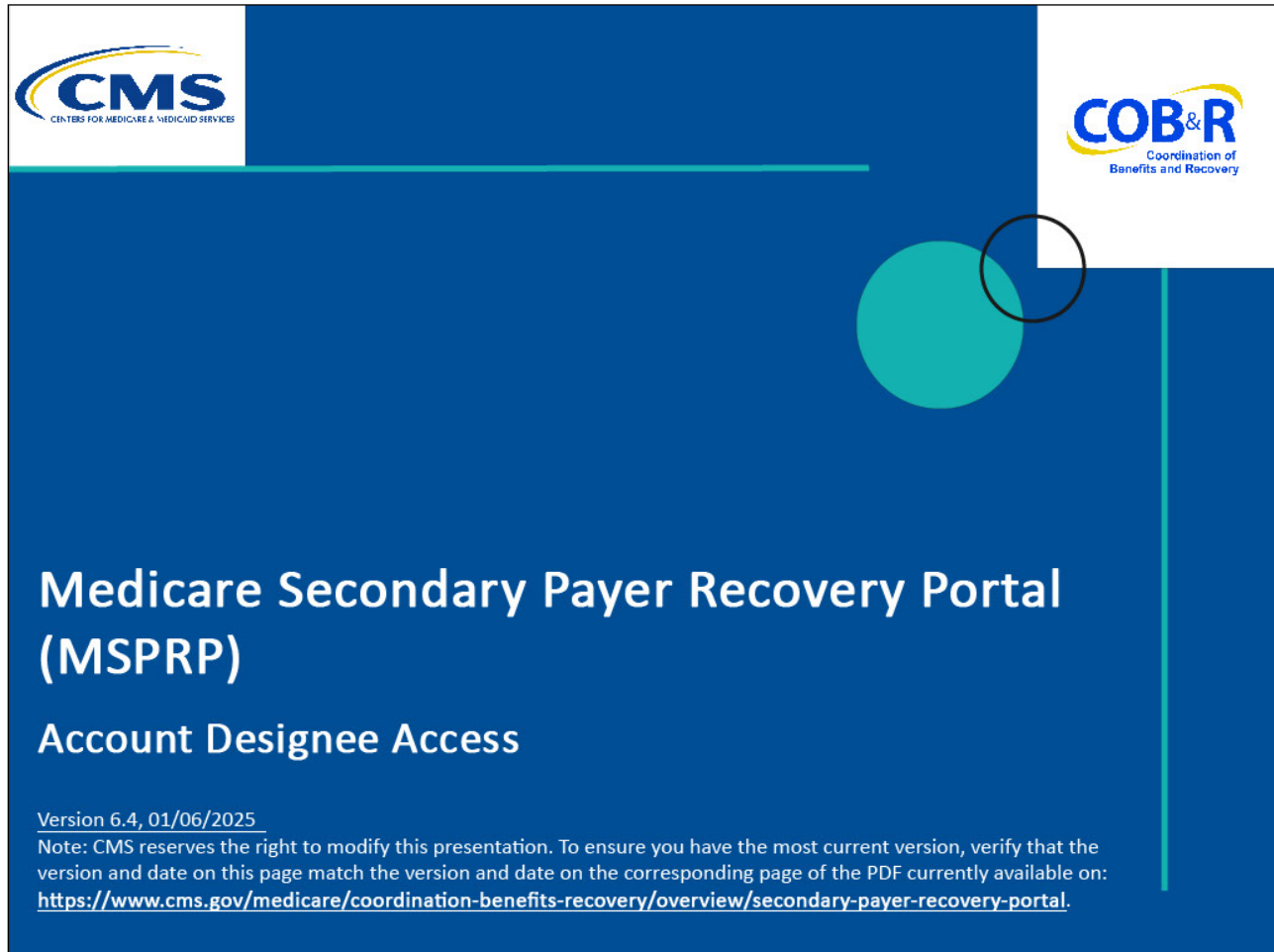


Account Designee Access

Slide 1 of 20 - Account Designee Access



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Medicare Secondary Payer Recovery Portal (MSPRP)

Account Designee Access

Version 6.4, 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/secondary-payer-recovery-portal>.

Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Account Designee Access course.

Slide 2 of 20 - 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:

<https://www.cob.cms.hhs.gov/MSPRP/>.

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 found in the MSPRP User Manual found at the following link:

<https://www.cob.cms.hhs.gov/MSPRP/>.

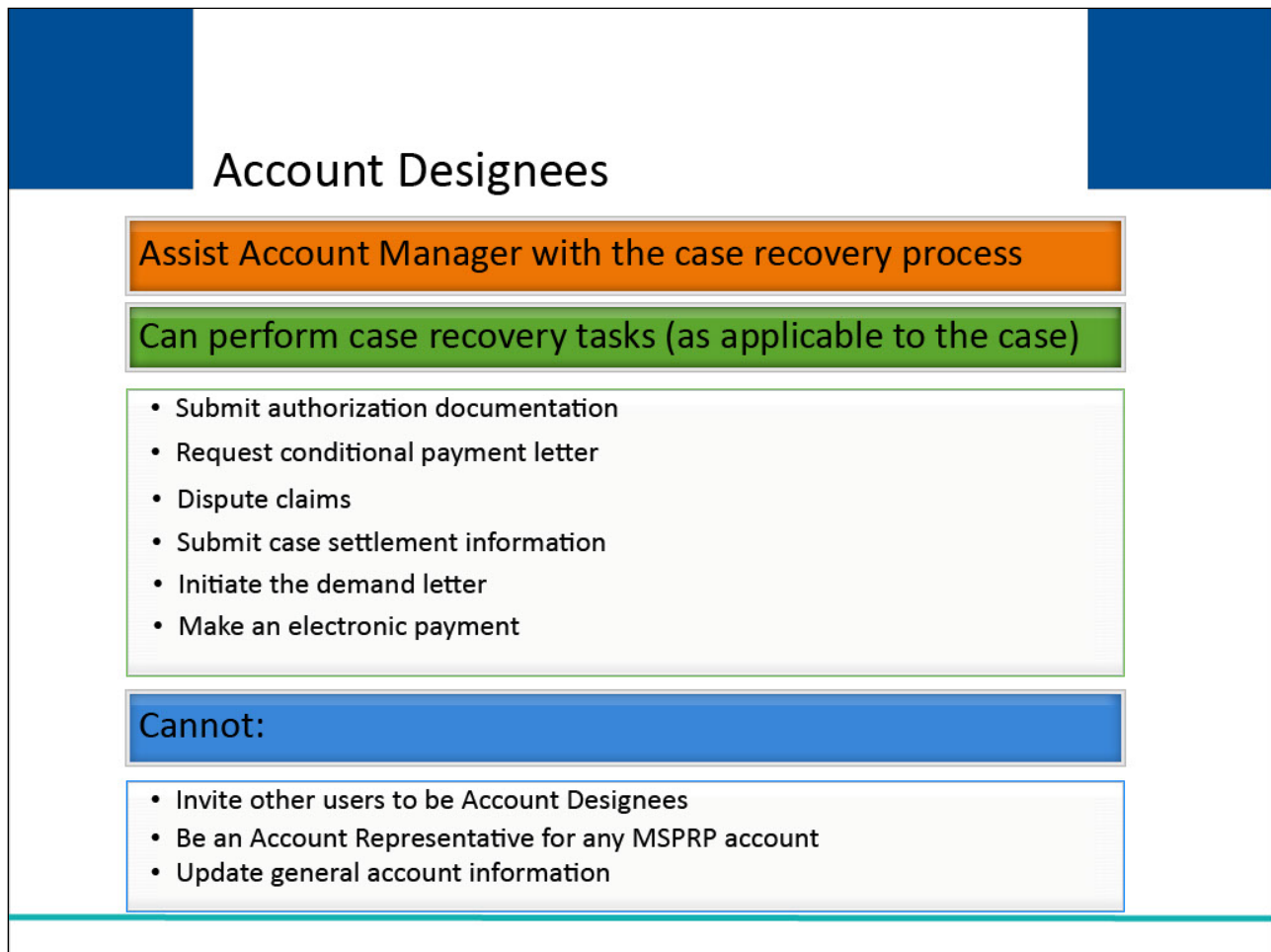
Slide 3 of 20 - Course Overview

Course Overview

- Account Designee Registration
 - Setting up a Login and Password
 - Access privileges once registered

**Slide notes**

This course will discuss the basic registration process you follow to become an Account Designee (i.e., how you to set up your Login ID and Password for the first time), and the access privileges you receive once you are registered.

