

Commercial Repayment Center Portal (CRCP) Enhancements Webinar



July 27, 2022

Presentation Overview



CRCP Benefits



What's New



Submitting Defenses



Resources to Assist You

Benefits of the CRCP

- Access to greater demand details
- Open debt reporting
- Electronic correspondence delivery via “Go Paperless”

What's New

To ensure users can view the most recent accounts receivable information, the CRCP will show data reported in real time in the following areas:

- Financial Summary tab on the Case Information page
- Make a Payment page
- Case Information page

What's New Continued

Background of defense submissions on the CRCP:



- Previously users could submit defenses but only by case.
- Submission by case makes it more difficult for the CRC to easily identify which claims in the case are being defended.
- This additional level of review to identify claims slowed the overall process.

What's New Continued (2)

- CRCP users can now associate defenses to the individual claims included in recovery demands.
- Allowing a more granular response to demands will increase the accuracy and efficiency of both submitting and reviewing defenses.

Submitting Defenses


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Account Listing Quick Help

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

 **Multi-Factor Authentication**

Status: **Initial Process**
Next Step: **Getting Started**



Multi-Factor Authentication

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

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

To use MFA services, you will be required to register for a Factor Type (Voice Call and/or Text Message (SMS)) as a method of receiving your security token to access the CRCP 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 to receive your security token via text message. After the Factor registration, you must then 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.

Account ID	Company Name	Associated TINs
11111111 🌿	Acme Insurance	View TINs Listing
22222222	ABC Company	View TINs Listing

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Account Detail

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Account Detail

[Quick Help](#)

You have selected Account ID: 11111111 - CIGNA

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

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

Available Actions

To view demands/case information or to submit defense documentation, click this link:

[Demand Listing](#)

To search for a case associated to this Account ID, click this link:

[Case Search](#)

To request access to information related to a letter that is not yet associated to this Account ID, click this link:

[Request Letter Access](#)

To request/update paperless preferences for this account, click this link:

[Go Paperless](#)

To view/print "Go Paperless" letter notification e-mails and letters, click this link:

[Letter Notifications](#)

To view all cases that have an Accounts Receivable amount greater than zero, click this link:



[Open Debt Report](#)

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

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Case Search

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Case Search ? Quick Help

To Search for a specific case associated to this Account ID, enter a Case ID, and then click Search. Once located, you can click the **Case ID** link to View or Submit a Defense, View Defense History, View Electronic Payment History, View Financial Summary Information, or View and Print Letters related to that case. You can also click the **Demand ID** link to view the *Demand Detail* page for the selected demand. Click Cancel to return to the *Account Detail* page.

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

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Case Search Continued

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Case Search ? Quick Help

To Search for a specific case associated to this Account ID, enter a Case ID, and then click **Search**. Once located, you can click the **Case ID** link to View or Submit a Defense, View Defense History, View Electronic Payment History, View Financial Summary Information, or View and Print Letters related to that case. You can also click the **Demand ID** link to view the *Demand Detail* page for the selected demand.

Case ID: [Case Search Hint](#)

Search Results

Case ID	Demand ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed
C1234560001	861236547	1111111234A	Mike	Lansing	\$4,400.00	Open	
C1234560002	861236547	1111111234A	Jack	London	\$5,400.00	Closed	05/05/2020
C1234560003	861236547	1111111234A	Denise	Simpson	\$6,800.00	Open	
C1234560004	861236547	1111111234A	Rosemary	Clinton	\$8,800.00	Closed	06/05/2021

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Case Information

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Case Information

[Quick Help](#)

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

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

Case Details

Beneficiary Information	
Beneficiary Name:	Joe W. Smith
Medicare ID:	567890099A
Insurance Group ID:	A122345678
Insurance Policy ID:	Not on File

Demand Information	
Total Demand Amount:	\$51,100.45
Claim Count:	45
Case Demand Amount:	\$2,300.99
Case Outstanding Balance:	\$490.76
Case Status:	Demand Issued
Date Closed:	11/12/2018

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567899

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

[Financial Summary](#) [Electronic Payment History](#) [Letter Activity](#) [Defense History](#) [Submitted Documents](#)

Account Receivable Date:	10/10/2013	Interest Rate:	10.250
Principal Collected:	\$0.00	Interest Start Date:	12/09/2013
Adjusted Amount:	\$515.00	Interest Accrued:	\$44.00
Treasury Referral Date:	03/24/2021	Interest Collected:	\$2.00
Treasury Account Number:	11767930		
Current Status of Debt:	Referred to Treasury		

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

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Defense Submission

[? Quick Help](#)

Defense Submission

The Claims listed on this page were included with **Demand Letter ID** 123456789 and are associated to **Case ID**: 111111111.

