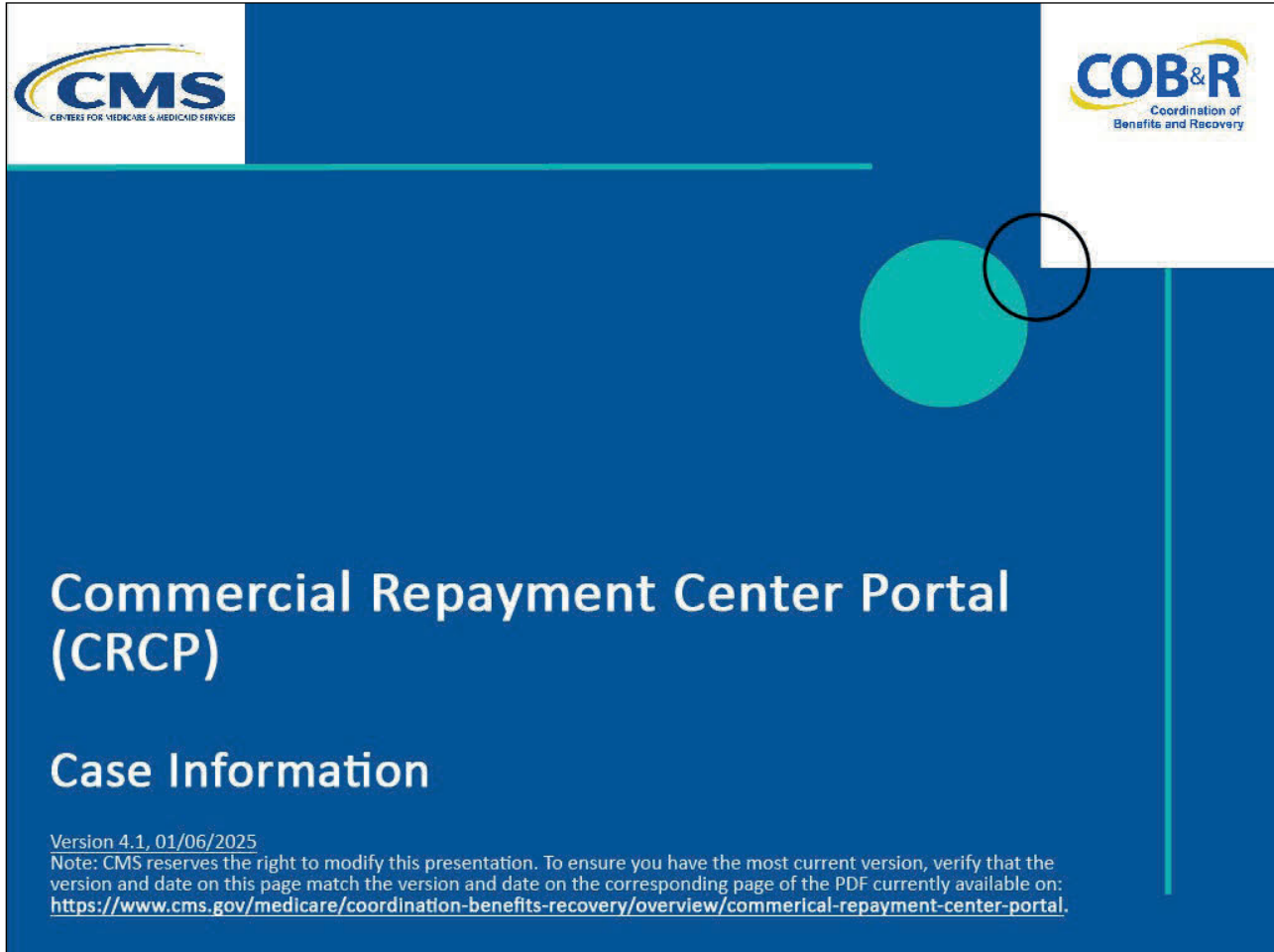


Case Information

Slide 1 of 23 - Case Information



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal (CRCP)

Case Information

Version 4.1, 01/06/2025
Note: CMS reserves the right to modify this presentation. To ensure you have the most current version, verify that the version and date on this page match the version and date on the corresponding page of the PDF currently available on:
<https://www.cms.gov/medicare/coordination-benefits-recovery/overview/commerical-repayment-center-portal>.

Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) Case Information course.

Slide 2 of 23 - Disclaimer

Disclaimer

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions. All affected entities are responsible for following the instructions in the CRCP User Guide found under the *Reference Materials* menu at the following link:
<https://www.cob.cms.hhs.gov/CRCP/>.

Slide notes

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions.

All affected entities are responsible for following the instructions in the CRCP User Guide found under the Reference Materials menu at the following link: [CRCP Website](https://www.cob.cms.hhs.gov/CRCP/).

Slide 3 of 23 - Course Overview

Course Overview

- How to view case specific information for a beneficiary included in a demand on the CRCP
 - Beneficiary
 - Demand
 - Employer and Insurer
 - Financial
 - Correspondence Activity
 - Defense History
 - Electronic Payments

**Slide notes**

This course will explain how to view case-specific information for a beneficiary included in a demand on the CRCP.

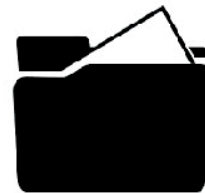
It will describe how to utilize the Case Information page to see the following case-related information:

- Beneficiary,
- Demand,
- Employer and Insurer,
- Financial Summary,
- Correspondence Activity,
- Defense History, and
- Electronic Payments.

Slide 4 of 23 - Background

Background

- CRC issues a demand to recover money in cases where Medicare paid primary but the GHP had primary payment responsibility
- A demand generally includes multiple beneficiaries (cases)
- View *CRCP Case Information* page to see information on a particular case that is included in a demand



Slide notes


If Medicare paid primary when the Group Health Plan (GHP) had primary payment responsibility, the Commercial Repayment Center (CRC) will seek repayment on behalf of CMS.

When the CRC issues a demand letter for payment, the demand may include multiple beneficiaries/cases.

To review information on a particular beneficiary/case that is included in a demand, you will access the Case Information page on the CRCP.

Slide 5 of 23 - Login Warning Page

[Print this page](#)

 **Commercial Repayment Center Portal** 

Login Warning

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network.

This system is provided for Government authorized use only.

Unauthorized or improper use of this system is prohibited and may result in disciplinary action and/or civil and criminal penalties.

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

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

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.

Privacy Act Statement

The collection of this information is authorized by Section 1862(b) of the Social Security Act (codified at 42 U.S.C. 1395y(b)) (see also 42, C.F.R. 411.24). The information collected will be used to identify and recover past conditional and mistaken Medicare primary payments and to prevent Medicare from making mistaken payments in the future for those Medicare Secondary Payer situations that continue to exist. The Privacy Act (5 U.S.C. 552a(b)), as amended, prohibits the disclosure of information maintained by the Centers for Medicare & Medicaid Services (CMS) 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 requisite information.

Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process.

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

Slide notes

To review beneficiary or case information, log into the CRCP at the following link: [CRCP Website](#). The Login Warning page will display. Click "I Accept" to continue to Login to the CRCP.

Slide 6 of 23 - Welcome to the CRCP Page

[About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#)

Welcome to the CRCP

The Commercial Repayment Center Portal (CRCP) is a secure web-based system that provides Employers/Other Plan Sponsors and Insurers/Third Party Administrators with a way to manage their Group Health Plan (GHP) recovery activities more efficiently. With the use of this portal, users may view demand information on line and submit defense documentation electronically.

For information about the availability of auxiliary aids and services, please visit:
[Accessibility & Nondiscrimination Notice](#)

CRCP Messages

EDI Representatives can view a COBSW user's system access by searching for a user either by their email or login ID

and then viewing their system access using the User Access Su123^*)_B&%\$\$)_ACOUHYI*)

Getting Started

Registration is required to use this application. Your **Authorized Representative** must complete the *New Registration (PIN Request)* and your **Account Manager** must complete the *Account Setup*. These individuals cannot be the same person.

The **Authorized Representative (AR)** is the person in your organization who has the legal authority to bind your organization to a contract and to the terms of CRCP requirements. This is usually a senior executive or partner of your company or firm. The AR has ultimate accountability for the information submitted on the CRCP.

The **Account Manager (AM)** is the person who will actively manage the GHP case workload for the account. This includes inviting **Account Designees (ADs)** and managing their access to the account.

