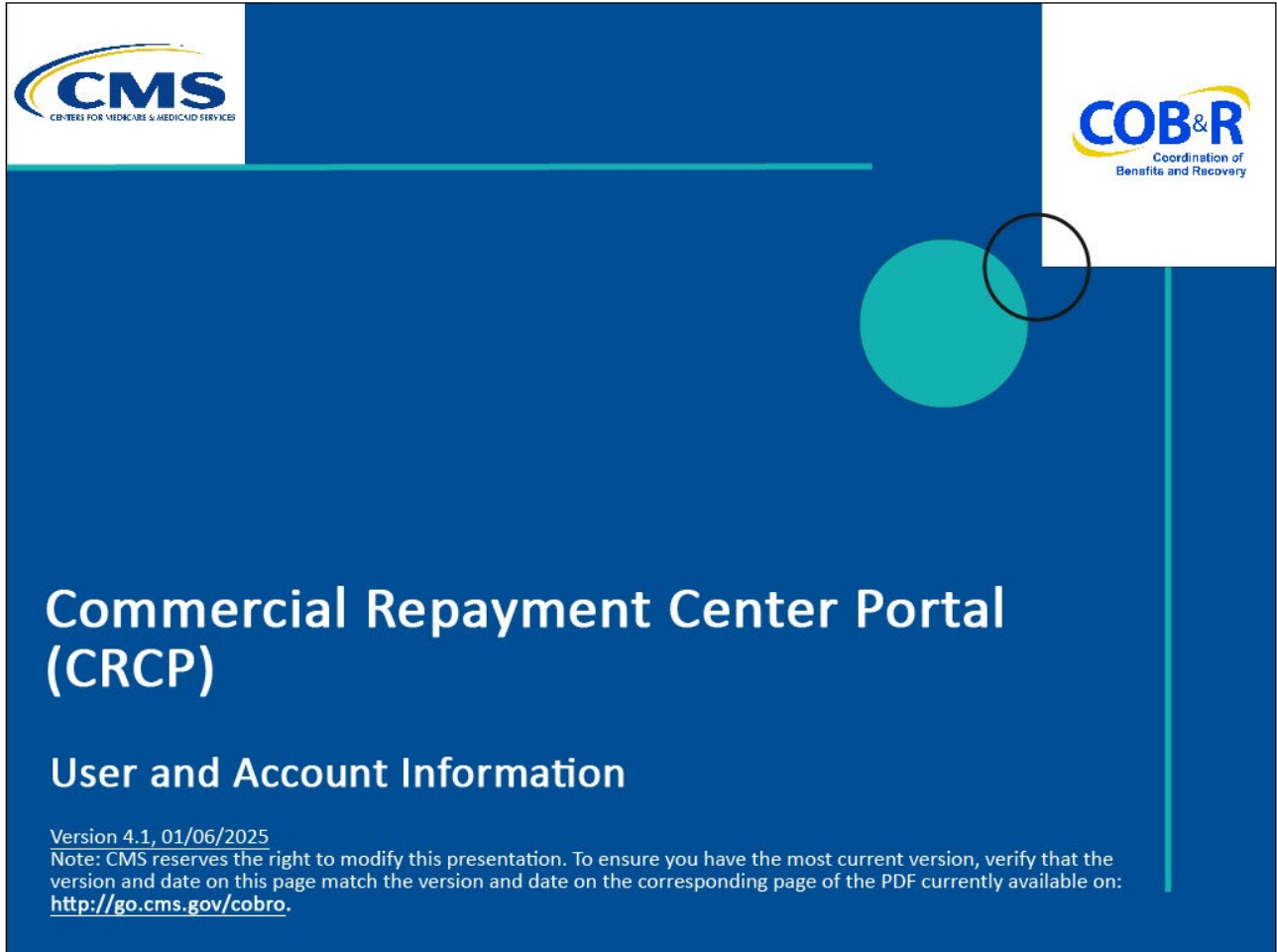


## User and Account Information

### Slide 1 of 28 - User and Account Information



The slide features a dark blue background with a large teal circle on the right side. In the top left corner, there is a white box containing the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner, there is a white box containing the COB&R logo (Coordination of Benefits and Recovery). The main title 'Commercial Repayment Center Portal (CRCP)' is displayed in large white text, followed by the subtitle 'User and Account Information' in smaller white text. At the bottom left, there is a version number 'Version 4.1, 01/06/2025' and a note stating that CMS reserves the right to modify the presentation, with a link to the current PDF version: <http://go.cms.gov/cobro>.

