Insurer Services What's New Archive

July 1, 2024 – Updated Non-Group Health Plan (NGHP) Applicable Plan Appeals Reference Guide Now Available

The updated Non-Group Health Plan (NGHP) Applicable Plan Appeals Reference Guide is now available in the Download section of the NGHP Insurer Recovery Page. Refer to Chapter 1 for a summary of updates.

June 10, 2024 – Special Outage Notification

Please note that due to system modernization activities, the Medicare Secondary Payer Recovery Portal (MSPRP), the Commercial Repayment Center Portal (CRCP), and the Commercial Repayment Center (CRC) Call Center will be unavailable for the following days and times:

Operations Will Resume on Monday, July 1 at 8:00 AM ET.

We apologize for the inconvenience.

May 9, 2024 – New CRC Case Closure Detail Document Now Available

A new CRC Case Closure Detail Document is now available in the Download section of the Insurer NGHP Recovery page.

August 9, 2023 – Special Outage Notification

Please note that due to the migration of the Centers for Medicare & Medicaid Services (CMS) Baltimore Data Center (BDC) to a new Data Center (Ashburn, VA), the MSPRP, the CRCP, and the Commercial Repayment Center (CRC) Call Center will be unavailable for the following days from now through Labor Day weekend:

We apologize for the inconvenience.

April 27, 2023 – New Non-Group Health Plan (NGHP) Applicable Plan Appeals Reference Guide Now Available

A new NGHP Applicable Plan Appeals Reference Guide is now available in the Download section of the Insurer NGHP Recovery Page.

March 10, 2022 – Updated Non-Group Health Plan (NGHP) Applicable Plan Appeal Guide Now Available

The updated NGHP Applicable Plan Appeal Guide is now available in the Download section on the Insurer NGHP Recovery page.

November 2, 2020 – Commercial Repayment Center Non-Group Health Plan Applicable Plan Appeal Guide Now Available

A new document titled *Commercial Repayment Center Non-Group Health Plan Applicable Plan Appeal Guide* is now available in the Download section on the Insurer NGHP Recovery page.