

# Commercial Repayment Center Portal (CRCP) High Level Overview



## **CRCP Overview**

- Benefits of using CRCP
- How to get started using the application
- Basic CRCP Functions
- Future Enhancements
- Additional Resources



# Benefits of using CRCP

- Web based application
- Self-service tool for exchange of information between CRC and GHP debtors
  - Employers/Other Plan Sponsors
  - Insurers
  - Third Party Administrator (TPA)



# Benefits of using CRCP, continued

- View demand information and submit documented defense information
- View and track demand information (including financial data, defense status, and correspondence history)



### View Demand Letter Information

- All demands
  - Demand letter ID, letter date and status
- Open demands
  - Original demand amount, employer name and TIN, and insurer name and TIN
  - Beneficiaries included in the demand letter
    - Masked Medicare ID, beneficiary name, original case amount and case status



# Upload Valid Defense Documentation

- Identify beneficiaries to be associated to the defense
- View information on previously submitted defense
  - File Name, submission date, submitter, and associated beneficiaries



# View Case-Specific Information

- Beneficiary Information
  - Beneficiary name, masked Medicare ID, Insurance group ID and Insurance policy ID
- Financial Information
  - Account Receivable date, principal collected and adjusted amounts
  - Interest rate, interest start date, interest accrued and interest collected



# View Case-Specific Information, 2

- Non-defense-related letter information
  - Correspondence sent to the CRC
    - Document ID, date received and letter description
  - Correspondence that the CRC has sent
    - Letter ID, date sent and letter description



# View Case-Specific Information, 3

- Defense information
  - Incoming defense information (submitted on CRCP or mailed to CRC)
    - Document ID, Defense Number and date received
  - CRC responses to defense
    - Letter ID, decision and decision date



# **Getting Started**

Users must complete a two-step process to register and setup a new account:

- Step 1: Personal Identification Number (PIN)
  Request performed by the Authorized
  Representative, or another person on the
  Authorized Representative's behalf
- Step 2: Account Setup performed by the Account Manager



## **Authorized Representative**

- Legal authority to bind the company to a contract and the terms of the CRCP requirements
- Note: If the person named as the Authorized Representative needs to be replaced after the registration has been completed, the Account Manager can make the change in CRCP



## Authorized Representative, 2

- Complete the PIN Request
- Designate the Account Manager
- Approve Account Setup
- Sign and return the Profile Report



## Authorized Representative, 3

- Cannot be a CRCP user
  - Cannot be the Account Manager or Account Designee
- Can register as the Account Representative for more than one CRCP account



## PIN Request on the CRCP

### PIN Request requires

- Account Type selection
- Company Tax Identification Number (TIN)
- Authorized Representative contact information
  - Name, Job Title, Address, Phone and E-mail
- Letter Information (Defense or Demand)
  - Letter ID
  - Key piece of information from the letter



# **CRCP Login**

Did You Know...Many of the CRCP screens have a 'Print this page' link in the top right hand corner?



Skip Navigation | Print this page



### **Commercial Repayment Center Portal**



### Login Warning

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

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#### 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 http://cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/Medicare-Secondary-Payer.html

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

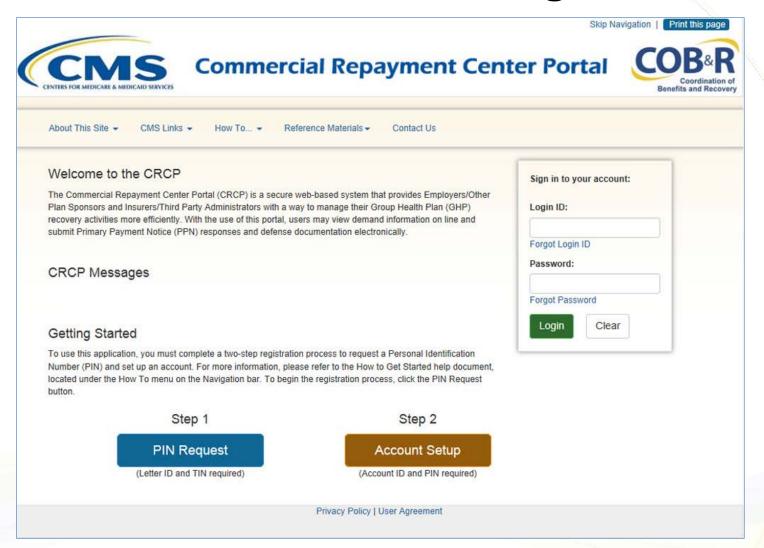
Decline

I Accept

Privacy Policy | User Agreement

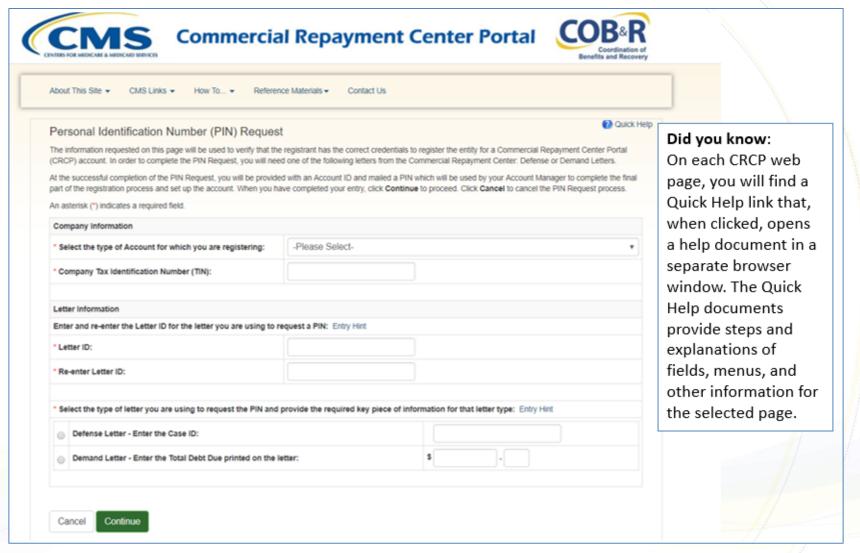


## Welcome Page



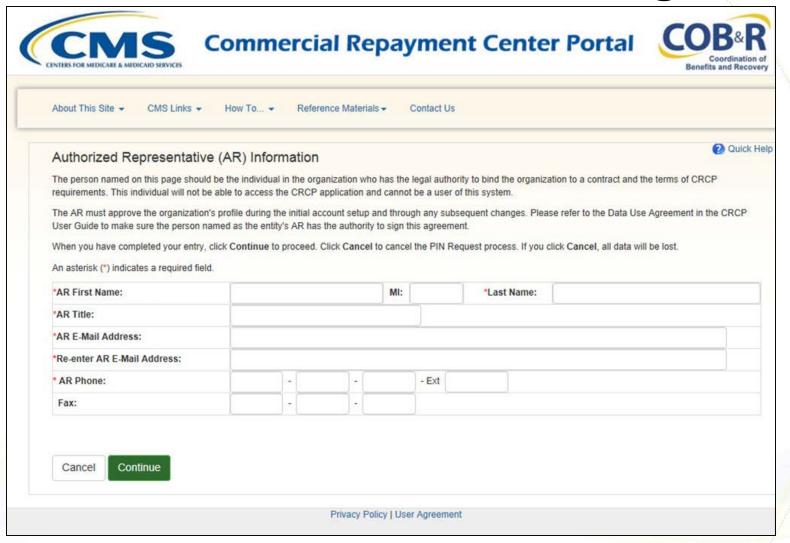


# PIN Request Page



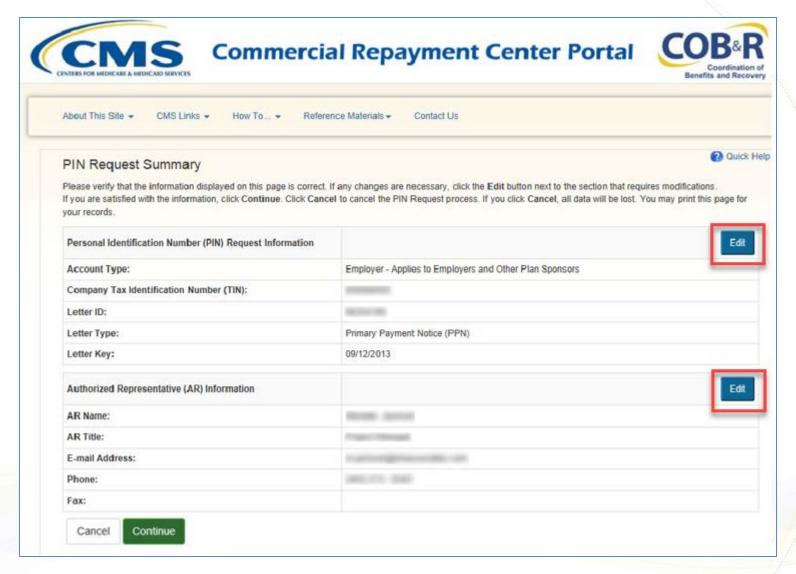


# **AR Information Page**





# Pin Request Summary





# PIN Request Completed





# Next Steps

- CRCP validates PIN Request information
- CRC mails letter to Authorized Representative within 12 business days
  - Includes the Account ID and PIN
  - Sent to the business mailing address on letter used to submit PIN Request
- Contact the CRC if letter is not received within 12 business days
  - CRC Phone: 1-855-798-2627



