CRCP Electronic Payment High Level Overview

Effective April 1, 2019

Presentation Topics

- Background Information
- How to submit electronic payments on the CRCP
    - Types of payments accepted
- How to view your Electronic Payment History on the CRCP

Background Information

- Users of the Commercial Repayment Center Portal (CRCP) can currently manage their recovery cases but are unable to submit payments via the portal.

- Checks are mailed to, and processed by, the Commercial Repayment Center (CRC).

- As of Monday, April 1, you will be able to submit payments for Group Health Plan (GHP) demands via the CRCP and to track they are applied correctly.

- No additional user access/authorization will be required.

Electronic Payment Process
Account Listing Page

Electronic Payment Process

Account Detail Page

Select the Demand Listing Link to access the Demand/Case Information

Electronic Payment Process
Demand Listing Page

Electronic Payment Process
Demand Detail Page

Demand Detail

You have selected Demand Letter ID: 861236547.

The Total Demand Amount originally included on this letter was:		$51,100.45	
Employer Name:	BLUE CROSS	Insurer Name:	CIGNA
Employer TIN:	12336544	Insurer TIN:	2234567897

To search for a specific Case ID/beneficiary included in this Demand Letter, enter your criteria and then click Search. Once located, you can click the **Case ID** link to view detailed information related to that beneficiary.

Case ID: [ ] Case ID Search Hint

Medicare ID: [ ] Medicare ID Search Hint

Beneficiary Last Name: [ ] Beneficiary Last Name Search Hint [Search]

Submit a Defense

If you have a valid defense that precludes your responsibility for repaying Medicare for any beneficiary included in this demand, you may upload documentation that supports your defense. Click the Defense checkbox for each Case ID/beneficiary to be included in your defense. Once all Case IDs/beneficiaries have been selected, click **Continue**. To see a list of all defenses that have been previously submitted on the CRCP for this Demand Letter, click the **Submitted Defenses** button.

Beneficiaries Included in the Demand Letter — Results Returned: 5

Defense Select All / Deselect All Open Cases	Case ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Amount	Case Status	Date Closed	Case Viewed
☐	C1234560001	*****1234A	Mike	Lansing	$4,400.00	Open		No
☐	C1234560002	*****2345A	John	Bosely	$15,400.00	Open		No
☐	C1234560003	*****4456A	Elizabeth	Florence	$16,900.00	Open		Yes
☐	C1234560004	*****2244A	Frances	Christobell	$400.00	Open		Yes
☐	C1234560005	*****3365A	Blaxton	Jasper	$14,000.00	Closed	05/10/2016	Yes

[Previous] [Make a Payment / What is this?] [Submitted Defenses] [Continue]

Confirm the appropriate demand has been selected and click the Make a Payment button.

Electronic Payment Process
Make a Payment Page

- All cases in the Demand will be selected by default.
- To make a payment on the full amount, click Continue.
- **Note:** You will notice the last case ID in this screenshot can not be selected because that case has been paid in full. The Case Balance displays but there is a pending electronic payment for that amount. Since the balance due is zero dollars, the line item cannot be selected.

Electronic Payment Process
Make a Partial Payment

Select Cases

All cases have been selected by default. You can deselect cases and update case payment amounts. Select the cases for which you wish to remit payment, then select **Continue**.
Note:
Select all cases if you wish to pay the demand in full. That is, you do not wish to defend the inclusion or the amount of any of the individual claims that comprise the cases under Total Balance Amount. If you are making a partial payment, please upload any required supporting documentation via the Upload Defense option. Interest will continue to accrue on any unpaid balances.

