# **Electronic Payments**

#### Slide 1 of 30 - Electronic Payments



#### **Slide notes**

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Electronic Payments course.

#### Slide 2 of 30 - 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 found in the MSPRP User Manual found at the following link: <u>http://www.cob.cms.hhs.gov/MSPRP/</u>.

#### Slide notes

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#### Slide 3 of 30 - Course Overview



- By the end of this course, you will know:
  - Explain who is authorized to make payments on the MSPRP
  - Discuss how to submit electronic payments on Pay.gov
  - Describe the types of payments accepted by Pay.gov
  - Outline how to review a history of electronic payments



#### Slide notes

By the end of this course, you will be able to:

Explain who is authorized to make payments on the MSPRP

Discuss how to submit electronic payments on Pay.gov

Describe the types of payments accepted by Pay.gov

Outline how to review a history of electronic payments

Note: The page footer that exists on all pages in the MSPRP application has been updated to display a new CMS/HHS Vulnerability Disclosure Policy hyperlink. The new hyperlink shall open the existing external CMS Vulnerability Disclosure Policy page in a new browser tab.

#### Slide 4 of 30 - Authorized Users



#### Slide notes

The following MSPRP authorized users will be able to make full or partial payments for a demand from the MSPRP:

Beneficiary,

Insurer Debtors,

Insurer representative with a verified Recovery Agent Authorization, and

Users who have a verified Proof of Representative or Letter of Authorization on file.

#### Slide 5 of 30 - Accepted Payment Methods



#### Slide notes

The following are acceptable payment methods on the Pay.gov website:

Savings and Checking Account

Debit Card

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

# Slide 6 of 30 - Login Warning Page

	Print this page
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 accessing this Government system, which includes: (1) this computer network, (2) all computers connected to this network, and (3) all d storage media attached to this network or to a computer on this network. This system is provided for Government-authorized use only.	e for levices and
Unauthorized or improper use of this system is prohibited and may result in disciplinary action, as well as 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 n	nonitoring.
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	2. 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. The Privar	cy Act (5
U.S.C. 552a(b)), as amended, prohibits the disclosure of information maintained by the Centers for Medicare & Medicaid Services (CMS	S) in a
system of records to third parties, unless the beneficiary provides a written request or explicit written consent/authorization for a party to	receive
such information. Where the beneficiary provides written consent/proof of representation. CMS will permit authorized parties to access r	requisite
information.	
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 u	understand
all of the Centers for Medicare & Medicaid Services information at http://cms.gov/Medicare/Coordination-of-Benefits-and-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed-Recovery-Aed	rdination-
of-Benefits-and-Recovery-Overview/Medicare-Secondary-Payer/Medicare-Secondary-Payer.html.	
LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.	
I Accept	
Decline	
<sup>1</sup> A Privacy Act system of records is a group of any records about individuals and under the control of any Federal agency from which interviewed by the pame or other necessary identifier of the individual	formation

# Slide notes

MSPRP users can pay on accounts by accessing the MSPPR website.

For the non-beneficiary, using the MSPRP link will access the login warning page. The user will click "I Accept" to agree to the terms and conditions stated in the login warning to advance to Welcome Page where you can access your account.

Slide 7 of 30 - Welcome to the MSPRP/Login Page

Welcome	to the MSPRP					Sign in to your account
The Medicare Seconformation to assist equest an update to for information about the second of the second second second second second second second se	ndary Payer Recovery Port t in resolving Medicare's re o the conditional payment a ut the availability of auxiliar e.gov/about-us/nondiscrimi <b>Sage</b> for important information re <b>ted</b> re Beneficiary and would lik vy visiting the Medicare.gov ired to use this application. nd your Account Manager esentative (AR) is the pers the terms of MSPRP requi e accountability for the infor ager (AM) is the person whi esignees (ADs) and manager un on the registration proces under the How To menu on	al provides a quick an covery claim. With the amount, submit settler y aids and services, p hation/nondiscriminati garding system outag the to use the MSPRP to website at https://med For corporate accoun must complete the Acc on in your organizatio rements. This is usual mation submitted on to p will actively manage ing their access to the ss and MSPRP user re-	d efficient way to request cas use of this portal, you may su nent information and dispute of lease visit: on-notice.html es, scheduled maintenance a o request case information, p ficare.gow/. ts, your Account Representa count Setup. These individua n who has the legal authority by a senior executive or partne he MSPRP. your account recovery case v e account.	e information and provide ibmit a valid authorization laims. nd special ease login to your tive must complete the is cannot be the same to bind your organization r of your company or firm vorkload. This includes o Get Started help s. your MSPRP Account	a	User Name: Forgot User Name Password: Forgot Password Login Clear
Representative wil	STEP 1	button.	STED 2			
	GIEFI		SIEP 2			

# Slide notes

The Welcome to the MSPRP/Login page will appear. Enter your login credentials and click Login.

# Slide 8 of 30 - Account List Page

Home	About This Site	CMS Links	How To	Reference Materials	Contact Us	Sign off
Account List	i.				Quick Help	
Click the desired link to a	access the associated a	ccount.		Print this page	Help About This	Page
You may update your pe	rsonal information or ch	ange vour current passy	vord by clicking the ar	ppropriate link under the		
Account Settings List.			ford by chorning the d			
You may also activate fa	ctors by clicking the Fa	ctor Required link located	d in the Multi-Factor A	uthentication box.	Account Setting	IS
	Multi-Factor	Authentication			Update Personal	Information
$\cap$	MSPRP users may	request access to view u	inmasked claims data	a that was previously only	Change Passwo	ra -
	accessible to the be and Multi-Factor Au	eneficiary. Individuals req thentication (MFA) proce	uesting this access m ss. The status of you	nust complete the ID Proofing r request will display as a link		
1	steps. Once you ha Complete.	tor Authentication box. Y ve successfully complete	ou will click this link to ad this process your s	tatus will be changed to	Q Multi-Fact	tor Authenticatio
					Status: ID Proo	fed
During the ID Proofing p	ocess, vou will be aske	ed to provide current pers	sonal information to co	onfirm your identity with	Next Step: Facto	r Required
Experian Credit Services	(an outside entity). Thi	s information will not be	stored on the MSPRF	P. This process will not impact		
To use MFA services, you	u will be required to reg	ister for a Factor Type (N	oice Call and/or Tex	t Message(SMS)) as a		
nethod of receiving your	security token to acces	ss the MSPRP applicatio	n using your MFA Log	in. When registering for Voice		
Jall, a landline phone or Message(SMS) you must Message(SMS) you must	t register with a mobile	phone number in order	nty token via phone c to receive vour securi	all. To register for Text tv token via text message. After		
he Factor registration, y	ou then must activate th	he Factor for your login II	D. You may only have	ONE registered or activated		
phone number per factor	type.					
You will be able to activa	te the factor after the N	ext Step link has change	d to Factor Required	1. To begin the ID Proofing		
areases, slight the Mout O	ten: Getting Started lin	nk				

#### Slide notes

The Account List page will appear. Select the Account ID of the account you want to make a payment on.