# Next Steps

- Authorized Representative
  - Must give the Account ID and PIN to the Account Manager
- Account Manager
  - Must complete the Account Setup on the CRCP
    - Account ID and PIN are needed to begin



# Getting Started, Step 2

# Identify the Account Manager

Account Manager completes Account Setup as long as:

PIN Request is complete

Authorized Representative has received the PIN and Account ID



# Account Manager

### Account Manager

Established during Account Setup

### Registered CRCP User

Can be associated to other CRCP accounts

Controls administration of the account

May invite other individuals to assist in the process



# Getting Started: Designees

# **Account Designees**

CRCP Users invited by the Account Manager

100 allowed per account

Assist Account Manager with CRCP Account

Track GHP Recovery Cases Submit documented defenses



# Account Setup, Login

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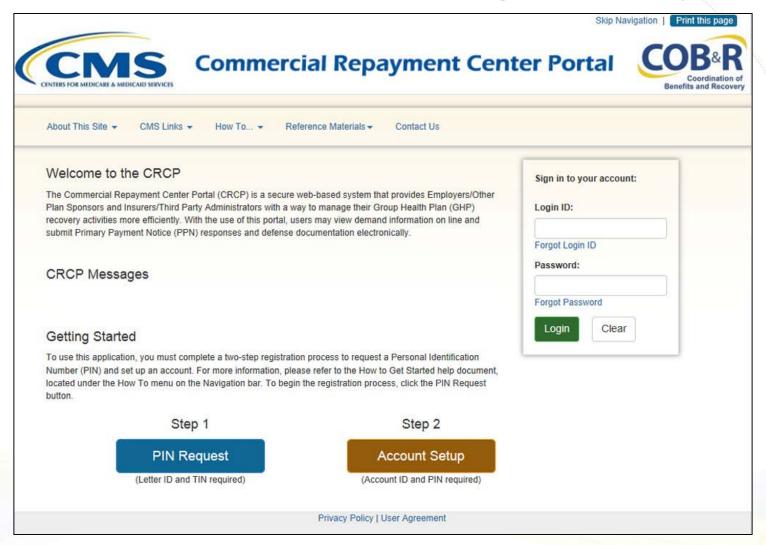
Decline

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# Welcome Page, setup





## Account Setup Introduction





### **Commercial Repayment Center Portal**



About This Site ▼

CMS Links -

How To... ▼

Reference Materials -

Contact Us

### Account Setup Introduction



You have selected a link that will guide you through Account Setup and the process of establishing a new Account Manager Login ID for the Commercial Repayment Center Portal (CRCP). Please have your Account ID and PIN are listed on the mailing that was sent to the Authorized Representative for the account.

If you are already associated as an Authorized Representative for a CRCP account, you will not be allowed to register as an Account Manager or Account Designee in the CRCP system.

During this process you will:

- · Finalize the establishment of the account, and
- Create your personal Login ID for the CRCP only if you have not previously registered for the Medicare Secondary Payer Recovery Portal (MSPRP), Workers' Compensation Medicare Set-Aside Portal (WCMSAP), or Section 111 Coordination of Benefits Secure Website.

Before proceeding it is important to understand the roles of the various CRCP users, and their respective responsibilities to ensure that CRCP accounts are managed correctly. The role of the Account Manager is described below. Please see the CRCP User Guide (found under the Reference Materials link on the navigation bar) for information regarding the Authorized Representative and Account Designee roles.

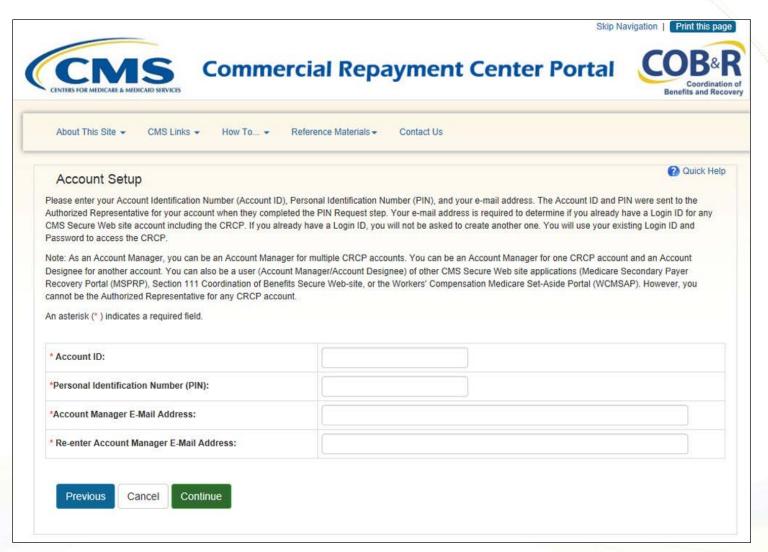
Account Manager - The Account Manager is the person who is responsible for: completing account setup, administering the account on behalf of the Authorized Representative, managing other users associated with the account and controlling the overall primary payment notice and documented defense submissions. The Account Manager may choose to manage the entire account or may invite other company employees or agents to assist as needed. If your user role in the CRCP is an Account Manager, as described above, and you have not yet registered, click **Continue** to proceed with setting up the Account and registering yourself as a new Account Manager. Click Cancel to cancel the Account Setup process.

