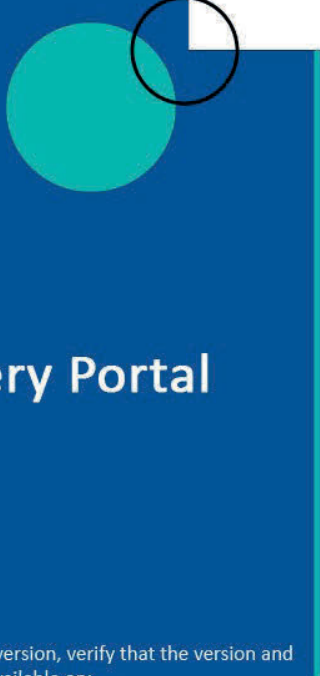




Electronic Payments

Slide 1 of 30 - Electronic Payments



Medicare Secondary Payer Recovery Portal (MSRP)

Electronic Payments

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 (MSRP) Electronic Payments course.

Slide 2 of 30 - Disclaimer

Disclaimer

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions. All affected entities are responsible for following the instructions found in the MSPRP User Manual found at the following link:

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

Slide 3 of 30 - Course Overview

Course Overview

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

**Slide notes**

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

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

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

Slide 4 of 30 - Authorized Users

Electronic Pay Authorized Users

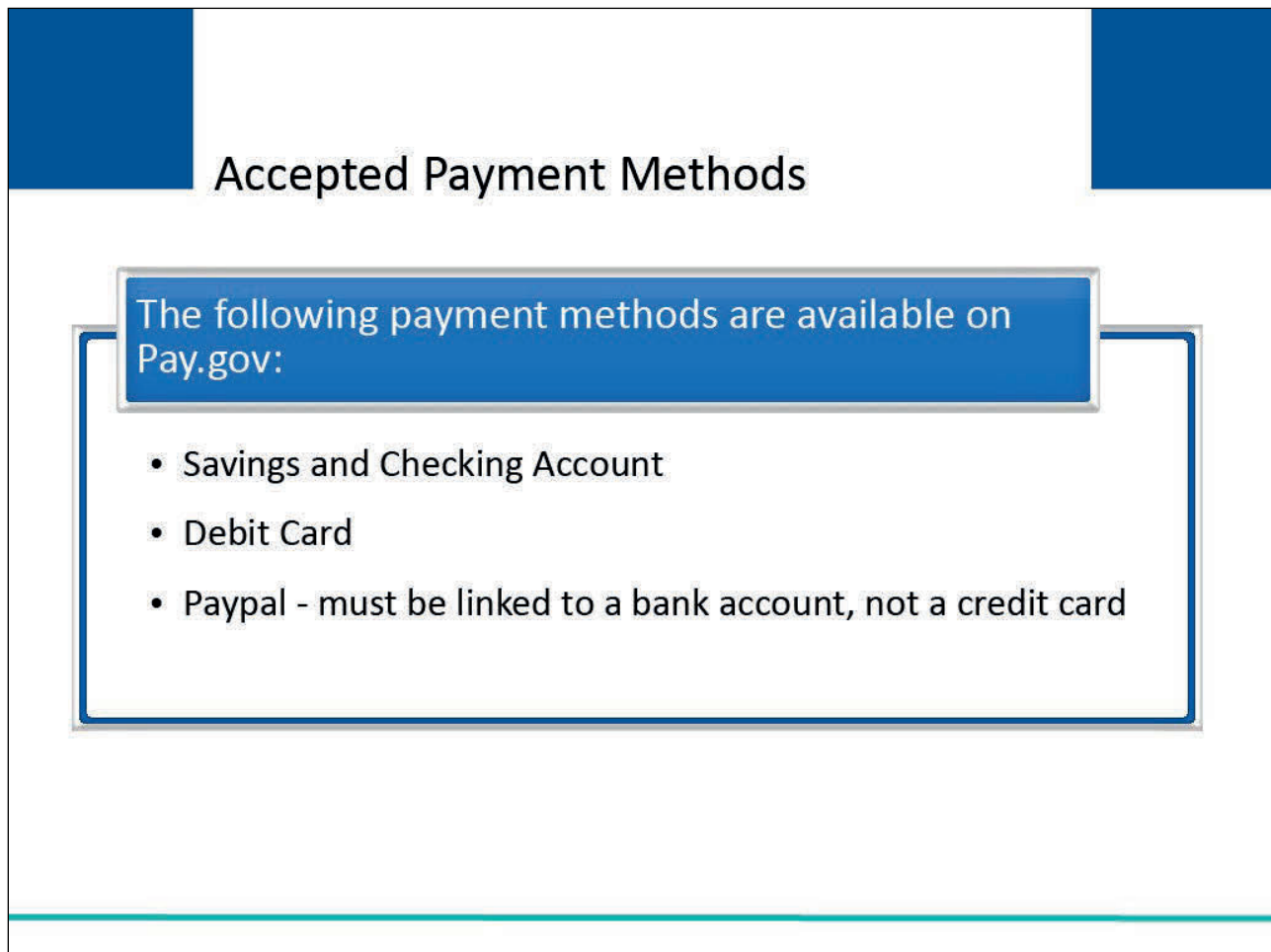
The following MSPRP authorized users will be able to make full or partial payment for a demand from the MSPRP:

- Beneficiary
- Insurer Debtors
- Insurer representative with a verified Recovery Agent Authorization
- Users who have a verified Proof of Representative or Letter of Authorization on file

Slide notes

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

- Beneficiary,
- Insurer Debtors,
- Insurer representative with a verified Recovery Agent Authorization, and
- Users who have a verified Proof of Representative or Letter of Authorization on file.

Slide 5 of 30 - Accepted Payment Methods

The slide features a blue header with the title "Accepted Payment Methods". Below the header, a blue box contains the text "The following payment methods are available on Pay.gov:". To the right of this box, a large blue-bordered rectangle contains a bulleted list of payment methods. The slide is framed by blue bars on the top and sides, and a teal line is at the bottom.

