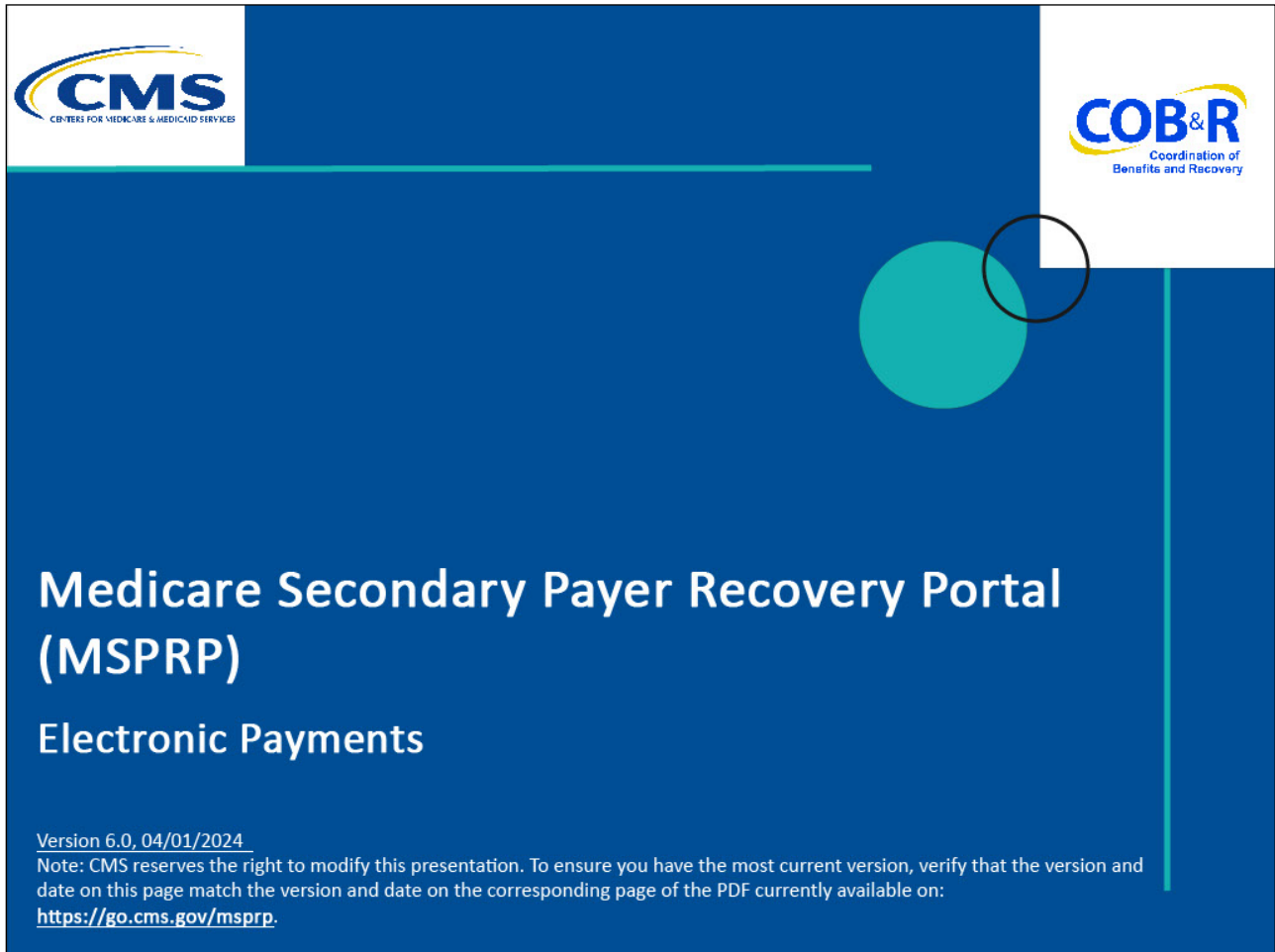


Electronic Payments

Slide 1 of 30 - Electronic Payments



The slide features a dark blue background with a light blue circle and a white circle with a black outline. 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 main title is 'Medicare Secondary Payer Recovery Portal (MSPRP) Electronic Payments'. At the bottom left, it says 'Version 6.0, 04/01/2024' and includes a note about verifying the version and date, with a link to <https://go.cms.gov/msprp>.

CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Medicare Secondary Payer Recovery Portal (MSPRP)

Electronic Payments

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/msprp>.