Cancel

Continue

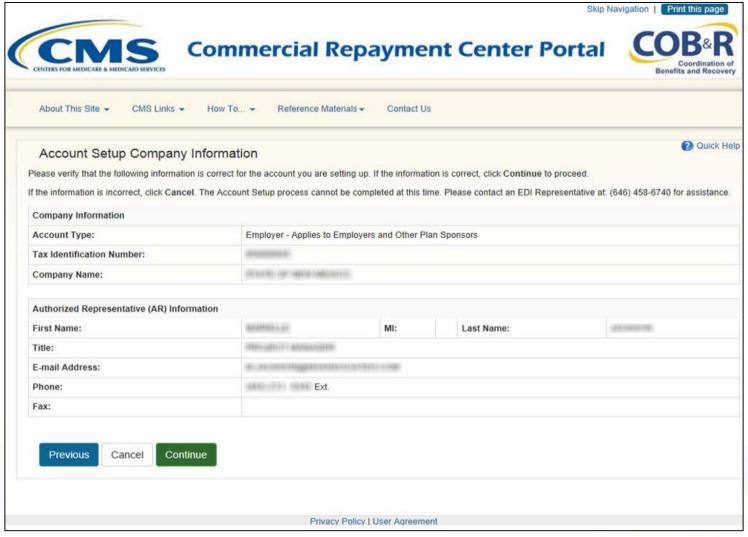


## **CRCP Account Setup Page**



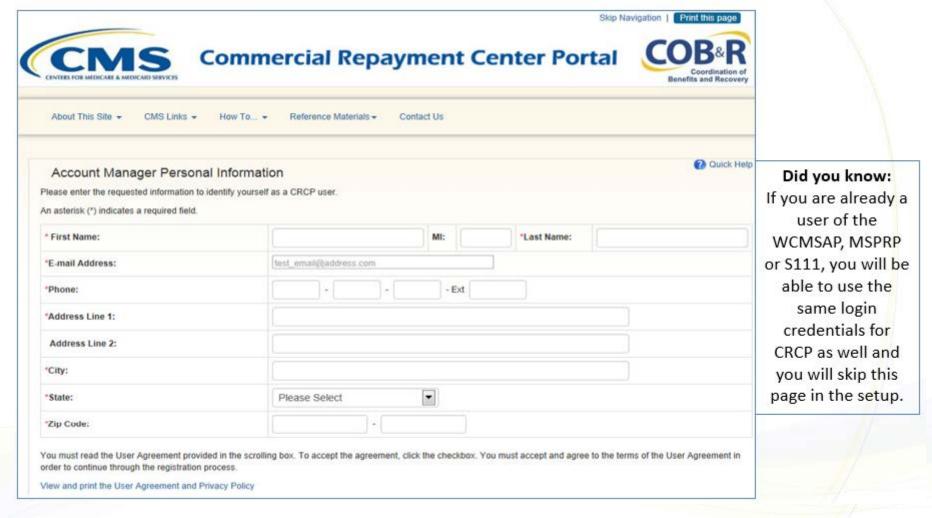


# Account Setup Company Information Page



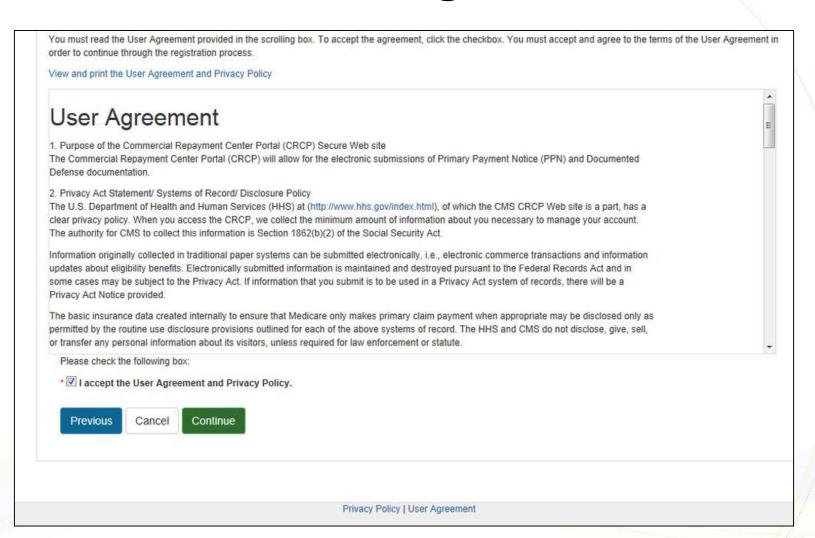


# Account Manager Personal Information Page



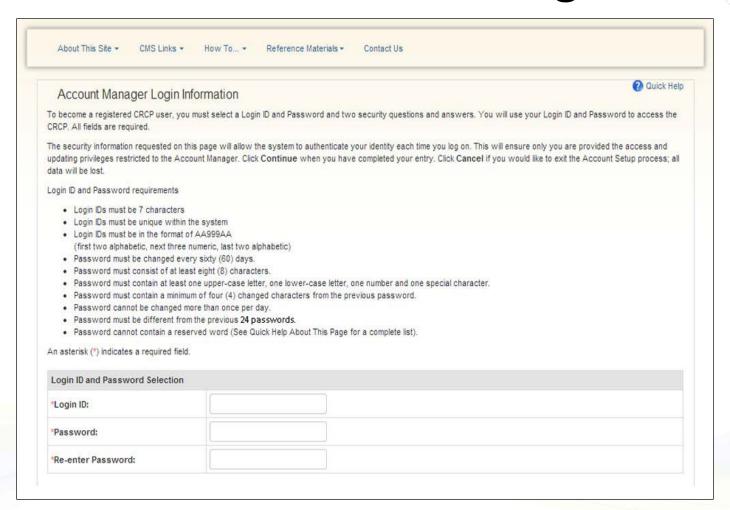


# User Agreement



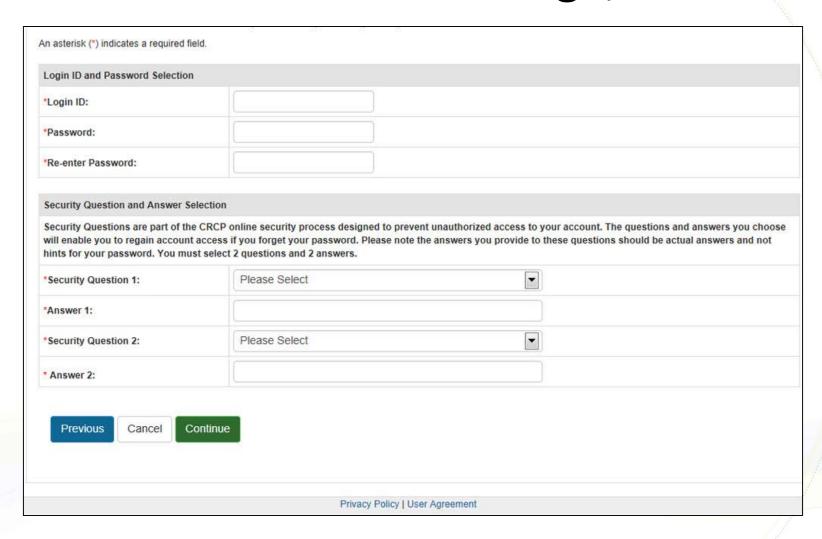


# Account Manager Login Information Page



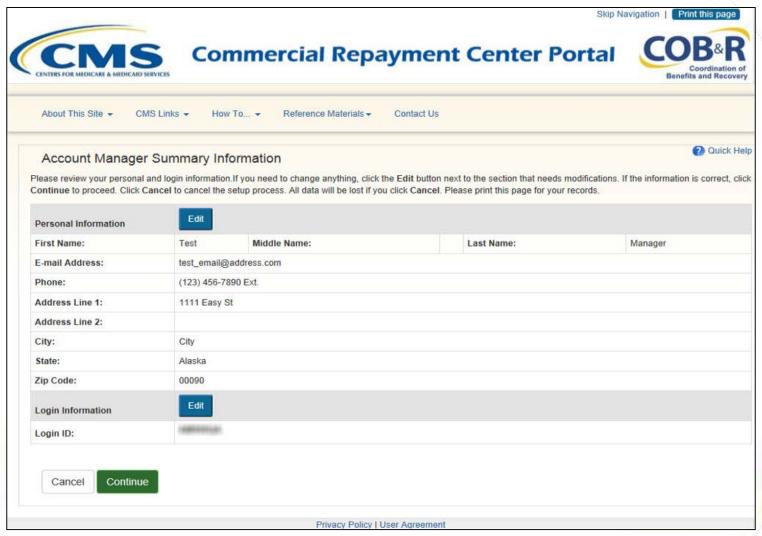


# Account Manager Login Information Page, cont.



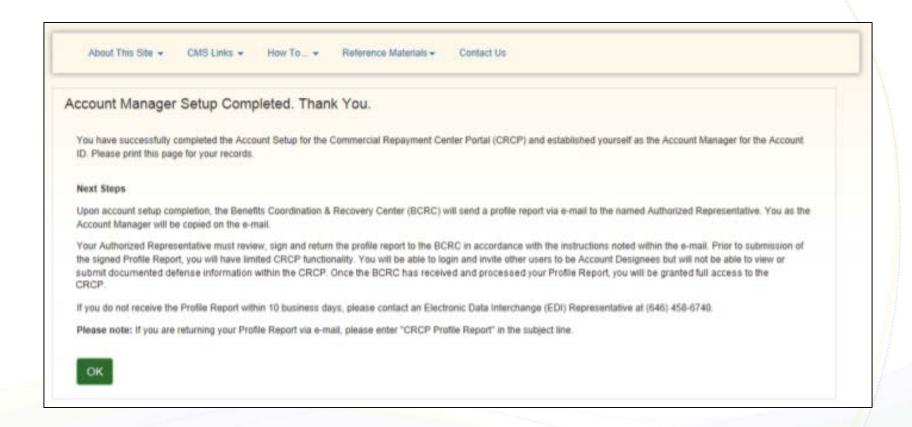


# Account Manager Summary Information Page





# Account Manager Setup Completed





## Next Steps: Profile Report

- Within 10 business days of Account Setup completion, a Profile Report is e-mailed to the Authorized Representative
- Contact EDI Representative if the Profile Report is not received within 10 business days
  - EDI Representative Phone: (646) 458-6740

		Commercial Repayment Center Recovery I (CRCF) Profile Report	Portal
Acres	The [Sourse demonst [D]]	Account Type:  Intert.Secount Type thought in Partners	Busin [Favort Corners Busin]
BCRCT	Of Center Information		
F-mil:	CORVAGCHIMAS	179	Phone: (Sail) 455-(745
Социрал	ny information:		
TIN	(Town Congress TRI)		
Norse	[Tower Post to Company	Street	
Anthori	and Representations		
Norma	Donne 48 Lord States 1.5	(AR Perc) Manual	Phone [Joseph Phone]
Telle	[Invest 48 Fala]		Fair
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Acres	Manger		
None	General Many Name 1	1.44 March March	Phone [Poor Phon]
Address	Denn All floor Address	16.71	
	Device AMOQ: Smire & Z.	p Codd	
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### Next Steps, AR

#### Must Review and sign the Profile Report

\* Contact an EDI Representative to request modifications

\* EDI Representative Phone: (646) 458-6740

#### Return Profile Report within 60 business days

\*Mail, fax or e-mail the report to the BCRC EDI Department

\*For e-mail, put 'CRCP Profile Report' in the subject line

Note: If signed Profile Report is not received within 60 days, the account will automatically be deleted





#### Account Manager

Has limited functionality until signed Profile Report has been returned

Account Manager

Can invite other individuals to be Account Designees

Cannot view/submit documented defense information

It is in your best interest to return the Profile Report promptly.



