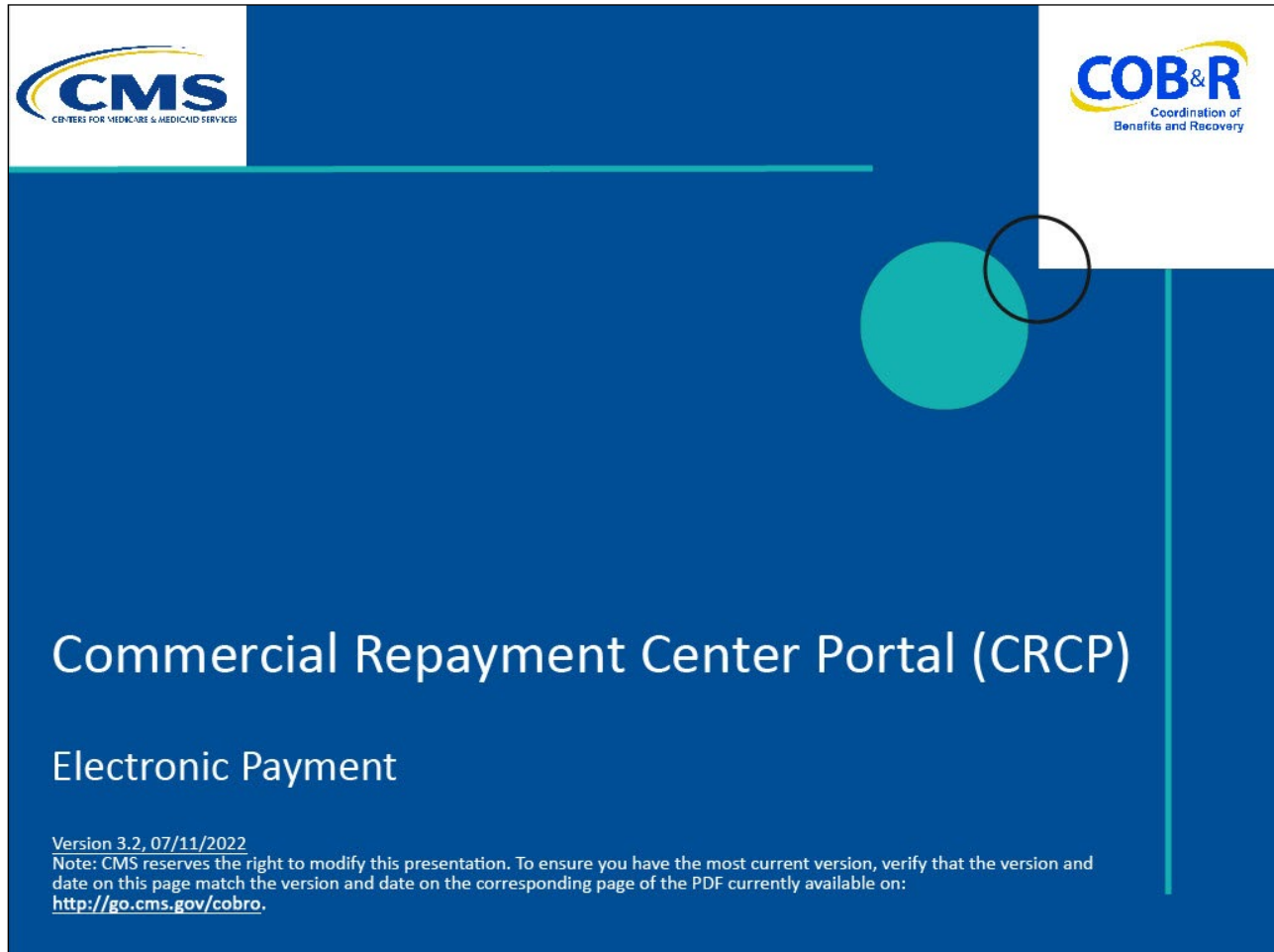


## Electronic Payment Introduction

### Slide 1 of 32 - Electronic Payment Introduction



The slide features a dark blue background with a large teal circle on the right side. In the top left corner, there is a white box containing the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner, there is a white box containing the COB&R logo (Coordination of Benefits and Recovery). The main title 'Commercial Repayment Center Portal (CRCP)' is displayed in large white text, followed by the subtitle 'Electronic Payment' in smaller white text. At the bottom left, there is a small white box containing version information and a note.

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

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

# Commercial Repayment Center Portal (CRCP)

## Electronic Payment

Version 3.2, 07/11/2022  
Note: CMS reserves the right to modify this presentation. To ensure you have the most current version, verify that the version and date on this page match the version and date on the corresponding page of the PDF currently available on:  
<http://go.cms.gov/cobro>.

### Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) Electronic Payment course.

**Slide 2 of 32 - Disclaimer**

## Disclaimer

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

**Slide notes**

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

## Slide 3 - of 32 - Course Overview

## Course Overview

- By the end of this course, you will know:
  - Who is authorized to make payments on the CRCP
  - How to submit electronic payments on Pay.gov
  - The types of payments accepted by Pay.gov
  - How to review a history of electronic payments



### Slide notes

By the end of this course, you will know:

- Who is authorized to make payments on the CRCP,
- How to submit electronic payments on Pay.gov.,
- The types of payments accepted by Pay.gov.

and

- How to review a history of electronic payments.

**Slide 4 - of 32 - Authorized Users**

## Electronic Pay Authorized User

The following CRCP authorized user will be able to make full or partial electronic payments for a demand from the CRCP:

- Debtors

**Slide notes**

The following CRCP authorized user will be able to make full or partial electronic payments for a demand from the CRCP:

- Debtors

**Slide 5 of 32 - Accepted Payment Methods**

## Accepted Payment Methods

The following are acceptable payment methods on Pay.gov:

- Checking and Savings Account (ACH)
- Debit Card
- PayPal- must be linked to a bank account not a credit card

**Slide notes**

The following are acceptable payment methods on [Pay.gov](https://www.pay.gov):

- Checking and Savings Account,
- Debit Card

and

- PayPal - must be linked to a bank account not a credit card.

