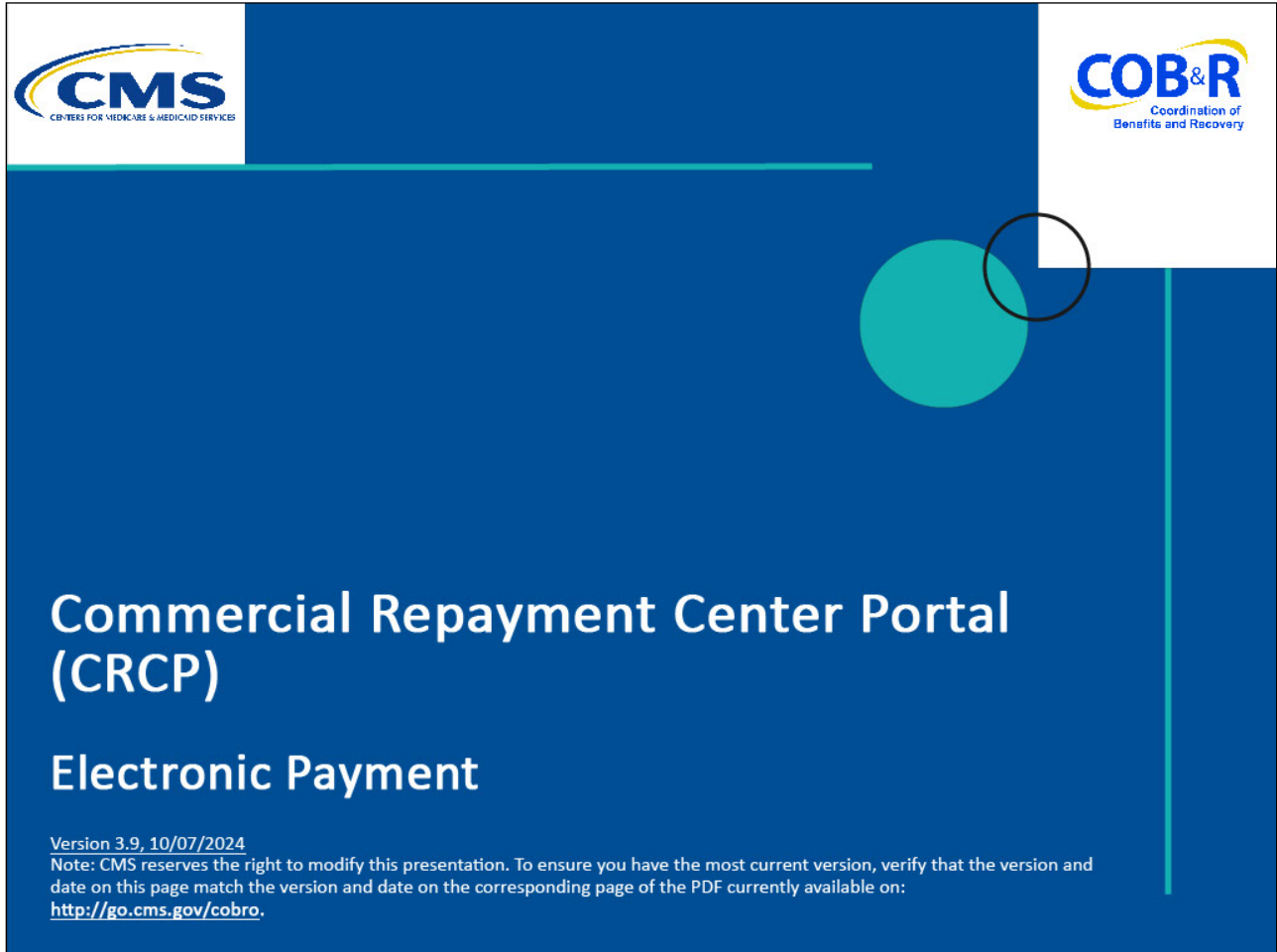


Electronic Payment

Slide 1 of 32 - Electronic Payment Introduction



The slide features a dark blue background with a large teal circle on the right side. 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 title 'Commercial Repayment Center Portal (CRCP)' is displayed in large white text, followed by 'Electronic Payment' in slightly smaller white text. At the bottom left, there is a small white box containing version information and a note about the presentation's currency, along with a URL to the CMS website.