Accepted Payment Methods

The following payment methods are available on Pay.gov:

- Savings and Checking Account
- Debit Card
- Paypal - must be linked to a bank account, not a credit card


Slide notes

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

- Savings and Checking Account,
- Debit Card, and
- PayPal - must be linked to a bank account, not a credit card.

Slide 6 of 30 - 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.

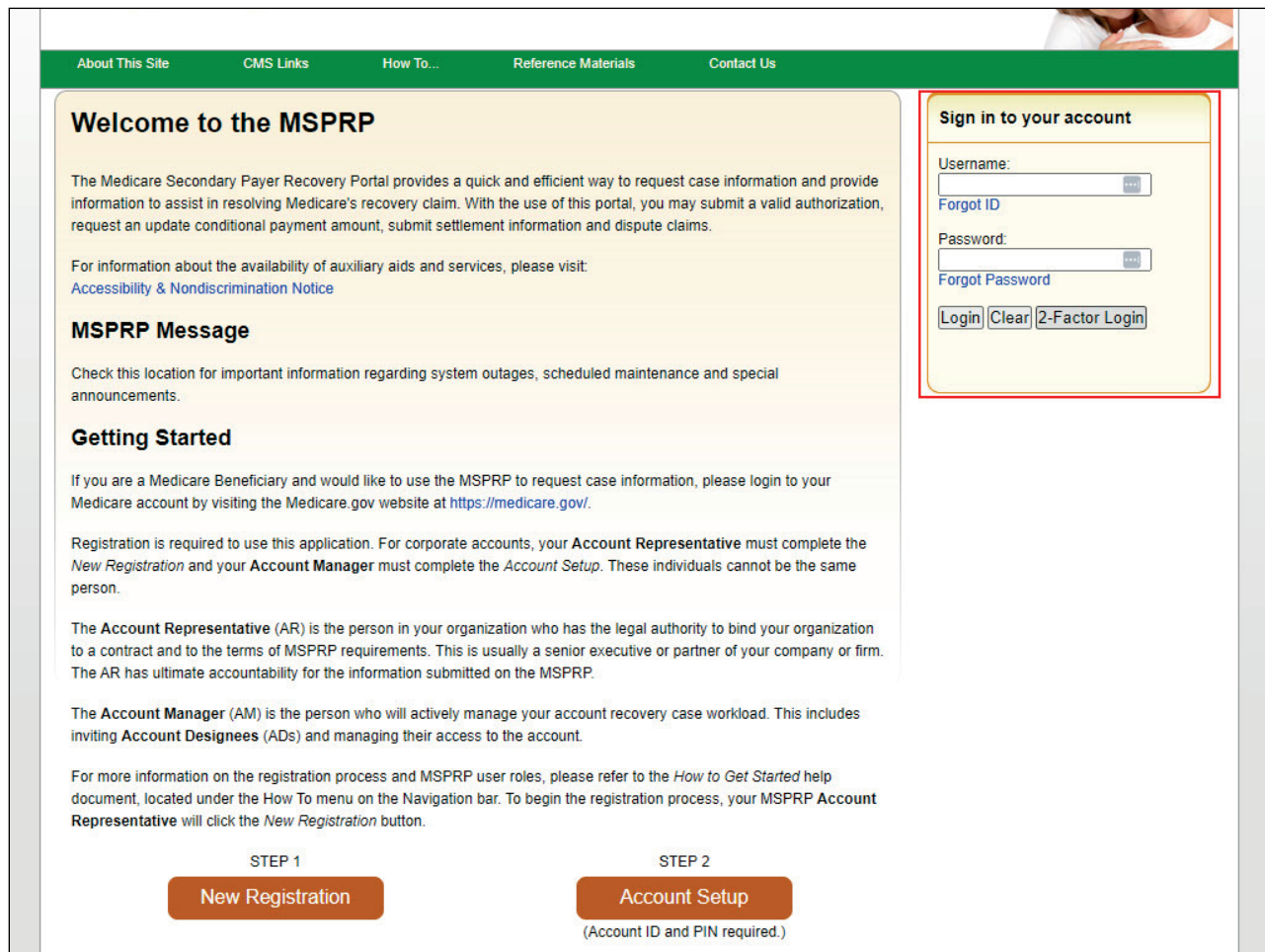
LOG OFF IMMEDIATELY if you do not agree to the conditions stated in this warning.

Slide notes

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

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

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



The screenshot shows the MSPRP (Medicare Secondary Payer Recovery Portal) login page. At the top is a green navigation bar with links: About This Site, CMS Links, How To..., Reference Materials, and Contact Us. The main content area is divided into two columns. The left column, titled 'Welcome to the MSPRP', contains a welcome message, a link to the Accessibility & Nondiscrimination Notice, an 'MSPRP Message' section, and a 'Getting Started' section with instructions for Medicare Beneficiaries and Account Representatives/Managers. At the bottom of this column are two orange buttons: 'New Registration' (labeled STEP 1) and 'Account Setup' (labeled STEP 2, with a note '(Account ID and PIN required.)'). The right column, titled 'Sign in to your account', contains a login form with fields for Username and Password, links for 'Forgot ID' and 'Forgot Password', and buttons for 'Login', 'Clear', and '2-Factor Login'. A red rectangular box highlights the login form area.

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](#)


Slide notes

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

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 8 of 30 - Account List Page


The screenshot shows the 'Account List' page of the MSPRP system. The page has a green navigation bar at the top with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled 'Account List' and includes a 'Print this page' icon. Below the title, there are instructions on how to access accounts and update personal information. A section titled 'Multi-Factor Authentication' features a padlock icon and explains the process for viewing unmasked claims data. To the right of the main content, there are three yellow boxes: 'Quick Help' with a link to 'Help About This Page', 'Account Settings' with links for 'Update Personal Information' and 'Change Password', and 'Multi-Factor Authentication' showing the status as 'ID Proofed' and the next step as 'Factor Required'. At the bottom, there is a list of 'Associated Account IDs' with three entries: 30401 ABC Corporation, 30324 Smith Associates, and 30184 Robert Jones.

