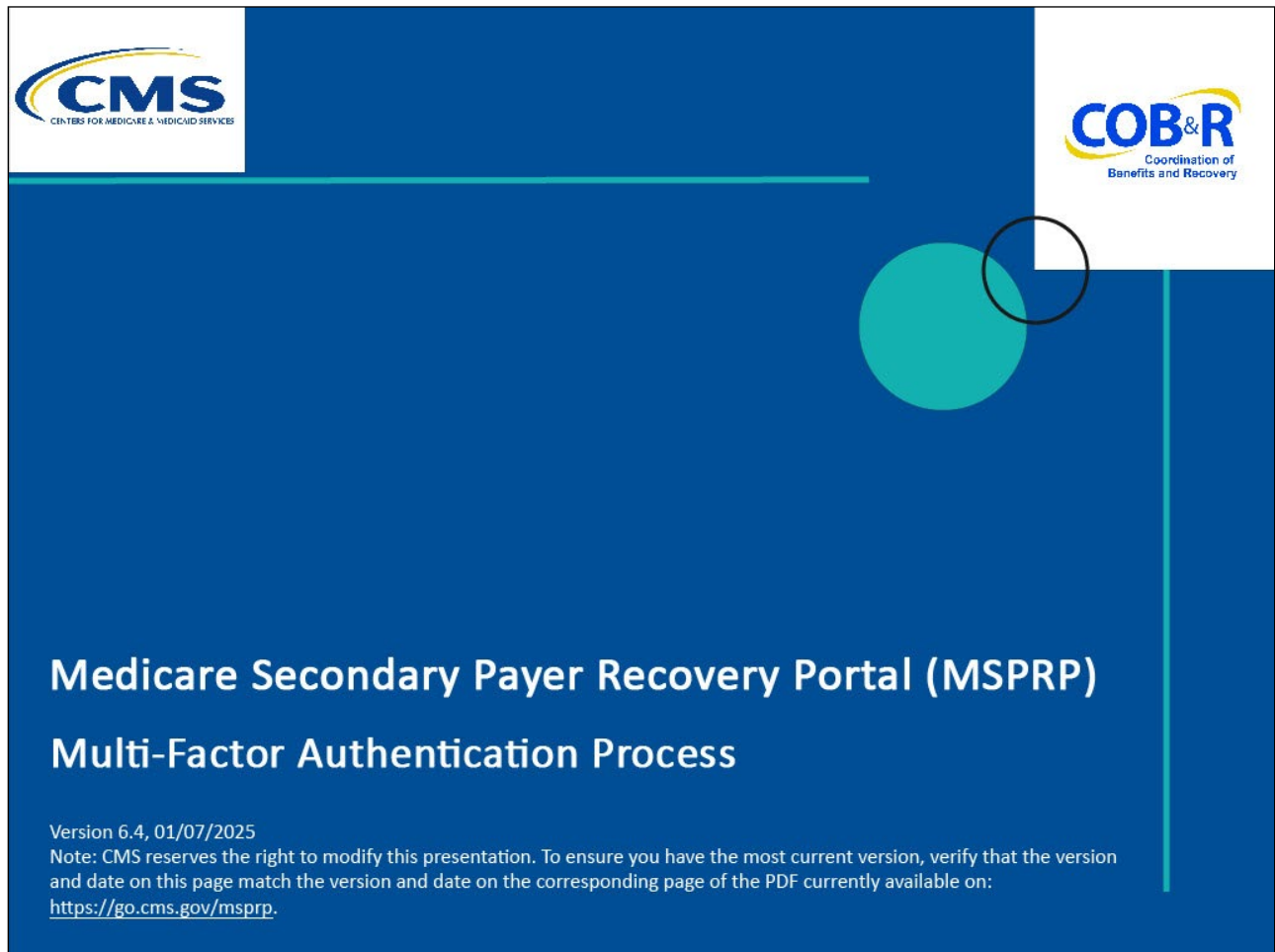


Multi-Factor Authentication Process

Slide 1 - of 36 - Multi-Factor Authentication Process



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Medicare Secondary Payer Recovery Portal (MSRP) Multi-Factor Authentication Process

Version 6.4, 01/07/2025
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://go.cms.gov/msrp>

Slide notes

Welcome to the MSRP Multi-Factor Authentication Process course.

Slide 2 - of 36 - 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: [CMS MSPRP Website](https://www.cms.gov/mfap/mfap-user-manual).

Slide 3 - of 36 - Course Overview

Course Overview

- ID Proofing
- MFA Activation
- MFA Deactivation



Slide notes

This module will explain the steps a non-beneficiary user must take to be able to view unmasked case information in the MSPRP.

It explains how a user can become identity proofed using the MSPRP and how Multi-Factor Authentication (MFA) is activated and deactivated (if needed).

Slide 4 - of 36 - Overview

Overview

- The ID Proofing process requires you to provide certain personal information on the MSPRP, enough to prove that you are the person you claim to be
- The process works in conjunction with MFA services, which uses two factors to verify your identity

Note: MSPRP users who are registered for both the MSPRP and CRCP systems can now initiate the ID proofing process on one application and then continue the process on the other. Once ID proofing is completed in one, users are automatically ID proofed in the other.



Slide notes

The Centers for Medicare & Medicaid Services (CMS) has implemented a risk-based alternative (RBA) solution provided by Experian (an external credit service) to prove your identity when completing the Remote Identity Proofing (RIDP) process.

