

Electronic Payment Introduction

Slide 1 of 32 - Electronic Payment Introduction

The slide features a dark blue background with a teal circle and a white circle in the upper right. The CMS logo is in the top left, and the COB&R logo is in the top right. The main title is centered in white text. At the bottom left, there is version information and a note about the presentation's currency, with a URL provided.

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal (CRCP)

Electronic Payment

Version 3.6, 01/08/2024
Note: CMS reserves the right to modify this presentation. To ensure you have the most current version, verify that the version and date on this page match the version and date on the corresponding page of the PDF currently available on:
<http://go.cms.gov/cobro>.

Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) Electronic Payment course.

Slide 2 of 32 - 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/.](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 32 - Course Overview

Course Overview

- By the end of this course, you will know:
 - Who is authorized to make payments on the CRCP
 - How to submit electronic payments on Pay.gov
 - The types of payments accepted by Pay.gov
 - How to review a history of electronic payments



Slide notes

By the end of this course, you will know:

- Who is authorized to make payments on the CRCP
- How to submit electronic payments on Pay.gov.
- The types of payments accepted by Pay.gov.

How to review a history of electronic payments

Slide 4 of 32 - Authorized Users

Electronic Pay Authorized User

The following CRCP authorized user will be able to make full or partial electronic payments for a demand from the CRCP:

- Debtors

Slide notes

The following CRCP authorized user will be able to make full or partial electronic payments for a demand from the CRCP:

Debtors

Slide 5 of 32 - Accepted Payment Methods

Accepted Payment Methods

The following are acceptable payment methods on Pay.gov:

- Checking and Savings Account (ACH)
- Debit Card
- PayPal- must be linked to a bank account not a credit card

Slide notes

The following are acceptable payment methods on Pay.gov:

- Checking and Savings Account
- Debit Card
- PayPal - must be linked to a bank account not a credit card

Slide 6 of 32 - Login Warning Page

Slide notes

To access the CRCP, use the following link: CMS CRCP Website. The Login Warning page will appear. Click “I Accept” to continue to Login to the CRCP.

Slide 7 of 32 - Welcome to the CRCP 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

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 appear along with a section to sign into your account.

Slide 8 of 32 - 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. 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.

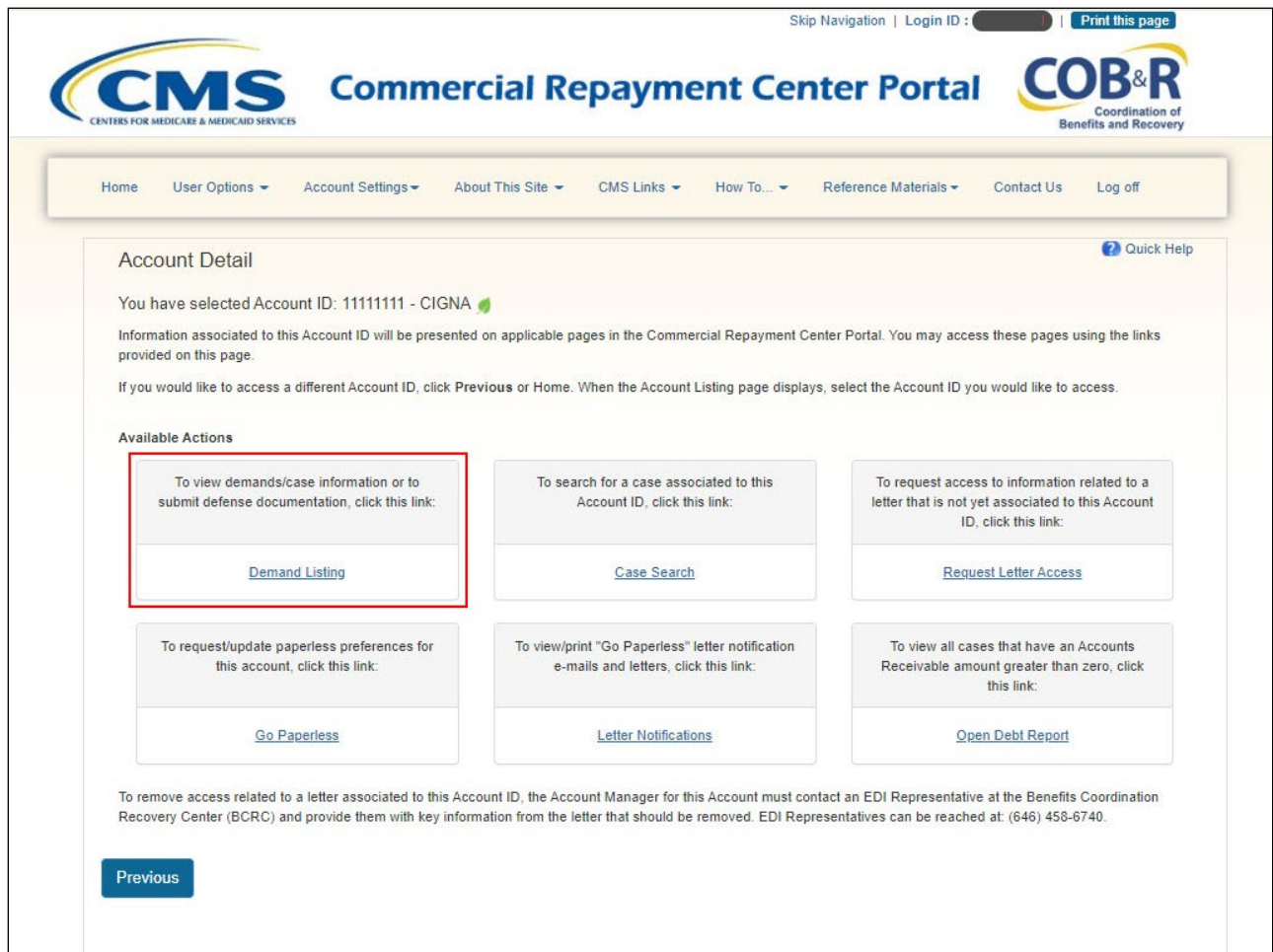
Account ID	Company Name	Associated TINs
11111111 🌿	CIGNA	View TINs Listing
22222222	United Health Care	View TINs Listing

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

Slide notes

After a successful login, the Account Listing page will appear. Select the Account ID that you would like to make a payment for.