## Slide 6 of 32 - Login Warning Page

[Print this page](#)

 **Commercial Repayment Center Portal** 

### Login Warning

**UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW**

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes: (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network. This system is provided for Government-authorized use only. Unauthorized or improper use of this system is prohibited and may result in disciplinary action, and/or civil and criminal penalties.

Personal use of social media and networking sites on this system is limited as to not interfere with official work duties and is subject to monitoring

By using this system, you understand and consent to the following:

\*You have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system.

\*The Government may monitor, record, and audit your system usage, including usage of personal devices and email systems for official duties or to conduct HHS business. Therefore, you have no reasonable expectation of privacy regarding any communication or data transiting or stored on this system. At any time, and for any lawful Government purpose, the Government may monitor, intercept, and search and seize any communication or data transiting or stored on this system.

\*Any communication or data transiting or stored on this system may be disclosed or used for any lawful Government purpose.

<http://www.cms.hhs.gov/About-CMS/Agency-Information/Aboutwebsite/Security-Protocols.html>

**Privacy Act Statement**

The collection of this information is authorized by Section 1862(b) of the Social Security Act (codified at 42 U.S.C 1395y(b)) (see also 42, C.F.R. 411.24). The information collected will be used to identify and recover past conditional and mistaken Medicare primary payments and to prevent Medicare from making mistaken payments in the future for those Medicare Secondary Payer situations that continue to exist.

**Attestation of Information**

The information provided is for the use of the Commercial Repayment Center (CRC) and is not to be used for any other purpose. The information is provided for the use of the Commercial Repayment Center (CRC) and is not to be used for any other purpose.

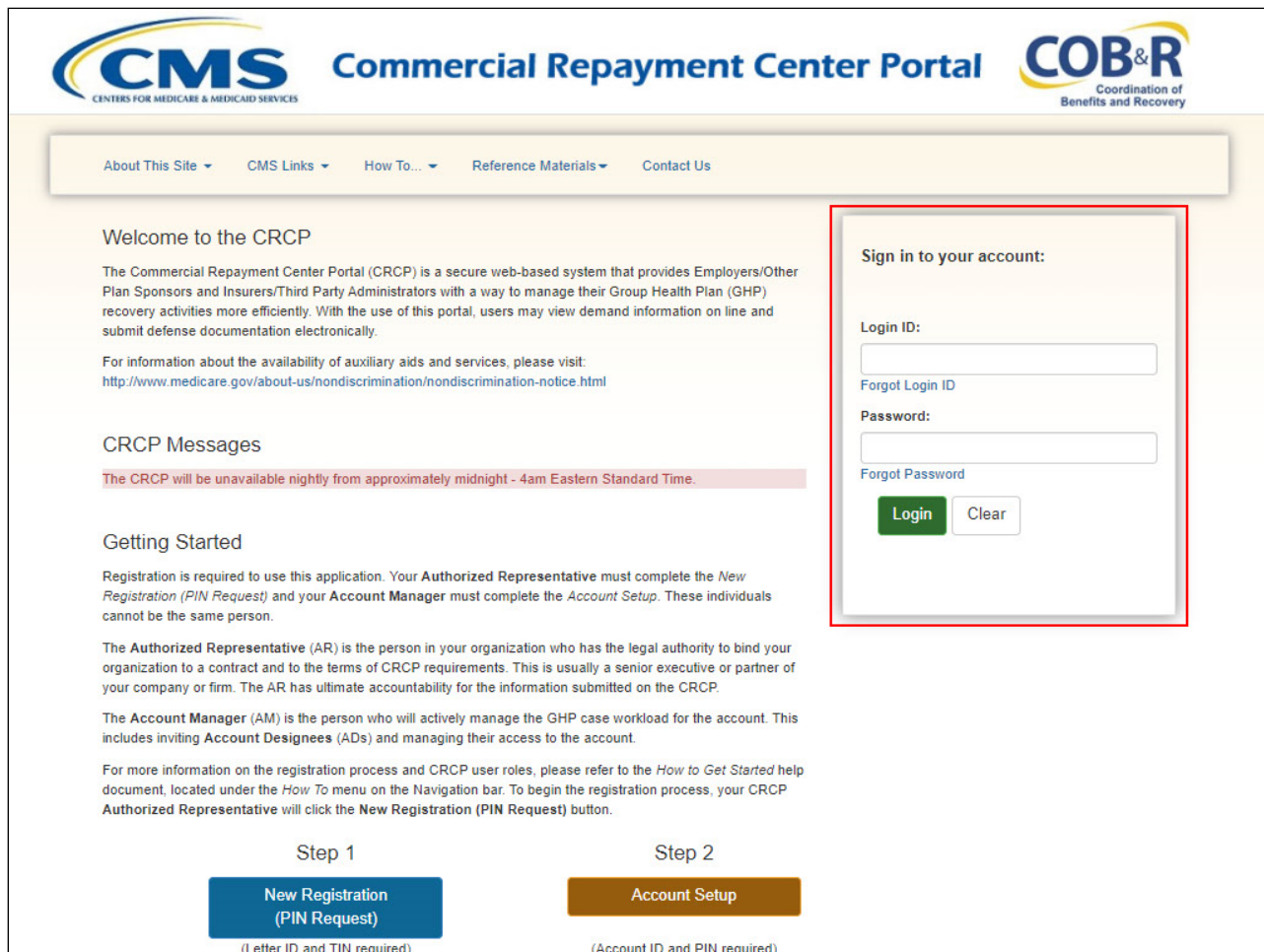
<https://www.cob.cms.hhs.gov/CRCP/>

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

## Slide notes

To access the CRCP, use the following link: [CMS CRCP Website](https://www.cob.cms.hhs.gov/CRCP/). The Login Warning page will display. Click "I Accept" to continue to Login to the CRCP.