Note: A green leaf (Go Paperless icon) will appear next to the account name on the Account List and Welcome pages. This icon will also appear next to the account ID on the Open Debt Report and Case Listing pages. Additionally, this icon appears next to the case ID on the Case Information page if the MSPRP account is currently receiving letter notification emails instead of mailed letters for the case.

#### Slide 9 of 30 - Welcome (Non- Beneficiary)

Update Account Information Update Account Update Account Update Account Update Account Update Account Update Account Update Update Account Update			Account Settings
Welcome!         Account: 30401 ABC Corporation •         The Medicare Secondary Payer Recovery Pottal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim.         With the use of this portal, you may submit a valid authorization, request an update conditional payment amount, submit settement information and dispute claims.         You may view the account activity by clicking the appropriate link under the Account Settings.         To request information regarding a case you have not already associated to your account, click the Request Case Access link below.         To submit a case, click the Report A Case link below.         To request an Open Debt Report, click the Open Debt Report link below.         To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below.         Request Case Access         Case Listing         Report A Case         Open Debt Report         Case Listing         Case Listing		NON-BENEFICIARY USER	Update Account Information Designee Maintenance View Account Activity Update Paperless E-mail Distribution
Account: 30401 ABC Corporation  Account: 30401 Account: 3	Welcome!		
The Medicare Secondary Payer Recovery Portal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim. With the use of this portal, you may submit a valid authorization, request an update conditional payment amount, submit settlement information and dispute claims. You may view the account activity by clicking the appropriate link under the Account Settings. To request information regarding a case you have not already associated to your account, click the Request Case Access link below. To see cases that you have previously associated to your account, click the Case Listing link below. To seucest an Open Debt Report, click the Open Debt Report link below. To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below. Request Case Access Case Listing Report A Case Open Debt Report Go Paperless Letter Notifications	Account: 30401 ABC Corporation 🥖		
With the use of this portal, you may submit a valid authorization, request an update conditional payment amount, submit settlement information and dispute claims. You may view the account activity by clicking the appropriate link under the Account Settings. To request information regarding a case you have not already associated to your account, click the Request Case Access link below. To see cases that you have previously associated to your account, click the Case Listing link below. To submit a case, click the Report A Case link below. To request an Open Debt Report, click the Open Debt Report link below. To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below. Note: You will not be able to use the links below until your Profile Report has been returned. Request Case Access Case Listing Report A Case Open Debt Report Go Paperless Letter Notifications	The Medicare Secondary Payer Recovery Pol information to assist in resolving Medicare's re	tal provides a quick and efficient way to request case information and provide covery claim	
You may view the account activity by clicking the appropriate link under the Account Settings. To request information regarding a case you have not already associated to your account, click the Request Case Access link below. To see cases that you have previously associated to your account, click the Case Listing link below. To submit a case, click the Report A Case link below. To request an Open Debt Report, click the Open Debt Report link below. Note: You will not be able to use the links below until your Profile Report has been returned. Request Case Access Case Listing Report A Case Open Debt Report Go Paperless Letter Notifications	With the use of this portal, you may submit a v settlement information and dispute claims.	alid authorization, request an update conditional payment amount, submit	
To request information regarding a case you have not already associated to your account, click the Request Case Access link below. To see cases that you have previously associated to your account, click the Case Listing link below. To submit a case, click the Report A Case link below. To request an Open Debt Report, click the Open Debt Report link below. To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below. Note: You will not be able to use the links below until your Profile Report has been returned. Request Case Access Case Listing Report A Case Open Debt Report Go Paperless Letter Notifications	You may view the account activity by clicking	he appropriate link under the Account Settings.	
To see cases that you have previously associated to your account, click the Case Listing link below. To submit a case, click the Report A Case link below. To request an Open Debt Report, click the Open Debt Report link below. To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below. Note: You will not be able to use the links below until your Profile Report has been returned. Request Case Access Case Listing Report A Case Open Debt Report Go Paperless Letter Notifications	To request information regarding a case you h link below.	ave not already associated to your account, click the Request Case Access	
To submit a case, click the Report A Case link below. To request an Open Debt Report, click the Open Debt Report link below. To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below. Note: You will not be able to use the links below until your Profile Report has been returned. Request Case Access Case Listing Report A Case Open Debt Report Go Paperless Letter Notifications	To see cases that you have previously associa	ted to your account, click the Case Listing link below.	
To request an Open Debt Report, click the Open Debt Report link below. To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below. Note: You will not be able to use the links below until your Profile Report has been returned. Request Case Access Case Listing Report A Case Open Debt Report Go Paperless Letter Notifications	To submit a case, click the Report A Case link	below.	
To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below. Note: You will not be able to use the links below until your Profile Report has been returned. Request Case Access Case Listing Report A Case Open Debt Report Go Paperless Letter Notifications	To request an Open Debt Report, click the Op	en Debt Report link below.	
Note: You will not be able to use the links below until your Profile Report has been returned.  Request Case Access Case Listing  Report A Case Open Debt Report Go Paperless Letter Notifications	To view/print "Paperless" letter notification e-n	ails and letters, click the Go Paperless Letter Notifications link below.	
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Case Listing Report A Case Open Debt Report Go Paperless Letter Notifications	Request Case Access		
Report A Case Open Debt Report Go Paperless Letter Notifications	Case Listing		
Open Debt Report Go Paperless Letter Notifications	Report A Case		
Go Paperless Letter Notifications	Open Debt Report		
P Draideus	Go Paperless Letter Notifications		
N Frevious	Previous		

#### Slide notes

Once logged into the MSPRP and selecting the appropriate account ID, you can select the Case Listing link from the Welcome! Page.

A non-beneficiary user can use the Request Case Access link to request access to a case they are not already authorized to view/manage.

The Welcome! page now allows AMs and ADs to view letter notification emails and letters sent to the account within the last 30 business days for Go Paperless addresses using the new Go Paperless Letter Notifications link.

AMs may also update the Go Paperless email distribution list using the new Update Paperless E-mail Distribution link on the Welcome! page.