Slide notes

Welcome to the Medicare Secondary Payer Recovery Portal (MSPRP) Electronic Payments course.

Slide 2 of 30 - Disclaimer**Disclaimer**

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

Slide 3 of 30 - Course Overview

Course Overview

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



Slide notes

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

Explain who is authorized to make payments on the MSPRP

Discuss how to submit electronic payments on Pay.gov

Describe the types of payments accepted by Pay.gov

Outline how to review a history of electronic payments

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

Slide 4 of 30 - Authorized Users

Electronic Pay Authorized Users

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

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

Slide notes

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

Beneficiary,

Insurer Debtors,

Insurer representative with a verified Recovery Agent Authorization, and

Users who have a verified Proof of Representative or Letter of Authorization on file.

Slide 5 of 30 - Accepted Payment Methods

Accepted Payment Methods

The following payment methods are available on Pay.gov:

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

Slide notes

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


Savings and Checking Account

Debit Card

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

Slide 6 of 30 - Login Warning Page

Login Warning

 [Print this page](#)

UNAUTHORIZED ACCESS TO THIS COMPUTER SYSTEM IS PROHIBITED BY LAW

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes: (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this network. This system is provided for Government-authorized use only.

Unauthorized or improper use of this system is prohibited and may result in disciplinary action, as well as 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. The Privacy Act (5 U.S.C. 552a(b)), as amended, prohibits the disclosure of information maintained by the Centers for Medicare & Medicaid Services (CMS) in a system of records to third parties, unless the beneficiary provides a written request or explicit written consent/authorization for a party to receive such information. Where the beneficiary provides written consent/proof of representation, CMS will permit authorized parties to access requisite information.

Attestation of Information

The information provided is complete, truthful, accurate, and meets all requirements set forth to use this process; and, I have read and understand all of the Centers for Medicare & Medicaid Services information at <http://cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/Medicare-Secondary-Payer/Medicare-Secondary-Payer.html>.

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

[I Accept](#)
[Decline](#)

¹ A Privacy Act system of records is a group of any records about individuals and under the control of any Federal agency from which information is retrieved by the name or other personal identifier of the individual.

Slide notes

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

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

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

The screenshot shows the MSPRP/Login page with a green navigation bar at the top containing links for 'About This Site', 'CMS Links', 'How To...', 'Reference Materials', and 'Contact Us'. A 'Skip Navigation' link is located in the top right corner. The main content area is divided into two columns. The left column features a 'Welcome to the MSPRP' section with introductory text, an 'MSPRP Message' section with a link to a Medicare.gov page, and a 'Getting Started' section with detailed instructions on registration and user roles. At the bottom of this column are two orange buttons: 'New Registration' (labeled 'STEP 1') and 'Account Setup' (labeled 'STEP 2' with a note '(Account ID and PIN required)'). The right column contains a 'Sign in to your account' form with input fields for 'User Name' and 'Password', each with a 'Forgot' link below it, and 'Login' and 'Clear' buttons at the bottom.

Slide notes

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

Slide 8 of 30 - Account List Page

The screenshot shows the Medicare Secondary Payer Recovery Portal. 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. Below the title is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area is titled "Account List" and includes a "Print this page" icon. It contains instructions on how to access accounts, update personal information, and activate Multi-Factor Authentication (MFA). A yellow padlock icon is used for the MFA section. On the right side, there are three yellow-bordered boxes: "Quick Help" with a "Help About This Page" link; "Account Settings" with "Update Personal Information" and "Change Password" links; and "Multi-Factor Authentication" showing a status of "ID Proofed" and a next step of "Factor Required". At the bottom left, it lists "Associated Account IDs:" with the example "30401 ABC Corporation".

Slide notes

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

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

Slide 9 of 30 - Welcome (Non- Beneficiary)

NON-BENEFICIARY USER

Welcome!

Account: 30401 ABC Corporation

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

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

You may view the account activity by clicking the appropriate link under the Account Settings.

To request information regarding a case you have not already associated to your account, click the Request Case Access link below.

To see cases that you have previously associated to your account, click the Case Listing link below.

To submit a case, click the Report A Case link below.

To request an Open Debt Report, click the Open Debt Report link below.

To view/print "Paperless" letter notification e-mails and letters, click the Go Paperless Letter Notifications link below.

Note: You will not be able to use the links below until your Profile Report has been returned.