## Slide 7 of 32 - Welcome to the CRCP Page



**CMS** Commercial Repayment Center Portal **COB&R**  
CENTERS FOR MEDICARE & MEDICAID SERVICES Coordination of Benefits and Recovery

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

### Welcome to the CRCP

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

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

### CRCP Messages

The CRCP will be unavailable nightly from approximately midnight - 4am Eastern Standard Time.

### Getting Started

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

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

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

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

**Step 1**  
**New Registration (PIN Request)**  
(Letter ID and TIN required)

**Step 2**  
**Account Setup**  
(Account ID and PIN required)

**Sign in to your account:**  
  
**Login ID:**  
  
[Forgot Login ID](#)  
  
**Password:**  
  
[Forgot Password](#)



## Slide notes

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



## Slide 8 of 32 - Account Listing Page

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

**Commercial Repayment Center Portal**


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

### Account Listing

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

#### Multi-Factor Authentication

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



#### Multi-Factor Authentication

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

During the ID Proofing process, you will be asked to provide current personal information 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
<a href="#">111111111</a> 🌿	CIGNA	<a href="#">View TINs Listing</a>
<a href="#">222222222</a>	United Health Care	<a href="#">View TINs Listing</a>

[Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

## Slide notes

After a successful login, the Account Listing page will display. Select the Account ID that you would like to make a payment for.



## Slide 9 of 32 - Account Detail Page

The screenshot displays the 'Account Detail' page of the Commercial Repayment Center Portal. At the top, there are logos for CMS (Centers for Medicare & Medicaid Services) and COB&R (Coordination of Benefits and Recovery). A navigation bar includes links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. The main content area is titled 'Account Detail' and shows the selected Account ID: 11111111 - CIGNA. It provides information about the account and links to various services. A red box highlights the 'Demand Listing' link under the 'Available Actions' section. Other links include 'Case Search', 'Request Letter Access', 'Go Paperless', 'Letter Notifications', and 'Open Debt Report'. A 'Previous' button is located at the bottom left.

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

**CMS** Commercial Repayment Center Portal **COB&R** Coordination of Benefits and Recovery

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

### 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: <a href="#">Demand Listing</a>	To search for a case associated to this Account ID, click this link: <a href="#">Case Search</a>	To request access to information related to a letter that is not yet associated to this Account ID, click this link: <a href="#">Request Letter Access</a>
To request/update paperless preferences for this account, click this link: <a href="#">Go Paperless</a>	To view/print "Go Paperless" letter notification e-mails and letters, click this link: <a href="#">Letter Notifications</a>	To view all cases that have an Accounts Receivable amount greater than zero, click this link: <a href="#">Open Debt Report</a>

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.

[Previous](#)

## Slide notes



The Account Detail Page will display for the selected Account ID, you can access the Demand/Case Information through the Demand Listing Link.

The Open Debt Report, Go Paperless, and Letter Notifications hyperlinks and associated text are only available for Account Managers.

Note: The Case Search feature has been added to search for a case associated to the selected Account ID.

## Slide 10 of 32 - Demand Listing Page

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

**Commercial Repayment Center Portal**

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

### Demand Listing

Unresolved/open demands that were issued in the past three months are listed on this page. To search for any Demand Letter ID, including a demand that has been closed, enter your criteria and then click Search.

Demand Letter ID :

Demand Letter ID Search Hint

Demand Letter Sent Date From:  /  /  (MM/DD/YYYY)

Demand Letter Sent Date To:  /  /  (MM/DD/YYYY)

From and To Date Search Hint

Demand Letters Issued to Companies Associated with Account ID: 111111

Results Returned: 5

You may view a list of Beneficiaries/Case ID's included in a Demand Letter as long as the Status is Open. To view this list, click the Demand Letter ID link for the applicable letter. If you need additional information regarding a demand that has been resolved/closed, please contact the Commercial Repayment Center at 1-855-798-2627.

Viewed	Demand Letter ID	Number of Cases	Letter Date	Demand Status
Yes	<a href="#">86123455</a>	1	04/13/2014	Open
Yes	<a href="#">86123454</a>	1	04/11/2014	Open
Yes	<a href="#">86123453</a>	1	04/10/2014	Open
No	<a href="#">86123452</a>	1	04/09/2014	Open
	<a href="#">86123451</a>	1	04/08/2014	Closed

[Account Detail](#)

[Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

## Slide notes

From the Demand Listing page, you will enter the Demand Letter ID or search for the demand using a date range and click the Search button.

## Slide 11 of 32 - Demand Detail Page

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

**Demand Detail** [Quick Help](#)

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was:		\$51,100.45	
Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12336544	Insurer TIN:	2234567897

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria, and then click Search. Once located, click the Case ID link to view detailed information for that case.

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

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

Beneficiary Last Name:  [Beneficiary Last Name Search Hint](#)

Case IDs/Beneficiaries Included in the Demand Letter Results Returned: 5

Case ID	Claim Count	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed	Case Viewed	Treasury Referral Date	Treasury Account Number	Current Status of Debt
<a href="#">C1234560001</a>	133	*****1234A	Mike	Lansing	\$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
<a href="#">C1234560002</a>	13	*****2345A	John	Bosely	\$15,400.00	Open		No			
<a href="#">C1234560003</a>	63	*****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes	02/27/2019	A2562	Intent to Refer Letter Sent
<a href="#">C1234560004</a>	23	*****2244A	Frances	Christobell	\$400.00	Open		Yes			
<a href="#">C1234560005</a>	263	*****3365A	Blaxton	Jasper	\$14,000.00	Closed	05/10/2016	Yes	04/24/2018	N2568	Debt Recalled from Treasury (Referral Exemption)

[Demand Listing](#) [Make a Payment](#) [Submitted Defenses](#)

## Slide notes

From the Demand Detail page, you will select the Make a Payment button.