## **Account Designee**

# Assist Account Manager with CRCP Account

Track GHP recovery cases

Submit documented defenses



#### **Invitation E-Mail**

From: DoNotReply@cob.cms.hhs.gov [mailto:DoNotReply@cob.cms.hhs.gov]
Sent: Tuesday, July 22, 2014 10:09 AM To:
Cc:
Subject: Designee Invitation
*** PLEASE DO NOT REPLY TO THIS EMAIL ***
Dear the thine.
You have been invited by: , for Account ID: , to participate in the Commercial Repayment Center Portal (CRCP) web portal process. Please follow this link to register:
https://qua.cob.cms.hhs.gov/CRCP/designeeRegistration?token-HtiqwZlbMNZtFl. If you have already registered, please visit the Commercial Repayment Center Portal Welcome Page at https://cob.cms.hhs.gov/CRCP/ to login.
For any questions or problems please contact the person named in the paragraph above

This electronic message transmission is intended only for the person or entity to which it is addressed and may contain information that is privileged, confidential or otherwise protected from disclosure. If you have received this transmission, but are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or use of the contents of this information is strictly prohibited. If you have received this e-mail in error, please contact the BCRC Electronic Data Interchange (EDI) Department at (646) 458-6740 and delete and destroy the original message and all copies.



## AD Registration, Login Warning

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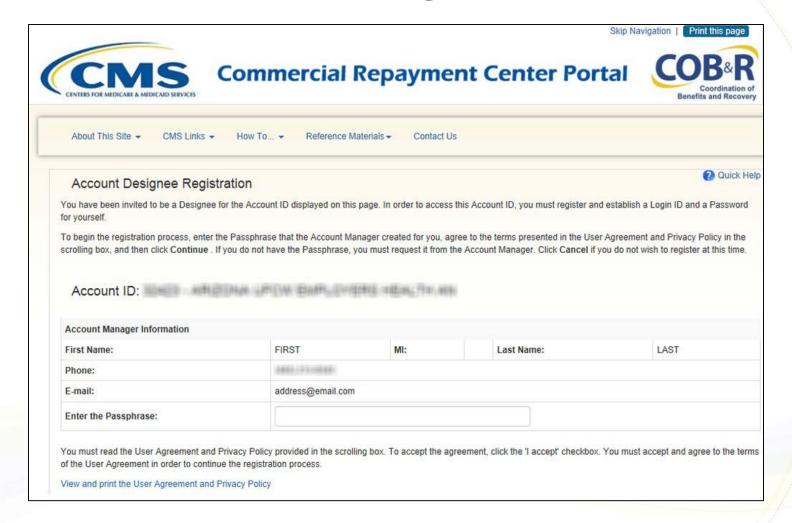
Decline

I Accept

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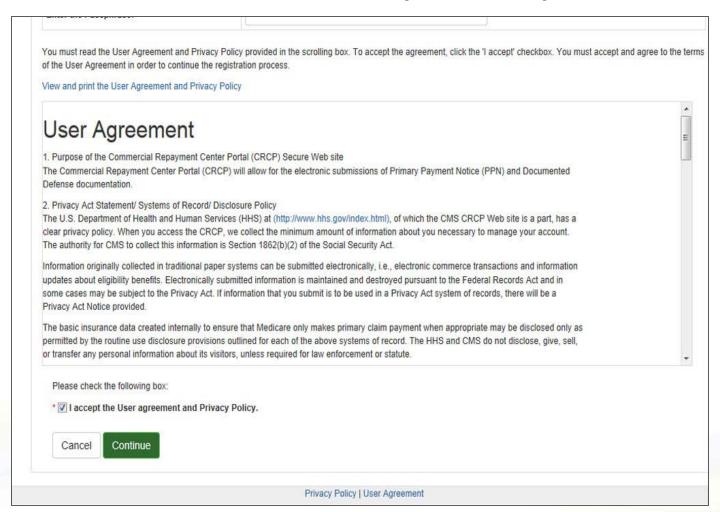


# Account Designee Registration



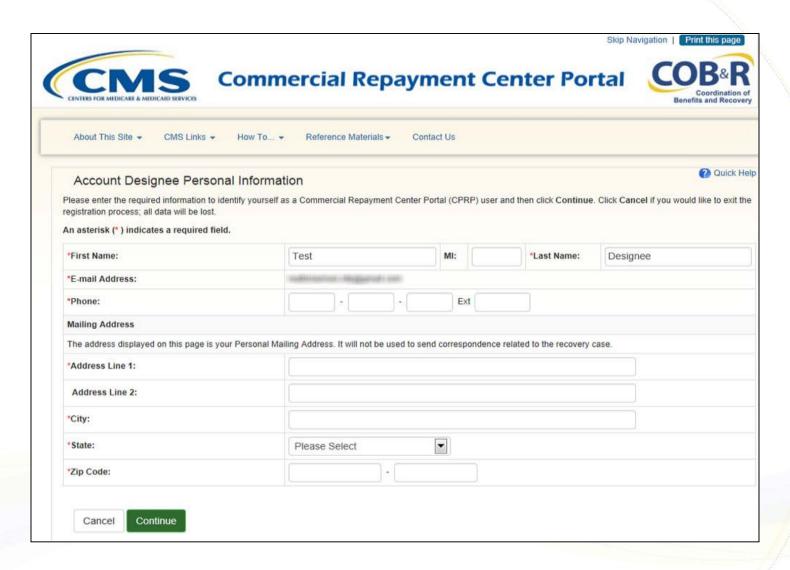


# User Agreement and Privacy Policy



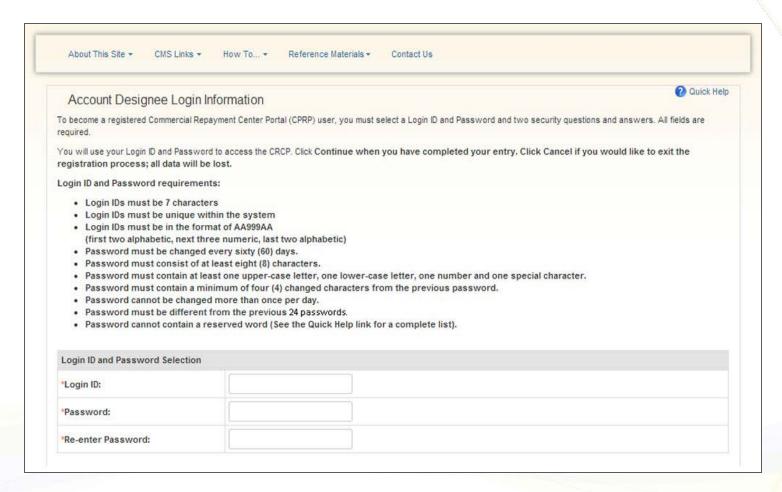


### **AD Personal Information**





# Account Designee Login Information



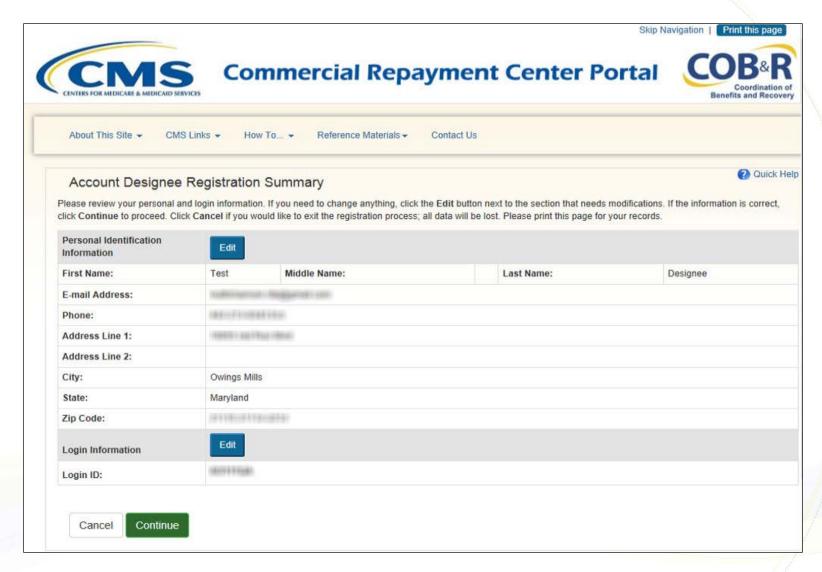


# AD Registration, Security Questions

*Login ID: *Password:			
*Password:			
*Re-enter Password:			
Security Question and Answer Selec	tion		
	you forget your password. Please note the answ	prevent unauthorized access to your account. The question ers you provide to these questions should be actual answe	
*Security Question 1:	Please Select		
*Answer 1:			
*Security Question 2:	Please Select		
*Answer 2:			