Pay Select All / Deselect All ☐	Case ID ⬥	Medicare ID ⬥	Beneficiary First Name ⬥	Beneficiary Last Name ⬥	Case Remaining Principal Amount ⬥	Case Remaining Interest Amount ⬥	Case Balance Amount ⬥	Case Pending Electronic Payment Amount ⬥	Case Payment Amount ⬥
☑	543210987654321	123456789A	John	Doe	$4,544.65	$1,231.45	$5,776.10	$0.00	$4,500.00
☑	543210987654321	123456789A	John	Doe	$10,323.87	$2,397.43	$12,721.30	$0.00	$12,721.30
☑	543210987654321	123456789A	John	Doe	$302,345.79	$20,323.37	$322,669.16	$0.00	$322,669.16
☐	543210987654321	123456789A	Jane	Doe	$1,023,545.65	$123,456.78	$1,147,002.43	$1,147,002.43	$0.00

Click **Continue** to verify your case selection and payment amounts prior to being transferred to the Pay.gov site. You will be able to select your payment method and complete your payment at Pay.gov. Click **Cancel** to return to the Demand Detail page.

Cancel   Continue

- You can change the value in the Case Payment Amount column to reflect how much you would like to pay for the selected case.
- Only the amounts in the Case Payment Amount column for the cases checked in the Pay column will appear in your Total Payment Amount on the Verification Page.

Electronic Payment Process
Payment Verification Page

Payment Verification

? Quick Help

Please review the information below for accuracy. Click **Continue** to transfer to Pay.gov with the Total Payment Amount noted. Click **Previous** to return to the Make a Payment page. Click **Cancel** to return to the Demand Detail page without saving your changes.

Payment Information

Demand Letter ID:	861236547
Total Balance Amount:	$1,488,168.99
Total Payment Amount:	$341,166.56

The **Continue** button transfers you to the Pay.gov website. Please access the **Help** page for more information about Pay.gov.

Case ID	Medicare ID	Beneficiary First Name	Beneficiary Last Name	Case Balance Amount	Case Payment Amount
123456789012345	123456789A	John	Doe	$5,776.10	$5,776.10
123456789012345	123456789A	John	Doe	$12,721.30	$12,721.30
123456789012345	123456789A	John	Doe	$322,669.16	$322,669.16

[Previous] [Cancel] [Continue]

- To edit information, click Previous to return to the previous page and make the appropriate changes to the payment amount.
- When all information has been verified, click the Continue button to continue the payment process.
- To discontinue payment process for any reason, click Cancel to return to the Demand Detail Page.

Transitioning from CRCP to Pay.gov

- Once you click Continue on the Payment Verification screen in the CRCP you will be taken automatically to Pay.gov

- The Pay.gov screen will open in a new internet browser window

  - If the window does not appear, please check your pop-up blocker settings.

- Once the Pay.gov transaction is completed you will be returned to the CRCP

What is Pay.gov?

- Pay.gov is a secure, online payment system run by the Department of Treasury that lets individuals and businesses make non-tax related payments to the federal government.

- The CRCP seamlessly interfaces with Pay.gov

- Pay.gov is easy to use

- Pay.gov allows you to use a variety of payment methods

- There is no fee to use Pay.gov

Acceptable Payment Methods

The following types of payment methods are accepted on Pay.gov for CRCP demands:

- Direct payment from Checking or Savings accounts

- Debit Card

- PayPal – must be linked to a bank account, not a credit card

Select a Payment Type

Enter Payment Information – Checking or Savings account

Checking/Savings

Commercial Repayment Center Portal (CRCP)

Please enter checking or savings account information below.

* indicates required fields

Agency Tracking ID: 79570592704

Payment Amount: $28.57

* Account Holder Name: [_____]

* Account Type: [Select an Account Type ▾]

Routing Number   Account Number   Check Number

⑆026946763⑆ ⑈924376739⑈ 1234

* Routing Number: [_____]

* Account Number: [_____]

* Confirm Account Number: [_____]

Previous   Cancel   [Continue]

*Note: If you enter invalid data such as an incorrect routing or bank account number, you will get an alert asking you to verify the account information and resubmit the payment.

