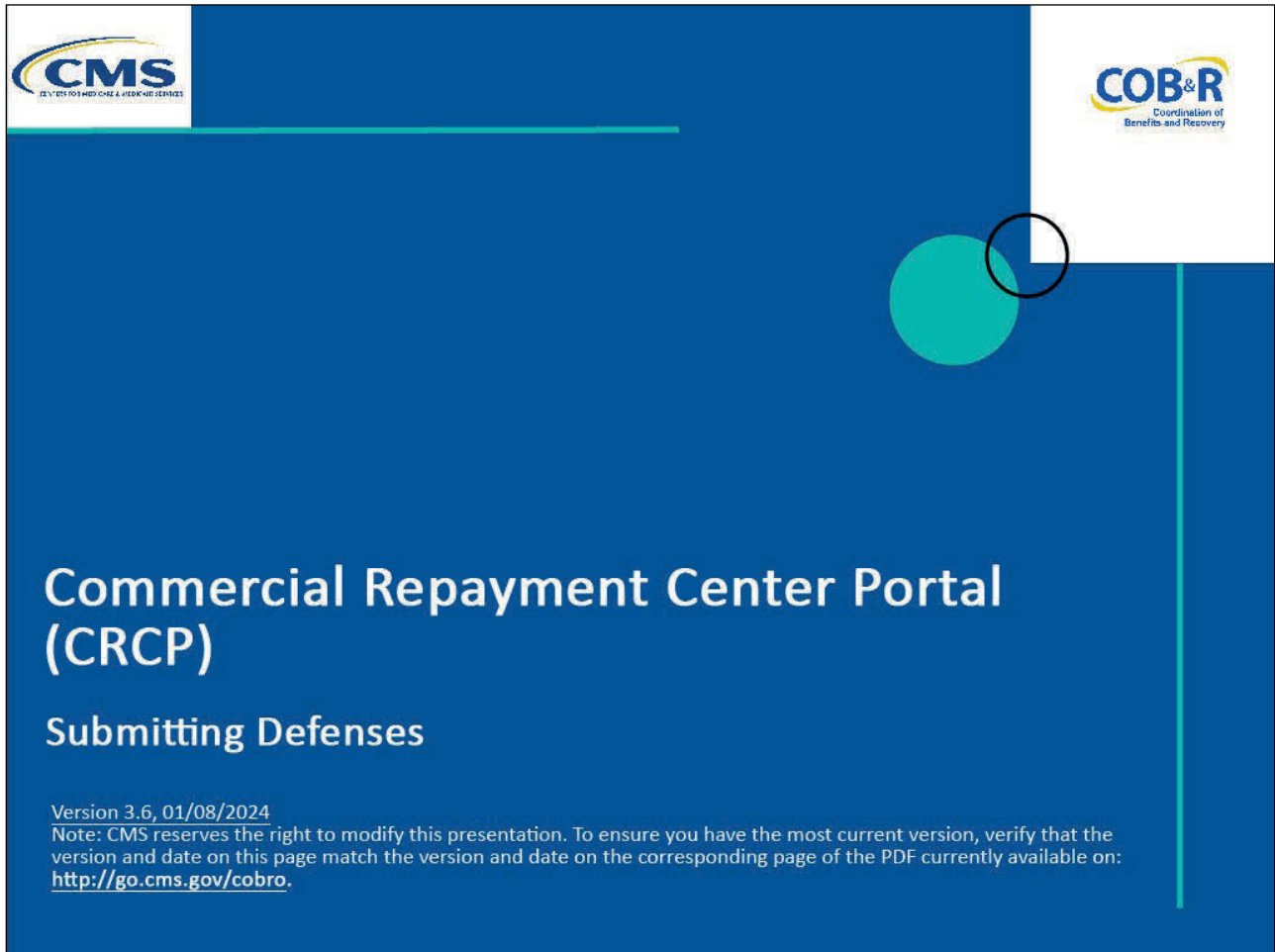


Submitting Defenses

Slide 1 of 24 - Submitting Defenses



CMS
CENTERS FOR MEDICARE & MEDICAID SERVICES

COB&R
Coordination of
Benefits and Recovery

Commercial Repayment Center Portal (CRCP)

Submitting Defenses

Version 3.6, 01/08/2024
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:
<http://go.cms.gov/cobro>.

