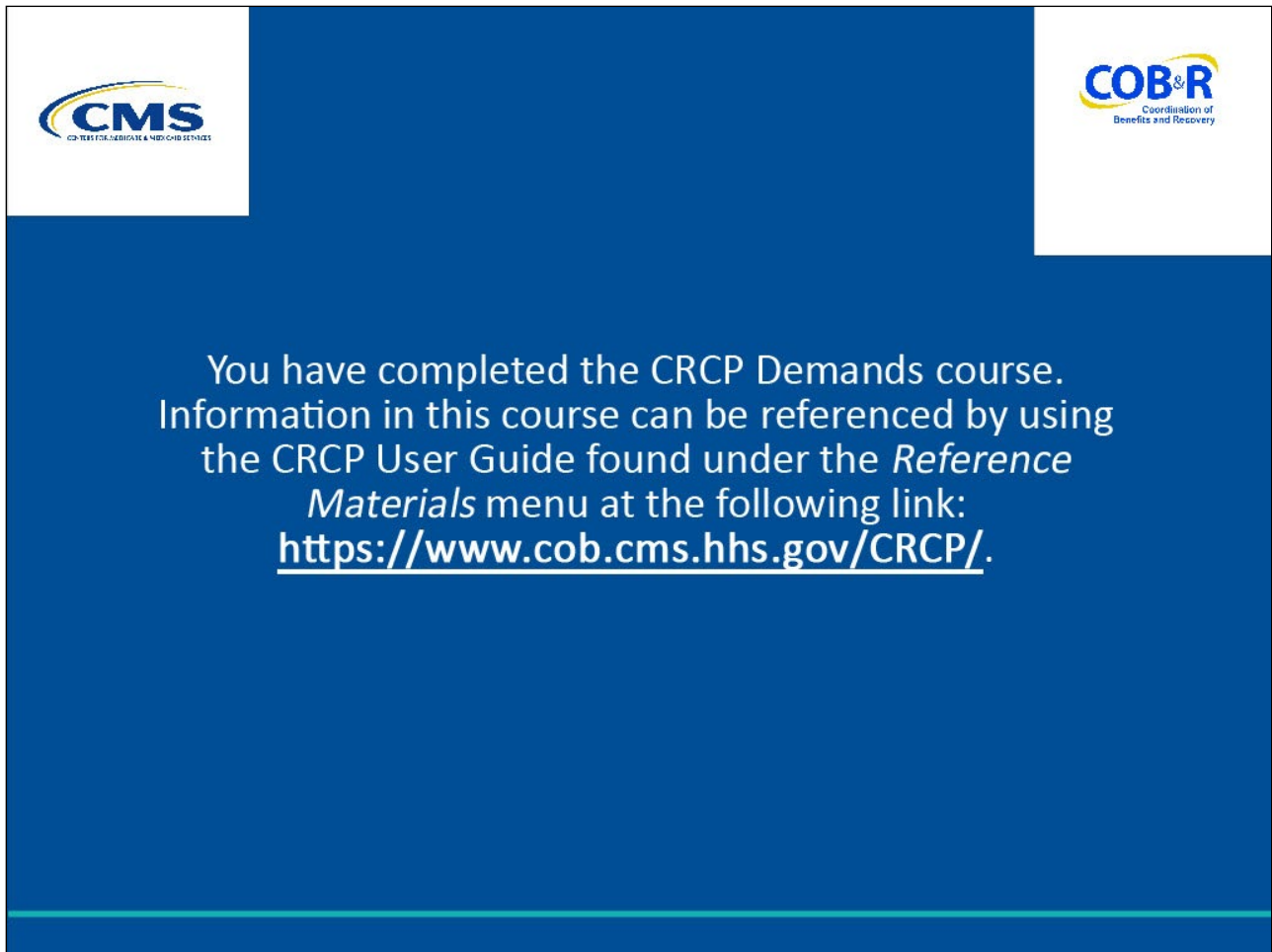
Slide 27 of 29 - Course Summary

Course Summary

- Demands
 - Submit defense documents
 - View information on previously submitted defenses
 - Initiate an electronic payment using Pay.gov

**Slide notes**

This course explained how to provide a response to a demand by submitting defense documents on the CRCP, how to view information on previously submitted defenses and how to initiate an electronic payment using [Pay.gov](https://www.pay.gov).