- Request Case Access
- Case Listing
- Report A Case
- Open Debt Report
- Go Paperless Letter Notifications

Previous

Account Settings

- Update Account Information
- Designee Maintenance
- View Account Activity
- Update Paperless E-mail Distribution

Slide notes

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

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

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

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

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

Case Listing

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

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

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

Case ID: [Search Hint](#)

Medicare ID:

Beneficiary SSN: - -

Beneficiary Last Name: [Search Hint](#)

Selecting Cancel will return to the Home Page

Selecting Remove Cases will remove all cases checked in the Select column.

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

NON-BENEFICIARY USER

Cases

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

Slide notes

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

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

Slide 11 of 30 - Welcome! (Beneficiary)

Quick Help
[Help About This Page](#)

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

Welcome! **BENEFICIARY USER**

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

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

To request information regarding a case you have not already associated to your account, click the Request Case Access link below.

To see cases that you have previously associated to your account, click the Case Listing link below.

To submit a new case, click the Report A Case link below.

[Request Case Access](#)
[Case Listing](#)
[Report A Case](#)

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

Slide notes

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

Slide 12 of 30 - Case Information (Beneficiary)

The screenshot shows 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 title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. A green navigation bar contains links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. Below the navigation bar is a "BENEFICIARY USER" button and a "Print this page" icon. A "Quick Help" box on the right contains a "Help About This Page" link. The main content area is titled "Case Listing" and includes instructions: "Below is a listing of the cases for which you have previously requested information." and "To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link. To perform a search, enter any search criteria and click the Search button." It also states: "If you are approaching settlement on a case that is not yet available on the MSPRP and you wish to initiate the Final Conditional Payment process, you can add this case using the Report A Case link found on the MSPRP Welcome page." There is a "Case ID:" label followed by an input field and a "Search" button. Below this, it says: "The Case Listing is sorted by Case ID in ascending order. Selecting Cancel will return to the Home Page." A note reads: "* Case IDs denoted with an asterisk were reported via the Report A Case process on the MSPRP." Under the heading "Cases", a list of Case IDs is shown: 201117409000150, 201117409000151, 201117409000152, and 201117409000153*. At the bottom left is a "Cancel" button with a close icon.

Slide notes

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

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

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

Slide 13 of 30 - Case Information

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

Case Information

Print this page Quick Help : Help About This Page

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 What is this?
 Current Status of Debt: Intent to Refer Letter Sent
 Treasury Referral Date: 01/01/2016

RRE Name: Sample Name

Date of Incident: 09/15/2009
 Industry Date of Incident: 09/15/2009 What is this?
 ORM: Yes
 Authorization Level: Proof of Representation
 Authorization Status: Verified What is this?
 ORM Termination Date: 01/01/2016

Payment Information Electronic Payment History Refund Information Correspondence Activity Waiver/Redetermination/Appeal/Compromise Final Conditional Payment Process

*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

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

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

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

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

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

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

Slide 14 of 30 - Make A Payment

The screenshot shows 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 "Make a Payment" and includes a "Print this page" icon and a "Quick Help : Help About This Page" button. The case information is as follows:

Case ID: 201117409000150	Remaining Principal Amount: \$1234.56
Debtor Name: John Doe	Remaining Interest Amount: \$789.10
	Total Remaining Balance Amount: \$2023.66

Note: Remaining balance amounts do not include pending payments.

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

Payment Amount:

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

Account Holder Name:

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

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

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

Buttons: **Continue** (with right arrow icon) and **Cancel** (with close icon).

At the bottom of the page, there is a footer with links: CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader.