Demand Amount: \$4,400.00 **Demand Letter Date:** 05/01/2021

To submit a defense, select the applicable claims/lines and apply the relevant **Defense Type** to the selection. All claims/lines selected for a defense submission must have the same **Defense Type**. If you have more than one **Defense Type** to apply to claims/lines for this case, you may do so in a subsequent submission. Click **Continue** to proceed. The screen that displays next will allow you to verify the selected claims and provide supporting documentation. Click **Cancel** to return to the *Case Information* page without submitting your defense. Click **Clear** to remove any sorting or filtering and restore the default display.

Claims:

Select for Defense	Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount	Defense Type	Defense Received	Defense Decision Code	Docs Needed for Defense
Select All Deselect All <input type="checkbox"/>			<input type="text" value="Search"/>			<input type="text" value="Select"/>		
<input checked="" type="checkbox"/>	*****99921	1	\$5,296.23	\$5,296.23	COV	CRCP 07/25/2021	Pending Review	
<input checked="" type="checkbox"/>	*****99922	1	\$105.20	\$105.20	COV	Mail/Fax	Pending Review	
<input checked="" type="checkbox"/>	*****99923	1	\$51.98	\$51.98	COV	Mail/Fax	Pending Review	
<input type="checkbox"/>	*****99924	1	\$9.27	\$9.27	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99925	1	\$131.50	\$131.50	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99926	1	\$36.14	\$36.14	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99927	1	\$136.14	\$136.14				

Select a **Defense Type** to apply to the selected claims/lines:

Defense Submission Continued

[? Quick Help](#)

Defense Submission

The Claims listed on this page were included with **Demand Letter ID** 123456789 and are associated to **Case ID**: 111111111.

Demand Amount: \$4,400.00 **Demand Letter Date:** 05/01/2021

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Claims:

Clear

Export

Select for Defense	Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount	Defense Type	Defense Received	Defense Decision Code	Docs Needed for Defense
Select All Deselect All <input type="checkbox"/>			<input type="text" value="Search"/>			<input type="text" value="Select"/>		
<input checked="" type="checkbox"/>	*****99921	1	\$5,296.23	\$5,296.23	COV	CRCP 07/25/2021	Pending Review	
<input checked="" type="checkbox"/>	*****99922	1	\$105.20	\$105.20	COV	Mail/Fax	Pending Review	
<input checked="" type="checkbox"/>	*****99923	1	\$51.98	\$51.98	COV	Mail/Fax	Pending Review	
<input type="checkbox"/>	*****99924	1	\$9.27	\$9.27	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99925	1	\$131.50	\$131.50	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99926	1	\$36.14	\$36.14	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99927	1	\$136.14	\$136.14				

Select a **Defense Type** to apply to the selected claims/lines:

Cancel

Continue

Defense Submission Cont.

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Defense Submission

The Claims listed on this page were included with **Demand Letter ID** 123456789 and are associated to **Case ID**: 111111111.

Demand Amount: \$4,400.00 **Demand Letter Date:** 05/01/2021

To submit a defense, select the applicable claims/lines and apply the relevant **Defense Type** to the selection. All claims/lines selected for a defense submission must have the same **Defense Type**. If you have more than one **Defense Type** to apply to claims/lines for this case, you may do so in a subsequent submission. Click **Continue** to proceed. The screen that displays next will allow you to verify the selected claims and provide supporting documentation. Click **Cancel** to return to the *Case Information* page without submitting your defense. Click **Clear** to remove any sorting or filtering and restore the default display.

Claims:

Clear

Export

Select for Defense	Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount	Defense Type	Defense Received	Defense Decision Code	Docs Needed for Defense
Select All Deselect All <input type="checkbox"/>			Search			Select		
<input checked="" type="checkbox"/>	*****99921	1	\$5,296.23	\$5,296.23	COV	CRCP 07/25/2021	Pending Review	
				\$105.20	COV	Mail/Fax	Pending Review	
				\$51.98	COV	Mail/Fax	Pending Review	
				\$9.27	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
				\$131.50	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
				\$36.14	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
				\$136.14				

- Select-
- COV - Coverage
- DCC - Payment applied to Deductible/Coinsurance/Copay
- DIS - Disability/Working status
- DPP - Duplicate Primary Payment
- DUP - Duplicate Demand
- ELG - Eligibility-not our insured or retired/terminated
- EMP - Employer Size Exclusion
- ESR - ESRD Medicare primary due to COB
- IDT - Identity Theft Suspected
- IND - Indian Health Services/Tribal exclusion
- INO - Patient entitled to GHP institutional services only
- MAX - Service/amount maximum per year has been met
- NGH - Not a Group Health Plan
- OTH - Other
- PBO - Patient is eligible for Medicare Part B only
- PRE - Precertification/Preauthorization Not Filed
- TIM - Timely Filing
- Select-

Cancel

Continue

Defense Verification



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Defense Verification

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The claims listed below have been selected for defense for Case ID: 11111111. The Defense Type applied to these claims is: COV. Please review for accuracy. To revise your selection, click [Previous](#).