Slide 9 of 32 - Account Detail Page



Slide notes

The Account Detail Page will appear for the selected Account ID, you can access the Demand/Case Information through the Demand Listing Link.

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

Note: The Case Search feature has been added to search for a case associated to the selected Account ID.

Slide 10 of 32 - Demand Listing Page

The screenshot shows the 'Demand Listing' page of the Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). A navigation bar includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled 'Demand Listing' and includes a 'Quick Help' link. Below the title, a paragraph explains that unresolved/open demands from the past three months are listed here. A search form is provided with fields for 'Demand Letter ID', 'Demand Letter Sent Date From', and 'Demand Letter Sent Date To', along with 'Search' and 'Clear' buttons. Below the search form, it states 'Demand Letters Issued to Companies Associated with Account ID: 111111' and 'Results Returned: 5'. A paragraph explains that beneficiaries/case IDs are listed as long as the status is open. A table titled 'Demand Listing Not Sorted' displays the following data:

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

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

Slide notes

From the Demand Listing page, you will enter the Demand Letter ID or search for the demand using a date range and click the Search button.

Slide 11 of 32 - Demand Detail Page

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

Demand Detail Quick Help

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was:		\$51,100.45	
Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12336544	Insurer TIN:	2234567897

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria, and then click Search. Once located, click the Case ID link to view detailed information for that case.

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

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

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

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

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

Slide notes

From the Demand Detail page, you will select the Make a Payment button.

Slide 12 of 32 - Make a Payment Page

Make a Payment
[Quick Help](#)

Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12338544	Insurer TIN:	2234567897

Demand Information	
Demand Letter ID:	861238547
Demand Amount:	\$1,488,188.99
Interest Rate:	10%
Last Interest Accrual Date:	01/02/12

Balance Information	
Total Remaining Principal Amount:	\$1,340,759.96
Total Remaining Interest Amount:	\$147,409.03
Total Balance Amount:	\$1,488,188.99

Note: Remaining balance amounts do not include pending payments.

Total Pending Electronic Payment Amount: \$1,147,002.43

Total Payment Amount: \$341,166.56

Select Cases

All cases have been selected by default. You can deselect cases and update case payment amounts. Select the cases for which you wish to remit payment, then select Continue.

Note: Select all cases if you wish to pay the demand in full. (That is, you do not wish to defend the inclusion or the amount of any of the individual claims that comprise the cases and wish to pay the full amount listed under Total Balance Amount). If you are making a partial payment, please be sure to upload any required supporting documentation via the Upload Defense option if you haven't already done so. Interest will continue to accrue on any unpaid balances.

Pay Select All / Deselect All	Case ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Remaining Principal Amount	Case Remaining Interest Amount	Case Balance Amount	Case Pending Electronic Payment Amount	Case Payment Amount
<input type="checkbox"/>									
<input checked="" type="checkbox"/>	201902120000001	*****0657A	Brad	Long	\$4,544.65	\$1,231.45	\$5,776.10	\$0.00	\$5,776.10
<input checked="" type="checkbox"/>	201902120000002	*****7532A	Joseph	Smith	\$10,323.87	\$2,397.43	\$12,721.30	\$0.00	\$12,721.30
<input checked="" type="checkbox"/>	201902120000003	*****0087A	Carey	Price	\$302,345.79	\$20,323.37	\$322,669.16	\$0.00	\$322,669.16
<input type="checkbox"/>	201902120000004	*****9678A	Jack	Little	\$1,023,545.65	\$123,456.78	\$1,147,002.43	\$1,147,002.43	\$0.00

Account Holder Name:

Please enter the account holder name as it appears on the account from which payment will be made.

Click Continue to verify your case selection and payment amounts prior to being transferred to the Pay.gov site. You will be able to select your payment method and complete your payment at Pay.gov. Click Cancel to return to the Demand Detail page.

Cancel
Continue

Slide notes

The Make a payment page will display all cases in the demand and select them all by default. The user can unselect specific cases they wish to exclude or Unselect All and select only specific cases.

Payment balance information amount will be visible.

The user can change the amount in the Case Payment Amount field to make a partial payment.

Once the Account Holder Name has been entered, the cases have been selected, and any changes to payment amounts completed, select Continue. You will have a chance to confirm cases and payment amounts before being transferred to Pay.gov.

Note: Certain fields on the Make a Payment page will now show data reported in real-time from Healthcare Integrated General Ledger Accounting System (HIGLAS).

Slide 13 of 32 - Payment Verification Page

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

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

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

Payment Verification [Quick Help](#)

Please review the information below for accuracy. Click **Continue** to transfer to Pay.gov with the Total Payment Amount noted. Click **Previous** to return to the Make a Payment page. Click **Cancel** to return to the Demand Detail page without saving your changes.

Payment Information	
Demand Letter ID:	861236547
Total Balance Amount:	\$1,488,168.99
Total Payment Amount:	\$341,166.56

Case ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Balance Amount	Case Payment Amount
201902120000001	*****6657A	Brad	Long	\$5,776.10	\$5,776.10
201902120000002	*****7532A	Joseph	Smith	\$12,721.30	\$12,721.30
201902120000003	*****9067A	Carey	Price	\$322,669.16	\$322,669.16

Account Holder Name: Jack Johnson

The [Help page](#) for more information about Pay.gov.