Slide notes

Welcome to the Commercial Repayment Center Portal (CRCP) Submitting Defenses course.

Slide 2 of 24 - 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 24 - Course Overview

Course Overview

- Submitting Defenses
 - Uploading Defense Documents
 - Viewing Submitted Defenses



Slide notes

This course will explain how to Submit Defenses, Upload Defense Documentation, and View Submitted Defenses.

Slide 4 of 24 - Submitting Defenses

Submitting a Defense

- You have the right to submit a defense if you disagree that you owe money, as explained in the demand letter, or if you disagree with the amount that you owe. This action allows you to view or submit a defense on the CRCP.
- CRCP users are now able to submit multiple defenses for a case and can submit the same or different Defense Types in a subsequent submission.
- CRCP users are now able to submit defense requests on the CRCP at the claim/line level, one Case ID at a time.

Slide notes

You have the right to submit a defense if you disagree that you owe money, as explained in the demand letter, or if you disagree with the amount that you owe. This action allows you to view or submit a defense on the CRCP.

Users are now able to submit multiple defenses for a case and can submit the same or different Defense Types in a subsequent submission.

Users can also submit defense request on the CRCP at the claim/line level, once Case ID at a time.

Slide 5 of 24 - Login Warning Page

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

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 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 <https://www.cms.gov/Medicare/Coordination-of-Benefits-and-Recovery/Coordination-of-Benefits-and-Recovery-Overview/CRCP/Commercial-Repayment-Center-Portal-.html>

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

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

Slide notes

To log into the CRCP, access the following link: [CRCP Website](#). The Login Warning page will appear. After reviewing the user agreement, click I Accept to access the CRCP login page.

Slide 6 of 24 - Welcome to the CRCP/Login Page

The screenshot displays the CRCP/Login page with the following elements:

- Navigation Bar:** About This Site, CMS Links, How To..., Reference Materials, Contact Us.
- Welcome to the CRCP:** A paragraph explaining the portal's purpose for employers and insurers to manage Group Health Plans (GHP) recovery activities.
- CRCP Messages:** A highlighted message dated 7/3/2023 regarding an updated CRCP User Guide and new submission capabilities.
- Getting Started:** A section detailing the registration process, defining the roles of the Authorized Representative (AR) and Account Manager (AM).
- Login Form:** A form on the right side with fields for Login ID and Password, and buttons for Login and Clear. It also includes links for 'Forgot Login ID' and 'Forgot Password'.
- Registration Steps:** Two buttons at the bottom: 'New Registration (PIN Request)' (Step 1, Letter ID and TIN required) and 'Account Setup' (Step 2, Account ID and PIN required).
- Footer:** CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat

Slide notes

The Welcome to the CRCP/Login page will appear. Enter your login credentials and click Login.
 Note: The CRCP Messages section of the Welcome to the CRCP page displays system messages, including alerts, messages, and updates from the EDI Representative.

Slide 7 of 24 - Account Listing Page

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

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

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

Account Listing [Quick Help](#)

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

Multi-Factor Authentication

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

Multi-Factor Authentication

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

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

To use MFA services, you will be required to register for a Factor Type (Voice Call and/or Text Message (SMS)) as a method of receiving your security token to access the CRCP application using your MFA Login. When registering for Voice Call, a landline phone or mobile device may be used to receive the security token via phone call. To register for Text Message (SMS) you must register with a mobile phone number to receive your security token via text message. After the Factor registration, you must then activate the Factor for your login ID. You may only have ONE registered or activated phone number per factor type.

You will be able to activate the factor after the Next Step link has changed to Factor Required. To begin the ID Proofing process, click the Next Step: **Getting Started** link.

Account ID	Company Name	Associated TINs
111111111 🌿	CIGNA	View TINs Listing
222222222	United Health Care	View TINs Listing

[CMS/HHS Vulnerability Disclosure Policy](#) | [Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

Slide notes

The Account Listing page will appear. Select the appropriate Account ID to access Account Detail information.

Slide 8 of 24 - Account Detail Page

The screenshot displays the 'Account Detail' page in the CMS 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 includes a 'Quick Help' icon. It states that the user has selected Account ID: 11111111 - CIGNA and provides instructions on how to access different account IDs. Below this, there is a section for 'Available Actions' with six buttons: Demand Listing, Case Search (highlighted with a red box), Request Letter Access, Go Paperless, Letter Notifications, and Open Debt Report. A 'Previous' button is located at the bottom left. A note at the bottom explains that to remove access related to a letter, the Account Manager must contact an EDI Representative at the BCRC.