## Slide 12 of 32 - Make a Payment Page

**Make a Payment**

<b>Employer Name:</b>	BLUE CROSS	<b>Insurer Name:</b>	CIGNA
<b>Employer TIN:</b>	12336544	<b>Insurer TIN:</b>	2234567897

Demand Information	
Demand Letter ID:	981236547
Demand Amount:	\$1,488,168.99
Interest Rate:	10%
Last Interest Accrual Date:	01/02/12

Balance Information	
Total Remaining Principal Amount:	\$1,340,759.96
Total Remaining Interest Amount:	\$147,409.03
Total Balance Amount:	\$1,488,168.99

Note: Remaining balance amounts do not include pending payments.

Total Pending Electronic Payment Amount: \$1,147,002.43

**Total Payment Amount: \$341,166.56**

### Select Cases

All cases have been selected by default. You can deselect cases and update case payment amounts. Select the cases for which you wish to remit payment, then select Continue.

Note: Select all cases if you wish to pay the demand in full. (That is, you do not wish to defend the inclusion or the amount of any of the individual claims that comprise the cases and wish to pay the full amount listed under Total Balance Amount). If you are making a partial payment, please be sure to upload any required supporting documentation via the Upload Defense option if you haven't already done so. Interest will continue to accrue on any unpaid balances.

Pay Select All / Deselect All	Case ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Remaining Principal Amount	Case Remaining Interest Amount	Case Balance Amount	Case Pending Electronic Payment Amount	Case Payment Amount
<input checked="" type="checkbox"/>	201902120000001	*****0857A	Brad	Long	\$4,544.65	\$1,231.45	\$5,776.10	\$0.00	\$5,776.10
<input checked="" type="checkbox"/>	201902120000002	*****7532A	Joseph	Smith	\$10,323.87	\$2,397.43	\$12,721.30	\$0.00	\$12,721.30
<input checked="" type="checkbox"/>	201902120000003	*****0087A	Carey	Price	\$302,345.79	\$20,323.37	\$322,669.16	\$0.00	\$322,669.16
<input type="checkbox"/>	201902120000004	*****5878A	Jack	Little	\$1,023,545.65	\$123,456.78	\$1,147,002.43	\$1,147,002.43	\$0.00

Account Holder Name:

Please enter the account holder name as it appears on the account from which payment will be made.

Click Continue to verify your case selection and payment amounts prior to being transferred to the Pay.gov site. You will be able to select your payment method and complete your payment at Pay.gov. Click Cancel to return to the Demand Detail page.

Cancel Continue

## Slide notes

The Make a payment page will display all cases in the demand and select them all by default. The user can unselect specific cases they wish to exclude or Unselect All and select only specific cases.

Payment balance information amount will be visible.

The user can change the amount in the Case Payment Amount field to make a partial payment.

Once the Account Holder Name has been entered, the cases have been selected, and any changes to payment amounts completed, select Continue. You will have a chance to confirm cases and payment amounts before being transferred to Pay.gov.

## Slide 13 of 32 - Payment Verification Page

The screenshot shows the 'Payment Verification' page of the CMS Commercial Repayment Center Portal. The page header includes the CMS logo, the portal name, and the COB&R logo. A navigation bar contains links for Home, User Options, Account Settings, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Log off. A 'Skip Navigation' link and a 'Login ID' field are also present. The main content area is titled 'Payment Verification' and includes a 'Quick Help' link. Below the title, there is a paragraph of instructions: 'Please review the information below for accuracy. Click Continue to transfer to Pay.gov with the Total Payment Amount noted. Click Previous to return to the Make a Payment page. Click Cancel to return to the Demand Detail page without saving your changes.' The page displays a 'Payment Information' table with the following data:

Payment Information	
Demand Letter ID:	861236547
Total Balance Amount:	\$1,488,188.99
Total Payment Amount:	\$341,166.56

Below this table is a table with case details:

Case ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Balance Amount	Case Payment Amount
201902120000001	*****6657A	Brad	Long	\$5,776.10	\$5,776.10
201902120000002	*****7532A	Joseph	Smith	\$12,721.30	\$12,721.30
201902120000003	*****9087A	Carney	Price	\$322,669.16	\$322,669.16

Below the case table, the 'Account Holder Name' is listed as 'Jack Johnson'. A note states: 'The Continue button transfers you to the Pay.gov website. Please access the Help page for more information about Pay.gov.' At the bottom of the main content area, there are three buttons: 'Previous' (blue), 'Cancel' (white), and 'Continue' (green). The 'Continue' button is highlighted with a red border. At the very bottom of the page, there is a footer with links for 'Privacy', 'User Agreement', and 'Adobe Acrobat'.

## Slide notes

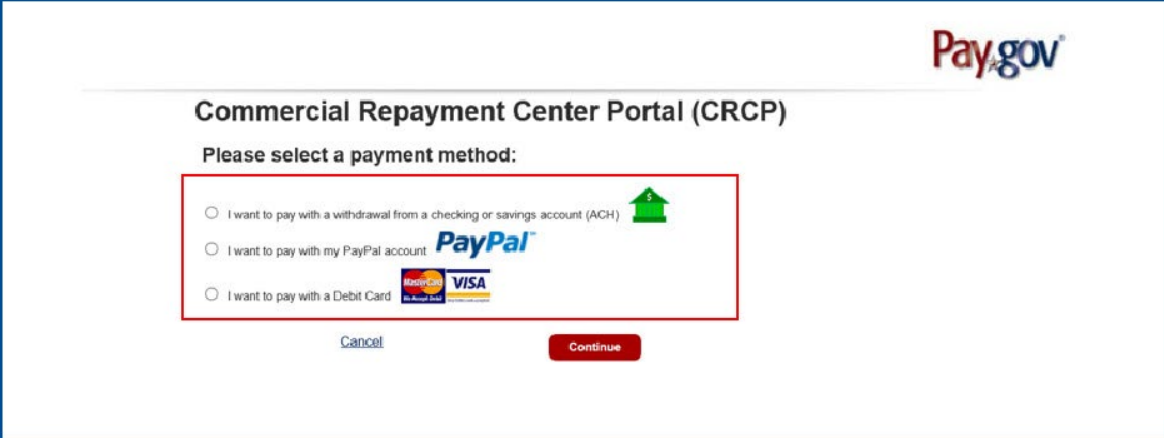
The Payment Verification page will display so that all information can be verified for accuracy before continuing on to complete the payment.