The ID Proofing process requires you to provide certain personal information on the MSPRP sufficient enough to prove that you are the person you claim to be.

This process works in conjunction with MFA services, which uses two different factors to verify your identity.

Note: MSPRP users who are registered for both the MSPRP and CRCP systems can now initiate the ID proofing process on one application and then continue the process on the other. Once ID proofing is completed in one, users are automatically ID proofed in the other.

Slide 5 - of 36 - Eligibility

Eligibility

- Account Managers and Designees can complete the ID Proofing process to view previously masked case information

Slide notes

Account Managers and Account Designees can complete the ID Proofing process. Note: Only users that have current Proof of Representation (POR) authorization or Consent to Release (CTR), signed by the beneficiary, will be allowed to view information that was previously masked. See the [Requesting Authorization CBT](#) for information on how to submit authorizations.

Slide 6 - of 36 - ID Proofing

ID Proofing

- To successfully complete the ID Proofing process, you must first provide Experian with Personal Identifiable Information
 - PII examples include: name, SSN, personal phone number, and personal address
- If Experian can confirm that you are the person you claim to be, you will be considered ID Proofed within the MSPRP

Slide notes

To successfully complete the ID Proofing process, you must first provide Experian with personal information.

It explains how a user can become identity proofed using the MSPRP and how Multi-Factor Authentication (MFA) is activated and deactivated (if needed).

If Experian is able to confirm that you are the person you claim to be, you will be considered ID Proofed within the MSPRP.

Slide 7 - of 36 - Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA)

- To register for SMS (Text Messaging) or voice message you must register with a mobile phone number to receive your security token either via text or voice message.
- You can register and activate two factors, but you can only select one when logging in.

Slide notes

To begin the Multi-factor Authentication process, you must register and activate a Factor.

If you are registering for a Factor, you must first install the app for the Factor you wish to use on your mobile device. The Factor Types available for use are listed in the Factor Type selection box below.

When completing the factor registration, you may be required to scan a barcode from the app on the mobile device that will be used to receive the security token. After the Factor Type has been selected, click Continue. You can only have one Pending Activation or Active Factor per Factor Type.

If you have previously completed ID Proofing and have Voice call and SMS, you will continue to be able to use these factors but as of March 1, 2025, any voice and SMS in Active status will be deactivated, removed from view, and no longer available for use to login with MFA. Users who complete the ID Proofing Process after implementation will only be able to add Okta Verify and/or Google Authenticator

Slide 8 - of 36 - MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions

Status	Next Step	Description
Initial Process	Get Started	Indicates that you have: <ul style="list-style-type: none">• Not yet started the ID Proofing process, or• Attempted ID Proofing but have not yet completed the process

Slide notes

When the MFA status for an MSPRP user is set to Initial Process, the next step will be set to Get Started.

This indicates that you have not yet started the ID Proofing process or that you have attempted ID proofing but have not yet completed the process.

Slide 9 - of 36- MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions		
Status	Next Step	Description
ID Proofed	Factor Required	<p>Indicates that you have:</p> <ul style="list-style-type: none">• Will utilize a Risk Based Alternative (RBA) Process where users provide their PII (name, SSN, personal phone number, and personal email address) to Experian• Experian has accepted your submissions• You currently have no factors in Active status OR• An EDI Representative has manually completed the ID Proofing process through the EDI Representative application; thus, setting your MSPRP Status to ID Proofed

Slide notes

When the MFA Status, for an MSPRP user, is set to ID Proofed, the next step will be Factor Required. This indicates that you have:

Successfully submitted your personal information to Experian through the ID Proofing Core Factor Page, utilizing a Risk Based Alternative (RBA) Process where users provide their PII including name, SSN, personal phone number, and personal email address; Experian has accepted your submissions; You currently have no factors in Active status or an EDI Representative has manually completed the ID Proofing process through the EDI Representative application; thus, setting your MSPRP Status to ID Proofed

Slide 10 - of 36- MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions

Status	Next Step	Description
Register a Factor	Install the app the Google Authenticator or OKTA on your mobile phone	<p>To complete the factor registration:</p> <ul style="list-style-type: none">• You will be required to scan a barcode from the app on the mobile device that will be used to receive the security token• You can only have one Pending Activation or Active Factor per Factor Type

Slide notes

If you are registering a Factor, you must first install the app for the Factor you wish to use on your mobile device.

The Factor Types available for use are listed in the Factor Type selection box below. When completing the factor registration, you may be required to scan a barcode from the app on the mobile device that will be used to receive the security token. After the Factor Type has been selected, click Continue.

You can only have one Pending Activation or Active Factor per Factor Type.

Slide 11 - of 36-MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions

Status	Next Step	Description
Pending Phone	Contact Experian	Were unsuccessful with completing the ID Proofing process, because you exceeded your total limit of 3 valid submission attempts OR To Contact Experian call 1-833 985-0709
Failed phone	Contact the BCRC	Indicates that your attempt to complete the ID Proofing process by phone with Experian was unsuccessful. To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

Slide notes

When the MFA Status, for an MSPRP user, is set to Failed , the next step will be to Contact the BCRC. This indicates that your attempt to complete the ID Proofing process by phone with Experian was unsuccessful. To Contact the BCRC call 646-458-6740 (TTY/TDD: 1-855-797-2627).

When the MFA Status is set to Pending Phone, the next step will be to Contact Experian. The status indicates that you were unsuccessful with completing the ID Proofing process because you exceeded your total limit of three valid submission attempts.