For more information on the registration process and CRCP user roles, please refer to the *How to Get Started* help document, located under the *How To* menu on the Navigation bar. To begin the registration process, your CRCP **Authorized Representative** will click the **New Registration (PIN Request)** button.

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

Step 2
Account Setup
(Account ID and PIN required)

Sign in to your account:

Login ID:

[Forgot Login ID](#)

Password:

[Forgot Password](#)

Slide notes


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


Slide 7 of 23 - Account Listing

[Home](#) [User Options](#) [About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#) [Log off](#)

Account Listing

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

 **Multi-Factor Authentication**
Status: **Pending Phone**
Next Step: [Contact Experian](#)




Multi-Factor Authentication

CRCP users may request access to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII). Individuals requesting this access must complete the ID Proofing and Multi-Factor Authentication (MFA) process. The status of your request will display as a link under the Multi-Factor Authentication box. You will click this link to progress through the required steps. Once you have successfully completed this process your status will be changed to Complete.

During the ID Proofing process, you will be asked to provide current personal information to confirm your identity with Experian Credit Services (an outside entity). This information will not be stored on the CRCP. This process will not impact your credit score.

To use MFA services, you will be required to register a Factor as a method of receiving a security token/push notification to access the MSPRP application. Certain Factors will require you to download and install a specific app onto the mobile device you will use to receive your security token. After the Factor registration, you will activate the factor for your login ID on the MSPRP. You may have only one Active Factor per Factor Type.

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

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

[CMS/HHS Vulnerability Disclosure Policy](#) | [Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

Slide notes

After a successful login, the Account Listing page will display.

This page lists the accounts associated with your Login ID. Select the Account ID link for the account you want to access.

Note: CRCP users may request access to view unmasked Medicare beneficiary Protected Health Information (PHI)/Personally Identifiable Information (PII). Individuals requesting this access must complete the ID Proofing and Multi-Factor Authentication (MFA) process. During the process, the Multi-Factor Authentication Voice Call/Text Message (SMS) factors were previously available options but will only be available for use to view unmasked claim information for a limited time after March 1st, 2025. If you wish to continue to use Multi-Factor Authentication after that time, you will need to register another factor via the Factor Maintenance link found on your home page. The new factor options are Okta Verify and/or Google Authenticator. For more information on MFA, see the [Multi-Factor Authentication CBT](#) course.

Page 7 of 24

Slide 8 of 23 - Account Detail

The screenshot shows the 'Account Detail' page of the CMS Commercial Repayment Center Portal. The page header includes the CMS logo, the portal name, and the COB&R logo. A navigation bar contains links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled 'Account Detail' and includes a 'Quick Help' link. It states that the user has selected Account ID: 11111111 - CIGNA. Below this, it provides instructions on how to access different Account IDs. The 'Available Actions' section contains six boxes, each with a description and a hyperlink. The 'Demand Listing' link is highlighted with a red box. At the bottom, there is a 'Previous' button and a note about removing access related to a letter.

CMS Commercial Repayment Center Portal **COB&R** Coordination of Benefits and Recovery

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

Account Detail [Quick Help](#)

You have selected Account ID: 11111111 - CIGNA

Information associated to this Account ID will be presented on applicable pages in the Commercial Repayment Center Portal. You may access these pages using the links provided on this page.

If you would like to access a different Account ID, click [Previous](#) or Home. When the Account Listing page displays, select the Account ID you would like to access.

Available Actions

To view demands/case information or to submit defense documentation, click this link: Demand Listing	To search for a case associated to this Account ID, click this link: Case Search	To request access to information related to a letter that is not yet associated to this Account ID, click this link: Request Letter Access
To request/update paperless preferences for this account, click this link: Go Paperless	To view/print "Go Paperless" letter notification e-mails and letters, click this link: Letter Notifications	To view all cases that have an Accounts Receivable amount greater than zero, click this link: Open Debt Report

To remove access related to a letter associated to this Account ID, the Account Manager for this Account must contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) and provide them with key information from the letter that should be removed. EDI Representatives can be reached at: (646) 458-6740.

[Previous](#)

Slide notes

When the Account Detail page displays, click the Demand Listing link.

