

Application Overview

Slide 1 of 50 - Application Overview

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal

Application Overview

Version 3.6 01/08/2024

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<http://go.cms.gov/cobro>.

Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) Application Overview course.

Slide 2 of 50 - Disclaimer

Disclaimer

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

Slide notes

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

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

Slide 3 of 50 - Course Overview

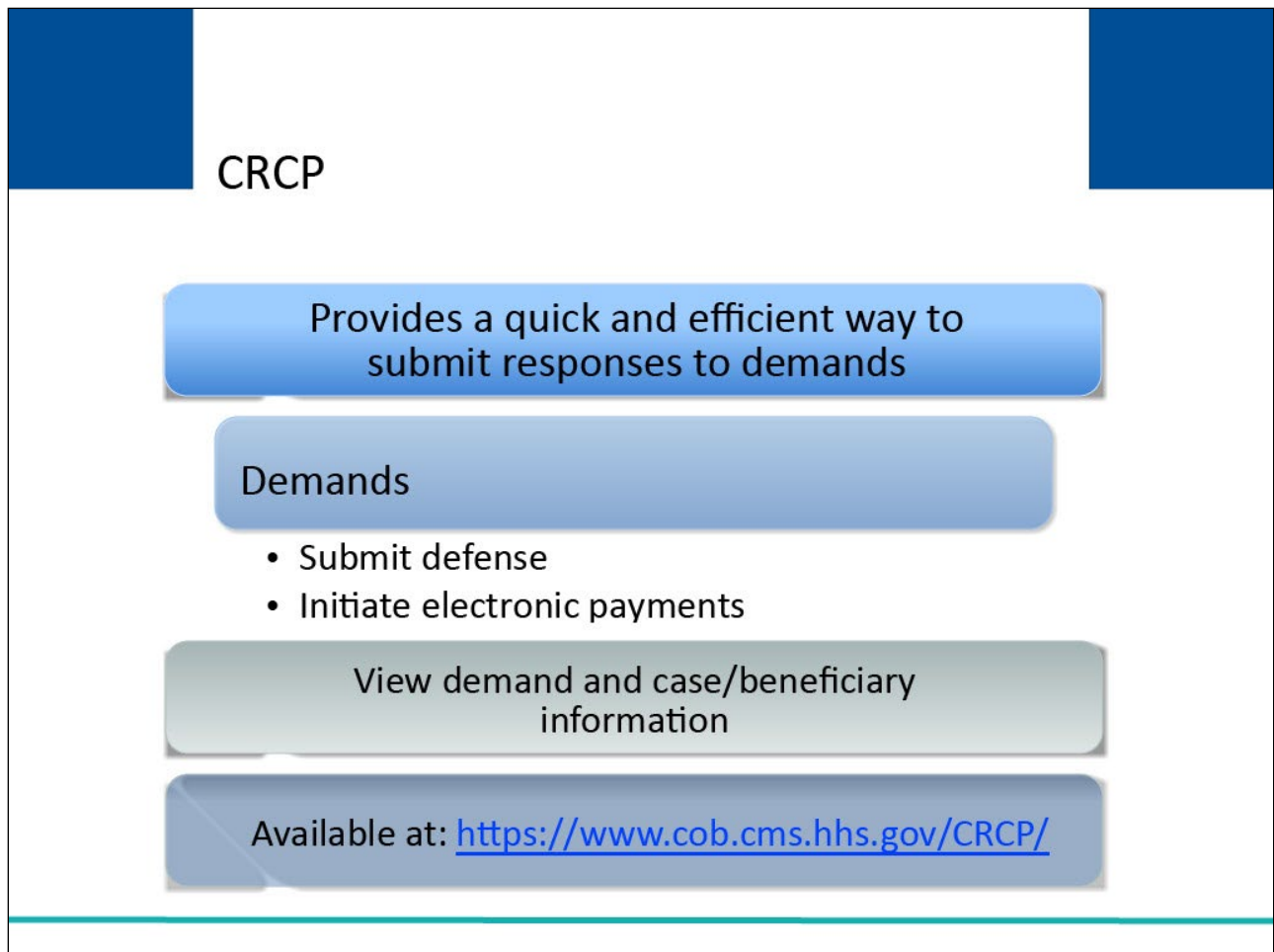
Course Overview

- CRCP Overview
 - View Demand and Case/Beneficiary Information information
 - Conduct Case Searches
 - Respond to Demands
 - Initiating an Electronic Payment
 - View Open Debt Report
 - Request Go Paperless option/update preferences
 - Viewing/Printing Email or Letter Notifications

**Slide notes**

This course provides a brief overview of how the CRCP can be used to view case demands and case/beneficiary information, conduct case searches, respond to demands, initiate an electronic payment, view open debt reports, request the Go Paperless option, and how to View/print Letter Notifications.

It includes summary level information on how to get started using the application as well as information on general navigation guidelines.

Slide 4 of 50 - CRCPThe slide features a white background with two blue rectangular accents at the top corners. The title 'CRCP' is positioned in the upper left. Below it, four rounded rectangular boxes are stacked vertically. The top box is blue and contains the text 'Provides a quick and efficient way to submit responses to demands'. The second box is light blue and contains the word 'Demands' followed by a bulleted list: 'Submit defense' and 'Initiate electronic payments'. The third box is light green and contains the text 'View demand and case/beneficiary information'. The bottom box is light blue and contains the text 'Available at: https://www.cob.cms.hhs.gov/CRCP/'.

CRCP

Provides a quick and efficient way to submit responses to demands

Demands

- Submit defense
- Initiate electronic payments

View demand and case/beneficiary information

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

Slide notes

The CRCP provides a quick and efficient way to submit responses to demands.

You may provide a response to a demand by submitting defense documents on the CRCP or making electronic payments.

Additionally, you may also view demand and case/beneficiary information on the CRCP. The CRCP may be accessed at the following link: <https://www.cob.cms.hhs.gov/CRCP/>.

