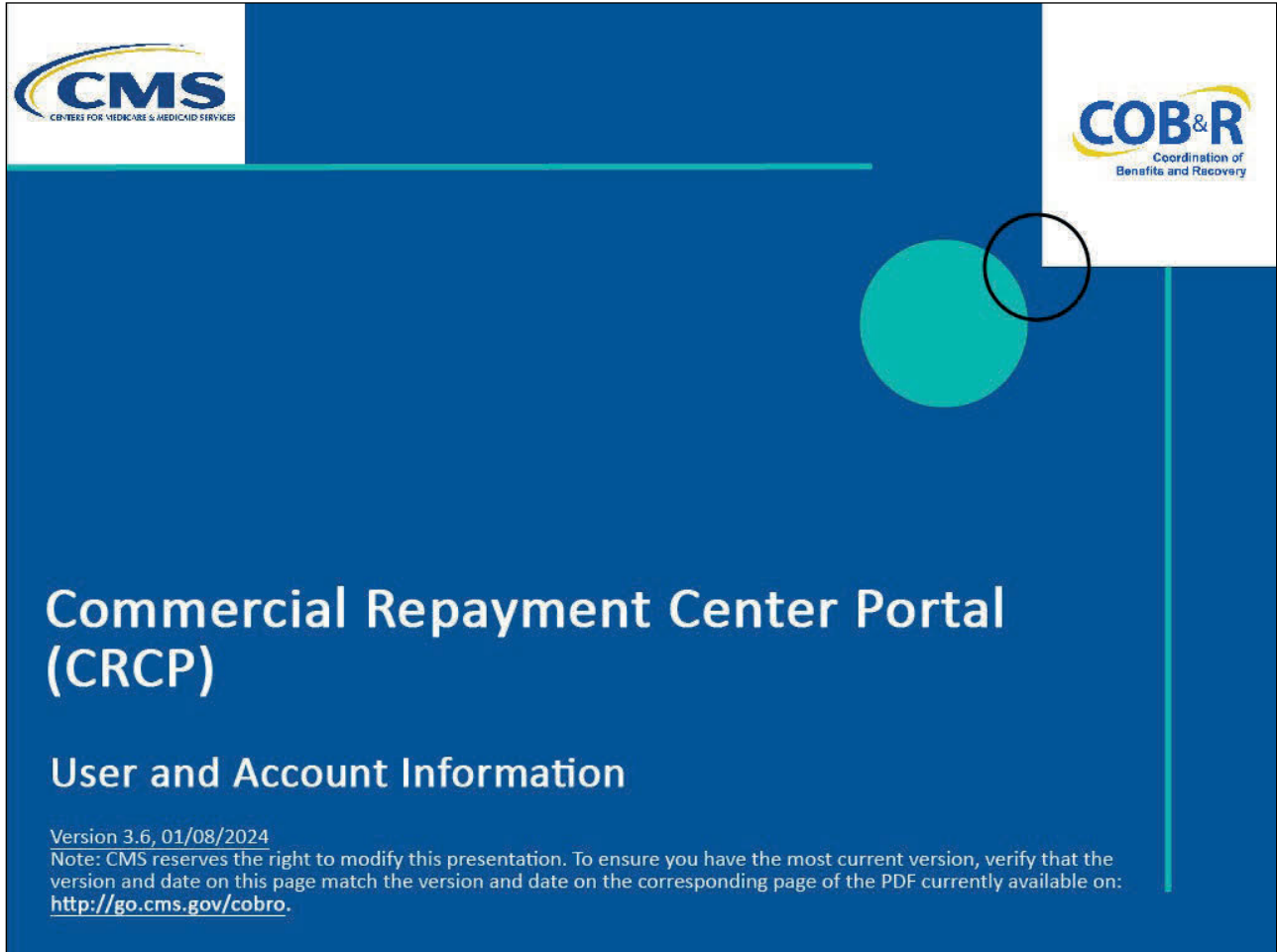


User and Account Information

Slide 1 of 28 - User and Account Information



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal (CRCP)

User and Account Information

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) User and Account Information course.

Slide 2 of 28 - 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: [CMS CRCP Website](https://www.cob.cms.hhs.gov/CRCP/).

Slide 3 of 28 - Course Overview

Course Overview

- How an Account Manager or Account Designee
 - Updates personal information
 - Changes Password
 - Retrieves a forgotten Login ID or forgotten Password
 - Views account activity and associated TINs
- How Account Manager
 - Updates Authorized Representative information

