# Demands

## Slide 1 of 29 - Demands
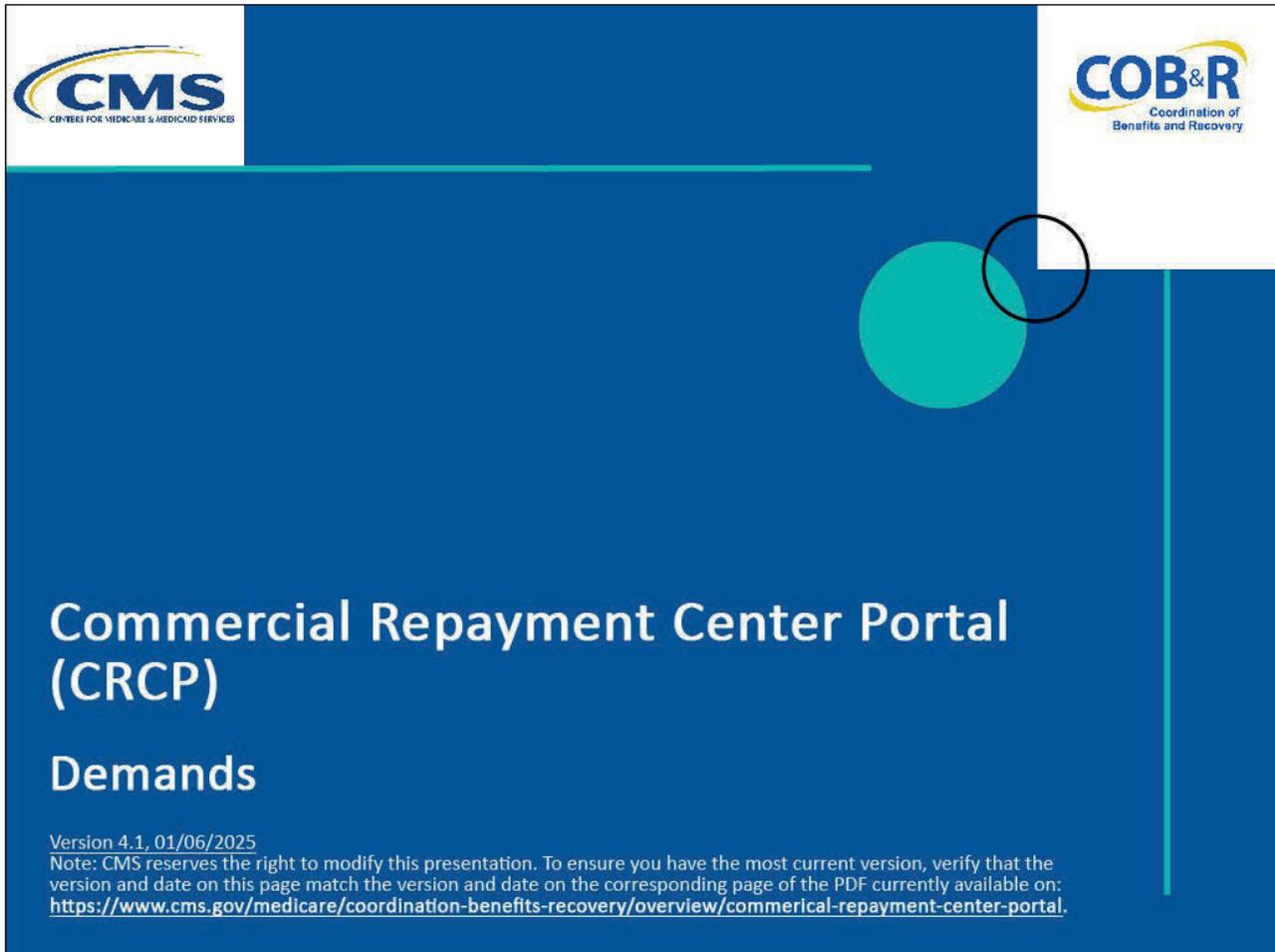


**Slide notes**

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

**Slide 2 of 29 - 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.

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**Slide 3 of 29 - Course Overview**



**Slide notes**

This course will explain how to provide a response to a demand by submitting defense documents on the CRCP, how to view information on previously submitted defenses, and how to Initiate an electronic payment using Pay.gov.