Enter Payment Information – PayPal
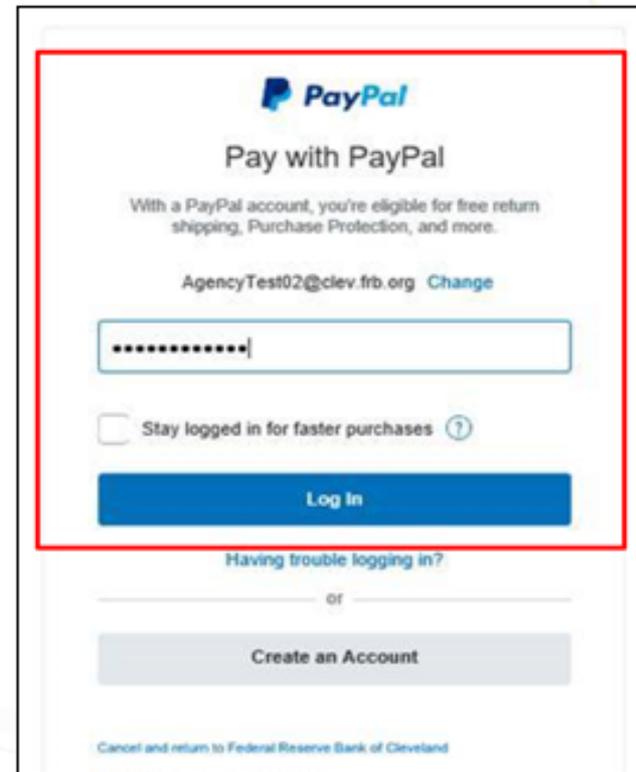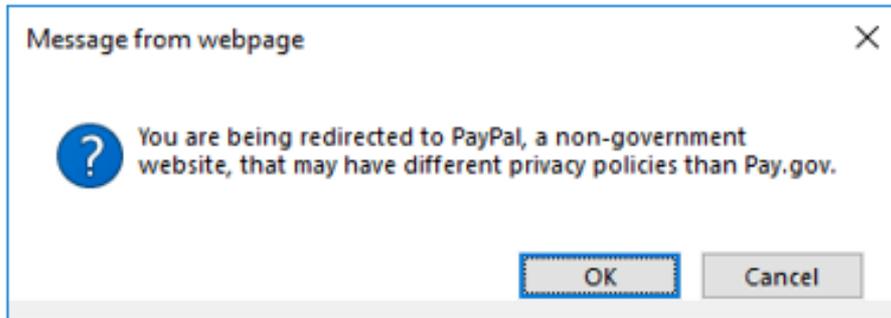
Enter Payment Information – PayPal (Cont.)

Once you enter your log-in details, the PayPal screen will show the payment amount previously entered in the CRCP.
*Note PayPal accounts must be linked to a bank account and not a credit card.

Enter Payment Information – Debit Cards

Debit Card

Commercial Repayment Center Portal (CRCP)

Please provide the Debit Card Information below
* indicates required fields

Agency Tracking ID: 79570669705

Payment Amount: $127.78

* Country: [   ]

* Billing Address: [   ]

Billing Address 2: [   ]

* City: [   ]

State/Province: [   ]

ZIP/Postal Code: [   ]

* Account Holder Name: [todo]

* Card Number: [   ]

* Expiration Date: [   ] [   ]

* Card Security Code: [   ]

Previous   Cancel   Continue

*Note: Debit Cards will be declined if the maximum amount of $24,999.99 is exceeded.

Review and Submit Payment

Review and submit payment
* indicates required fields

Checking and Savings

Agency Tracking ID: 87871070918

Payment Amount: $1,000.48

Payment Method: ACH Debit

Account Holder Name: MARY JONES

Account Type: Personal Savings

Routing Number: 042000424

Account Number: ************7890

Authorization and Disclosure Statement:

Authorization and Disclosure--Consumers and Businesses
The debit transaction(s) to which you are agreeing are handled on behalf of Federal agencies by "Pay.gov," which consists of services offered by the U.S. Treasury Department's Financial Management Service. As used in this document, "we" or "us" refers to the Financial Management Service and its agents and contractors operating Pay.gov. "You" refers to the end-user reading this document and agreeing to it prior to engaging in a debit transaction.
I. Consumers

* ☑ I agree to the Pay.gov authorization and disclosure statement.