# Slide 10 of 30 - Case Listing (Non-Bene)

To view	case detail information, c	click the case number.	To manage Desigr	nee access to the ca	se, click on the Mana	age		
Access	ink. To perform a search,	, enter any search crite	eria and click the S	earch button.				
lf you ar Conditio	e approaching settlemen nal Payment process, yo	t on a case that is not ou can add this case us	yet available on th ing the Report A C	e MSPRP and you v ase link found on th	vish to initiate the Fin e MSPRP Welcome	al page.		
Case ID	:		Search	n Hint				
Medicar	e ID:							
Benefic	iary SSN:	!						
Benefic	iary Last Name:		Search	Hint				
Selectin Selectin Selectin	g Cancel will return to th g Remove Cases will rer Ds denoted with an aster	e Home Page move all cases checke risk were reported via t	d in the Select col he Report A Case	umn. process on the MSF	PRP.			
Search Selectin Selectin * Case I Case	g Cancel will return to th g Remove Cases will ret Ds denoted with an aster	e Home Page move all cases checke risk were reported via t	d in the Select col he Report A Case	umn. process on the MSF	RP			
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Selecting Selecting * Case II Case Select	g Cancel will return to th g Remove Cases will ret Ds denoted with an aster S Case ID 201117409000150. 201117409000151	e Home Page move all cases checke risk were reported via t Bene Last Name Smith Jones	d in the Select col he Report A Case Medicare ID *****9999A *****888B	umn. process on the MSF Bene Date of Birth 09/01/1940 04/19/1945	PRP. Case Status Demand Closed	Authorization Level Beneficiary Proof of Representation	Authorization Status Verified	Case Access Manage Access Manage
Selectin Selectin * Case I Case Select	g Cancel will return to th g Remove Cases will ret Ds denoted with an aster S Case ID 201117409000150. 201117409000151 201117409000152 *	e Home Page move all cases checke risk were reported via t Bene Last Name Smith Jones Williams	d in the Select col he Report A Case Medicare ID *****9999A *****8888B *****77777B	Umn. process on the MSF Bene Date of Birth 09/01/1940 04/19/1945 08/20/1939	RP. Case Status Demand Closed DEMAND IN PROGRESS	Authorization Level Beneficiary Proof of Representation Beneficiary Consent to Release	Authorization Status Verified Verified	Case Access Manage Access Manage Access
Selectin Selectin * Case I Case Select	g Cancel will return to th g Remove Cases will ret Ds denoted with an aster S Case ID 201117409000150 201117409000152 *	e Home Page move all cases checke risk were reported via t Bene Last Name Smith Jones Williams	d in the Select col he Report A Case Medicare ID *****9999A *****8888B *****77777B	umn.           process on the MSF           Bene Date of Birth           09/01/1940           04/19/1945           08/20/1939	Case Status Demand Closed DEMAND IN PROGRESS	Authorization Level Beneficiary Proof of Representation Beneficiary Consent to Release	Authorization Status Verified Verified	Case Access Manage Access Manage Access

#### Slide notes

From the Case Listing Page, select the case link from the Cases table that you wish to view detailed information for.

Note: New columns for Case Status, Authorization Level, and Authorization Status have been added to the Case Listing page.

# Slide 11 of 30 - Welcome! (Beneficiary)

The second secon	About This one	CINCLENKS	100 10			orgin on
					Quick Hel	p
Welcome!			BENEFICIA	RY USER	Help About	This Page
The Medicare Secondar information to assist in r	y Payer Recovery Porta esolving Medicare's rec	al provides a quick and e covery claim.	fficient way to request	case information and provide	Account	Settings
With the use of this port dispute claims.	al, you may request an	update conditional paym	ent amount, submit se	ttlement information and	Update Acco Designee M View Accourt	ount Information laintenance nt Activity
To request information r link below.	egarding a case you ha	ve not already associate	d to your account, clicl	the Request Case Access		
To see cases that you h	ave previously associat	ed to your account, click	the Case Listing link b	elow.		
To submit a new case, c	lick the Report A Case	link below.				
Request Case Access						
Case Listing						
Report A Case						

#### Slide notes

MSPRP Beneficiary users can pay on accounts by logging in from the Medicare.gov page.

Beneficiaries will select the Go to MSPRP link to advance directly to the MSPRP Welcome! page and then select the case listing link to access their case listings page.

# Slide 12 of 30 - Case Information (Beneficiary)

BENEFICIARY USER	Print this page         Quick Help         Help About This Page         case, click on the Manage         wish to initiate the Final         the MSPRP Welcome page.         e Home Page.         SPRP.
Asses for which you have previously requested information. nation, click the case number. To manage Designee access to the case, click on the Manage search, enter any search criteria and click the Search button. Hilement on a case that is not yet available on the MSPRP and you wish to initiate the Final cess, you can add this case using the Report A Case link found on the MSPRP Welcome page. d by Case ID in ascending order. Selecting Cancel will return to the Home Page. an asterisk were reported via the Report A Case process on the MSPRP.	Help About This Page Help About This Page wish to initiate the Final the MSPRP Welcome page. e Home Page. SPRP.
ases for which you have previously requested information. nation, click the case number. To manage Designee access to the case, click on the Manage search, enter any search criteria and click the Search button. attlement on a case that is not yet available on the MSPRP and you wish to initiate the Final cess, you can add this case using the Report A Case link found on the MSPRP Welcome page.	e Home Page.
ases for which you have previously requested information. nation, click the case number. To manage Designee access to the case, click on the Manage search, enter any search criteria and click the Search button. Ittlement on a case that is not yet available on the MSPRP and you wish to initiate the Final cess, you can add this case using the Report A Case link found on the MSPRP Welcome page. d by Case ID in ascending order. Selecting Cancel will return to the Home Page. an asterisk were reported via the Report A Case process on the MSPRP.	ase, click on the Manage wish to initiate the Final the MSPRP Welcome page.
nation, click the case number. To manage Designee access to the case, click on the Manage search, enter any search criteria and click the Search button. Ittlement on a case that is not yet available on the MSPRP and you wish to initiate the Final cess, you can add this case using the Report A Case link found on the MSPRP Welcome page.	e Home Page.
search, enter any search criteria and click the Search button. attlement on a case that is not yet available on the MSPRP and you wish to initiate the Final cess, you can add this case using the Report A Case link found on the MSPRP Welcome page. d by Case ID in ascending order. Selecting Cancel will return to the Home Page. an asterisk were reported via the Report A Case process on the MSPRP.	wish to initiate the Final the MSPRP Welcome page. e Home Page. SPRP.
titlement on a case that is not yet available on the MSPRP and you wish to initiate the Final cess, you can add this case using the Report A Case link found on the MSPRP Welcome page.	wish to initiate the Final the MSPRP Welcome page. e Home Page. SPRP.
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an asterisk were reported via the Report A Case process on the MSPRP.	SPRP.

