



**Session 3: The World of Portals and What's on the Other Side
MSRP Edition**

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Agenda

- Background of the MSPRP
- Multi-Factor Authentication
- Case Look-Up
- Creating a Case
- Uploading Documents
- eCPL's
- Disputes and Appeals
- Pre-Settlement Demand Process

Background of the MSPRP

- Medicare Secondary Payer Recovery Portal (MSPRP)
- Gives users the ability to access and update info online.
- Beneficiaries access through their account on www.MyMedicare.Gov
- Insurers and attorneys access through <https://www.cob.cms.hhs.gov/MSPRP/>

Why use the MSPRP?

- View correspondence received by contractor.
- View case status and letter activity
- Submit Authorizations (POR, LOA)
- Request an electronic Conditional Payment letter eCPL (with current conditional payment amount)
- Request mailed copy of the Conditional Payment Letter (CPL)
- View/dispute claims included in CPL
- View/submit case settlement information
- Request Final CP amount
- Initiate the Demand Letter process
- Submit waiver request
- Submit compromise request
- View/submit a redetermination (first level appeal)

Multifactor Authentication (MFA)



Medicare Secondary Payer Recovery Portal



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Account List



Click the desired link to access the associated account.

You may update your personal information or change your current password by clicking the appropriate link under the Account Settings List.



Multi-Factor Authentication

MSPRP users may request access to view unmasked claims data that was previously only accessible to the beneficiary. 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 MSPRP. This process will not impact your credit score.

To use MFA services, you will be required to download and install one or more MFA Credential ID tokens for the devices you plan to use to access the MSPRP and then you must activate the Credential ID for your Login. To download a software Credential ID, go to the Symantec Validation and Identity Protection (VIP) Service website found at the following link: <https://idprotect.vip.symantec.com>

You will be able to activate a credential after the Next Step link has changed to **Credential Required**. To begin the ID Proofing process, click the Next Step: **Get Started** link.

Quick Help

[Help About This Page](#)

Account Settings

[Update Personal Information](#)
[Change Password](#)

Multi-Factor Authentication

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

Benefits of MFA

- The Biggest Key is the Additional Access to Beneficiary Information
 - Example: eCPL's
- Advanced Security
- Text or Call Set-up MFA

Case Look-Up

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 to the 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.

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

[Request Case Access](#)

[Case Listing](#)

Account Settings

[View Account Activity](#)


Helpful Hint* To get the maximum list of claims for that injury date, only enter the Injury Date, SSN/Medicare Number, Last Name and DOB

Multiple Cases

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Case Results

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To view case detail information, click the case number.

Case ID	Bene Last Name	Medicare ID	Bene DOB	DOI	Industry DOI	Insurance Type
315156011013669	[REDACTED]	****4733A	03/14/1950	05/02/2013	05/02/2013	E
315156021013669	[REDACTED]	****4733A	03/14/1950	05/02/2013	05/02/2013	E
201725009000710	[REDACTED]	****4733A	03/14/1950	05/02/2013	05/02/2013	E



What Happens if I Can't find a case?



Creating a Case

- Create and upload new cases for users with the ability to self-report a new lead
- Beneficiary users and authorized beneficiary representatives shall have the ability to initiate the authorization submission process and will be able to submit an authorization for the newly created case

Uploading Documents

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Authorization Documentation



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This page displays a list of authorizations currently on file that are associated with the case. This page will also allow the submission of new authorizations.

Authorizations

Authorization Type	Status What is this?	Start Date	End Date
Recovery Agent Authorization	Verified	04/26/2017	04/26/2019

Submit New Authorization:

An asterisk (*) indicates a required field.

*Select the authorization type:

- Beneficiary Consent to Release [What is Beneficiary Consent to Release?](#)
- Beneficiary Proof of Representation [What is Beneficiary Proof of Representation?](#)
- Recovery Agent Authorization [What is Recovery Agent Authorization?](#)

To get more information about the Beneficiary Proof of Representation or Consent to Release, and to obtain blank templates, go to <http://go.cms.gov/MEDRECOVPROC>. To get more information about the Recovery Agent Authorization and to see the model language, go to <http://go.cms.gov/INSNGHPRECOV>.