Claims included in the defense request:

Claim Control Number	Claim Line Number	First Date of Service	Last Date of Service	Billed Amount	Medicare Paid Amount
0000000000021	1	02/19/2019	02/19/2019	\$5,296.23	\$5,296.23
0000000000022	1	02/20/2019	02/20/2019	\$105.20	\$105.20
0000000000023	1	02/19/2020	02/19/2020	\$51.98	\$51.98
0000000000024	1	03/20/2019	03/20/2019	\$9.27	\$9.27
0000000000025	1	03/20/2019	03/20/2019	\$131.50	\$131.50
0000000000026	1	04/20/2020	04/20/2020	\$36.14	\$36.14
0000000000027	1	06/20/2020	06/20/2020	\$136.14	\$136.14

Supporting Documentation: [What is This?](#)

You are required to upload at least one document in support of your defense. It is in your best interest to provide complete and accurate supporting documentation to ensure proper review of the defense submission. Once the defense is submitted, you will not have the option to submit additional documentation on the CRCP for this request.

To upload supporting documentation, please click here: [Upload Documentation](#)

Click [Continue](#) to confirm submission of the defense and to submit any uploaded documents. Click [Previous](#) to return to the *Defense Submission* page. Click [Cancel](#) to return to the *Case Information* page without submitting your defense.

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

Upload Documentation



Defense Documentation Upload

[Quick Help](#)

Please click **Choose File** to find the document(s) to upload in support of the defense. Each uploaded document must be in .PDF or .TIF format, cannot be larger than 40MB (megabytes), cannot be encrypted, must be virus free, the filename must be 80 characters or less and the filename cannot include spaces.

<input type="button" value="Choose File"/>	No file chosen
<input type="button" value="Choose File"/>	No file chosen
<input type="button" value="Choose File"/>	No file chosen
<input type="button" value="Choose File"/>	No file chosen
<input type="button" value="Choose File"/>	No file chosen

Click **Continue** to upload the document(s). Click **Cancel** to return to the *Defense Verification* page without uploading any documents.

Defense Verification Continued

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Defense Verification

[Quick Help](#)

The claims listed below have been selected for defense for Case ID: 11111111. The Defense Type applied to these claims is: COV. Please review for accuracy. To revise your selection, click [Previous](#).

Claims included in the defense request:

Claim Control Number	Claim Line Number	First Date of Service	Last Date of Service	Billed Amount	Medicare Paid Amount
0000000000021	1	02/19/2019	02/19/2019	\$5,296.23	\$5,296.23
0000000000022	1	02/20/2019	02/20/2019	\$105.20	\$105.20
0000000000023	1	02/19/2020	02/19/2020	\$51.98	\$51.98
0000000000024	1	03/20/2019	03/20/2019	\$9.27	\$9.27
0000000000025	1	03/20/2019	03/20/2019	\$131.50	\$131.50
0000000000026	1	04/20/2020	04/20/2020	\$36.14	\$36.14
0000000000027	1	06/20/2020	06/20/2020	\$136.14	\$136.14

Supporting Documentation: [What is This?](#)

You are required to upload at least one document in support of your defense. It is in your best interest to provide complete and accurate supporting documentation to ensure proper review of the defense submission. Once the defense is submitted, you will not have the option to submit additional documentation on the CRCP for this request.

To upload supporting documentation, please click here: [Upload Documentation](#)

Below is a list of documents to be submitted with your defense. . If you'd like to delete a document from the list, click the Delete link to the right of the document name.

defense1.pdf [Delete](#)
defense2.pdf [Delete](#)

Click [Continue](#) to confirm submission of the defense and to submit any uploaded documents. Click [Previous](#) to return to the *Defense Submission* page. Click [Cancel](#) to return to the *Case Information* page without submitting your defense.

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

Defense Submission Confirmation

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Defense Submission Confirmation

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You have successfully submitted the information displayed on this page for the defense associated to Case ID: 11111111 for Defense Type: DPP (Duplicate Primary Payment).