Account List  [Print this page](#)

Click the desired link to access the associated account.

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

You may also activate factors by clicking the Factor Required link located in the Multi-Factor Authentication box.

 **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 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 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
- 30184 Robert Jones

Quick Help

[Help About This Page](#)

Account Settings

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

 **Multi-Factor Authentication**

Status: **ID Proofed**
Next Step: [Factor Required](#)

Slide notes

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

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

Slide 9 of 30 - Welcome (Non- Beneficiary)

The screenshot displays the 'NON-BENEFICIARY USER' welcome page. At the top right, there is an 'Account Settings' sidebar with links: 'Update Account Information', 'Designee Maintenance', 'View Account Activity', and 'Update Paperless E-mail Distribution'. The main content area starts with a 'Welcome!' heading, followed by the account information 'Account: 30401 ABC Corporation' with a green checkmark icon. Below this, a paragraph explains the portal's purpose for requesting case information and resolving Medicare recovery claims. It then lists several actions users can take: submitting authorization, updating payment amounts, submitting settlement information, and disputing claims. Further instructions guide users on how to view account activity, request case access for new cases, view previously associated cases, report liability or workers' compensation cases, request an Open Debt Report, and view/print 'Paperless' letter notifications. A note states that links will not be available until the Profile Report is returned. At the bottom, a list of links is provided: 'Request Case Access', 'Case Listing', 'Report A Case', 'Open Debt Report', and 'Go Paperless Letter Notifications'. The 'Request Case Access' and 'Case Listing' links are highlighted with a red rectangular box.

NON-BENEFICIARY USER

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](#)

Account Settings

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

Slide notes

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

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

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

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

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

Case Listing

The following are the case reports associated to Account ID: 30401.

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link. To perform a search, enter any search criteria and click the Search button.

If you are approaching settlement on a case that is not yet available on the MSPRP and you wish to initiate the Final Conditional Payment process, you can add this case using the Report A Case link found on the MSPRP Welcome page.

To remove a case from displaying on your Case Listing page, select the case(s) you wish to remove and click the Remove Case(s) button. This action will only remove the cases from displaying on this page. The selected cases will still be associated to your account.

To close a case on your account, select the case(s) you wish to close and click the Close Case(s) button. Only cases that have been reported via the MSPRP "Report A Case" process that are not yet demanded can be closed. Please note: A case should only be closed if it was reported in error as the case will be closed and recovery will cease.

Case ID: [Search Hint](#)

Medicare ID:

Beneficiary SSN: - -

Beneficiary Last Name: [Search Hint](#)

Cases

*Case IDs denoted with an asterisk were reported via the MSPRP Report A Case process.

Select	Case ID	Bene Last Name	Medicare ID	Bene Date of Birth	Case Status	Authorization Level	Authorization Status	Case Access
<input type="checkbox"/>	201117409000150	Smith	*****9999A	09/01/1940	Demand	Beneficiary Proof of Representation	Verified	Manage Access
<input type="checkbox"/>	201117409000151	Jones	*****8888B	04/19/1945	Closed			Manage Access
<input type="checkbox"/>	201117409000152 *	Williams	*****7777B	08/20/1939	DEMAND IN PROGRESS	Beneficiary Consent to Release	Verified	Manage Access
<input type="checkbox"/>	201117409000152 *	Jane	*****7323B	02/20/1931	DEMAND IN PROGRESS	Beneficiary Consent to Release	Verified	Manage Access
<input type="checkbox"/>	201117409000152 *	Linda	*****5777B	08/20/1975	DEMAND IN	Beneficiary	Verified	Manage Access

Slide notes

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

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

Slide 11 of 30 - Welcome! (Beneficiary)

The screenshot shows the MSPRP Beneficiary User Welcome page. At the top is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. Below the navigation bar is a large yellow box with a blue button labeled "BENEFICIARY USER". To the left of this button is the heading "Welcome!" followed by a paragraph explaining the portal's purpose. Below this are three paragraphs of instructions, each followed by a link: "Request Case Access", "Case Listing" (which is highlighted with a red box), and "Report A Case". To the right of the main content area are two yellow boxes: "Quick Help" with a link "Help About This Page", and "Account Settings" with links "Update Account Information", "Designee Maintenance", and "View Account Activity". At the bottom of the page is a blue footer bar with links: "CMS/HHS Vulnerability Disclosure Policy", "Privacy Policy", "User Agreement", and "Adobe Reader".

CENTERS FOR MEDICARE & MEDICAID SERVICES

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

BENEFICIARY USER

Welcome!

The Medicare Secondary Payer Recovery Portal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim.

With the use of this portal, you may request an update conditional payment amount, submit settlement information and dispute claims.

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.

[Request Case Access](#)

[Case Listing](#)

[Report A Case](#)

Quick Help

[Help About This Page](#)

Account Settings

[Update Account Information](#)
[Designee Maintenance](#)
[View Account Activity](#)


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

Slide notes

MSPRP Beneficiary users can pay on accounts by logging in from the Medicare.gov page. Beneficiaries will select the Go to MSPRP link to advance directly to the MSPRP Welcome! page and then select the case listing link to access their case listings page.

Slide 12 of 30 - Case Information (Beneficiary)

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

BENEFICIARY USER  [Print this page](#)

Case Listing

Below is a listing of the cases for which you have previously requested information.

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link. To perform a search, enter any search criteria and click the **Search** button.

If you are approaching settlement on a case that is not yet available on the MSPRP and you wish to initiate the Final Conditional Payment process, you can add this case using the Report A Case link found on the MSPRP Welcome page.