Slide 12 - of 36- MFA Statuses and Next Step Actions

MFA Statuses and Next Step Actions

Status	Next Step	Description
Complete	Factor Maintenance	Indicates that you: <ul style="list-style-type: none">• Successfully completed the ID Proofing process• Registered and activated one or more Factors• Have at least one Factor ID in active status


Slide notes

When the MFA Status, for an MSPRP user, is set to Complete, the next step will be Factor Maintenance. This indicates that you:

- Successfully completed the ID Proofing process
- Registered and activated one or more Factors
- Have at least one Factor ID in active status

Note: In this case, the Next Step is replaced with the Factor Maintenance link. Click this link to activate or deactivate Factors


Slide 13 - of 36 - 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 for a Factor Type (Voice Call and/or Text Message(SMS)) as a method of receiving your security token to access the MSPRP application using your MFA Login. When registering for Voice Call, a landline phone or mobile device may be used to receive the security token via phone call. To register for Text Message(SMS) you must register with a mobile phone number in order to receive your security token via text message. After the Factor registration, you then must activate the Factor for your login ID. You may only have ONE registered or activated phone number 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 🌿

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 Multi-Factor Authentication section of the home page is used for the ID Proofing and MFA process. To begin the ID Proofing process, click the Get Started link on your home page.

Slide 14 - of 36 - ID Proofing and Multi-Factor Authentication Overview Page

ID Proofing and Multi-Factor Authentication Overview

 [Print this page](#)

Quick Help
[Help About This Page](#)

You have selected a link that will guide you through the ID Proofing and Multi-Factor Authentication (MFA) process on the Medicare Secondary Payer Recovery Portal (MSRP). MSRP users requesting electronic access to MSRP protected information must be successfully ID Proofed and have at least one Factor associated to their MSRP account.

During this process you will be requested to:

- Enter certain personal information on the MSRP including your Full Legal Name, Social Security Number, Date of Birth, Current Residential Address, Personal E-mail and Personal Phone Number which will be evaluated by Experian Credit Services (an outside entity). Please note that the information you provide will not be stored on the MSRP. The information you provide will be evaluated by Experian to confirm your identity. This will not impact your credit score.
- Contact Experian Verification Support Services via the phone or the Benefits Coordination & Recovery Center (BCRC) via mail to attempt to become ID Proofed outside of the MSRP if you were unsuccessful at ID Proofing in the MSRP.
- Register a Multi-Factor Authentication Factor to your Login ID. [What is this?](#)

Next Steps

Once you have been successfully ID Proofed and have at least one factor associated to your Login ID, you will be able to use that to view claims data that was previously only accessible to the beneficiary. When logging in to the MSRP system, you will be asked to enter your MSRP Login ID and Password. Next, you will decide how you want to view MSRP data for your current login session. If you choose to view sensitive information, the MSRP will require you to log in using Multi-Factor Authentication.

Users who choose not to be ID Proofed will still be able to view data on the MSRP the same way they do today. Click **Continue** to proceed with the ID Proofing process. Click **Cancel** to cancel this process.

Your current status in the ID Proofing and MFA process is : Initial Process

Slide notes

The ID Proofing and Multi-Factor Authentication Overview page appears. This page provides general information about the process and its purpose. It also displays your current MFA status.

Click Continue to proceed.

Slide 15 - of 36 - ID Proofing Core Credentials Page

ID Proofing Core Credentials [Print this page](#)

The name associated with your Login ID is displayed on this page. Please ensure that this is your full legal name. If changes are required to your first or last name, click **Cancel** and make any necessary corrections on the MSPRP Update Personal Information page. This information will be used to confirm your identity as you establish your account credentials so it is important that you supply your personal information and current residential address.

You will be given 3 attempts to get ID Proofed within the MSPRP. If the ID Proofing process cannot be completed, you will be provided with information on who to contact for assistance.

Click **Continue** to proceed with the ID Proofing process.

An asterisk (*) indicates a required field.

Personal Information

Developer Note: When returning from the Failed Attempt page using the Retry button, the "attempt(s) remaining" will be reduced and the Personal Information data previously entered will display on this page.

You have 3 attempt(s) remaining.

It is important to enter your information the way it appears on your credit report.

* First Name: John
Middle Name:
* Last Name: Smith
Generation:
* Date of Birth: / / (MM/DD/CCYY)
* Social Security Number (SSN): - -
* Re-enter Social Security Number (SSN): - -
* Personal E-mail Address:
* Personal Phone: - - (cell phone number is preferred)

Current Home (not Business) Address

Slide notes

The ID Proofing Core Credentials page will appear. This page requires you to enter personal information. The First and Last Name fields are pre-filled by the system and are the ones associated to your Login ID.

If corrections are required, click **Cancel** on this page and make any necessary changes on the MSPRP Update Personal Information page. See the User Maintenance CBT for more information.

The address information entered on this page should match your current residential address so Experian can verify your identity.

Successful ID proofing hinges upon Experian being able to use the address you provide to match to the address they have on file for you

Slide 16 - of 36 - ID Proofing Core Credentials Page

It is important to enter your information the way it appears on your credit report.

