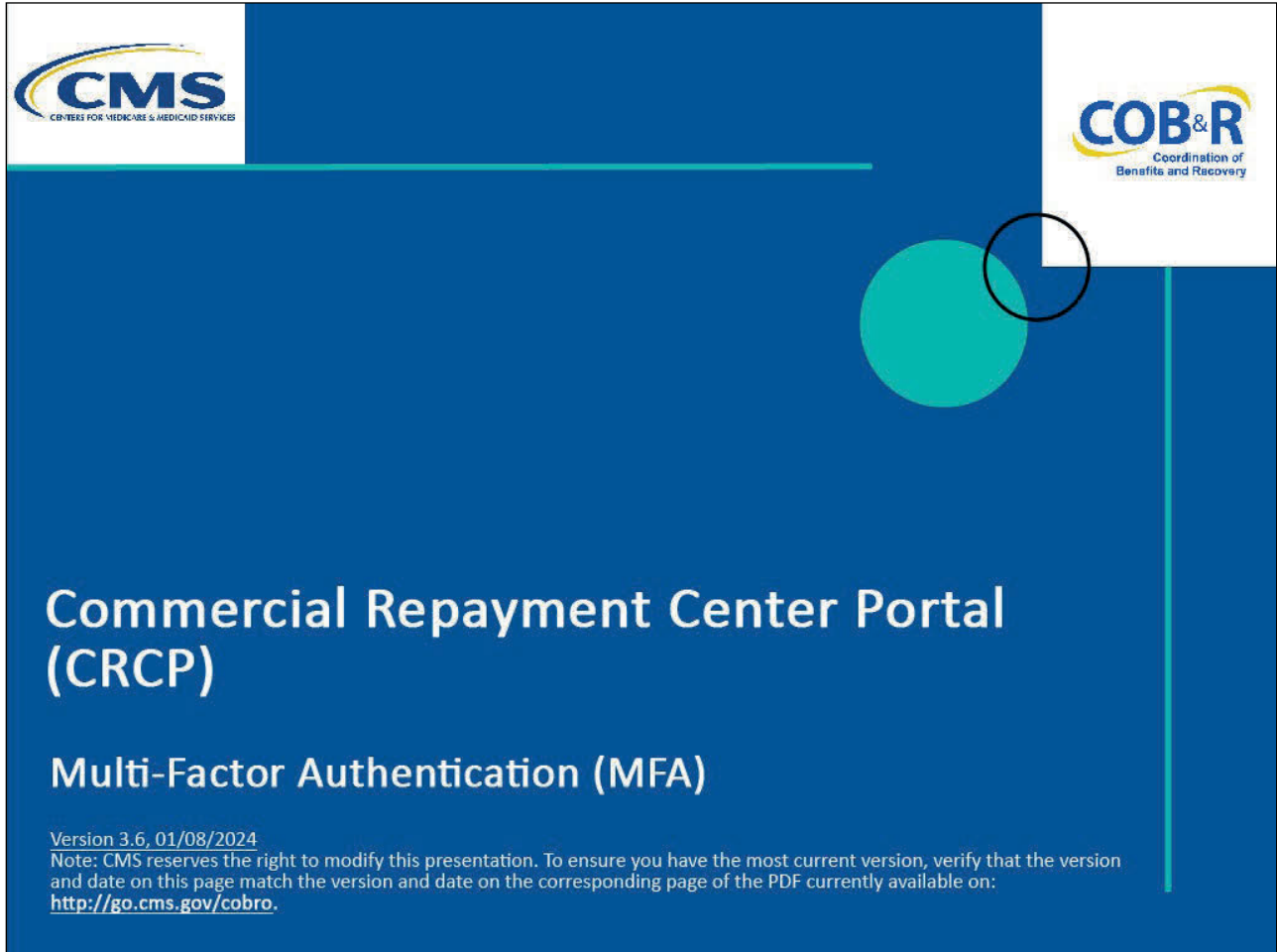


Multi-Factor Authentication Process

Slide 1 of 39 - Multi-Factor Authentication Process



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal (CRCP)

Multi-Factor Authentication (MFA)

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 CRCP Multi-Factor Authentication (MFA) Process course.

Slide 2 of 39 - 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 39 - Course Overview

Course Overview

- ID Proofing
- MFA Activation
- MFA Deactivation



Slide notes


This module explains the steps a non-beneficiary user must take to be able to view unmasked case information in the CRCP.

It explains how a user can become identity proofed using the CRCP and how Multi-Factor Authentication (MFA) is activated and deactivated (if needed).

Slide 4 of 39 - Overview

Overview

- The ID Proofing process requires you to provide certain personal information on the CRCP enough to prove that you are the person you claim to be
- The process works in conjunction with MFA services, which uses two factors to verify your identity



Slide notes

CMS has adopted Multi-Factor Authentication (MFA) to provide certain users with the ability to view unmasked case information.

The ID Proofing process requires you to provide certain personal information on the CRCP sufficient enough to prove that you are the person you claim to be.

This process works in conjunction with MFA services, which uses two different factors to verify your identity.

Slide 5 of 39 - Eligibility

Eligibility

- Account Managers and Designees can complete the ID Proofing process to view previously masked case information



Slide notes

Account Managers and Account Designees can complete the ID Proofing process.

Slide 6 of 39 - ID Proofing

ID Proofing

- To successfully complete the ID Proofing process, the portal will utilize a Risk Based Alternative (RBA) Process where the PII provided (name, SSN, personal phone number and personal email address) to Experian will be used to verify your identity.
- If Experian can confirm that you are the person you claim to be, you will be considered ID Proofed within the CRCP

Note: If you are a registered user for both the CRCP and MSPRP systems, you can initiate the ID Proofing Process on one application and then continue the process on the the other. Once you complete ID Proofing for one application, you are automatically ID proofed on the other.



Slide notes

To successfully complete the ID Proofing process, the portal will utilize a Risk Based Alternative (RBA) Process where the PII provided (name, SSN, personal phone number and personal email address) to Experian will be used to verify your identity.

If Experian is able to confirm that you are the person you claim to be, you will be considered ID Proofed within the CRCP.