Slide 4 of 20 - Account Designees

Account Designees

Assist Account Manager with the case recovery process

Can perform case recovery tasks (as applicable to the case)

- Submit authorization documentation
- Request conditional payment letter
- Dispute claims
- Submit case settlement information
- Initiate the demand letter
- Make an electronic payment

Cannot:

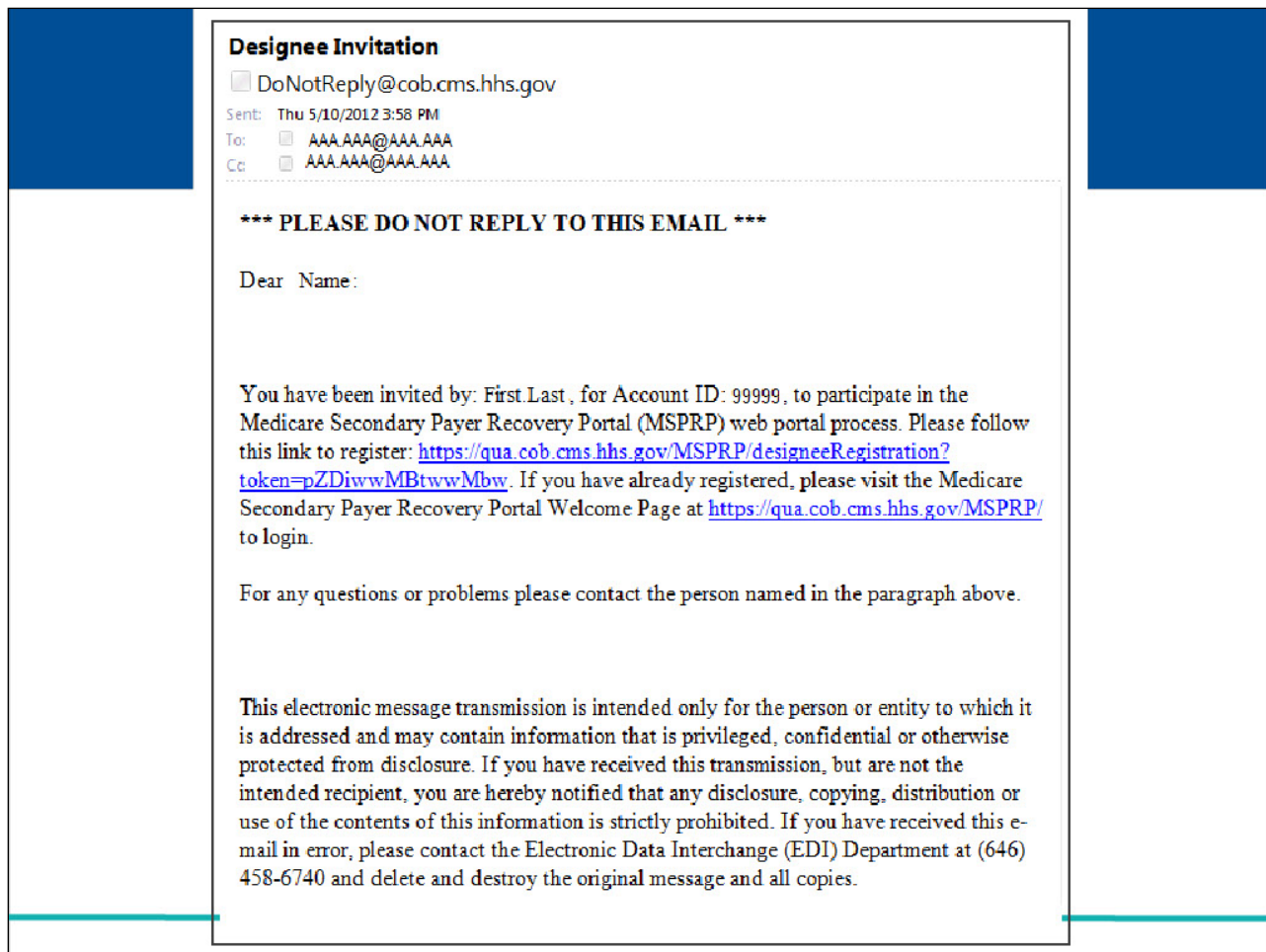
- Invite other users to be Account Designees
- Be an Account Representative for any MSPRP account
- Update general account information