* First Name: John

Middle Name:

* Last Name: Smith

Generation:

* Date of Birth: / / (MM/DD/CCYY)

* Social Security Number (SSN): - -

* Re-enter Social Security Number (SSN): - -

* Personal E-mail Address:

* Personal Phone: - - (cell phone number is preferred)

Current Home (not Business) Address

* Home Address Line 1:

Home Address Line 2:

* City:

* State:

* Zip Code: -

ID Proofing and Multi-Factor Authentication Data Use Agreement:

☐ By checking this box I am certifying that I understand the services being requested are regulated by the Fair Credit Reporting Act and that permissible purpose is required. Any special procedures established by the Centers for Medicare & Medicaid Services (CMS) for obtaining my authorization to receive information from my personal credit profile from Experian have been met. I certify that I (John Smith) have initiated a transaction with CMS, and that the service being requested will be used solely to confirm my identity to avoid fraudulent transactions in my name.

CMS may need to verify mobile phone data through an external service provided by Twilio, Inc. You authorize your wireless carrier to use or disclose information about your account and your wireless device, if available, to CMS or its service provider for the duration of your business relationship, solely to help them identify you or your wireless device and to prevent fraud. See our Privacy Policy for how we treat your data.

Slide notes

Before you click continue on the bottom of the page, ensure that your First and Last names are correct and that they match your full legal name. You must also check the Data Use Agreement (DUA) box before submitting your information to Experian Credit Services to be validated.

Slide 17 - of 36 - Contact Experian Page

Contact Experian

Experian was unable to validate the information you submitted for ID Proofing. Please contact Experian Verification Support Services by phone at (833) 203-6550 during the times listed on this page in an attempt to become ID Proofed over the phone. When you speak with the Experian call center agent, you will need to provide the COBSW Reference Number displayed on this page along with your Name, Address, Phone Number, Date of Birth and Social Security Number. You may also be required to provide answers to some questions asked by the agent.

After you speak with an agent they will let you know your ID Proofing status. Click **Continue** to return to your home page. If the agent successfully verified your identity, you can complete the final step in the multi-factor authentication process by clicking the Next Step link (Factor Required) on your home page. If the agent was unable to confirm your identity, you can attempt to be ID Proofed through a manual process by clicking the Next Step link (Contact BCRC) on your home page.

Experian Verification Support Services Contact Information
Phone Number: (833) 203-6550
COBSW Reference Number: MRP123456

Day of the Week	Open	Close
Monday	8:30 AM Eastern	Midnight Eastern
Tuesday	8:30 AM Eastern	Midnight Eastern
Wednesday	8:30 AM Eastern	Midnight Eastern
Thursday	8:30 AM Eastern	Midnight Eastern
Friday	8:30 AM Eastern	Midnight Eastern
Saturday	10:00 AM Eastern	8:00 PM Eastern
Sunday	11:00 AM Eastern	7:00 PM Eastern

Continue

Quick Help
[Help About This Page](#)

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Slide notes

If Experian is unable to successfully ID Proof you, the MSPRP will display the Contact Experian page. In this case, your MFA status on your home page will be changed to Contact Experian.

This Contact Experian page provides instructions on how to contact Experian Verification Support Services so you can attempt to complete the ID Proofing process by phone.

Call 1-833-203-6550 during the times indicated on the page, and have available your MSPRP Reference Number, which is displayed on this page.

The agent will ask you for the MSPRP Reference Number, name, address, phone number, date of birth, and Social Security Number. You may also be required to provide answers to some questions asked by the agent.

Slide 18 - of 36 - Next Steps

Next Steps

- If the Experian agent is unable to confirm your identity, they will let you know that you have failed the phone ID Proofing process, click Continue to return to your home page
- Your status will be changed to **Failed** and the Next Step will be Contact BCRC

Slide notes

If the Experian agent is unable to confirm your identity, they will let you know that you have failed the phone ID Proofing process, click Continue to return to your home page.

Your status will be changed to Failed and the Next Step will be Contact BCRC.

Slide 19 - of 36 - Contact the Benefits Coordination & Recovery Center (BCRC) Page

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

Contact the Benefits Coordination & Recovery Center (BCRC) [Print this page](#)

Experian is unable to verify your identity. If you want to continue with the ID Proofing process, you will need to bring specific documentation to a Notary Public and have him/her verify your identity and notarize a statement to that effect.

The documentation that will be accepted as proof of your identity as well as a template that can be used by the Notary Public for this purpose can be found at the following link: [Notary Statement Template](#). Should you wish to view a sample of a completed Notarized Statement, please view the document at the following link: [Notarized Statement Sample](#).

Once a Notary Public has been able to confirm your identity, you should mail the notarized statement to the BCRC EDI Department at:

Medicare
MSPRP
PO Box 138892
Oklahoma City OK 73113

Next Steps

If the BCRC is able to successfully verify your identity, you will receive an e-mail notification within 45 days of receipt of your notarized document. Upon receipt of this e-mail, you will need to login to the Medicare Secondary Payer Recovery Portal (MSPRP) and click the 'Factor Required' link on your home page. This will allow you to activate a factor for your Login ID which is needed to view unmasked claim information on the MSPRP. If you haven't received the e-mail notification from the BCRC after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: (646) 458-6740.

[Continue](#)

Quick Help
[Help About This Page](#)

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Slide notes

When you click the Contact BCRC link, the Contact the Benefits Coordination & Recovery Center (BCRC) page appears.

This page provides information for contacting the BCRC so you can complete the ID Proofing process through a manual process external to the MSPRP.

If you still want to continue with the ID Proofing process, you will need to bring specific documentation to a Notary Public and have that individual verify your identity and notarize a statement to that effect.