Previous   Cancel   **Continue**

- Review all information before clicking **Continue** to submit the payment.
- Select **Previous** to edit incorrect information.
- Select **Cancel** if you need to discontinue the payment process.

Review and Submit Payment (2)

Review and submit payment

*Indicates required fields

Agency Tracking ID: 12345678911

Payment Amount: $10.00

Payment Method: PayPal

PayPal

*☐ I authorize a change to my account for the above amount in accordance with PayPal agreement.

Cancel   Continue

- Review all information before clicking Continue to submit the payment.
- Select Previous to edit incorrect information.
- Select Cancel if you need to discontinue the payment process.

Review and Submit Payment (3)

Review and submit payment
* indicates required fields

Debit Card

Agency Tracking ID: 79570669705

Payment Amount: $127.78

Payment Method: Plastic Card

Account Holder Name: Test Account

Card Type: MASTERCARD

Card Number: ***********0014

Billing Address: 123 Billing Street

Billing Address 2:

City: Towson

Country: United States

State/Province: MD

ZIP/Postal Code: 21204

* ☑ I authorize a charge to my card account for the above amount in accordance with my card issuer agreement.

Previous   Cancel   Continue

- Review all information before clicking **Continue** to submit the payment.
- Select **Previous** to edit incorrect information.
- Select **Cancel** if you need to discontinue the payment process.

Payment Status– In Process

Payment Status

Your payment of $341,166.56 received on 10/16/2018 is in process. Please save or print this page for your records.

Payment Information	
Confirmation Number:	121212121212
Demand Letter ID:	861236547
Total Balance Amount:	$1,488,168.99
Total Payment Amount:	$341,166.56

The status of your payment can be viewed on the Case Information Electronic Payment History tab.

Case ID	Case Balance Amount	Case Payment Amount
543210987654321	$5,776.10	$5,776.10
543210987654321	$12,721.30	$12,721.30
543210987654321	$322,669.16	$322,669.16

Click Continue to return to the Demand Detail page.

Continue

- After submitting your payment, the Payment Status page will display whether the payment was submitted successfully (in process) or declined.
- Selecting Continue from a successful payment will return you to the Demand Detail Page.

Payment Status- Declined

Payment Status

Your payment of $341,166.56 has been declined.

Payment Information	
Confirmation Number:	121212121212
Demand Letter ID:	861236547
Total Balance Amount:	$1,488,168.99
Total Payment Amount:	$0.00

The status of your payment can be viewed on the Case Information Electronic Payment History tab.

Case ID	Case Balance Amount	Case Payment Amount
543210987654321	$5,776.10	$0.00
543210987654321	$12,721.30	$0.00
543210987654321	$322,669.16	$0.00

Click Continue to return to the Demand Detail page.

Continue

Quick Help

- If the payment is declined, the Total Payment Amount will reflect zero.
- Selecting Continue will return the user to the Demand Detail Page.

Electronic Payment History

You can select the appropriate **Case ID** link to view your electronic payment history.

Electronic Payment History Tab

- You can access the Electronic Payment History from the Case Information Page.

- The Status field will display "Accepted" for successful payments, "Declined" for unsuccessful payments, and "Pending" for payments in process

Payment Processing Information

- Payment processing time is 1-3 business days on average

- Processing time will vary by institution

- On your statement you will see a payment was made to "HHSCMS"

Resources

- If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Service.
  - **Pay.gov Customer Support**: Open Monday through Friday, 7:00 AM to 7:00 PM Eastern Time – Closed US Government Holidays
  - **Phone**: 800-624-1373 (toll free, select Option #2)
  - **Email**: pay.gov.clev@clev.frb.org
- For any CRCP issues, please contact EDI Department: 1-646-6740

Additional Resources

- Information in this presentation can be referenced by the CRCP User Manual found at the following link:

  https://www.cob.cms.hhs.gov/CRCP

Slide 1: CRCP Electronic Payment High Level Overview (Notes Summary)

Slide 2: Presentation Topics

During this presentation, we will provide information about the upcoming enhancement to the CRCP which will allow you to submit electronic payments. This will include information on how to submit your electronic payments, and accepted forms of payment. We will also show you how to view your Electronic Payment History on the CRCP.