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal (CRCP)

Electronic Payment

Version 3.9, 10/07/2024
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/>.

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: <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., and

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 <<https://www.pay.gov/public/home>>:

Checking and Savings Account,

Debit Card, and

PayPal - must be linked to a bank account not a credit card.

Slide 6 of 32 - Login Warning Page

[Print this page](#)

 **Commercial Repayment Center Portal** 

Login Warning

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

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

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

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

*You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system.

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

*Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

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

Privacy Act Statement

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

Attestation of Information

The information provided is for the use of the Commercial Repayment Center (CRC) and is not to be used for any other purpose. The information is provided for the use of the Commercial Repayment Center (CRC) and is not to be used for any other purpose.

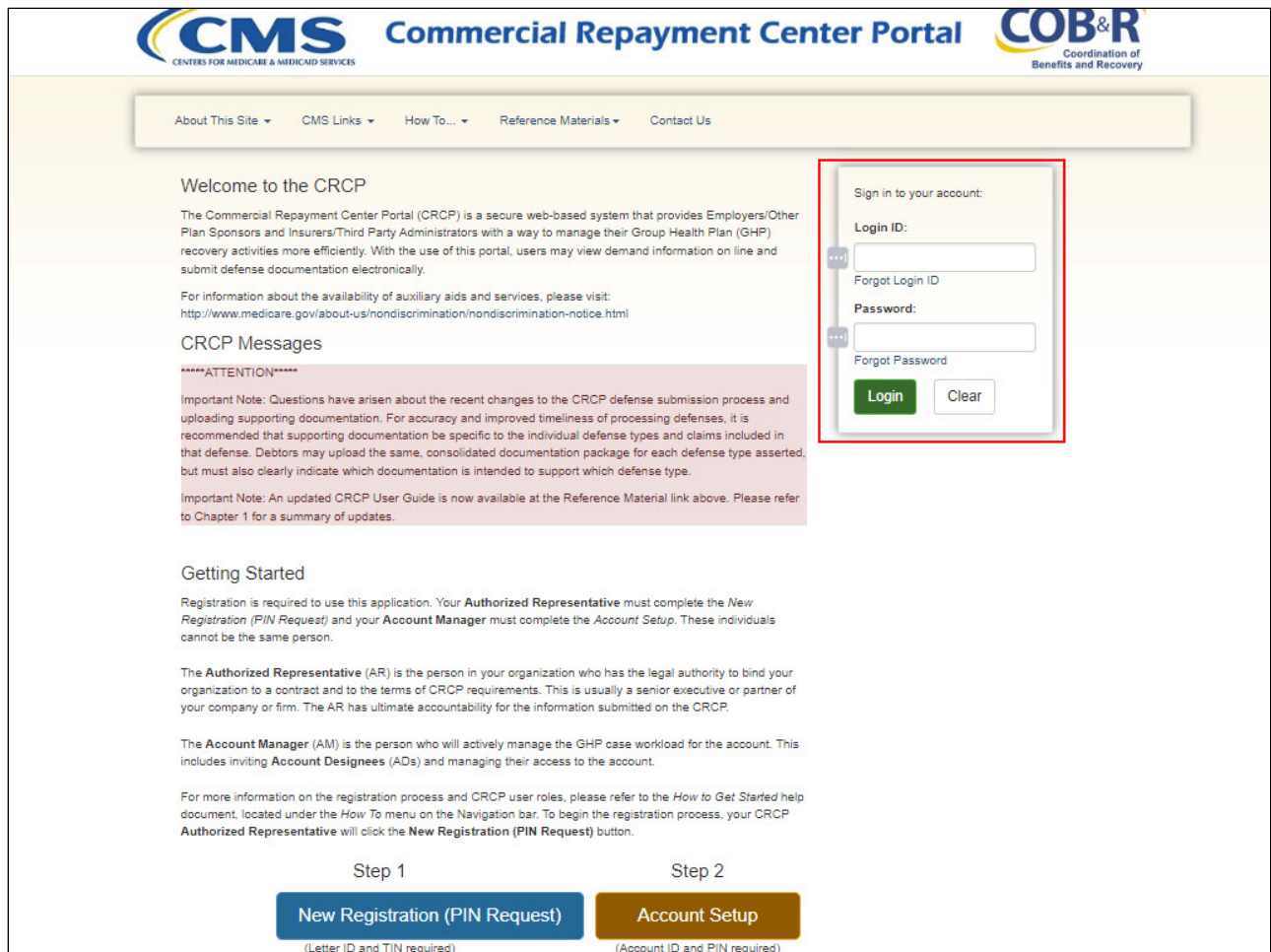
<https://www.cob.cms.hhs.gov/CRCP/>

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

Slide notes

To access the CRCP, use the following link: <https://www.cob.cms.hhs.gov/CRCP/>. 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](#)


Slide notes

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


Page 7 of 32

Slide 8 of 32 - Account Listing Page

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



Commercial Repayment Center Portal




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[User Options ▾](#)
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[CMS Links ▾](#)
[How To... ▾](#)
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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

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

Multi-Factor Authentication

Status: Initial Process

Next Step: [Getting Started](#)

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

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



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

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