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**COB&R**  
Coordination of  
Benefits and Recovery

# Commercial Repayment Center Portal (CRCP)

## User and Account 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:  
<http://go.cms.gov/cobro>.

### Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) User and Account Information course.

**Slide 2 of 28 - Disclaimer**

## Disclaimer

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

**Slide notes**

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

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

**Slide 3 of 28 - Course Overview**

## Course Overview

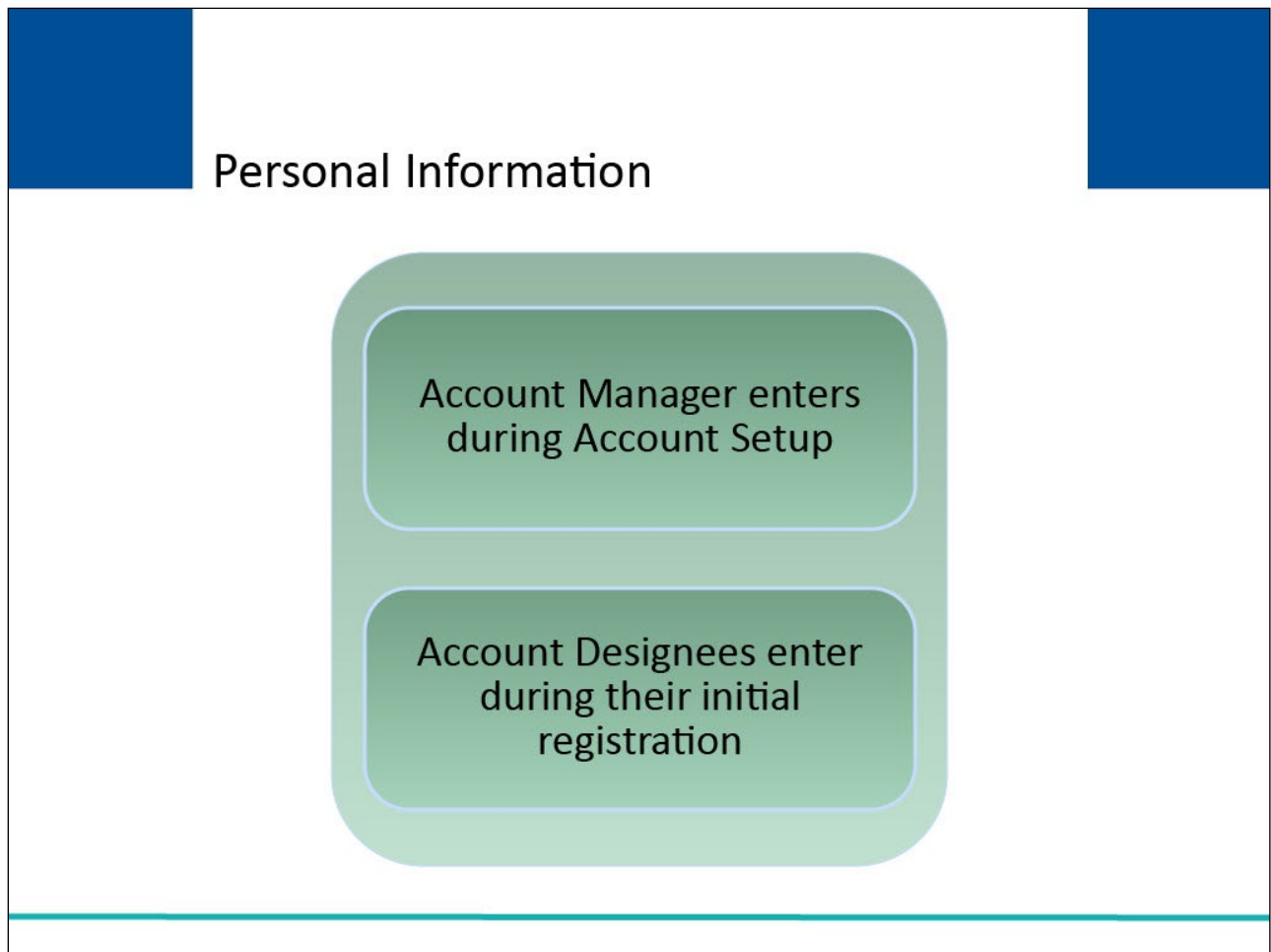
- How an Account Manager or Account Designee
  - Updates personal information
  - Changes Password
  - Retrieves a forgotten Login ID or forgotten Password
  - Views account activity and associated TINs
- How Account Manager
  - Updates Authorized Representative information

**Slide notes**

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

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


**Slide 4 of 28 - Personal Information**



**Slide notes**

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

**Slide 5 of 28 - Login Warning**



## 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.

Decline

I Accept

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

**Slide notes**

Access the CRCP at the following link: <https://www.cob.cms.hhs.gov/CRCP/>. The Login Warning page will appear. After reviewing the User Agreement, click "I Accept" to continue.