Slide 3: Background Information

Currently, Commercial Repayment Center Portal (CRCP) users can manage their recovery cases in the CRCP but must submit payment outside of the portal. Checks are mailed to, and processed by, the Commercial Repayment Center (CRC).

The purpose of this enhancement is to provide a mechanism for users who manage recovery cases in CRCP to submit payments for Group Health Plan (GHP) demands via the portal and to ensure that the debt is accurately tracked and applied. This functionality will be available Monday, April 1st. No user access or authorization changes are required.

Slide 4: Electronic Payment Process Account Listing Page

Let's start by learning about how you will begin the electronic payment process in the CRCP. After logging in to the CRCP, the Account Listing page will display. Select the Account ID that you would like to review for payment.

Slide 5: Electronic Payment Process Account Detail Page

The Account Detail Page will display for the selected Account ID and you will be able to access the Demand/Case Information through the Demand Listing link.

Slide 6: Electronic Payment Process Demand Listing Page

From the Demand Listing page, you will enter the Demand Letter ID or search for the demand using a date range and click the Search button.

Slide 7: Electronic Payment Process Demand Detail Page

From the Demand Detail page, Confirm the appropriate demand has been selected and click the Make a Payment button.

Slide 8: Electronic Payment Process Make a Payment Page

The Make a Payment page will display all cases in the demand and select them all by default. To make a payment on the full amount, click continue.

Note: You will notice the last case ID in this screenshot cannot be selected because that case has been paid in full. The Case Balance displays but there is a pending electronic payment for the full amount. Since the balance due is zero dollars, the line item cannot be selected.

Slide 9: Electronic Payment Process Make a Partial Payment

For partial payments, you can change the value in the Case Payment Amount column to reflect how much you would like to pay for the selected case.

Only the amounts in the Case Payment Amount column for the cases checked in the Pay column will appear in your Total Payment Amount on the Verification Page. Click Continue when you've made the updates.

Slide 10: Electronic Payment Process Payment Verification Page

The Payment Verification page will display so that all information can be verified for accuracy before continuing on to complete the payment. If you wish to discontinue the payment process, click Cancel to be returned to the Demand Detail Page. To edit information, click Previous to return to the previous page and make the appropriate changes to the payment amount. When all information has been verified, click Continue to continue the payment process.

Slide 11: Transitioning from CRCP to Pay.gov

Once you click continue from the payment verification screen in the CRCP, a new internet browser window will open to take you to Pay.gov. If the window does not appear, please check your pop-up blocker settings. Once your transaction in Pay.gov is completed, you will return to the CRCP. Now lets talk more about Pay.gov.

Slide 12: What is Pay.gov?

As mentioned previously, the CRCP will interface with Pay.gov, which is a secure, online payment system run by the Department of Treasury. Pay.gov is easy to use, allows multiple forms of payment and there is no fee for using Pay.gov.

Slide 13: Acceptable Payment Methods

The following types of payment methods will be accepted on Pay.gov:

- Direct payment from Checking or Savings account
- Debit Card and
- PayPal which must be linked to a bank account, not a credit card.

Slide 14: Select a Payment Type

Once you have clicked Continue on the Payment Verification screen in the CRCP, the Pay.gov page will appear in a new window.

From here you will select a payment method.

You will be able to select

- I want to pay with a withdrawal from a checking or savings account,
- I want to pay with my PayPal account, or
- I want to pay with a Debit Card.

Once the payment method has been selected, Click Continue. If you wish to cancel and be returned to the CRCP, click Cancel.

Slide 15: Enter Payment Information – Checking or Savings account

The Pay.gov enter payment information page will display for the method selected with the payment amount previously entered in the CRCP auto populated. Please confirm the amount populated at this time. For Checking or Savings account, enter the required information and click Continue. If you wish to cancel the payment process, click Cancel. If you wish to change the payment method, click Previous to select a different payment method.