Case ID:

The Case Listing is sorted by Case ID in ascending order. Selecting **Cancel** will return to the Home Page.

* Case IDs denoted with an asterisk were reported via the Report A Case process on the MSPRP.

Cases

Case ID
201117409000150
201117409000151
201117409000152
201117409000153*

Quick Help
[Help About This Page](#)

Slide notes

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

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

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

Slide 13 of 30 - Case Information

Home	About This Site	CMS Links	How To...	Reference Materials	Contact Us	Sign off
<h1>Case Information</h1>				Print this page		Quick Help : Help About This Page
<p>Case ID: 201117409000150</p> <p>Case Type: Liability Insurance</p> <p>Case Status: Demand What is this?</p> <p>Current Status of Debt: Intent to Refer Letter Sent</p> <p>RRE Name: Sample Name</p> <p>Date of Incident: 09/15/2009</p> <p>Industry Date of Incident: 09/15/2009 What is this?</p> <p>ORM: Yes</p>				<p>Medicare ID: 987654321A</p> <p>Beneficiary DOB: 02/08/1940</p> <p>Beneficiary Last Name: Smith</p> <p>Treasury Account Number: 12345678</p> <p>Treasury Referral Date: 01/01/2016</p> <p>Authorization Level: Proof of Representation</p> <p>Authorization Status: Verified What is this?</p> <p>ORM Termination Date: 01/01/2016</p>		
<div> Payment Information Electronic Payment History Refund Information Correspondence Activity Waiver/Redetermination/Appeal/Compromise Final Conditional Payment Process </div>						
<p>*Current Conditional Payment Amount: \$2,800.00</p> <p><i>*Note: Claims are retrieved daily. This amount is current as of: 07/23/2018. Please be advised that the claims associated to this case are currently being evaluated for relevance. This typically takes 3-5 business days. The conditional payment amount will be automatically updated once this process is complete. Please contact the BCRC or CRC at (855) 798-2627 if immediate assistance with this amount is required.</i></p> <p>Rights and Responsibilities Letter Mail Date: 06/10/2010</p> <p>Section 111 No-Fault Policy Limit Reported: \$32456.76</p> <p>Conditional Payment Letter Amount: \$496.06</p> <p>Conditional Payment Letter Mail Date: 06/01/2011</p> <p>Conditional Payment Amount Update Requested: 06/01/2011</p> <p>Conditional Payment Notice Amount: \$500.00</p> <p>Conditional Payment Notice Mail Date: 06/18/2011</p> <p>Conditional Payment Notice Response Due Date: 07/31/2011</p>						

Slide notes

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

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

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

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

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

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

Slide 14 of 30 - Make A Payment

The screenshot shows a web form titled "Make a Payment" with a green navigation bar at the top containing links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The form itself has a light orange background. On the right side of the form, there is a printer icon labeled "Print this page" and a "Quick Help : [Help About This Page](#)" link. The main content area is divided into two columns. The left column displays case information: Case ID: 201117409000150, Debtor Name: John Doe, Remaining Principal Amount: \$1234.56, Remaining Interest Amount: \$789.10, and Total Remaining Balance Amount: \$2023.66. A note below states: "Note: Remaining balance amounts do not include pending payments." The right column shows "Pending Electronic Payment Amount: \$0.00" with a link "What is this?", and a "Payment Amount" field containing "\$2023.66". Below this, a paragraph explains that the default payment amount is the total remaining principal and interest balance, less any pending payments, and advises updating the payment if a full payment is not being made. Further down is an "Account Holder Name:" field. Below the field, instructions state: "Please enter the account holder name as it appears on the account under which payment will be made. If you are making payment on behalf of yourself, this will be your name. If you are making payment on behalf of the debtor, this will be the debtor's name." A "Note" follows, explaining that for partial payments, supporting documentation should be uploaded via the Redetermination, Waiver, or Compromise Request option. At the bottom of the form, instructions read: "Click **Continue** to transfer to the Pay.gov site to select your payment method and complete your payment. [What is Pay.gov?](#) Click **Cancel** to return to the Case Information page." Two buttons, "Continue" (green) and "Cancel" (gray), are at the bottom. A blue footer bar at the very bottom contains the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

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

Make a Payment

Print this page Quick Help : [Help About This Page](#)

Case ID: 201117409000150
Debtor Name: John Doe
Remaining Principal Amount: \$1234.56
Remaining Interest Amount: \$789.10
Total Remaining Balance Amount: \$2023.66
Note: Remaining balance amounts do not include pending payments.

Pending Electronic Payment Amount: \$0.00
[What is this?](#)
Payment Amount:

The default Payment Amount reflects the total remaining principal and interest balance on the case less any pending electronic payments. If you do not wish to remit full payment at this time, please update the Payment Amount.

Account Holder Name:

Please enter the account holder name as it appears on the account under which payment will be made. If you are making payment on behalf of yourself, this will be your name. If you are making payment on behalf of the debtor, this will be the debtor's name.

Note: If you are making a partial payment (that is, you wish to appeal the inclusion or the amount of any of the individual claims that comprise the case) please be sure to upload supporting documentation via the Redetermination, Waiver, or Compromise Request option if you haven't already done so. Interest will continue to accrue on any unpaid balances.

Click **Continue** to transfer to the Pay.gov site to select your payment method and complete your payment. [What is Pay.gov?](#) Click **Cancel** to return to the Case Information page.

Continue **Cancel**

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

Slide notes

The "Make a Payment" page will appear.

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

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

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

Slide 15 of 30 - Pay.gov Payment Method

How To Submit Electronic Payment Select A Payment

Medicare Secondary Payer Recovery Portal (MSPRP)

Please select a payment method:

☐ I want to pay with a withdrawal from a checking or savings account (ACH) 

☐ I want to pay with my PayPal account 

☐ I want to pay with a Debit Card 

[Cancel](#)

[Continue](#)

Slide notes

The Pay.gov page will appear.