If you wish to discontinue the payment process, click Cancel to be returned to the Demand Detail Page. To edit information, click Previous to return to the previous page and make the appropriate changes to your payment information.

When all information has been verified, click Continue to access Pay.gov and enter payment information.

**Slide 14 of 32 - Submit Electronic Payment**

## How To Submit Electronic Payment - Select A Payment






The screenshot displays the Pay.gov Commercial Repayment Center Portal (CRCP) interface. The title "How To Submit Electronic Payment - Select A Payment" is at the top. Below the Pay.gov logo, the text "Commercial Repayment Center Portal (CRCP)" is shown. The instruction "Please select a payment method:" is followed by three radio button options, each with a corresponding icon: a green house for ACH, the PayPal logo, and the Visa logo. The first option is "I want to pay with a withdrawal from a checking or savings account (ACH)". The second is "I want to pay with my PayPal account". The third is "I want to pay with a Debit Card". Below the options are "Cancel" and "Continue" buttons. A red rectangle highlights the three payment method options.

**Pay.gov**

**Commercial Repayment Center Portal (CRCP)**

Please select a payment method:

- ☐ I want to pay with a withdrawal from a checking or savings account (ACH) 
- ☐ I want to pay with my PayPal account 
- ☐ I want to pay with a Debit Card 

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

**Slide notes**

The [Pay.gov](https://www.pay.gov) page will appear, and the user will select their electronic payment method by clicking the bullet next to either Checking and Savings Account, PayPal or Debit Card payment method.

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

Once the payment method has been selected, click Continue.

## Slide 15 of 32 - Submit Electronic Payment

## How To Submit Electronic Payment- Checking and Savings

The screenshot shows the Pay.gov Commercial Repayment Center Portal (CRCP) interface. The title is "Commercial Repayment Center Portal (CRCP)". Below the title, it says "Please enter checking or savings account information below." and a note "\* indicates required fields". The form contains the following fields and elements:

- Agency Tracking ID: 735/0592/34
- Payment Amount: \$28.57 (highlighted with a red box)
- \* Account Holder Name: [text input field]
- \* Account Type: [Select an Account Type dropdown menu]
- Routing Number: [text input field]
- Account Number: [text input field]
- Check Number: [text input field]
- \* Routing Number: [text input field]
- \* Account Number: [text input field]
- \* Confirm Account Number: [text input field]
- Navigation buttons: Previous, Cancel, and Continue (highlighted with a red box)

Below the input fields, there is a visual representation of a check number: 026946783, 9243767390, and 1234.

### Slide notes

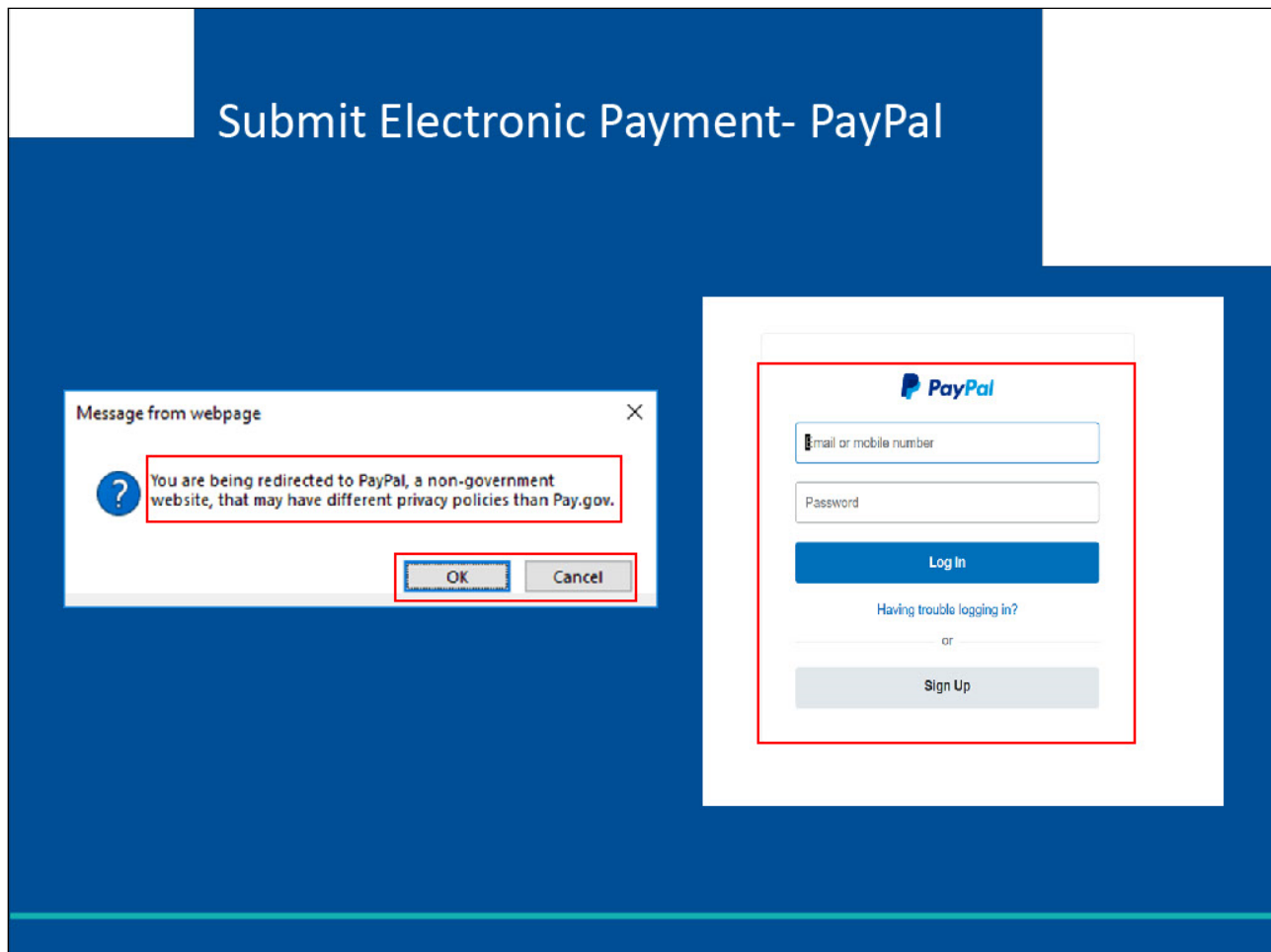
The Pay.gov enter payment information page will display the method selected with the payment amount previously entered in the CRCP auto-populated.