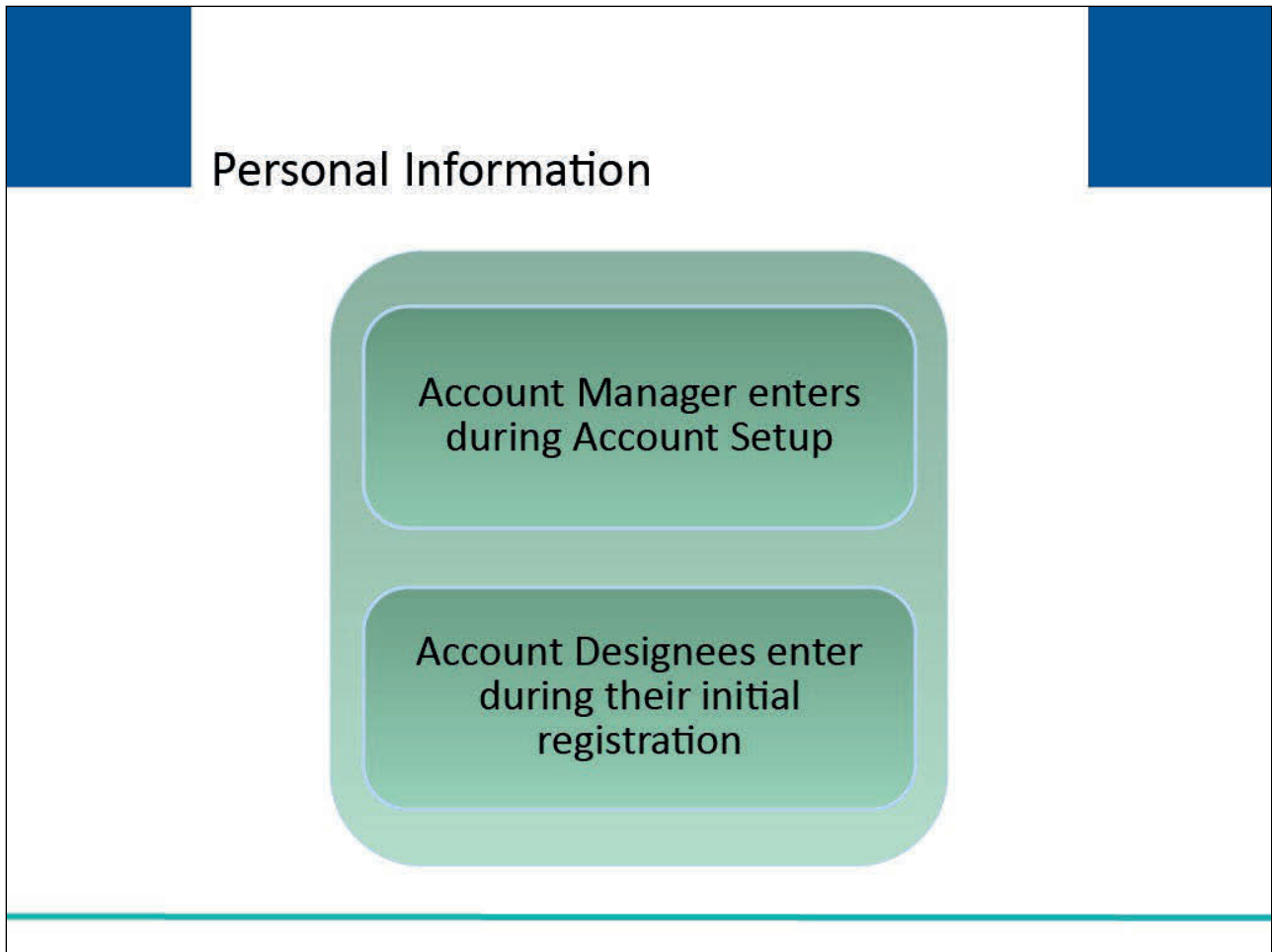


Slide notes

This course will explain how an Account Manager or Account Designee can update their personal information, change their Password, retrieve a forgotten Login ID/Password, and view account activity and associated Tax Identification Numbers (TINs).

It also will explain how an Account Manager can update Authorized Representative information.

Slide 4 of 28 - Personal Information



Slide notes

The Account Manager enters their personal information, that is, name, mailing address, phone, and email address during Account Setup. Account Designees enter their personal information during their initial registration process.

Slide 5 of 28 - Login Warning

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

Login Warning

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

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

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

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

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

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

Privacy Act Statement

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

Attestation of Information

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

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

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

Slide notes

Access the CRCP at the following link: [CRCP Website](#). The Login Warning page will appear. After reviewing the User Agreement, click “I Accept” to continue.

Slide 6 of 28 - Welcome to the CRCP

The screenshot shows the CRCP Welcome page. At the top, there is a navigation bar with links: About This Site, CMS Links, How To..., Reference Materials, and Contact Us. The main content area is titled "Welcome to the CRCP" and includes a brief description of the system, a link for auxiliary aids, and a "CRCP Messages" section with a 7/3/2023 update. Below this is a "Getting Started" section with detailed instructions on registration, defining roles like Authorized Representative and Account Manager. At the bottom, there are two buttons: "New Registration (PIN Request)" (Step 1) and "Account Setup" (Step 2). A sign-in form is positioned on the right side of the page.

Sign in to your account:

Login ID:

Forgot Login ID

Password:

Forgot Password

Login Clear

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

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

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

Slide notes

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

Slide 7 of 28 - Account Listing 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

Update Personal Information
Change Password

Account Listing

The Account IDs associated to your Login ID are listed on this page. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

You may also activate factors by clicking the Factor Required link located in the Multi-Factor Authentication box.

Multi-Factor Authentication

Status: ID Prooved
Next Step: Factor Required

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 to confirm your identity with Experian Credit Services (an outside entity). This information will not be stored on the CRCP. This process will not impact your credit score.

To use MFA services, you will be required to register for a Factor Type (**Voice Call and/or Text Message (SMS)**) as a method of receiving your security token to access the CRCP application using your MFA Login. When registering for **Voice Call**, a landline phone or mobile device may be used to receive the security token via phone call. To register for **Text Message (SMS)** you must register with a mobile phone number to receive your security token via text message. After the Factor registration, you must then activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

You will be able to activate the factor after the Next Step link has changed to **Factor Required**. To begin the ID Proofing process, click the Next Step: **Getting Started** link.