*Note: If you enter invalid data such as an incorrect routing or bank account number, you will get an alert asking you to verify the account information and resubmit the payment. Your routing and account number can be found on the bottom of your check or you can contact your financial institution for this information.

Slide 16: Enter Payment Information – PayPal

PayPal users will be routed to the PayPal login screen after agreeing to the message that "You are being redirected to PayPal, a non-government website, that may have different privacy policies than Pay.gov." If you chose the wrong option and would like to choose a different option, click Cancel.

Slide 17: Enter Payment Information – PayPal (Cont.)

Once you have logged into PayPal, the payment amount entered in the CRCP will be prefilled, please verify that the amount is correct. You may only use a PayPal account that is linked to a bank account. Credit card payments will not be permitted. To return without making payment, click the "Cancel and return to the Commercial Repayment Center Portal" link at the bottom of the page.

Slide 18: Enter Payment Information – Debit Cards

For debit cards, again you will enter the required information and click Continue. The payment amount will be prefilled with the amount you noted on the CRCP. Please verify that the amount is correct. Note: A debit card will be declined if the maximum amount of $24,999.99 is exceeded. You can use the Previous link to go back to the previous Pay.gov screen or Cancel to return to the CRCP.

Slide 19: Review and Submit Payment

For all transaction types, once you enter the required information and click Continue, you will be taken to a Review and Submit Payment screen. This example is for Checking and Savings payments.

You will be able to verify all information before clicking Continue to submit the payment. If any information was entered incorrectly, you can select the Previous link to edit the entered information and then continue back to the Review page on this slide. Once you click Continue, your payment will be sent to process and you will return to the CRCP. If you need to discontinue the payment process for any reason, click Cancel.

Again, please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

Slide 20: Review and Submit Payment (2)

The PayPal Review and Submit Payment screen will have the same options to click Continue to submit your payment or Cancel to discontinue the payment process. You will need to check the box prior to clicking Continue to authorize a charge to your account for the amount in accordance with your PayPal agreement.

Slide 21: Review and Submit Payment (3)

The Debit Card Review and Submit Page will also allow you to review the information before continuing to submit your payment. Click Cancel to discontinue the payment process and Previous if you need to make changes before submitting. Please ensure all your information is correct and that you are ready to submit your payment as this will be your last chance to edit or cancel.

Slide 22: Payment Status– In Process

Once back in the CRCP, the Payment Status page will display and alert you whether the payment was submitted successfully or declined. Selecting Continue from a successful payment will return the user to the Demand Detail Page.

Slide 23: Payment Status- Declined

If the payment is declined, the Total Payment Amount will reflect zero. Details regarding the reason for a payment being declined will not be available in the CRCP. You will need verify that you entered the information correctly or check with your financial institution. Selecting Continue will return the user to the Demand Detail Page where you can try again.

Slide 24: Electronic Payment History

From the Demand Detail Page, you can select the appropriate Case ID to view the Electronic Payment History if you wish to see previous electronic payments or information on the payment just made.

Slide 25: Electronic Payment History Tab

Once the payment process has been completed, you can access the electronic payment history from the Case Information Page. The information displayed is only related to the Case ID selected.

The Status field will display "Accepted" if the payment was successful or "Declined" if the payment was unsuccessful. For payments still in process, the status will display as "Pending" and will update once the payment has been processed by the bank.

Slide 26: Payment Processing Information

Average payment processing time is 1-3 business days. However processing times vary by institution. Payments will be shown on your statement as being paid to "HHSCMS."

Slide 27: Resources

If you experience issues with Pay.gov, please close your browser and clear your cache. If the issue continues and is only happening when you are in Pay.gov, please contact Pay.gov Customer Service.

Pay.gov Customer Support: Open Monday through Friday 7:00 AM to 7:00 PM Eastern Time - Closed US Government Holidays

Phone: 800-624-1373 (toll free, select Option #2)

Email: pay.gov.clev@clev.frb.org

Slide 28: Additional Resources

This concludes our CRCP Electronic Payment overview.

Information in this course can be referenced by using the CRCP User Manual found at the following link: https://www.cob.cms.hhs.gov/CRCP.