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

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



## Slide 16 of 32 - Submit Electronic Payment

**Slide notes**

PayPal users will be routed to the PayPal login screen after agreeing to the message that "You are being redirected to PayPal, a non-government website, that may have different privacy policies than [Pay.gov](https://www.pay.gov/)".

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

**Slide 17 of 32 - Submit Electronic Payment**

## Submit Electronic Payment- PayPal

PayPal

Hi, Test Account!

Ship to [Change](#)

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

Pay with [Manage](#)

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

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

**Continue**

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

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

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

**Slide notes**

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

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

Otherwise, select continue to proceed with your payment.

## Slide 18 of 32 - Submit Electronic Payment

## How To Submit Electronic Payment-Debit Card

**Commercial Repayment Center Portal (CRCP)**

Please provide the Debit Card Information below  
\* indicates required fields

Agency Tracking ID: 795/0669/05

Payment Amount: \$127.78

\* Country:

\* Billing Address:


Billing Address 2:

\* City:

State/Province:

ZIP/Postal Code:

Account Holder Name:



\* Card Number:

\* Expiration Date:

\* Card Security Code:

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

### Slide notes

For Debit Cards, again you will enter the required information and click Continue. The payment amount will be prefilled with the amount you noted on the CRCP, please verify that the amount is correct.

Note: A debit card will be declined if the maximum amount of \$24,999.99 is exceeded.

You can use the Previous link to go back to the previous [Pay.gov](https://pay.gov) screen or Cancel, to return to the CRCP.

## Slide 19 of 32 - Review and Submit Payment

## Review and Submit Payment- Bank Account

### Review and submit payment

\* indicates required fields

Agency Tracking ID: 87871070918

Payment Amount: \$1,000.48


Payment Method: ACH Debit

Account Holder Name: MARY JONES

Account Type: Personal Savings

Routing Number: 042000424

Account Number: \*\*\*\*\*7890

Authorization and Disclosure Statement: 

**Authorization and Disclosure--Consumers and Businesses**

The debit transaction(s) to which you are agreeing are handled on behalf of Federal agencies by "Pay.gov," which consists of services offered by the U.S. Treasury Department's Financial Management Service. As used in this document, "we" or "us" refers to the Financial Management Service and its agents and contractors operating Pay.gov. "You" refers to the end-user reading this document and agreeing to it prior to engaging in a debit transaction.

**I. Consumers**

**Authorization**

\* ☒ I agree to the Pay.gov authorization and disclosure statement.

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

## Slide notes

For all transaction types, once you enter the required information and click Continue, you will be taken to a Review and Submit Payment screen.

This example is for Checking and Savings payments.

You will be able to verify all information before checking the authorization check box and clicking Continue to submit the payment. If any information was entered incorrectly, you can select the Previous link to edit the entered information and then continue back to the Review page on this slide. Once you click Continue, your payment will be sent to process and you will return to the CRCP.

If you need to discontinue the payment process for any reason, click Cancel.

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

## Slide 20 of 32 - Review and Submit Payment

 I authorize a change to my account for the above amount in accordance with PayPal agreement.' At the bottom of the white box are 'Cancel' and 'Continue' buttons."/>

**Review and Submit Payment- PayPal**

**Review and submit payment**  
\*Indicates required fields

Agency Tracking ID: 12345678911

Payment Amount: \$10.00

Payment Method: PayPal

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

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

**Slide notes**

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

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

## Slide 21 of 32 - Review and Submit Payment

## Review and Submit Payment - Debit Card

**Review and submit payment**  
\* indicates required fields

Agency Tracking ID: 79570669705

Payment Amount: \$127.78

Payment Method: Plastic Card

Account Holder Name: Test Account

Card Type: MASTERCARD

Card Number: \*\*\*\*\*0014

Billing Address: 123 Billing Street

Billing Address 2:

City: Towson

Country: United States

State/Province: MD

ZIP/Postal Code: 21204

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

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


## Slide notes

The Debit Card Review and Submit Page will also allow you to review the information before continuing to submit your payment. Be sure to click the authorization check box before clicking Continue.


Click Cancel to discontinue the payment process and Previous if you need to make changes before submitting.