Note: If you are a registered user for both the CRCP and MSPRP systems, you can initiate the ID Proofing process on one application and then continue the process on the other. Once you complete ID proofing for one application, you are automatically ID proofed on the other.

Also, users who have not completed the ID Proofing process can continue to access the CRCP as they currently do with limited views of case information.

Slide 7 of 39 - Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA)

- To register for SMS (Text Messaging) or voice message you must register with a mobile phone number to receive your security token either via text or voice message.
- You can register and activate two factors, but you can only select one when logging in.

Slide notes

To begin the Multi-factor Authentication process, you must register and activate one or both, the SMS (Text Messaging) or voice message. You must register with a mobile phone number to receive your security token either via text or voice message.

You can register and activate two factors, but you can only select one when logging in.

Slide 8 of 39 - MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions		
Status	Next Step	Description
Initial Process	Get Started	Indicates that you have: <ul style="list-style-type: none">• Not yet started the ID Proofing process, or• Attempted ID Proofing but have not yet completed the process

Slide notes

When the MFA status for a CRCP user is set to Initial Process, the next step will be set to Get Started. This indicates that you have not yet started the ID Proofing process or that you have attempted ID proofing but have not yet completed the process.

Slide 9 of 39- MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions		
Status	Next Step	Description
ID Proofed	Factor Required	Indicates that you have: <ul style="list-style-type: none">• Successfully submitted your personal information to Experian through the ID Proofing Core Factor Page• Experian has verified your identity• You currently have no factors in Active status, or you have a factor pending activation status OR• An EDI Representative has manually ID proofed a CRCP user who failed the Remote Phone ID Proofing process on the CRCP , thus setting your MFA Status to ID Proofed, and You currently have no factors in Active status or you have a factor pending activation status

Slide notes

When the MFA Status for a CRCP user is set to ID Proofed, the next step will be Factor Required. This indicates that you have:

- Successfully submitted your personal information to Experian through the ID Proofing Core Factor Page;
- Experian has verified your identity;
- You currently have no factors in Active status, or you have a factor pending activation status; OR
- An EDI Representative has manually ID proofed a CRCP user who failed the Remote Phone ID Proofing process on the CRCP, thus setting your MFA Status to ID Proofed and you currently have no factors in Active status, or you have a factor pending activation status.

Slide 10 of 39 - MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions		
Status	Next Step	Description
Pending Phone	Contact Experian	Indicates that you: <ul style="list-style-type: none">• Were unsuccessful with completing the ID Proofing process because you exceeded your total limit of 3 valid submission attempts OR• Clicked the Contact Experian button on the ID Proofing Core Factors page. To Contact Experian call 1-866 578-5409

Slide notes

When the MFA Status is set to Pending Phone, the next step will be to Contact Experian. The status indicates that you were unsuccessful with completing the ID Proofing process because you exceeded your total limit of three valid submission attempts (i.e., you clicked the Continue button without receiving validation errors the maximum three times allowed on the ID Proofing and Core Factor page) or you clicked the Contact Experian button on the ID Proofing Core Factors page.

To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

Slide 11 of 39 - MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions		
Status	Next Step	Description
Failed phone	Contact the BCRC	Indicates that your attempt to complete the ID Proofing process by phone with Experian was unsuccessful. To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

Slide notes

When the MFA Status for a CRCP user is set to Failed Phone, the next step will be to Contact the BCRC. This indicates that your attempt to complete the ID Proofing process by phone with Experian was unsuccessful.

To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

Slide 12 of 39 - MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions		
Status	Next Step	Description
Complete	Factor Maintenance	Indicates that you: <ul style="list-style-type: none">• Successfully completed the ID Proofing process• Registered and activated one or more Factors• Have at least one Factor ID in active status

Slide notes

When the MFA Status for a CRCP user is set to Complete, the next step will be Factor Maintenance. This indicates that you:

- Successfully completed the ID Proofing process,
- Registered and activated one or more Factors, and
- Have at least one Factor ID in active status.

Note: In this case, the Next Step is replaced with the Factor Maintenance link. Click this link to activate or deactivate Factors.

Slide 13 of 39 - 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, truthful, accurate, and meets all requirements set forth to use this process; and, I have read and understand all of the Centers for Medicare & Medicaid Services information at <https://www.cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/CRCP/Commercial-Repayment-Center-Portal-.html>

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](#). The Login Warning page will appear. After reviewing the User Agreement, click “I Accept” to continue.

Slide 14 of 39 - Welcome to the CRCP

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

About This Site CMS Links How To... Reference Materials Contact Us

Welcome to the CRCP

The Commercial Repayment Center Portal (CRCP) is a secure web-based system that provides Employers/Other Plan Sponsors and Insurers/Third Party Administrators with a way to manage their Group Health Plan (GHP) recovery activities more efficiently. With the use of this portal, users may view demand information on line and submit defense documentation electronically.

For information about the availability of auxiliary aids and services, please visit:
<http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html>

CRCP Messages

*****ATTENTION*****

Important Note: Questions have arisen about the recent changes to the CRCP defense submission process and uploading supporting documentation. For accuracy and improved timeliness of processing defenses, it is recommended that supporting documentation be specific to the individual defense types and claims included in that defense. Debtors may upload the same, consolidated documentation package for each defense type asserted, but must also clearly indicate which documentation is intended to support which defense type.

Important Note: An updated CRCP User Guide is now available at the Reference Material link above. Please refer to Chapter 1 for a summary of updates.

Getting Started

Registration is required to use this application. Your **Authorized Representative** must complete the *New Registration (PIN Request)* and your **Account Manager** must complete the *Account Setup*. These individuals cannot be the same person.

The **Authorized Representative (AR)** is the person in your organization who has the legal authority to bind your organization to a contract and to the terms of CRCP requirements. This is usually a senior executive or partner of your company or firm. The AR has ultimate accountability for the information submitted on the CRCP.

The **Account Manager (AM)** is the person who will actively manage the GHP case workload for the account. This includes inviting **Account Designees (ADs)** and managing their access to the account.