Slide 5 of 50 - Getting Started

Getting Started

Employer/insurer entity creates CRCP account

- Completes New Registration (PIN Request) (Authorized Representative)
- Completes Account Setup (Account Manager)

See “New Registration (PIN Request)” CBT and “Account Setup” CBT for more information

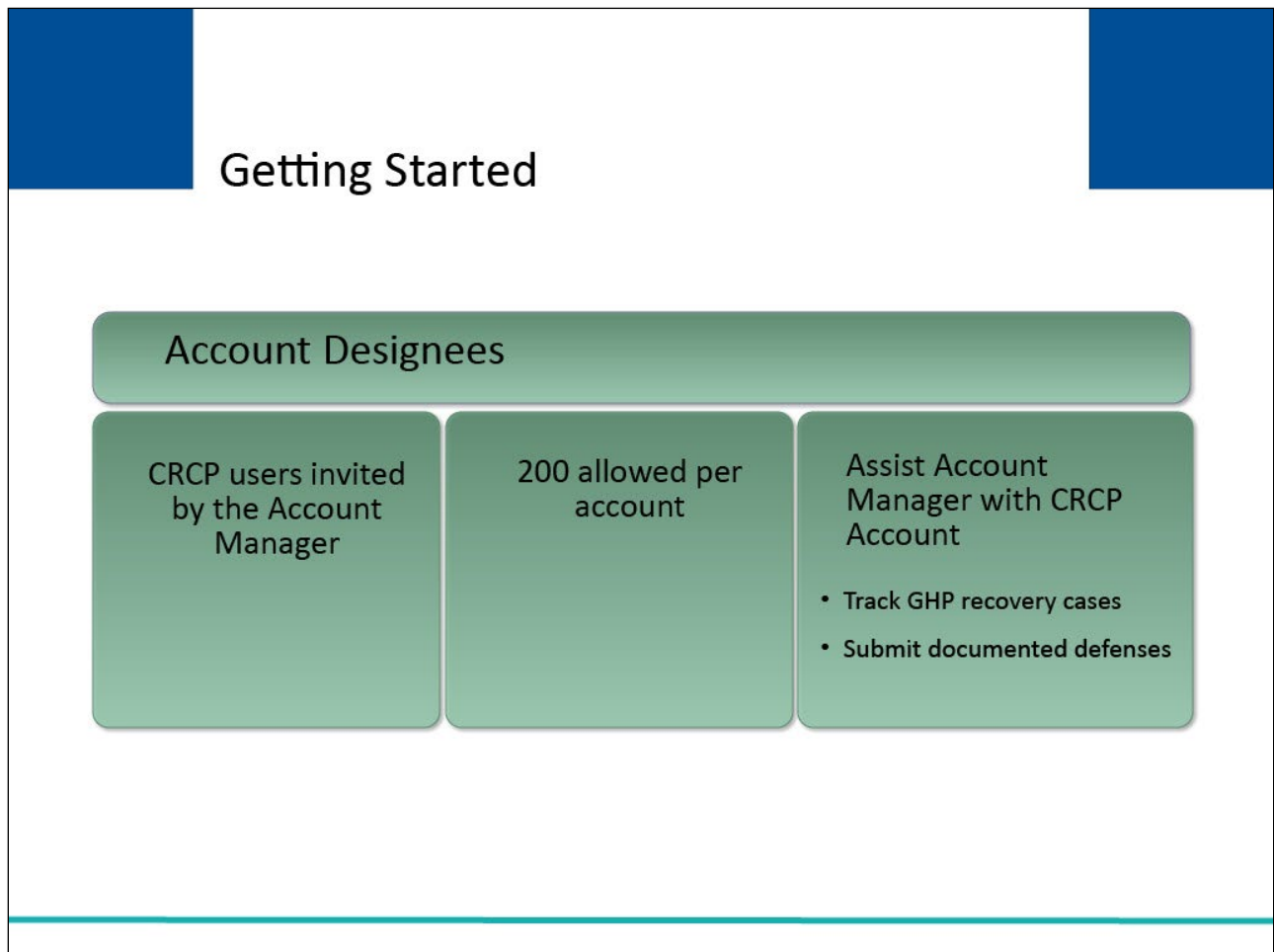
Slide notes

All users of the CRCP must register and be associated to a registered account. To establish a CRCP account, the employer or insurer entity must first complete the initial registration process for the CRCP account which involves the following 2 steps:

New Registration (PIN Request) and Account Setup. To complete the New Registration (PIN Request), the employer/insurer entity must identify the Authorized Representative. The Authorized Representative is responsible for completing the New Registration (PIN Request) on the CRCP.

After the New Registration (PIN Request) is completed, the Authorized Representative must give the Account Manager the Account ID and PIN to complete the Account Setup. For more detailed information on these processes, please see the New Registration (PIN Request) and Account Setup CBT.

Note: The Account Representative will receive the PIN via email upon completion of the New Registration (PIN Request) process. The Account ID will be provided on the “CRCP PIN Request Completed Successfully - Thank you.” page and need to be recorded by the registrar at that time. This information is required for the Account Manager to complete the Account Setup step.

Slide 6 of 50- Getting Started**Slide notes**

Once the New Registration (PIN Request) and Account Setup steps have been completed, the Account Manager may log in and invite other CRCP users (Account Designees) to assist with the account. The CRCP permits up to 200 Account Designees per account.

Account Designees assist the Account Manager with tracking Group Health Plan or GHP recovery cases and submitting documented defenses. See the "Account Designee Maintenance" CBT for information on how the Account Manager adds Account Designees.

For information on the basic registration process an individual will follow to become an Account Designee, that is, how someone will set up their Login ID and Password), see the "Account Designee Access" CBT.

Slide 7 of 50- Login Warning Page

Slide notes

Once you are registered as a CRCP user, you may login to the CRCP at the following link: <https://www.cob.cms.hhs.gov/CRCP/>. Each time a user visits the CRCP Website, the Login Warning page will appear.

This page provides information about CRCP security measures including access, penalty and privacy laws. All users must agree to the terms of this warning each time they access the CRCP. Click the I Accept link at the bottom of the page to continue.

Slide 8 of 50 - Welcome to the CRCP - Login Page

Skip Navigation | [Print this page](#)

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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

The CRCP will be unavailable nightly from approximately midnight - 4am Eastern Standard Time.

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](#)



Slide notes

The Welcome to the CRCP page displays. Enter your Login ID and Password.

Please note: The Account Manager establishes his/her Login ID and Password during Account Setup. The Account Designee establishes his/her Login ID and Password when they register on the CRCP, only after being invited by the Account Manager.

Slide 9 of 50 - Account Listing Page

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

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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

Slide notes

After a successful login, the Account Listing page displays. This page is the user’s home page. It lists the accounts associated to your Login ID. Account IDs will be added or removed from this page whenever your Login ID becomes associated or disassociated to an account.

Registered CRCP users will become associated to a new account when they are invited to the account by the Account Manager. New CRCP users will become associated to a new account after they are invited to the account and have completed the CRCP registration process.

You will be disassociated from an account if the Account Manager for the account removes your access. To view TINs associated to the Account ID, click the View TINs Listing link.

Note: The green leaf next to an Account ID indicates the account is set up for the Go Paperless option. This will be discussed later in this course.