**Slide 6 of 28 - Welcome to the CRCP**

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

## Welcome to the CRCP

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

For information about the availability of auxiliary aids and services, please visit:  
<http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html>

### CRCP Messages

7/3/2023 Important Note: An updated CRCP User Guide is now available at the Reference Material link above. Updates in this version include the ability for CRCP users to now submit correspondence on the CRCP for any case that has not been referred to Treasury. A Submit Documentation button has been added to the Case Information page, along with subsequent pages used to upload and submit documents. Please refer to Chapter 1 for a full summary of updates.

### Getting Started

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

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

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

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

**Step 1**

**New Registration (PIN Request)**  
(Letter ID and TIN required)

**Step 2**

**Account Setup**  
(Account ID and PIN required)

Sign in to your account:

Login ID:

[Forgot Login ID](#)

Password:

[Forgot Password](#)

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**Slide notes**

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

**Slide 7 of 28 - Account Listing Page**


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

Update Personal Information


Change Password

[Quick Help](#)

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

 **Multi-Factor Authentication**

Status: **Initial Process**  
Next Step: [Getting Started](#)



### 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
<a href="#">11111111</a> 🌿	CIGNA	<a href="#">View TINs Listing</a>
<a href="#">22222222</a>	United Health Care	<a href="#">View TINs Listing</a>

**Slide notes**

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



**Slide 8 of 28 - Update Personal Information Page**

The screenshot shows the 'Update Personal Information' 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, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log Off. The main content area is titled 'Update Personal Information' and includes a 'Quick Help' link. A message states: 'The information currently associated with your Login ID is displayed on this page. You may update any of this information. Click Continue to submit your changes or click Cancel to transfer to the Account Listing page without submitting your changes.' Below this, a note says: 'An asterisk (\*) indicates a required field.'

**Personal Information**

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

**Mailing Address**

The address listed here is your Personal Mailing Address. It will not be used to send correspondence related to the recovery case.

* Address Line 1:	123 Main St.				
Address Line 2:					
* City:	Baltimore				
* State:	Maryland				
* Zip Code:	21204	-			

At the bottom of the form are two buttons: 'Cancel' and 'Continue'.

**Slide notes**

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



**Slide 9 of 28 - Personal Information Update Confirmation Page**

The screenshot shows the 'Personal Information Update Confirmation' page. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). Below the logos 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 main content area has a title 'Personal Information Update Confirmation' and a 'Quick Help' link. A message states: 'Information associated with your Login ID has been updated. You may print this page for your records. If you need to make additional changes, please access the Update Personal Information link from the User Options drop-down menu.' Below this message are two sections: 'Personal Information' and 'Mailing Address'. Each section contains a table with user details. At the bottom left of the main content area is a green 'OK' button. At the very bottom of the page is a footer with links: CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat.

Personal Information	
First Name:	John
MI:	M
Last Name:	Walsh
Email Address:	firstname.lastname@test.com
Phone:	(410) 123-1234 Ext: 12345

Mailing Address	
Address Line 1:	123 Main St.
Address Line 2:	
City:	Baltimore
State:	MD
Zip:	21204

[OK](#)

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

**Slide notes**

The Personal Information Update Confirmation page will appear. This page confirms that the information associated with your Login ID has been updated.

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

Click OK to return to the Account Listing page.

**Slide 10 of 28 - Email Confirmation**

## Email Confirmation

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

**Slide notes**

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

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

**Slide 11 of 28 - Account Listing Page**


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

Update Personal Information


Change Password

[Quick Help](#)

The Account IDs associated to your Login ID are listed on this page. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

 **Multi-Factor Authentication**

Status: **Initial Process**  
Next Step: [Getting Started](#)



### 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
<a href="#">11111111</a> 🌿	CIGNA	<a href="#">View TINs Listing</a>
<a href="#">22222222</a>	United Health Care	<a href="#">View TINs Listing</a>

**Slide notes**


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

**Slide 12 of 28 - Change Password Page**

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

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**Commercial Repayment Center Portal**

**COB&R**  
Coordination of  
Benefits and Recovery

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

### Change Password

Quick Help

Choose your password carefully.