**Commercial Repayment Center Portal**
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

Demand Listing


Unresolved/open demands that were issued in the past three months are listed on this page. To search for any Demand Letter ID, including a demand that has been closed, enter your criteria and then click Search.

Demand Letter ID :

Demand Letter ID Search Hint

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

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

Demand Letters Issued to Companies Associated with Account ID: 111111 

Results Returned: 5

You may view a list of Beneficiaries/Case ID's included in a Demand Letter as long as the Status is Open. To view this list, click the Demand Letter ID link for the applicable letter. If you need additional information regarding a demand that has been resolved/closed, please contact the Commercial Repayment Center at 1-855-798-2627.

Demand Listing Not Sorted				
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

[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.

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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	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 will select the Make a Payment button.

Slide 12 of 32 - Make a Payment Page

Make a Payment

Employer Name: BLUE CROSS

Employer TIN: 12338544

Insurer Name: CIGNA

Insurer TIN: 2234567897

Demand Information

Demand Letter ID: 861238547

Demand Amount: \$1,488,168.99

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: \$1,488,168.99

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	*****6657A	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	*****9087A	Carey	Price	\$302,345.79	\$20,323.37	\$322,669.16	\$0.00	\$322,669.16
<input type="checkbox"/>	201902120000004	*****5678A	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 <https://www.pay.gov/public/home>.

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).

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Slide 13 of 32 - Payment Verification Page

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

 **Commercial Repayment Center Portal** 

[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 Continue button transfers you to the Pay.gov website. Please access 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

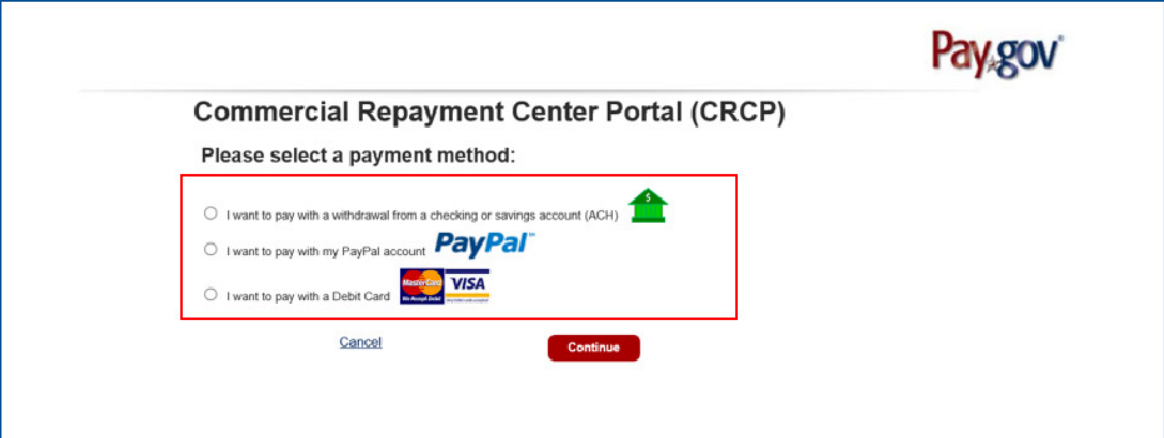
The Payment Verification page will display so that all information can be verified for accuracy before continuing on to complete the payment.