#### Slide notes

The Case ID's that are available to the beneficiary will display on the Case Listing page.

The beneficiary will select the link to the case they wish to review/manage.

Once logged in and the case is selected, the beneficiary and non-beneficiary will follow the same steps to make a payment.

# Slide 13 of 30 - Case Information

and Inform	ation		Note Chercher	Print this page	Quick Help :	Help About This Page
	alion					
Case ID: 201117409000150 🧔			Medicare ID: 98765432 Beneficiary DOB: 02/0	21A 8/1940		
Case Type: Liphility Insurance			Treasury Account Num	nber: 12345678		
Case Status: Demand What i	s this?		Treasury Account Num	12040010		
Current Status of Debt: Intent	to Refer Letter Sent					
			Treasury Referral Date	e: 01/01/2016		
RRE Name: Sample Name						
Date of Incident: 09/15/2009			Authorization Level: P	roof of Represent	ation	
Industry Date of Incident: 09/1	15/2009 What is this	?	Authorization Status:	Verified What is t	his?	
ORM: Yes			ORM Termination Date	2: 01/01/2016		
Payment Ele Information His	ectronic Payment story	Refund Information	Correspondence Activity	Waiver/ Redeterminal Appeal/ Compromise	Fi tion/ Pa	nal Conditional ayment Process
Payment Information Hit *Current Conditional Payment *Note: Claims are retrieved daily evaluated for relevance. This typ Please contact the BCRC or CR	ectronic Payment story t Amount: \$2,800.00 /. This amount is cur olcally takes 3-5 bus IC at (855) 798-2627	Refund Information ) rent as of: 07/23/2018. Pi iness days. The condition if immediate assistance	Correspondence Activity lease be advised that the c rail payment amount will be with this amount is require	Waiver/ Redeterminal Appeal/ Compromise laims associated t automatically upd d.	Fition/ Pa	nal Conditional ayment Process currently being process is complete.
Payment Information *Current Conditional Payment *Note: Claims are retrieved daily evaluated for relevance. This typ Please contact the BCRC or CR Rights and Responsibilities Le	ectronic Payment story t Amount: \$2,800.00 /. This amount is cur pically takes 3-5 bus. CC at (855) 798-2627 etter Mail Date: 06/	Refund Information ) rent as of: 07/23/2018. Pl iness days. The condition if immediate assistance 10/2010	Correspondence Activity lease be advised that the o lal payment amount will be with this amount is require Section 111 No-Fault F	Waiver/ Redeterminal Appeal/ Compromise laims associated t automatically upd d. Policy Limit Repo	Fillion/ Pri tion/ Pri to this case are lated once this rted: \$32456.7	nal Conditional ayment Process currently being process is complete.
Payment Information Hit *Current Conditional Payment *Note: Claims are retrieved daily evaluated for relevance. This typ Please contact the BCRC or CR Rights and Responsibilities Lo Conditional Payment Letter A	ectronic Payment story t Amount: \$2,800.00 /. This amount is cur pically takes 3-5 bus. IC at (855) 798-2627 etter Mail Date: 06/- mount: \$496.06	Refund Information ) rent as of: 07/23/2018. Pi iness days. The condition if immediate assistance 10/2010	Correspondence Activity lease be advised that the o lal payment amount will be with this amount is require Section 111 No-Fault F Conditional Payment I	Waiver/ Redeterminal Appeal/ Compromise laims associated t automatically upd d. Policy Limit Repo	rted: \$32456.7	nal Conditional ayment Process currently being process is complete.
Payment Information *Current Conditional Payment *Note: Claims are retrieved daily evaluated for relevance. This typ Piease contact the BCRC or CR Rights and Responsibilities Le Conditional Payment Letter An Conditional Payment Letter M	ectronic Payment story t Amount: \$2,800.00 /. This amount is cur pically takes 3-5 bus IC at (855) 798-2627 etter Mail Date: 06/ mount: \$496.06 ail Date: 06/01/2011	Refund Information Prent as of: 07/23/2018. Priness days. The condition if immediate assistance 10/2010	Correspondence Activity lease be advised that the of all payment amount will be with this amount is require Section 111 No-Fault F Conditional Payment I Conditional Payment I	Waiver/ Redeterminal Appeal/ Compromise laims associated t automatically upd d. Policy Limit Repo Notice Amount: \$ Notice Mail Date:	Fi tion/ P: to this case are lated once this, rted: \$32456.7 500.00 06/18/2011	nal Conditional ayment Process currently being process is complete. 6

#### Slide notes

Authorized MSPRP users are able to make a payment from the Case Information page. The default tab is the Payment Information tab where users can select Make a Payment in the lower, left-hand corner.

The Payment Balance reflects the remaining principal and interest balance on the case. Partial payments can also be made on the account.

When the case has not been demanded or the demand balance amount minus any pending electronic payments is zero, users will not be able to make a payment.

To better communicate the precise status of debts, the Case Information page header and Payment Information tab have been updated. The header has an added case status value of Extended Repayment, as well as new fields when ongoing responsibilities for medicals (ORM) is present and when a case is referred to Treasury. In addition, the Payment Information tab has an updated status note value, rearranged fields, and a new Conditional Payment Letter Amount field.

Note: To assist insurers and recovery agents in providing appropriate disputes to the CPN before a case is demanded, the S111 No-Fault Policy Limit Reported field has been added to the Payment Information tab on the Case Information page for S111 No-Fault cases.

Also, a new field, Treasury Account Number (i.e., the unique Department of Treasury Federal Agency ID assigned to a debt), has been added to the Case Information page to assist Non-Group Health Plan (NGHP) debtors when they discuss their debt with Treasury.