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

- Checking and Savings Account,
- Debit Card,
- or PayPal Account as a payment method.

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

Once the payment information has been entered, Click Continue.

Slide 16 of 30 - Enter Electronic Payment

Enter Electronic Payment Checking and Savings

The screenshot shows the 'Enter Electronic Payment' form on the Medicare Secondary Payer Recovery Portal (MSPRP). The form is titled 'Enter Electronic Payment Checking and Savings' and includes the Pay.gov logo. It displays the following information and fields:

- Agency Tracking ID:** 79570592704
- Payment Amount:** \$28.57
- Account Holder Name:** [Text input field]
- Account Type:** [Dropdown menu with 'Select an Account Type' option]
- Routing Number:** [Text input field]
- Account Number:** [Text input field]
- Check Number:** [Text input field]
- Confirm Account Number:** [Text input field]

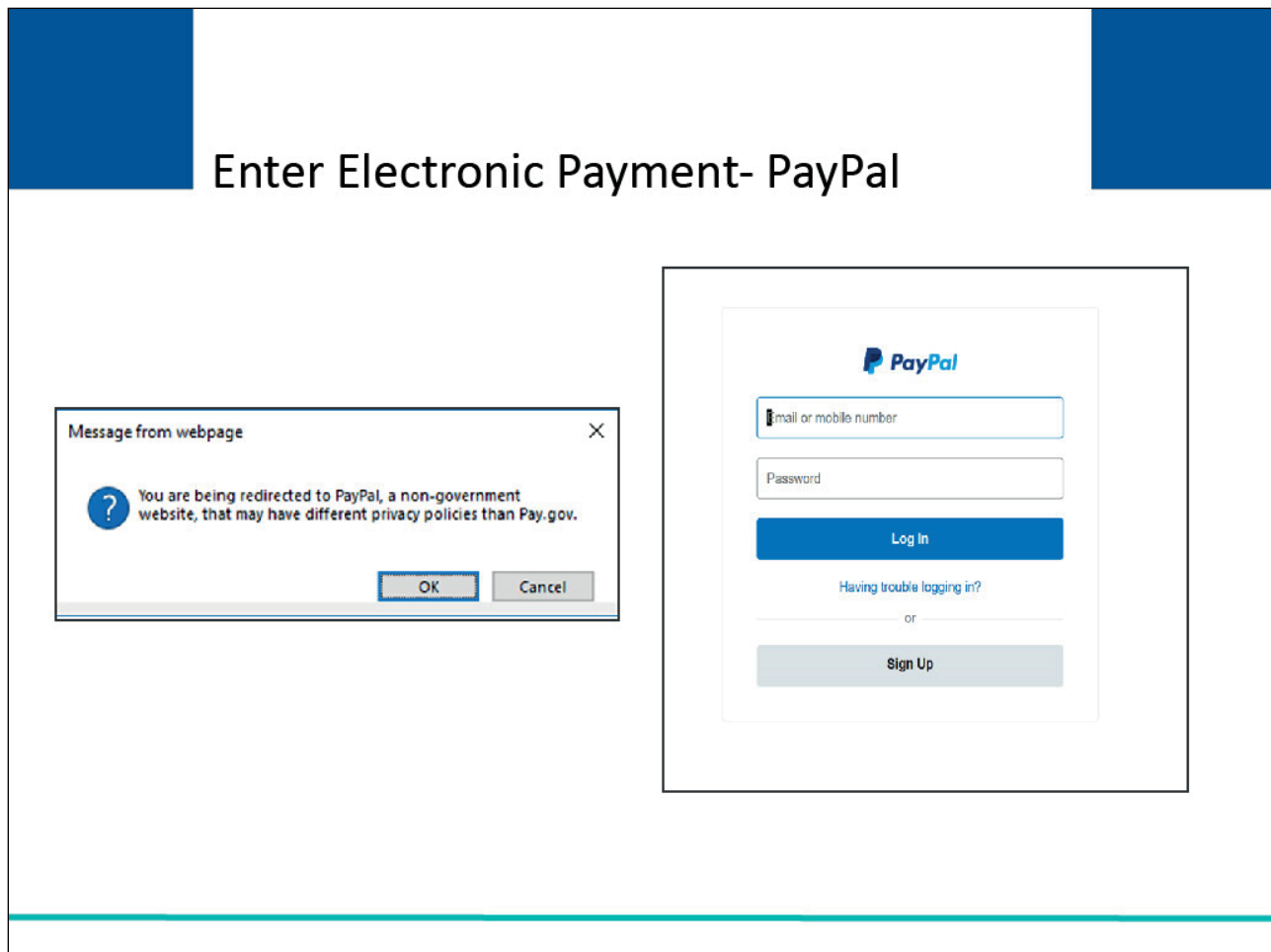
At the bottom of the form, there are three buttons: 'Previous', 'Cancel', and 'Continue'.

Slide notes

The Pay.gov enter payment information page will display for the method selected with the payment amount previously entered in the MSPRP auto populated.

For Checking or Savings account payments, enter the required information and confirm the amount populated at this time. Click Continue if you wish to proceed, cancel to end the payment process and if you wish to change the payment method, click previous.

Note: If you enter invalid data such as an incorrect routing or bank account number, you will get an alert asking you to verify the account information and resubmit the payment. Your routing and account number can be found on the bottom of your check, or you can contact your financial institution for this information.


Slide 17 of 30 - Enter Electronic Payment**Slide notes**

PayPal users will be routed to the PayPal login screen after agreeing to the message that "You are being redirected to PayPal, a non-government website, that may have different privacy policies than Pay.gov".

If you choose the wrong option and would like to choose a different option, click Cancel.