You will then need to send your documentation to the BCRC and have an EDI representative manually complete ID Proofing for you.

Slide 20 - of 36 - ID Proofing Complete

ID Proofing Complete

- When manually completing the ID proofing process, a notarized statement must be sent to the BCRC.
- Within 45 days of receipt of the notarized document, you will receive an email notification.
- If you have not received the notification after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: 646-458-6740 (TTY/TDD: 1-855-797-2627), or by email at COBVA@bcrcgdit.com

Slide notes


When manually completing the ID proofing process, a notarized statement must be sent to the BCRC.

Within 45 days of receipt of the notarized document, you will receive an email notification.

If you have not received the notification after 45 days, contact the EDI Department Monday-Friday, from 9:00 a.m. to 5:00 p.m., Eastern Time, except holidays, at: 646-458-6740 (TTY/TDD: 1-855-797-2627), or by email at COBVA@bcrcgdit.com.

Slide 21 - of 36 - Account List Page


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

To use MFA services, you will be required to register for a Factor Type using an authenticator and receive your security token to access the MSPRP application using your MFA Login.

When registering your devices you may receive the security token via phone call from the cell phone number previously given. To register you must register with a mobile phone number in order to receive your security token via text message.

After the Factor registration, you then must activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

Click Factor Required link to progress through the required steps.

Slide 22 - of 36 - Multi-Factor Authentication (MFA) Maintenance Page

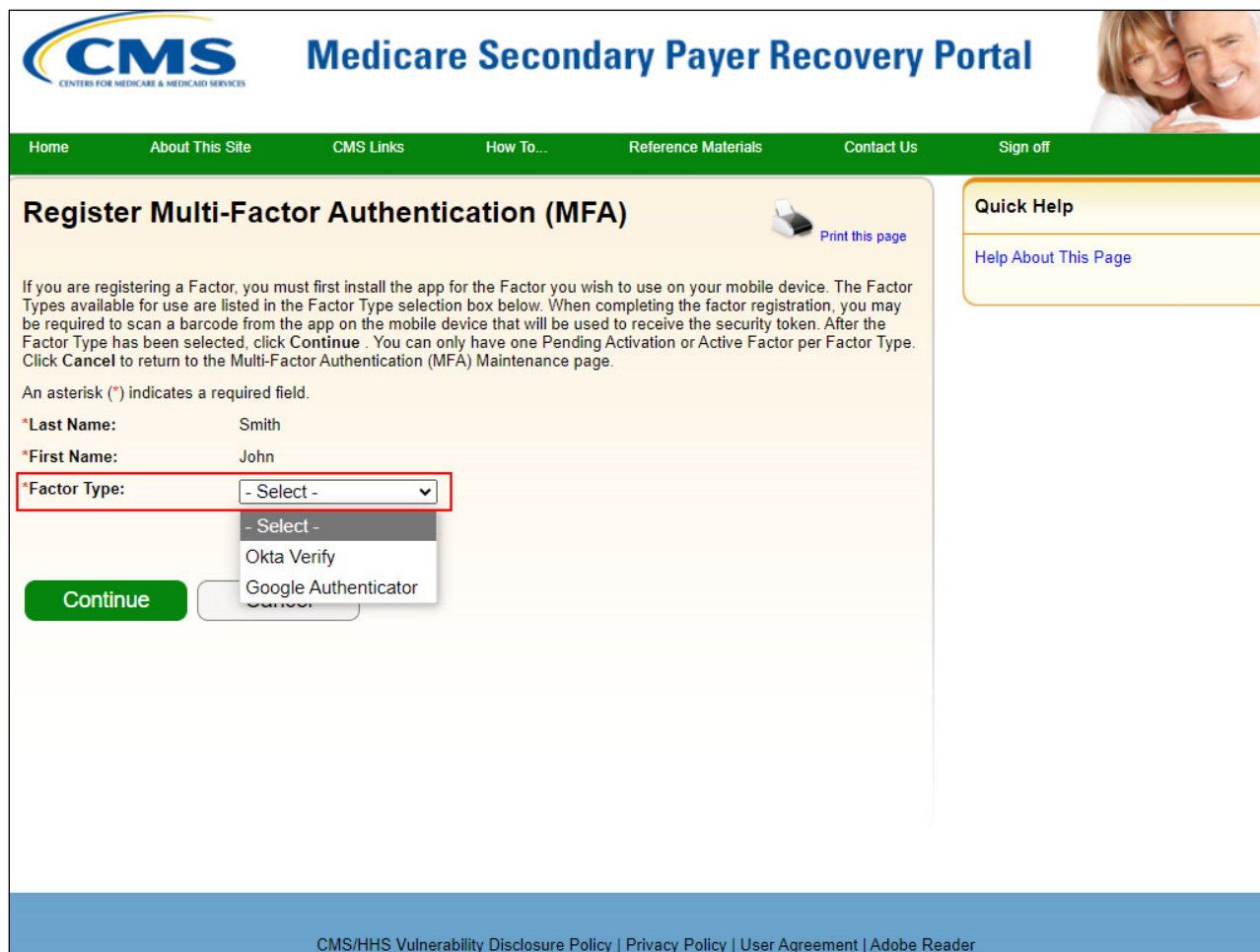
The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) Multi-Factor Authentication (MFA) Maintenance page. The page header includes the CMS logo and the title "Medicare Secondary Payer Recovery Portal". The navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled "Multi-Factor Authentication (MFA) Maintenance" and includes a "Print this page" icon. A red-bordered box contains the following text: "Your current status in the ID Proofing and MFA process is : ID Proofed". Below this, a paragraph states: "The Pending Activation and Active Factors associated to your Login ID are listed on this page. You must have at least one Factor in Active status in order to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSPRP). To activate a Factor, you must complete the activation processes for the mobile device/phone number you registered on the Register Multi-Factor Authentication (MFA) page." Below the paragraph, it says "No Factor Found". At the bottom of the main content area, there are three buttons: "Deactivate Factor", "Activate Factor", and "Cancel". A "Quick Help" section on the right side of the page contains a link for "Help About This Page". The footer of the page includes links for "CMS/HHS Vulnerability Disclosure Policy", "Privacy Policy", "User Agreement", and "Adobe Reader".