#### Slide 14 of 30 - Make A Payment

Home About This Site	CMS Links	How To	Reference Materials	Contact Us	Sign off
lake a Payment	t		Print this page	Quick Help : Help	o About This Page
		Pomaining Drincina	Amount: \$1224.56		
Debtor Name: John Doe		Remaining Interest	Amount: \$7234.30 Amount: \$789.10 lance Amount: \$2023.66	ling payments	
Pending Electronic Payment Amount: \$0.00 Payment Amount: \$2023.66	) What is this?	toto. Nontaning out		nig paymente.	
The default Payment Amount reflects the total emit full payment at this time, please update t	remaining principal a he Payment Amount	and interest balance t.	on the case less any pending ele	ctronic payments. If y	ou do not wish to
Account Holder Name:					
Please enter the account holder name as it ap vill be your name. If you are making payment	pears on the accoun on behalf of the debi	t under which payme tor, this will be the de	nt will be made. If you are making btor's name.	) payment on behalf o	of yourself, this
lote: If you are making a partial payment (tha be sure to upload supporting documentation v continue to accrue on any unpaid balances.	t is, you wish to appoint in the Redetermination	eal the inclusion or th on, Waiver, or Compr	e amount of any of the individual omise Request option if you have	claims that comprise n't already done so. I	the case) please interest will
Click Continue to transfer to the Pay.gov site information page.	to select your payme	ent method and comp	lete your payment. What is Pay.	gov? Click Cancel to	return to the Case

#### Slide notes

The "Make a Payment" page will appear.

The user will enter an amount in the Payment Amount field. Once the payment amount has been entered, select continue.

Users will be able to cancel. If cancel is selected, you will return to the Case Information - Payment Information page without saving any payment amount entered.

Click Continue to transfer to the Pay.gov site to select your payment method and complete your payment.

# Slide 15 of 30 - Pay.gov Payment Method

	How To Submit Electronic Payment Select A Payment	
Med	icare Secondary Payer Recovery Portal (MSPF	RP)
	I want to pay with a withdrawal from a checking or savings account (ACH) I want to pay with my PayPal account PayPal I want to pay with a Debit Card	
	Cancel	

#### Slide notes

The Pay.gov page will appear.

The user will select their electronic payment method from the options listed on the screen:

**Checking and Savings Account** 

Debit Card

or PayPal Account as a payment method

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

a credit card

Once the payment information has been entered, Click Continue.

#### Slide 16 of 30 - Enter Electronic Payment

Enter Electronic Payment Checking and Savings	
	Pay.gov
Medicare Secondary Payer Recovery Portal (MSPRP) Please enter checking or savings account information below. * indicates required helds Agency Tracking ID: 79570592704 Payment Amount: \$28.57 * Account Holder Name: * Account Type: Select an Account Type v Routing Number Account Type Check Number * O 26 94.6 78.3 +: 924.3 78 7390 + 6234 * Account Number: * Confirm Account Number: * Confirm Account Number: * Confirm Account Number:	

#### Slide notes

The Pay.gov enter payment information page will display for the method selected with the payment amount previously entered in the MSPRP 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 17 of 30 - Enter Electronic Payment

Enter Electronic Paymer	nt- PayPal
Message from webpage X You are being redirected to PayPal, a non-government website, that may have different privacy policies than Pay.gov. OK Cancel	PayPal   Imail or mobile number   Password   Log In   Having trouble logging in?   or   Sign Up

#### 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 18 of 30 - Pay.gov- Debit Payment



#### Slide notes

Once you have logged into PayPal, the payment amount entered in the MSPRP 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 19 of 30 - Review and Submit Payment

Review	Review and Submit Payment-PayPal
*Indicat	es 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 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 20 of 30 - Enter Electronic Payment

Enter Electronic Payment Information	
- Debit Card	
Medicare Secondary Payer Recovery Portal (MSPRP)	
Please provide the Debit Card Information below Indicates required fields	
Agency Tracking ID: 34019915082	
Payment Amount: \$15,000.00	
* Country:	
* Billing Address:	
Billing Address 2:	
* City:	
State/Province:	
ZIP/Postal Code:	
* Account Holder Name: Example Inc.	
Marine VISA	
* Card Number:	
* Expiration Date:	
* Card Security Code:	
Previous Cancel Continue	

#### Slide notes

For Debit Cards, you will need to enter the required information and click continue.

The payment amount will be pre-filled with the amount you noted on the MSPRP. Please verify that the amount is correct.

Note: A debit card will be declined if the maximum amount of \$24,999.99 is exceeded. You can use the previous link to go back to the Previous Pay.gov screen or Cancel to return to MSPRP.

Otherwise, once you have entered and verified the required information, select Continue to complete the transaction.



~	and and Calmark Decima and Dalakt
IV	eview and Submit Payment- Debit
	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 allow you to review the information before continuing to submit your payment. 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 30 - Payment Status- Declined

			How To	Reference Materials	Contact Us	Sign off
ayme	ent Statu	S		i int one page		producting rage
ur payment	of \$2.023.66 has been de	clined.				
nfirmation se ID: 2011	Number: 17409000150					
btor Name: yment Amo	John Doe unt: \$0.00					
ick Continue	to view information abou	t your payment on the Ele	ctronic Payment Hist	ory tab.		
ick Continue Continue	to view information abou	t your payment on the Ele	ctronic Payment Hist	ory tab.		
ick Continue	to view information abou	t your payment on the Ele	ctronic Payment Hist	ory tab.		
ick Continue	to view information abou	t your payment on the Ele	ctronic Payment Hist	ory tab.		
ick Continue	to view information abou	t your payment on the Ele	ctronic Payment Hist	ory tab.		
ick Continue	to view information abou	t your payment on the Ele	ctronic Payment Hist	ory tab.		

#### Slide notes

If the payment is declined, the payment status page will display.

A confirmation number, Case ID, Debtor Name, and the payment amount of zero will auto populate on this page and the payment amount will show \$0.00.

Select Continue to view information for this payment.

# Slide 23 of 30 - Payment Status - Successful

	About This one	CMS LINKS	How To	Reference Materials	Contact Us	Sign off
ayme	nt Status	5		Print this page	Quick Help : Hel	p About This Page
our payment of §	52,023.66 received on 10.	/16/2018 is in process. I	Please save or print t	his page for your records.		
ase ID: 2011174	409000150					
abtor Name: Jo ayment Amoun	hn Doe it: \$2,023.66					
lick Continue to	view information about y	our payment on the Ele	ctronic Payment Hist	ory tab.		
Continue	2					
Contante						

#### Slide notes

If the payment is submitted successfully, the payment status page will appear. The payment amount, confirmation number, Case ID, and Debtor Name will auto-populate on this page.

Select Continue to view information about the payment on the Case Information Page by viewing the Electronic Payment History Tab.