Slide 18 of 30 - Pay.gov- Debit Payment

Enter Electronic Payment- PayPal


\$127.78 USD ✓

Hi, Test Account!

Ship to [Change >](#)

Test Account
123 Billing Street, Towson, MD 21204 United States

Pay with [Manage >](#)


 **TEST BANK**
Checking ****1234
☐ Make this bank account my preferred way to pay

[View PayPal Policies](#) and your payment method rights.

[Continue](#)

You'll be able to review your order before you complete your purchase.

[Cancel and return to Medicare Secondary Payer Recovery Portal](#)

[Policies](#) [Terms](#) [Privacy](#) [Feedback](#) © 1999 - 2019 

Slide notes

Once you have logged into PayPal, the payment amount entered in the MSPRP will be pre-filled. Please verify the amount is correct. You may only use a PayPal account that is linked to a bank account.

Credit card payments will not be accepted. To return without making a payment, click the “Cancel and return to the Medicare Secondary Payer Recovery Portal” link at the bottom of the screen.

Otherwise select continue to proceed with your payment.

Slide 19 of 30 - Review and Submit Payment

Review and Submit Payment-PayPal

Review and submit payment

*Indicates required fields

Agency Tracking ID: 12345678911

Payment Amount: \$10.00

Payment Method: PayPal

* ☐ I authorize a change to my account for the above amount in accordance with PayPal agreement.

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

Slide notes

The PayPal Review and Submit Payment screen will have the options to click Continue to submit your payment or Cancel to discontinue the payment process.

You will need to check the box prior to clicking continue to authorize a charge to your account for the amount in accordance with your PayPal agreement.

Slide 20 of 30 - Enter Electronic Payment

Enter Electronic Payment Information - Debit Card

Medicare Secondary Payer Recovery Portal (MSRP)

Please provide the Debit Card Information below

* Indicates required fields

Agency Tracking ID: 04019915682

Payment Amount: \$15,000.00

* Country:

* Billing Address:


Billing Address 2:

* City:

State/Province:

ZIP/Postal Code:

* Account Holder Name:



* Card Number:

* Expiration Date:

* Card Security Code:

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

Slide notes

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

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

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

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

Slide 21 of 30 - Review and Submit Payment

Review and Submit Payment- Debit

Review and submit payment

* indicates required fields

Agency Tracking ID: 79570889705

Payment Amount: \$127.78

Payment Method: Plastic Card

Account Holder Name: Test Account

Card Type: MASTERCARD

Card Number: *****0014

Billing Address: 123 Billing Street

Billing Address 2:

City: Towson

Country: United States

State/Province: MD

ZIP/Postal Code: 21204

☒ I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

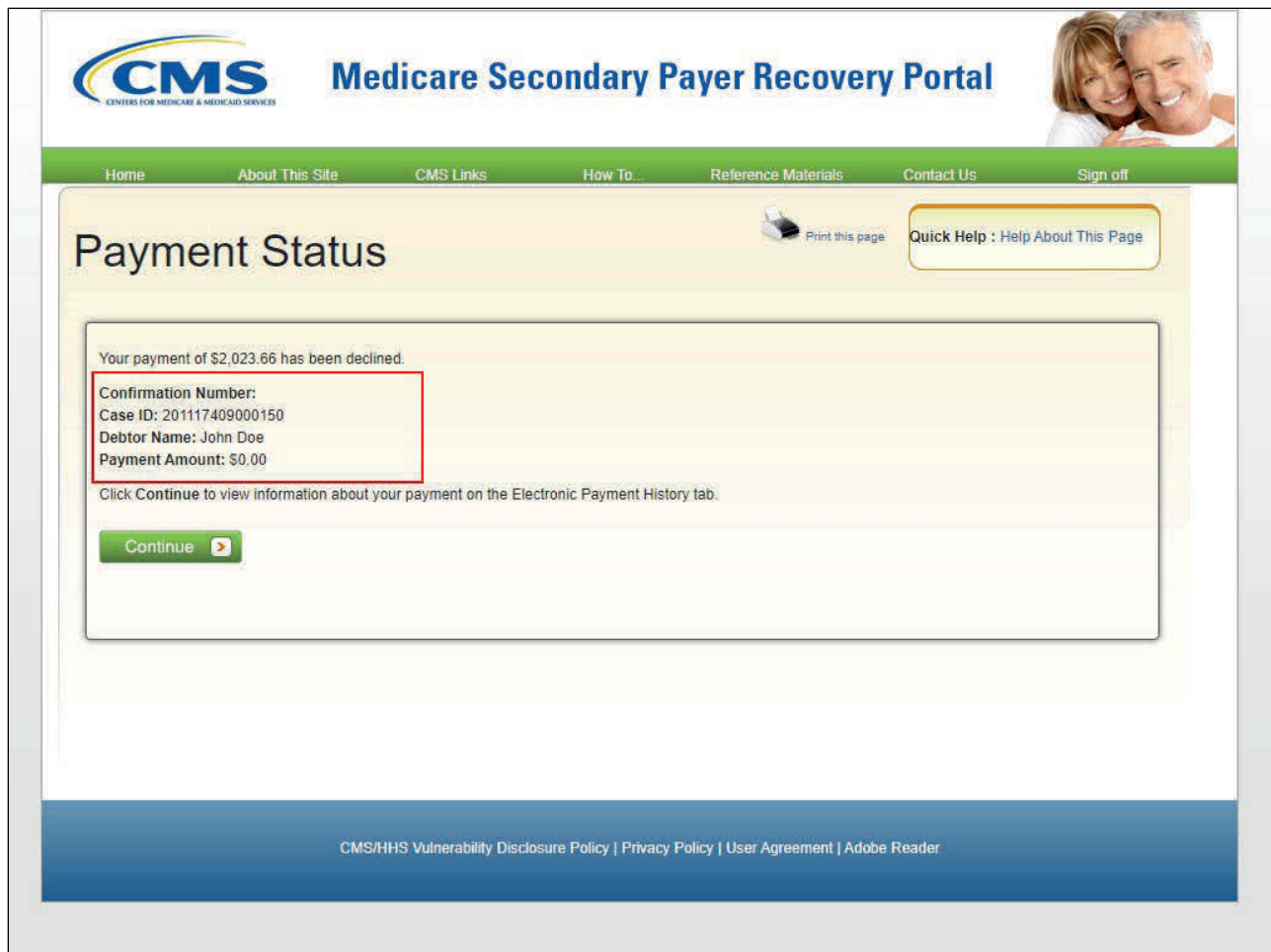
[Previous](#) [Cancel](#) [Continue](#)

Slide notes

The Debit Card Review and Submit Page will allow you to review the information before continuing to submit your payment. Click Cancel to discontinue the payment process and Previous if you need to make changes before submitting.

