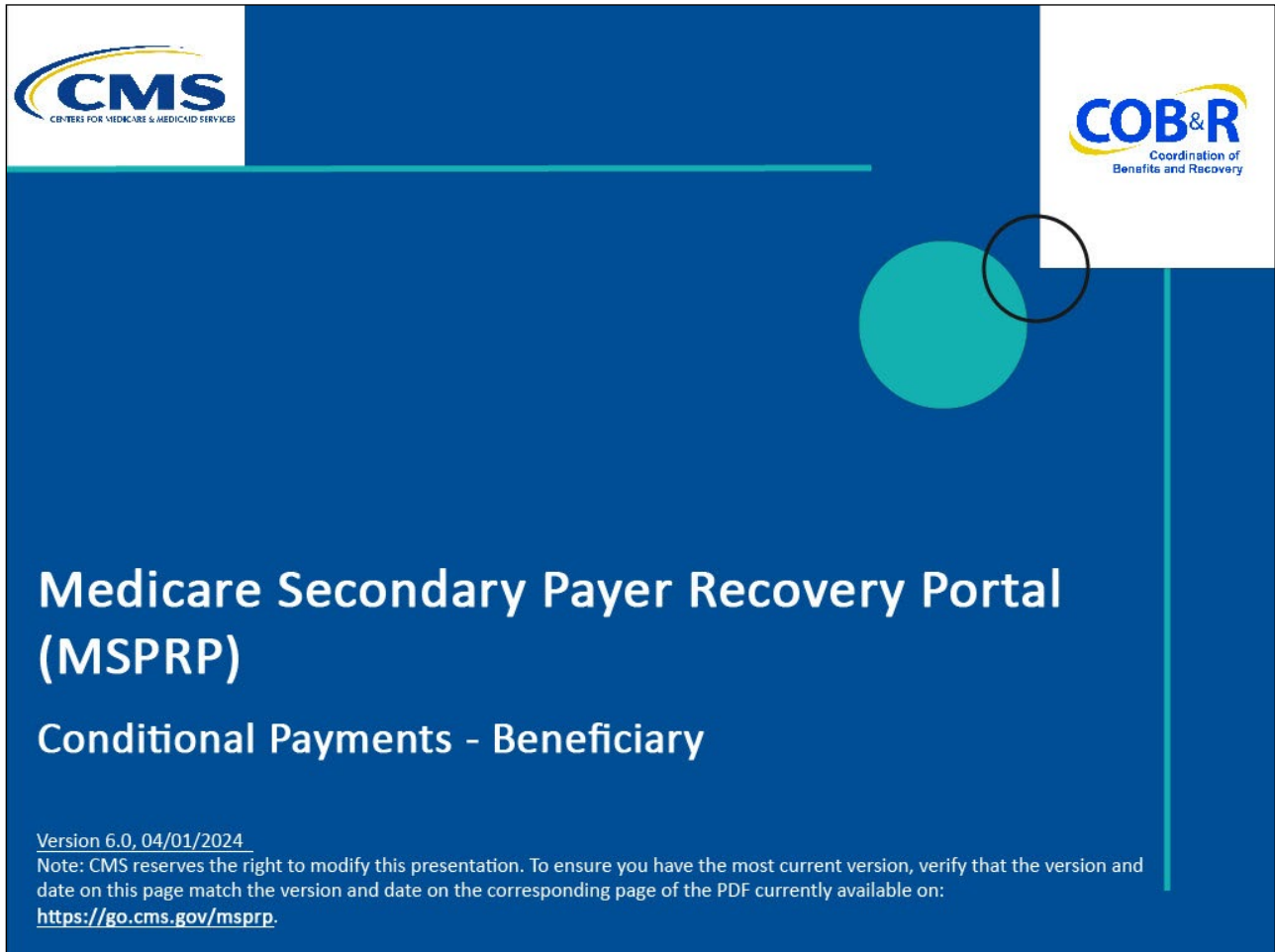


Conditional Payments Introduction - Beneficiary

Slide 1 of 27 - Conditional Payments Introduction - Beneficiary



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Medicare Secondary Payer Recovery Portal (MSRP)

Conditional Payments - Beneficiary

Version 6.0, 04/01/2024
Note: CMS reserves the right to modify this presentation. To ensure you have the most current version, verify that the version and date on this page match the version and date on the corresponding page of the PDF currently available on:
<https://go.cms.gov/msrp>.

Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSRP) Conditional Payments Introduction - Beneficiary course. Note: This module is intended for beneficiaries.

Slide 2 of 27 - Disclaimer

Disclaimer

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

Slide notes

While all information in this document is believed to be correct at the time of writing, this Computer Based Training (CBT) is for educational purposes only and does not constitute official Centers for Medicare & Medicaid Services (CMS) instructions.

All affected entities are responsible for following the instructions found in the MSPRP User Manual found at the following link: <https://www.cob.cms.hhs.gov/MSPRP/>.

Slide 3 of 27 - Course Overview

Course Overview

- How claims are selected for a case
- How to request a copy of the Conditional Payment letter
- How to initiate the demand letter



Slide notes

This course will provide background information on how claims are selected for a case.

It will clarify how to request a Conditional Payment letter.

It will also discuss how to initiate the demand letter early for cases where the Conditional Payment Notice has been issued.


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

Slide 4 of 27 - Case Recovery - Rights and Responsibilities Letter

Case Recovery

Rights and Responsibilities Letter

- Sent to beneficiary when Medicare first learns of a case
- Confirms that an MSP recovery case has been established
- Includes Case ID
 - Needed to access/retrieve cases on the MSPRP



Slide notes

When Medicare first learns of a case, the Rights and Responsibilities letter is sent to the beneficiary. The letter confirms that a Medicare Secondary Payer (MSP) recovery case has been established and educates you about Medicare’s right of recovery.

Note: To access/retrieve cases on the MSPRP, you will need the Case ID.


The Case ID is a 15-digit number located on any case specific correspondence received from Medicare such as the Rights and Responsibilities Letter or Conditional Payment Letter.

Slide 5 of 27 - Case Recovery


Case Recovery

Identify the conditional payments paid by Medicare that are being claimed and/or released with respect to the

Accident



Illness



Other Incident

from the date of incident through the date of settlement, judgment, award, or other payment

Conditional payments are identified based on a number of criteria including ICD-9 or ICD-10 Diagnosis Codes and Dates of Service

Slide notes


Once Medicare has information concerning a potential recovery situation, it will identify the conditional payments paid by Medicare that are being claimed and/or released with respect to the accident, illness, or other incident from the date of incident through the date of settlement, judgment, award, or other payment.

These conditional payments are identified based on a number of criteria including ICD-9 or ICD-10 (International Classification of Diseases, 9th or 10th revision) Diagnosis Codes and Dates of Service.

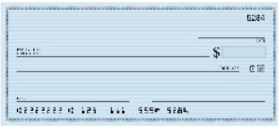
Slide 6 of 27 - Conditional Payments

Conditional Payments

Payment made by Medicare for services on behalf of a beneficiary when the primary plan does not pay promptly



Must be repaid to Medicare when a settlement, judgment, award, or other payment is secured



Slide notes

A conditional payment is a payment made by Medicare for services on behalf of a Medicare beneficiary when there is evidence that the primary plan does not pay promptly.

These payments are referred to as conditional payments because the money must be repaid to Medicare when a settlement, judgment, award, or other payment is secured.

Slide 7 of 27 - Conditional Payment Letter

Conditional Payment Letter

- Sent 65 days after the Rights and Responsibilities letter
- Sent to authorized parties
- Identifies the Current Conditional Payment Amount
- Includes Payment Summary Form

Slide notes

Sixty-five days after the Rights and Responsibilities letter is sent, the Conditional Payment letter will be sent to all authorized parties on the case.

This letter identifies the conditional payments that Medicare has made to date that are related to what is being claimed and/or released with respect to the accident, illness, injury, or other incident.

It also identifies the total Current Conditional Payment Amount and includes a Payment Summary Form.

Note: An International Classification of Diseases (ICD) indicator has been added to the system-generated Payment Summary Form, with each claim line specifying whether the code is ICD-9 or ICD-10.