Slide notes

From the Account Detail page, select the Case Search link to search for the case associated to the Account ID.

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

Slide 9 of 24 - Case Search Page

The screenshot shows the 'Case Search' page of the CMS 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). Below the logos is a navigation menu with links: 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 'Case Search' and includes a 'Quick Help' icon. Below the title is a paragraph of instructions: 'To search for a specific case associated to this Account ID, enter a Case ID, and then click Search. Once located, click the Case ID link to view detailed information for that case. You can also click the Demand ID link to view the Demand Detail page for the selected demand. Click Cancel to return to the Account Detail page.' Below this text is a search form with a 'Case ID:' label, an input field, a 'Case ID Search Hint' link, and a 'Search' button. A 'Cancel' button is located below the search form. At the bottom of the page, there is a footer with links: CMS/HHS Vulnerability Disclosure Policy | Privacy Policy | User Agreement | Adobe Acrobat.

Slide notes

From the Case Search page, enter the Case ID associated to your Account ID and then click Search.

Slide 10 of 24 - Case Search Results Page

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

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

Case Search [Quick Help](#)

To search for a specific case associated to this Account ID, enter a Case ID, and then click **Search**. Once located, click the **Case ID** link to view detailed information for that case. You can also click the **Demand ID** link to view the *Demand Detail* page for the selected demand. Click **Cancel** to return to the *Account Detail* page.

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

Search Results

Case ID	Demand ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Demand Amount	Case Status	Date Closed
C1234560001	861236547	****1234A	Mike	Lansing	\$4,400.00	Open	
C1234560002	861236551	1EG4TE5MK73	Jack	London	\$8800.45	Closed	05/05/2020
C1234560003	861236547	****1234A	Denise	Simpson	\$10000.00	Open	
C1234560004	861236547	****1234A	Rosemary	Clinton	\$2101.00	Closed	06/05/2021

[CMS/HHS Vulnerability Disclosure Policy](#) | [Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

Slide notes

The Search Results table will appear and include the following columns:

- Case ID,
- Demand ID,
- Medicare ID,
- Beneficiary First Name,
- Beneficiary Last Name,
- Case Amount,
- Case Status, and
- Date Closed.

Click the Case ID link to View or Submit a Defense.

Slide 11 of 24 – Case Information Page

Case Information
[Quick Help](#)

The information displayed on this page is related to Case ID: 11111111 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/Beneficiary associated to your Account. Click [View/Submit Defense](#) to submit a new defense for this case or view defenses previously submitted for claimlines 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
Date MSP Record Accepted by CMS:	11/12/2017

Employer Information	
Employer Name:	Blue Cross
Employer TIN:	0243567099

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

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

Financial Summary
Electronic Payment History
Correspondence Activity
Defense History

Account Receivable Date:	12/01/2017	Interest Rate:	0.10125
Case Outstanding Balance:	\$11,100.00	Interest Start Date:	01/17/2018
Principal Collected:	\$1100.00	Interest Accrued:	\$155.45
Remaining Principal Balance Amount:	\$8,971.40	Interest Collected:	(\$450.67)
Adjusted Amount:	\$0.00	Remaining Interest Balance Amount:	\$145.79
Treasury Referral Date:		Balance as of Date:	03/06/2018
Treasury Account Number:			
Current Status of Debt:			

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

Slide notes

The Case Information page will appear. This page includes the following case-related information:

- Beneficiary Information,
- Demand Information,
- Employer Information,
- Insurer Information,
- Financial Summary Information,
- Electronic Payment History,
- Correspondence Activity, and
- Defense History.

For more information, see the “Case Information” CBT.

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

Slide 12 of 24 - View Submitted Defenses

Defense Submission ? Quick Help

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

Demand Amount: \$4,400.00 Demand Letter Date: 05/01/2021 Date MSP Record Accepted by CMS: 05/01/2020

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

Claims: Clear **Export**

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

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

Slide notes

If a previously submitted defense has been submitted, you will be redirected to the View Submitted Defenses page when the View/Submit Defense action is selected on the CRCP Case Information page. Here you can view a list of claims submitted with the defense request as well as the documents submitted with the defense request(s). Clicking Continue will return you back to the Case Information page.