Please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

Slide 22 of 30 - Payment Status- Declined



The screenshot displays the Medicare Secondary Payer Recovery Portal. At the top, the CMS logo is on the left, and the portal title "Medicare Secondary Payer Recovery Portal" is in the center. A navigation bar includes links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. On the right, there is a photo of a smiling couple. The main content area is titled "Payment Status" and includes a "Print this page" icon and a "Quick Help : Help About This Page" button. A message states: "Your payment of \$2,023.66 has been declined." Below this, a red-bordered box contains the following information: Confirmation Number, Case ID: 201117409000150, Debtor Name: John Doe, and Payment Amount: \$0.00. A note instructs the user to click "Continue" to view information about the payment on the Electronic Payment History tab. A green "Continue" button with a right arrow is located below the information box. The footer contains links for CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Payment Status

Your payment of \$2,023.66 has been declined.

Confirmation Number:
Case ID: 201117409000150
Debtor Name: John Doe
Payment Amount: \$0.00

Click **Continue** to view information about your payment on the Electronic Payment History tab.

Continue ➤

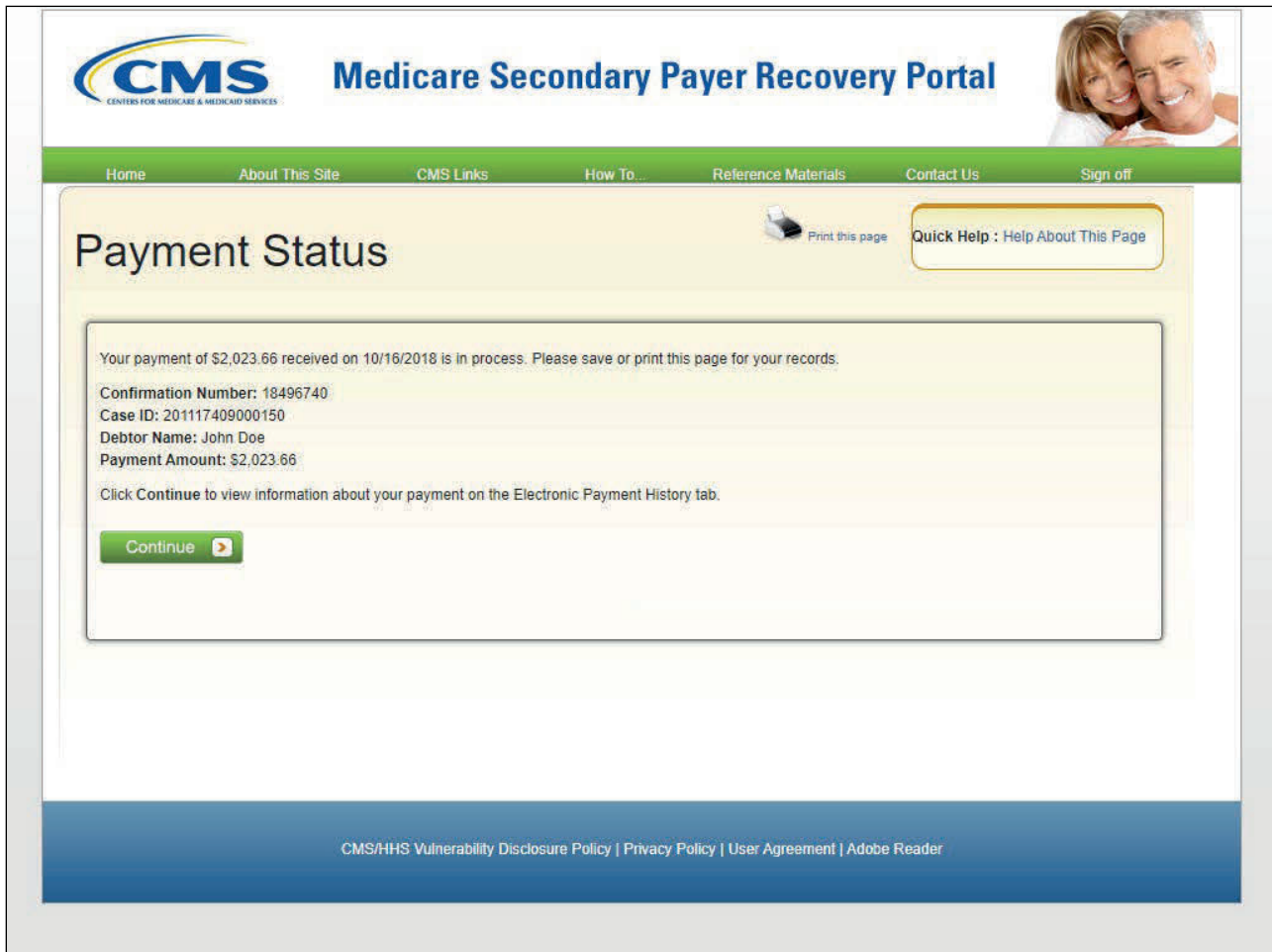
CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader

Slide notes

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

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

Select Continue, to view information for this payment.