Slide 10 of 50 - Associated TINs to Account ID Page

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TINs Associated to Account ID Quick Help

The Tax Identification Numbers (TINs) listed on this page are associated to Account ID: 111111111 - CIGNA.

Associated TINs	Company Name
012365478902	ABC Pvt. Ltd.
14785236900	ABC Pvt. Ltd.
85236974101	ABC Pvt. Ltd.
35715984260	ABC Pvt. Ltd.

Previous

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

Slide notes


The TINS Associated to Account ID page will appear. This page lists all of the Tax Identification Numbers or TINs associated with the Account ID or the Company Name. There will always be at least one TIN associated with an Account ID since a TIN is required to complete the initial PIN Request.

Additional TINs may become associated with your account when a CRCP user completes the Request Letter Access process. See the “Request Letter Access” CBT for more information.


Once you have viewed the TINs, select the “Previous” button to return to the Account Listing page.

Slide 11 of 50 - Account Listing Page

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



Commercial Repayment Center Portal



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Quick Help

Account Listing

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

Multi-Factor Authentication

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
11111111 🌿	CIGNA	View TINs Listing
22222222	United Health Care	View TINs Listing

Slide notes

The Account Listing page functions as the main processing page to initiate any CRCP functions. From this page, select the Account ID link for the account you want to access.

Slide 12 of 50 - Account Detail Page

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

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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.

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Slide notes

After the Account ID is selected, the Account Detail page will appear. This page functions as the main page where you can access CRCP functions available to you such as Demand Listing, Case Search, and Request Letter Access. Account Managers will also have access to Open Debt Report, Go Paperless, and Letter Notifications hyperlinks.

Demand Listing is used to view demands/case information, submit defense documentation or make an electronic payment on the account.

Case Search allows users to access specific cases (using the Account ID or Case ID).

Request Letter Access is used to obtain access to information related to a letter that is not yet associated with your CRCP account.

Open Debt Report shows the status of all open debts related to the account ID selected.

Go Paperless is used to request/update paperless preferences for the selected account and Letter Notifications is used to view/print the Go Paperless letter notification emails and letters. Again, these are only available to the Account Manager.

Slide 13 of 50 - Demand Listing Page

Demand Listing Quick Help

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

When the Demand Listing link is selected, the Demand Listing page appears. By default, this page lists all unresolved/open demands that the Commercial Repayment Center (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.

To view case-specific information, click the Demand Letter ID link. (The Demand Letter ID link is an 8 or 9-digit number that may now include up to 15 digits.) This link will only be enabled if the Demand Status is 'Open'. A Viewed column has been added to the Demand Listing page, as it helps to identify when new Demands have been added to the account.

Note: The Account Detail button will return you back to the Account Detail page.

Slide 14 of 50 - Demand Detail Page

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	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

[What is this?](#)

Slide notes

After the Demand Letter ID is selected, the Demand Detail page displays the original demand amount, employer and insurer information and a list of the beneficiaries included in the demand letter.

Slide 15 of 50 - Demand Detail Page

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	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](#)

[What is this?](#)

Slide notes

For each beneficiary or Case ID, a masked Medicare ID is shown along with the Beneficiary Name, original Case Amount and Case Status. The Claim Count, Treasury Referral Date, Treasury Account Number and Current Status of Debt fields have also been added to provide additional treasury information on the CRCP.

You can view detailed case information, by clicking the Case ID. For more information, see the "Case Information" CBT.

You can return to the Demand Listing page by clicking the Demand Listing button or Make a Payment by using the Make a Payment button. For more information on Making a Payment, see the Electronic Payments CBT.

Users also now have a link to View Demand-Level Defenses. The Submitted Defense Documents page will display defense documents that have been submitted at the Demand Level through the CRCP for the selected Demand Letterer ID. For more information on Defenses, see the Submitted Defenses CBT.

Slide 16 of 50 - Request Letter Access

Slide notes

After clicking the Request Letter Access link from the Account Detail page, the Request Letter Access page appears. The CRCP associated information is related to letters you have received from the CRC to your Account ID as part of the initial New Registration (PIN Request) and Account Setup process.

If you cannot find information for a Demand or Defense letter on your CRCP account, you can request access to this data via the Request Letter Access process.

Once the CRCP validates your request, information from the requested letter will be available on the CRCP.

Note: The Request Letter Access function has been updated to include the Tax Identification Number or TIN as an additional matching criterion. See the “Request Letter Access” CBT for more information.

Slide 17 of 50- Navigation Menu

The screenshot displays the Commercial Repayment Center Portal interface. At the top, there are links for 'Skip Navigation', 'Login ID', and 'Print this page'. The main header features the CMS logo (Centers for Medicare & Medicaid Services) and the COB&R logo (Coordination of Benefits and Recovery). Below the header is a navigation menu with the following items: Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled 'Account Listing' and includes a 'Quick Help' link. A 'Multi-Factor Authentication' box shows a status of 'Initial Process' and a 'Next Step: Getting Started'. Below this, there is a section for 'Multi-Factor Authentication' with a padlock icon and text explaining the process. At the bottom, there is a table listing account IDs, company names, and associated TINs.

Account Listing

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

Multi-Factor Authentication

CRCP users may request access to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII). Individuals requesting this access must complete the ID Proofing and Multi-Factor Authentication (MFA) process. The status of your request will display as a link under the Multi-Factor Authentication box. You will click this link to progress through the required steps. Once you have successfully completed 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

Slide notes

The navigation menu at the top of the "Home" page (and each page in the portal) provides access to the following menu options: Home, User Options, About This Site; CMS Links; How To; Reference Materials; and Contact Us.

Home navigates to the Account Listing page where you can access the Account IDs associated to your Login ID.

Slide 18 of 50 - User Options

The screenshot shows the CRCP portal interface. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). The navigation bar includes links for Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The 'User Options' dropdown menu is open, showing 'Update Personal Information' and 'Change Password'. Below this, there is a section for 'Multi-Factor Authentication' with a padlock icon and a status box indicating 'Initial Process' and 'Next Step: Getting Started'. A table lists account information for two accounts: one for CIGNA and one for United Health Care.

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

Slide notes

The User Options section contains the following links:

Update Personal Information - Used to update your contact information, such as email address and phone number; and

Change Password - Used to change your Password, whether it has expired, has been compromised, or you have been issued a temporary Password.

See the "User and Account Information" CBT for more information on these functions.

Slide 19 of 50 - About This Site

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

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How to Use This Site Quick Help

Account Listing

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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

Slide notes

About This Site navigates to the How to Use This Site link, offering general information on how to use the CRCP.