For more information on the registration process and CRCP user roles, please refer to the *How to Get Started* help document, located under the *How To* menu on the Navigation bar. To begin the registration process, your CRCP **Authorized Representative** will click the **New Registration (PIN Request)** button.

Step 1 **New Registration (PIN Request)** (Letter ID and TIN required)

Step 2 **Account Setup** (Account ID and PIN required)

Sign in to your account:

Login ID:

[Forgot Login ID](#)

Password:

[Forgot Password](#)

Login **Clear**

Slide notes

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

Slide 15 of 39 - 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

The Multi-Factor Authentication section of the home page is used for the ID Proofing and MFA process. To begin the ID Proofing process, click the Getting Started link on your home page.

Slide 16 of 39 - ID Proofing and Multi-Factor Authentication Overview Page

The screenshot shows the top 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). It includes links for 'Skip Navigation', 'Login ID', and 'Print this page'. A secondary navigation bar contains links for 'Home', 'User Options', 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', 'Contact Us', and 'Log off'. The main content area is titled 'ID Proofing and Multi-Factor Authentication Overview' and includes a 'Quick Help' link. The text explains the MFA process and lists requirements: entering personal information (name, SSN, birth date, address, email, phone) evaluated by Experian, contacting Experian support if needed, and associating a factor to the CRCP login ID. 'Next Steps' describe the benefits of being ID proofed and the login process. A status box indicates 'Your current status in the ID Proofing and MFA process is : Initial Process'. At the bottom are 'Cancel' and 'Continue' buttons. A footer contains links for 'CMS/HHS Vulnerability Disclosure Policy', 'Privacy Policy', 'User Agreement', and 'Adobe Acrobat'.

Slide notes

The ID Proofing and Multi-Factor Authentication Overview page appears.

This page provides general information about the process and its purpose. It also displays your current MFA status.

Click Continue to proceed.

Slide 17 of 39 - ID Proofing Core Credentials Page

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

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES | **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

ID Proofing Core Credentials [Quick Help](#)

The name associated with your Login ID is displayed on this page. Please ensure that this is your full legal name. If changes are required to your first or last name, click **Cancel** and make any necessary corrections on the CRCP Update Personal Information page. This information will be used to confirm your identity as you establish your account credentials, so it is important that you supply your personal information and current residential address.

You will be given 3 attempts to get ID Proofed within the CRCP. If you receive an error that you are unable to resolve before your 3rd failed attempt, click the **Contact Experian** button for assistance. Experian Verification Support Services may be able to assist you over the phone.

An asterisk (*) indicates a required field.

Personal Information

*First Name:	John
Middle Name:	<input type="text" value="..."/>
*Last Name:	Smith
Generation:	Select <input type="button" value="v"/>
*Date of Birth:	<input type="text"/> / <input type="text"/> / <input type="text"/> (MM/DD/CCYY)
*Social Security Number (SSN):	<input type="text"/> - <input type="text"/> - <input type="text"/>
*Re-enter Social Security Number (SSN):	<input type="text"/> - <input type="text"/> - <input type="text"/>
*Personal E-mail Address:	<input type="text"/>
*Personal Phone:	<input type="text"/> - <input type="text"/> - <input type="text" value="..."/> (cell phone number is preferred)

Slide notes

The ID Proofing Core Credentials page appears.

This page requires you to enter personal information.

The First and Last Name fields are pre-filled by the system and are the ones associated to your Login ID. If corrections are required, click Cancel on this page and make any necessary changes on the CRCP Update Personal Information page.

See the User Maintenance CBT for more information.

Slide 18 of 39 - ID Proofing and Multi-Factor Authentication Data Use Agreement

*Date of Birth: / / (MM/DD/CCYY)

*Social Security Number (SSN): - -

*Re-enter Social Security Number (SSN): - -

*Personal E-mail Address:

*Personal Phone: - - (cell phone number is preferred)

Current Residential Address

*Address Line 1:

Address Line 2:

*City:

*State:

*Zip Code: -

ID Proofing and Multi-Factor Authentication Data Use Agreement:

By checking this box, I am certifying that I understand the services being requested are regulated by the Fair Credit Reporting Act and that permissible purpose is required. Any special procedures established by the Centers for Medicare & Medicaid Services (CMS) for obtaining my authorization to receive information from my personal credit profile from Experian have been met. I certify that I (John Smith) have initiated a transaction with CMS, and that the service being requested will be used solely to confirm my identity to avoid fraudulent transactions in my name.

CMS may need to verify mobile phone data through an external service provided by Boku, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to CMS or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our Privacy Policy for how we treat your data

Slide notes

The address information entered on this page should match your current residential address so Experian can verify your identity.

Successful ID proofing hinges upon Experian being able to use the address you provide to match to the address they have on file for you. Once all required information has been entered, check the Data Use Agreement box, and click Continue to submit your information to Experian Credit Services to be validated.

Note: Before you click Continue, ensure that your First and Last Names are correct and that they match your full legal name.

Slide 19 of 39 - Contact Experian 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 About This Site CMS Links How To... Reference Materials Contact Us Log off

Contact Experian Quick Help

Experian was unable to validate the information you submitted for ID Proofing. Please contact Experian Verification Support Services by phone at (833) 985-0709 during the times listed on this page in an attempt to become ID Proofed over the phone. When you speak with the Experian call center agent, you will need to provide the COBSW Reference Number displayed on this page along with your Name, Address, Phone Number, Date of Birth and Social Security Number. You may also be required to provide answers to some questions asked by the agent.

After you speak with an agent, they will let you know your ID Proofing status. If the agent successfully verified your identity, you can complete the final step in the multi-factor authentication process by clicking the Next Step link (Factor Required) on your home page. If the agent was unable to confirm your identity, you can attempt to be ID Proofed through a manual process by clicking the Next Step link (Contact BCRC) on your home page. Click Continue to return to your home page.