Slide notes

Account Designees assist the Account Manager with the case recovery process. They may perform tasks such as:

submitting authorization documentation, requesting a conditional payment letter, such as, disputing claims, submitting case settlement information, initiating the demand letter, and make an electronic payment.

Note: Only those actions that are applicable to the case will be available. However, Account Designees may not invite other users to become Account Designees, they cannot be an Account Representative for any MSPRP account, nor can they update general account information.

Slide 5 of 20 - Designee Invitation Email**Slide notes**

Account Designees are selected and added to an account by the Account Manager.

Once you have been added to an account as a Designee, the MSPRP sends you an invitation email which includes instructions on your next steps. A sample email is shown on the slide.

If you already have a Login ID for the Workers' Compensation Medicare Set-Aside Portal (WCMSAP), Section 111 Coordination of Benefits Secure Website (COBSW), Commercial Repayment Center Portal (CRCP),

or MSPRP (as an Account Designee or Account Manager for a different account), you will not register for another MSPRP Login ID.


You will access the MSPRP using your existing Login ID and Password for these systems.

If you do not already have a Login ID for the WCMSAP, Section 111 COBSW, CRCP or MSPRP, you must click on the link in the invitation email to register.

This link becomes inactive after 30 days of non-use, so it is important to register as soon as possible after receiving the invitation email.

Slide 6 of 20 - Login Warning Page

Login Warning

 [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 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.

[I Accept](#)

[Decline](#)

Slide notes

When you click on the link in the invitation email, the MSPRP Login Warning page will appear.

This page provides information about MSPRP security measures including access, penalty and privacy laws.

This page can be printed from the MSPRP by clicking the [Print this page] link on the website.

Scroll to the bottom of this page to review the entire statement.

You must agree to the terms of this warning each time you access the MSPRP.

Click the [I Accept] link at the bottom of the page to continue.

Slide 7 of 20 - Designee Registration Page

Designee Registration

The Account Manager listed below has invited you to be a Designee for the following account:

Submitter Information

Submitter ID 88559

Account Manager Information

First Name: Jane MI: C Last Name: Doe
Phone: (999)999-9999
E-Mail: jdoe@abc.com

To set up a Login ID for you to act as a Designee, you will need the pass-phrase created by the Account Manager. If you do not have the pass-phrase, please contact the above Account Manager.

If you have already registered, please visit the Medicare Secondary Payer Recovery Portal Welcome Page at <https://www.imp.cob.cms.hhs.gov/MSPRP/> to login.

Enter the Passphrase:

You must read the User Agreement and Privacy Policy provided in the scrolling box. To accept the agreement, click the checkbox. You must accept and agree to the terms of the User Agreement and Privacy Policy to continue with the registration process.

[View and print the User Agreement and Privacy Policy below.](#)

User Agreement and Privacy Policy

THE FOLLOWING DESCRIBES THE TERMS AND CONDITIONS BY WHICH THE CENTERS FOR MEDICARE MEDICAID SERVICES (CMS) OFFERS YOU ACCESS TO THE COORDINATION OF BENEFITS SECURE WEBSITE (COBSW).

Slide notes

The Designee Registration page will appear.

As an Account Designee, you register yourself on the MSPRP.

You will only go through this process once, as you only need one Login ID no matter how many Account IDs you will ultimately work with.

This is the initial page in the registration process where you will create your Login ID and Password for the MSPRP.

Note: Account Managers can grant/add an Account Designees access to a case or revoke/remove an Account Designees access to a case and an entire account.