- Password must be changed every sixty (60) days.
- Password must consist of at least eight (8) characters.
- Password must contain at least one upper-case letter, one lower-case letter, one number and one special character.
- Password must contain a minimum of four (4) changed characters from the previous password.
- Password cannot be changed more than once per day.
- Password must be different from the previous twenty four (24) passwords.
- Password cannot contain a reserved word (See Quick Help for a complete list).

An asterisk (\*) indicates a required field.

\*Enter your Current or Temporary password:

\*Enter your new Password:

\*Re-enter your new Password:

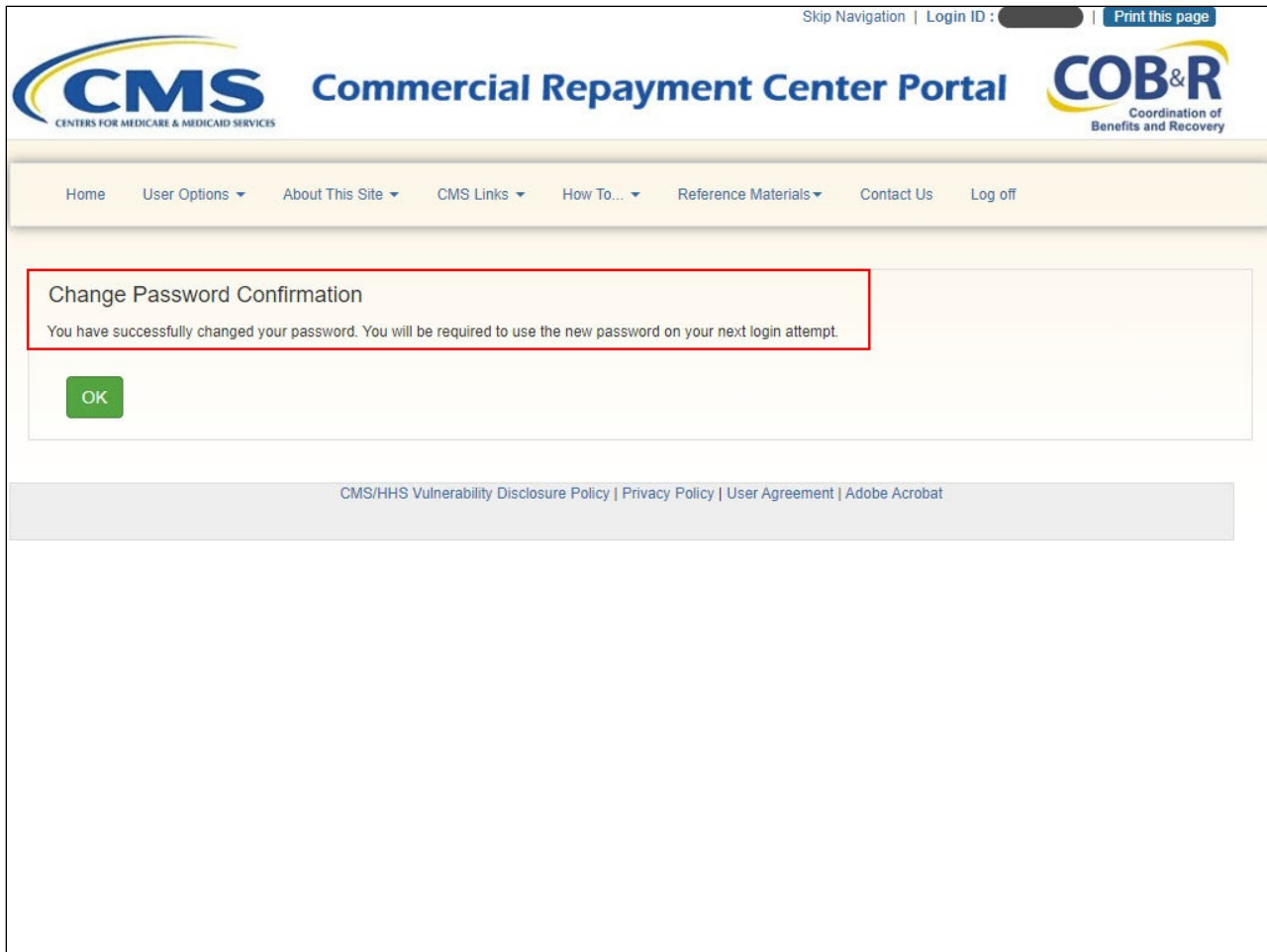
Cancel

Continue

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

**Slide notes**

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

**Slide 13 of 28 - Change Password Confirmation Page**

The screenshot shows the 'Change Password Confirmation' page of the Commercial Repayment Center Portal. The page features the CMS logo (Centers for Medicare & Medicaid Services) and the COB&R logo (Coordination of Benefits and Recovery). The navigation bar includes links for Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area displays a confirmation message: 'Change Password Confirmation' and 'You have successfully changed your password. You will be required to use the new password on your next login attempt.' Below the message is a green 'OK' button. At the bottom of the page, there is a footer with links to CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

**Slide notes**

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

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

**Slide 14 of 28 - Welcome to the CRCP Page**

The screenshot displays the 'Welcome to the CRCP' page. At the top, a navigation bar includes links for 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. The main heading is 'Welcome to the CRCP'. Below it, a paragraph describes the CRCP as a secure web-based system for employers and plan sponsors. A link for auxiliary aids and services is provided. A 'CRCP Messages' section contains a 7/3/2023 update about a new user guide. The 'Getting Started' section explains the registration process, distinguishing between the Authorized Representative (AR) and the Account Manager (AM). At the bottom, two registration steps are outlined: 'Step 1: New Registration (PIN Request)' (requiring Letter ID and TIN) and 'Step 2: Account Setup' (requiring Account ID and PIN). A sign-in form on the right side of the page includes fields for 'Login ID' and 'Password', with links for 'Forgot Login ID' and 'Forgot Password' highlighted by red boxes. The form also has 'Login' and 'Clear' buttons. The footer contains links for 'CMS/HHS Vulnerability Disclosure Policy', 'Privacy Policy', 'User Agreement', and 'Adobe Acrobat'.