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

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

Slide notes

After a successful login, the Account Listing page appears. This page lists the accounts associated to your Login ID. To update your personal information, select Update Personal Information from the User Options drop-down menu.

Slide 8 of 28 - Update Personal Information 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

Update Personal Information [Quick Help](#)

The information currently associated with your Login ID is displayed on this page. You may update any of this information. Click **Continue** to submit your changes or click **Cancel** to transfer to the Account Listing page without submitting your changes.

An asterisk (*) indicates a required field.

Personal Information	
* First Name:	Sample First Name
MI:	M
* Last Name:	Sample Last Name
* E-mail Address:	firstname.lastname@test.com
* Re-enter E-mail Address:	firstname.lastname@test.com
* Phone:	410 - 123 - 1234 - Ext: 12345

Mailing Address	
The address listed here is your Personal Mailing Address. It will not be used to send correspondence related to the recovery case.	
* Address Line 1:	123 Main St.
Address Line 2:	
* City:	Baltimore
* State:	Maryland
* Zip Code:	21204 -

Cancel Continue

Slide notes

The Update Personal Information page will appear. All information currently associated to your Login ID is shown. Make any necessary changes. You will need to re-type your email address in Re-enter Email Address field. Click Continue to submit the updated information.

Slide 9 of 28 - Personal Information Update Confirmation Page

The screenshot shows the 'Personal Information Update Confirmation' page. 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 features a 'Quick Help' icon and a confirmation message: 'Information associated with your Login ID has been updated. You may print this page for your records. If you need to make additional changes, please access the Update Personal Information link from the User Options drop-down menu.' Below this message are two tables. The first table, titled 'Personal Information', contains fields for First Name (John), MI (M), Last Name (Walsh), Email Address (firstname.lastname@test.com), and Phone ((410) 123-1234 Ext: 12345). The second table, titled 'Mailing Address', contains fields for Address Line 1 (123 Main St), Address Line 2, City (Baltimore), State (MD), and Zip (21204). A green 'OK' button is located at the bottom left of the confirmation area. At the very 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 Personal Information Update Confirmation page will appear. This page confirms that the information associated with your Login ID has been updated.

If your Login ID is associated to any other Coordination of Benefits Secure website (COBSW) such as the Section 111 COBSW, Workers' Compensation Medicare Set-Aside Portal (WCMSAP), or the Medicare Secondary Payer Recovery Portal (MSPRP), your updated information will be reflected in those applications as well.

Click OK to return to the Account Listing page.

Slide 10 of 28 - Email Confirmation

Email Confirmation

- CRCP sends email confirming that personal information was updated
- Contact an EDI Representative if you did not initiate the update
 - EDI Representative phone: (646) 458-6740
- Confirmation will be sent to old email address if email address was changed

**Slide notes**

The CRCP sends you an email message confirming that your personal information was updated. If you did not initiate the update, contact an Electronic Data Interchange or (EDI) Representative by phone at: (646) 458-6740.

Note: If you modified your email address, the CRCP will send the notification email to your old email address.

Slide 11 of 28 - Account Listing 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

Update Personal Information
Change Password

Account Listing

The Account IDs associated to your Login ID are listed on this page. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

You may also activate factors by clicking the Factor Required link located in the Multi-Factor Authentication box.

Multi-Factor Authentication

Status: ID Prooved
Next Step: Factor Required

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 to confirm your identity with Experian Credit Services (an outside entity). This information will not be stored on the CRCP. This process will not impact your credit score.

To use MFA services, you will be required to register for a Factor Type (**Voice Call and/or Text Message (SMS)**) as a method of receiving your security token to access the CRCP application using your MFA Login. When registering for **Voice Call**, a landline phone or mobile device may be used to receive the security token via phone call. To register for **Text Message (SMS)** you must register with a mobile phone number to receive your security token via text message. After the Factor registration, you must then activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

You will be able to activate the factor after the Next Step link has changed to **Factor Required**. To begin the ID Proofing process, click the Next Step: **Getting Started** link.

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

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

Slide notes

During your initial registration, you created a Password that is used as part of the CRCP login process. This Password must be changed every 60 days. To initiate this change, go to the Account Listing page and select Change Password from the User Options drop-down menu.