Slide 8 of 27 - Request Conditional Payment Letter

Request Conditional Payment Letter

Beneficiaries now have the ability to request that their case be put into the Final CP process

When a case is in the Final CP process and you request a conditional payment letter, electronic or mailed, you will receive a Notice of Anticipated Settlement Letter or Final Conditional Payment Letter, depending on the status of your Final CP case

Slide notes

The MSPRP permits authorized users to notify the Benefits Coordination & Recovery Center (BCRC) that a specific case is approaching settlement, and to request that the case be a part of the Final Conditional Payment (Final CP) process.

Beneficiaries have the ability to request that their case be put into the Final CP process.

When a case is in the Final CP process and you request a conditional payment letter, electronic or mailed, you will receive a Notice of Anticipated Settlement Letter or Final Conditional Payment Letter, depending on the status of your Final CP case.

Note: The ability to request an electronic version of the conditional payment letter is only available to you or an authorized representative that has verified proof of representation (POR) signed by you.

Slide 10 of 27 - Current Conditional Payment Amount

Current Conditional Payment Amount

- Interim amount
- Medicare may continue to make conditional payments for items and/or services related to the case while the case is pending



Slide notes

The Current Conditional Payment Amount is an interim amount.

Medicare may continue to make conditional payments for items and/or services related to the case while the case is pending.

Slide 11 of 27 - Case Information Page

The screenshot displays the 'Case Information' page with the following details:

- Case ID:** 201117409000150
- Medicare ID:** 987654321A
- Beneficiary DOB:** 02/08/1940
- Beneficiary Last Name:** Smith
- Treasury Account Number:** 12345678
- Case Type:** Liability Insurance
- Case Status:** Demand
- Current Status of Debt:** Intent to Refer Letter Sent
- RRE Name:** Sample Name
- Treasury Referral Date:** 01/01/2016
- Date of Incident:** 09/15/2009
- Industry Date of Incident:** 09/15/2009
- ORM:** Yes
- Authorization Level:** Proof of Representation
- Authorization Status:** Verified
- ORM Termination Date:** 01/01/2016

The **Payment Information** tab is selected, showing:

- *Current Conditional Payment Amount:** \$2,800.00
- Note:** Claims are retrieved daily. This amount is current as of: 07/23/2018. Please be advised that the claims associated to this case are currently being evaluated for relevance. This typically takes 3-5 business days. The conditional payment amount will be automatically updated once this process is complete. Please contact the BCRC or CRC at (855) 798-2627 if immediate assistance with this amount is required.
- Rights and Responsibilities Letter Mail Date:** 06/10/2010
- Section 111 No-Fault Policy Limit Reported:** \$32456.76
- Conditional Payment Letter Amount:** \$496.06
- Conditional Payment Letter Mail Date:** 06/01/2011
- Conditional Payment Amount Update Requested:** 06/01/2011
- Conditional Payment Notice Amount:** \$500.00
- Conditional Payment Notice Mail Date:** 06/18/2011
- Conditional Payment Notice Response Due Date:** 07/31/2011

Slide notes

To view the Current Conditional Payment Amount and the Conditional Payment Amount Updated on date, view the Payment Information tab on the Case Information page on the MSPRP.

The current conditional payment amount is displayed in the Current Conditional Payment Amount field.

To prevent users from disputing claims when no conditional payment letter (CPL) or conditional payment notice (CPN) has been sent, the View/Dispute Claims Listing action on the Case Information page has been disabled, with a new tooltip.

The last date the current conditional payment amount was re-calculated is displayed in the Conditional Payment Amount was updated on field.

Note: Claims are retrieved daily and will be up to date as of the previous day.

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

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

Slide 12 of 27 - When to Request Copy of a Conditional Payment Letter

When to Request a Copy of the Conditional Payment Letter

Request when a written report is required that includes

- Current Conditional Payment Amount
- A listing of claims that comprise that amount



Slide notes

The Conditional Payment letter may be requested when there is a need for a written report that includes the Current Conditional Payment Amount and/or a listing of claims that comprise that amount.

Slide 13 of 27 - Request Conditional Payment Letter

Request Conditional Payment Letter with Current Conditional Payment Amount

Allows you to generate a Conditional Payment letter with Medicare’s current conditional payment amount



Slide notes

The Request an electronic conditional payment letter with Current Conditional Payment Amount action and the Request a mailed copy of the conditional payment letter action allow you to generate a Conditional Payment letter.