Slide 13 of 24 - View/Submit Defense

View/Submit Defense

If you select the View/Submit Defense button on the Case Information page and none of the following criteria have been met:

- 180 days have passed from the Date of Demand, or
- The Case has been referred to Treasury, or
- The AR balance is zero,

you will be redirected to the Defense Submission page which will allow you to submit defenses at the claim/line level.

Slide notes

If you select the View/Submit Defense button on the Case Information page and none of the following criteria have been met:

- 180 days have passed from the Date of Demand, or
- The Case has been referred to Treasury, or
- The AR balance is zero,

you will be redirected to the Defense Submission page which will allow you to submit defenses at the claim/line level.

Slide 14 of 24 - Defense Submission Page

Defense Submission Quick Help

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

Demand Amount: \$4,400.00 Demand Letter Date: 05/01/2021 Date MSP Record Accepted by CMS: 05/01/2020

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

Claims: Clear **Export**

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

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

Slide notes

From the Defense Submission page, select the applicable claims/lines by checking the box in the Select for Defense column to submit a defense.

The Defense Submission page will appear. Here you will see a list of claims that were included with the listed Demand Letter ID and the associated Case ID. The Claims table includes the following columns:

- Select for Defense,
- Claim Control Number,
- Claim Line Number,
- First Date of Service,
- Last Date of Service,
- Billed Amount,
- Medicare Paid Amount,
- Defense Type,
- Defense Received,
- Defense Decision Code, and

- Docs Needed for Defense.

Slide 15 of 24 - Defense Submission Page - Defense Type Dropdown

Defense Submission Quick Help

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

Demand Amount: \$4,400.00 Demand Letter Date: 05/01/2021 Date MSP Record Accepted by CMS: 05/01/2020

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

Claims: Clear

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

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

Slide notes

Use the applicable Defense Type by using the drop-down menu at the bottom of the page. All claims/lines selected for a defense submission must have the same Defense Type. CRCP users are able to submit multiple defenses for a case and can select claims/lines with the same or different Defense Type in a subsequent submission.

Slide 16 of 24 - Defense Submission Page - Apply/Remove Defense Type Buttons

Defense Submission Quick Help

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

Demand Amount: \$4,400.00 Demand Letter Date: 05/01/2021 Date MSP Record Accepted by CMS: 05/01/2020

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

Claims: Clear Export

Select for Defense	Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount	Defense Type	Defense Received	Defense Decision Code	Docs Needed for Defense
<input type="checkbox"/>			Search			Select		
<input checked="" type="checkbox"/>	*****99921	1	\$5,296.23	\$5,296.23	COV	CRCP 07/25/2021	Pending Review	
				\$105.20	COV	Mail/Fax	Pending Review	
				\$51.98	COV	Mail/Fax	Pending Review	
				\$8.27	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
				\$131.50	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
				\$36.14	EMP	CRCP 09/20/2021	BID	EMPDIS EMPWRK
				\$136.14				

Select:

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

-Select-

Cancel Continue

Slide notes

Once you have selected the Defense Type, click Continue.

Slide 17 of 24 - Defense Verification Page

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

Defense Verification ? Quick Help

The claims listed below have been selected for defense for Case ID: 111111111.
 Date MSP Record Accepted by CMS: 05/01/2020.

The Defense Type applied to these claims is: COV (Coverage). Please review for accuracy. To revise your selection, click **Previous**.

Claims included in the defense request:

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

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

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

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

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

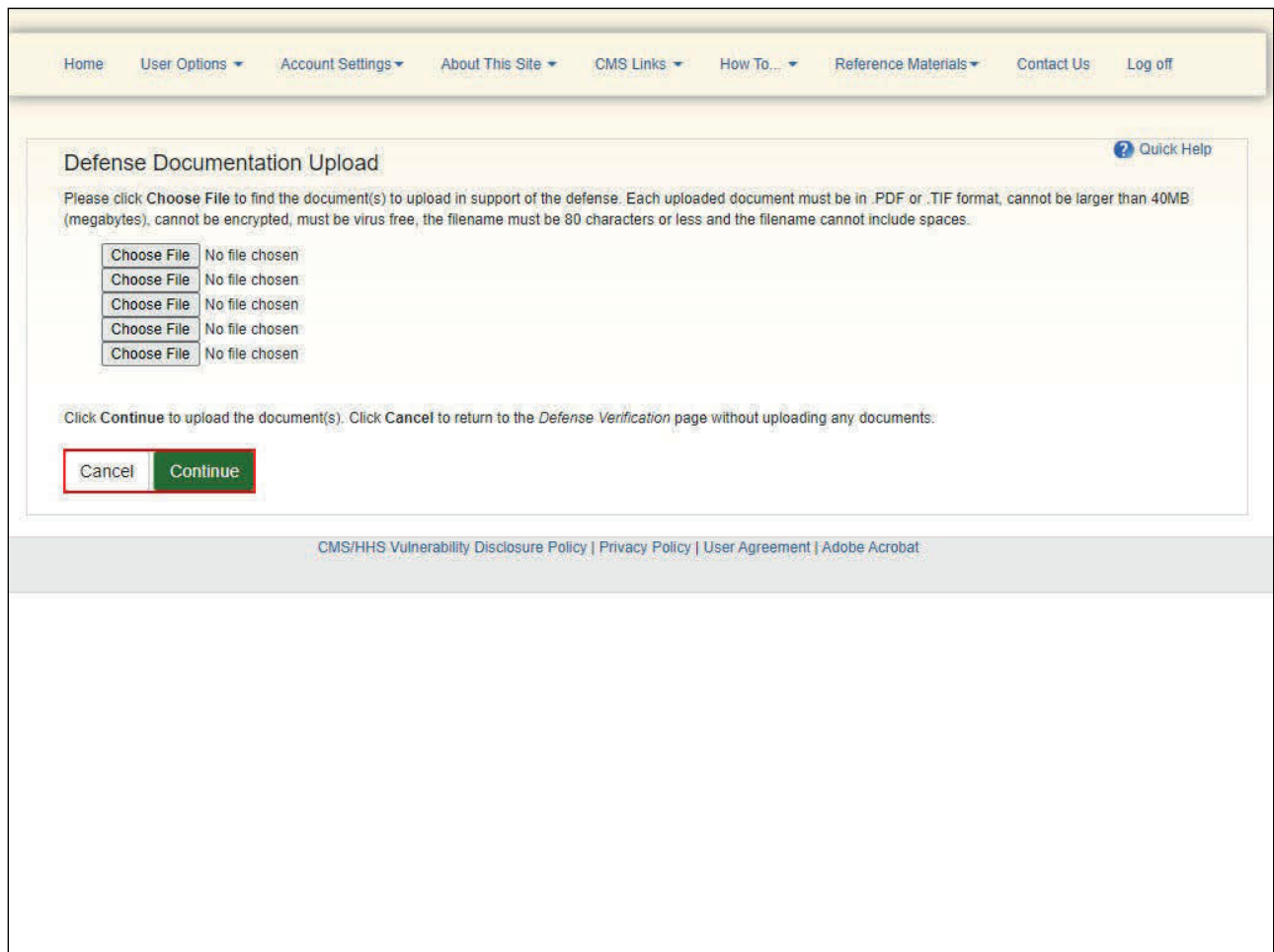
Previous
Cancel
Continue

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Slide notes

The Defense Verification page will appear. A list of claims included in the defense request will display. Select the Upload Documentation link to add any documentation needed to support the defense claim.

Slide 18 of 24 - Defense Documentation Upload Page



Slide notes

The Defense Documentation Upload page will appear. Click the Choose File button to find the document(s) to upload in support of the defense. The documents must be in .PDF or .TIF format and cannot be larger than MB. They cannot be encrypted and must be virus-free. The filename must be 80 characters or less and cannot include spaces.

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

Slide 19 of 24 - Defense Verification

Defense Verification

[Quick Help](#)

The claims listed below have been selected for defense for Case ID: 111111111.

Date MSP Record Accepted by CMS: 05/01/2020.

The Defense Type applied to these claims is: COV (Coverage). Please review for accuracy. To revise your selection, click [Previous](#).