**Slide 4 of 29 - Demand**



**Slide notes**

The demand is a request for recovery payment. It is issued to the employer/other plan sponsor and a copy is supplied to the insurer or TPA.

The demand includes the amount due, expected payment date, an assigned Demand Letter ID, and each case/beneficiary that is included in the demand.

**Slide 5 of 29 - Submitting Valid Documented Defense**



**Slide notes**

One way the employer/other plan sponsor or insurer or TPA may respond to the demand letter is by submitting a valid documented defense to the CRC.

You will be able to view demand information and submit defense documentation on the CRCP. To access demand information, you will go to the Demand Listing page.

**Slide 6 of 29 - Login Warning Page**



**Slide notes**

Use the following URL to access the CRCP: CRCP Website. The Login Warning page will appear. After reviewing the User Agreement, click "I Accept" to continue.

**Slide 7 of 29 - Welcome to the CRCP**



**Slide notes**

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

**Slide 8 of 29 - Account Listing Page**



**Slide notes**

After a successful login, the Account Listing page appears. This page lists the accounts associated to your Login ID. Select the Account ID link for the account you want to access.

**Slide 9 of 29 - Account Detail Page**



**Slide notes**

When the Account Detail page appears, click the Demand Listing link.

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

**Slide 10 of 29 - Demand Listing Page**



**Slide notes**

The Demand Listing page will appear. By default, this page lists all unresolved or open demands that the CRC has issued in the past three months for this account.

Use the search function to locate any demand, including a demand that has been closed by entering the Demand Letter ID or the Demand Letter Sent Date and click Search.

You can search using a partial Demand Letter ID using the percent sign as a wildcard symbol.

The wildcard symbol can only be used in this field. When used, the percent sign replaces one (or more than one) character at the end of the Demand Letter ID.

Only one percent sign can be used and a minimum of five characters must be entered (four characters plus the percent sign).

**Slide 11 of 29 - Demand Listing Page**



**Slide notes**

If the CRCP is unable to locate any demand letters that match the search criteria, a "No matching records found based on information provided error" will appear.

Check to be sure you are in the right account by returning to the Account Listing page to verify the company name and or Tax Identification Number (TIN) information.

If you are in the right account, you can request access to the letter and its information by using the Request Letter Access feature. See the "Request Letter Access" CBT for more information.

**Slide 12 of 29 - Demand Listing Page**



**Slide notes**

If the CRCP can locate a match, all records that match the submitted search criteria will display at the bottom of the page. The total number of demand letters found will be included in the "Results Returned".

For each demand, the Demand Letter ID, Letter Date, and Demand Status are displayed. The Demand Letter ID included at the top of the letter is displayed in the Demand Letter ID. The Letter Date is the date of the demand letter.

Finally, the status of the demand is indicated in the Demand Status. The status of the Demand on the CRCP may be Open or Closed. The Demand Status is 'Open' when the status of any case included in a Demand Letter ID is 'Open'.

The Demand Status is 'Closed' when the status of each case included in a Demand Letter ID is 'Closed'. The demand listing is displayed in descending order by Letter Date. To change the sort order, click the arrow next to any of the column headings.

Note: A Viewed column has been added to the Demand Listing, Defense History, and Case Information pages. The Viewed column helps to identify when new Demands have been added to the account.

Once you have results returned, you can view case specific information. First locate the Demand Letter ID that includes the case you want to examine and then click the Demand Letter ID link. This link will only be enabled if the Demand Status is 'Open'.

Note: To prevent system errors, a limit was established on the number of letters displayed on the Demand Listing pages. If there are over 100 letters returned when a search is performed, only the first 100 letters matching your search criteria will display.

You will not be able to view beneficiary or case information if the Demand Status is 'Closed'. If you need information regarding a demand that has been closed, contact the CRC at 1-855-798-2627.