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 <https://www.pay.gov/public/home> and enter payment information.

Slide 14 of 32 - Submit Electronic Payment

How To Submit Electronic Payment - Select A Payment






The screenshot displays the Pay.gov Commercial Repayment Center Portal (CRCP) interface. At the top right is the Pay.gov logo. Below it, the title "Commercial Repayment Center Portal (CRCP)" is centered. Underneath the title, the instruction "Please select a payment method:" is followed by three radio button options, each with a corresponding icon or logo. The first option is "I want to pay with a withdrawal from a checking or savings account (ACH)" with a green house icon. The second option is "I want to pay with my PayPal account" with the PayPal logo. The third option is "I want to pay with a Debit Card" with the MasterCard and Visa logos. A red rectangular box highlights these three options. At the bottom of the selection area, there are two buttons: a blue "Cancel" link and a red "Continue" button.

Pay.gov

Commercial Repayment Center Portal (CRCP)

Please select a payment method:

- ☐ I want to pay with a withdrawal from a checking or savings account (ACH) 
- ☐ I want to pay with my PayPal account 
- ☐ I want to pay with a Debit Card 

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

Slide notes

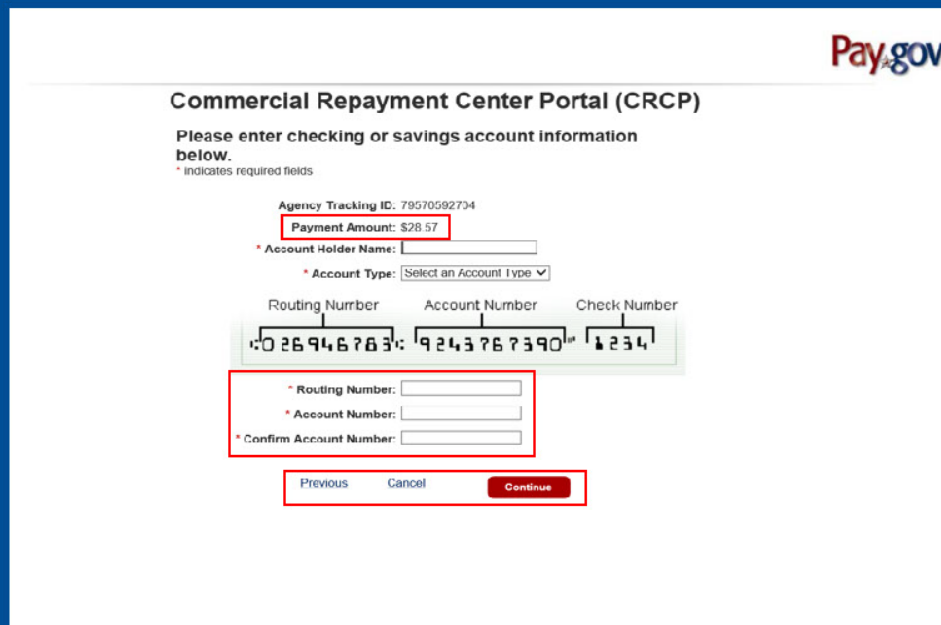
The <https://www.pay.gov/public/home> page will appear, and the user will select their electronic payment method by clicking the bullet next to either Checking and Savings Account, PayPal, or Debit Card payment method.