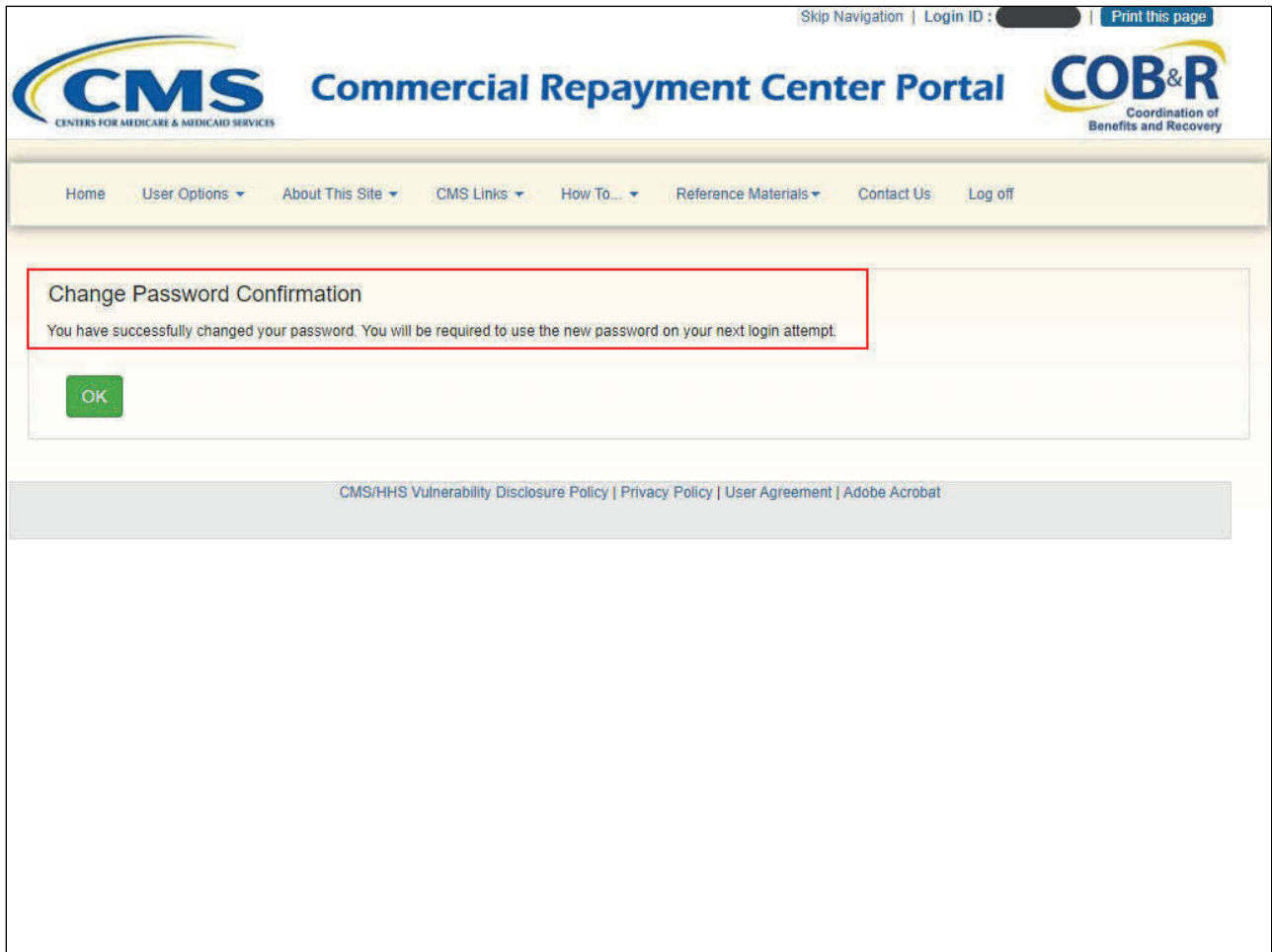
Slide 12 of 28 - Change Password Page

The screenshot shows the 'Change Password' page of the CMS 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, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. A 'Skip Navigation' link and a 'Login ID' field are also present. The main content area is titled 'Change Password' and includes a 'Quick Help' link. Below the title, it instructs users to 'Choose your password carefully' and lists several password requirements: must be changed every 60 days, at least 8 characters long, contain one upper-case letter, one lower-case letter, one number, and one special character, contain a minimum of four changed characters from the previous password, cannot be changed more than once per day, must be different from the previous 24 passwords, and cannot contain a reserved word. A red box highlights the input fields: 'Enter your Current or Temporary password:', 'Enter your new Password:', and 'Re-enter your new Password:'. Each field has a 'Show/Hide' icon. Below the fields are 'Cancel' and 'Continue' buttons. At the bottom, there are links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

Slide notes

The Change Password page will appear. You are required to enter your current or temporary Password once and new Password twice. Your new Password must conform to the guidelines listed on this slide. Once you have entered the required information, click Continue.

Slide 13 of 28 - Change Password Confirmation Page



Slide notes

The Change Password Confirmation page appears indicating that the password has been changed. You will be required to use your new password the next time you login.

Remember, when you change your password in the CRCP, the password will be changed in all applications that you currently have access to (e.g., the Section 111 COBSW, WCMSAP, and the MSPRP) and will need to be used the next time you login.

Slide 14 of 28 - Welcome to the CRCP Page

The screenshot shows the CRCP Welcome page. At the top, there is a navigation bar with links: About This Site, CMS Links, How To..., Reference Materials, and Contact Us. The main content area is titled "Welcome to the CRCP" and includes a brief description of the system, a link for information on auxiliary aids, and a "CRCP Messages" section with a 7/3/2023 update. Below this is a "Getting Started" section with detailed instructions on registration, defining roles for Authorized Representative (AR) and Account Manager (AM), and a link to a "How to Get Started" help document. At the bottom, there are two registration steps: "Step 1: New Registration (PIN Request)" and "Step 2: Account Setup". On the right side, there is a sign-in form with fields for "Login ID" and "Password", each with a "Forgot" link. The "Forgot Login ID" and "Forgot Password" links are highlighted with red boxes in the image. The footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

Slide notes

If you have forgotten your Login ID or Password, select the Forgot Login ID or Forgot Password link on the Welcome to the CRCP page.

You will be asked to provide your email address or Login ID (as applicable) and answer the security questions you selected during registration to reactivate your account. If you successfully complete these questions, you will receive an email with your Login ID or temporary Password, as applicable.