If you need to submit any additional documentation, it must be mailed or faxed to the Commercial Repayment Center (CRC) at the following address/fax number:

Medicare Commercial Repayment Center - GHP
P.O. Box 248909
Oklahoma City, OK 73124

Fax number: 1-844-315-4313

CLaim Control Number	Claim Line Number	First Date of Service	Last Date of Service	Billed Amount	Medicare Paid Amount
0000000000021	1	02/19/2019	02/19/2019	\$5,206.23	\$5,206.23
0000000000022	1	02/20/2019	02/20/2019	\$105.20	\$105.20
0000000000023	1	02/19/2020	02/19/2020	\$51.98	\$51.98
0000000000024	1	03/20/2019	03/20/2019	\$9.27	\$9.27
0000000000025	1	03/20/2019	03/20/2019	\$131.50	\$131.50
0000000000026	1	04/20/2020	04/20/2020	\$36.14	\$36.14
0000000000027	1	06/20/2020	06/20/2020	\$136.14	\$136.14

Documents submitted with the defense request:

defense1.pdf
defense2.pdf

Click [Continue](#) to return to the case information page.

[Continue](#)

Viewing Submitted Defenses

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Case Information

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

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

Case Details

Beneficiary Information	
Beneficiary Name:	Joe W. Smith
Medicare ID:	567890099A
Insurance Group ID:	A122345678
Insurance Policy ID:	Not on File

Demand Information	
Total Demand Amount:	\$51,100.45
Claim Count:	45
Case Demand Amount:	\$2,300.99
Case Outstanding Balance:	\$490.78
Case Status:	Demand Issued
Date Closed:	11/12/2018

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567899

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

Financial Summary		Electronic Payment History		Letter Activity		Defense History		Submitted Documents	
Account Receivable Date:	10/10/2013	Interest Rate:	10.250						
Principal Collected:	\$0.00	Interest Start Date:	12/09/2013						
Adjusted Amount:	\$515.00	Interest Accrued:	\$44.00						
Treasury Referral Date:	03/24/2021	Interest Collected:	\$2.00						
Treasury Account Number:	11767930								
Current Status of Debt:	Referred to Treasury								

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

[What is This?](#)

Viewing Submitted Defenses Continued

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View Submitted Defenses Quick Help

The following information has been submitted for defense consideration for Case ID: 11111111111111. If you need to submit any additional documentation for any previously submitted defenses, it must be mailed or faxed to the Commercial Repayment Center at the following address/fax number:

Medicare Commercial Repayment Center - GHP
 P.O. Box 248909
 Oklahoma City, OK 73124

Fax number: 1-844-315-4313

Click [Continue](#) to return to the *Case Information* page.

Claims submitted with the defense request(s):

Claim Control Number	Claim Line Number	First Date of Service	Last Date of Service	Billed Amount	Medicare Paid Amount	Defense Type	Defense Received	Defense Decision Code	Docs Needed for Defense
99999999999921	1	02/19/2019	02/19/2019	\$5,298.23	\$5,298.23	COV	CRCP 07/25/2021	Pending Review	
99999999999922	1	02/20/2019	02/20/2019	\$105.20	\$105.20	COV	MailFax	Pending Review	
99999999999923	1	02/19/2020	02/19/2020	\$51.98	\$51.98	COV	MailFax	Pending Review	
99999999999924	1	03/20/2019	03/20/2019	\$9.27	\$9.27	EMP	CRCP 09/20/2021	BID	CLICOV EMPDIS EMPWRK
99999999999925	1	03/20/2019	03/20/2019	\$131.50	\$131.50	EMP	CRCP 09/20/2021	BID	CLICOV EMPDIS EMPWRK
99999999999926	1	04/20/2020	04/20/2020	\$36.14	\$36.14	EMP	CRCP 09/20/2021	BID	CLICOV EMPDIS EMPWRK
99999999999927	1	06/20/2020	06/20/2020	\$138.14	\$138.14				

Documents submitted with the defense request(s)

Defense Received	Defense Type	Document Name
09/20/2021	EMP	defense1.pdf
09/20/2021	EMP	defense2.pdf

Cancel

Real-World Example

- ACME Insurance has a case where a beneficiary did not have their group health plan coverage for some of the claims that were identified on the demand they received from the CRC.
- ACME believes that they can submit a defense for this case.
- Karen at ACME reviews the GHP Defense Reference Guide on CMS.gov to confirm that this case meets the criteria for a defense.
- She determines that this case falls under the Eligibility defense type.
- Karen will submit the defense using the CRCP.

Example Continued

- Karen logs in using MFA to get the most information.
- She locates the correct case using the case search functionality.
- Once she selects the case, she clicks the View/Submit Defense button on the Case Information page.