Slide notes

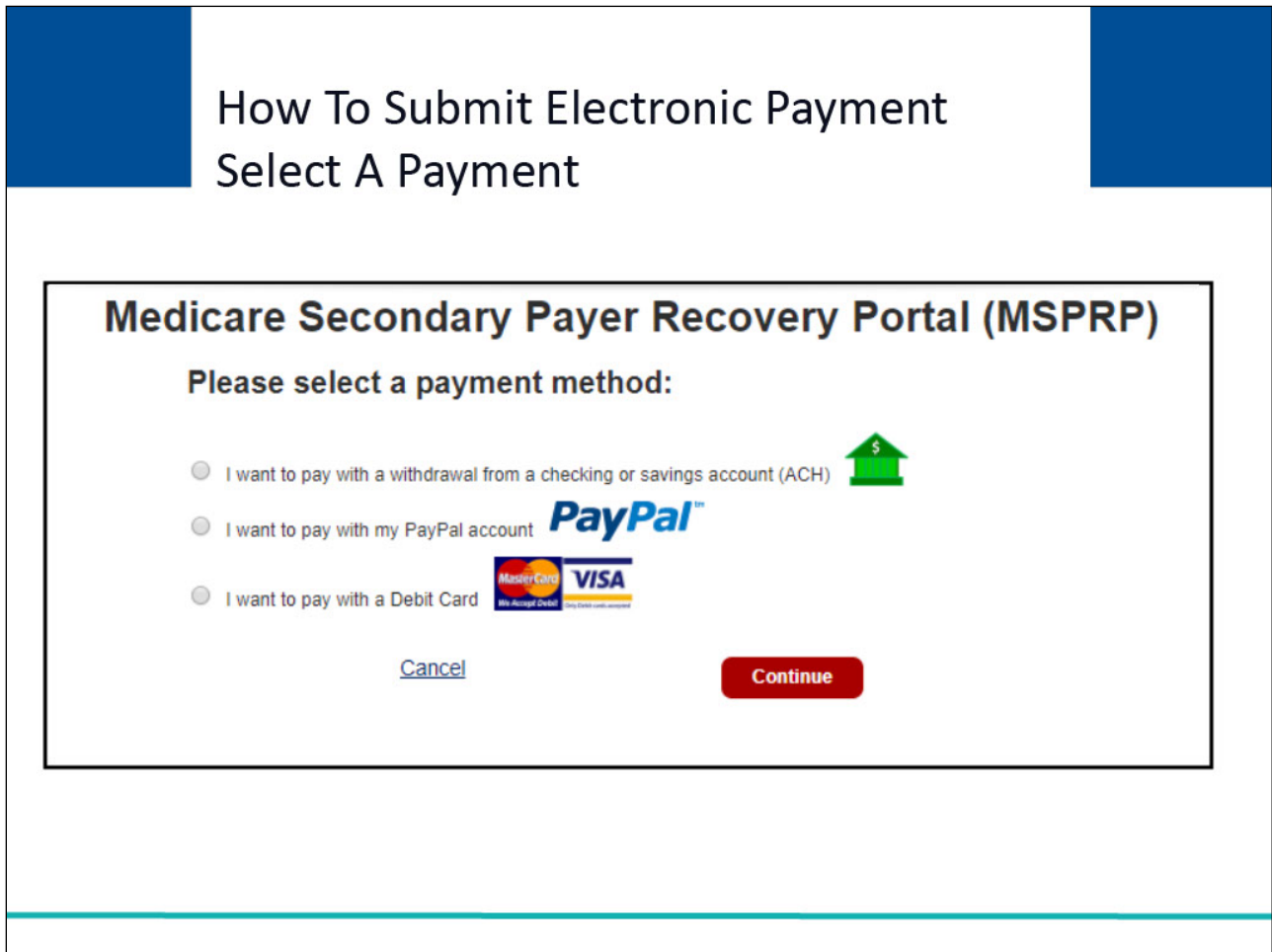
The "Make a Payment" page will appear.

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

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

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

Slide 15 of 30 - Pay.gov Payment Method



Slide notes

The Pay.gov page will appear.

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

Checking and Savings Account

Debit Card

or PayPal Account as a payment method

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

Once the payment information has been entered, Click Continue.

Slide 16 of 30 - Enter Electronic Payment

Enter Electronic Payment Checking and Savings

Pay.gov

Medicare Secondary Payer Recovery Portal (MSPRP)

Please enter checking or savings account information below.

* indicates required fields

Agency Tracking ID: 79570592704
Payment Amount: \$28.57

* Account Holder Name:

* Account Type:

Routing Number Account Number Check Number

⑆ 0 26946783⑆ 9243767390 ⑆ 1234

* Routing Number:

* Account Number:

* Confirm Account Number:

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

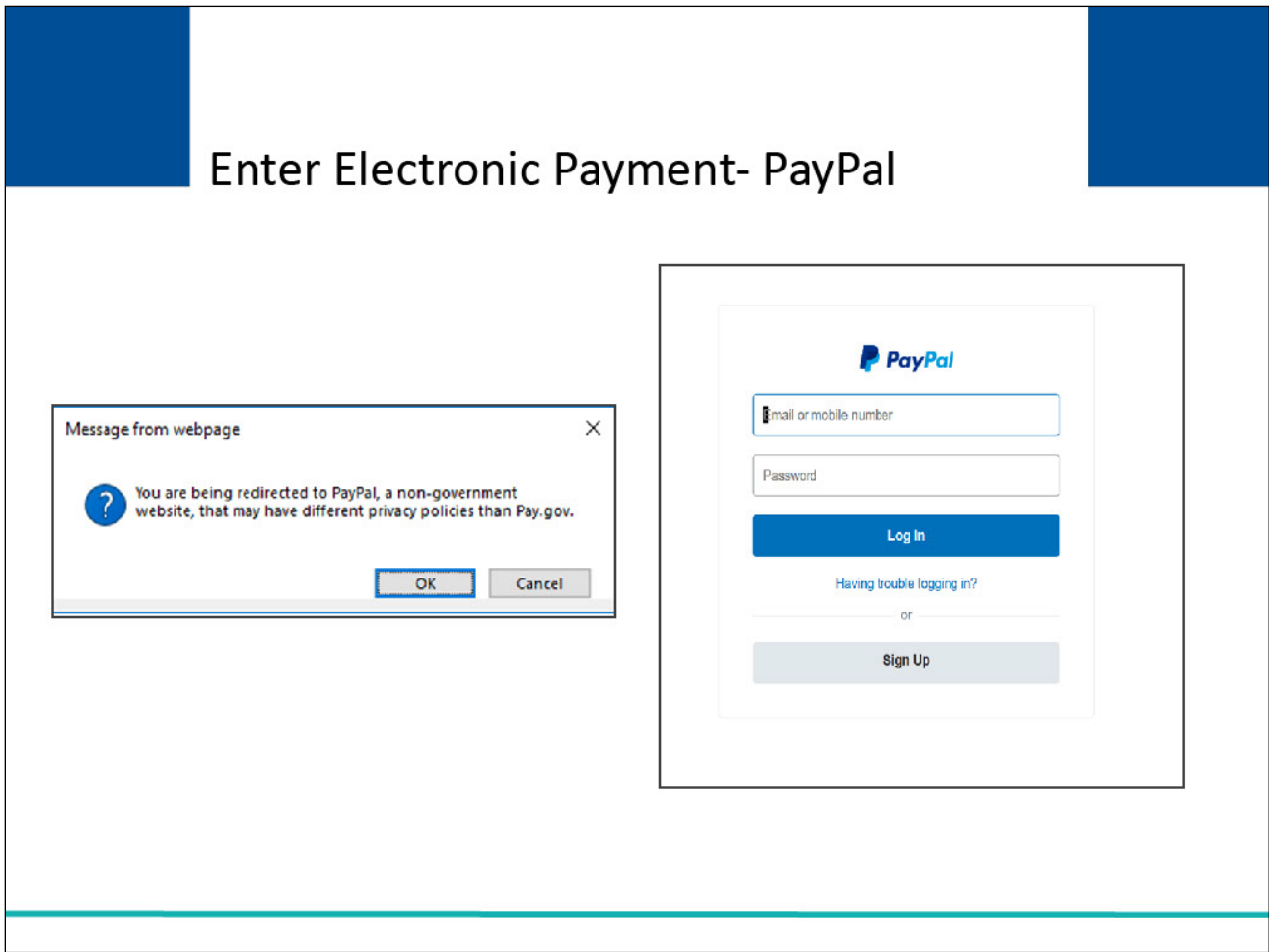
Slide notes

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

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

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

Slide 17 of 30 - Enter Electronic Payment

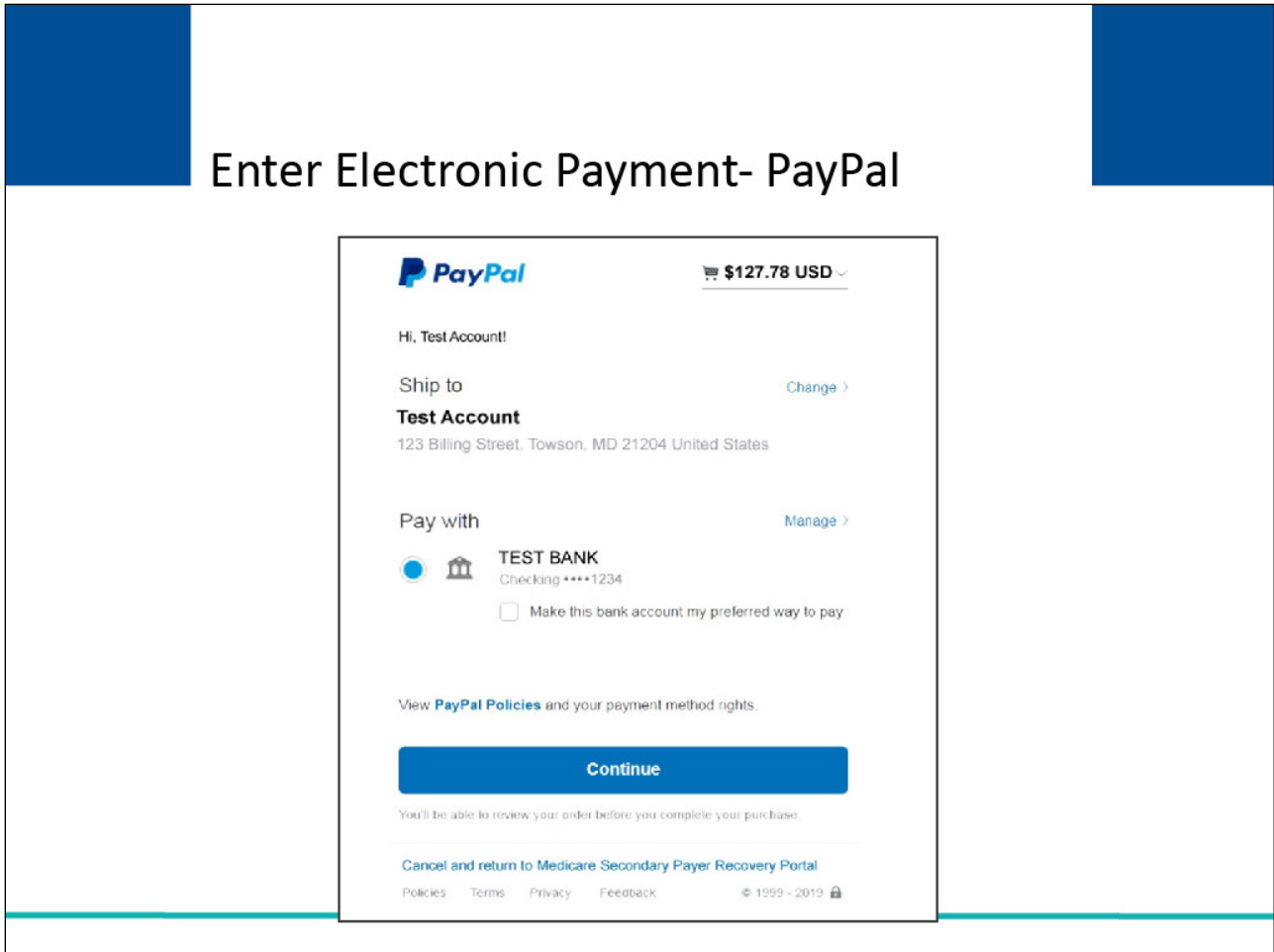


Slide notes

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

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

Slide 18 of 30 - Pay.gov- Debit Payment



Slide notes

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

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

Otherwise select continue to proceed with your payment.

Slide 19 of 30 - Review and Submit Payment

Review and submit payment

*Indicates required fields

Agency Tracking ID: 12345678911

Payment Amount: \$10.00

Payment Method: PayPal

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

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

Slide notes

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

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

Slide 20 of 30 - Enter Electronic Payment

Enter Electronic Payment Information - Debit Card

Medicare Secondary Payer Recovery Portal (MSPRP)

Please provide the Debit Card Information below
* Indicates required fields

Agency Tracking ID: 04819915882
Payment Amount: \$15,000.00

* Country:

* Billing Address:


Billing Address 2:

* City:

State/Province:

ZIP/Postal Code:

* Account Holder Name:



* Card Number:

* Expiration Date:

* Card Security Code:

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

Slide notes

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

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

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

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

Slide 21 of 30 - Review and Submit Payment

Review and Submit Payment- Debit

Review and submit payment
* indicates required fields

Agency Tracking ID: 79570889705

Payment Amount: \$127.78

Payment Method: Plastic Card

Account Holder Name: Test Account

Card Type: MASTERCARD

Card Number: *****0014

Billing Address: 123 Billing Street

Billing Address 2:

City: Towson

Country: United States

State/Province: MD

ZIP/Postal Code: 21204

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

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

Slide notes

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

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

Slide 22 of 30 - Payment Status- Declined

The screenshot shows 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 title "Medicare Secondary Payer Recovery Portal" and a photo of a smiling couple. Below the title is a green navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. The main content area has a yellow background and is titled "Payment Status". On the right side of this area are a printer icon labeled "Print this page" and a "Quick Help : Help About This Page" button. The central message states: "Your payment of \$2,023.66 has been declined." Below this, a red-bordered box contains the following information: "Confirmation Number:", "Case ID: 201117409000150", "Debtor Name: John Doe", and "Payment Amount: \$0.00". Below the box, it says "Click Continue to view information about your payment on the Electronic Payment History tab." and features a green "Continue" button with a right-pointing arrow. At the bottom of the page is a blue footer bar with the text: "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

Slide notes

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

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

Select Continue to view information for this payment.

Slide 23 of 30 - Payment Status - Successful

The screenshot displays the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo (Centers for Medicare & Medicaid Services). To its right is the 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 has a yellow background and is titled "Payment Status". It includes a "Print this page" icon and a "Quick Help : Help About This Page" button. The central message states: "Your payment of \$2,023.66 received on 10/16/2018 is in process. Please save or print this page for your records." Below this, the following information is listed: Confirmation Number: 18496740, Case ID: 201117409000150, Debtor Name: John Doe, and Payment Amount: \$2,023.66. A note says "Click Continue to view information about your payment on the Electronic Payment History tab." A green "Continue" button with a right-pointing arrow is located below the text. At the bottom of the page, a blue footer contains the text "CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Reader".

Slide notes

If the payment is submitted successfully, the payment status page will appear. The payment amount, confirmation number, Case ID, and Debtor Name will auto-populate on this page.

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

Slide 24 of 30 - Electronic Payment History

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

Print this page Quick Help : Help About This Page

Case Information

Case ID: 201117409000150 Medicare ID: 987654321A
 Beneficiary DOB: 02/08/1940
 Beneficiary Last Name: Smith
 Treasury Account Number: 12345678

Case Type: Liability Insurance
 Case Status: Demand What is this?
 Current Status of Debt: Intent to Refer Letter Sent
 Treasury Referral Date: 01/01/2016

RRE Name: Sample Name

Date of Incident: 09/15/2009
 Industry Date of Incident: 09/15/2009 What is this?
 ORM: Yes
 Authorization Level: Proof of Representation
 Authorization Status: Verified What is this?
 ORM Termination Date: 01/01/2016

Payment Information **Electronic Payment History** Refund Information Correspondence Activity Waiver/Redetermination/Appeal/Compromise Final Conditional Payment Process

Demand Letter Mail Date: 04/15/2020
 Demand Amount: \$3,500.00
 Remaining Principal Balance Amount: \$2,500.00
 Remaining Interest Balance Amount: \$0.00
 Total Remaining Balance Amount: \$2,500.00

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

Payment Date	Payment Method	Account Holder Name	Payment Amount	Pay.gov Payment Status	Pay.gov Confirmation Number	Demand Balance Status	Demand Balance Update Date
06/10/2019	ACH	John Dorsett	\$2,500.00	Accepted	34786590	In Process	
05/01/2019	PayPal	John Dorsett	\$1,000.00	Accepted	43578796	Complete	5/7/2019

Slide notes

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

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

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

Slide 25 of 30 - Electronic Payment History

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Case Information

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

Payment Information	Electronic Payment History	Refund Information	Correspondence Activity	Waiver/Redetermination/ Appeal/ Compromise	Final Conditional Payment Process
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Demand Letter Mail Date: 04/15/2020
Demand Amount: \$3,500.00

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

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

Payment Date	Payment Method	Account Holder Name	Payment Amount	Pay.gov Payment Status	Pay.gov Confirmation Number	Demand Balance Status	Demand Balance Update Date
06/10/2019	ACH	John Dorsett	\$2,500.00	Accepted	34786590	In Process	
05/01/2019	PayPal	John Dorsett	\$1,000.00	Accepted	43578796	Complete	5/7/2019