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

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

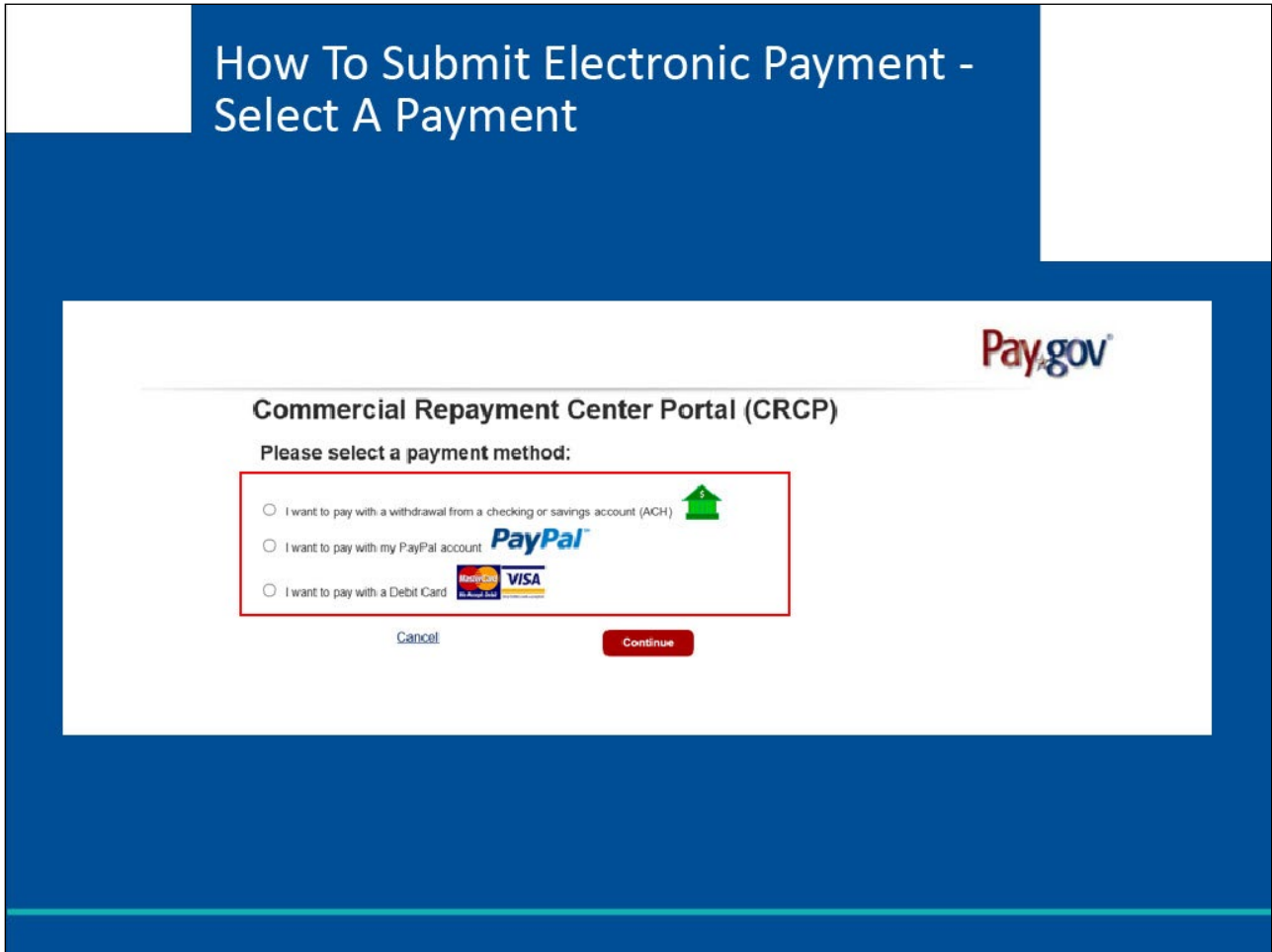
Slide notes

The Payment Verification page will display so that all information can be verified for accuracy before continuing on to complete the payment.

If you wish to discontinue the payment process, click **Cancel** to be returned to the Demand Detail Page. To edit information, click **Previous** to return to the previous page and make the appropriate changes to your payment information.

When all information has been verified, click **Continue** to access Pay.gov. and enter payment information.

Slide 14 of 32 - Submit Electronic Payment



Slide notes


The Pay.gov page will appear, and the user will select their electronic payment method by clicking the bullet next to either Checking and Savings Account, PayPal, or Debit Card payment method.

Note: PayPal users must use a PayPal account that is tied to a bank account, not a credit card.

Once the payment method has been selected, click Continue.

Slide 15 of 32 - Submit Electronic Payment

How To Submit Electronic Payment- Checking and Savings



Commercial Repayment Center Portal (CRCP)

Please enter checking or savings account information below.