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Case Information

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

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

Case Details

Beneficiary Information		Demand Information	
Beneficiary Name:	Joe W. Smith	Total Demand Amount:	\$51,100.45
Medicare ID:	557890090A	Claim Count:	45
Insurance Group ID:	A122345678	Case Demand Amount:	\$2,300.99
Insurance Policy ID:	Not on File	Case Outstanding Balance:	\$490.76
		Case Status:	Demand Issued
		Date Closed:	11/12/2018

Employer Information		Insurer Information	
Employer Name:	Blue Cross	Insurer Name:	Not on File
Employer TIN:	0243507899	Insurer TIN:	Not on File

Financial Summary Electronic Payment History Letter Activity Defense History Submitted Documents

Account Receivable Date:	10/10/2013	Interest Rate:	10.250
Principal Collected:	\$0.00	Interest Start Date:	12/09/2013
Adjusted Amount:	\$515.00	Interest Accrued:	\$44.00
Treasury Referral Date:	03/24/2021	Interest Collected:	\$2.00
Treasury Account Number:	11787930		
Current Status of Debt:	Referred to Treasury		

Demand Detail Demand Listing Case Search **View/Submit Defense**

What is This?

Example Cont.

- Karen selects the claim(s) on the Defense Submission page that she wants to include in the defense.
- She chooses “Eligibility” from the Defense Type drop-down list.

Defense Submission ? Quick Help

The Claims listed on this page were included with **Demand Letter ID** 123456789 and are associated to **Case ID:** 111111111.

Demand Amount: \$4,400.00 **Demand Letter Date:** 05/01/2021

To submit a defense, select the applicable claims/lines and apply the relevant **Defense Type** to the selection. All claims/lines selected for a defense submission must have the same **Defense Type**. If you have more than one **Defense Type** to apply to claims/lines for this case, you may do so in a subsequent submission. Click **Continue** to proceed. The screen that displays next will allow you to verify the selected claims and provide supporting documentation. Click **Cancel** to return to the *Case Information* page without submitting your defense. Click **Clear** to remove any sorting or filtering and restore the default display.

Claims: Clear **Export**

Select for Defense	Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount	Defense Type	Defense Received	Defense Decision Code	Docs Needed for Defense
Select All Deselect All <input type="checkbox"/>			<input type="text" value="Search"/>			<input type="text" value="Select"/>		
<input checked="" type="checkbox"/>	*****99921	1	\$5,296.23	\$5,296.23	COV	CRCP 07/25/2021	Pending Review	
<input checked="" type="checkbox"/>	*****99922	1	\$105.20	\$105.20	COV	Mail/Fax	Pending Review	
<input checked="" type="checkbox"/>	*****99923	1	\$51.98	\$51.98	COV	Mail/Fax	Pending Review	
<input type="checkbox"/>	*****99924	1	\$9.27	\$9.27	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99925	1	\$131.50	\$131.50	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input type="checkbox"/>	*****99926	1	\$36.14	\$36.14	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
<input checked="" type="checkbox"/>	*****99927	1	\$136.14	\$136.14				

Select a **Defense Type** to apply to the selected claims/lines:

Example Cont. (2)

Karen reviews the documentation requirements for this defense type, including:

- Cover letter including Name of Beneficiary, Medicare Number, Case number, Name, title, and contact information of the person issuing the defense and a summary of the basis of the defense(s) being asserted in the submitted correspondence
- Certification on Employer letterhead containing date of retirement, termination, or effective dates for the Medicare beneficiary on Medicare's demand.

Defense Verification

[Quick Help](#)

The claims listed below have been selected for defense for **Case ID:** 11111111. The **Defense Type** applied to these claims is: COV (Coverage). Please review for accuracy. To revise your selection, click **Previous**.

Claims included in the defense request:

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount
*****99927	1	\$136.14	\$136.14

Supporting Documentation: [What is This?](#)

You are required to upload at least one document in support of your defense. It is in your best interest to provide complete and accurate supporting documentation to ensure proper review of the defense submission. Once the defense is submitted, you will not have the option to submit additional documentation on the CRCP for this request.

To upload supporting documentation, please click here: [Upload Documentation](#)

Click **Continue** to confirm submission of the defense and to submit any uploaded documents. Click **Previous** to return to the *Defense Submission* page. Click **Cancel** to return to the *Case Information* page without submitting your defense.

[Previous](#)

[Cancel](#)

[Continue](#)

Example Cont. (3)

- Karen uploads the necessary documents by clicking the Upload Documentation link and choosing which files she wants to upload to the defense.