Slide 20 of 50 - CMS Links

The screenshot shows the CMS Commercial Repayment Center Portal. At the top, there are navigation links: Skip Navigation | Login ID: [redacted] | Print this page. The main header includes the CMS logo (Centers for Medicare & Medicaid Services) and the COB&R logo (Coordination of Benefits and Recovery). The navigation bar contains: Home, User Options, About This Site, CMS Links (highlighted with a red box), How To..., Reference Materials, Contact Us, and Log off. The CMS Links dropdown menu is open, showing two options: Coordination of Benefits & Recovery Overview and Group Health Plan Recovery, both highlighted with a red box. Below the navigation bar, the page content includes an 'Account Listing' section with a paragraph of text and a 'Multi-Factor Authentication' section with a padlock icon and a paragraph of text. A table at the bottom lists account information.

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

Slide notes

CMS Links provides links to the 'Coordination of Benefits & Recovery Overview' and the 'Group Health Plan Recovery' sections of the CMS.gov website.

Slide 21 of 50 - How To...

Skip Navigation | Login ID : XXXXXXXXXX | [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

The Account IDs associated to your Login ID are listed on this page. Accounts are listed in to "Go Paperless". These accounts receive letter notification emails and you are responsible for viewing all correspondence on the CRCP for "Go Paperless". If you want to access by clicking the appropriate Account ID link. To view all Account IDs associated to an Account ID, click the corresponding View TINs Listing link.


Multi-Factor Authentication

 CRCP users may request access to view their account information. 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

Factor Authentication
Getting Started

Quick Help

PII/Personally Identifiable Information

Slide notes

The How To section provides detailed information on performing the following functions:

- 'Getting Started';
- 'Requesting your Login ID';
- 'Requesting your Password';
- 'Changing your Password';
- 'Resetting your PIN';
- 'Changing your Authorized Representative';
- 'Changing Your Account Manager; and
- 'Inviting and Removing Account Designees'.

Slide 22 of 50 - Reference Materials

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

CRCP User Manual Quick Help

Account Listing

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

Multi-Factor Authentication

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

Slide notes

Reference Materials provides a link to the CRCP User Guide. The CRCP User Guide was written to help you understand how to use the CRCP. It includes detailed instructions on how to manage demands and defenses on the CRCP.

Slide 23 of 50- Contact Us

The screenshot shows the 'Contact Us' page of the CMS Commercial Repayment Center Portal. The page includes a navigation menu with 'Contact Us' highlighted, a 'Contact Us' section with two contact options (BCRC and CRC), and an 'Account Listing' table below. The 'Contact Us' section contains two contact options: 'Contact the Benefits Coordination & Recovery Center (BCRC)' and 'Contact the Commercial Repayment Center (CRC)'. The 'Account Listing' table shows two accounts: one for CIGNA and one for United Health Care.

Contact Us

Contact the Benefits Coordination & Recovery Center (BCRC)

If you have a problem with Account Setup, Login or Password issues or other technical problems using the CRCP, please contact an EDI Representative at the BCRC. EDI Representatives are available to assist you Monday through Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: (646) 458-6740

Contact the Commercial Repayment Center (CRC)

If you need assistance regarding a Documented Defense or specific information related to a Group Health Plan recovery case, please contact the CRC. CRC Customer Service Representatives are available to assist you Monday through Friday, from 8:00 a.m. to 8:00 p.m., Eastern Time, except holidays, at toll-free lines: 1-855-798-2627 (TTY/TDC: 1-855-797-2627 for the hearing and speech impaired).

Account Listing

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

Slide notes

Contact Us displays information on where to go for assistance with Account Setup, Login and Password issues, technical problems, or case specific inquiries.

Slide 24 of 50 - Account Settings

The screenshot displays the 'Account Detail' page of the CMS Commercial Repayment Center Portal. The navigation bar includes links for Home, User Options, Account Settings (highlighted), About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area shows the 'Account Detail' section with a 'Quick Help' icon. A red box highlights the 'Account Settings' dropdown menu, which contains the following options: 'Update Authorized Representative (AR) Information', 'Designee Maintenance', 'View Associated TINs', and 'View Account Activity'. Below this, the 'Available Actions' section provides six links for various account management tasks: 'Demand Listing', 'Case Search', 'Request Letter Access', 'Go Paperless', 'Letter Notifications', and 'Open Debt Report'. A 'Previous' button is located at the bottom left of the page.

Slide notes

From the Account Detail page, you can access the account settings. The Account Settings drop-down menu contains the following links:

View or Update Authorized Representative (AR) Information - Used to view or change the Authorized Representative (AR) information. Note: The Account Designee does not have access to link.

Designee Maintenance - Used to add and delete Account Designees. Note: The Account Designee does not have access to this link.

View Associated TINs - Used to view the TINs that are associated to your account.

View Account Activity - Used to view a history of when the following activities were completed for the selected CRCP account including New Registration (PIN Request), Account Setup, and Request Letter Access.

Slide 25 of 50- Quick Help Links

The screenshot shows the Commercial Repayment Center Portal (CRCP) interface. At the top right, there is a 'Print this page' link highlighted with a red box and a red arrow. The main content area is titled 'Account Listing' and includes a 'Quick Help' link in the top right corner. Below the account listing, there is a 'Multi-Factor Authentication' section with a padlock icon and detailed instructions. At the bottom, there is a table listing account IDs, company names, and associated TINs.

Account Listing

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link

Multi-Factor Authentication

CRCP users may request access to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII). Individuals requesting this access must complete the ID Proofing and Multi-Factor Authentication (MFA) process. The status of your request will display as a link under the Multi-Factor Authentication box. You will click this link to progress through the required steps. Once you have successfully completed 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


Slide notes

To obtain access to online help documentation, you can select the Quick Help link, which is available on every page in the portal. To print a copy of any CRCP page, use the Print this page link.

Slide 26 of 50 - Log Off



Commercial Repayment Center Portal




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

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

? Quick Help


Account Listing

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link



Multi-Factor Authentication

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

Slide notes

To end your session, click Log off.