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

## Slide 22 of 32 - Payment Status Page

**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

**Commercial Repayment Center Portal**

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

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### Payment Status

[Quick Help](#)

Your payment of \$341,166.56 received on 10/16/2018 is in process. Please save or print this page for your records.

Payment Information	
Confirmation Number:	121212121212
Demand Letter ID:	861236547
Total Balance Amount:	\$1,488,168.99
Total Payment Amount:	\$341,166.56

The status of your payment can be viewed on the Case Information Electronic Payment History tab.

Case ID	Case Balance Amount	Case Payment Amount
201902120000001	\$5,776.10	\$5,776.10
201902120000002	\$12,721.30	\$12,721.30
201902120000003	\$322,669.16	\$322,669.16

Click Continue to return to the Demand Detail page.

Continue

[Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)



## Slide notes

Once back in the CRCP, the Payment Status page will display and alert you whether the payment was submitted successfully or declined.



## Slide 23 of 32 - Payment Status Page

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

 **Commercial Repayment Center Portal** 

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### Payment Status

[Quick Help](#)

Your payment of \$341,166.56 has been declined.

Payment Information	
Confirmation Number:	121212121212
Demand Letter ID:	861236547
Total Balance Amount:	\$1,488,168.99
Total Payment Amount:	\$0.00

The status of your payment can be viewed on the Case Information Electronic Payment History tab.

Case ID	Case Balance Amount	Case Payment Amount
201902120000001	\$5,776.10	\$0.00
201902120000002	\$12,721.30	\$0.00
201902120000003	\$322,669.16	\$0.00

Click Continue to return to the Demand Detail page.

Continue

[Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

## Slide notes

If the payment is declined, the Total Payment Amount will reflect zero dollars. Details regarding the reason for a payment being declined will not be available in the CRCP. You will need to verify that you entered the information correctly or check with your financial institution.

Selecting Continue will return the user to the Demand Detail Page where you can try again.

## Slide 24 of 32 - Demand Detail Page

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### Demand Detail

[Quick Help](#)

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was:		\$51,100.45	
Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12336544	Insurer TIN:	2234567897

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria, and then click Search. Once located, click the Case ID link to view detailed information for that case.

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

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

Beneficiary Last Name:  [Beneficiary Last Name Search Hint](#)

Case IDs/Beneficiaries Included in the Demand Letter Results Returned: 5

Case ID	Claim Count	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed	Case Viewed	Treasury Referral Date	Treasury Account Number	Current Status of Debt
<a href="#">C1234560001</a>	133	*****1234A	Mike	Lansing	\$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
<a href="#">C1234560002</a>	13	*****2345A	John	Bosely	\$15,400.00	Open		No			
<a href="#">C1234560003</a>	63	*****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes	02/27/2019	A2562	Intent to Refer Letter Sent
<a href="#">C1234560004</a>	23	*****2244A	Frances	Christobell	\$400.00	Open		Yes			
<a href="#">C1234560005</a>	263	*****3365A	Blaxton	Jasper	\$14,000.00	Closed	05/10/2016	Yes	04/24/2018	N2568	Debt Recalled from Treasury (Referral Exemption)

[Demand Listing](#)
[Make a Payment](#)
[Submitted Defenses](#)

## Slide notes

From the Demand Detail Page, you can select the appropriate Case ID to view the Electronic Payment History if you wish to see previous electronic payments or information on the payment just made after it has completed processing.

## Slide 25 of 32 - View History of Payments

## View History of Payments

Once an electronic payment has been completed, users can view the history of electronic payments from the Case Information Page.

The screenshot displays a web application interface for viewing case information. At the top, there is a navigation bar with links: Home, User Options, Demand Details, Demand This Tab, Case Info, View Tab, Refund or Withdraw, Contact Us, and Log Off. Below the navigation bar, the page title is "Case Information". A disclaimer states: "The information displayed on this page is related to Case No. TTTT11111 which is included on Demand Letter No. 123456789. Click Demand Detail to go to the Demand Detail page. Click Demand History to go to the Demand History page. Click Case Search to search for any Case. If arrested in your account, Click View/Submit Refund to submit a new refund. In this case, no new demand has been submitted for distribution associated to this case. Please note: The information displayed on this page is current as of 12/31/2015." Below the disclaimer, the "Case Details" section is divided into four sub-sections: Beneficiary Information, Employer Information, Demand Information, and Insurer Information. Beneficiary Information includes fields for Beneficiary Name (John D. Smith), Medicare ID (111111111), Insurance Group ID (A12345678), and Insurance Policy ID (Not on File). Employer Information includes fields for Employer Name (Blue Cross) and Employer ID (624567890). Demand Information includes fields for Total Demand Amount (\$1,100.00), Claim Count (10), Claim Amount (\$1,100.00), Case Outstanding Balance (\$100.00), Case Status (Demand Received), and Date Received (12/31/2015). Insurer Information includes fields for Insurer Name (Not on File) and Insurer ID (Not on File). Below the Case Details section, there are five tabs: Finance Summary, Electronic Payment History, Letter Activity, Defense History, and Submitted Documents. The Electronic Payment History tab is selected, showing a table with columns for Amount Received Date, Amount Received, Amount Due Date, Amount Due, and Amount Collected. The table contains one row of data: Amount Received Date: 12/31/2015, Amount Received: \$100.00, Amount Due Date: 12/31/2015, Amount Due: \$100.00, and Amount Collected: \$100.00. At the bottom of the page, there are four buttons: Demand Detail, Demand History, Case Search, and View/Submit Refund. Below the buttons, there is a small text: "Print or PDF".