* indicates required fields

Agency Tracking ID: 79570582734

Payment Amount: \$28.57

* Account Holder Name:

* Account Type:

Routing Number	Account Number	Check Number
⑆0 26 94 6 7 8 3⑆	⑆9 24 3 7 6 7 3 9 0⑆	⑆ 2 3 4⑆

* Routing Number:

* Account Number:

* Confirm Account Number:

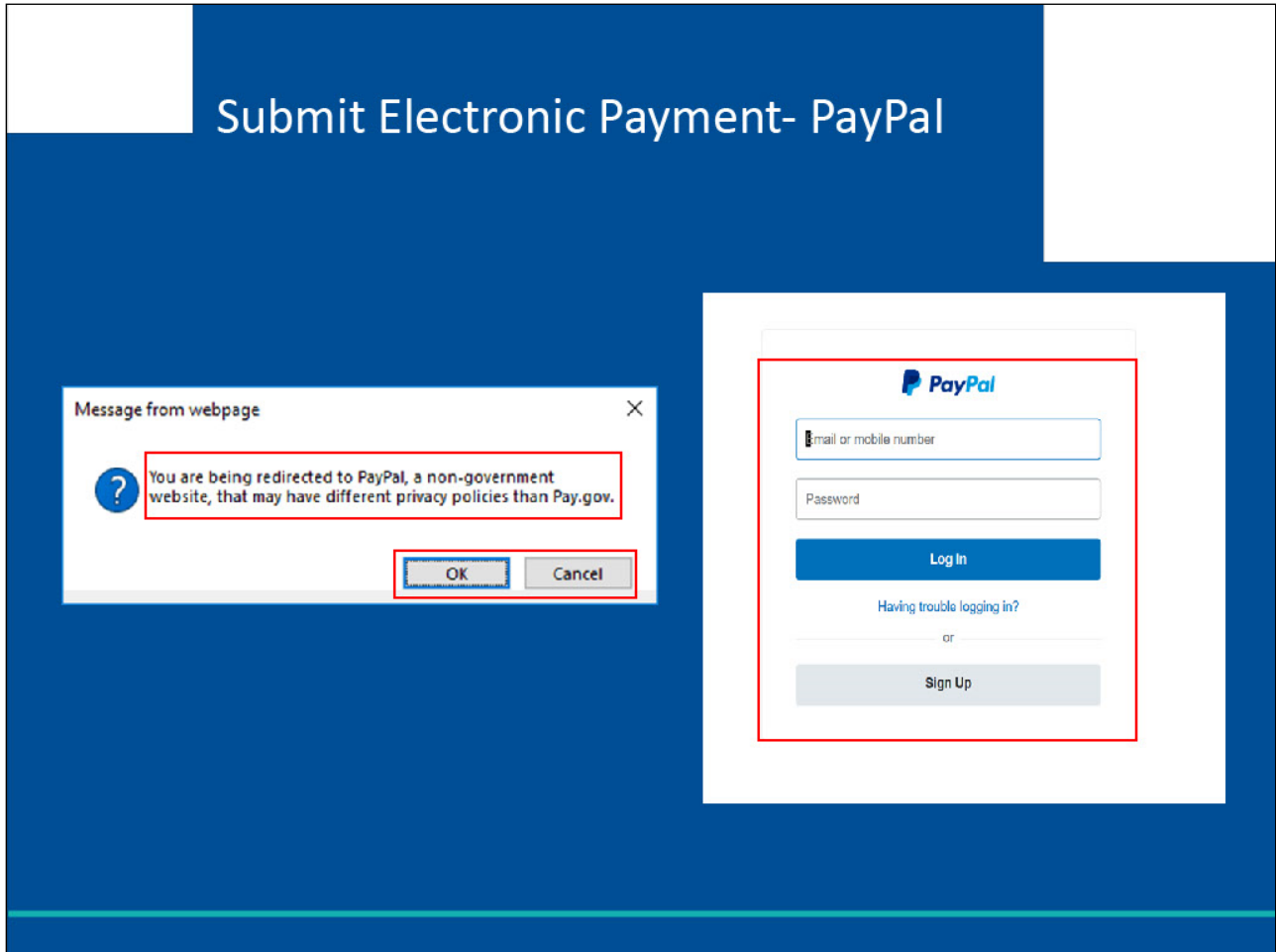
Slide notes

The Pay.gov enter payment information page will display the method selected with the payment amount previously entered in the CRCP auto-populated.

For Checking or Savings account payments, enter the required information and confirm the amount populated at this time. Click Continue if you wish to proceed, cancel to end the payment process and if you wish to change the payment method, click previous.

Note: If you enter invalid data such as an incorrect routing or bank account number, you will get an alert asking you to verify the account information and resubmit the payment. Your routing and account number can be found on the bottom of your check, or you can contact your financial institution for this information.

