



# **Medicare Secondary Payer Recovery Portal (MSPRP)**

## **User Guide**

## **Version 5.1**

**Rev. 2021/11 January  
COBR-Q1-2021-v5.1**

Field	Description
Balance as of Date	The latest date the AR balance was processed. <b>Note:</b> If the demand letter has not been issued, this field will not appear.
Remaining Principal Balance Amount	The total AR remaining principal balance amount for the demand. <b>Note:</b> If the demand letter has not been issued, this field will not appear.
Remaining Interest Balance Amount	The total AR remaining interest balance amount for the demand. <b>Note:</b> If the demand letter has not been issued, this field will not appear.
Make a Payment	Click this button to begin the process of submitting an electronic payment for a demand. See Electronic Payments for more details. <b>Note:</b> This button is only enabled if you are the debtor, an insurer representative (with a verified Recovery Agent Authorization for an insurer-debtor case), or a user with a verified POR on file. Additionally, the demand letter must have been previously generated and the demand balance amount minus any pending electronic payments must be more than zero (\$0.00).

## Electronic Payments

If you are an authorized user, you can use the MSPRP to submit electronic payments for a demand via Pay.gov, a secure government-wide collection portal that processes payments online.

To start the electronic payment process, go to the *Payment Information* tab on the *Case Information* page, and click the **Make a Payment** button. This opens the *Make a Payment* page. This page allows you to enter the account holder's name, review payment information, and edit the payment amount, if necessary, before submitting a payment for a demand. From there, you will be directed to Pay.gov, where your payment can be processed.

Once your payment is complete, Pay.gov will return you to the MSPRP *Payment Status* page with updated payment information and status. You may also view the *Electronic Payment History* tab on the *Case Information* page for more information about your payment(s).

**Note:** To pay on Pay.gov, you will need either a PayPal account (linked to a bank account), your debit card information, or your bank account information (type of account, routing number, and account number). Pay.gov allows a maximum payment of \$99,999,999.99 (via your bank account), \$24,999.99 (for debit cards), and \$10,000 (using PayPal). You will receive an error if your payment is greater than these amounts.

### To make an electronic payment:

1. Select the case ID that you wish to make a payment for on the *Case Listing* page.

The *Payment Information* tab on *Case Information* page appears.

2. Click **Make a Payment**.

The *Make a Payment* page appears (Figure 14-3).

3. Enter the account holder's name and update the payment amount, if necessary.

**Note:** You may make a full or partial payment. However, if you are making a partial payment and you want to appeal individual claims associated with your case, you should upload supporting documentation via the redetermination, waiver, or compromise request action. See Chapter 16 for details.

4. Click **Continue** to proceed.

You will be redirected to the Pay.gov website (Figure 14-4).

**Note:** If the Pay.gov site is not available, you will get an error message saying to try again later.

5. Select your payment type and enter your payment information on Pay.gov.

When you have completed making your payment, Pay.gov will take you to the *Payment Status* page on the MSPRP (Figure 14-5).

**Note:** If you decide to cancel the payment process from Pay.gov, you will be returned to the MSPRP *Make a Payment* page.

6. Review your payment details and click **Continue** to view more information about your payment.

The *Electronic Payment History* tab on the *Case Information* page appears (Figure 14-6).

**Figure 14-3: Make a Payment Page**

The screenshot shows a web page titled "Make a Payment". At the top, there is a navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Sign off. Below the navigation bar, there is a "Print this page" icon and a "Quick Help : Help About This Page" link. The main content area displays the following information:

- Case ID: #####
- Debtor Name: First Last
- Remaining Principal Amount: \$1234.56
- 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:
- Account Holder Name:

Below the form fields, there is explanatory text: "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." and "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." A note states: "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." At the bottom, there is a instruction: "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." At the very bottom, there are two buttons: "Continue" with a right-pointing arrow and "Cancel" with an 'x' icon.

**Table 14-3: Make a Payment Fields**

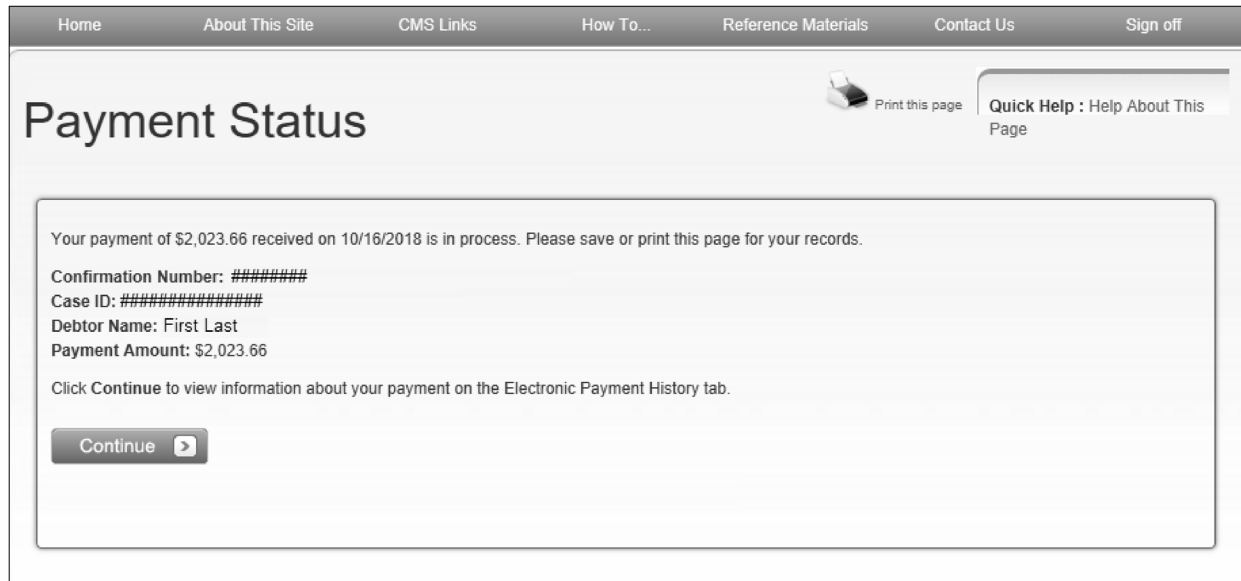
Field	Description
Case ID	The primary identifier assigned by CMS to the case. The Case ID is located on any case-specific correspondence received from Medicare such as the demand letter. The Case ID is a 15-digit number in ##### ##### ##### format. Read-only.
Debtor Name	The name of the debtor. Read-only.