Additionally, to allow AMs and account designees (ADs) to easily see when an account is associated with at least one address that has opted in to the Go Paperless option, 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 page.

Slide 8 of 20 - Designee Registration Page

The screenshot shows the Medicare Secondary Payer Recovery Portal Designee Registration page. At the top, there is a CMS logo and the title "Medicare Secondary Payer Recovery Portal". Below the title is a green navigation bar with links: "About This Site", "CMS Links", "How To...", "Reference Materials", and "Contact Us". On the right side, there is a "Quick Help" section with a link "Help About This Page". The main content area is titled "Designee Registration" and contains the following information:

The Account Manager listed below has invited you to be a Designee for the following account:

Submitter Information

Submitter ID 88559

Account Manager Information

First Name: Jane MI: C Last Name: Doe
Phone: (999)999-9999
E-Mail: jdoe@abc.com

To set up a Login ID for you to act as a Designee, you will need the pass-phrase created by the Account Manager. If you do not have the pass-phrase, please contact the above Account Manager.

If you have already registered, please visit the Medicare Secondary Payer Recovery Portal Welcome Page at <https://www.imp.cob.cms.hhs.gov/MSPRP/> to login.

Enter the Passphrase:

You must read the User Agreement and Privacy Policy provided in the scrolling box. To accept the agreement, click the checkbox. You must accept and agree to the terms of the User Agreement and Privacy Policy to continue with the registration process.

[View and print the User Agreement and Privacy Policy below.](#)

☐ **User Agreement and Privacy Policy**

Slide notes

You are required to enter the Passphrase given to you by the Account Manager for this account.

The Passphrase is a short sequence of case-sensitive letters, numbers, and/or symbols, up to 30 characters long.

You must enter it exactly as the Account Manager gave it to you.

If the Account Manager did not provide you with the Passphrase, contact them at the phone number or email address displayed on this page.

Slide 9 of 20 - User Agreement

Submitter ID 88559

Account Manager Information

First Name: Jane MI: C Last Name: Doe
Phone: (999) 999-9999
E-Mail: jdoe@abc.com

To set up a Login ID for you to act as a Designee, you will need the pass-phrase created by the Account Manager. If you do not have the pass-phrase, please contact the above Account Manager.

If you have already registered, please visit the Medicare Secondary Payer Recovery Portal Welcome Page at <https://www.imp.cob.cms.hhs.gov/MSPRP/> to login.

Enter the Passphrase:

You must read the User Agreement and Privacy Policy provided in the scrolling box. To accept the agreement, click the checkbox. You must accept and agree to the terms of the User Agreement and Privacy Policy to continue with the registration process.

[View and print the User Agreement and Privacy Policy below.](#)

User Agreement and Privacy Policy

THE FOLLOWING DESCRIBES THE TERMS AND CONDITIONS BY WHICH THE CENTERS FOR MEDICARE MEDICAID SERVICES (CMS) OFFERS YOU ACCESS TO THE COORDINATION OF BENEFITS SECURE WEBSITE (COBSW).

You must read and accept the terms and conditions contained in this User Agreement expressly set out below and incorporated by reference before you may access the Coordination of Benefits

Please check the following box:

* ☐ I accept the User Agreement and Privacy Policy above.

Slide notes

You must read and agree to the terms of the User Agreement and Privacy Policy at the bottom of the Designee Registration page.

You can read and/or print the User Agreement and Privacy Policy in a separate window by clicking the [View and print the User Agreement and Privacy Policy below] link.

Once you have read the User Agreement and Privacy Policy, and agree to abide by the terms, click the [User Agreement and Privacy Policy] checkbox. This checkbox indicates acceptance/non-acceptance of the User Agreement and Privacy Policy.

You must agree to the terms in the User Agreement and Privacy Policy in order to proceed with your registration.

Click [Continue] to proceed to the next page in the Designee Registration process.