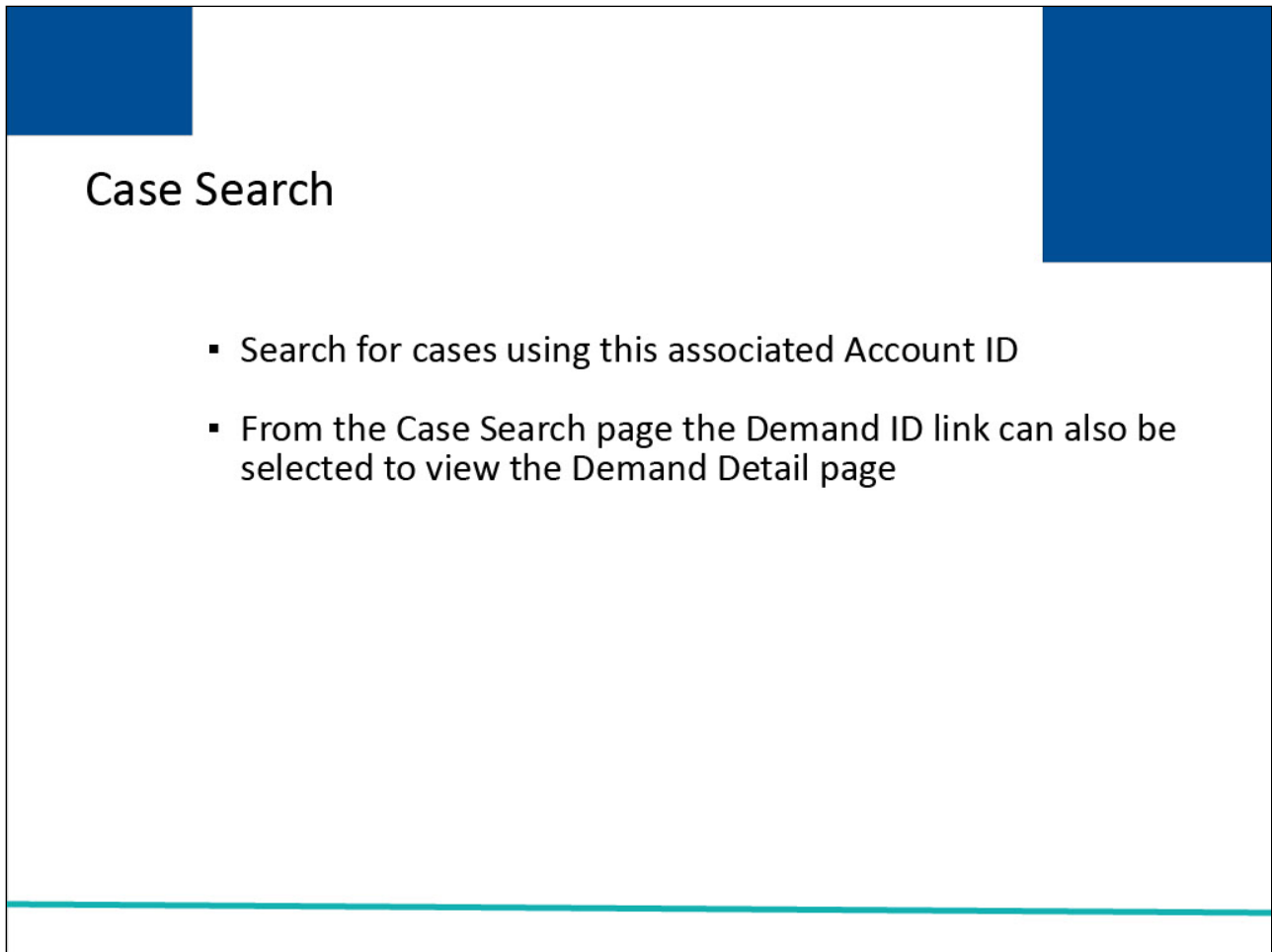
Slide 27 of 50 - Sign-off Successful

The screenshot displays the Commercial Repayment Center Portal (CRCP) interface. At the top, there is a navigation bar with the CMS logo (Centers for Medicare & Medicaid Services) on the left, the text 'Commercial Repayment Center Portal' in the center, and the COB&R logo (Coordination of Benefits and Recovery) on the right. A 'Skip Navigation' link and a 'Login ID' field are also visible. Below the navigation bar is a menu with options: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main content area features a yellow box with the heading 'Sign-off Successful' (highlighted with a red border) and a 'Quick Help' link. The message text reads: 'You have successfully signed off the Commercial Repayment Center Portal (CRCP) system. If you would like to log into the CRCP system again, please click this link: Login to CRCP.' At the 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 Sign-off Successful page appears.

Slide 28 of 50- Case Search



Case Search

- Search for cases using this associated Account ID
- From the Case Search page the Demand ID link can also be selected to view the Demand Detail page

Slide notes

Account Managers are able to search for cases using this associate Account ID.

Slide 29 of 50 Case Search

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 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

Select the Case Search link on the Account Detail Page.

Slide 30 of 50- Case Search Page

The screenshot shows the 'Case Search' page of the CMS Commercial Repayment Center Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). At the top center is the text 'Commercial Repayment Center Portal'. At the top right is the COB&R logo (Coordination of Benefits and Recovery). Below the logos 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. The main content area is titled 'Case Search' and includes a 'Quick Help' link. Below the title is a paragraph of instructions: 'To search for a specific case associated to this Account ID, enter a Case ID, and then click Search. Once located, click the Case ID link to view detailed information for that case. You can also click the Demand ID link to view the Demand Detail page for the selected demand. Click Cancel to return to the Account Detail page.' Below this text is a form with a 'Case ID:' label, an input field, a 'Case ID Search Hint' link, and a 'Search' button. A 'Cancel' button is located below the input field. At the bottom of the page is a footer with links: CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat.

Slide notes

To search for a specific case associated to this Account ID, enter a Case ID, and then click Search.

Slide 31 of 50- Case Search 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

Case Search [Quick Help](#)

To search for a specific case associated to this Account ID, enter a Case ID, and then click **Search**. Once located, click the **Case ID** link to view detailed information for that case. You can also click the **Demand ID** link to view the *Demand Detail* page for the selected demand. Click **Cancel** to return to the *Account Detail* page.

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

Search Results

Case ID	Demand ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed
C1234560001	861236547	****1234A	Mike	Lansing	\$4,400.00	Open	
C1234560002	861236551	1EG4TE5MK73	Jack	London	\$8800.45	Closed	05/05/2020
C1234560003	861236547	****1234A	Denise	Simpson	\$10000.00	Open	
C1234560004	861236547	****1234A	Rosemary	Clinton	\$2101.00	Closed	06/05/2021

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

Slide notes

To search for a specific case associated to this Account ID, enter a Case ID, and click Search. Once located, click the Case ID link to view detailed information for that case. You can also click the Demand ID link to view the Demand Detail page for the selected demand. Click Cancel to return to the Account Detail page.

Slide 32 of 50 - Open Debt Report

Open Debt Report

- Only Available for Account Managers
- Provides a list of all cases that have an Accounts Receivable amount greater than zero
- Option to export to Excel

Slide notes

Account Managers are able to view the Open Debt report from the Account Detail Page which provides a list of all cases associated with the selected Account ID that have an Accounts Receivable amount greater than zero. The list of cases can also be exported to an Excel spreadsheet.