**Slide 13 of 29 - Demand Detail Page**



**Slide notes**

Once you click the Demand Letter ID link, the Demand Detail page will appear. The Demand Letter ID and Total Demand Amount originally included on the demand letter are displayed at the top of the page.

The Employer Name, Employer TIN, Insurer Name, and Insurer TIN associated with the Demand Letter ID are also displayed.

This page lists all the beneficiaries included in the demand letter. The number of beneficiaries is displayed in the "Results Returned".

For each beneficiary included in the demand, a masked Medicare ID is displayed along with the Beneficiary Name, original Case Amount, and Case Status.

Additional treasury information has now been added including Treasury Referral Date, Treasury Account Number, and Current Status of Debt.

Note: Multi-Factor Authentication Voice Call/Text Message (SMS) factors will only be available for use to view unmasked claim information for a limited time after March 1st, 2025. If you wish to continue to use Multi-Factor Authentication after that time, you will need to register another factor via the Factor

Maintenance link found on your home page. The new factor options are Okta Verify and/or Google Authenticator.

**Slide 14 of 29 - Demand Letter Search**



**Slide notes**

To search for a specific Case ID or beneficiary, enter Case ID, Medicare ID, or Beneficiary Last Name and then select Search. The case that met the search criteria displays at the bottom of the page.

To make your search more effective, you can search for variations of the Case ID, Medicare ID, or Beneficiary Last Name using the percent sign as a wildcard symbol.

When used, the percent sign replaces one (or more than one) character at the end of the Case ID, Medicare ID, or Beneficiary Last Name. Only one percent sign can be used in each field.

When using the wildcard symbol in the Case ID field, a minimum of nine characters must be entered (eight characters plus the percent sign).

When using the wildcard symbol in the Beneficiary Medicare ID field, a minimum of five characters must be entered (four characters plus the percent sign).

**Slide 15 of 29 - Search Results**



**Slide notes**

If the CRCP is unable to locate the beneficiary that matches the search criteria, a "No matching records found based on information provided" error will display.

If the CRCP can locate a match, the beneficiaries that match the submitted search criteria will display at the bottom of the page.

To View Demand-Level Defenses, click the View Demand-Level Defenses button on the bottom of the page.

Note: You can also use the Make a Payment Button to initiate a payment through Pay.gov or the Demand Listing button to return to the Demand Listing page.

**Slide 16 of 29 - Submitted Defense Documents Page**



**Slide notes**

The Submitted Defense Documents page will appear. Defense documents that have been submitted at the Demand Level through the CRCP for the selected Demand Letter ID will appear. Defenses that were submitted at the case claim/line level can be viewed from the Case Information page.

**Slide 17 of 29 - Case Information Page**



**Slide notes**

The Case Information page includes the following case-related information:

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

For more information, see the "Case Information" CBT.

To view or submit defenses, click the View/Submit Defense button.

Note: Certain fields on the Make a Payment and on the Financial Summary Tab on the Case Information pages will now show data reported in real-time from HIGLAS. Additionally, updates have

been made to clarify that balance amounts on the Open Debt Report may not reflect recent adjustments and may differ from what is shown on the CRCP case pages.

**Slide 18 of 29 - Defense Submission Page**



**Slide notes**

The Defense Submission page will appear. If you have a valid defense for a beneficiary, you may upload documentation that supports your defense. To begin this process, select the Defense checkbox for each beneficiary to be included in your defense.

To select all claim lines, click the Select/Deselect All Open Cases checkbox. Once all lines have been selected, select the appropriate Defense Type then apply it to the claim(s) using the Apply Defense Type button. Next, click Continue.

Note: The Defense checkbox is disabled if the Case Status is Closed.

For more information on Submitting Demands, see the Submitting Demands CBT course.

**Slide 19 of 29 - Defense Verification Page**



**Slide notes**

The Defense Verification page will appear. Review the claims selected and use the upload documentation link to upload any documentation required.