Slide 24 of 30 - Electronic Payment History

ase Information       Wetk Help : Help About This Page         Case ID: 201117409000150 *       Medicare ID: 987654321A Beneficiary DOB: 020081940 Beneficiary DDB: 020081940 Beneficiary Last Name: Smith Treasury Account Number: 12345678         Case Stus: Demand What is this?       Treasury Account Number: 12345678         Current Status of Debt: Intent to Refer Letter Sent       Treasury Account Number: 12345678         RRE Name: Sample Name       Authorization Level: Proof of Representation Authorization Status: Verified What is this?         Date of Incident: 09/15/2009 mdustry Date of Incident: 09/15/2009 Must is this?       Authorization Level: Proof of Representation Authorization Status: Verified What is this?         DRM: Yes       Correspondence History       Waiver/ Redetermination/ Activity       Final Conditional Payment Process         Payment Information       Electronic Payment History       Refund Information Activity       Correspondence Remaining Balance Amount: 52,500.00 Remaining Interest Balance Amount: 52,500.00       Final Conditional Payment Process at Pay gov has finalized and the Pay gov Status is Accepted, your payment will be processed by the BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.         Payment       Account Holder       Payment       Pay.gov Confirmation       Demand Balance Number         Payment       Account Reflect your payment will be treflect your payment will be controled.       Demand Balance Number       Demand Balance Number	Home	About T	his Site Cl	MS Links	How To	Reference Mate	rials C	ontact Us	Sign off
Case ID: 201117409000150 #       Medicare ID: 987654321A Beneficiary DOB: 02/08/1940 Beneficiary Last Name: Smith Case Status: Demand What is this?         Case Type: Liability Insurance Case Status: Demand What is this?       Treasury Account Number: 12345678         Case Status: Demand What is this?       Treasury Referral Date: 01/01/2016         RRE Name: Sample Name       Treasury Referral Date: 01/01/2016         Date of Incident: 09/15/2009 ndustry Date of Incident: 09/15/2009 What is this?       Authorization Level: Proof of Representation Authorization Date: 01/01/2016         Payment Information       Electronic Payment History       Refund Information Activity       Correspondence Activity       Waiver/ Redetermination/ Appea/ Compromise       Final Conditional Payment Process Appea/ Compromise         Demand Letter Mail Date: 04/15/2020 Jemand Amount: \$3,500.00       Remaining Principal Balance Amount: \$2,500.00 Total Remaining Interest Balance Amount: \$2,500.00 Total Remaining Balance Amount: \$2,500.00       Final Conditional Payment Process at Pay gov has finalized and the Pay gov Status is Accepted, your payment will be processed by the BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Demand Balance Date       Payment Number       Demand Balance Status       Demand Balance Update Date         Payment Information       Account Holder       Paygov Payment Anount       Status       Demand Balance Update Date       Demand Balance Update Date	ase	Inform	nation			S PI	rint this page	Quick Hel	p : Help About This Page
Payment       Electronic Payment       Refund Information       Correspondence       Waiver/ Refund Information       Final Conditional Payment Process at Pay gov has finalized and the Pay gov Status is Accepted, your payment will be processed by the BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment will be processed by the BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment       Paygov Confirmation       Demand Balance Status       Demand Balance Update Date       Demand Balance Date       Demand Balance Data       Demand Balance       Demand Balance       Demand Balance    <	Case ID: 201	117409000150			Medica	re ID: 987654321A	0		
Case Stype: Liability Insurance       Treasury Account Number: 12345678         Case Status: Demand What is this?       Treasury Referral Date: 01/01/2016         RRE Name: Sample Name       Treasury Referral Date: 01/01/2016         Date of Incident: 09/15/2009       Authorization Level: Proof of Representation ndustry Date of Incident: 09/15/2009 What is this?         DRM: Yes       ORM Termination Date: 01/01/2016         Payment Information       Electronic Payment History       Refund Information Activity       Waiver/ Redetermination/ Appeal/ Compromise       Final Conditional Payment Process Compromise         Demand Letter Mail Date: 04/15/2020       Remaining Principal Balance Amount: \$2,500.00 Total Remaining Balance Amount: \$2,500.00       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 BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.         Payment       Account Holder       Payment yov Payment Number       Demand Balance Demand Balance Demand Balance Demand Balance Demand Balance Update Date         Payment       Payment Number       Account Holder       Payov Payment Number       Demand Balance Demand Balance Demand Balance         Payment       Payment Number       Account Holder       Payment Payov Payment Number       Demand Balance Dupate Date         Payment					Benefic	iary Last Name: Smi	th		
Case Status: Demand       What is this?         Current Status of Debt: Intent to Refer Letter Sent       Treasury Referral Date: 01/01/2016         RRE Name: Sample Name       Authorization Level: Proof of Representation Authorization Status: Verified What is this?         Date of Incident: 09/15/2009       What is this?         ORM Termination Date: 01/01/2016       Muthorization Status: Verified What is this?         Payment Information       Electronic Payment History         Refund Information       Correspondence Activity       Redetermination/ Payment Process Appeal/ Compromise         Demand Letter Mail Date: 04/15/2020       Remaining Principal Balance Amount: \$2,500.00         Remaining Interest Balance Amount: \$2,500.00       Remaining Interest Balance Amount: \$2,500.00         Nem the payment process at Pay gov has finalized and the Pay gov Status is Accepted, your payment will be processed by the BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.         Payment       Payment       Account Holder       Pay.gov Payment       Pay.gov Confirmation       Demand Balance         Payment       Name       Amount       Status       Pay.gov Confirmation       Demand Balance         Update Date       04/10/2019       ACH       John Dorsett       \$2,500.00       Accepted       34786590       In Process	Case Type: L	iability Insurand	ce		Treasur	y Account Number:	12345678		
Current Status of Debt: Intent to Refer Letter Sent       Treasury Referral Date: 01/01/2016         RRE Name: Sample Name       Treasury Referral Date: 01/01/2016         Date of Incident: 09/15/2009       Math is this?         Date of Incident: 09/15/2009       What is this?         Name: Sample Name       Authorization Level: Proof of Representation         Authorization Status: Verified       What is this?         DRM: Yes       ORM Termination Date: 01/01/2016         Payment       Electronic Payment         History       Refund Information         Correspondence       Waiver/ Activity         Redetermination/ Activity       Final Conditional Payment Process         Demand Letter Mail Date: 04/15/2020       Remaining Principal Balance Amount: \$2,500.00         Remaining Interest Balance Amount: \$2,500.00       Remaining Interest 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 BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.         Payment       Account Holder       Pay.gov Payment       Pay.gov Confirmation       Demand Balance Update Date         Payment       Name       Amount       Status       Number       Status       Demand Balance         Payment <td>Case Status:</td> <td>Demand Wh</td> <td>at is this?</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	Case Status:	Demand Wh	at is this?						
Payment Information       Electronic Payment History       Refund Information Refund Information       Correspondence Activity       Waiver/ Redetermination/ Activity       Final Conditional Payment Payment Process         Demand Letter Mail Date: 04/15/2020       Remaining Principal Balance Amount: \$2,500.00 Remaining Interest Balance Amount: \$2,500.00       Final Conditional Payment Process at Pay gov has finalized and the Pay gov Status is Accepted, your payment will be processed by the BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.         Payment Information       Account Holder Name       Payment Payment       Payment Pay.gov Confirmation Status       Demand Balance Status	Current Statu	is of Debt: Inte	ent to Refer Letter Ser	ıt					