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



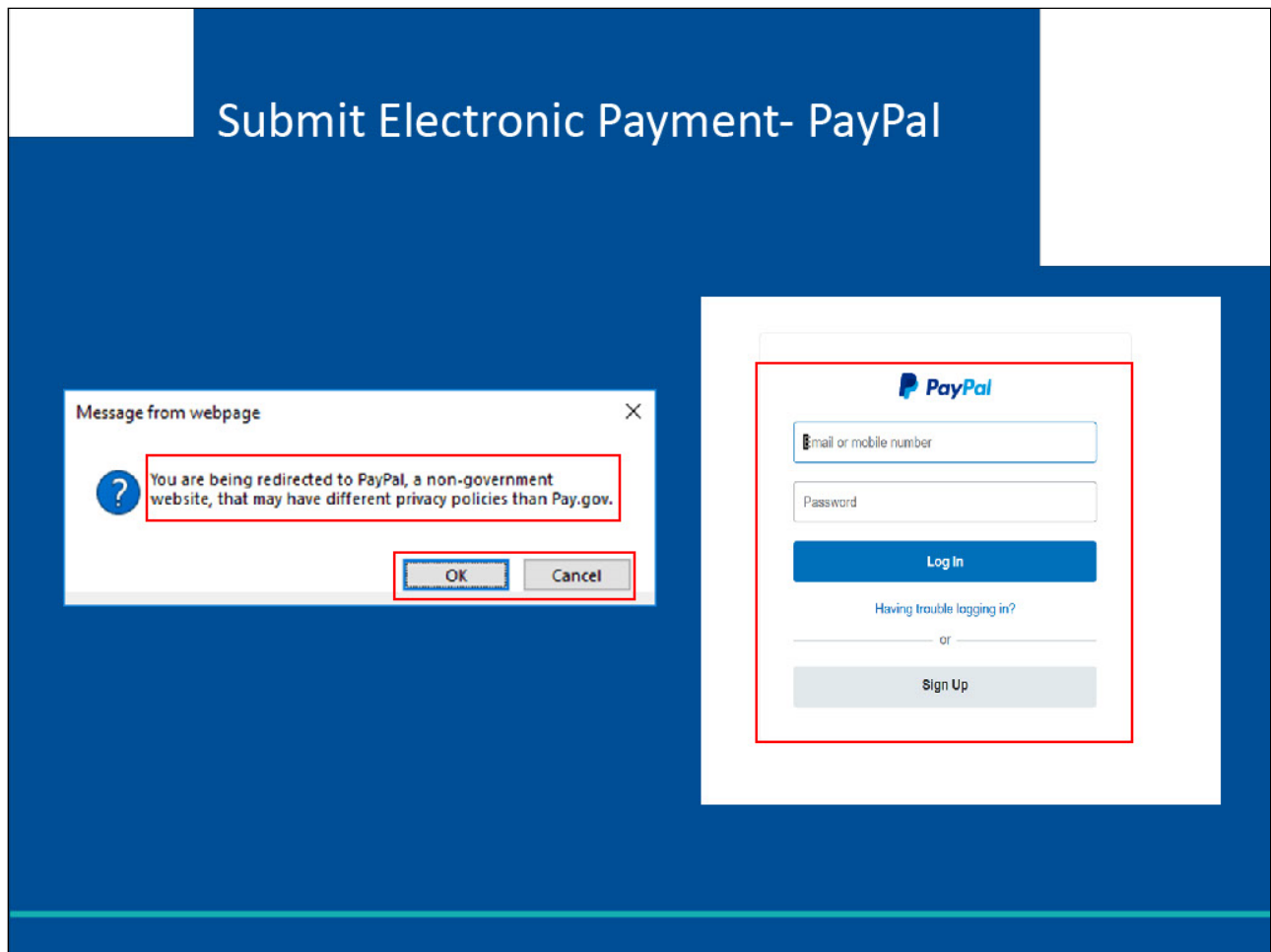
The screenshot displays the Pay.gov Commercial Repayment Center Portal (CRCP) interface. The title 'Commercial Repayment Center Portal (CRCP)' is centered at the top of the form area. Below it, the instruction 'Please enter checking or savings account information below.' is followed by a note: '* Indicates required fields'. The form contains several fields: 'Agency Tracking ID: 79570592734' (pre-filled), 'Payment Amount: \$28.57' (pre-filled and highlighted with a red box), 'Account Holder Name:' (empty text box), 'Account Type:' (dropdown menu showing 'Select an Account Type'), and three input boxes for 'Routing Number', 'Account Number', and 'Check Number'. Below these, there are three rows of asterisked fields: '* Routing Number:', '* Account Number:', and '* Confirm Account Number:', each followed by an empty text box. At the bottom of the form are three buttons: 'Previous', 'Cancel', and 'Continue' (which is highlighted with a red box). The Pay.gov logo is visible in the top right corner of the form area.