Slide 28 of 29 - Conclusion

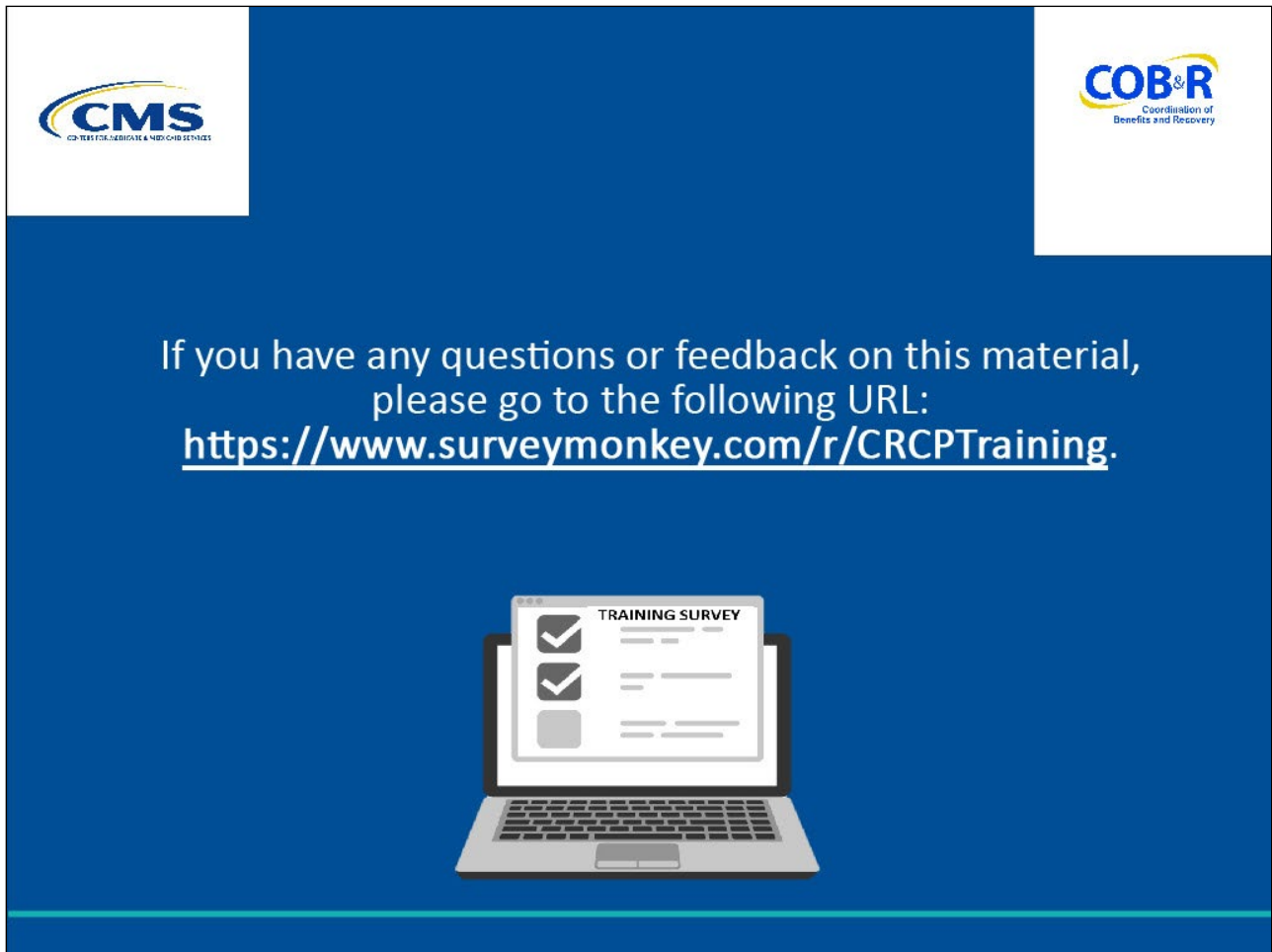
The slide features a dark blue background. In the top left corner, there is a white box containing the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner, there is a white box containing the COB&R logo (Coordination of Benefits and Recovery). The main text is centered in white and reads: "You have completed the CRCP Demands 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 Demands course.

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

Slide 29 of 29 - CRCP Training 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/CRCPTTraining>." 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/CRCPTTraining).