Defense Verification ? Quick Help

The claims listed below have been selected for defense for **Case ID:** 111111111. The **Defense Type** applied to these claims is: COV (Coverage). Please review for accuracy. To revise your selection, click **Previous**.

Claims included in the defense request:

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount
*****99927	1	\$136.14	\$136.14

Supporting Documentation: [What is This?](#)

You are required to upload at least one document in support of your defense. It is in your best interest to provide complete and accurate supporting documentation to ensure proper review of the defense submission. Once the defense is submitted, you will not have the option to submit additional documentation on the CRCP for this request.

To upload supporting documentation, please click here: [Upload Documentation](#)

Click **Continue** to confirm submission of the defense and to submit any uploaded documents. Click **Previous** to return to the *Defense Submission* page. Click **Cancel** to return to the *Case Information* page without submitting your defense.

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

Defense Documentation Upload ? Quick Help

Please click **Choose File** to find the document(s) to upload in support of the defense. Each uploaded document must be in .PDF or .TIF format, cannot be larger than 40MB (megabytes), cannot be encrypted, must be virus free, the filename must be 80 characters or less and the filename cannot include spaces.

No file chosen

No file chosen

No file chosen

No file chosen

No file chosen

Click **Continue** to upload the document(s). Click **Cancel** to return to the *Defense Verification* page without uploading any documents.

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

Example Cont. (4)

- Karen sees the document(s) she uploaded and confirms all information is complete and correct before clicking Continue to submit the defense.

Defense Verification ? Quick Help

The claims listed below have been selected for defense for **Case ID:** 11111111. The **Defense Type** applied to these claims is: COV (Coverage). Please review for accuracy. To revise your selection, click **Previous**.

Claims included in the defense request:

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount
*****9921	1	\$5,296.23	\$5,296.23
*****9922	1	\$105.20	\$105.20
*****9923	1	\$51.98	\$51.98
*****9927	1	\$136.14	\$136.14

Supporting Documentation: [What Is This?](#)

You are required to upload at least one document in support of your defense. It is in your best interest to provide complete and accurate supporting documentation to ensure proper review of the defense submission. Once the defense is submitted, you will not have the option to submit additional documentation on the CRCP for this request.

To upload supporting documentation, please click here: [Upload Documentation](#)

Below is a list of documents to be submitted with your defense. . If you'd like to delete a document from the list, click the Delete link to the right of the document name.

defense1.pdf [Delete](#)

Click **Continue** to confirm submission of the defense and to submit any uploaded documents. Click **Previous** to return to the *Defense Submission* page. Click **Cancel** to return to the *Case Information* page without submitting your defense.

Resources to Assist You

- [CRCP User Guide](#) (Available under the “Reference Material” menu option of the CRCP Application)
- [CRCP Training Curriculum](#)
- Group Health Plan (GHP) Defense Reference Guide
- Case specific questions should be directed to the CRC at 1-855-798-2627 (TTY/TDD: 1-855-797-2627 for the hearing and speech impaired)
- For assistance with CRCP registration or technical issues, contact the EDI Department: 1-646-458-6740

Questions & Answers



Slide 0: Commercial Repayment Center Portal (CRCP) Enhancements Webinar

Welcome to the Commercial Repayment Center Portal (CRCP) enhancements webinar.

Slide 1: Presentation Overview

Today we are going to be taking a look back at the benefits of using the CRCP with an in-depth look at the newest enhancements that were made earlier this month. Our main focus will be on the change to the way defenses are submitted on the CRCP.

Slide 2: Benefits of CRCP

The Centers for Medicare & Medicaid Services (CMS) is always working to make the CRCP more efficient and user friendly for the Group Health Plan (GHP) community. In recent years, CMS has added functionality to the CRCP that allow users to access additional demand details, to receive reports of all open debts, and to opt into electronic correspondence delivery through the “Go Paperless” option. These features make working with GHP recovery debts more convenient and were developed in response to feedback from the GHP community.

Slide 3: What’s New

Now let’s talk about what’s new. Earlier this month more enhancements were made to the CRCP.

The first update ensures users can view the most recent accounts receivable information. The CRCP will now provide users with real-time balance information when available. Several fields in the portal have been updated for this enhancement.

These include fields on the:

- Financial Summary tab of the Case Information page
- Make a Payment page
- Case Information page

Full details on this enhancement can be found in the CRCP User Guide.

Slide 4: What’s New, Continued

Before we get into the details of the next enhancement lets look at the background of defense submissions on the CRCP.

Previously users could submit a defense on the CRCP but only by case.

