Welcome to the Commercial Repayment Center Portal (CRCP) Submitting Defenses course.
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

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CMS CRCP Website.
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Course Overview

- Submitting Defenses
  - Uploading Defense Documents
  - Viewing Submitted Defenses

**Slide notes**

This course explains how to Submit Defenses, Upload Defense Documentation, and View Submitted Defenses.
Submitting a Defense

- You have the right to submit a defense if you disagree that you owe money, as explained in the demand letter, or if you disagree with the amount that you owe. This action allows you to view or submit a defense on the CRCP.

- CRCP users are now able to submit multiple defenses for a case and can submit the same or different Defense Types in a subsequent submission.

- CRCP users are now able to submit defense requests on the CRCP at the claim/line level, one Case ID at a time.

Slide notes

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Users are now able to submit multiple defenses for a case and can submit the same or different Defense Types in a subsequent submission.

Users can also submit defense request on the CRCP at the claim/line level, once Case ID at a time.
Slide notes

To log into the CRCP, access the following link: CMS CRCP Website. The Login Warning page will display. After reviewing the user agreement, click I Accept to access the CRCP login page.
Slide notes

The Welcome to the CRCP/Login page will display. Enter your login credentials and click Login.

Note: The CRCP Messages section of the Welcome to the CRCP page displays system messages, including alerts, messages, and updates from the EDI Representative.
Slide notes

The Account Listing page will display. Select the appropriate Account ID to access Account Detail information.
Slide notes

From the Account Detail page, select the Case Search link to search for the case associated to the Account ID.

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

From the Case Search page, enter the case associated to your Account ID and then click Search.
The Search Results table will display and include the following columns: Case ID, Demand ID, Medicare ID, Beneficiary First Name, Beneficiary Last Name, Case Amount, Case Status and Date Closed.

Click the Case ID link to View or Submit a Defense.
The Case Information page will display. This page includes the following case-related information: Beneficiary Information, Demand Information, Employer Information, Insurer Information, Financial Summary Information, Electronic Payment History, Letter Activity, Defense History, and Submitted Documents. For more information, see the “Case Information” CBT.

To submit a new defense, click the View/Submit Defense button on the bottom of the page.
Submit Defenses

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If a previously submitted defense has been submitted, you will be redirected to the View Submitted Defenses page when the View/Submit Defense action is selected on the CRCP Case Information page. Here you can view a list of claims submitted with the defense request as well as the documents submitted with the defense request(s). Clicking Continue will return you back to the Case Information page.
If you select the View/Submit Defense button on the Case Information page and none of the following criteria have been met:

- 180 days have passed from the Date of Demand, or
- The Case has been referred to Treasury, or
- The AR balance is zero,

you will be redirected to the Defense Submission page which will allow you to submit defenses at the claim/line level.

**Slide notes**

If you select the View/Submit Defense button on the Case Information page and none of the following criteria have been met:

- 180 days have passed from the Date of Demand, or
- The Case has been referred to Treasury, or
- The AR balance is zero,

you will be redirected to the Defense Submission page which will allow you to submit defenses at the claim/line level.
Slide notes

From the Defense Submission page, select the applicable claims/lines by checking the box in the Select for Defense column to submit a defense.

The Defense Submission page will display. Here you will see a list of claims that were included with the listed Demand Letter ID and the associated Case ID. The Claims table includes the following columns: Select for Defense, Claim Control Number, Claim Line Number, First Date of Service, Last Date of Service, Billed Amount, Medicare Paid Amount, Defense Type, Defense Received, Defense Decision Code and Docs Needed for Defense.
Slide notes

Use the applicable Defense Type by using the drop-down menu at the bottom of the page. All claims/lines selected for a defense submission must have the same Defense Type. CRCP users are able to submit multiple defenses for a case and can select claims/lines with the same or different Defense Type in a subsequent submission.
Slide notes

Once you have selected the Defense Type, click Continue.
Slide notes

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

The Defense Documentation Upload page will display. Click the Choose File button to find the
document(s) to upload in support of the defense. The documents must be in .PDF or .TIF format and
cannot be larger than 40MB (megabytes), cannot be encrypted, must be virus-free. The filename must be 80
characters for less and cannot include spaces.

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

The Defense Verification page will redisplay and a list of the documents to be submitted with your defense will now display as well.

Click Continue to confirm the submission of the defense and to submit the uploaded documents.
The Defense Submission Confirmation page will display stating that you have successfully submitted the information displayed on this page. You will also see the documents submitted with the defense request listed at the bottom of the page. Click Continue to return to the Case Information page.
Slide notes

From the Case Information page, you can select the View/Submit Defense button to view the defense, or defenses, previously submitted associated with this case, or to submit another defense.
Course Summary

- Submitting Defenses
  - Uploading Defense Documents
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Slide notes
This course explains how to Submit Defenses, Upload Defense Documentation, and View Submitted Defenses.
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If you have any questions or feedback on this material, please go to the following URL: https://www.surveymonkey.com/r/CRCPTraining.