Slide 16 of 32 - Submit Electronic Payment

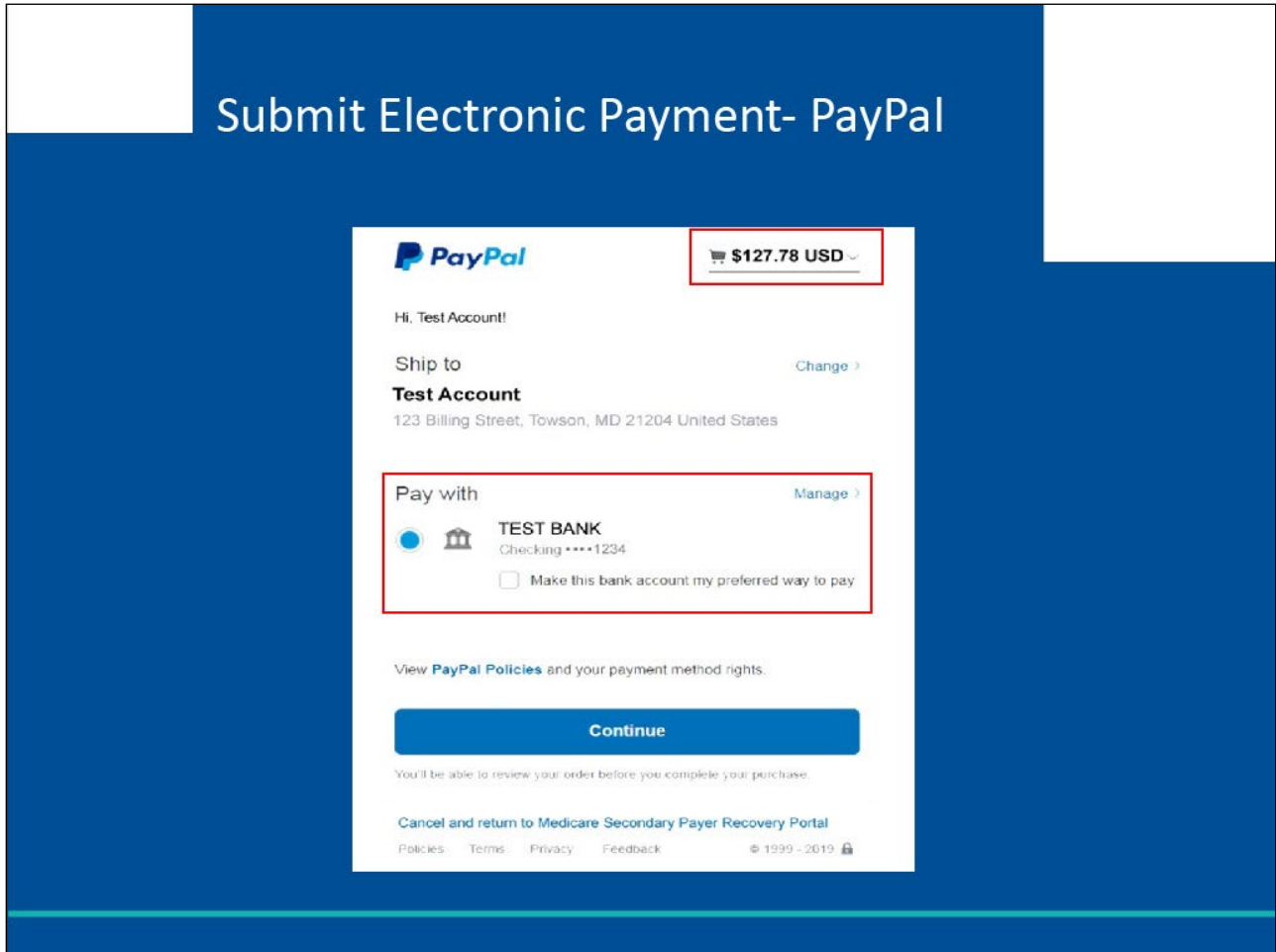


Slide notes

PayPal users will be routed to the PayPal login screen after agreeing to the message that “You are being redirected to PayPal, a non-government website, that may have different privacy policies than Pay.gov”.

If you chose the wrong option and would like to choose a different option, click Cancel.

Slide 17 of 32 - Submit Electronic Payment



Slide notes

Once you have logged into PayPal, the payment amount entered in the CRCP will be pre-filled. Please verify the amount is correct. You may only use a PayPal account that is linked to a bank account.

Credit card payments will not be accepted. To return without making a payment, click the “Cancel and return to the Medicare Secondary Payer Recovery Portal” link at the bottom of the screen.

Otherwise, select continue to proceed with your payment.

Slide 18 of 32 - Submit Electronic Payment

How To Submit Electronic Payment- Debit Card

Commercial Repayment Center Portal (CRCP)

Please provide the Debit Card Information below
* Indicates required fields

Agency Tracking ID: 79570689705

Payment Amount: \$127.78

* Country:

* Billing Address:


Billing Address 2:

* City:

State/Province:

ZIP/Postal Code:

Account Holder Name:



* Card Number:

* Expiration Date:

* Card Security Code:

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

Slide notes

For Debit Cards, again you will enter the required information and click Continue. The payment amount will be prefilled with the amount you noted on the CRCP, please verify that the amount is correct.

Note: A debit card will be declined if the maximum amount of \$24,999.99 is exceeded.


You can use the Previous link to go back to the previous Pay.gov screen or Cancel to return to the CRCP.

Slide 19 of 32 - Review and Submit Payment

Review and Submit Payment- Bank Account

Review and submit payment
* Indicates required fields

Agency Tracking ID: 87871070918
Payment Amount: \$1,000.48
Payment Method: ACH Debit
Account Holder Name: MARY JONES
Account Type: Personal Savings
Routing Number: 042000424
Account Number: *****7890

Authorization and Disclosure Statement: 

Authorization and Disclosure--Consumers and Businesses
The debit transaction(s) to which you are agreeing are handled on behalf of Federal agencies by "Pay.gov," which consists of services offered by the U.S. Treasury Department's Financial Management Service. As used in this document, "we" or "us" refers to the Financial Management Service and its agents and contractors operating Pay.gov. "You" refers to the end-user reading this document and agreeing to it prior to engaging in a debit transaction.

I. Consumers

* I agree to the Pay.gov authorization and disclosure statement.

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

Slide notes

For all transaction types, once you enter the required information and click Continue, you will be taken to a Review and Submit Payment screen.