Slide 5: What’s New, Continued 2

CRCP users will now be able to associate defenses to individual claims. This allows a more granular response to demands allowing GHPs to increase the accuracy of defense submissions for more efficient defense reviews. This change will be mutually beneficial to both the GHP insurer community and the CRC.

Let’s look at this new method of submitting defenses in more detail.

Slide 6: Submitting Defenses

You may submit a defense if you wish to dispute the amount owed to Medicare, including where you believe you may not have payment responsibility primary to the Medicare program.

To begin the defense submission process, log into the CRCP. You can log in using multi-factor authentication (MFA) or without. Keep in mind that choosing to log in with MFA allows access to additional unmasked data that you can not see without logging in using MFA.

If you need information on setting up a CRCP account or how to log in, full details are available in the CRCP User Guide.

After logging in to the CRCP, the Account Listing page will display. From here you will select the appropriate Account ID to access Account Detail information.

Slide 7: Account Detail

Submitting defenses is performed from the Case Information page. To get there, you can go in through the demand listing screen or you can use the new Case Search functionality to go directly to a case.

From the Account Detail page, select the Case Search link to search for the case associated to the account ID. This is a new feature that allows users to search for specific cases associated with an account ID using a new Case Search page.

Slide 8: Case Search

From the Case Search page, enter the Case ID you would like to search for and click Search.

Note that the case you are searching for must already be associated to your account.

Slide 9: Case Search, Continued

The Search Results table will appear, and it includes the following columns: Case ID, Demand ID, Medicare ID, Beneficiary First Name, Beneficiary Last Name, Case Amount, Case Status, and Date Closed.

Next click on the Case ID link to view case information.

Slide 10: Case Information

The Case Information page will display. This page includes the following case-related information: Beneficiary Information, Demand Information, Employer Information, and Insurer Information.

You can utilize the tabs on this screen to view Financial Summary Information, Electronic Payment History, Letter Activity, Defense History, and Submitted Documents.

To submit a new defense, click the View/Submit Defense button on the bottom of the page.

Slide 11: Defense Submission

You may submit a defense for claims associated with the case as long as the following criteria are true:

- The Demand Letter Date is within the last 180 days,
- The case has not been referred to Treasury, and
- The account receivables balance is greater than zero.

If the conditions for submitting a defense have been met (regardless of if a defense has already been submitted), the Defense Submission page will display.

From this page, you can view information for submitted defenses or submit a new defense for the selected case.

Slide 12: Defense Submission, Continued

On the Defense Submission page, the Claims table allows you to easily view information like the Claim Control Number, Claim Line Number, First Date of Service, Last Date of Service, Billed Amount, and Medicare Paid Amount.

The last four fields show information if a defense has been previously submitted. We will discuss these fields in more detail later in the presentation.

Remember that some fields will only display for users logged in with MFA.

To submit a defense, review and select the applicable claims by checking the box in the Select for Defense column. You can click the Select All/Deselect All checkbox to select all the available claims. Clicking this checkbox again will deselect all claims previously selected.

Slide 13: Defense Submission, Continued 2

Once your claims have been selected, you will need to select the applicable defense type by using the drop-down menu at the bottom of the page. This drop-down lists all the valid defense types. If you need more details on the various defense types, refer to the Help text in the CRCP or the Group Health Plan (GHP) Defense Reference Guide on CMS.gov.

It is important to note that all claims selected must have the same defense type for a defense submission. However, you can submit multiple defenses for a case and select claims with a different defense type in a subsequent submission. For example, if you have some claims that fall under the “Coverage” defense type and some that fall under the “ESRD” defense type you will need to submit two separate defenses, one for each defense type.

To continue submitting your defense click Continue.

Slide 14: Defense Verification

The Defense Verification page will display. A list of claims included in the defense request for the chosen defense type will display along with a link to upload supporting documentation. Click the link to upload the required documentation to support your defense.

You must upload at least one document in support of your defense.

Note that if additional details are needed about what documentation is required for each defense type you can click the “What is This?” link on the page or refer to the GHP Defense Reference Guide available on CMS.gov.

Slide 15: Upload Documentation

To upload your documents from the Defense Documentation Upload page, click the Choose File button to find the document(s) you want to upload in support of the defense.

Note that the documents must be in .PDF or .TIF format and cannot be larger than 40MB. They cannot be encrypted and must be virus-free. The filename must be 80 characters or less and cannot include spaces.

Click Continue to upload the document(s), or Cancel, to return to the Defense Verification page without uploading any documents.

Slide 16: Defense Verification, Continued

Once you’ve uploaded your documents, the Defense Verification page will refresh and a list of the documents to be submitted with your defense will now appear as well. Please be sure to verify all your information is accurate as this will be the last chance to make changes prior to submission.