Slide notes

Since Experian was able to ID Proof your information, you will be directed to the Multi-Factor Authentication (MFA) Maintenance page.

You still need to activate a Factor, so click the Activate Factor button to complete the activation process.

Slide 23 - of 36 - Register Multi-Factor Authentication (MFA) Page



CMS Medicare Secondary Payer Recovery Portal

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

Register Multi-Factor Authentication (MFA)

[Print this page](#)

If you are registering a Factor, you must first install the app for the Factor you wish to use on your mobile device. The Factor Types available for use are listed in the Factor Type selection box below. When completing the factor registration, you may be required to scan a barcode from the app on the mobile device that will be used to receive the security token. After the Factor Type has been selected, click **Continue**. You can only have one Pending Activation or Active Factor per Factor Type. Click **Cancel** to return to the Multi-Factor Authentication (MFA) Maintenance page.

An asterisk (*) indicates a required field.

*Last Name: Smith

*First Name: John

*Factor Type: - Select -

- Select -
- Okta Verify
- Google Authenticator

Continue **Cancel**

[Quick Help](#)
[Help About This Page](#)

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

Slide notes

Select the Factor Type from the drop-down menu. When completing the factor registration, you will be required to scan a barcode from the app on the mobile device that will be used to receive the security token. After the Factor Type has been selected click continue. You can have only one "Pending Activation or Active Factor" Per Factor Type. Click continue to return to the MFA Maintenance Page.

Slide 24 - of 36 - Activate Factor Page



The screenshot shows the 'Activate Factor' 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. The main content area is titled 'Activate Factor' and includes instructions: 'Please enter the MFA Security Token/verification code you received via the app on your mobile device and then click Continue. Click Cancel to return to the Multi-Factor Authentication (MFA) Maintenance page.' Below this, a note states 'An asterisk (*) indicates a required field.' A text input field labeled '*MFA Security Token:' is highlighted with a red border. At the bottom of the form are 'Continue' and 'Cancel' buttons. A 'Quick Help' sidebar on the right contains a 'Help About This Page' link. The footer contains links to CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

Activate Factor

Please enter the MFA Security Token/verification code you received via the app on your mobile device and then click [Continue](#). Click [Cancel](#) to return to the Multi-Factor Authentication (MFA) Maintenance page.

An asterisk (*) indicates a required field.

*MFA Security Token:

[Print this page](#)

Quick Help

[Help About This Page](#)

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

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Slide notes

Then enter the MFA Security Token you received via the app on your mobile device and then click Continue


If you do not receive your MFA Security Token, click the Resend button to receive a new MFA Security Token.

If the Security Token is invalid, check your token and enter a new Security Token. You only have 3 attempts to enter the correct information. On your third failed attempt, you will automatically be locked out of the MSPRP.

Slide 25 - of 36 - Factor Activated Successfully Page

**Medicare Secondary Payer Recovery Portal**

Complete Factor Setup

 [Print this page](#)

Factor Type: Google Authenticator

This MFA factor setup requires you to download the Google Authenticator app onto your mobile device. The Google Authenticator app can be downloaded from the Google Play Store on Android devices or from the App Store for iPhone, iPad and MAC.


Install the Google Authenticator app on your device following the app's instructions.

Select Add application in the Google Authenticator app. Scan the QR Barcode below to add the MSPRP application to Google Authenticator.

Once you have completed the setup on Google Authenticator click Continue.

Click Cancel to complete this setup at a later time.

QR Code:



Quick Help
[Help About This Page](#)

Slide notes

The Complete Factor Setup page will appear. The MFA factor setup requires you to download the Google Authenticator or Okta Authenticator. You can download either app from

Google Play Store on android devices and from the App Store for the iPad, iPhone and MAC. Once installed, follow the app instructions. Then Scan the Barcode below and once you have completed the Factor Setup click continue. Remember you only need to select one Authenticator for the initial factoring setup.