NRKE Name: Sample Name         Date of Incident: 09/15/2009       What is this?         Authorization Status: Verified What is this?         ORM Termination Date: 01/01/2016         Payment       Electronic Payment         History       Refund Information         Activity       Redetermination/ Activity         Redetermination/ Activity       Redetermination/ Redetermination/ Appeal/ Compromise         Demand Letter Mail Date: 04/15/2020       Remaining Principal Balance Amount: \$2,500.00 Remaining Interest 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 BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.         Payment       Account Holder       Payment       Pay.gov Payment       Pay.gov Confirmation Number       Demand Balance       Demand Balance         Option       Account Holder       Payment       Pay.gov Confirmation       Demand Balance       Demand Balance         Payment       Payment       Account Holder       Payment       Pay.gov Confirmation       Demand Balance         Option       Account Holder       Payment       Pay.gov Confirmation       Demand Balance       Demand Balance         Option       Accl       John Dorsett       \$2,500.0	DDC 11				Treasur	y Referral Date: 01/0	1/2016		
Date of Incident: 09/15/2009       Authorization Level: Proof of Representation Authorization Status: Verified       What is this?         DRM: Yes       ORM Termination Date: 01/01/2016       Waiver/ ORM Termination Date: 01/01/2016       Final Conditional Payment History         Payment Information       Electronic Payment History       Refund Information Activity       Correspondence Activity       Waiver/ Redetermination/ Appeal/ Compromise       Final Conditional Payment Process         Demand Letter Mail Date: 04/15/2020       Remaining Principal Balance Amount: \$2,500.00 Remaining Interest Balance Amount: \$2,500.00       Final Conditional Payment \$2,500.00         Vhen the payment process at Pay.gov has finalized and the Pay.gov Status is Accepted, your payment will be processed by the BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.       Demand Balance Demand Balance       Demand Balance Update Date       Demand Balance Update Date         Payment Date       Account Holder Name       Pay.gov Payment Amount       Pay.gov Confirmation Number       Demand Balance Update Date       Demand Balance Update Date	RRE Name: 3	sample Name							
Date of Incident: 09/15/2009       What is this?       Authorization Level: Proof of Representation         ndustry Date of Incident: 09/15/2009       What is this?       ORM Termination Date: 01/01/2016         Payment       Electronic Payment       Refund Information       Correspondence       Waiver/ Activity       Final Conditional         Payment       Electronic Payment       Refund Information       Correspondence       Waiver/ Activity       Final Conditional         Payment       Electronic Payment       Refund Information       Correspondence Activity       Waiver/ Redetermination/ Appeal/ Compromise       Final Conditional         Demand Letter Mail Date: 04/15/2020       Remaining Principal Balance Amount: \$2,500.00       Remaining Interest Balance Amount: \$2,500.00         Demand Amount: \$3,500.00       Remaining Interest Balance Amount: \$2,500.00       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 BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.         Payment       Payment       Account Holder       Payment       Pay.gov Payment       Pay.gov Confirmation       Demand Balance         Date       Method       Account Holder       Payment       Pay.gov Confirmation       Demand Balance       Demand Balan	Data of In-id	ont: 00/45/200	0		A	nation Levels Drasf -	f Depresentati		
Payment Information       Electronic Payment History       Refund Information Refund Information       Correspondence Activity       Waiver/ Redetermination/ Appeal/ Compromise       Final Conditional Payment Process Payment Process         Demand Letter Mail Date: 04/15/2020 Demand Amount: \$3,500.00       Remaining Principal Balance Amount: \$2,500.00 Remaining Interest Balance Amount: \$2,500.00       Final Conditional Payment Process at Pay gov has finalized and the Pay gov Status is Accepted, your payment will be processed by the BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.       Demand Balance Vumber	Industry Date	ent: 09/15/2008	9 19/15/2009 What is th	nie?	Authori	zation Level: Proof o	d What is this	:2	
Payment Information       Electronic Payment History       Refund Information Activity       Correspondence Redetermination/ Appeal/ Compromise       Waiver/ Redetermination/ Payment Process       Final Conditional Payment Process         Demand Letter Mail Date: 04/15/2020       Remaining Principal Balance Amount: \$2,500.00       Payment Process         Demand Amount: \$3,500.00       Remaining Interest Balance Amount: \$2,500.00       Remaining Interest Balance Amount: \$2,500.00         Ven the payment process at Pay.gov has finalized and the Pay.gov Status is Accepted, your payment will be processed by the BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.       Demand Balance Update Date         Payment       Account Holder       Payment Amount       Pay.gov Payment Status       Pay.gov Confirmation Number       Demand Balance Update Date         06/10/2019       ACH       John Dorsett       \$2,500.00       Accepted       34786590       In Process	ORM: Yes	s or incluent. o	iar iar200a milatia u	110 :	ORM Te	rmination Date: 01/0	1/2016		
Demand Letter Mail Date: 04/15/2020       Remaining Principal Balance Amount: \$2,500.00         Demand Amount: \$3,500.00       Remaining Interest Balance Amount: \$0.00         Total Remaining Balance Amount: \$2,500.00       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 BCRC/CRC and applied to the emaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.         Payment       Payment       Account Holder       Pay.gov Payment       Pay.gov Confirmation       Demand Balance       Demand Balance         Date       Method       Name       \$2,500.00       Accepted       34786590       In Process	Payment Informatior	,	Electronic Payment History	Refund Info	rmation Corre Activit	spondence V y F A	Vaiver/ Redeterminatio Appeal/ Compromise	n/	Final Conditional Payment Process
Payment Date         Payment Method         Account Holder Name         Payment Amount         Pay.gov Payment Status         Pay.gov Confirmation Number         Demand Balance Status         Demand Balance Update Date           06/10/2019         ACH         John Dorsett         \$2,500.00         Accepted         34786590         In Process									
Date         Method         Name         Amount         Status         Number         Status         Update         Date           06/10/2019         ACH         John Dorsett         \$2,500.00         Accepted         34786590         In Process	Demand Lett Demand Amo When the pay remaining bal	er Mail Date: 0 ount: \$3,500.00 ment process a ance. The rema	)4/15/2020 ) at Pay.gov has finalize aining balance amound	d and the Pay.go is will not reflect t	Remain Remain Total Re v Status is Accepter your payment until th	ing Principal Balance ing Interest Balance emaining Balance Ar 1, your payment will b e Demand Balance S	e Amount: \$2 Amount: \$0.0 nount: \$2,500 e processed by tatus is Compl	,500.00 )0 .00 y the BCR( ete.	C/CRC and applied to the
on unseries version and series of series series of the ser	Demand Lett Demand Amo When the pay remaining bal Payment Date	er Mail Date: 0 bunt: \$3,500.00 ment process a ance. The remand Payment Method	4/15/2020 o at Pay.gov has finalize aining balance amount Account Holder Name	d and the Pay.go ts will not reflect the Payment	Remain Remain Total Re v Status is Accepter your payment until th Pay.gov Payment	ing Principal Balanc ing Interest Balance emaining Balance Ar d, your payment will b e Demand Balance S Pay.gov Confirmati	e Amount: \$2 Amount: \$0.0 nount: \$2,500 e processed by tatus is Compl	,500.00 )0 .00 y the BCR( ete.	C/CRC and applied to the Demand Balance
DEID4/3040 Develot 1200000 Assessed	Demand Lett Demand Amo When the pay remaining bal Payment Date	er Mail Date: 0 punt: \$3,500.00 ment process a ance. The rema Payment Method	14/15/2020 at Pay.gov has finalize aining balance amount Account Holder Name	d and the Pay.go ts will not reflect y Payment Amount	Remain Remain Total Re v Status is Accepter your payment until th Pay.gov Payment Status Accepted	ing Principal Balanci ing Interest Balance emaining Balance Ar d, your payment will b e Demand Balance S Pay.gov Confirmati Number	e Amount: \$2 Amount: \$0.0 nount: \$2,500 e processed by tatus is Compl ton Demand Status	,500.00 )0 .00 y the BCR( lete. I Balance	C/CRC and applied to the Demand Balance Update Date