This letter identifies Medicare’s Current Conditional Payment Amount as of the date reflected in the Current Conditional Payment Updated field.

Slide 14 of 27 - Request Conditional Payment Letter

Request Conditional Payment Letter with Current Conditional Payment Amount

Request can only be performed when

- Case Status is *Open*
- Current Conditional Payment Amount is greater than or equal to zero
- No claims on the Case Listing page are in dispute

Slide notes

The Request an electronic conditional payment letter with Current Conditional Payment Amount action and the Request a mailed copy of the conditional payment letter action can only be performed when:

Case Status on the Case Information page is Open

Current Conditional Payment Amount on the Case Information page is greater than or equal to zero

No claims on the Case Listing page are in dispute

Note: You cannot request an electronic or mailed conditional payment letter once a conditional payment notice has been issued (i.e. unless the CPN was issued in error).

A conditional payment notice is issued on a case when settlement information has been received with Medicare and a conditional payment letter has not been issued previously.

Slide 15 of 27 - Case Action

Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:

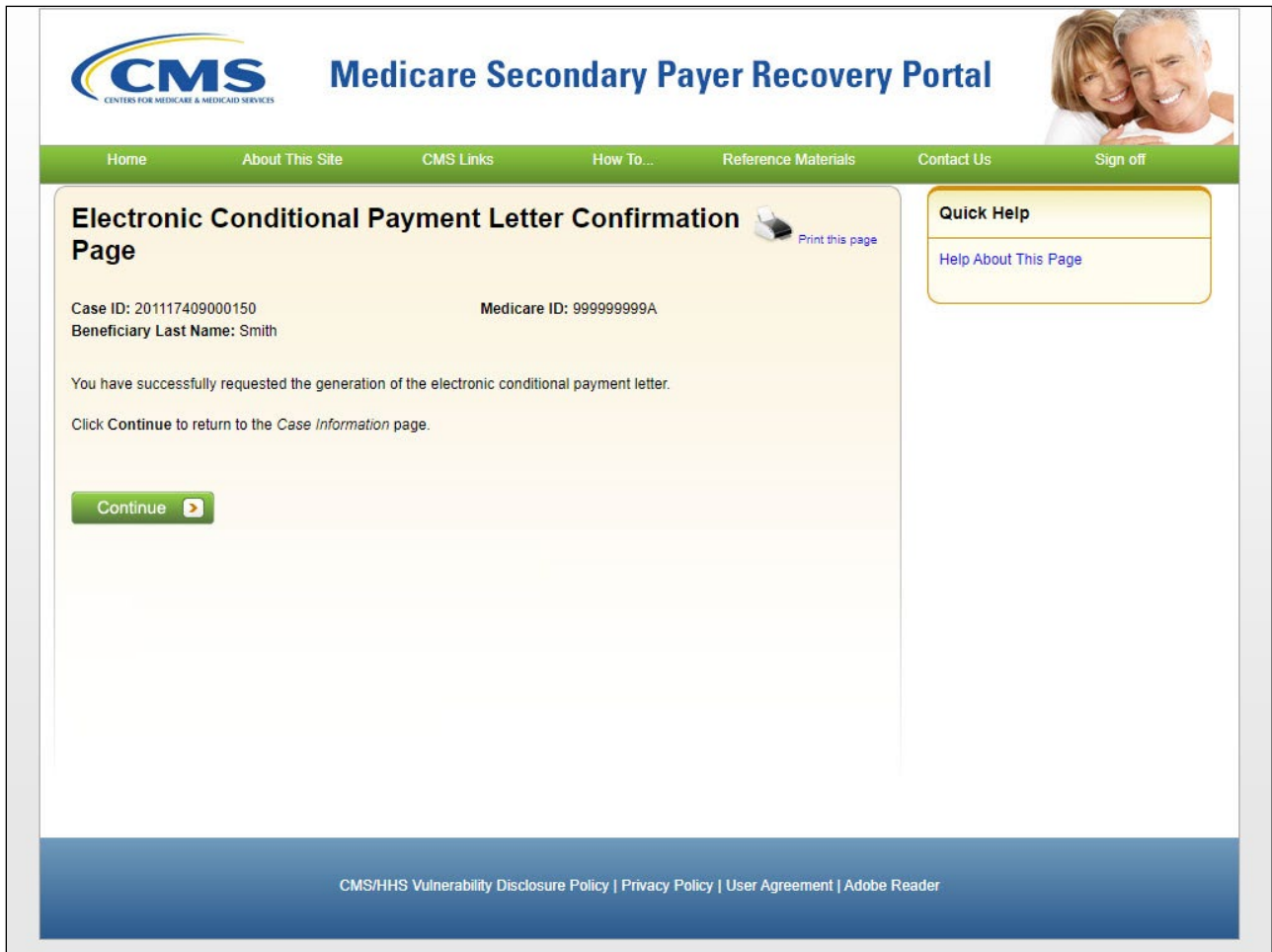
- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- Calculate Final Conditional Payment Amount [What is this?](#)
- Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- View/Provide the Notice of Settlement Information [What is this?](#)
- Initiate Demand Letter [What is this?](#)
- View / Submit Redetermination (First Level Appeal) [What is this?](#)
- Submit Waiver Request [What is this?](#)
- Submit Compromise Request [What is this?](#)
- Submit Case Documentation [What is this?](#)