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

Slide 9 of 23 – Demand Listing Page

Demand Listing

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

Demand Letter ID : [Demand Letter ID Search Hint](#)

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

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

Demand Letters Issued to Companies Associated with Account ID: 111111 [Quick Help](#)

Results Returned: 5

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

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

[Account Detail](#)

Slide notes

The Demand Listing page appears. By default, this page lists all unresolved/open demands that the CRC has issued in the past three months.

You may search for any Demand Letter ID using the Search function. See the “[Demands](#)” CBT for more information.

Note: No more than 100 letters will display at any given time.

To view case specific information, first locate the Demand Letter ID that includes the case you want to examine and then click the Demand Letter ID link. Note: This link will only be enabled if the Demand Status is ‘Open’.

You will not be able to view beneficiary/case information if the Demand Status is ‘Closed’. The Demand Status is ‘Closed’ when the status of each case included in a Demand Letter ID is ‘Closed’.

If you need information regarding a demand that has been closed, contact the CRC at 1-855-798-2627.

Slide 10 of 23 – Demand Detail Page

[Home](#) [User Options](#) [Account Settings](#) [About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#) [Log off](#)

Demand Detail [Quick Help](#)

You have selected Demand Letter ID: 861236547.

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

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

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

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

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

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

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

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

Slide notes

Once you click the Demand Letter ID link, the Demand Detail page appears.

Slide 11 of 23 - Demand Detail Page

[Home](#) [User Options](#) [Account Settings](#) [About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#) [Log off](#)

Demand Detail [Quick Help](#)

You have selected Demand Letter ID: 861236547.

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

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

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

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

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

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

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

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

Slide notes

The bottom portion of this page lists all of the beneficiaries/Case IDs included in the demand letter.

For each beneficiary included in the demand, a masked Medicare ID is displayed along with the Beneficiary Name, Case Amount, Case Status, Date Closed, and Case Viewed fields.

A Case Viewed column was added to this page to help identify when new Demands have been added to the account and a Treasury Referral Date, Treasury Account Number, and Current Status of Debt fields have also been added to provide additional treasury information.

The Make a Payment button and the Submitted Defenses button also display on the Demand Detail page.

Click a Case ID link to view detailed case information for the selected case.

Slide 12 of 23 - Case Information

Case Information

[Quick Help](#)

The information displayed on this page is related to **Case ID: 111111111** which is included on **Demand Letter ID: 123456789**. Click [Demand Detail](#) to go to the *Demand Detail* page. Click [Demand Listing](#) to go to the *Demand Listing* page. Click [Case Search](#) to search for any Case ID/Beneficiary associated to your Account. Click [View/Submit Defense](#) to submit a new defense for this case or view defenses previously submitted for claims/lines associated to this case.

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

Case Details

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

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

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567899

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

Financial Summary

[Electronic Payment History](#)

[Correspondence Activity](#)

[Defense History](#)

Account Receivable Date:	12/01/2017	Interest Rate:	0.10125
Case Outstanding Balance:	\$11,100.00	Interest Start Date:	01/17/2018
Principal Collected:	\$1100.00	Interest Accrued:	\$155.45
Remaining Principal Balance Amount:	\$8,971.40	Interest Collected:	(\$450.67)
Adjusted Amount:	\$0.00	Remaining Interest Balance Amount:	\$145.79
Treasury Referral Date:		Balance as of Date:	03/06/2018
Treasury Account Number:			
Current Status of Debt:			

Demand Detail

Demand Listing

Case Search

View/Submit Defense

Submit Documentation

Slide notes

The Case Information page appears. The Case ID and Demand Letter ID are shown at the top of the page. If you have selected the incorrect Case ID, click [Previous](#) to return to the Demand Detail page.

All information included on the Case Information page is current as of the date noted at the top of the page. If you have any questions regarding the information included on this page, please contact the CRC at 1-855-798-2627.

The Case Details section of this page is broken into four sections:

- Beneficiary,
- Demand,
- Employer, and
- Insurer Information.

The Beneficiary Information section includes the Beneficiary's Name, masked Medicare ID, Insurance Group ID, and Insurance Policy ID.

The Demand Information section includes the Total Demand Amount, Case Demand Amount, Case Outstanding Balance, and Case Status.