If you are unable to answer these questions or you do not receive an email within 24 hours, contact an EDI Representative for assistance. EDI Representatives are available at: (646) 458-6740.

Note: To provide increased user security, additional security questions have been added to the Forgot Login ID and Forgot Password pages. Three preliminary questions linked to your personal registration information will appear prior to your security questions.

Slide 15 of 28 - View Account Activity

The screenshot displays a user interface titled "View Account Activity". Below the title is a light blue box containing the heading "Activities tracked and recorded on an account". Underneath this heading is a vertical list of six light blue rectangular buttons, each containing a specific activity name: "PIN Request", "Account Setup", "Request Letter Access", "Opting In and Out of Go Paperless", "Requesting an Open Debt Report", and "Defenses Submitted".

Slide notes

The Account Manager and Account Designee may view a history of specific activities that were performed on an account. The activities that are tracked and recorded on the CRCP are:

- PIN Request,
- Account Setup,
- Request Letter Access,
- Opting In and Out of Go Paperless,
- Requesting an Open Debt Report, and
- Defenses Submitted.

Slide 16 of 28 - Account Listing Page

Account Listing Quick Help

The Account IDs associated to your Login ID are listed on this page. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

You may also activate factors by clicking the Factor Required link located in the Multi-Factor Authentication box.

Multi-Factor Authentication

Status: **ID Prooved**
Next Step: Factor Required

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 to confirm your identity with Experian Credit Services (an outside entity). This information will not be stored on the CRCP. This process will not impact your credit score.

To use MFA services, you will be required to register for a Factor Type (**Voice Call and/or Text Message (SMS)**) as a method of receiving your security token to access the CRCP application using your MFA Login. When registering for **Voice Call**, a landline phone or mobile device may be used to receive the security token via phone call. To register for **Text Message (SMS)** you must register with a mobile phone number to receive your security token via text message. After the Factor registration, you must then activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

You will be able to activate the factor after the Next Step link has changed to **Factor Required**. To begin the ID Proofing process, click the Next Step: **Getting Started** link.

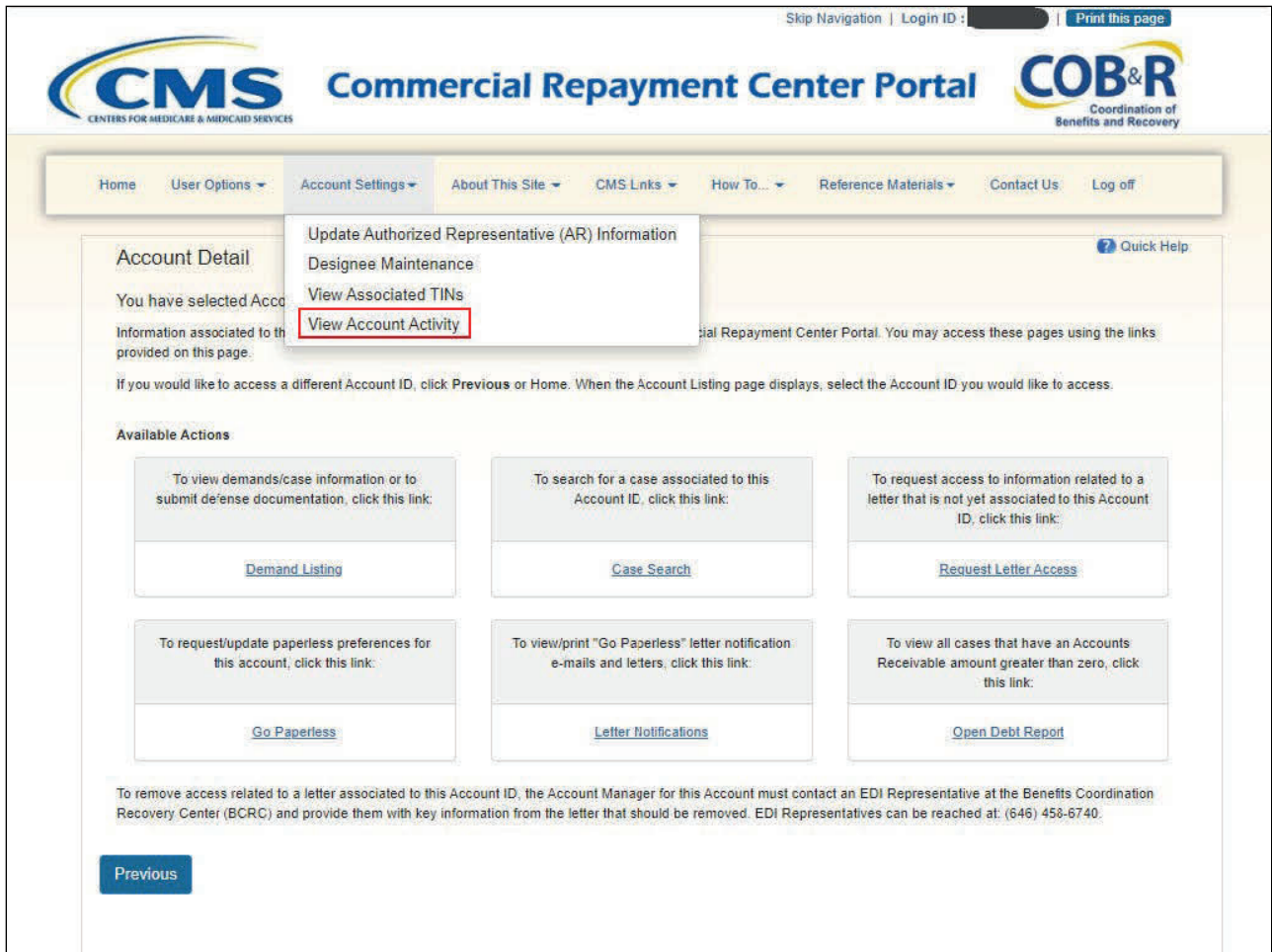
Account ID	Company Name	Associated TINs
111111111	CIGNA	View TINs Listing
222222222	United Health Care	View TINs Listing

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

Slide notes

To view account activity, go to the Account Listing page, select the Account ID link for the account you want to view.