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

Slide notes

To request an electronic copy of the conditional payment letter, go to the Case Information page on the MSPRP for the case and select the Request an electronic conditional payment letter with Current Conditional Payment Amount action.

Slide 16 of 27 - Electronic Conditional Payment Letter Confirmation Page



Slide notes

The MSPRP generates the electronic conditional payment letter in a separate browser window, along with the Payment Summary Form, in .PDF format.

A confirmation page is displayed afterwards indicating that you have successfully requested the generation of the electronic conditional payment letter.

Once the confirmation page is displayed, you will see options to save or print the letter to a local machine or printer. Click [Continue] to return to the Case Information page.

Slide 17 of 27 - Electronic Conditional Payment Letter

Electronic Conditional Payment Letter

- Contains current conditional payment and claims information
- Not saved for later access
- Not mailed to you or other authorized representatives



Slide notes

When requested, the electronic conditional payment letter always contains current conditional payment and claims information.

The MSPRP does not save previously generated electronic payment letters that you can later access or print.

Additionally, the electronic letter will not be mailed to you, or other authorized representatives associated to the case.

Slide 18 of 27 - Case Action

Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- Calculate Final Conditional Payment Amount [What is this?](#)
- Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- View/Provide the Notice of Settlement Information [What is this?](#)
- Initiate Demand Letter [What is this?](#)
- View / Submit Redetermination (First Level Appeal) [What is this?](#)
- Submit Waiver Request [What is this?](#)
- Submit Compromise Request [What is this?](#)
- Submit Case Documentation [What is this?](#)

Slide notes

To request a mailed copy of the conditional payment letter, go to the Case Information page on the MSPRP for the case and select the Request a mailed copy of the conditional payment letter action.

Note: To prevent users from taking any action on BCRC or CRC NGHP ORM (Ongoing Responsibility for Medicals) cases related to a deleted Section 111 lead, the following Case Information page actions will be disabled for cases with deleted S111 leads:

- View/Request Authorizations
- Request an update to the conditional payment amount,
- Request a mailed copy of the conditional payment letter

Slide 19 of 27 - Conditional Payment Letter Confirmation Page

The screenshot displays the Medicare Secondary Payer Recovery Portal interface. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the page title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. A green navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled "Conditional Payment Letter Confirmation Page" and includes a "Print this page" icon. It displays the Case ID: 201117409000150 and Medicare ID: *****6789A, along with the Beneficiary Last Name: Smith. Two sections provide case wording: "BCRC Case Wording" and "CRC Case Wording". A green "Continue" button with a right-pointing arrow is located at the bottom left of the main content area. On the right side, there is a "Quick Help" box with a "Help About This Page" link. A blue footer bar at the bottom contains the text "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

Slide notes

The Conditional Payment Letter Confirmation page will appear. This page confirms that you have successfully submitted a request for a Conditional Payment letter.