The Employer Information and Insurer Information sections include the company name and Tax Identification Number (TIN) for the employer and the insurer (if it is available).

Note: If there is no data to display for a particular field in the Case Details section, the CRCP will show the phrase 'Not on File'.

The bottom half of the Case Information page includes tabbed sections where you can view information regarding the financial summary, electronic payment history, correspondence activity, and defense history.

Note: Links/buttons have been added to the Case Information Page for easy access to the Demand Listing page, Case Search page and View/Submit Defenses. Also, certain fields on the Make a Payment and on the Financial Summary Tab on the Case Information pages will now show data reported in real-time from HIGLAS. Additionally, updates have been made to clarify that balance amounts on the Open Debt Report may not reflect recent adjustments and may differ from what is shown on the CRCP case pages.

Slide 13 of 23 - Financial Summary Tab

Case Information

Quick Help

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

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

Case Details

Beneficiary Information

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

Demand Information

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

Employer Information

Employer Name:	Blue Cross
Employer TIN:	0243567899

Insurer Information

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

Financial Summary

Electronic Payment History

Correspondence Activity

Defense History

Account Receivable Date:	12/01/2017	Interest Rate:	0.10125
Case Outstanding Balance:	\$11,100.00	Interest Start Date:	01/17/2018
Principal Collected:	\$1100.00	Interest Accrued:	\$155.45
Remaining Principal Balance Amount:	\$8,971.40	Interest Collected:	(\$450.67)
Adjusted Amount:	\$0.00	Remaining Interest Balance Amount:	\$145.79
Treasury Referral Date:		Balance as of Date:	03/06/2018
Treasury Account Number:			
Current Status of Debt:			

Demand Detail

Demand Listing

Case Search

View/Submit Defense

Submit Documentation

Slide notes

The Financial Summary tab shows the Account Receivable Date, Case Outstanding Balance, Principal Collected, Remaining Principal Balance Amount, Adjusted Amount, Treasury Referral Date, Treasury Account Number, Current Status of Debt, Interest Rate, Interest Start Date, Interest Accrued, Interest Collected, Remaining Interest Balance Amount, and the Balance as of Date.

When the Account Receivable balance goes to zero for a case, the Principal Collected, Adjusted Amount, Interest Accrued, and Interest Collected will display zero in these fields. All other fields will remain unchanged.

Note: The Financial Summary tab now includes three fields that show real-time data from HIGLAS.

Slide 14 of 23 - Electronic Payment History Tab

The information displayed on this page is related to Case ID: 111111111 which is included on Demand Letter ID: 123456789. Click [Demand Detail](#) to go to the *Demand Detail* page. Click [Demand Listing](#) to go to the *Demand Listing* page. Click [Case Search](#) to search for any Case ID/Beneficiary associated to your Account. Click [View/Submit Defense](#) to submit a new defense for this case or view defenses previously submitted for claims/lines associated to this case.

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

Case Details

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

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

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567899

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

[Financial Summary](#) [Electronic Payment History](#) [Correspondence Activity](#) [Defense History](#)

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

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

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

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

[Demand Detail](#) [Demand Listing](#) [Case Search](#) [View/Submit Defense](#) [Submit Documentation](#)

Slide notes

The Electronic Payment History Tab shows the remaining principle amount, remaining interest, and total remaining balance. Additionally, the Pay.gov payment date, method, account holder name, amount, payment status, confirmation number, demand balance status, and the demand balance update date are displayed.

Click any column heading to sort the information displayed. Click Previous at any time to return to the Demand Detail page.

Slide 15 of 23 – Correspondence Activity Tab

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

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

Case Details

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

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

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567899

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

[Financial Summary](#) [Electronic Payment History](#) **[Correspondence Activity](#)** [Defense History](#)

Select the correspondence option you wish to view:

☒ All Correspondence ☐ Correspondence Received ☐ Correspondence Sent

Correspondence ID	Correspondence Type	Uploaded Document Name	Date Received	Date Sent	Status	Status Date
88620372	Check	Doc.pdf		03/01/2015	Open	03/01/2015
88670372	Defense Request	somefile.pdf		03/01/2001	Closed	03/01/2001
88620772	Status Request	sample.pdf	03/01/2019		Open	03/01/2017
88620362	Bankruptcy Notification	one.pdf	03/01/2010		Open	03/01/2017

[Demand Detail](#) [Demand Listing](#) [Case Search](#) [View/Submit Defense](#) [Submit Documentation](#)

Slide notes

The Correspondence Activity tab shows all incoming and outgoing correspondence related to the Case ID, except correspondence related to a defense.