Slide 10 of 20 - Designee Personal Information Page

The screenshot shows the 'Designee Personal Information' page of the Medicare Secondary Payer Recovery Portal. The page has a green header with the CMS logo and navigation links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. A 'Quick Help' box on the right contains a link to 'Help About This Page'. The main form area is titled 'Designee Personal Information' and includes a note: 'An asterisk (*) indicates a required field.' The form fields are: *First Name (text), MI (text), *Last Name (text), *E-mail Address (text), *Re-enter E-mail Address (text), *Phone (text with hyphens and an extension field), Mailing Address section with *Address Line 1 (text), Address Line 2 (text), *City (text), *State (dropdown menu with 'Please Select' as the current selection), and *Zip Code (text with a hyphen and an extension field). At the bottom of the form are 'Previous' and 'Continue' buttons. The footer contains links to CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Slide notes

The Designees Personal Information page will appear. All fields denoted by an asterisk (*) are required.
Enter your name and email address.

Note: This email cannot match that of the Account Manager for this account or the Account Representative for any MSPRP account.

Re-enter your email address for verification purposes. This information cannot be cut and pasted.

Enter your phone number and mailing address.

For the Address Line 1 field, the street number and street name should be placed on one address line field while other information such as suite number, attention to, etc. should be placed in the Address Line 2 field, if applicable.

When the required information has been entered, click [Continue] to proceed.

Slide 11 of 20 - Designee Login Information Page

The screenshot shows the 'Designee Login Information' page of the Medicare Secondary Payer Recovery Portal. The page has a green header with the CMS logo and navigation links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. A 'Quick Help' box on the right contains a link to 'Help About This Page'. The main content area is titled 'Designee Login Information' and includes a warning about security. A red box highlights the login ID and password requirements and the input fields. Below this, there are security questions to be answered. At the bottom are 'Previous' and 'Continue' buttons.

Designee Login Information

The security information requested on this page will allow the system to authenticate your identity each time you log on. This will ensure only you are provided the access and updating privileges restricted to the Account Manager.

Choose your Login ID and password carefully.

- Login IDs must be 7 characters
- Login IDs must be unique within the system
- Login IDs must be in the format of AA999AA (first two alphabetic, next three numeric, last two alphabetic)
- 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 Help About This Page for a complete list).

An asterisk (*) indicates a required field.

*Login ID:

*Password:

*Re-enter Password:

The Security Questions allow you to regain account access if you forget your password. Please note the answers you provide to these questions should be actual answers and not hints for your password

Choose Security Questions and Provide Answers:

*Security Question 1:

*Answer 1:

*Security Question 2:

*Answer 2:

Slide notes

The Designee Login Information page will appear.

This page is used to create a Login ID and Password which will allow the MSPRP to authenticate your identity each time you login to the MSPRP.

You must set up a Login ID and Password that conforms to the CMS standard guidelines shown on this page.

Create and enter a Login ID and enter and re-enter a Password. You will use this Login ID and Password to access the MSPRP site.

Slide 12 of 20 - Security Questions

CMS Medicare Secondary Payer Recovery Portal

Home About This Site CMS Links How To... Reference Materials Contact Us Sign off

Designee Login Information

The security information requested on this page will allow the system to authenticate your identity each time you log on. This will ensure only you are provided the access and updating privileges restricted to the Account Manager.

Choose your Login ID and password carefully.

- Login IDs must be 7 characters
- Login IDs must be unique within the system
- Login IDs must be in the format of AA999AA (first two alphabetic, next three numeric, last two alphabetic)
- 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 Help About This Page for a complete list).

An asterisk (*) indicates a required field.

*Login ID:

*Password:

*Re-enter Password:

The Security Questions allow you to regain account access if you forget your password. Please note the answers you provide to these questions should be actual answers and not hints for your password

Choose Security Questions and Provide Answers:

*Security Question 1:

*Answer 1:

*Security Question 2:

*Answer 2:

[Previous](#) [Continue](#)

Slide notes


Choose security questions and answers that can be easily remembered.

This information will allow you to access your Login ID and reset your Password in the event you forget either one.

When you have completed the Designee Login Information page, click [Continue].