Experian Verification Support Services Contact Information
Phone Number: (833) 985-0709
COBSW Reference Number: CRCP123456

Day of the Week	Open	Close
Monday	8:30 am EST	10:00 pm EST
Tuesday	8:30 am EST	10:00 pm EST
Wednesday	8:30 am EST	10:00 pm EST
Thursday	8:30 am EST	10:00 pm EST
Friday	8:30 am EST	10:00 pm EST
Saturday	10:00 am EST	8:00 pm EST
Sunday	11:00 am EST	8:00 pm EST

[Continue](#)

Slide notes

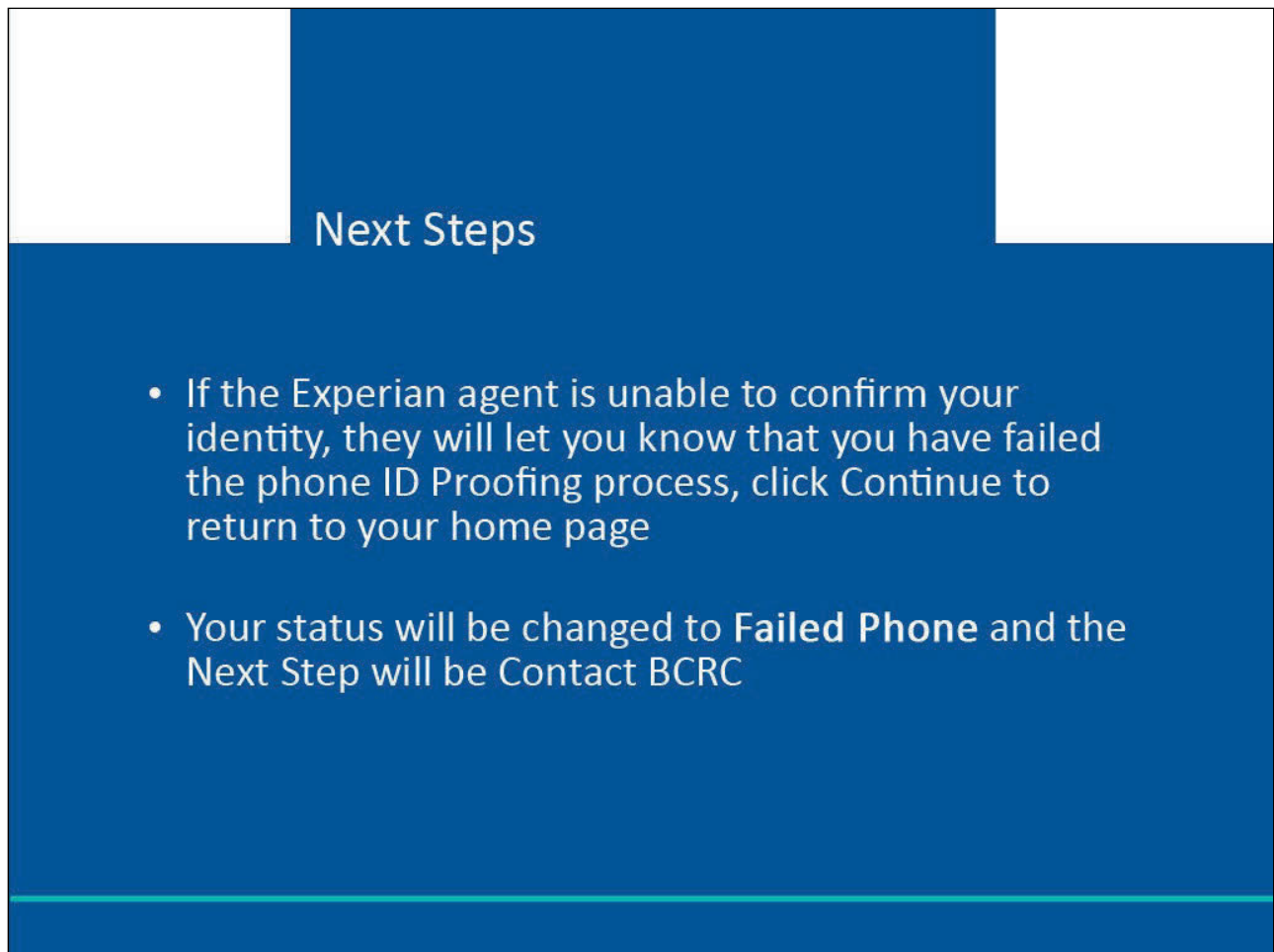
If Experian is unable to successfully ID Proof you, the CRCP will display the Contact Experian page. In this case, your MFA status on your home page will be changed to Contact Experian.

This Contact Experian page provides instructions on how to contact the Experian Verification Support Services so you can attempt to complete the ID Proofing process by phone.

Call 1-833-985-0709 during the times indicated on the page and have available your CRCP Reference Number, which is displayed on this page.

The agent will ask you for the CRCP Reference Number, name, address, phone number, date of birth, and Social Security Number. You may also be required to provide answers to some questions asked by the agent.

Slide 20 of 39 - Next Steps



Next Steps

- If the Experian agent is unable to confirm your identity, they will let you know that you have failed the phone ID Proofing process, click Continue to return to your home page
- Your status will be changed to **Failed Phone** and the Next Step will be Contact BCRC

Slide notes

If the Experian agent is unable to confirm your identity, they will let you know that you have failed the phone ID Proofing process, click Continue to return to your home page.

Your status will be changed to Failed Phone and the Next Step will be Contact BCRC.

Slide 21 of 39 - Contact the Benefits Coordination & Recovery Center 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](#) [About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#) [Log off](#)

Contact the Benefits Coordination & Recovery Center (BCRC) [Quick Help](#)

Experian is unable to verify your identity. If you want to continue with the ID Proofing process, you will need to bring specific documentation to a Notary Public and have him/her verify your identity and notarize a statement to that effect.

The documentation that will be accepted as proof of your identity as well as a template that can be used by the Notary Public for this purpose can be found at the following link: [Notary Statement Template](#). Should you wish to view a sample of a completed Notarized Statement, please view the document at the following link: [Notarized Statement Sample](#).

Once a Notary Public has been able to confirm your identity, you should mail the notarized statement to the BCRC EDI Department at:

Medicare
CRCP
PO Box 138832
Oklahoma City OK 73113

Next Steps

If the BCRC is able to successfully verify your identity, you will receive an e-mail notification within 45 days of receipt of your notarized document. Upon receipt of this e-mail, you will need to login to the Commercial Repayment Center Portal (CRCP) and click the 'Factor Required' link on your home page. This will allow you to activate a factor for your Login ID which is needed to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII) on the CRCP. If you haven't received the e-mail notification from the BCRC after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: (646) 458-6740.