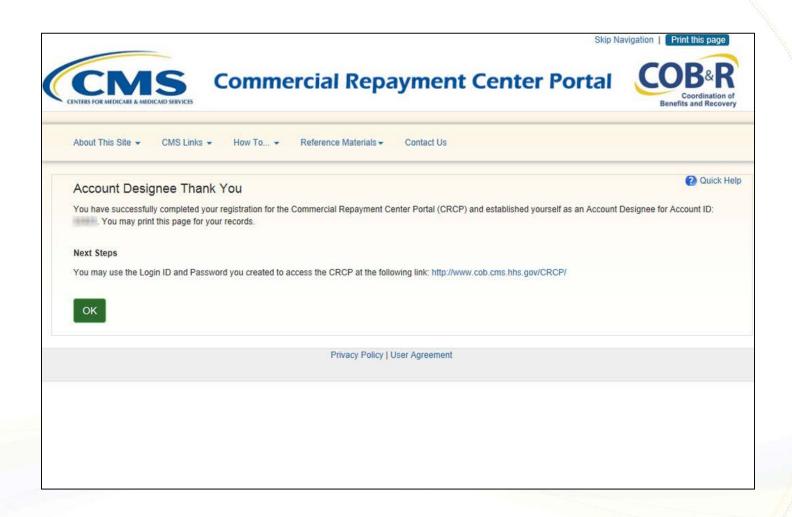


### **AD Registration Summary**





## Account Designee Thank You





## Login Warning Page

Skip Navigation





#### **Commercial Repayment Center Portal**



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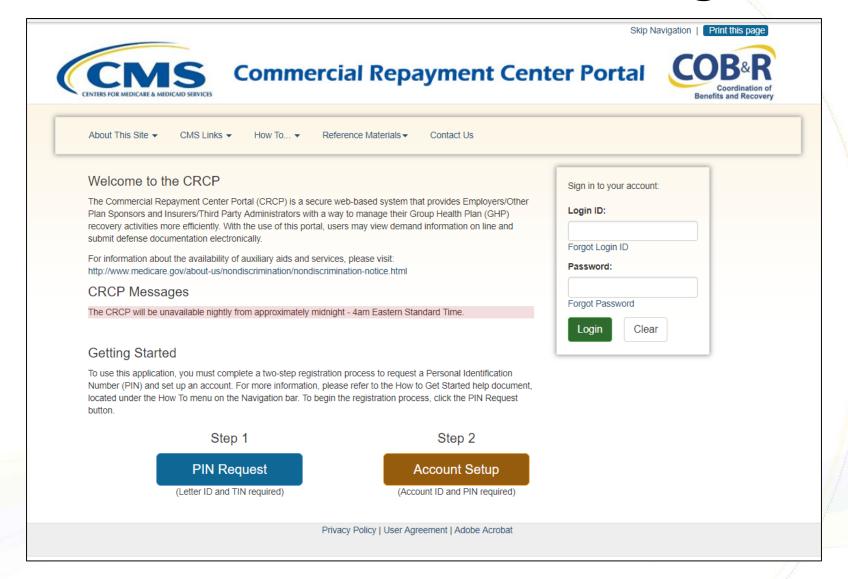
Decline

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## **CRCP** Welcome Page





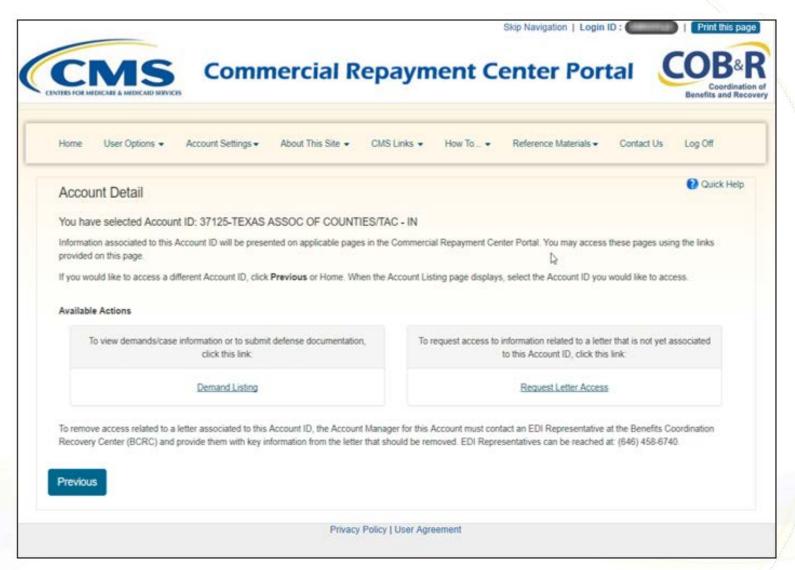
### Account Listing and TINs



**Did you know:** You can select the View TINs Listing hyperlink to access The TINS Associated to Account ID page. This page lists all of the Tax Identification Numbers (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 become associated to your account when a CRCP user completes the Request Letter Access process.



## Account Detail Page





# **Demand Listing**

Demand	Listing				? Quick
	open demands that were issue iteria and then click <b>Search</b> .	d in the past three months are listed	on this page.To search for any D	Demand Letter ID, including a d	lemand that has been close
Demand Le	tter ID :		Demand Letter ID Searc	ch Hint	
Demand Le	etter Sent Date From:	ı	(MM/DD/YYYY)		
Demand Le	etter Sent Date To:		(MM/DD/YYYY) From an	nd To Date Search Hint	Search Clear
You may view	v a list of Beneficiaries/Case ID	sociated with Account ID: 111111  D's included in a Demand Letter as lo arding a demand that has been reso	-	•	
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You may view letter. If you n	w a list of Beneficiaries/Case ID need additional information reg	o's included in a Demand Letter as lo arding a demand that has been reso	olved/closed, please contact the	Commercial Repayment Cente	etter ID link for the applicable
You may view letter. If you n Viewed	w a list of Beneficiaries/Case ID  Demand Letter ID	o's included in a Demand Letter as lo arding a demand that has been reso	olved/closed, please contact the <b>Letter Date</b>	Commercial Repayment Center  Demand Status	etter ID link for the applicable
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You may view letter. If you n Viewed Yes Yes	w a list of Beneficiaries/Case ID need additional information reg  Demand Letter ID 86123455 86123454	o's included in a Demand Letter as lo arding a demand that has been reso	◆ Letter Date 04/13/2014 04/11/2014	Demand Status     Open     Open	etter ID link for the applicable
You may view letter. If you n Viewed Yes Yes	w a list of Beneficiaries/Case ID need additional information reg  ◆ Demand Letter ID  86123455  86123454  86123453	b's included in a Demand Letter as locarding a demand that has been resorted.		Demand Status     Open     Open     Open     Open	etter ID link for the applicable