Slide 13 of 20 - Designee Summary Page

The screenshot shows the 'Designee Summary' page of the Medicare Secondary Payer Recovery Portal. The page header includes the CMS logo and the portal title. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled 'Designee Summary' and includes a 'Print this page' icon. A paragraph of instructions explains the purpose of the page and the functions of the 'Edit', 'Continue', and 'Cancel' buttons. Below this, there are three sections: 'Personal Information', 'Login Information', and 'Mailing Address'. Each section has an 'Edit' button next to it. The 'Personal Information' section displays fields for First Name, MI, Last Name, Phone, and Ext. The 'Login Information' section displays the Login ID. The 'Mailing Address' section displays Address Line 1, Address Line 2, City, State, and Zip Code. At the bottom of the form, there are three buttons: 'Previous', 'Continue', and 'Cancel'. The 'Continue' button is highlighted with a red box. A 'Quick Help' box on the right side contains a link to 'Help About This Page'. The footer of the page contains links to the CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Designee Summary  [Print this page](#)

Please review your personal and login Information. If you need to change the information, click the 'Edit' button. If you are satisfied with the information click the 'Continue' button to submit your information. Click 'Cancel' to cancel the setup process; all data will be lost. Please print this page for your records.

Personal Information Edit	Login Information Edit
First Name: John MI: A Last Name: Doe	Login ID : AA123bb
Phone: 123-456-7890 Ext: 12345	
Mailing Address	
Address Line 1: 200 Test Avenue	
Address Line 2: Suite 2b	
City: Towson	
State: Maryland	
Zip Code: 21204-2176	

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

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

Slide notes

The Designee Summary page will appear next.

This page displays a summarized view of the information that was entered during the Account Designee registration process.

It also provides you the opportunity to revise your name, phone number, Login ID and/or Password, and address.

Review this information to ensure it is accurate.

If information needs to be corrected, click [Edit] for the corresponding section.

This will direct you to the applicable page to make updates.

Once you have completed making your corrections, click [Continue] on the page you are editing as well as each subsequent page until you return to the Designee Summary page.

Note: To make corrections to your address, click [Edit] for the Personal Information section.

When you have verified the information, click [Continue].

Slide 14 of 20 - Thank You Page

The screenshot displays the 'Designee Thank You' page of the Medicare Secondary Payer Recovery Portal. The page features the CMS logo and a navigation bar with links: 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. A green banner at the top right shows a smiling couple. The main content area is titled 'Designee Thank You' and includes a 'Print this page' icon. The text confirms successful registration and provides instructions for next steps, including a link to the MSPRP Welcome page and an 'Exit' button. A 'Quick Help' sidebar on the right offers a 'Help About This Page' link. The footer contains links to the CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Designee Thank You  [Print this page](#)

You have successfully completed registration for the Medicare Secondary Payer Recovery Portal and established yourself as the Designee for the Account ID. Please print this page for your records.

Next Steps

You may now return to the Medicare Secondary Payer Recovery Portal (MSPRP) Web site Welcome page, login using the Login ID and Password you just created to access accounts associated with your ID.

You can visit the Medicare Secondary Payer Recovery Portal Welcome Page at <https://www.imp.cob.cms.hhs.gov/MSPRP/> or click the Exit button below.

[Exit](#)

Quick Help

[Help About This Page](#)

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

Slide notes

The Thank You page will appear which confirms that you have successfully completed your registration. Click the link or the Exit button to return to the Welcome to the MSPRP Login page.

Slide 15 of 20 - Welcome to the MSPRP - Login Page

Welcome to the MSPRP

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.

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

MSPRP Message

Check this location for important information regarding system outages, scheduled maintenance and special announcements.

Getting Started

If you are a Medicare Beneficiary and would like to use the MSPRP to request case information, please login to your Medicare account by visiting the Medicare.gov website at <https://medicare.gov/>.

Registration is required to use this application. For corporate accounts, your **Account Representative** must complete the *New Registration* and your **Account Manager** must complete the *Account Setup*. These individuals cannot be the same person.

The **Account 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 MSPRP 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 MSPRP.

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

For more information on the registration process and MSPRP 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 MSPRP **Account Representative** will click the *New Registration* button.

STEP 1
New Registration

STEP 2
Account Setup
(Account ID and PIN required.)

Sign in to your account

Username:

[Forgot ID](#)

Password:

[Forgot Password](#)

Login **Clear**

Slide notes

The Welcome to the MSPRP Login page will appear.