[Continue](#)

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

Slide notes

If you still want to continue with the ID Proofing process, you will need to bring specific documentation to a Notary Public and have that individual verify your identity and notarize a statement to that effect.

You will then need to send your documentation to the BCRC and have an EDI representative manually complete ID Proofing for you.

When you click the Contact BCRC link, the Contact the Benefits Coordination & Recovery Center (BCRC) page appears.

This page provides information for contacting the BCRC so you can complete the ID Proofing process through a manual process external to the CRCP.

Slide 22 of 39 - ID Proofing Complete

ID Proofing Complete

- When manually completing the ID proofing process, a notarized statement must be sent to the BCRC
- Within 45 days of receipt of the notarized document, you will receive an email notification
- If you have not received the notification after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: 646-458-6740 (TTY/TDD: 1-855-797-2627), or by email at COBVA@GHIMedicare.com

Slide notes

When manually completing the ID proofing process, a notarized statement must be sent to the BCRC.

Within 45 days of receipt of the notarized document, you will receive an email notification.

If you have not received the notification after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: 646-458-6740 (TTY/TDD: 1-855-797-2627), or by email at COBVA@GHIMedicare.com.

Slide 23 of 39 - Account Listing 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](#) [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. 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.

You may also activate or deactivate multi-factor authentication factors by clicking the Factor Maintenance link located in the Multi-Factor Authentication box.

Multi-Factor Authentication

Status: **Complete**

Next Step: [Factor Maintenance](#)

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

Once you have been ID proofed, the status of your request will display as a link under the Multi-Factor Authentication box.

Slide 24 of 39 - Account Listing 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 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. 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.

You may also activate or deactivate multi-factor authentication factors by clicking the Factor Maintenance link located in the Multi-Factor Authentication box.

Account ID	Company Name	Associated TINs
111111111	CIGNA	View TINs Listing
222222222	United Health Care	View TINs Listing

Multi-Factor Authentication

Status: **Complete**

Next Step: [Factor Maintenance](#)

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

Slide notes

To use MFA services, you will be required to register for a Factor Type (Voice Call and/or SMS (Text Messaging)) 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 SMS (Text Messaging) you must register with a mobile phone number in order to receive your security token via text message.

After the Factor registration, you then must activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

Click the Factor Required link to progress through the required steps.

Once you have successfully completed the process your status will be changed to Complete.

Slide 25 of 39 - Multi-Factor Authentication Maintenance Page

The screenshot shows the 'Multi-Factor Authentication (MFA) Maintenance' page on the Commercial Repayment Center Portal. The page header includes the CMS logo, the portal name, and the COB&R logo. A navigation bar contains links for Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area displays the title 'Multi-Factor Authentication (MFA) Maintenance' with a 'Quick Help' icon. Below the title, it states 'Your current status in the ID Proofing and MFA process is : ID Proofed'. A paragraph explains that pending and active factors are listed on the page and that at least one active factor is required to view unmasked PHI/PII. It also notes that to activate a factor, the user must complete the activation process on the Register MFA page. Below this text, it says 'No Factor Found'. At the bottom of the content area, there are three buttons: 'Deactivate Factor', 'Activate Factor' (which is highlighted with a red border), and 'Cancel'. A footer bar contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

Slide notes

Click Activate Factor.

Slide 26 of 39 - Register Multi-Factor Authentication 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 About This Site CMS Links How To... Reference Materials Contact Us Log off

Register Multi-Factor Authentication (MFA) [Quick Help](#)

If you are registering a Factor, please select the Factor Type you wish to associate to your Login ID. If registering for Voice Call, a landline phone or a mobile device may be used to receive the security token via a phone call. To receive your security token via a text message, you must register for factor type **Text Message(SMS)** and enter a number for a Mobile device. After the Factor Type and applicable phone number have been entered, click **Continue**. You can only have one Pending Activation or Active Factor per Factor Type. Click **Cancel** to return to the Multi-Factor Authentication (MFA) Maintenance page.

An asterisk (*) indicates a required field.

*Last Name: Smith

*First Name: John

*Factor Type:

*Phone: Extension:

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

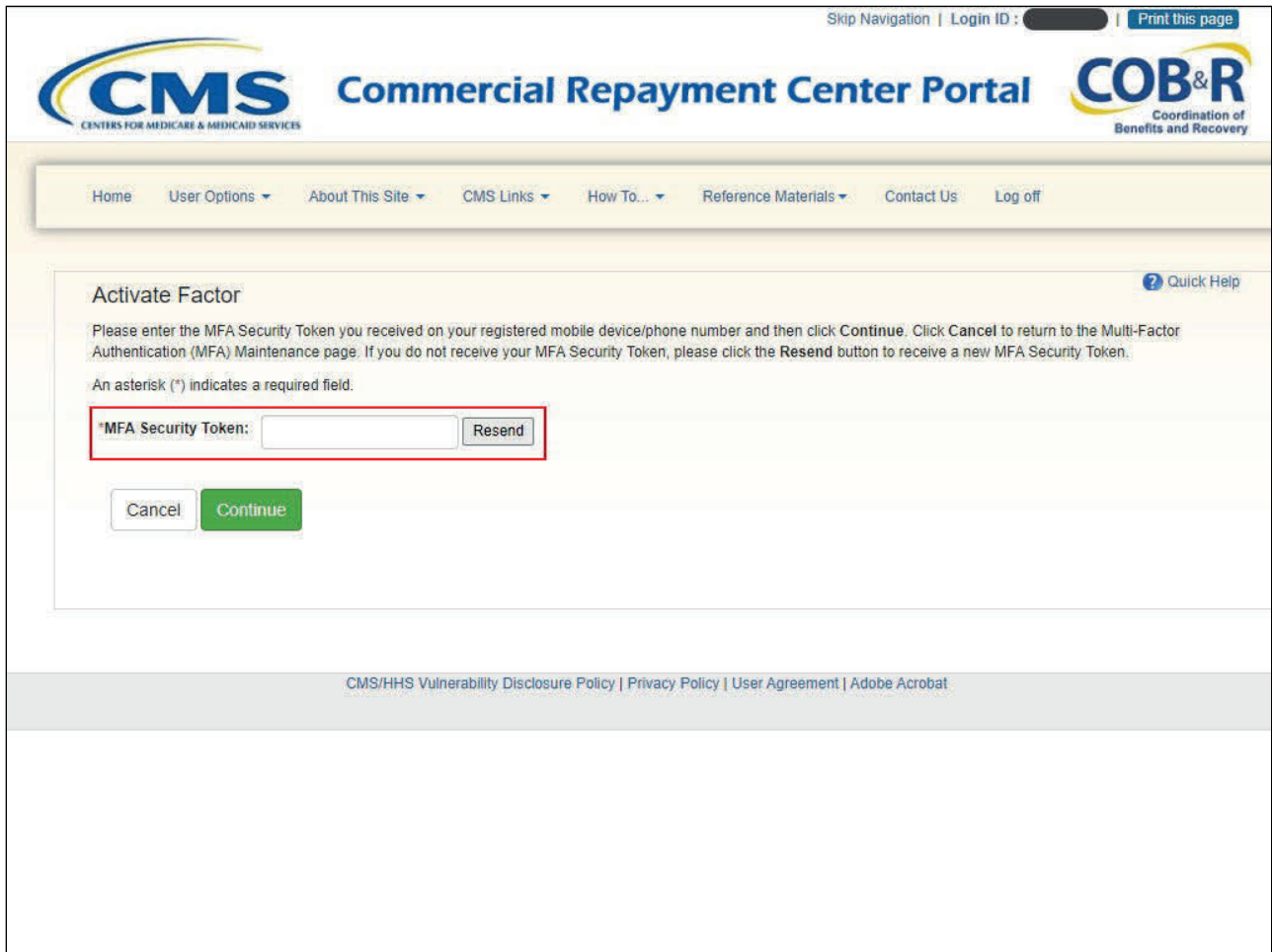
Slide notes

Select Factor Type.

You can select Text Message (SMS) or Voice message.

Enter the phone number that will receive the voice mail or text message and click Continue.

Slide 27 of 39 - Activate Factor Page



Slide notes

Enter the MFA Security Token you received on your registered mobile device/phone number.

If you do not receive your MFA Security Token, click the Resend button to receive a new MFA Security Token.

If the Security Token is invalid, check your token and enter a new Security Token. You only have three attempts to enter the correct information. On your third failed attempt, you will automatically be locked out of the CRCP.

Click Continue to complete the activation.

Slide 28 of 39 - Deactivating Factor IDs

Deactivating Factor IDs

- If you are no longer using a device to access the CRCP, you can deactivate it at any time
- Once a Factor ID is deactivated, you will not be able to use its associated device to view previously masked information on the CRCP, unless you reactivate it using the *Multi-Factor Authentication Factor Maintenance* page

Slide notes

If you are no longer using a device to access the CRCP, you can deactivate it at any time.

For example, if you switch phones or computers, you should deactivate the Factor ID associated to the old device and activate a Factor ID for the new one.

Once a Factor ID is deactivated, you will not be able to use its associated device to view previously masked information on the CRCP, unless you reactivate it using the Multi-Factor Authentication Maintenance page.

Slide 29 of 39 - Multi-Factor Authentication Maintenance 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 ▾ About This Site ▾ CMS Links ▾ How To... ▾ Reference Materials ▾ Contact Us Log off

Multi-Factor Authentication (MFA) Maintenance Quick Help

Your current status in the ID Proofing and MFA process is : Complete

The Pending Activation and Active Factors associated to your Login ID are listed on this page. You must have at least one Factor in Active status in order to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII) on the Commercial Repayment Center Portal (CRCP). To activate a Factor, you must complete the activation processes for the mobile device/phone number you registered on the Register Multi-Factor Authentication (MFA) page.

Select	Factor Type	Phone Number	Status
<input type="radio"/>	Voice Call	(954) 675-8787 ext.6787	ACTIVE
<input type="radio"/>	Text Message(SMS)	(456) 893-8456	PENDING_ACTIVATION

[Deactivate Factor](#) [Activate Factor](#) [Cancel](#)

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

Slide notes

To Deactivate a Factor, click the Factor Maintenance link on your home page.

The Multi-Factor Authentication (MFA) Maintenance page shown here appears. Next, click the radio button corresponding to the Factor you want to deactivate and then click the Deactivate Factor button.

Slide 30 of 39 - Deactivate Factor Confirmation 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 ▾ About This Site ▾ CMS Links ▾ How To... ▾ Reference Materials ▾ Contact Us Log off

Deactivate Factor Confirmation [Quick Help](#)

Please review the information displayed on this page to confirm that this factor should no longer be associated to your Login ID. Once a factor has been deactivated, you will not be able to use it to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII) on the Commercial Repayment Center Portal (CRCP) unless you activate it another time. If this is the only factor in Activated status associated to your Login ID, you will no longer be able to view unmasked Medicare beneficiary PHI/PII until you activate another factor. Click Continue to proceed. Click Cancel to return to the Multi-Factor Authentication (MFA) Maintenance page without deactivating this Factor.

Factor Type	Phone Number	Date Deactivated
Voice Call	(954) 675-8787 ext.6787	09/15/2014

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

Slide notes

The Deactivate Factor Confirmation page will appear. When this page displays, click Continue to confirm the deactivation, or click Cancel to cancel the deactivation process.

Slide 31 of 39 - Factor Deactivated Successfully Page

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

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES | **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

Factor Deactivated Successfully [Quick Help](#)

The factor listed on this page has been successfully deactivated for your Login ID:

Factor Type	Phone Number	Date Deactivated
Voice Call	(954) 675-8787 ext:6787	09/15/2014

[Continue](#)

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

Slide notes

The Factor Deactivated Successfully page will appear.

Click Continue to confirm deactivation and return to the Multi-Factor Authentication Factor Maintenance page.