Slide 26 - of 36 - Deactivating Factor IDs

Deactivating Factor IDs

- If you are no longer using a device to access the MSPRP, you can deactivate it at any time
- Once a Factor ID is deactivated, you will not be able to use its associated device to view previously masked information on the MSPRP, unless you reactivate it using the *Multi-Factor Authentication Factor Maintenance* page

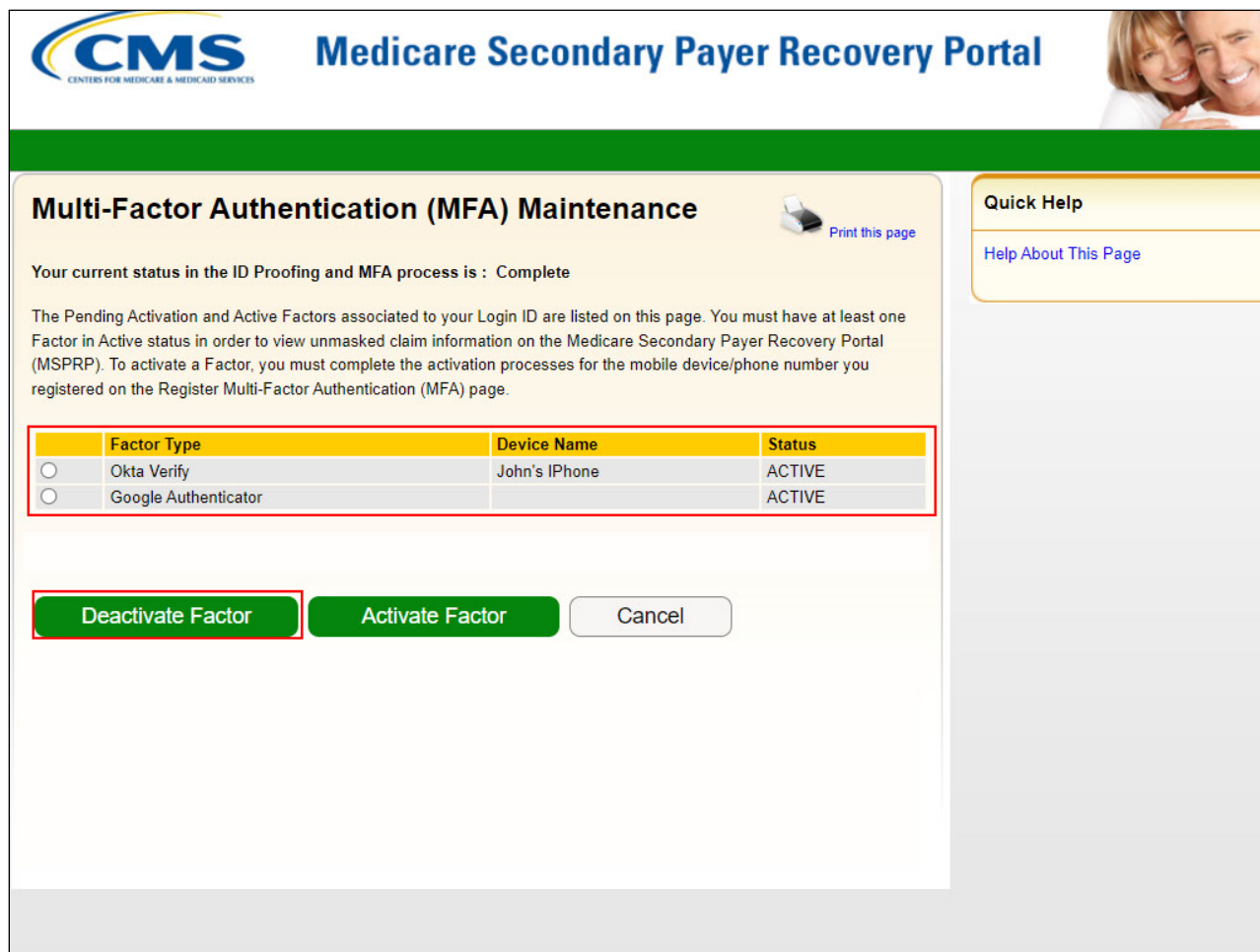
Slide notes

If you are no longer using a device to access the MSPRP, you can deactivate it at any time.

For example, if you switch phones or computers, you should deactivate the Factor ID associated to the old device and activate a Factor ID for the new one.

Once a Factor ID is deactivated, you will not be able to use its associated device to view previously masked information on the MSPRP, unless you reactivate it using the Multi-Factor Authentication Maintenance page.

Slide 27 - of 36 - Multi-Factor Authentication (MFA) Maintenance Page



The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) MFA Maintenance page. The header includes the CMS logo and the portal name. The main content area is titled "Multi-Factor Authentication (MFA) Maintenance" and includes a "Print this page" link. Below the title, it states the user's current status in the ID Proofing and MFA process is "Complete". A paragraph explains that pending and active factors are listed on this page and that at least one active factor is required to view unmasked claim information. A table lists the factors: Okta Verify (John's iPhone) and Google Authenticator, both with an "ACTIVE" status. At the bottom, there are three buttons: "Deactivate Factor" (highlighted with a red box), "Activate Factor", and "Cancel". A "Quick Help" sidebar on the right contains a link to "Help About This Page".

Multi-Factor Authentication (MFA) Maintenance [Print this page](#)

Your current status in the ID Proofing and MFA process is : Complete

The Pending Activation and Active Factors associated to your Login ID are listed on this page. You must have at least one Factor in Active status in order to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSPRP). To activate a Factor, you must complete the activation processes for the mobile device/phone number you registered on the Register Multi-Factor Authentication (MFA) page.

Factor Type	Device Name	Status
<input type="radio"/> Okta Verify	John's iPhone	ACTIVE
<input type="radio"/> Google Authenticator		ACTIVE

[Deactivate Factor](#) [Activate Factor](#) [Cancel](#)

Quick Help
[Help About This Page](#)

Slide notes


To Deactivate a Factor, you will need to access the Multi-Factor Authentication Maintenance page. You can access this page from the Factor Maintenance link on your home/Account List page.