**Slide 20 of 29 - Defense Documentation Upload Page**
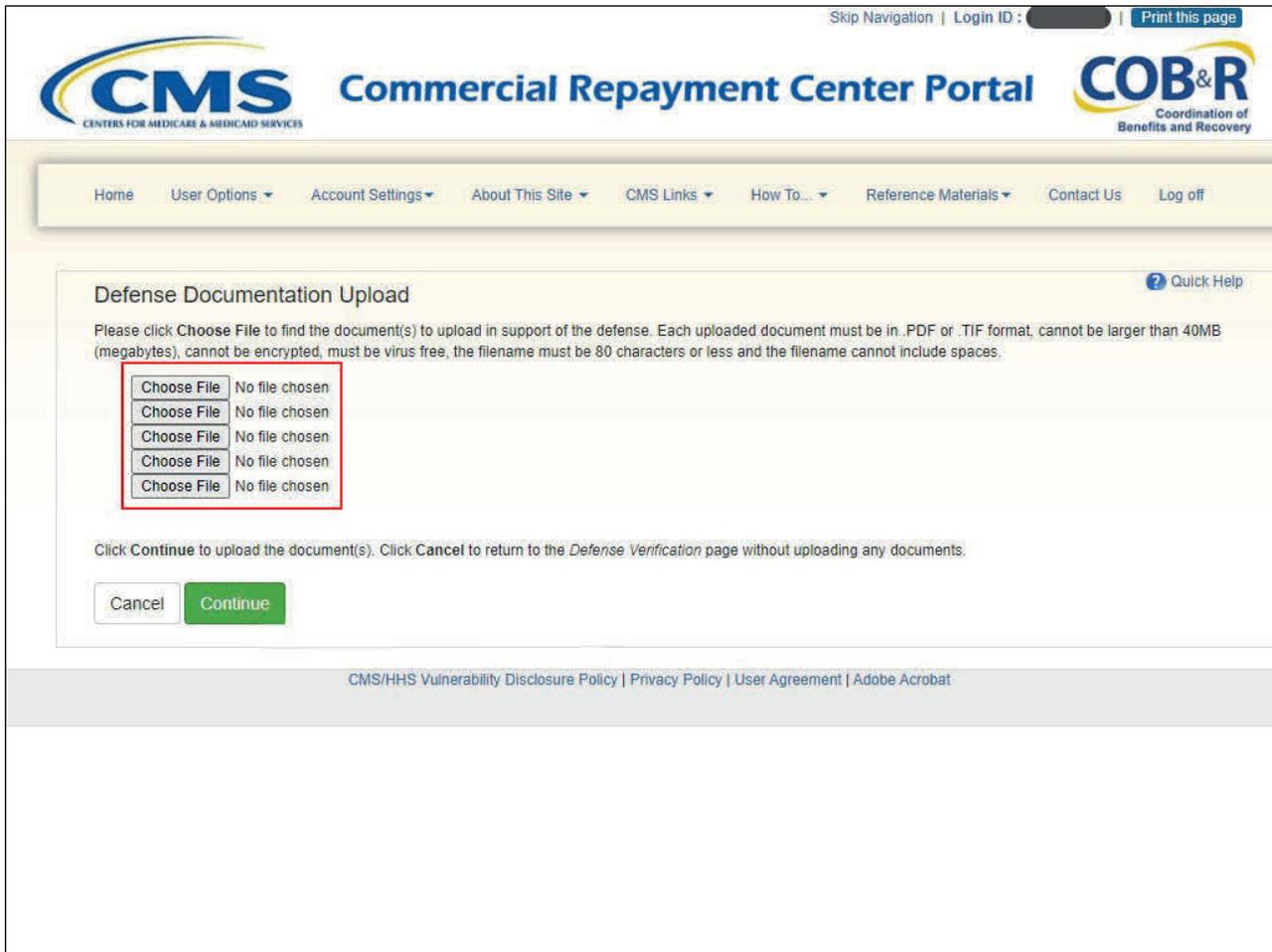


**Slide notes**

The Defense Documentation Upload page will appear. To begin the upload process, click Choose File to search your computer for the desired file. When you click Choose File, a pop-up box appears.