Claims included in the defense request:

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount
*****99921	1	\$5,296.23	\$5,296.23
*****99922	1	\$105.20	\$105.20
*****99923	1	\$51.98	\$51.98
*****99927	1	\$136.14	\$136.14

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

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

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

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

defense1.pdf [Delete](#)

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

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

[CMS/HHS Vulnerability Disclosure Policy](#) | [Privacy Policy](#) | [User Agreement](#) | [Adobe Acrobat](#)

Slide notes

The Defense Verification page will reappear and a list of the documents to be submitted with your defense will now appear as well.

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

Slide 20 of 24 - Defense Submission Confirmation Page

Defense Submission Confirmation ? Quick Help

You have successfully submitted the information displayed on this page for the defense associated to Case ID: 111111111 for Defense Type: DPP (Duplicate Primary Payment).

If you need to submit any additional documentation related to this defense after it is submitted, you may upload it on the CRCP using the **Submit Documentation** button found on the Case Information page or mail/fax it to the Commercial Repayment Center (CRC) at the address/fax number listed below. **Note:** The **Submit Documentation** button cannot be used to submit a new defense. It can only be used to submit new documentation for a previously submitted defense that is pending a CRC decision.

Medicare Commercial Repayment Center - GHP
P.O. Box 680
Lathrop, CA 95330
Fax number: 1-844-315-4313

Claims submitted with the defense request:

Claim Control Number	Claim Line Number	Billed Amount	Medicare Paid Amount
*****99921	1	\$5,296.23	\$5,296.23
*****99922	1	\$105.20	\$105.20
*****99923	1	\$51.98	\$51.98
*****99927	1	\$136.14	\$136.14

Documents submitted with the defense request:
defense1.pdf

Click **Continue** to return to the *Case Information* page.

Continue

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Slide notes

The Defense Submission Confirmation page will appear stating that you have successfully submitted the information displayed on this page. You will also see the documents submitted with the defense request listed at the bottom of the page. Click Continue to return to the Case Information page.

Slide 21 of 24 - Case Information Page - View/Submit Defense Button

Case Information
[Quick Help](#)

The information displayed on this page is related to Case ID: 11111111 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/Beneficiary associated to your Account. Click [View/Submit Defense](#) to submit a new defense for this case or view defenses previously submitted for claimlines associated to this case.

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

Case Details

Beneficiary Information		Demand Information	
Beneficiary Name:	Joe W. Smith	Total Demand Amount:	\$51,100.45
Medicare ID:	*****9099A	Claim Count:	45
Insurance Group ID:	A122345678	Case Demand Amount:	\$2,300.99
Insurance Policy ID:	Not on File	Case Status:	Demand Issued
Date MSP Record Accepted by CMS:	11/12/2017	Date Closed:	11/12/2018

Employer Information		Insurer Information	
Employer Name:	Blue Cross	Insurer Name:	Not on File
Employer TIN:	0243567099	Insurer TIN:	Not on File

Financial Summary Electronic Payment History Correspondence Activity Defense History

Account Receivable Date:	12/01/2017	Interest Rate:	0.10125
Case Outstanding Balance:	\$11,100.00	Interest Start Date:	01/17/2018
Principal Collected:	\$1100.00	Interest Accrued:	\$155.45
Remaining Principal Balance Amount:	\$8,971.40	Interest Collected:	(\$450.67)
Adjusted Amount:	\$0.00	Remaining Interest Balance Amount:	\$145.79
Treasury Referral Date:		Balance as of Date:	03/06/2018
Treasury Account Number:			
Current Status of Debt:			

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

Slide notes

From the Case Information page, you can select the View/Submit Defense button to view the defense, or defenses, previously submitted associated with this case, or to submit another defense.

Slide 22 of 24 - Course Summary

Course Summary



- Submitting Defenses
 - Uploading Defense Documents
 - Viewing Submitted Defenses



Slide notes

This course explained how to Submit Defenses, Upload Defense Documentation, and View Submitted Defenses.

Slide 23 of 24 - Submitting Defenses Conclusion



You have completed the CRCP Submitting Defenses 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 Submitting Defenses course.

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

Slide 24 of 24 - CRCP 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). Centered on the slide is the text: "If you have any questions or feedback on this material, please go to the following URL: <https://www.surveymonkey.com/r/CRCPTTraining>." Below the text is an illustration of a laptop displaying a "TRAINING SURVEY" form with two checked checkboxes.

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).