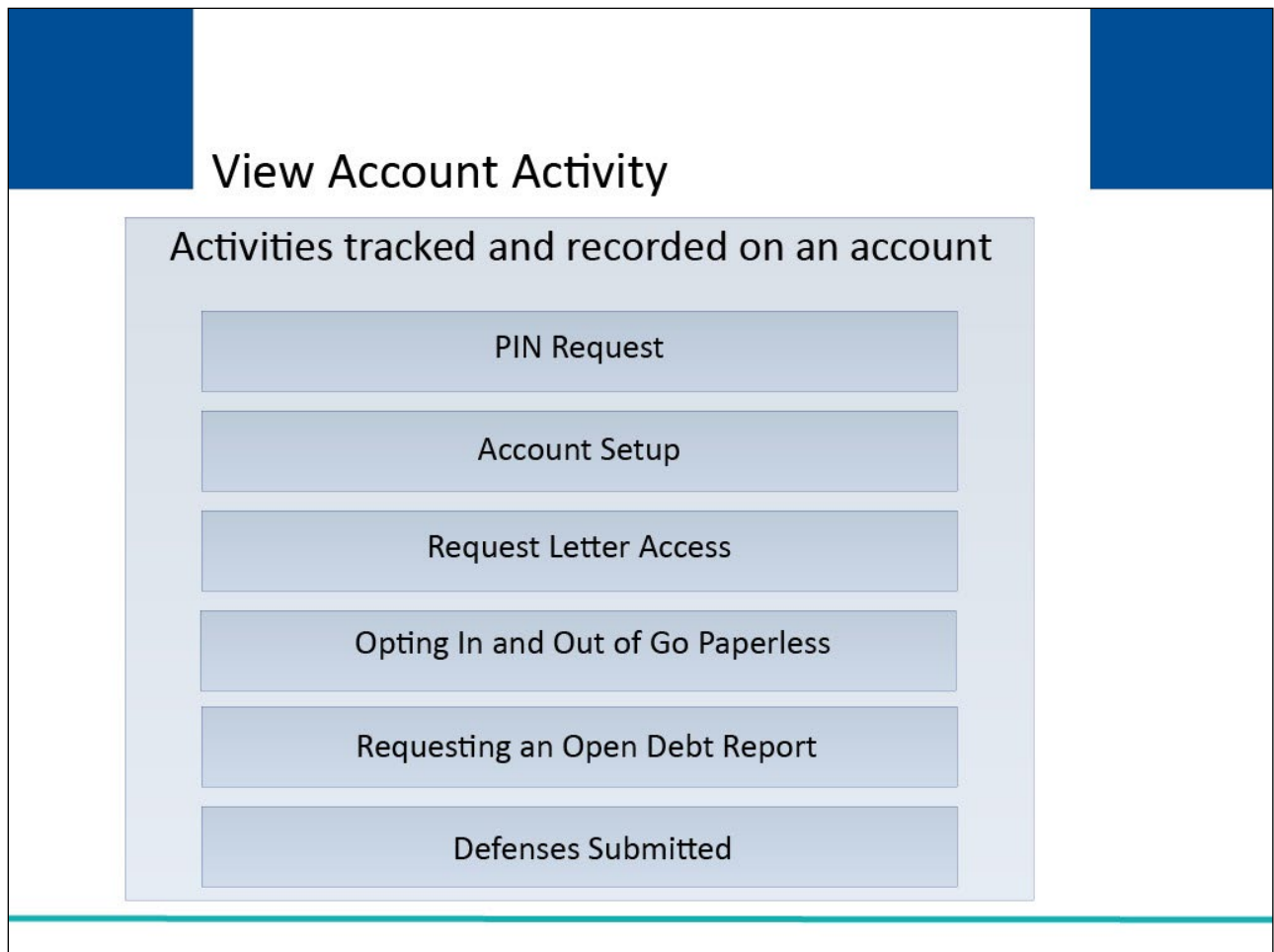
**Slide notes**

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

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

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

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

**Slide 15 of 28 - View Account Activity**The slide features a title 'View Account Activity' at the top. Below it, a light blue box contains the heading 'Activities tracked and recorded on an account'. Under this heading, there is a vertical list of six activities, each in its own light blue rectangular box: 'PIN Request', 'Account Setup', 'Request Letter Access', 'Opting In and Out of Go Paperless', 'Requesting an Open Debt Report', and 'Defenses Submitted'.

## View Account Activity

Activities tracked and recorded on an account

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

**Slide notes**

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

PIN Request,

Account Setup,

Request Letter Access,

Opting In and Out of Go Paperless,

Requesting an Open Debt Report, and

Defenses Submitted.



**Slide 16 of 28 - Account Listing Page**


[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. Account IDs with a green leaf (🌿) have opted in to "Go Paperless". These accounts receive letter notification emails instead of mailed letters. You are responsible for viewing all correspondence on the CRCP for "Go Paperless" accounts. Select the Account ID you want to access by clicking the appropriate Account ID link. To view a list of all Tax Identification Numbers (TINs) associated to an Account ID, click the corresponding View TINs Listing link.

#### Multi-Factor Authentication

Status: **Initial Process**  
Next Step: [Getting Started](#)



#### 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
<a href="#">111111111</a> 🌿	CIGNA	<a href="#">View TINs Listing</a>
<a href="#">222222222</a>	United Health Care	<a href="#">View TINs Listing</a>

**Slide notes**

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

**Slide 17 of 28 - Account Detail Page**


The screenshot displays the 'Commercial Repayment Center Portal' interface. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). A navigation bar includes links for Home, User Options, Account Settings (which is expanded to show 'Update Authorized Representative (AR) Information', 'Designee Maintenance', 'View Associated TINs', and 'View Account Activity' - the last of which is highlighted with a red box), 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' icon. It states that an account has been selected and provides information about the account. Below this, there is a section for 'Available Actions' with six boxes, each containing a description and a link: 'Demand Listing', 'Case Search', 'Request Letter Access', 'Go Paperless', 'Letter Notifications', and 'Open Debt Report'. At the bottom, there is a 'Previous' button and a note about removing access related to a letter.

**Slide notes**

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


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

**Slide 18 of 28 - Account Activity Page**



**Commercial Repayment Center Portal**

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



Coordination of  
Benefits and Recovery

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

### Account Activity

[Quick Help](#)

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

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

[Continue](#)

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**Slide notes**

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

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

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

**Slide 19 of 28 - Account Detail Page**

The screenshot displays the 'Account Detail' page of the Commercial Repayment Center Portal. At the top, the CMS logo and 'COB&R' logo are visible. The navigation bar includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The 'Account Settings' dropdown menu is open, showing options: Update Authorized Representative (AR) Information, Designee Maintenance, View Associated TINs (highlighted with a red box), and View Account Activity. The main content area is titled 'Account Detail' and includes a 'Quick Help' icon. It states: 'You have selected Account ID: [redacted]'. Below this, it says: 'Information associated to this Account ID is 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.' The 'Available Actions' section contains six boxes with links: 'Demand Listing', 'Case Search', 'Request Letter Access', 'Go Paperless', 'Letter Notifications', and 'Open Debt Report'. At the bottom, there is a 'Previous' button and a note about removing access related to a letter associated to this Account ID, requiring contact with an EDI Representative at the Benefits Coordination Recovery Center (BCRC) at (646) 458-6740.