# Slide notes

When returned back to the case information page, the case details will display.

The Electronic Payment History Tab will show the history of electronic payments including the Payment Date, Payment Method, Account Holder Name, Payment Amount, Payment Status, and an updated Demand Status with corresponding date.

Note: The Electronic Payment History Tab will display any payments that have been posted to this account.

Slide 25 of 30 - Electronic Payment History

Case ID: 201	117409000150	) 🦸		Medica Benefic	re ID: 987654321A tiary DOB: 02/08/1940		
Caso Type: I	iability Incurar	100		Benefic	clary Last Name: Smith	0345678	
Case Status:	Demand W	hat is this?		Trousu	y Account Number.	2343070	
Current Statu	us of Debt: In	tent to Refer Letter Ser	nt				
				Treasu	ry Referral Date: 01/01	/2016	
RRE Name: S	Sample Name						
Data af la sid		20		A with a si	and an I work Designed	Deserves	
Date of Inclust	ent: 09/15/200	J9 00/15/2000 What is t	hic?	Authori	zation Level: Proof of	What is this?	
ORM: Yes	or incluent.	03/13/2003 11/10/13/	1110 :	ORM Te	ermination Date: 01/01	/2016	
Payment Information	n (	Electronic Payment History	Refund Info	rmation Corre Activi	spondence Wa ty Re Ap Co	aiver/ determination/ peal/ mpromise	Final Conditional Payment Process
Payment Information Demand Lett Demand Amo When the pay remaining bala Payment Date	er Mail Date: bunt: \$3,500.0 ment process ance. The rem Payment Method	Electronic Payment History 04/15/2020 00 at Pay.gov has finalize naining balance amoun Account Holder Name	Refund Info ed and the Pay.go ts will not reflect Payment Amount	rmation Corre Activi Remain Remain Total R v Status is Accepte your payment until th Pay.gov Payment Status	spondence Wa ty Re Ap Co ing Principal Balance ing Interest Balance A emaining Balance Am d, your payment will be te Demand Balance Sta Pay.gov Confirmatio Number	aiver/ determination/ peal/ impromise Amount: \$2,500.00 for the second sec	Final Conditional Payment Process RC/CRC and applied to the Demand Balance Update Date
Payment Information Demand Lett Demand Amo When the pay remaining balk Payment Date 06/10/2019	er Mail Date: bunt: \$3,500.0 ment process ance. The rem Payment Method ACH	Electronic Payment History 04/15/2020 00 at Pay.gov has finalize ialning balance amoun Account Holder Name John Dorsett	Refund Info ed and the Pay.go ts will not reflect Payment Amount \$2,500.00	rmation Corre Activi Remain Remain Total R vv Status is Accepted your payment until th Pay.gov Payment Status Accepted	spondence Wa by Re Ap Co ing Principal Balance ing Interest Balance A emaining Balance Am d, your payment will be te Demand Balance Sta Pay.gov Confirmatio Number 34786590	aiver/ determination/ peal/ impromise Amount: \$2,500.00 Amount: \$2,500.00 processed by the BCF tus is Complete. n Demand Balance Status In Process	Final Conditional Payment Process RC/CRC and applied to the e Demand Balance Update Date

#### Slide notes

The Status field will display "Accepted" if the payment was successful and will show "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.

# Slide 26 of 30 - Payment Processing Information



#### Slide notes

Average payment processing time is 1 to 3 business days.

However, processing times vary by institution.

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

#### Slide 27 of 30 - Resources

# 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 Customer Services using the phone 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 MSPRP issues, please contact the EDI Department: 1-646-458-6740

#### Slide notes

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#### Slide 28 of 30 - Course Summary

# Course Summary

You should now be able to:

- Explain who is authorized to make payments on the MSPRP
- Discuss how to submit electronic payments on Pay.gov
- Describe the types of payments accepted by Pay.gov
- Outline how to review a history of electronic payments



#### Slide notes

You should now be able to:

Explain who is authorized to make payments on the MSPRP

Discuss how to submit electronic payments on Pay.gov

Describe the types of payments accepted by Pay.gov

Outline how to review a history of electronic payments

# Slide 29 of 30 - Electronic Payments Conclusion



# Slide notes

You have completed the MSPRP Electronic Payments course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: <u>https://www.cob.cms.hhs.gov/MSPRP/</u>.

For general information on Medicare Secondary Payer Recovery, go to this URL: <u>http://go.cms.gov/cobro</u>.

# Slide 30 of 30 - MSPRP Training Survey



#### Slide notes

If you have any questions or feedback on this material, please go to the following URL: <u>http://www.surveymonkey.com/s/MSPRPTraining</u>.