Slide notes

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

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

Slide 26 of 30 - Payment Processing Information

Payment Processing Information

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

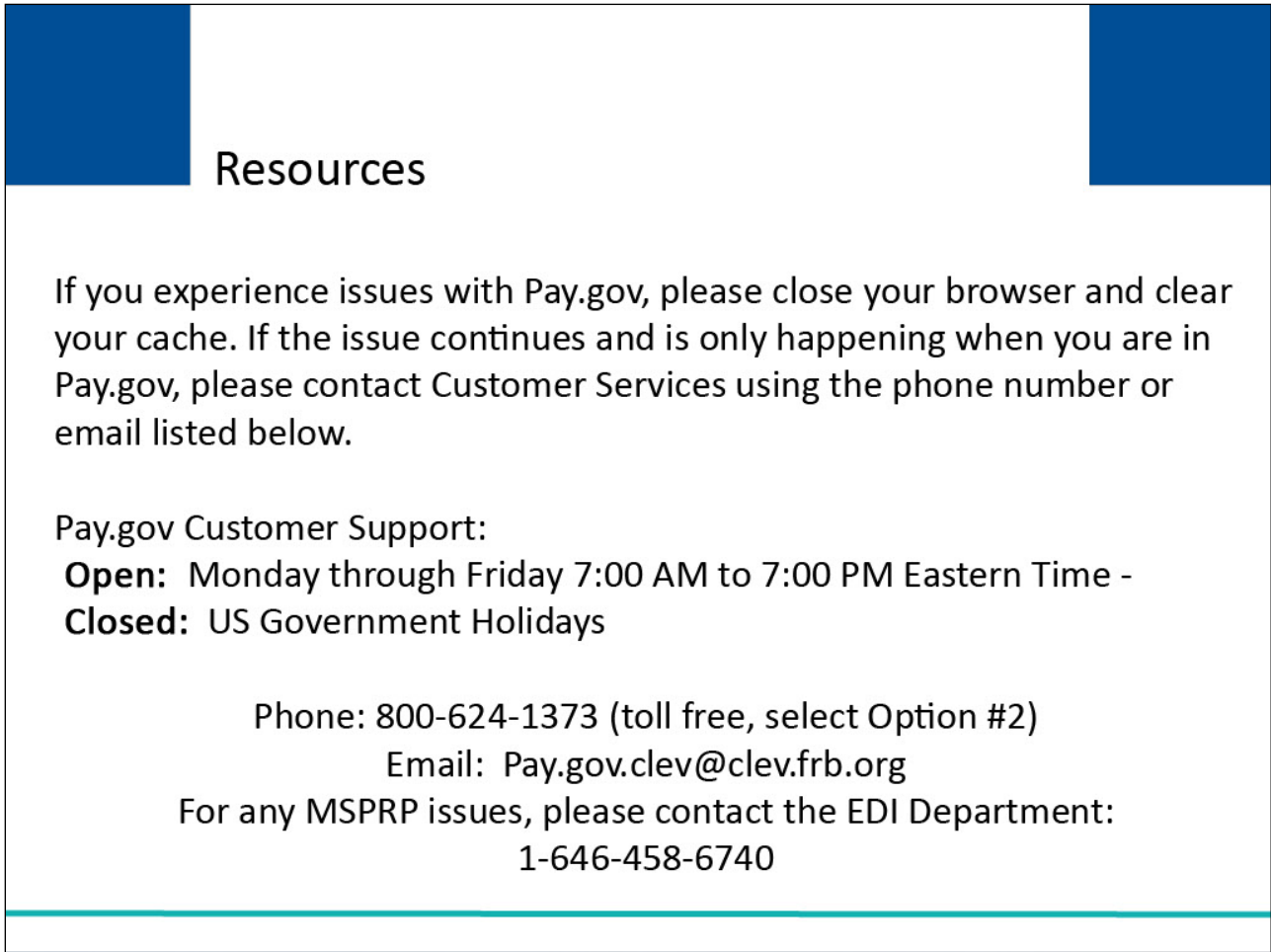
Slide notes

Average payment processing time is 1 to 3 business days.

However, processing times vary by institution.

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

Slide 27 of 30 - Resources



Resources

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

Pay.gov Customer Support:

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

Closed: US Government Holidays

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

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

For any MSPRP issues, please contact the EDI Department:

1-646-458-6740

Slide notes

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

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

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

Email: Pay.gov Email Address.

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

Slide 28 of 30 - Course Summary

Course Summary

You should now be able to:

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



Slide notes

You should now be able to:



Explain who is authorized to make payments on the MSPRP

Discuss how to submit electronic payments on Pay.gov

Describe the types of payments accepted by Pay.gov

Outline how to review a history of electronic payments

Slide 29 of 30 - Electronic Payments Conclusion



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

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

Slide notes

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

<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 30 of 30 - 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: <http://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>.