* **Start Date of Authorization:** / / (MM/DD/CCYY)

End Date of Authorization: / / (MM/DD/CCYY) Optional

*Supporting Documentation is Required. Please refer to [Help About This Page](#) to identify what documents should be submitted.

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

eCPL's

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

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- Begin Final Conditional Payment Process and Provide 120 Days' Notice of Anticipated Settlement [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)

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

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request an electronic conditional payment letter with Current Conditional Payment Amount [What is this?](#)
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- View / Dispute Claims Listing [What is this?](#)

A current copy of the Conditional payment letter will open. Save the letter to your desktop using the proper naming convention and complete the service.

eCPL Tips

- To access and pull a CPL from the MSPRP, you must be logged in using the Multi-Factor Verification. Below are tips on how to pull a copy of a conditional payment letter.
 - You can only pull an eCPL when the portal shows a valid authorization and the case is open. If the case is closed (due to no activity) or in retrieval status and/or no valid authorization is on file, the eCPL button is greyed out and you cannot choose the generation of the letter.
 - If the “Request an electronic conditional payment letter with current conditional payment amount” button is not greyed out, you should be able to pull a copy of the eCPL.

eCPL Tips

- If you see a box pop up at the bottom of the page showing an issue with “Pop-up blocker”, just select to “Allow pop-ups for this site”
- If the case status shows “open” but no authorization listed, upload release/authorization to get eCPL
- If the case status shows closed or in retrieval status, you can follow up with a call to the recovery contractor to have them update the status to “open” so you can pull the eCPL. Also confirm if the authorization is valid as you might have to upload it as well.

Disputes and Appeals

- If you would like to request that CMS remove a claim from the Current Conditional Payment Amount because it is not related to the injury/illness sustained by the beneficiary, you can do so on the MSPRP.
- The View / Dispute Claims Listing action allows you to view and/or dispute claims that are included in the Current Conditional Payment Amount.
- Once this action is selected, you will be taken to the MSPRP's Claims Listing Page where you will be able to view the claims included in the Current Conditional Payment Amount.
- This page lists each payment Medicare has made for an item/service associated to the case and provides you with the ability to dispute any un-related claims.
- For BCRC cases, the claims are also listed on the Payment Summary Form; for CRC, the Statement of Reimbursement, that is mailed with the Conditional Payment Letter.
- You may dispute a claim, by selecting the dispute box next to the claim on the Claims Listing. You can then upload documentation to support the claim dispute.
- This page will continue to display all claims that are included with your submitted dispute even after a dispute is denied.
- Note: If the insurer is the identified debtor on the case, the beneficiary or beneficiary's representative may not be able to select claims for dispute.

Disputes and Appeals

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

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- Initiate Demand Letter [What is this?](#)

To upload authorizations, click the view/request authorizations and click "Continue"

Please select an action from the following list, if the option is disabled it may not be available for

- View / Request Authorizations
- Request an update to the conditional payment amount [What is this?](#)
- Request a mailed copy of the conditional payment letter [What is this?](#)
- View / Dispute Claims Listing [What is this?](#)
- Initiate Demand Letter [What is this?](#)

Pre-Settlement Demand Process

- MSPRP will allow you to view or submit Notice of Settlement information.
- You can enter the settlement date, settlement amount and any applicable Attorney Fees.
- A beneficiary's representative with a verified CTR authorization can view, but not submit, settlement information.
- You can also request the Fixed Percentage Option (i.e., if the case qualifies). You will be able to upload settlement documentation, if needed.
- Note: The Fixed Percentage option provides certain Medicare beneficiaries with an alternative to resolving Medicare's recovery claim by paying a flat 25% of his/her total liability insurance (including self-insurance) settlement instead of following the traditional recovery process.
- Note: If the insurer is the identified debtor on the case, you will not be able to submit Notice of Settlement information. This option is disabled for cases in the Final Conditional Payment process.

Thank You!

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