For correspondence sent to the CRC, you will see the Document ID (in the Correspondence ID column), date received at the CRC, and the letter description.

For correspondence that the CRC has sent, you will see the Letter ID (in the Correspondence ID column), the date sent from the CRC, and the letter description. Click on any column heading to sort the information displayed.

To view correspondence related to a defense, click the Defense History tab.

Slide 16 of 23 - Defense History Tab

The information displayed on this page is related to Case ID: 111111111 which is included on Demand Letter ID: 123456789. Click [Demand Detail](#) to go to the *Demand Detail* page. Click [Demand Listing](#) to go to the *Demand Listing* page. Click [Case Search](#) to search for any Case ID/Beneficiary associated to your Account. Click [View/Submit Defense](#) to submit a new defense for this case or view defenses previously submitted for claims/lines associated to this case.

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

Case Details

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

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

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567899

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

[Financial Summary](#) [Electronic Payment History](#) [Correspondence Activity](#) **[Defense History](#)**

Defenses submitted on the CRCP or received in the mail for the selected Case ID are listed below.

Document ID	Defense Number	Defense Type	Defense Received	Decision	Decision Date	Viewed
88123854	21445587	EMP	01/02/2014	Partial	02/24/2014	No
88123444	21445583	COV	01/03/2014	Invalid	02/22/2014	Yes
88123634	21445287	COV	03/22/2014	Pending Review		

[Demand Detail](#) [Demand Listing](#) [Case Search](#) [View/Submit Defense](#) [Submit Documentation](#)

[What is This?](#)

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Slide notes

The Defense History tab lists information regarding defenses that you have submitted through the CRCP as well as those defenses you have sent to the CRC by mail for the selected Case ID.

For each defense you have submitted, the Document ID, Defense Number, Defense Type, and Defense Received date is shown. The Defense Number is the number assigned by the CRC to your defense correspondence.

The Defense Received date is the date the CRC received the incoming defense correspondence. If the CRC has responded to your defense, the decision is displayed in the Decision (Outgoing Response) column for the selected case.

The date the CRC made the decision will also be shown.

Until the CRC makes a decision regarding the defense, a value of 'Pending' will be displayed in the Decision column and the Decision Date will be blank. You can sort the information by clicking any column heading.

Click the Submitted Documents tab to view files that were submitted on the CRCP.

Slide 17 of 23 - Account Detail - Case Search Link

CMS Commercial Repayment Center Portal **COB&R** Coordination of Benefits and Recovery

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

Account Detail Quick Help

You have selected Account ID: 11111111 - CIGNA

Information associated to this Account ID will be presented on applicable pages in the Commercial Repayment Center Portal. You may access these pages using the links provided on this page.

If you would like to access a different Account ID, click [Previous](#) or Home. When the Account Listing page displays, select the Account ID you would like to access.

Available Actions

To view demands/case information or to submit defense documentation, click this link: Demand Listing	To search for a case associated to this Account ID, click this link: Case Search	To request access to information related to a letter that is not yet associated to this Account ID, click this link: Request Letter Access
To request/update paperless preferences for this account, click this link: Go Paperless	To view/print "Go Paperless" letter notification e-mails and letters, click this link: Letter Notifications	To view all cases that have an Accounts Receivable amount greater than zero, click this link: Open Debt Report

To remove access related to a letter associated to this Account ID, the Account Manager for this Account must contact an EDI Representative at the Benefits Coordination Recovery Center (BCRC) and provide them with key information from the letter that should be removed. EDI Representatives can be reached at: (646) 458-6740.

[Previous](#)

Slide notes

You now also have the option to perform a direct search for a case associated to your account and access the Case Information page. From the Account Detail page, click the Case Search link.