Beneficiary Information		Employer Information		Demand Information		Insurer Information	
Beneficiary Name:	John D. Smith	Employer Name:	Blue Cross	Total Demand Amount:	\$1,100.00	Insurer Name:	Not on File
Medicare ID:	111111111	Employer ID:	624567890	Claim Count:	10	Insurer ID:	Not on File
Insurance Group ID:	A12345678			Claim Amount:	\$1,100.00		
Insurance Policy ID:	Not on File			Case Outstanding Balance:	\$100.00		
				Case Status:	Demand Received		
				Date Received:	12/31/2015		

Finance Summary	Electronic Payment History	Letter Activity	Defense History	Submitted Documents
Amount Received Date:	12/31/2015		Interest Rate:	10.10%
Amount Received:	\$100.00		Interest Start Date:	12/31/2015
Amount Due:	\$100.00		Interest Amount:	\$100.00
Interest Received Date:	12/31/2015		Interest Collected:	\$100.00
Interest Received Amount:	\$100.00			
Current Status of Case:	Received for Review			

[Demand Detail](#)
[Demand History](#)
[Case Search](#)
[View/Submit Refund](#)

Print or PDF

## Slide notes

Once an electronic payment has been completed, users can view the history of electronic payments from the Case Information Page.

## Slide 26 of 32 - Demand Detail Page

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### Demand Detail

[Quick Help](#)

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was:		\$51,100.45	
Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12336544	Insurer TIN:	2234567897

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria, and then click Search. Once located, click the Case ID link to view detailed information for that case.

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

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

Beneficiary Last Name:  [Beneficiary Last Name Search Hint](#)

Case IDs/Beneficiaries Included in the Demand Letter Results Returned: 5

Case ID	Claim Count	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed	Case Viewed	Treasury Referral Date	Treasury Account Number	Current Status of Debt
<a href="#">C1234560001</a>	133	*****1234A	Mike	Lansing	\$4,400.00	Open		No	01/22/2019	2131	Debt Referred to Treasury
<a href="#">C1234560002</a>	13	*****2345A	John	Bosely	\$15,400.00	Open		No			
<a href="#">C1234560003</a>	63	*****4456A	Elizabeth	Florence	\$16,900.00	Open		Yes	02/27/2019	A2562	Intent to Refer Letter Sent
<a href="#">C1234560004</a>	23	*****2244A	Frances	Christobell	\$400.00	Open		Yes			
<a href="#">C1234560005</a>	263	*****3365A	Blaxton	Jasper	\$14,000.00	Closed	05/10/2016	Yes	04/24/2018	N2568	Debt Recalled from Treasury (Referral Exemption)

[Demand Listing](#)
[Make a Payment](#)
[Submitted Defenses](#)

## Slide notes

From the Demand Detail Page, you can select the appropriate Case ID to view the Electronic Payment History if you wish to see previous payments or information on the payment just made.

Note: The Submitted Defenses button has been added to the Demand Detail page to allow users to view Defense documents that have been submitted at the Demand Level through the CRCP for the selected Demand Letter ID.

## Slide 27 of 32 - Case Information Page

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:	*****9099A
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

Remaining Principal Amount: \$2,500.00  
Remaining Interest Amount: \$0.00  
Total Remaining Balance Amount: \$2,500.00

When the payment process at Pay.gov has finalized and the Pay.gov Status is Accepted, your payment will be processed by the CRC and applied to the remaining balance. The remaining balance amounts will not reflect your payment until the Demand Balance Status is Complete.

Payment Date	Payment Method	Account Holder Name	Payment Amount	Pay.gov Payment Status	Pay.gov Confirmation Number	Demand Balance Status	Demand Balance Update Date
06/10/2019	ACH	Jack Johnson	\$2,500.00	Accepted	33333333	In Process	
05/01/2019	PayPal	Jack Johnson	\$1,000.00	Accepted	22222222	Complete	05/07/2019
05/01/2019	Debit Card	Jack Johnson	\$1,000.00	Declined	11111111		

Note: Only payments made electronically will display on this page. To verify if a paper check was received, please click on the Letter Activity tab.

## Slide notes

Once the payment process has been completed, you can access the electronic payment history from the Case Information Page. The information displayed is only related to the Case ID selected.

The Electronic Payment History tab has been added so users can track these payments.

The Status field will display “Accepted” if the payment was successful or “Declined” if the payment was unsuccessful. For payments still in process, the status will display as “Pending” and will update once the payment has been processed by the bank.

**Slide 28 of 32 - Payment Processing Information**

## Payment Processing Information

- Payment processing time is 1-3 business days on average
- Processing times will vary by institution
- On your statement you will see a payment was made to “HHSCMS”

**Slide notes**

Average payment processing time is 1 to 3 business days.

However, processing times vary by institution.

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

**Slide 29 of 32 - Accepted Payment Methods**

## Resources

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Service.

- ♦ Pay.gov Customer Support: Open Monday through Friday 7:00 AM to 7:00 PM Eastern Time - Closed US Government Holidays
- ♦ Phone: 800-624-1373 (toll free, select Option #2)
- ♦ Email: [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org).

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

**Slide notes**

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

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

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

Email: [pay.gov.clev@clev.frb.org](mailto:pay.gov.clev@clev.frb.org).

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



## Slide 30 of 32 - Course Summary

## Course Summary

- What you should know from this course...
  - Who is authorized to make payments on the CRCP
  - How to submit electronic payments on Pay.gov
  - The types of payments accepted by Pay.gov
  - How to review a history of electronic payments





### Slide notes

You should now know the following:

- Who is authorized to make payments on the CRCP,
- How to submit electronic payments on Pay.gov.,
- The types of payments accepted by Pay.gov.

and

- How to review a history of electronic payments.

**Slide 31 of 32 - Conclusion**



You have completed the CRCP Electronic Payment course. Information in this course can be referenced by using the CRCP User Guide found under the *Reference Materials* menu at the following link:

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

**Slide notes**

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

**Slide 32 of 32 - Training Survey**



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

**Slide notes**

If you have any questions or feedback on this material, please go to the following URL: [CRCP Training Survey](https://www.surveymonkey.com/r/CRCPTTraining).