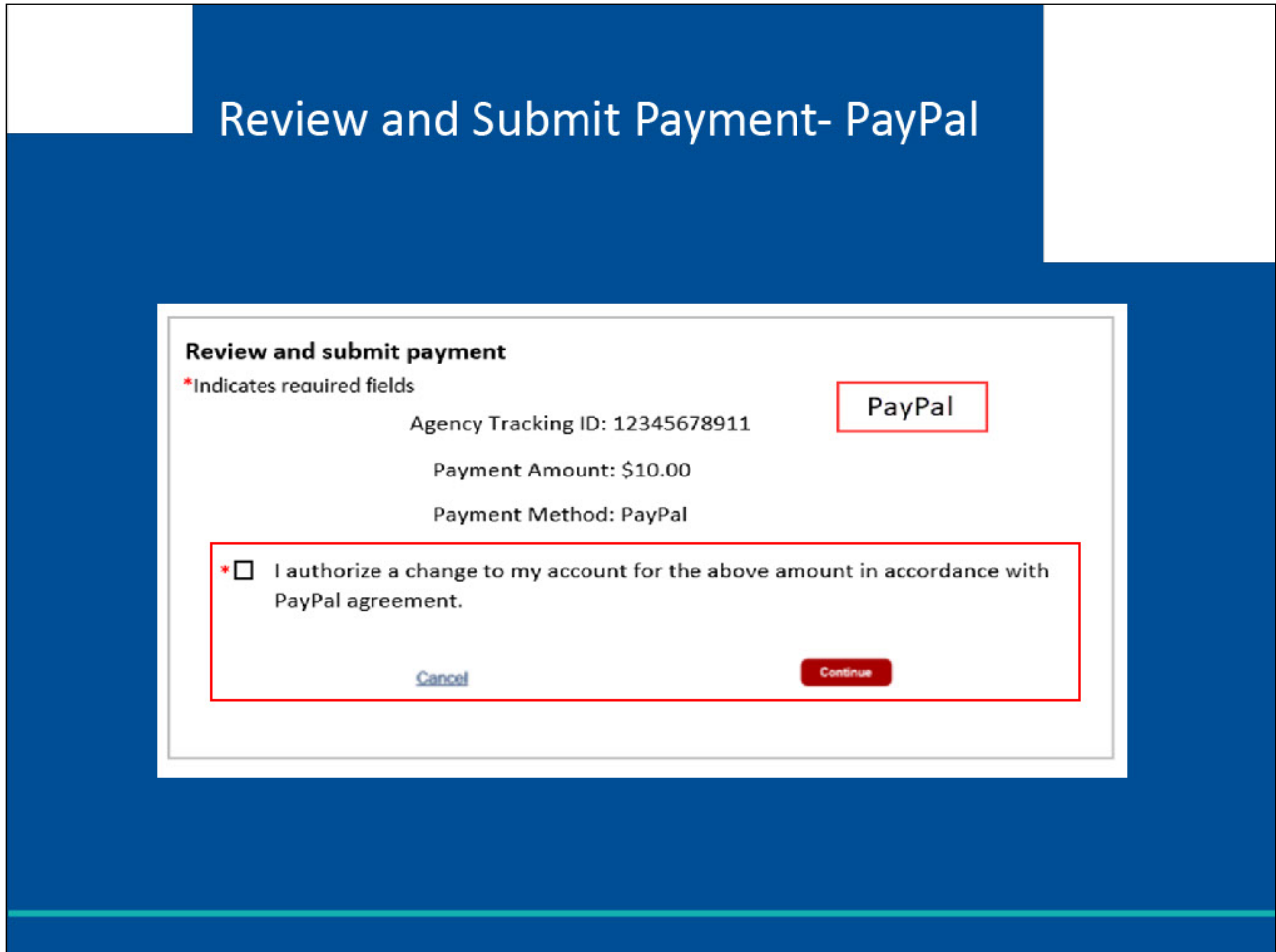
This example is for Checking and Savings payments.

You will be able to verify all information before checking the authorization check box and clicking Continue to submit the payment. If any information was entered incorrectly, you can select the Previous link to edit the entered information and then continue back to the Review page on this slide. Once you click Continue, your payment will be sent to process, and you will return to the CRCP.

If you need to discontinue the payment process for any reason, click Cancel.

Again, please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

Slide 20 of 32 - Review and Submit Payment



Slide notes

The PayPal Review and Submit Payment screen will have the same options to click Continue to submit your payment or Cancel to discontinue the payment process.

You will need to check the box prior to clicking Continue to authorize a charge to your account for the amount in accordance with your PayPal agreement.

Slide 21 of 32 - Review and Submit Payment

Review and submit payment
* indicates required fields

Agency Tracking ID: 79570669705
Payment Amount: \$127.78
Payment Method: Plastic Card
Account Holder Name: Test Account
Card Type: MASTERCARD
Card Number: *****0014
Billing Address: 123 Billing Street
Billing Address 2:
City: Towson
Country: United States
State/Province: MD
ZIP/Postal Code: 21204

I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

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

Slide notes

The Debit Card Review and Submit Page will also allow you to review the information before continuing to submit your payment. Be sure to click the authorization check box before clicking Continue.

Click Cancel to discontinue the payment process and Previous if you need to make changes before submitting.

Please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

Slide 22 of 32 - Payment Status Page

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

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

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

Payment Status [Quick Help](#)

Your payment of \$341,166.56 received on 10/16/2018 is in process. Please save or print this page for your records.

Payment Information	
Confirmation Number:	121212121212
Demand Letter ID:	861236547
Total Balance Amount:	\$1,488,168.99
Total Payment Amount:	\$341,166.56

The status of your payment can be viewed on the Case Information Electronic Payment History tab.

Case ID	Case Balance Amount	Case Payment Amount
201902120000001	\$5,776.10	\$5,776.10
201902120000002	\$12,721.30	\$12,721.30
201902120000003	\$322,669.16	\$322,669.16

Click [Continue](#) to return to the Demand Detail page.

[Continue](#)

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

Slide notes

Once back in the CRCP, the Payment Status page will appear and alert you whether the payment was submitted successfully or declined.

Slide 23 of 32 - Payment Status Page

The screenshot shows the CMS Commercial Repayment Center Portal. At the top, there are navigation links for 'Skip Navigation', 'Login', and 'Print this page'. The CMS logo is on the left, and the COB&R logo is on the right. A navigation menu below the logos includes '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 'Payment Status' and includes a 'Quick Help' link. A red box highlights the message: 'Your payment of \$341,166.56 has been declined.' Below this is a 'Payment Information' table with the following data:

Payment Information	
Confirmation Number:	121212121212
Demand Letter ID:	861236547
Total Balance Amount:	\$1,488,168.99
Total Payment Amount:	\$0.00

The status of your payment can be viewed on the Case Information Electronic Payment History tab.