Slide 32 of 39 - Returning to CRCP



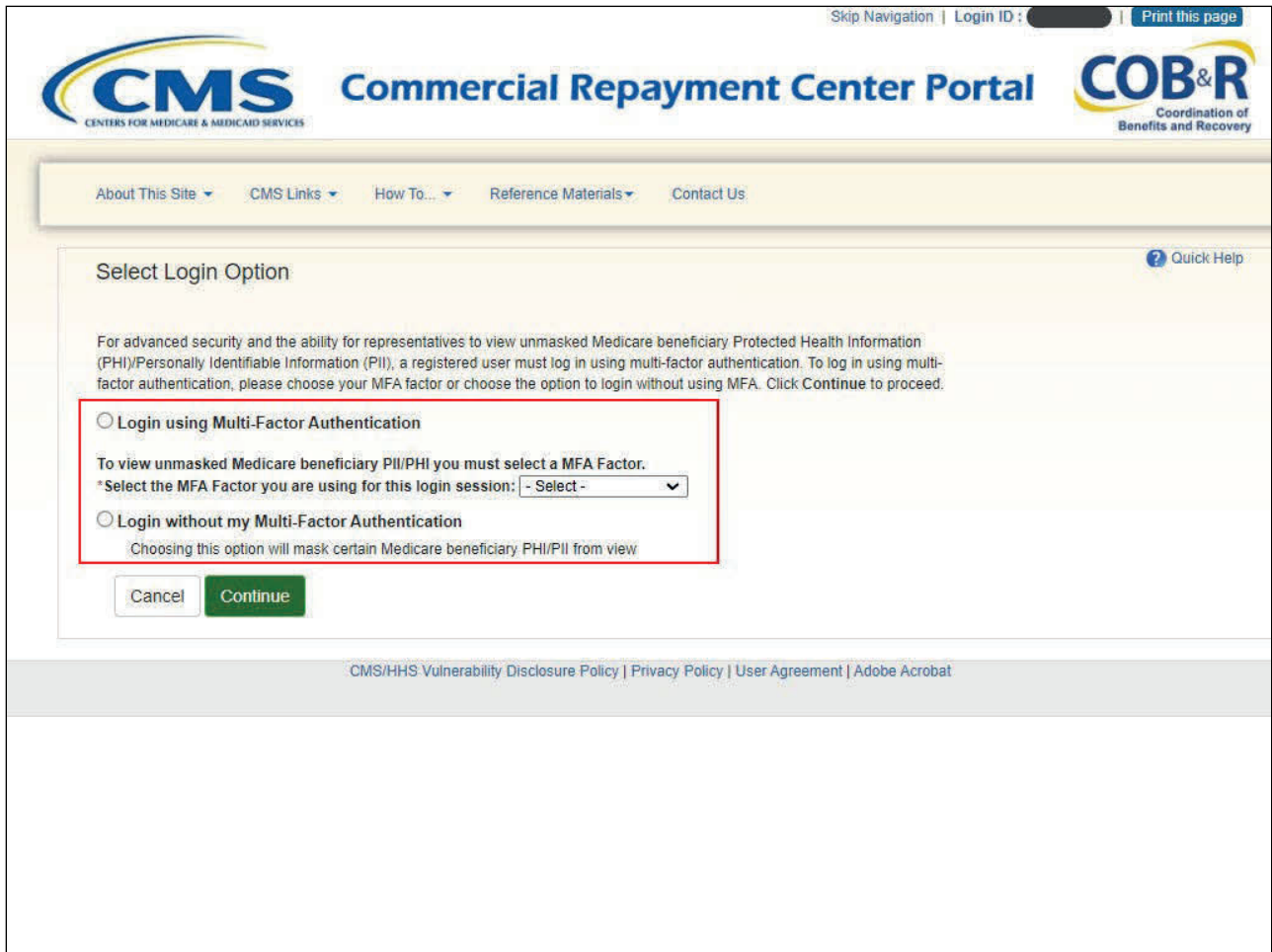
Returning to CRCP

Once you have completed the ID Proofing process and have at least one in Activated status on the CRCP, the next time you login to the CRCP you can choose whether or not to use MFA Services to view previously masked case information.

Slide notes

Once you have completed the ID Proofing process and have at least one in Activated status on the CRCP, the next time you login to the CRCP you can choose whether or not to use MFA Services to view previously masked case information.

Slide 33 of 39 - Select Login Option Page



Slide notes

When you log in, the CRCP displays the Select Login Option page automatically.

Click to select either the Login using Multi-Factor Authentication or Login without my Factor ID radio button.

If logging in using MFA Services, select a device from the drop-down menu and enter the Security Code you receive.

Note: If you do not choose MFA services you will not be able to see any cases unmasked. Once you have selected the appropriate radio button, select continue.

Slide 34 of 39 - Multi-Factor Authentication Verification Page

The screenshot shows the 'Multi-Factor Authentication (MFA) Verification' page. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). Navigation links include 'Skip Navigation', 'Login ID', and 'Print this page'. A menu bar contains 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area has a title 'Multi-Factor Authentication (MFA) Verification' and a 'Quick Help' link. Below the title, instructions state: 'Please enter the MFA Security Token you received on your registered mobile device/phone number and then click Continue. Click Cancel to return to the Select Login Option page. If you do not receive your MFA Security Token, please click the Resend button to receive a new MFA Security Token. An asterisk (*) indicates a required field.' The form includes a 'Factor Type' dropdown set to 'Voice Call', a required text input field for the '*MFA Security Token:' with a 'Resend' button next to it, and 'Cancel' and 'Continue' buttons at the bottom. A footer contains links for 'CMS/HHS Vulnerability Disclosure Policy', 'Privacy Policy', 'User Agreement', and 'Adobe Acrobat'.

Slide notes

Enter the MFA Security Token and click Continue to continue logging in. The Account page will appear with all the unmasked cases.

If you select Cancel you will return to the Select Login Option page.

Slide 35 of 39 - Select Login Option 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

[About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#)

[Quick Help](#)

Select Login Option

For advanced security and the ability for representatives to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII), a registered user must log in using multi-factor authentication. To log in using multi-factor authentication, please choose your MFA factor or choose the option to login without using MFA. Click **Continue** to proceed.