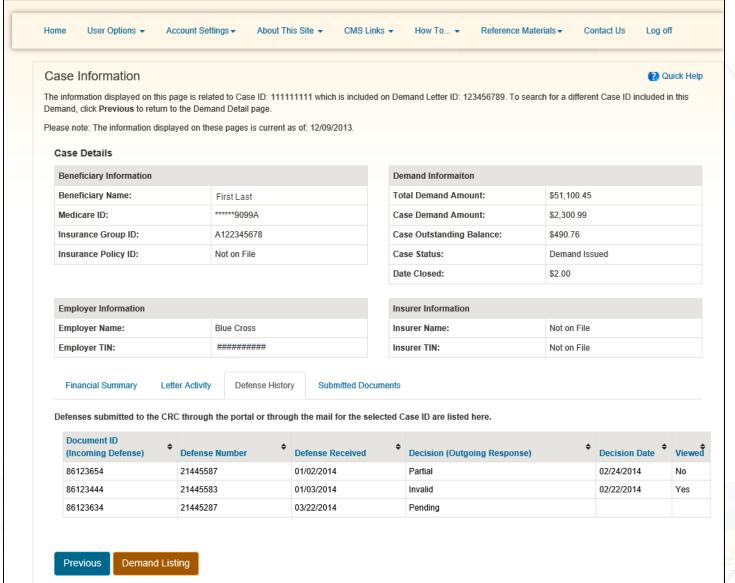


## Demand Detail Page

Case ID   Medicare ID   Beneficiary First Name   Beneficiary Last Name   Case Amount   Status   Closed   Vi	Demand E	Detail								Quick	k Hel
Employer Name: BLUE CROSS Insurer Name: CIGNA Employer TIN: ####################################	You have select	ted Demand I	_etter ID: 8	61236547.							
Employer TIN: ####################################	The Total De	mand Amou	nt origina	lly included on	this letter was:	\$51,100.45					
To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click Search. Once located, you can click the Case ID link to view detailed information related to that beneficiary.  Case ID:  Case ID Search Hint  Medicare ID:  Medicare ID Search Hint  Beneficiary Last Name:  Beneficiary Last Name Search Hint  Search  Submit a Defense  If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case ID/beneficiaries have been selected, click Continue. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the Submitted Defenses button.  Beneficiaries Included in the Demand Letter  Results Returne  Defense  Select All  Deselect All  Case ID  Medicare ID  Beneficiary First Name  Beneficiary Last Name  Case Amount Status  Closed Vi  C1234560002  *****1234A  First  Last  4,400.00  Open  C1234560003  *****4456A  First  Last  Last  15,400.00  Open  C1234560004  *****2244A  First  Last  400.00  Open  C1234560004  *****2244A  First  Last  400.00  Open  C1234560004  *****2244A  First  Last  L	Employer Na	me: E	SLUE CRO	SS		Insurer Name:	CIGNA				
detailed information related to that beneficiary.  Case ID:  Case ID Search Hint  Medicare ID:  Medicare ID Search Hint  Beneficiary Last Name:  Beneficiary Last Name Search Hint  Search  Submit a Defense  If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case ID/beneficiaries have been selected, click Continue. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the Submitted Defenses button.  Beneficiaries Included in the Demand Letter  Results Returne  Defense Select All/ Open Cases  Case ID Medicare ID Beneficiary First Name Beneficiary Last Name Case Amount Status Closed Vi  C1234560001 *****1234A First Last 4,400.00 Open  C1234560003 *****2345A First Last 15,400.00 Open  C1234560004 *****2345A First Last 16,900.00 Open  C1234560004 *****2345A First Last 4,00.00 Open	Employer TIM	4: #	********			Insurer TIN:	***************************************				
Medicare ID:  Medicare ID Search Hint  Beneficiary Last Name:  Beneficiary Last Name:  Beneficiary Last Name Search Hint  Search  If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click Continue. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the Submitted Defenses button.  Beneficiaries Included in the Demand Letter  Results Returne  Defense Select All/ Des elect All/ Des elect All/ Des elect All/ Des case ID  Medicare ID  Beneficiary First Name Beneficiary Last Name Case Amount Status Closed Vi  C1234560001  ******2345A  First Last 15,400.00 Open C1234560003  *****244A  First Last 16,900.00 Open C1234560004  *****2244A  First Last 400.00 Open C1234560004					this Demand Letter, enter your	criteria and then click S	Search. Once located,	you can click the (	Case ID li	nk to view	
Beneficiary Last Name:  Beneficiary Last Name Search Hint  Search  Submit a Defense  If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case ID/beneficiaries have been selected, click Continue. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the Submitted Defenses button.  Beneficiaries Included in the Demand Letter  Results Returne  Defense Select All/ Deselect Al	Case ID:				Case ID Search Hint						
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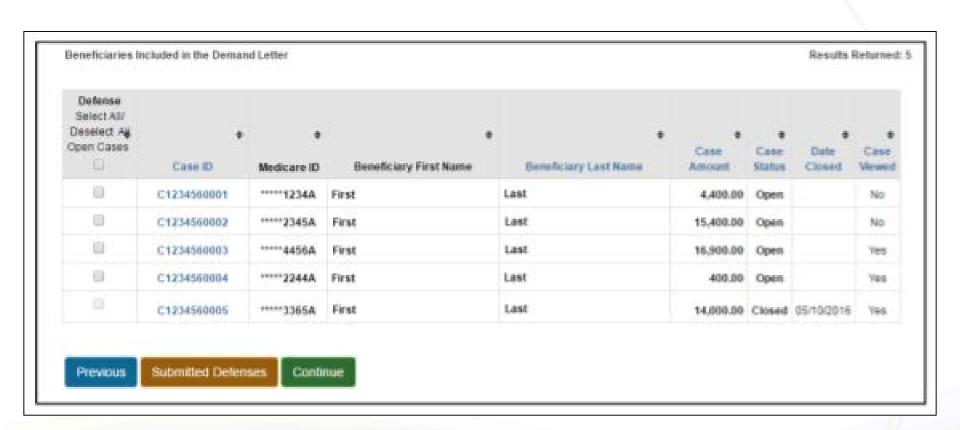