You can login to the MSPRP using the Login ID and Password you just created and begin using the MSPRP to access accounts associated with your Login ID.

Enter your Login ID in the User Name field and your Password in the Password field and then click [Login].


To provide increased security, additional security questions have been added to the Forgot Login ID and Forgot Password processes.

Additionally, 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.

Note: Multi-Factor Authentication Voice Call/Text Message (SMS) factors 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.


Slide 16 of 20 - Account List Page

 [Print this page](#)

Account List

Click the desired link to access the associated account. Accounts with a green leaf (🌿) include an address that has opted to "Go Paperless" via the MMSEA Section 111 Reporting process. These accounts receive letter notification e-mails instead of mailed letters for the "Go Paperless" addresses. You are responsible for viewing all "Go Paperless" correspondence on the MSPRP. **Note:** To obtain information on the account's paperless addresses, please contact your Section 111 file submitter/reporting agent.

You may update your personal information or change your current password by clicking the appropriate link under the Account Settings List.



Multi-Factor Authentication

MSPRP users may request access to view unmasked claims data that was previously only accessible to the beneficiary. 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 the 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 MSPRP. 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.

Associated Account IDs:

- 30401 ABC Corporation 🌿
- 30324 Smith Associates

Quick Help

[Help About This Page](#)

Account Settings

[Update Personal Information](#)
[Change Password](#)

Multi-Factor Authentication

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

Slide notes

The Account List page will appear.

You are now logged into the MSPRP system.

The Account List page is the Account Designee's Home page.

This page functions as the main processing page to initiate any MSPRP functions available to you as the Designee. Note: If you would like to view unmasked case information, you must complete the Multi-Factor Authentication (MFA) process. See the Multi-Factor Authentication CBT for more information on this process.

The Account IDs listed on this page are the accounts you are associated with.

Click the [Account ID] you want to work with.

Slide 17 of 20 - Welcome! Page

Account Settings

[Update Account Information](#)
[Designee Maintenance](#)
[View Account Activity](#)
[Update Paperless E-mail Distribution](#)

Welcome!

Account: 30401 ABC Corporation 🟢

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 submit a liability or workers' compensation case, click the Report A Case link below. To report a no-fault case, contact the BCRC by phone at (855) 798-2627, or by mail at: NGHP, PO Box 138832, Oklahoma City, OK 73113..

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](#)

Slide notes

The Welcome! Page will appear.

The Account ID you just selected is displayed at the top of the page.

From this page, you can View Account Activity for this Account ID, or access the following functions:

Request Case Access,

Case Listing, and

Report a Case.

Request Case Access is used to search for and add (link) a recovery case to your Case Listing page.

Once a case has been successfully linked (added) to the account, both you and your Account Manager will be able to view the case by accessing the Case Listing page.

You must always perform this step to link a case to your MSPRP account for the first time.

Case Listing is used to view all cases that your Account Manager has granted you access to and includes any cases that you previously requested access to using the Request Case Access page. Report a Case

displays the Case Creation page, where you may enter data related to your case and begin the case creation process.

For more information on these two functions, see the Application Overview CBT.

Slide 18 of 20 - Course Summary Page

Course Summary

- Account Designee registration
 - Setting up a Login and Password
 - Access privileges once registered

**Slide notes**

This course described the basic registration process you follow to become an Account Designee (i.e., how you to set up your Login ID and Password for the first time), and the access privileges you receive once you are registered.

Slide 19 of 20 - MSPRP Account Designee Access Conclusion

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

For general information on Medicare Secondary Payer Recovery, go to this URL:
[https://go.cms.gov/cobro.](https://go.cms.gov/cobro)

Slide notes

You have completed the MSPRP Account Designee Access course. Information in this course can be referenced by using the MSPRP User Manual found at the following link:

[https://www.cob.cms.hhs.gov/MSPRP.](https://www.cob.cms.hhs.gov/MSPRP)

For general information on Medicare Secondary Payer Recovery, go to this URL:

[http://go.cms.gov/cobro.](http://go.cms.gov/cobro)

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



Slide notes

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