Slide 23 of 30 - Payment Status - Successful

The screenshot displays the Medicare Secondary Payer Recovery Portal. At the top, the CMS logo is on the left, and the title "Medicare Secondary Payer Recovery Portal" is in the center. To the right is a photo of a smiling couple. Below the title is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area has a yellow background and is titled "Payment Status". To the right of the title are links for "Print this page" and "Quick Help : Help About This Page". A message states: "Your payment of \$2,023.66 received on 10/16/2018 is in process. Please save or print this page for your records." Below this, a table lists the following information:

Confirmation Number:	18496740
Case ID:	201117409000150
Debtor Name:	John Doe
Payment Amount:	\$2,023.66

Below the table, a message says: "Click Continue to view information about your payment on the Electronic Payment History tab." A green "Continue" button with a right arrow is positioned below the message. At the bottom of the page is a blue footer bar containing the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

Slide notes

If the payment is submitted successfully, the Payment Status page will appear. The payment amount, Confirmation Number, Case ID, and Debtor Name will auto-populate on this page.

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

Slide 24 of 30 - Electronic Payment History

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

[Print this page](#)
[Quick Help : Help About This Page](#)

Case Information

Case ID: 201117409000150

Case Type: Liability Insurance

Case Status: Demand [What is this?](#)

Current Status of Debt: Intent to Refer Letter Sent

RRE Name: Sample Name

Date of Incident: 09/15/2009

Industry Date of Incident: 09/15/2009 [What is this?](#)

ORM: Yes

Medicare ID: 987654321A

Beneficiary DOB: 02/08/1940

Beneficiary Last Name: Smith

Treasury Account Number: 12345678

Treasury Referral Date: 01/01/2016

Authorization Level: Proof of Representation

Authorization Status: Verified [What is this?](#)

ORM Termination Date: 01/01/2016

[Payment Information](#)
[Electronic Payment History](#)
[Refund Information](#)
[Correspondence Activity](#)
[Waiver/Redetermination/Appeal/Compromise](#)
[Final Conditional Payment Process](#)

Demand Letter Mail Date: 04/15/2020

Demand Amount: \$3,500.00

Remaining Principal Balance Amount: \$2,500.00

Remaining Interest Balance Amount: \$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 BCRC/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	John Dorsett	\$2,500.00	Accepted	34786590	In Process	
05/01/2019	PayPal	John Dorsett	\$1,000.00	Accepted	43578796	Complete	5/7/2019

Slide notes

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

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

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

Slide 25 of 30 - Electronic Payment History

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

[Print this page](#)
[Quick Help : Help About This Page](#)

Case Information

Case ID: 201117409000150

Case Type: Liability Insurance

Case Status: Demand [What is this?](#)

Current Status of Debt: Intent to Refer Letter Sent

RRE Name: Sample Name

Date of Incident: 09/15/2009

Industry Date of Incident: 09/15/2009 [What is this?](#)

ORM: Yes

Medicare ID: 987654321A

Beneficiary DOB: 02/08/1940

Beneficiary Last Name: Smith

Treasury Account Number: 12345678

Treasury Referral Date: 01/01/2016

Authorization Level: Proof of Representation

Authorization Status: Verified [What is this?](#)

ORM Termination Date: 01/01/2016

[Payment Information](#)
[Electronic Payment History](#)
[Refund Information](#)
[Correspondence Activity](#)
[Waiver/Redetermination/Appeal/Compromise](#)
[Final Conditional Payment Process](#)

Demand Letter Mail Date: 04/15/2020

Demand Amount: \$3,500.00

Remaining Principal Balance Amount: \$2,500.00

Remaining Interest Balance Amount: \$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 BCRC/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	John Dorsett	\$2,500.00	Accepted	34786590	In Process	
05/01/2019	PayPal	John Dorsett	\$1,000.00	Accepted	43578796	Complete	5/7/2019

Slide notes

The Status field will display “Accepted” if the payment was successful and will show “Declined” if the payment was unsuccessful.

For payments still in process, the status will display as “Pending” and will update once the payment has been processed by the bank.

Slide 26 of 30 - Payment Processing Information

Payment Processing Information

- Payment processing time is 1 -3 business days
- Processing times vary by institution
- On your statement as being paid to “HHSCMS”

Slide notes

Average payment processing time is 1 to 3 business days.

However, processing times vary by institution.

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

Slide 27 of 30 - Resources

Resources

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Customer Services using the phone number or email listed below.

Pay.gov Customer Support:

Open: Monday through Friday 7:00 AM to 7:00 PM Eastern Time -

Closed: US Government Holidays

Phone: 800-624-1373 (toll free, select Option #2)

Email: Pay.gov.clev@clev.frb.org

For any MSPRP issues, please contact the EDI Department:

1-646-458-6740

Slide notes

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Services using the phone number or email listed below.

Pay.gov Customer Support: Open Monday through Friday 7:00 AM to 7:00 PM Eastern Time - Closed US Government Holidays

Phone: 800-624-1373 (toll free, select Option #2)

Email: Pay.gov Email Address.

For any MSPRP issues, please contact the EDI Department: 1-646-458-6740

Slide 28 of 30 - Course Summary

Course Summary



You should now be able to:

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

**Slide notes**

You should now be able to:

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

Slide 29 of 30 - Electronic Payments Conclusion

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



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

Slide notes

You have completed the MSPRP Electronic Payments course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: [MSPRP Website](https://www.cob.cms.hhs.gov/MSPRP/).

For general information on Medicare Secondary Payer Recovery, go to this URL: [CMS COB&R Overview](http://go.cms.gov/cobro).

Slide 30 of 30 - MSPRP Training Survey



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

Slide notes

If you have any questions or feedback on this material, please go to the following URL: [MSPRP Training Survey](http://www.surveymonkey.com/s/MSPRPTraining).