Field	Description
Remaining Principal Amount	The total remaining principal balance amount for the case. Read-only.
Remaining Interest Amount	The total remaining interest balance amount for the case. Read-only.
Total Remaining Balance Amount	The total remaining balance amount for the case. Read-only. <b>Note:</b> This amount does not include pending electronic payments.
Pending Electronic Payment Amount	The total amount of all pending electronic payments. Read-only.
Payment Amount	The amount of the payment to be submitted on Pay.gov. Enter a new amount to update the payment amount. Required. <b>Note:</b> By default, this amount is set to the total remaining balance amount on the case minus any pending payments. You may update the payment amount to make a partial payment by entering the new value. Your payment cannot be greater than the default payment amount.
Account Holder Name	Enter the name on the account used to make the payment. Required.
Continue	Click this button to open the <i>Payment Information</i> page on the Pay.gov site. <b>Note:</b> For more information on Pay.gov, click the <b>What Is Pay.gov?</b> link.
Cancel	Click this button to return to the <i>Case Information</i> page and cancel the payment process.

**Figure 14-4: Pay.Gov (Example Payment Page)**



**Figure 14-5: Payment Status Page (Accepted Example)**



**Table 14-4: Payment Status Fields**

Field	Description
Confirmation Number	The transaction ID number for the payment submitted on Pay.gov. Read-only.
Case ID	The primary identifier assigned by CMS. Read-only.
Debtor Name	The name of the debtor. Read-only.
Payment Amount	The amount of the payment submitted on Pay.gov. Read-only. <b>Note:</b> This amount is \$0.00 if the payment was declined.
Continue	Click this button to view the <i>Electronic Payment History</i> tab on the <i>Case Information</i> page for more information about your payment.

14.1.1.2 Electronic Payment History Tab

Figure 14-6: Electronic Payment History Tab

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

<b>Case ID:</b> ##### <b>Case Type:</b> Liability Insurance <b>Case Status:</b> Demand Issued <a href="#">What is this?</a>  <b>Date of Incident:</b> 09/15/2009 <b>Industry Date of Incident:</b> 09/15/2009 <a href="#">What is this?</a>	<b>Medicare ID:</b> #####A <b>Beneficiary DOB:</b> ###/##/#### <b>Beneficiary Last Name:</b> Last  <b>Authorization Level:</b> Proof of Representation <b>Authorization Status:</b> Verified
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Payment Information	Electronic Payment History	Refund Information	Letter Activity	Waiver/ Redetermination/ Compromise	Final Conditional Payment Process
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<b>Demand Letter Mail Date:</b> 04/15/2020	<b>Remaining Principal Balance Amount:</b> \$2,500.00
<b>Demand Amount:</b> \$3,500.00	<b>Remaining Interest Balance Amount:</b> \$0.00
	<b>Total Remaining Balance Amount:</b> \$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	First Last	\$2,500.00	Accepted	#####	In Process	
05/01/2019	PayPal	First Last	\$1,000.00	Accepted	#####	Complete	5/7/2019
05/01/2019	Debit Card	First Last	\$1,000.00	Pending	#####		
05/01/2019	Unknown	First Last	\$1,000.00	Declined	#####		

**Table 14-5: Electronic Payment History Tab Fields**

<b>Field</b>	<b>Description</b>
Demand Letter Mail Date	The date the Demand Letter was sent by CMS.
Demand Amount	The final amount the debtor is required to repay Medicare. This amount is noted in the Demand Letter.
Remaining Principal Balance Amount	The total remaining principal balance amount for the demand.
Remaining Interest Balance Amount	The total remaining interest balance amount for the case.
Total Remaining Balance Amount	The total remaining balance amount for the case. This amount includes principal and interest.
Payment Date	The date the electronic payment was submitted on Pay.gov.
Payment Method	The type of payment submitted on Pay.gov. Possible values: ACH (Automated Clearing House) Debit Card PayPal Unknown
Account Holder Name	The name on the account used to make the payment.
Payment Amount	The amount of the payment submitted on Pay.gov.
Pay.gov Payment Status	The status of the payment submitted on Pay.gov. Possible values: Accepted – The payment has been accepted or completed successfully Cancelled – The payment was voided or cancelled before it was submitted Declined – The transaction failed Pending – The transaction was successfully submitted Reversal – The payment was reversed; full or partial refund completed Unknown – Unknown response from PayPal
Pay.gov Confirmation Number	The transaction ID number for the payment submitted on Pay.gov.
Demand Balance Status	The status of the demand balance. Possible values: Blank – Payment not accepted or in process at Pay.gov. In Process – Payment is accepted at Pay.gov, but not applied to the AR balance. Complete – Payment is accepted at Pay.gov, applied to the AR balance, and the balance is updated on the MSPRP.
Demand Balance Update Date	The date the demand balance Status changed to Complete.