The Multi-Factor Authentication (MFA) Maintenance page shown here will appear. Next, click the radio button corresponding to the Factor you want to deactivate and then click the Deactivate Factor button.

Slide 28 - of 36 - Deactivate Factor Confirmation Page

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

Deactivate Factor Confirmation

 [Print this page](#)

Please review the information displayed on this page to confirm that this factor should no longer be associated to your Login ID. Once a factor has been deactivated, you will not be able to use it to view unmasked claim information on the Medicare Secondary Payer Recovery Portal (MSPRP) unless you reactivate it at a later time. If this is the only factor in Activated status associated to your Login ID, you will no longer be able to view unmasked claim information until you activate another factor. Click **Continue** to proceed. Click **Cancel** to return to the Multi-Factor Authentication (MFA) Maintenance page without deactivating this Factor.

Factor Type	Phone Number	Date Deactivated
Text Message(SMS)	(456) 893-8456	02/24/2015

Quick Help
[Help About This Page](#)

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Slide notes

The Deactivate Factor Confirmation page will appear. When this page displays, click Continue to confirm the deactivation, or click Cancel to cancel the deactivation process.

Both actions will return you to the Multi-Factor Authentication Factor Maintenance page.

Slide 29 - of 36 - Factor Deactivated Successfully Page

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

Factor Deactivated Successfully

[Print this page](#)

The factor listed on this page has been successfully deactivated for your Login ID.

Factor Type	Phone Number	Date Deactivated
Text Message(SMS)	(456) 893-8456	02/24/2015

[Continue](#)

Quick Help
[Help About This Page](#)

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Slide notes

The Factor Deactivated Successfully page will appear. Click Continue to confirm deactivation and return to the Multi-Factor Authentication Factor Maintenance page.

Slide 30 - of 36- Returning to the MSPRP

Returning to the MSPRP

Once you have completed the ID Proofing process and have at least one in Activated factor for MSPRP, the next time you login to the MSPRP you can choose whether or not to use MFA Services to view previously masked case information.


Slide notes

Once you have completed the ID Proofing process and have at least one in Activated status on the MSPRP, the next time you login to the MSPRP you can choose whether to use MFA Services to view previously masked case information.

Slide 31 - of 36 - Select Login Option Page

The screenshot shows the 'Select Login Option' 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 yellow sidebar with a 'Quick Help' section containing a link 'Help About This Page'. The main content area has a title 'Select Login Option' and a 'Print this page' link. A paragraph explains that for advanced security, users must log in using multi-factor authentication and choose an MFA factor. Below this, there are two radio button options: 'Login using Multi-Factor Authentication' and 'Login without my Multi-Factor Authentication'. The first option is selected and highlighted with a red box. It includes a dropdown menu to select an MFA factor. The second option states that choosing it will mask certain claim information. At the bottom are 'Continue' and 'Cancel' buttons. A footer bar contains links to CMS/HHS Vulnerability Disclosure Policy, Privacy Policy, User Agreement, and Adobe Reader.

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

Select Login Option  [Print this page](#)

Quick Help
[Help About This Page](#)

For advanced security and the ability for representatives to view unmasked claim information, a registered user must log in using multi-factor authentication. To log in using multi-factor authentication, please choose your MFA factor and click **Continue** to proceed.

☐ **Login using Multi-Factor Authentication**
*Required to view unmasked Medicare beneficiary claim information
*Select the MFA Factor you are using for this login session:

☐ **Login without my Multi-Factor Authentication**
Choosing this option will mask certain claim information from view.

Continue Cancel

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Slide notes

When you log in, the MSPRP displays the Select Login Option page automatically.

Click to select either the Login using Multi-Factor Authentication or Login without my Factor ID radio button (without MFA cases will be masked).

If logging in using MFA Services, select the MFA Factor and click continue,

Slide 32 - of 36 - MFA Verification Page

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

Multi-Factor Authentication (MFA) Verification - Okta Verify [Print this page](#)

Please access the Okta Verify app on their mobile device and approve the notification.
Click **Continue** button after approving the notification.
Click **Cancel** to return to the Select Login Option page.

Continue Cancel

Quick Help
[Help About This Page](#)

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Slide notes

The MFA Authentication Authenticator page will appear. The Factor will vary based on what authenticator you selected. Click continue to approve the notification or choose to cancel to return to the Select Login Option page.

Slide 33 - of 36 - Select Login Option Page

Logging in Without MFA

When logging in without MFA services you will not be able to see any cases unmasked.

Slide notes

When logging in without MFA services you will not be able to see any cases unmasked.

Slide 34 - of 36 - Course Summary

Course Summary

- ID Proofing
- MFA Activation
- MFA Deactivation





Slide notes

This module explained the steps a non-beneficiary user must take to be able to view unmasked case information in the MSPRP.

It explained how a user can become identity proofed using the MSPRP and how Multi-Factor Authentication (MFA) is activated and deactivated (if needed).

Slide 35 - of 36 - Multi-Factor Authentication Conclusion



You have completed the MSPRP Multi-Factor Authentication 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>.

Slide notes

You have completed the MSPRP Multi-Factor Authentication course. Information in this course can be referenced by using the MSPRP User Manual found at the following link: [CMS 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](https://go.cms.gov/cobro).

Slide 36 - of 36 - MSPRP Training Survey



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

Slide notes

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