Case ID	Case Balance Amount	Case Payment Amount
20190212000001	\$5,776.10	\$0.00
20190212000002	\$12,721.30	\$0.00
20190212000003	\$322,669.16	\$0.00

Click Continue to return to the Demand Detail page.

[Continue](#)

At the bottom of the page, there are links for 'CMS/HHS Vulnerability Disclosure Policy', 'Privacy Policy', 'User Agreement', and 'Adobe Acrobat'.

Slide notes

If the payment is declined, the Total Payment Amount will reflect zero dollars. Details regarding the reason for a payment being declined will not be available in the CRCP. You will need to verify that you entered the information correctly or check with your financial institution.

Selecting Continue will return you to the Demand Detail Page where you can try again.

Slide 24 of 32 - Demand Detail Page

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

Demand Detail Quick Help

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was:		\$51,100.45	
Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12336544	Insurer TIN:	2234567897

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria, and then click Search. Once located, click the Case ID link to view detailed information for that case.

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

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

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

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

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

Demand Listing
Make a Payment
Submitted Defenses

Slide notes

From the Demand Detail Page, you can select the appropriate Case ID to view the Electronic Payment History if you wish to see previous electronic payments or information on the payment just made after it has completed processing.

Slide 25 of 32 - View History of Payments

View History of Payments

Once an electronic payment has been completed, users can view the history of electronic payments from the Case Information Page.

The screenshot displays the CMS Commercial Repayment Center Portal interface. At the top, there are navigation 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 Information" and includes a "Quick Help" link. Below this, there is a disclaimer about the information displayed. The "Case Details" section is divided into four sub-sections:

- Beneficiary Information:**
 - Beneficiary Name: Joe W. Smith
 - Medicare ID: 1111110999
 - Insurance Enrollment #: 8702218678
 - Insurance Plan #: 10101111
 - Case MSP (Date of Acceptance by CMS): 11/11/2017
- Employer Information:**
 - Employer Name: Blue Cross
 - Employer TIN: 3243507500
- Insurer Information:**
 - Insurer Name: Not on File
 - Insurer TIN: Not on File
- Financial Summary:**
 - Account Receivable Date: 12/01/2017
 - Case Outstanding Balance: \$11,100.00
 - Principal Collected: \$11,100.00
 - Remaining Principal Balance Amount: \$0.00
 - Adjusted Amount: \$0.00
 - Treasury Referral Date:
- Interest Information:**
 - Total Demand Amount: \$51,100.45
 - Claim Count: 45
 - Case Demand Amount: \$7,312.50
 - Case Status: Electronic Issued
 - Date Issued: 01/02/2018
 - Interest Rate: 0.11125
 - Interest Start Date: 01/17/2018
 - Interest Accrued: \$123.45
 - Interest Collected: (\$420.07)
 - Remaining Interest Balance Amount: \$149.70
 - Balance as of Date: 03/06/2018

Slide notes

Once an electronic payment has been completed, you can view the history of electronic payments from the Case Information Page.

Slide 26 of 32 - Demand Detail Page

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

Demand Detail

Quick Help

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was:		\$51,100.45	
Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12336544	Insurer TIN:	2234567897

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria, and then click Search. Once located, click the Case ID link to view detailed information for that case.

Case ID:

Case ID Search Hint

Medicare ID:

Medicare ID Search Hint

Beneficiary Last Name:

Beneficiary Last Name Search Hint

Search

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

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

Demand Listing
Make a Payment
Submitted Defenses

Slide notes

From the Demand Detail Page, you can select the appropriate Case ID to view the Electronic Payment History if you wish to see previous payments or information on the payment just made.

Note: The Submitted Defenses button has been added to the Demand Detail page to allow users to view Defense documents that have been submitted at the Demand Level through the CRCP for the selected Demand Letter ID.

Slide 27 of 32 - Case Information Page

Case Information

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

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

[Quick Help](#)

Case Details

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

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567890

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

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

Financial Summary
Electronic Payment History
Correspondence Activity
Defense History

Remaining Principal Amount: \$2,500.00
 Remaining Interest Amount: \$0.00
 Total Remaining Balance Amount: \$2,500.00

When the payment process at Pay.gov has finalized and the Pay.gov Status is Accepted, your payment will be processed by the CRC and applied to the remaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.

Payment Date	Payment Method	Account Holder Name	Payment Amount	Pay.gov Payment Status	Pay.gov Confirmation Number	Demand Balance Status	Demand Balance Update Date
06/10/2019	ACH	Jack Johnson	\$2,500.00	Accepted	33333333	In Process	
05/01/2019	PayPal	Jack Johnson	\$1,000.00	Accepted	22222222	Complete	05/07/2019
05/01/2019	Debit Card	Jack Johnson	\$1,000.00	Declined	11111111		

Note: Only payments made electronically will display on this page. To verify if a paper check was received, please click the Correspondence Activity tab.

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

Slide notes

Once the payment process has been completed, you can access the electronic payment history from the Case Information Page. The information displayed is only related to the Case ID selected.

The Electronic Payment History tab has been added so users can track these payments.

The Status field will display “Accepted” if the payment was successful or “Declined” if the payment was unsuccessful. For payments still in process, the status will display as “Pending” and will update once the payment has been processed by the bank.

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

Slide 28 of 32 - Payment Processing Information

Payment Processing Information

- Payment processing time is 1-3 business days on average
- Processing times will vary by institution
- On your statement you will see a payment was made to “HHSCMS”

Slide notes

The average payment processing time is one to three business days. However, processing times vary by institution.