Locate the file that you want to upload. Once the file is located, click the file name and click Upload.

Click Continue to upload the documents.

Note: You should not upload documents with page sizes larger than 8.5 x 11 inches.

Click the Choose File button to upload defense document(s).

**Slide 21 of 29 - Choose File for Upload**



**Slide notes**

Once you have uploaded your document(s), they will appear on the Defense Verification page. Review this information. If any changes are required, click Previous to retain the uploaded file and return to the Upload Defense page.

To choose not to upload the file, click Cancel and you will return to the Case Information page. Your file will be deleted, and the selected beneficiaries will be deselected. To complete the submission process, click Continue.

The CRCP requires that each uploaded file adhere to specified guidelines. Review the Locate File for Upload section for information on these guidelines.

If an incorrect file was uploaded, click Delete. This will remove the file. To return to the Demand Detail page without submitting the file, click Cancel. If the file is correct, click Continue to confirm the file upload.

If the file meets the specified guidelines and is virus-free, the file name will appear under the Defense Pending Submission section.

**Slide 22 of 29 - Defense Submission Confirmation Page**



**Slide notes**

When Continue is selected, the Defense Submission Confirmation page appears confirming that the uploaded file has been submitted.

You may click Print this page to print the Defense Submission Confirmation for record-keeping purposes. Click Continue to return to the Case Information page.

Note: The Commercial Repayment Center (CRC) mailing address had been updated to the following:

Medicare Commercial Repayment Center - GHP

P.O. Box 680

Lathrop, CA 95330

**Slide 23 of 29 - Submitted Defenses**



**Slide notes**

To see a list of all defenses that have been previously submitted on the CRCP for this demand letter, click the View/Submit Defense button from the Case Information page.

**Slide 24 of 29 - View Submitted Defenses Page**



**Slide notes**

The View Submitted Defenses page displays. All defense documents that have been submitted through the CRCP are listed. If you need to submit any additional documents for any previously submitted defenses, they will need to be mailed or faxed to the CRC at the address/fax number listed on this page.

Click Continue to return to the Case Information page.

**Slide 25 of 29 - Defense History Tab**



**Slide notes**

Once on the Case Information page, you can select the Defense History tab to view defenses submitted to the CRC through the portal or through the mail for the selected Case ID listed. For each defense you have submitted, the Document ID, Defense Number, and Defense Received date are shown.

The Defense Number is the number assigned by the CRC to your defense correspondence. The Defense Received is the date the CRC received the incoming defense correspondence.

The Decision (Outgoing Response) displays the decision sent by the CRC on the outgoing defense letter for the selected Case ID. The decisions may display as Invalid, No Decision Necessary, Partial, or Valid, and the date the CRC made the decision will also be shown.

Until the CRC makes a decision regarding the defense, a value of 'Pending' will be displayed in the Decision column and the Letter ID and Decision Date will be blank.

As indicated previously, the Viewed column helps to identify when new Demands have been added to the account. Click the Correspondence Activity tab to view files that were submitted on the CRCP for the case. For more information on the Case Information page, see the "Case Information" CBT.

## Slide 26 of 29 - Make a Payment Button



**Slide notes**

If there are no demand defenses, users can select the Make a Payment button from the Demand Detail Page.

For more information on this function, see the "Electronic Payment" CBT.

**Slide 27 of 29 - Course Summary**

## Course Summary

- Demands
  - Submit defense documents
  - View information on previously submitted defenses
  - Initiate an electronic payment using Pay.gov

**SUMMARY**

**Slide notes**

This course explained how to provide a response to a demand by submitting defense documents on the CRCP, how to view information on previously submitted defenses, and how to Initiate an electronic payment using Pay.gov.

**Slide 28 of 29 - Conclusion**



**Slide notes**

You have completed the CRCP Demands 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.