Slide 33 of 50 - Open Debt Report Link

The screenshot shows the CMS 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 bar includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled 'Account Detail' and shows the selected account ID: 11111111 - CIGNA. Below this, there are instructions and a section for 'Available Actions' with six buttons: Demand Listing, Case Search, Request Letter Access, Go Paperless, Letter Notifications, and Open Debt Report. The 'Open Debt Report' button is highlighted with a red border. At the bottom left, there is a 'Previous' button.

Slide notes

Upon Login, select the account where the debt report needs to be viewed. From the Account Detail page, select the Open Debt Report link.

Slide 34 of 50 - Open Debt Report Search

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

Open Debt Report [Quick Help](#)

Click **Search** to return up to 1000 cases, in ascending Case ID order, or enter search criteria to limit the case returned.

From Demand Date: [] / [] / [] To Demand Date: [] / [] / []

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

Slide notes

Place the date range you are searching for and select search.

Slide 35 of 50- Open Debt Report Cases

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

Open Debt Report Quick Help

Click **Search** to return up to 1000 Cases, oldest to newest, or enter a Demand Date range to limit the cases returned.

From Demand Date: / / To Demand Date: / /

The following are the cases with open debts as of 10/10/2020 associated to Account ID: 12345 . The HIGLAS balance amounts may not reflect recent payments.

Open Debt Cases Export to Excel

Case ID	Employer Name	Employer TIN	Insurer Name	Insurer TIN	Bene First Name	Bene Last Name	Policy Number	Demand Letter ID	Demand Letter Date	Original Demand Amount	Current HIGLAS Balance	Current Status of Debt
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL

Slide notes

The Open Debt Cases will appear. You can export this report to excel by selecting the Export to Excel button.

Note: To help users better monitor demanded cases where balances are due the following columns have been added to the CRCP Open Debt Report page: Claim Count, Treasury Ref Date, Last Letter, Last Letter Date, and Fed Agency ID.

Slide 36 of 50 - Excel Export

	J	K	L	M	N	O	
1	Demand Letter Date	Claim Count	Original Demand Amount	Current HIGLAS Balance	Treasury Ref Date	Current Status of Debt	L
2	8/7/2019	213	\$125.00	\$100.00	09/14/19	A	te
3	8/8/2019	3	\$125.00	\$100.00	09/14/19	A	te
4	8/9/2019	132	\$125.00	\$100.00	09/14/19	A	te
5	8/10/2019	56	\$125.00	\$100.00	09/14/19	A	te
6	8/11/2019	541	\$125.00	\$100.00	09/14/19	A	te
7	8/12/2019	43	\$125.00	\$100.00	09/14/19	A	te
8	8/13/2019	5	\$125.00	\$100.00	09/14/19	A	te
9	8/14/2019	55	\$125.00	\$100.00	09/14/19	A	te
10	8/15/2019	87	\$125.00	\$100.00	09/14/19	A	te
11	8/16/2019	902	\$125.00	\$100.00	09/14/19	A	te
12	8/17/2019	35	\$125.00	\$100.00	09/14/19	A	te
13	8/18/2019	13	\$125.00	\$100.00	09/14/19	A	te
14	8/19/2019	111	\$125.00	\$100.00	09/14/19	A	te
15	8/20/2019	143	\$125.00	\$100.00	09/14/19	A	te
16	8/21/2019	564	\$125.00	\$100.00	09/14/19	A	te
17	8/22/2019	682	\$125.00	\$100.00	09/14/19	A	te
18	8/23/2019	591	\$125.00	\$100.00	09/14/19	A	te
19	8/24/2019	711	\$125.00	\$100.00	09/14/19	A	te
20							
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29							
30							

Slide notes

This report will open in excel.

Slide 37 of 50 - Open Debt Report

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

Open Debt Report [Quick Help](#)

Click **Search** to return up to 1000 Cases, oldest to newest, or enter a Demand Date range to limit the cases returned.

From Demand Date: / / To Demand Date: / /

The following are the cases with open debts as of 10/10/2020 associated to Account ID: 12345. The HIGLAS balance amounts may not reflect recent payments.

Open Debt Cases

Case ID	Employer Name	Employer TIN	Insurer Name	Insurer TIN	Bene First Name	Bene Last Name	Policy Number	Demand Letter ID	Demand Letter Date	Original Demand Amount	Current HIGLAS Balance	Current Status of Debt
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL
201117409000150	EFG Company	111222333	Humana	111222333	John	Doe	AG1234	20134323231212100	08/07/2019	\$125.00	\$100.00	DEBT REFERAL

Slide notes

You can select other reports or select the previous button to return to the Account Detail Page or Log off once you have completed this action.

Slide 38 of 50 - Go Paperless

Go Paperless

- Only Available for Account Managers (AM)
- Allows AM's to request/update paperless preferences for the selected account

Slide notes

Account Managers are able to request/update paperless preferences for the selected account from the Account Detail Page.

Slide 39 of 50 - Go Paperless Link

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

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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.

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Slide notes

Upon Login, select the account you wish to register for the Go Paperless option. From the Account Detail page, select the Go Paperless link.

Slide 40 of 50 - Opt In/Out

CMS Commercial Repayment Center Portal **COB&R**
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Go Paperless [Quick Help](#)

When the "Go Paperless" checkbox is selected, letter notification e-mails will be sent instead of hardcopy letters being mailed to the account. These e-mails will be sent to the Account Manager. The Account Designees and the individual/distribution list entered in the optional "Paperless E-mail Address" below will be copied on the notification e-mail. Individuals associated to an account that has opted in to the "Go Paperless" option are responsible for viewing all correspondence on the CRCP. These individuals must complete the ID Proofing and Multi-Factor Authentication (MFA) process and login using Multi-Factor Authentication to view the correspondence images.

The "Go Paperless" option impacts mailing to all TINs associated to this account. To verify the account's associated TINs, click the Account Settings drop-down and select the View Associated TINs link. If the associated TIN information is not correct, please contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) for assistance. EDI Representatives can be reached at: (646) 458-6740.

Please verify that the Account Manager e-mail address listed is correct. If changes are required, click the User Options drop-down and select the Update Personal Information link.

To go paperless, select the "Go Paperless" check box and, if desired, enter and re-enter the additional Paperless E-mail Address. Click Continue to confirm your request.

To update the Paperless E-mail Address for a "Go Paperless" account, enter and re-enter the e-mail address and click Continue.

To opt-out of the "Go Paperless" option, uncheck the Go Paperless check box (if checked) and click Continue.

Click Cancel to return to the previous page without updating your account settings.