Slide 17 of 28 - Account Detail Page



Slide notes

When the Account Detail page appears, select View Account Activity from the Account Settings drop-down menu.

Note: The Case Search link has been added to allow users to search for a case associated with the selected Account ID. Also, the Open Debt Report, Go Paperless, and Letter Notifications hyperlinks and associated text is only available for Account Managers.

Slide 18 of 28 - Account Activity 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

Account Activity Quick Help

The Commercial Repayment Center Portal (CRCP) maintains a record of certain activities related to your account. The activities listed on this page have been logged for Account ID: 11111111. Please review this information and report any discrepancies to an EDI Representative at (646) 458-6740.

Activity Date	Activity Description	Letter ID	Login ID	Case ID	Defense Type
01/05/2022	Defense Submitted on the CRCP	123456789	GH111GH	202211234567891	EMP
03/11/2021	Opted Out of Go Paperless		GH111GH		
02/01/2021	Opted In to Go Paperless		GH111GH		
10/20/2020	Requested an Open Debt report		GHH555GH		
03/11/2021	Opted Out of Go Paperless		GH111GH		
02/01/2021	Opted In to Go Paperless		GH111GH		
10/20/2020	Requested an Open Debt report		GHH555GH		
08/12/2014	PIN Request	123456789	GHH		
07/15/2014	Account Setup	123456789	GH222GH		
07/12/2014	PIN Request	861125441	GH333GH		
03/11/2014	Requested Letter Access	123456789	GH111GH		

[Continue](#)