**Slide notes**

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

**Slide 20 of 28 - TINs Associated to Account ID Page**

The screenshot displays the 'TINs Associated to Account ID' page within the Commercial Repayment Center Portal. The page header includes the CMS logo, the portal title, and the COB&R logo. A navigation bar contains links for Home, User Options, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area shows the title 'TINs Associated to Account ID' and a 'Quick Help' link. Below this, a message states: 'The Tax Identification Numbers (TINs) listed on this page are associated to Account ID: 11111111 - CIGNA.' A table lists four associated TINs, all of which are highlighted with a red box. The table has two columns: 'Associated TINs' and 'Company Name'. A 'Previous' button is located below the table. The footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Acrobat.

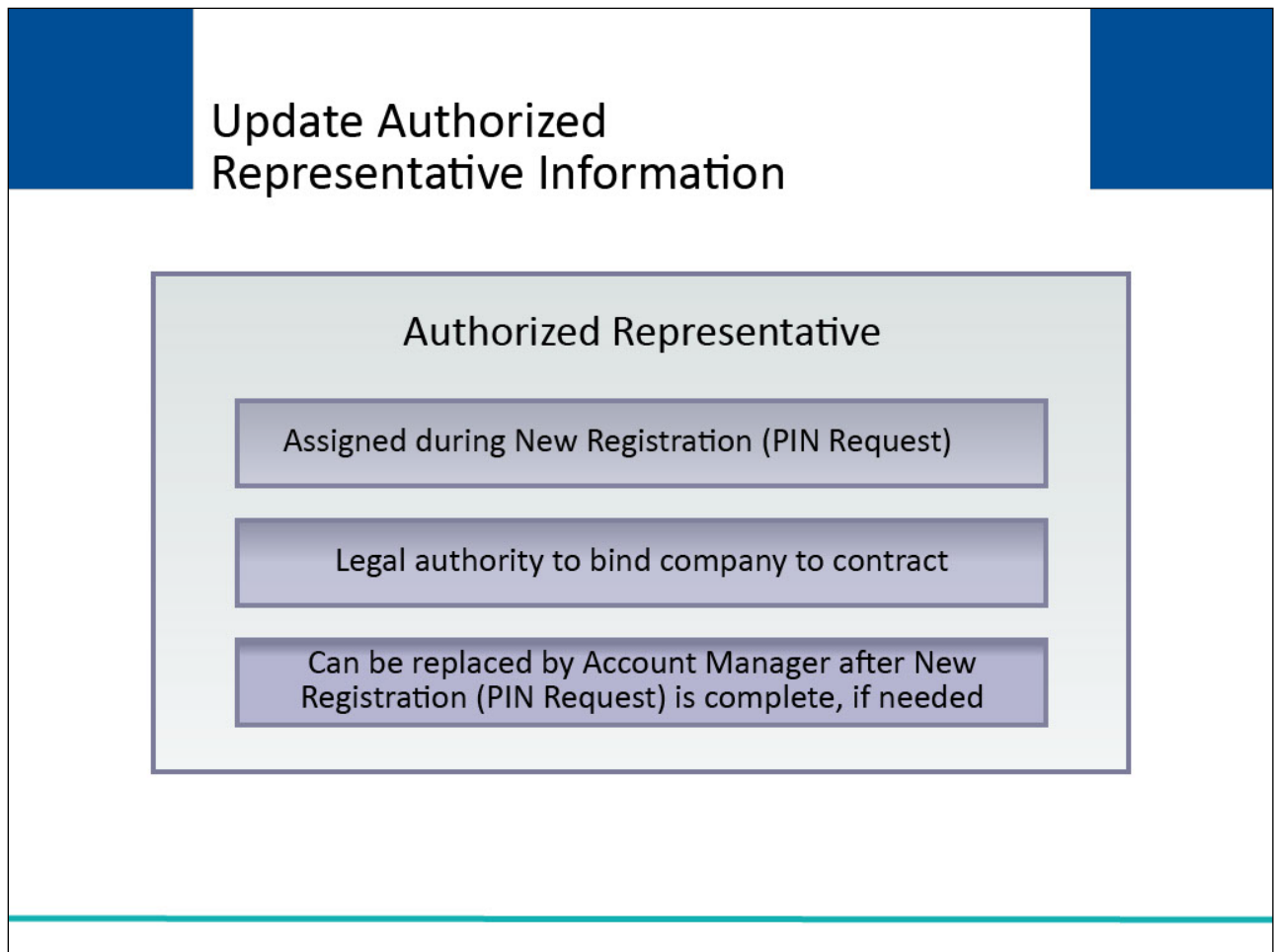
Associated TINs	Company Name
012365478902	ABC Pvt. Ltd.
14785236900	ABC Pvt. Ltd.
85236974101	ABC Pvt. Ltd.
35715984260	ABC Pvt. Ltd.