Go Paperless Information	
<input checked="" type="checkbox"/> Go Paperless	Account ID:11111, COMPANY NAME
Account Manager E-mail Address:	ADDRESS@EMAIL.COM
Paperless E-mail Address:	<input type="text"/>
Re-enter Paperless E-mail Address:	<input type="text"/>

Cancel Continue

Slide notes

The Account Manager will need to select the "Go Paperless" checkbox to begin receiving letter notification emails instead of hardcopy letters being mailed to the account. These emails will be sent to the Account Manager, Account Designees and the individual entered in the option "Paperless E-mail Address" field entered on this page. These individuals must complete the ID Proofing and Multi-Factor Authentication (MFA) process and login using MFA to view the correspondence images. For more information on MFA, please complete the CRCP Multi-Factor Authentication course.

To opt-out of the "Go Paperless" option, uncheck the Go Paperless check box (if already selected) and click Continue.

Slide 41 of 50 - Go Paperless Confirmation

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

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Go Paperless Confirmation [Quick Help](#)

The Go Paperless settings associated with your Account are listed on this page. You will receive an e-mail confirming your updates. If you do not receive this confirmation e-mail, please contact an Electronic Data Interchange (EDI) Representative at (646) 458-6740.

Account ID:	11111
Company Name:	COMPANY NAME
Paperless:	The account is opted out of Go Paperless and will receive mailed letters within 5-10 business days of the Paperless Opt-Out Date.
Paperless Opt-Out Date:	5/21/2021

[Continue](#)

[Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

Slide notes

After selecting Continue, the Go Paperless Confirmation page will appear and provide the Paperless status of the account as well as the date the account was opted in, or that the account was opted out.

Click OK to return to the Account Detail page.



Slide 42 of 50 - Go Paperless Identifier

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

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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

All accounts that have opted in for the Go Paperless option can easily be identified by the Go Paperless green leaf that will appear by the account ID not only on the Account Detail Page, but also on the Account Listing Page as well.

Slide 43 of 50 - Letter Notifications

Letter Notifications

- Only Available for Account Managers
- Allows AM's to view/print "Go Paperless" letter notification emails and letters

Slide notes

Account Managers are able to view/print "Go Paperless" letter notification emails and letters from the Account Detail Page.


Slide 44 of 50 - Letter Notifications Link

The screenshot shows the CMS 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 bar includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled 'Account Detail' and shows that the selected account is '11111111 - CIGNA'. Below this, there are instructions on how to access the account and a section for 'Available Actions'. This section contains six buttons with descriptions: 'Demand Listing', 'Case Search', 'Request Letter Access', 'Go Paperless', 'Letter Notifications' (highlighted with a red border), and 'Open Debt Report'. At the bottom left, there is a 'Previous' button. A 'Quick Help' icon is located in the top right corner of the account detail section.

Slide notes


After selecting the appropriate Account ID, select the Letter Notifications link from the Account Detail page.

Slide 45 of 50 - Letter Notifications Page



Commercial Repayment Center Portal

















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



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Letter Notifications [Quick Help](#)

Letter notification e-mails issued to Account ID:1111111111 are available for the past 30 business days only. You may view letter images at any time from the Letter Activity tab of the Case Information page. Click the E-mail icon to view the letter notification e-mail. Click the View Letters link to view a list of the letters added to the account for the e-mail date and to view/print each letter image. Note: You must be logged in with Multi-Factor Authentication (MFA) to view and print the letter images.

E-mail Date		E-mail	View Letters
05/28/2021			View Letters
05/27/2021			View Letters
05/26/2021			View Letters
05/25/2021			View Letters
05/24/2021			View Letters
05/23/2021			View Letters
05/22/2021			View Letters
05/21/2021			View Letters
05/20/2021			View Letters
05/19/2021			View Letters
05/18/2021			View Letters
05/17/2021			View Letters
05/16/2021			View Letters
05/15/2021			View Letters
05/14/2021			View Letters
05/13/2021			View Letters

Slide notes

The Letter Notification page will appear. From this page, you will be able to view previous emails as well as the corresponding letters that have been issued for the selected account.

Note: All letter images can be accessed anytime from the Letter Activity Tab of the Case Information Tab. See the Case Information CBT for more information.

Slide 46 of 50 - E-mail

The screenshot shows the CMS Commercial Repayment Center Portal interface. At the top, there are navigation links for 'Skip Navigation', 'Login ID', and 'Print this page'. The main header includes the CMS logo and the COB&R logo. Below the header is a navigation menu with options like 'Home', 'User Options', 'Account Settings', etc. The main content area is titled 'Letter Notifications' and contains a table of email notifications. A red arrow points to an email icon in the table, which has opened a pop-up window showing the email content. The email is from DoNoReply@cob.cms.hhs.gov, dated Monday, May 3, 2021, and is about new correspondence on CRCP for Account ID: 111111. The email body includes a table of demand letters.

E-mail Date	E-mail	View Letters
05/28/2021		View Letters
05/27/2021		View Letters
05/26/2021		
05/25/2021		
05/24/2021		
05/23/2021		
05/22/2021		
05/21/2021		
05/20/2021		
05/19/2021		
05/18/2021		
05/17/2021		
05/16/2021		
05/15/2021		
05/14/2021		
05/13/2021		View Letters

From: DoNoReply@cob.cms.hhs.gov
 Sent: Monday, May 3, 2021
 To: <insert "To Recipient(s)">
 CC: <insert "CC Recipient(s)">
 Subject: 05/03/2021 - New Correspondence on CRCP for Account ID: 111111

Dear Account Manager,

The CRC generated new correspondence associated to the account listed below. You may view this correspondence at the following CRCP URL: <https://www.cob.cms.hhs.gov/CRCP/>.

Account ID: 1111111, United Health Care

Demand Letter ID	Case ID	Correspondence Type
86123452	#####-##-#####	Defense Decision
86123453		Medicare's Demand Letter
86123454	#####-##-#####	Notification of Decision Response
86123455	#####-##-#####	Medicare's Intent to Refer to Treasury Letter

Slide notes

By selecting the email image, the email will appear in a new window. To return to the Letter Notifications screen, close or minimize the window displaying the email. The email images will only be available for emails sent in the last 30 days.

Slide 47 of 50 - Letters for E-mail Date

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? Quick Help

Letters for E-mail Date

Account ID: 111111, PQR Company Ltd E-mail Date: 5/22/2021

All account images for the letter e-mail date are displayed on this page. If you have logged in with Multi-Factor Authentication, you will be able to view, print, and save the letters. Click the **Associated Images** link to view/print individual correspondence. To save multiple/all documents to a folder, click the Select Letter check box/Select All link. You may save up to 100 MB (megabytes) at a time. When all letters have been marked, click **Continue**. Click **Previous** to return to the Letter Notifications page. Click **Clear** to remove any sorting or filtering and restore the default display of the letters.