Click Continue to confirm the submission of the defense and to submit the uploaded documents.

Slide 17: Defense Submission Confirmation

The Defense Submission Confirmation page will display stating that you have successfully submitted the information displayed on this page. You will also see the documents submitted with the defense request listed at the bottom of the page.

Click Continue to return to the Case Information page.

Slide 18: Viewing Submitted Defenses

Once you have returned to the Case Information page, you can submit another defense or view previously submitted defenses associated with the case by clicking on the View/Submit Defense button.

Slide 19: Viewing Submitted Defenses, Continued

When viewing the status of a submitted defense there are some key fields to reference. The four key fields are:

- Defense Type – the reason for the defense
- Defense Received – the method by which the defense was submitted
- Defense Decision Code – will show as “Pending Review” if no decision has been made on an open defense submission. If a decision has been made by the CRC, the three-character decision code will be shown. Including:
 - BID: Invalid Defense Balance Due
 - BPA: Partial Payment - Balance Due

- DFP: Full Payment - Debt Resolved
- DFV: Full Valid Defense Debt Resolved
- DPA: Partial Payment - Debt Resolved
- Docs Needed for Defense – if the defense was not fully successful, what materials were missing.

Hovering over any of these fields will provide additional information about the information in the field. Please note, if you have submitted multiple defenses for a claim, the most recent defense/decision will populate.

After checking defense status, simply click cancel to return to the Case Information page.

Slide 20: Real-World Example

Now that we have learned how to submit a defense let's look at a real-world example to help reinforce what we've reviewed.

ACME Insurance has a case where a beneficiary did not have their group health plan coverage for some of the claims that were identified on the demand they received from the CRC, and they believe that they can submit a defense for this case.

Karen at ACME reviews the GHP Defense Reference Guide on CMS.gov to confirm that this case meets the criteria for a defense. She determines that this case falls under the Eligibility defense type.

Karen knows she can submit the defense by mail or by using the CRCP and decides she will submit the defense using the CRCP.

Slide 21: Real-World Example, Continued

Karen logs into her CRCP account using MFA so that she can view all available information. Once she is logged in, she uses the case search functionality to locate the correct case. Once located she selects the case and clicks the View/Submit Defense button on the Case Information page.

Slide 22: Real-World Example, Continued 2

Karen selects the claim(s) on the Defense Submission page that she wants to include in the defense. In this case she chooses "Eligibility" from the Defense Type drop-down list.

Slide 23: Real-World Example, Continued 3

Karen can review the documentation requirements by checking the GHP Defense Reference Guide on CMS.gov or by clicking on the What's This link on the Defense Validation page. This allows her to review all the documentation needed for each defense type before uploading the documents.

In this case she sees that she will need to upload a cover letter including Name of Beneficiary, Medicare Number, Case number, Name, title, and contact information of the person issuing the defense and a summary of the basis of the defense(s) being asserted in the submitted correspondence.

She will also need to include a certification on employer letterhead that contains the date of retirement, termination, or effective dates for the Medicare beneficiary on Medicare's demand.

Slide 24: Real-World Example, Continued 4

Karen uploads the necessary documents by clicking the Upload Documentation link and choosing which files she wants to upload to the defense. Once she has chosen all the files that she needs to support her defense she clicks Continue.

Slide 25: Real-World Example, Continued 5

Karen can now see the documents that she uploaded on the Defense Verification page. She does one last check to make sure all the claims are correct and that all the correct documentation is loaded. This will be her last chance to make changes prior to submitting the defense.

Once she verifies all the information is correct, Karen will click continue and her defense is submitted.

We hope this real-world example helped in reiterating the defense submission process in the CRCP.

Slide 26: Resources to Assist You

Before we wrap up today, we want to mention some additional resources available to assist you.

The CRCP User Guide is available under the “Reference Material” menu option of the portal and can be accessed without being logged into the CRCP.

Both the CRCP training curriculum and the GHP Defense Reference Guide are available on CMS.gov.

Case-specific questions can be directed to the CRC Call Center at 855-797-2627. For assistance with registration or with technical issues in the CRCP, contact the Benefits Coordination & Recovery Center, EDI Department, at 646-458-6740.

Slide 27: Questions and Answers

That concludes the presentation portion of the webinar. We hope that you found this information helpful. We will now begin the question-and-answer portion of the call.

Acronyms

CMS	Centers for Medicare & Medicaid Services
CRC	Commercial Repayment Center
CRCP	Commercial Repayment Center Portal
EDI	Electronic Data Interchange
ESRD	End-Stage Renal Disease
GHP	Group Health Plan
MFA	Multi-factor Authentication