The Case ID and your Last Name are displayed at the top of the page. Click [Continue] to return to the Case Information page.

Slide 20 of 27 - Mailed Conditional Payment Letter

Mailed Conditional Payment Letter

Sent to each authorized individual/entity

- Beneficiary
- Each individual/entity with a Verified Proof of Representation or Consent to Release for the case



Allow 3-5 days for system processing and additional time for postal delivery



Slide notes

The letter will be mailed to you and each authorized individual/entity with a Verified Proof of Representation or Consent to Release on file for the case.

Please allow 3-5 days for the system to process this request and additional time for postal delivery.

Slide 21 of 27 - Conditional Payment Letter

Conditional Payment Letter

Case Information Page Updates	
Field	Value
Case Status	No change, remain as <i>Open</i>
Current Conditional Payment Amount	No change
Conditional Payment Amount Updated on	No Change
Conditional Payment Letter Mail Date	Date the letter was requested

Slide notes

The following updates will be made to the Case Information page:

- Case Status - No change, will remain as Open
- Current Conditional Payment Amount - No change
- Conditional Payment Amount Updated on - No change
- Conditional Payment Letter Mail Date

Note: As of July of 2018, the Conditional Payment Letter dates can also be viewed on the Correspondence Activity tab of the Case Information page.

Slide 22 of 27 - Conditional Payment Notice

Conditional Payment Notice

If you receive a CPN, you have 30 calendar days to respond

If you agree with the Conditional Payment Amount on the CPN, you can initiate the demand letter early

**Slide notes**

You will receive a Conditional Payment Notice (CPN) instead of a CPL when a settlement, judgment, award, or other payment has already occurred when you first report the case.

A CPN will also be issued when the BCRC is notified of settlement, judgement, award or other payment through an insurer/workers' compensation entity's Medicare, Medicaid, and SCHIP Extension Act (MMSEA) Section 111 report.

A CPN provides conditional payment information and advises what actions must be taken. After the CPN has been issued, you will have 30 days to respond before the demand will be issued.

If a response is received within 30 calendar days, it will be reviewed, and a demand (request for repayment) will be issued as applicable. If a response is not received in 30 calendar days, a demand letter will automatically be issued.

However, if you agree with the Conditional Payment Amount identified in the CPN, you have the option to initiate the Demand process early.