## Case Information Page



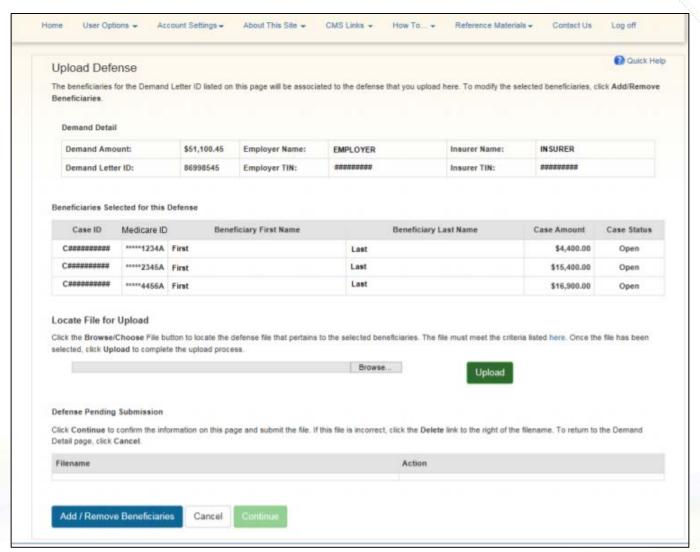


#### Select Beneficiaries to Include



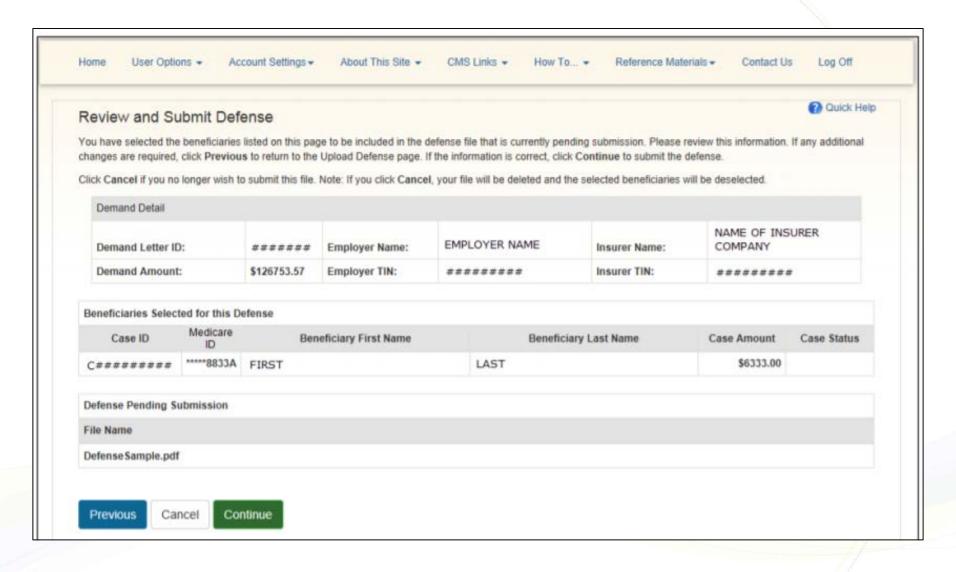


## Upload Defense Page



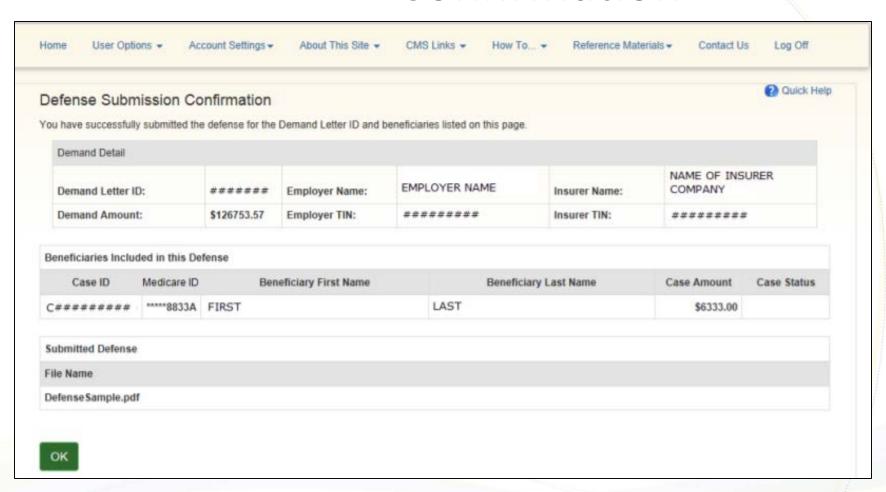


#### Review and Submit Defense



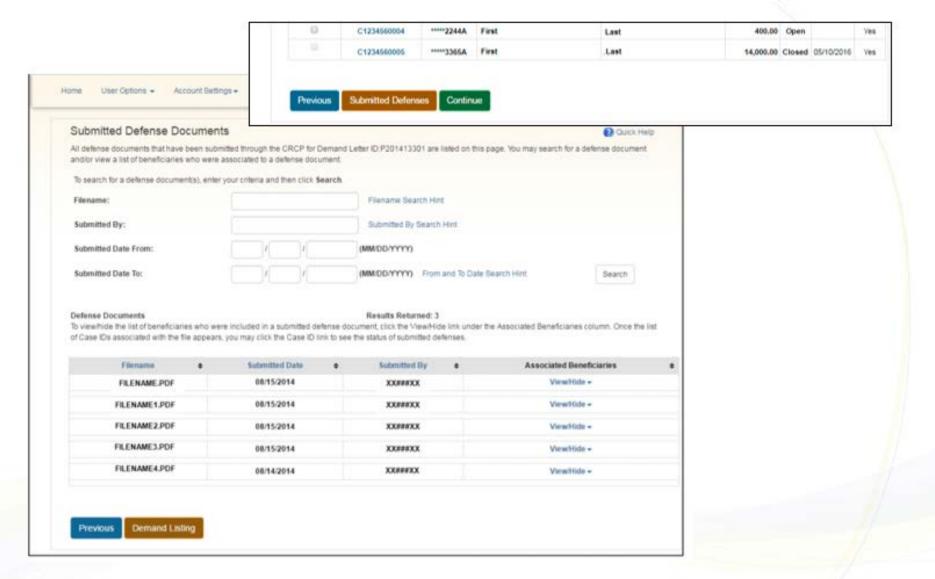


# Defense Submission Confirmation



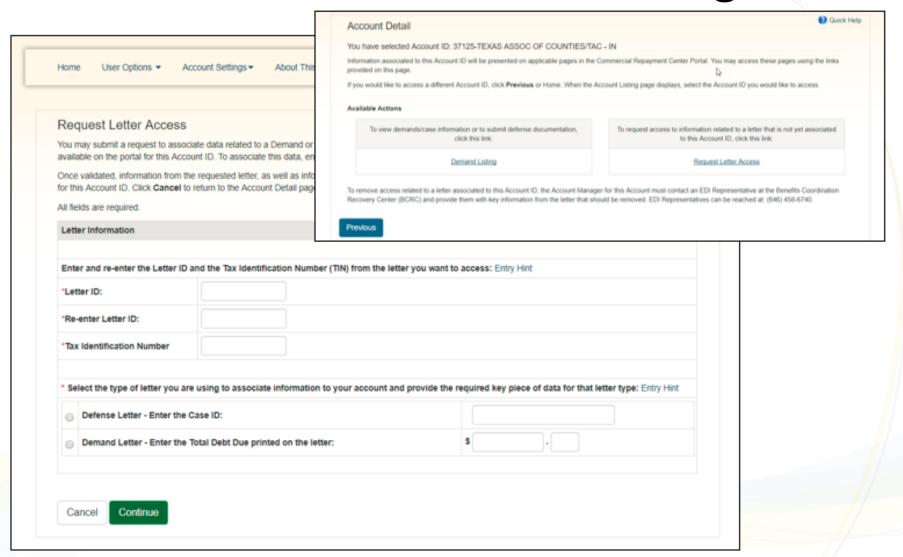


#### Submitted Defense Documents



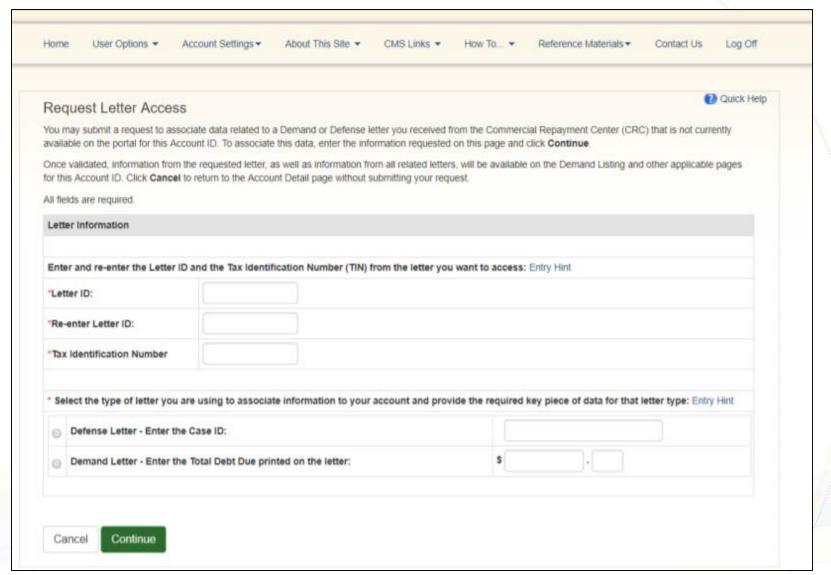


## Request Letter Access from Account Detail Page



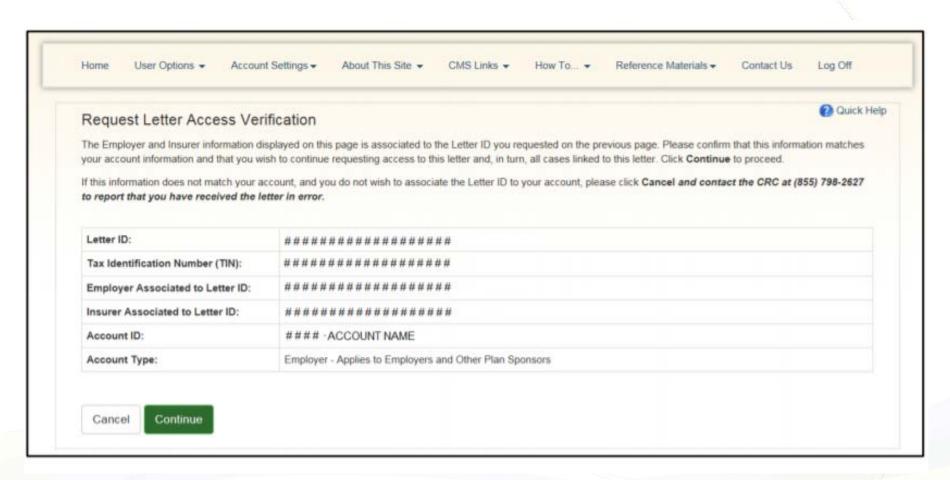


#### Request Letter Access Page



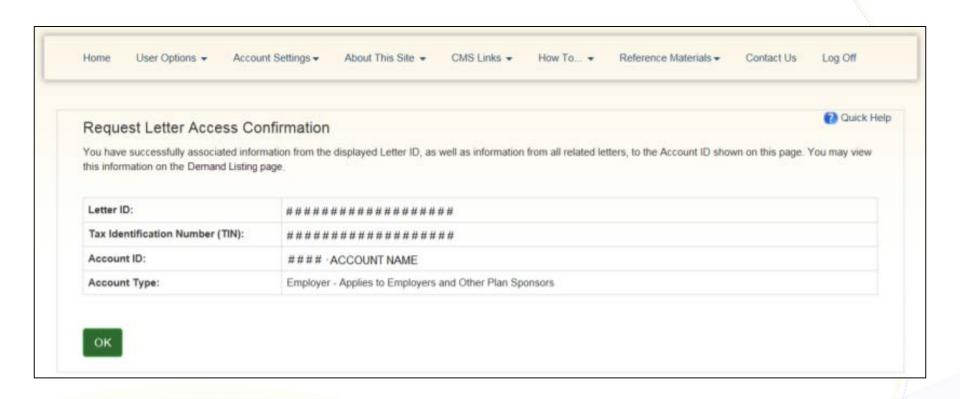


### Request Letter Access Verification



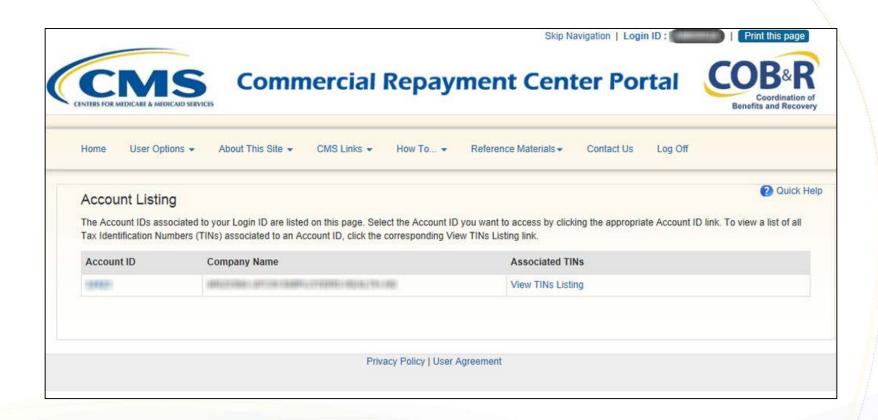


# Request Letter Access Confirmation



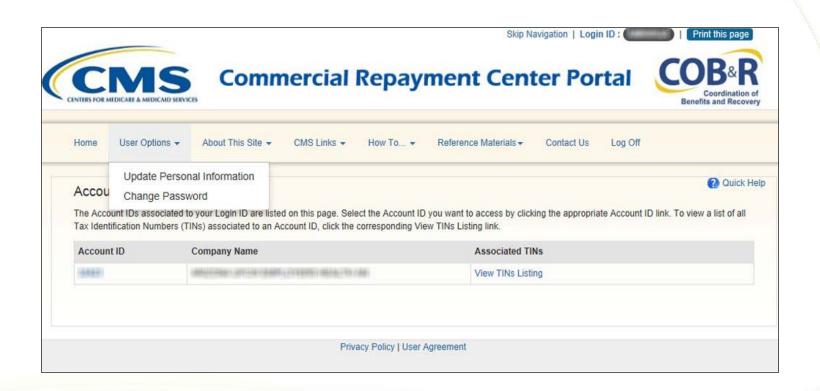


## Navigation Menu



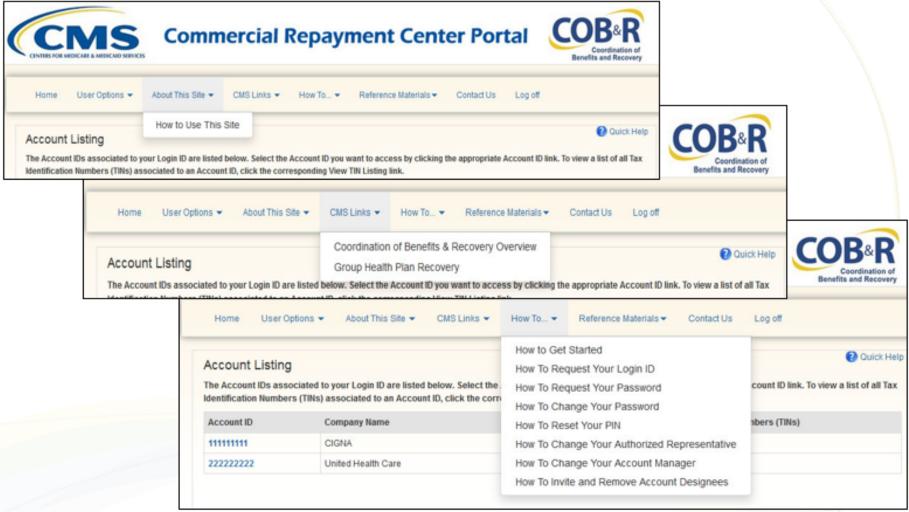