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

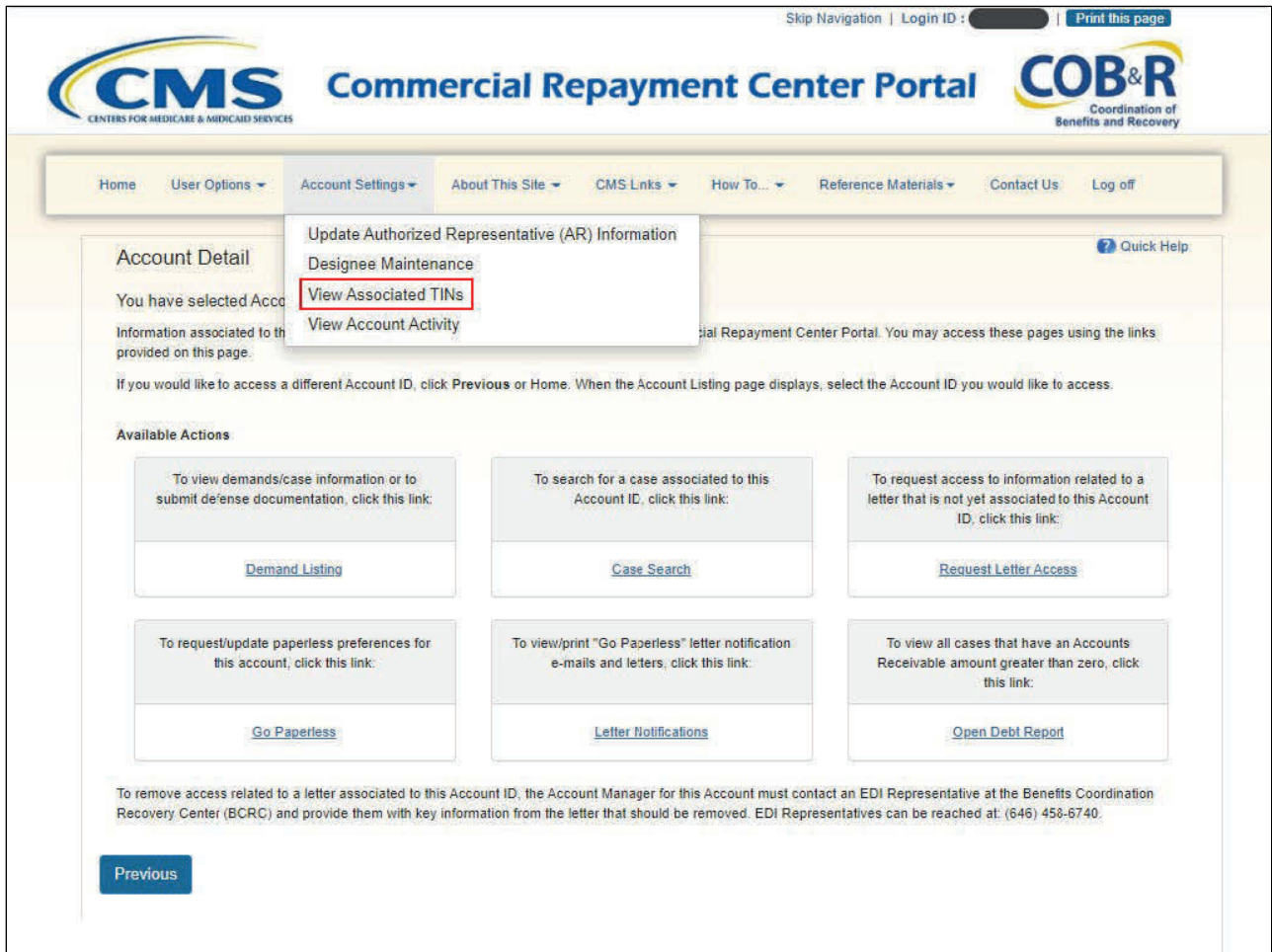
Slide notes

The Account Activity page will appear. This page shows the date and description of the activity; the Letter ID on which the activity occurred; and the Login ID of the CRCP user who performed the activity. Note: The Letter ID field is blank for the following activities: PIN Request and Account Setup.

Please report any discrepancies to an EDI Representative. EDI Representatives are available at: (646) 458-6740.

After you have reviewed the account activity, click Continue to return to the Account Detail page.

Slide 19 of 28 - Account Detail Page



Slide notes

From the Account Detail page, you can also view the TINs that are associated to your account. Select View Associated TINs from the Account Settings drop-down menu.

Slide 20 of 28 - TINs Associated to Account ID Page

The screenshot shows the 'TINs Associated to Account ID' page. 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, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled 'TINs Associated to Account ID' and includes a 'Quick Help' link. Below the title, a message states: 'The Tax Identification Numbers (TINs) listed on this page are associated to Account ID: 111111111 - CIGNA.' A table follows with two columns: 'Associated TINs' and 'Company Name'. The table contains four rows, each with a TIN and 'ABC Pvt. Ltd.'. A 'Previous' button is located below the table. 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.

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

Slide notes

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

Additional TINs may be associated to your account when a CRCP user completes the Request Letter Access process. Use the View Activity function, as described above, for details on any requests for letter access that were made for the account. Please report any discrepancies to an EDI Representative.

EDI Representatives are available at: (646) 458-6740. After you have reviewed the TINs, click Previous to return to the Account Listing page.

Slide 21 of 28 - Update Authorized Representative Information

The slide features a title 'Update Authorized Representative Information' at the top. Below the title is a large light-blue box with a dark-blue border. Inside this box, the text 'Authorized Representative' is centered at the top. Below this title are three stacked, light-blue rectangular boxes with dark-blue borders, each containing a point:

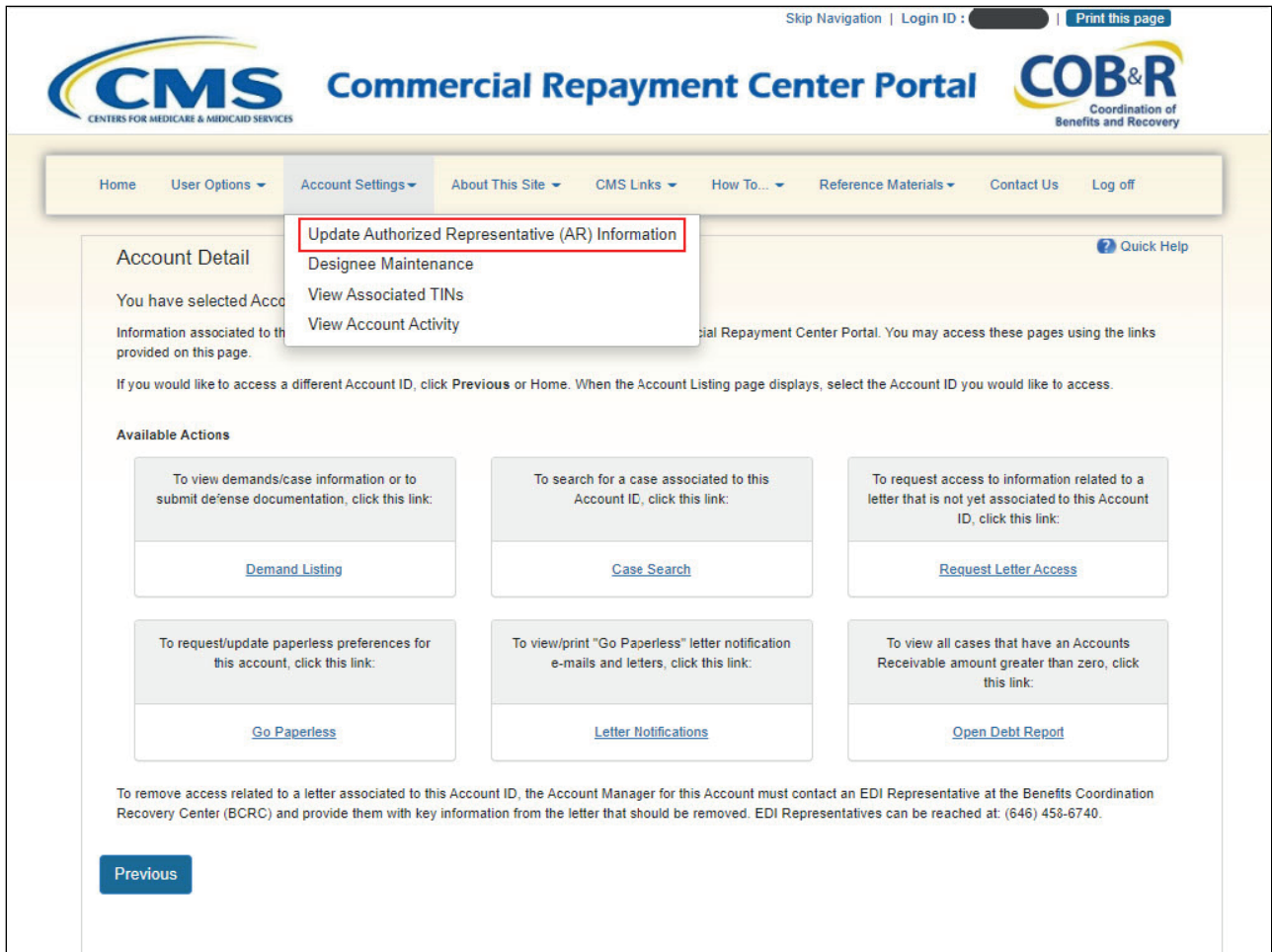
- Assigned during New Registration (PIN Request)
- Legal authority to bind company to contract
- Can be replaced by Account Manager after New Registration (PIN Request) is complete, if needed