Slide 23 of 27 - Case Action

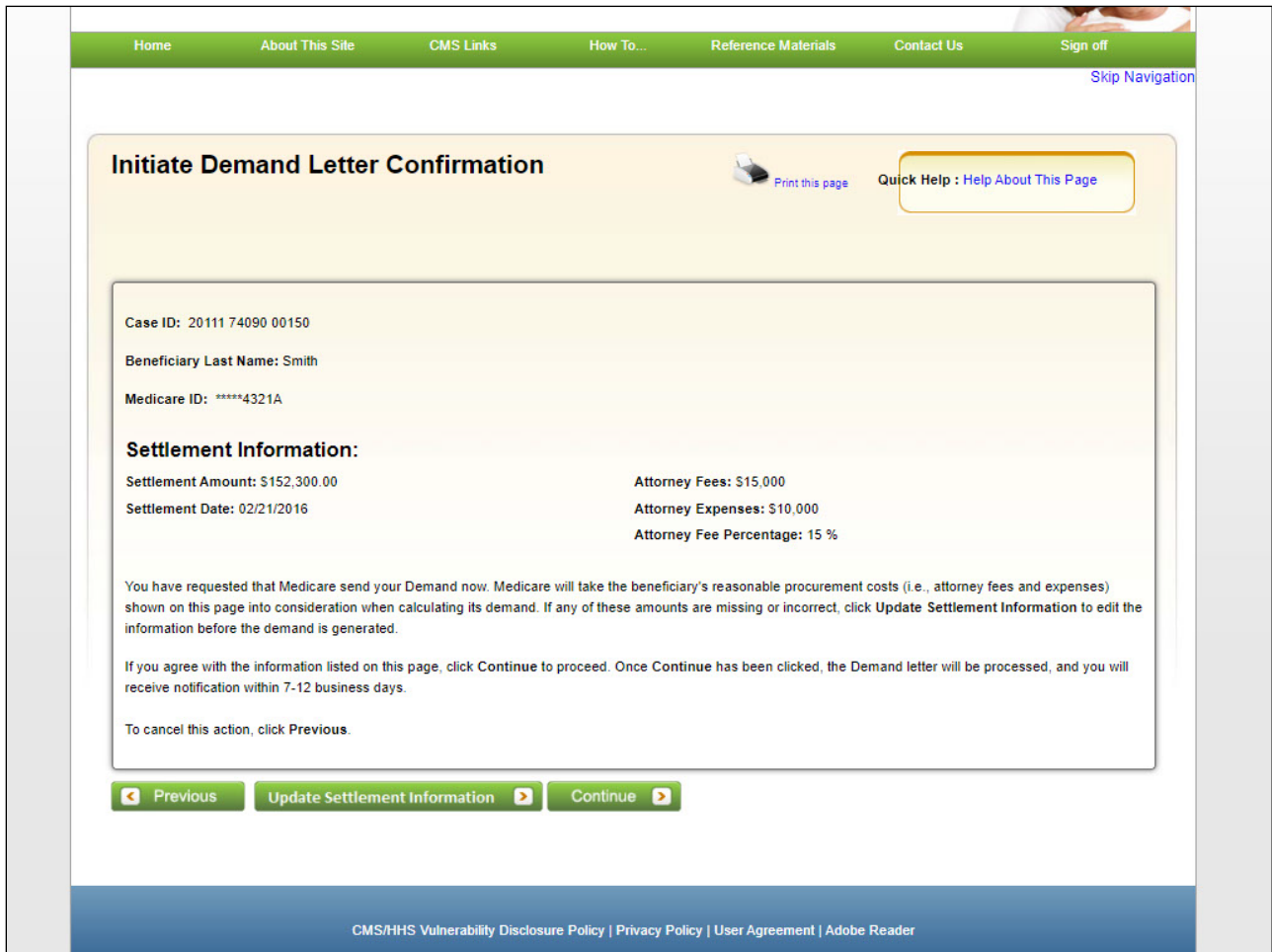
Please select an action from the following list, if the option is disabled (grayed out) it may not be available for the case at this time:

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- Calculate Final Conditional Payment Amount [What is this?](#)
- Request an electronic Dispute Denial for Final Conditional Payment Case Letter with Current Conditional Payment Amount [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- View/Provide the Notice of Settlement Information [What is this?](#)
- Initiate Demand Letter** [What is this?](#)
- View / Submit Redetermination (First Level Appeal) [What is this?](#)
- Submit Waiver Request [What is this?](#)
- Submit Compromise Request [What is this?](#)
- Submit Case Documentation [What is this?](#)

Slide notes

Click the Initiate Demand Letter action on the Case Information page and click [Continue].

Slide 24 of 27 - Initiate Demand Letter Confirmation - Beneficiary



Slide notes

The Initiate Demand Letter Confirmation page displays. Click [Continue] to submit the request. The demand letter will be mailed to each authorized entity. Please allow 7-12 business days for the system to process your request.

Slide 25 of 27 - Course Summary

Course Summary

- How claims are selected for a case
- How to request a copy of the Conditional Payment letter
- How to initiate the demand letter





Slide notes

This course provided background information on how claims are selected for a case.

It clarified how to request a Conditional Payment letter.

It also discussed how to initiate the demand letter early for cases where the Conditional Payment Notice has been issued.

Slide 26 of 27 - Conditional Payments - Beneficiary Conclusion



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

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

Slide notes

You have completed the MSPRP Conditional Payments Introduction - Beneficiary course. Information in this course can be referenced by using the MSPRP User Manual found at the following link:

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

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

<http://go.cms.gov/cobro>.

Slide 27 of 27 - MSPRP Training Survey



The slide features a dark blue background. In the top left corner is the CMS logo (Centers for Medicare & Medicaid Services). In the top right corner is the COB&R logo (Coordination of Benefits and Recovery). The central text reads: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/s/MSPRPTraining>." Below the text is an icon of a computer monitor displaying a survey interface with the word "SURVEY" at the top, a list of items on the left, and a hand cursor pointing to a question.

Slide notes

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