Slide notes

The Pay.gov <<https://www.pay.gov/public/home>> 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

Submit Electronic Payment- PayPal

PayPal \$127.78 USD

Hi, Test Account!

Ship to [Change](#)

Test Account
123 Billing Street, Towson, MD 21204 United States

Pay with [Manage](#)

☒ **TEST BANK**
Checking ****1234
☐ Make this bank account my preferred way to pay

View [PayPal Policies](#) and your payment method rights.

[Continue](#)

You'll be able to review your order before you complete your purchase.

[Cancel and return to Medicare Secondary Payer Recovery Portal](#)

[Policies](#) [Terms](#) [Privacy](#) [Feedback](#) © 1999 - 2019

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: 79570669705

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 <https://www.pay.gov/public/home> 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

A. Authorization

* ☒ 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 I authorize a change to my account for the above amount in accordance with PayPal agreement.' At the bottom of the white box are 'Cancel' and 'Continue' buttons."/>

Review and Submit Payment- PayPal

Review and submit payment

*Indicates required fields

Agency Tracking ID: 12345678911

Payment Amount: \$10.00

Payment Method: PayPal

* ☐ I authorize a change to my account for the above amount in accordance with PayPal agreement.

Cancel Continue

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 - Debit Card

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 : | [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](#)

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

Skip Navigation | Login | Print this page

**Commercial Repayment Center Portal**

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 has been declined.

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
201902120000001	\$5,776.10	\$0.00
201902120000002	\$12,721.30	\$0.00
201902120000003	\$322,669.16	\$0.00

Click Continue to return to the Demand Detail page.

Continue

CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | 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.

Enter slide note

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. The top navigation bar includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Refinance Materials, Contact Us, and Log Off. The main content area is titled 'Case Information' and provides details for Case ID 11111111, which is linked to Demand Letter ID 123456789. Below this, the 'Case Details' section is divided into four sub-sections: Lender Information, Borrower Information, Employee Information, and Insurer Information. The 'Financial Summary' section at the bottom provides a comprehensive overview of the account, including the Account Receivable Date, Case Outstanding Balance, Interest Rate, and various payment history metrics.

Case Details	
Lender Information	
Lender Name:	123456789
Business ID:	123456789
Insurance Group ID:	123456789
Insurance Policy ID:	123456789
Date MSP Record Accepted by CMS:	12/12/2017
Borrower Information	
Borrower Name:	123456789
Employee ID:	123456789
Employee Information	
Employee Name:	123456789
Employee ID:	123456789
Insurer Information	
Insurer Name:	123456789
Insurer ID:	123456789
Financial Summary	
Account Receivable Date:	12/01/2017
Case Outstanding Balance:	\$11,120.10
Interest Rate:	0.16125
Interest Start Date:	01/17/2018
Interest Collected:	\$1,120.10
Interest Accrued:	\$1,120.10
Remaining Principal Balance Amount:	\$8,971.40
Interest Collected:	(\$400.07)
Adjusted Amount:	\$0.00
Remaining Interest Balance Amount:	\$1,457.70
Treasury Referral Date:	
Balance as of Date:	03/06/2019

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:	12338544	Insurer TIN:	2234567897

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

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

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

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

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

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

[Demand Listing](#) [Make a Payment](#) [Submitted Defenses](#)

Slide notes

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

[Quick Help](#)

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

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

Case Details

Beneficiary Information

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

Demand Information

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

Employer Information

Employer Name:	Blue Cross
Employer TIN:	0243567899

Insurer Information

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

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
08/10/2019	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

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 <https://www.pay.gov/public/home> 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., and

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:

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

Slide 32 of 32 - CRCP Training Survey



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