Login using Multi-Factor Authentication

To view unmasked Medicare beneficiary PII/PHI you must select a MFA Factor.
*Select the MFA Factor you are using for this login session: [- Select -]

Login without my Multi-Factor Authentication
Choosing this option will mask certain Medicare beneficiary PHI/PII from view

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

Slide notes

When logging in without MFA services you will not be able to see any cases unmasked.

Once you select continue, the Account Listing page will appear.

Slide 36 of 39 - Account Listing

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](#) [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. 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.

You may also activate or deactivate multi-factor authentication factors by clicking the Factor Maintenance link located in the Multi-Factor Authentication box.

Multi-Factor Authentication
Status: **Complete**
Next Step: [Factor Maintenance](#)

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

You will not be able to see any cases unmasked since you opted to login without MFA.

Slide 37 of 39 - Course Summary

Course Summary

- ID Proofing
- MFA Activation
- MFA Deactivation


A circular icon with a black background and a white border. Inside the circle, there is a white graphic of a document with a folded corner and a checklist. Below the graphic, the word "SUMMARY" is written in white capital letters.

Slide notes

This module explained the steps a non-beneficiary user must take to be able to view unmasked case information in the CRCP.

It explained how a user can become identity proofed using the CRCP and how Multi-Factor Authentication (MFA) is activated and deactivated (if needed).

Slide 38 of 39 - Multi-Factor Authentication Conclusion

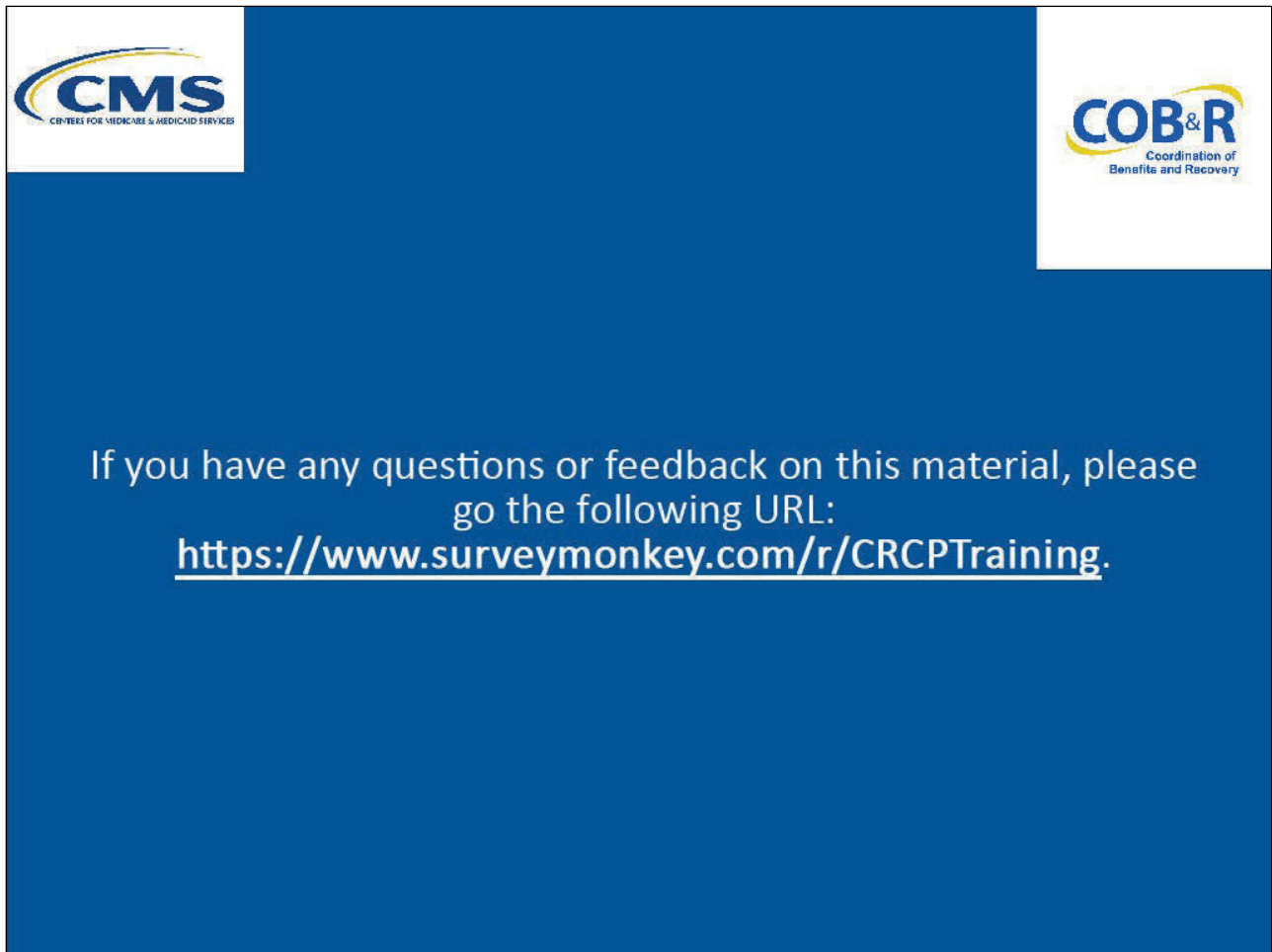


You have completed the CRCP Multi-Factor Authentication course. Information in this course can be referenced by using the CRCP User Manual found at the following link:
<https://www.cob.cms.hhs.gov/CRCP/>.

Slide notes

You have completed the CRCP Multi-Factor Authentication course. Information in this course can be referenced by using the CRCP User Manual found at the following link: [CMS CRCP Website](https://www.cob.cms.hhs.gov/CRCP/).

Slide 39 of 39 - CRCP Training Survey



The slide features a blue background with two logos in the top corners: CMS (Centers for Medicare & Medicaid Services) on the left and COB&R (Coordination of Benefits and Recovery) on the right. The central text reads: "If you have any questions or feedback on this material, please go the following URL: <https://www.surveymonkey.com/r/CRCPTTraining>."

Slide notes

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