## **User Options**



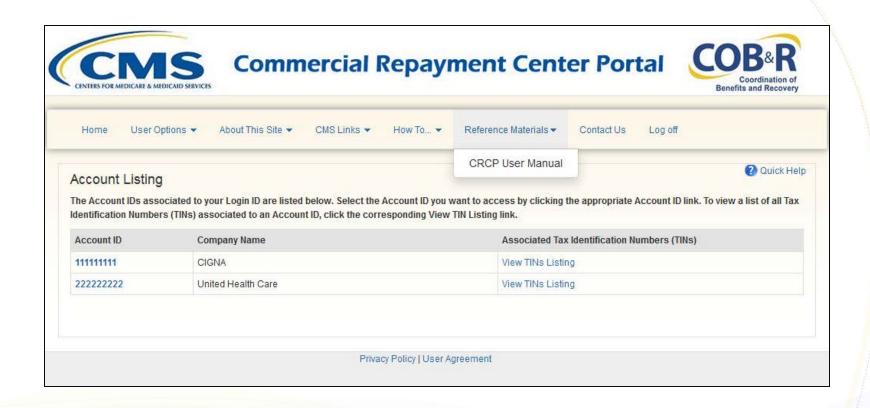


# About This Site, CMS Links, and How To... Menus



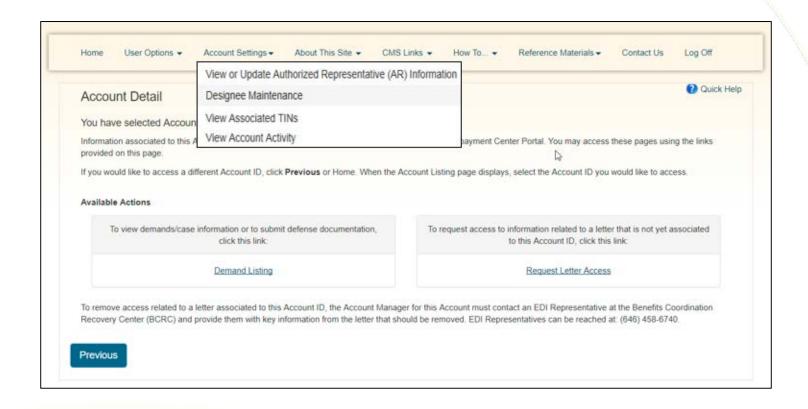


#### Reference Manuals Menu



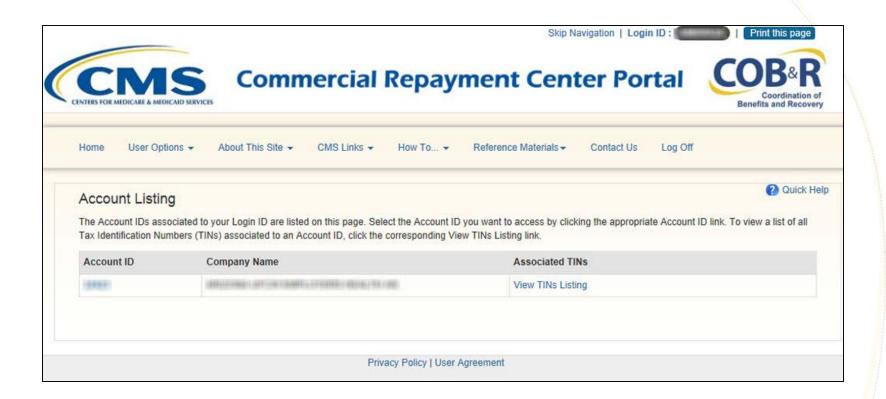


### **Account Settings Menu**





# Quick Help





#### Additional Resources

- Curriculum of training materials to assist you, go to: <a href="http://go.cms.gov/CRCP">http://go.cms.gov/CRCP</a>
- CRCP User Guide available under the 'Reference Material' menu option of the CRCP application (https://www.cob.cms.hhs.gov/CRCP)
- For assistance with CRCP registration or technical issues, contact the EDI Department:

1-646-458-6740



#### **Future Enhancements**

- Submit payments for recovery cases on the CRCP
- Check the COB&R Overview What's New page for announcements: http://go.cms.gov/cobro



# Mailbox Questions

COBR-GHP-Comments@cms.hhs.gov