Slide notes

The Authorized Representative is identified and assigned to an account during the New Registration (PIN Request), that is, the first step of registering and setting up a new CRCP account. This individual has the legal authority to bind the company to the contract and the terms of CRCP requirements and processing.

If the person named as the Authorized Representative needs to be replaced after the New Registration (PIN Request) has been completed, the Account Manager can make the change on the CRCP.

Slide 22 of 28 - Account Detail Page



Slide notes

To view or update the Authorized Representative’s information, the Account Manager selects Update Authorized Representative (AR) Information from the Account Settings drop-down menu on the Account Detail page.

Slide 23 of 28 - Authorized Representative Information Page

The screenshot displays the 'Authorized Representative (AR) Information' page. 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. A 'Skip Navigation' link and a 'Login ID' field are also present. The main content area features a title 'Authorized Representative (AR) Information' with a 'Quick Help' icon. Below the title is a text block explaining that the AR is associated with Account ID: 111111111 - CIGNA and that users can edit the information or return to the Account Detail page. A table displays the AR's details: First Name (John), MI (K), Last Name (Walsh), AR Title (Chief Executive Officer), E-mail Address (aremailaddress@company.com), Phone (123 - 456 - 789 Ext: 1098), and Fax (321 - 654 - 987). An 'Edit' button is highlighted with a red box. At the bottom of the form are 'Cancel' and 'Continue' buttons. A footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

Slide notes

The Update Authorized Representative (AR) Information page will appear. The personal information previously entered for the Authorized Representative is shown and is open for editing by selecting the Edit button on the far, right side.

Slide 24 of 28 - Update Authorized Representative Information 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

Update Authorized Representative (AR) Information [Quick Help](#)

The Authorized Representative listed on this page is associated to Account ID:111111 - CIGNA.

You may edit any information on this page. When you have completed your updates, click **Continue** to submit the changes. To return to the Account Detail page without making any changes, click **Cancel**.

An asterisk (*) indicates a required field.

Authorized Representative Information	
* First Name:	John
MI:	K
* Last Name:	Walsh
* Title:	Chief Executive Officer
* E-mail Address:	aremailaddress@company.com
* Re-enter E-mail Address:	
* Phone:	123 - 456 - 789 Ext 1098
Fax:	321 - 654 - 987

Cancel **Continue**

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

Slide notes

Revise the information as needed. You will be required to re-enter the Authorized Representative's Email Address. Click Continue when you are done.

Slide 25 of 28 - Update Authorized Representative Information Confirmation 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

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Update Authorized Representative (AR) Information Confirmation [Quick Help](#)

The Authorized Representative information has been updated. Click **OK** to return to the Account Detail page. You may print this page for your records.

Update Authorized Representative (AR) Information Confirmation					
First Name:	John	MI:	M	Last Name:	Walsh
Title:	Chief Executive Officer				
E-mail Address:	aremailaddress@company.com				
Phone:	(123) 456-4567 Ext: 1234				
Fax:	(123) 456-4567				

[OK](#)

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Slide notes

The Authorized Representative’s personal information is updated and the Update Authorized Representative (AR) Information Confirmation page displays. Click OK to return to the Account Detail page. The CRCP will send an email to the Account Manager to notify them that the information was updated.

Slide 26 of 28 - Course Summary

Course Summary



- How an Account Manager or Account Designee
 - Updates personal information
 - Changes Password
 - Retrieves a forgotten Login ID or forgotten Password
 - Views account activity and associated TINs
- How Account Manager
 - Updates Authorized Representative information



Slide notes

This course explained how an Account Manager or Account Designee can update their personal information, change their Password, retrieve a forgotten Login ID/Password and view account activity and associated Tax Identification Numbers (TINs).

It also explained how an Account Manager can update Authorized Representative information.

Slide 27 of 28 - User and Account information Conclusion

You have completed the CRCP User and Account Information 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 User and Account Information 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 28 of 28 - CRCP Training Survey



The slide features a 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 central text reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/r/CRCPTraining>." Below the text is an illustration of a laptop displaying a "TRAINING SURVEY" form with two checked boxes.

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).