**Slide notes**

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

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

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

**Slide 21 of 28 - Update Authorized Representative Information****Slide notes**

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

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



**Slide 22 of 28 - Account Detail Page**

The screenshot shows the 'Commercial Repayment Center Portal' interface. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). A navigation bar includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The 'Account Settings' dropdown menu is open, showing options: Update Authorized Representative (AR) Information (highlighted with a red box), Designee Maintenance, View Associated TINs, and View Account Activity. The main content area is titled 'Account Detail' and includes a 'Quick Help' link. It states: 'You have selected Account ID: [redacted]'. Below this, it says: 'Information associated to this Account ID is displayed on this page. You may access these pages using the links provided on this page.' A note follows: '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.' Under the heading 'Available Actions', there are six boxes with links: 'Demand Listing' (To view demands/case information or to submit de'ense documentation), 'Case Search' (To search for a case associated to this Account ID), 'Request Letter Access' (To request access to information related to a letter that is not yet associated to this Account ID), 'Go Paperless' (To request/update paperless preferences for this account), 'Letter Notifications' (To view/print "Go Paperless" letter notification e-mails and letters), and 'Open Debt Report' (To view all cases that have an Accounts Receivable amount greater than zero). At the bottom, a note states: '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.' A 'Previous' button is located at the bottom left.



**Slide notes**

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



**Slide 23 of 28 - Authorized Representative Information Page**

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

**Commercial Repayment Center Portal**

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

### Authorized Representative (AR) Information

[Quick Help](#)

The Authorized Representative listed on this page is associated to Account ID: 111111111 - CIGNA. You may edit this information by clicking the **Edit** button. Click **Cancel** to return to the Account Detail page. You may print this page for your records.

Authorized Representative Information						<a href="#">Edit</a>
First Name:	John	MI:	K	Last Name:	Walsh	
AR Title:	Chief Executive Officer					
E-mail Address:	aremailaddress@company.com					
Phone:	123 - 456 - 789 Ext: 1098					
Fax:	321 - 654 - 987					



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

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

**Slide notes**

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

**Slide 24 of 28 - Update Authorized Representative Information Page**



Commercial Repayment Center Portal

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

### Update Authorized Representative (AR) Information

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

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

An asterisk (\*) indicates a required field.

Authorized Representative Information	
* First Name:	<input type="text" value="John"/> <input data-bbox="743 730 768 762" type="button" value="..."/>
MI:	<input type="text" value="K"/>
* Last Name:	<input type="text" value="Walsh"/>
* Title:	<input type="text" value="Chief Executive Officer"/>
* E-mail Address:	<input type="text" value="aremailaddress@company.com"/>
* Re-enter E-mail Address:	<input type="text"/> <input data-bbox="971 877 995 909" type="button" value="..."/>
* Phone:	<input type="text" value="123"/> - <input type="text" value="456"/> - <input type="text" value="789"/> Ext <input type="text" value="1098"/>
Fax:	<input type="text" value="321"/> - <input type="text" value="654"/> - <input type="text" value="987"/>



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**Slide notes**

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

**Slide 25 of 28 - Update Authorized Representative Information Confirmation Page**

[Skip Navigation](#) | [Login ID :](#)  | [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](#)

### Update Authorized Representative (AR) Information Confirmation

[Quick Help](#)

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

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

**OK**

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

**Slide notes**

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

**Slide 26 of 28 - Course Summary**



## Course Summary

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

**Slide notes**

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

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



**Slide 27 of 28 - User and Account information Conclusion**

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

**Slide notes**

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

**Slide 28 of 28 - CRCP Training Survey**



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

**Slide notes**

If you have any questions or feedback on this material, please go to the following URL: [CRCP Training Survey](#).