Clear

Select Letter	Downloaded	Demand ID	Case ID	Correspondence Type	Associated Images	Image Size
<input type="checkbox"/>	Yes	86123456	C1234560004	Defense Decision	Image1.pdf	5 MB
<input type="checkbox"/>	No	86123455	C1234560003	Medicare's Demand Letter	Image2.pdf	5 MB
<input type="checkbox"/>	Yes	86123454	C1234560002	Medicare's Intent to Refer to Treasury Letter	Image3.pdf	5 MB
<input type="checkbox"/>	No	86123453	C1234560001	Notification of Decision Response	Image4.pdf	5 MB

Select All / Deselect All

Note, download may take a few seconds after clicking Continue. Your zipped file will appear when it is ready.

Previous
Continue

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

Slide notes

The Letters for Email Date page will appear if you select the “View Letter” link on the Letter Notifications page. From this page, you can select the link in the associated images column to view the corresponding letter. The Correspondence Type column identifies the letter name alongside the Case ID column, which identifies the Case ID the letter is associated with. After viewing the letter, close or minimize the window to return to the Letter for email Date page.

Note: A new Downloaded column has been added to display “Yes” for associated paperless correspondence record(s) where a user opens an individual letter image or when the user includes the letter images in a bulk download. “No” will display if the image has not been downloaded.

Slide 48 of 50 - Course Summary

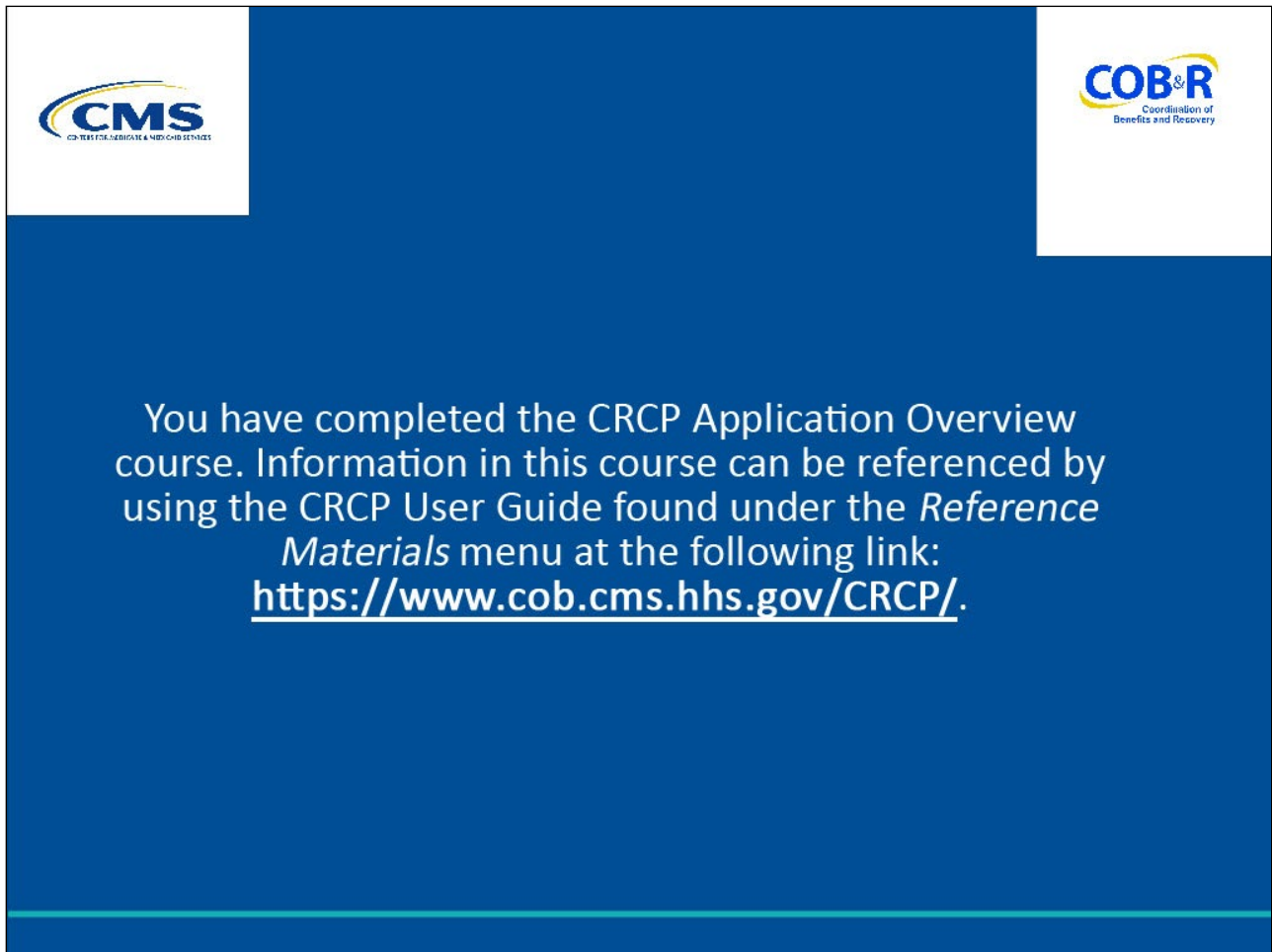
Course Summary

- CRCP Overview
 - View Demand and Case/Beneficiary Information
 - Conduct Case Searches
 - Respond to Demands
 - Initiating an Electronic Payment
 - View Open Debt Report
 - Request Go Paperless option/update preferences
 - Viewing/Printing E-mail or Letter Notifications

**Slide notes**

This course provides a brief overview of how the CRCP can be used to view case demands and case/beneficiary information, conduct case searches, respond to demands, initiate an electronic payment, view open debt reports, request the Go Paperless option, and how to View/print email or Letter Notifications. It included summary level information on how to get started using the application as well as information on general navigation guidelines.

Slide 49 of 50 - Conclusion



The slide features a dark blue background with two white boxes in the top corners. The left box contains the CMS logo (Centers for Medicare & Medicaid Services). The right box contains the COB&R logo (Coordination of Benefits and Recovery). The main text is centered in white and reads: "You have completed the CRCP Application Overview 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 Application Overview 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 50 of 50 - Survey



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 and reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/r/CRCPTtraining>."

Slide notes

If you have any questions or feedback on this material, please go to the following URL:
<https://www.surveymonkey.com/r/CRCPTtraining>.