**Slide 29 of 29 - CRCP Training Survey**
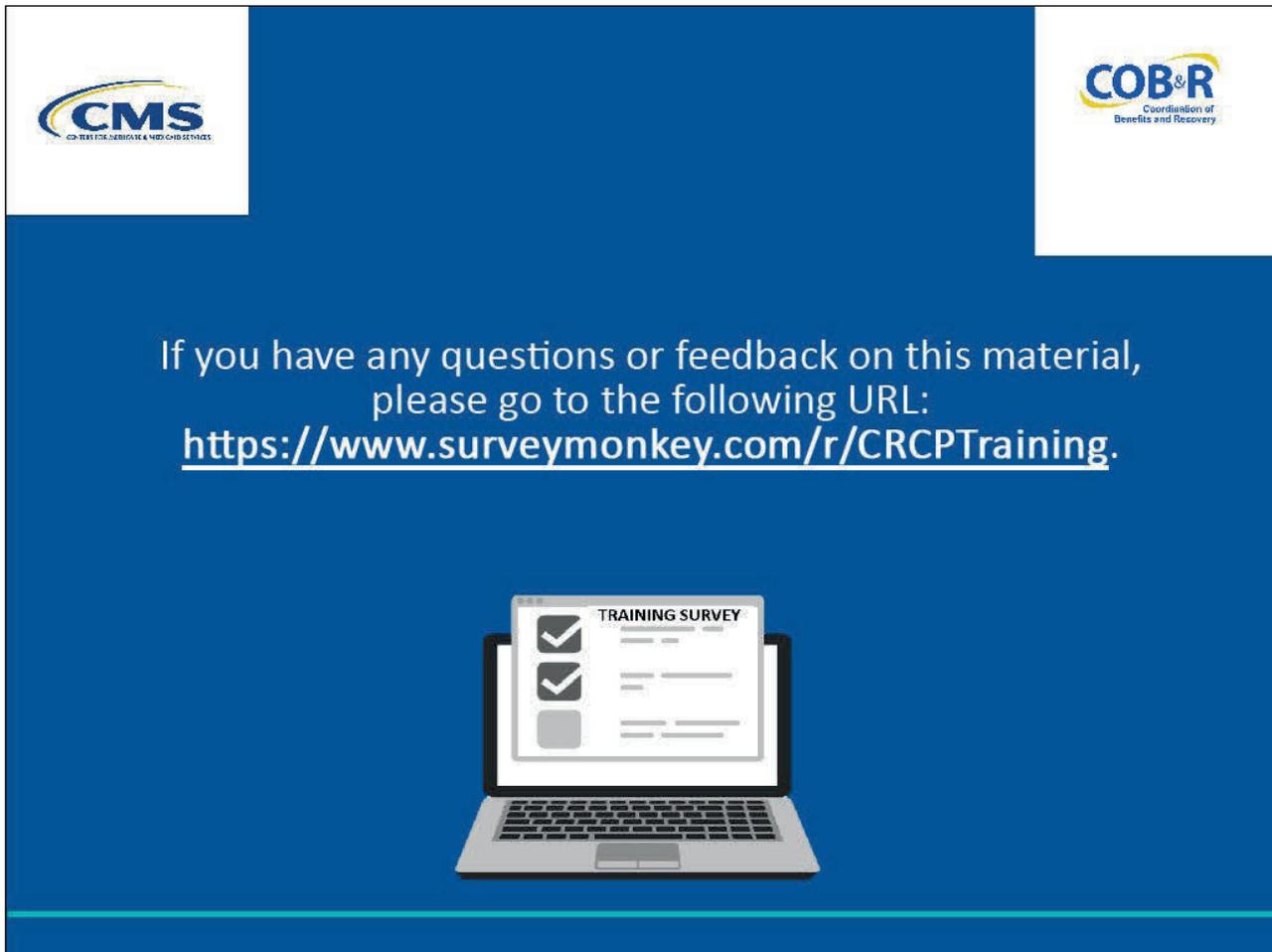


**Slide notes**

If you have any questions or feedback on this material, please go to the following URL: CRCP Training Survey.