Payments will be shown on your statement as being paid to “HHSCMS”.

Slide 29 of 32 - Accepted Payment Methods

Resources

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Service.

- ◆ Pay.gov Customer Support: Open Monday through Friday 7:00 AM to 7:00 PM Eastern Time - Closed US Government Holidays
- ◆ Phone: 800-624-1373 (toll free, select Option #2)
- ◆ Email: pay.gov.clev@clev.frb.org.

For any CRCP issues, please contact EDI Department:
1-646-458-6740

Slide notes

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Service at the telephone number or email listed below.

Pay.gov Customer Support: Open Monday through Friday 7:00 AM to 7:00 PM Eastern Time - Closed US Government Holidays

Phone: 800-624-1373 (toll free, select Option #2)

Email: pay.gov.clev@clev.frb.org.

For any CRCP issues, please contact EDI Department: 1-646-458-6740

Slide 30 of 32 - Course Summary

Course Summary

- What you should know from this course...
 - Who is authorized to make payments on the CRCP
 - How to submit electronic payments on Pay.gov
 - The types of payments accepted by Pay.gov
 - How to review a history of electronic payments





Slide notes

You should now know the following:

- Who is authorized to make payments on the CRCP
- How to submit electronic payments on Pay.gov.
- The types of payments accepted by Pay.gov.

How to review a history of electronic payments

Slide 31 of 32 - Conclusion

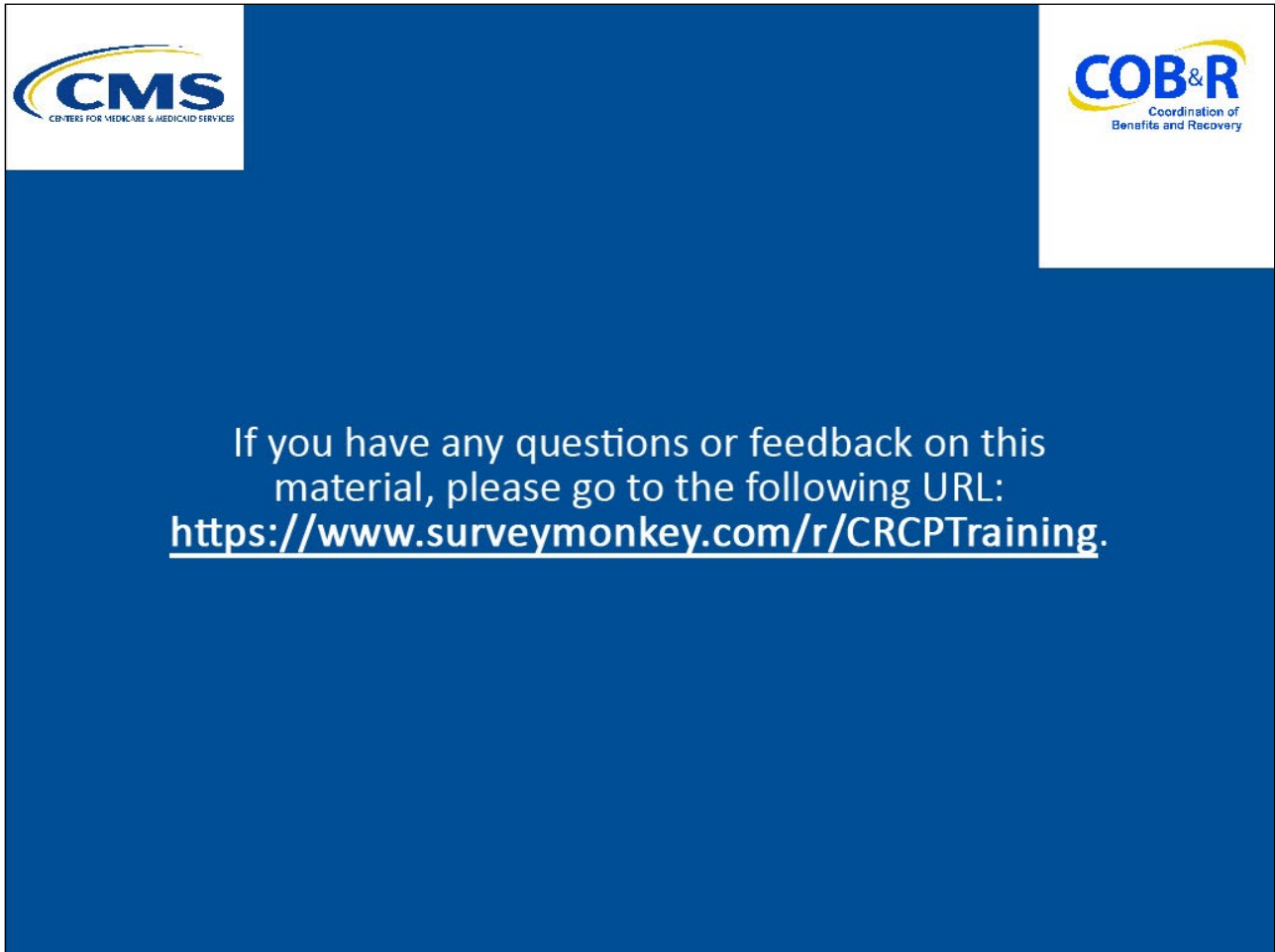


You have completed the CRCP Electronic Payment course. Information in this course can be referenced by using the CRCP User Guide found under the *Reference Materials* menu at the following link:
<https://www.cob.cms.hhs.gov/CRCP/>.

Slide notes

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

Slide 32 of 32 - CRCP Training Survey



The slide features a dark blue background. In the top left corner is the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner is the COB&R logo (Coordination of Benefits and Recovery). The main text in the center reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/r/CRCPTraining>."

Slide notes

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