Slide 18 of 23- Case Search Page

The screenshot shows the CMS Commercial Repayment Center Portal. At the top, there is a navigation bar with links: Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The CMS logo is on the left, and the COB&R logo is on the right. The main content area is titled "Case Search" and includes a "Quick Help" link. Below the title, there is a text box with instructions: "To search for a specific case associated to this Account ID, enter a Case ID, and then click **Search**. Once located, click the **Case ID** link to view detailed information for that case. You can also click the **Demand ID** link to view the *Demand Detail* page for the selected demand. Click **Cancel** to return to the *Account Detail* page." Below this text, there is a form with a "Case ID:" label, a text input field, a "Case ID Search Hint" link, and a "Search" button. A "Cancel" button is located below the form. At the bottom of the page, there is a footer with links: CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

Skip Navigation | Login ID : GH111GH | Print this page

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

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

Case Search [Quick Help](#)

To search for a specific case associated to this Account ID, enter a Case ID, and then click **Search**. Once located, click the **Case ID** link to view detailed information for that case. You can also click the **Demand ID** link to view the *Demand Detail* page for the selected demand. Click **Cancel** to return to the *Account Detail* page.

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



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Slide notes

From the Case Search page, you can enter a Case ID and click Search.

Slide 19 of 23 - Case Search Results Page

Skip Navigation | Login ID : GH111GH | [Print this page](#)

 **Commercial Repayment Center Portal** 

[Home](#) [User Options](#) [Account Settings](#) [About This Site](#) [CMS Links](#) [How To...](#) [Reference Materials](#) [Contact Us](#) [Log off](#)

Case Search [Quick Help](#)

To search for a specific case associated to this Account ID, enter a Case ID, and then click **Search**. Once located, click the **Case ID** link to view detailed information for that case. You can also click the **Demand ID** link to view the *Demand Detail* page for the selected demand. Click **Cancel** to return to the *Account Detail* page.

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

Search Results

Case ID	Demand ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed
C1234560001	861236547	****1234A	Mike	Lansing	\$4,400.00	Open	
C1234560002	861236551	1EG4TE5MK73	Jack	London	\$58800.45	Closed	05/05/2020
C1234560003	861236547	****1234A	Denise	Simpson	\$10000.00	Open	
C1234560004	861236547	****1234A	Rosemary	Clinton	\$2101.00	Closed	06/05/2021

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Slide notes

Your search results will display in a table including the following columns:

- Case ID,
- Demand ID,
- Masked Medicare ID,
- Beneficiary First Name,
- Beneficiary Last Name,
- Case Demand Amount,
- Case Status, and
- Date Closed.

Click the Case ID link to access the Case Information page.

Slide 20 of 23 - Case Information Page

Case Information

[Quick Help](#)

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

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

Case Details

Beneficiary Information

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

Demand Information

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

Employer Information

Employer Name:	Blue Cross
Employer TIN:	0243567899

Insurer Information

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

Financial Summary

[Electronic Payment History](#)

[Correspondence Activity](#)

[Defense History](#)

Account Receivable Date:	12/01/2017	Interest Rate:	0.10125
Case Outstanding Balance:	\$11,100.00	Interest Start Date:	01/17/2018
Principal Collected:	\$1100.00	Interest Accrued:	\$155.45
Remaining Principal Balance Amount:	\$8,971.40	Interest Collected:	(\$450.67)
Adjusted Amount:	\$0.00	Remaining Interest Balance Amount:	\$145.79
Treasury Referral Date:		Balance as of Date:	03/06/2018
Treasury Account Number:			
Current Status of Debt:			

Demand Detail

Demand Listing

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Slide notes

The Case Information page will appear.

Slide 21 of 23 - Course Summary

Course Summary

- How to view case specific information for a beneficiary included in a demand on the CRCP
 - Beneficiary
 - Demand
 - Employer and Insurer
 - Financial
 - Correspondence Activity
 - Defense History
 - Electronic Payments

**Slide notes**

This course explained how to view case-specific information for a beneficiary included in a demand on the CRCP.

It described how to utilize the Case Information page to see the following case-related information:

- Beneficiary,
- Demand,
- Employer and Insurer,
- Financial Summary,
- Correspondence Activity,
- Defense History, and
- Electronic Payments.

Slide 22 of 23 - Conclusion





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


Slide notes

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

Slide 23 of 23 - CRCP Training Survey



If you have any questions or feedback on this material,
please go to the following URL:
<https://www.surveymonkey.com/r/CRCPTraining>.



Slide notes

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