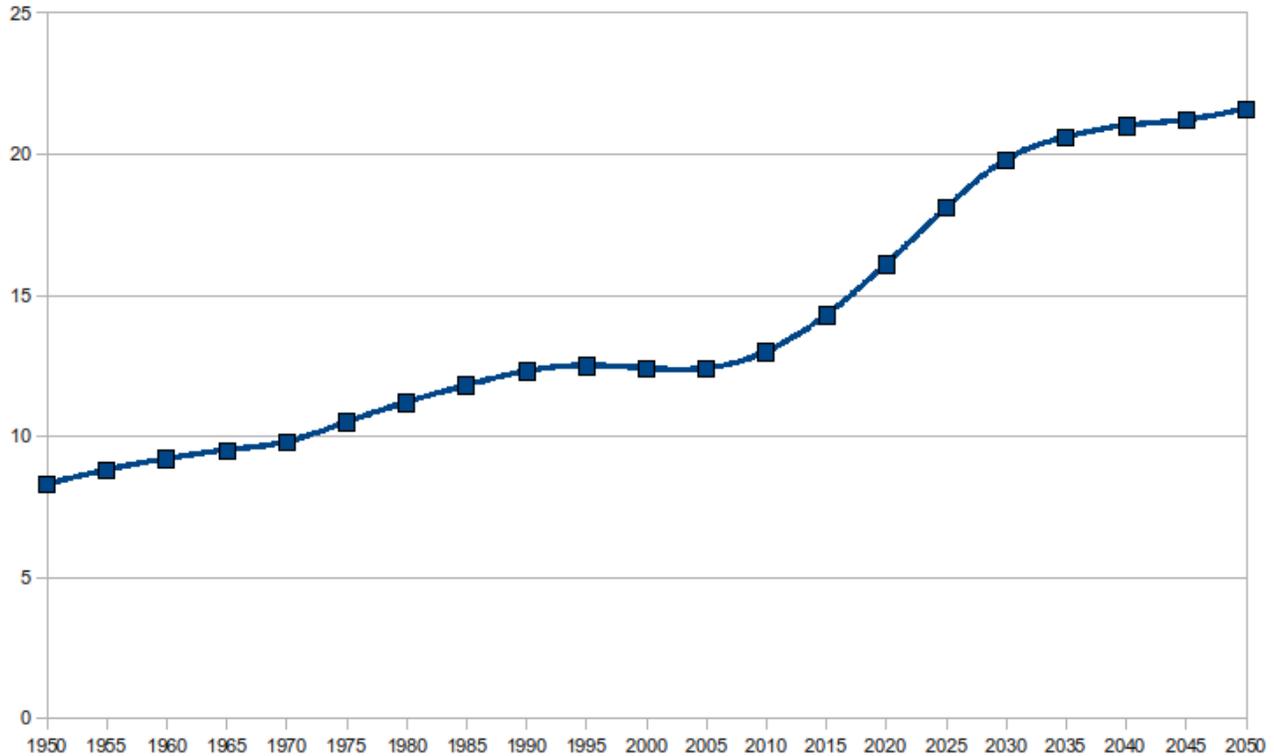


## Percentage of US Population Over Age 65, 1950-2050.

Source: UN World Population Prospects 2008



In 1971 when I was born, about 10% of the U.S. population was over the age of 65. Forty years later, it's a little over 13%. In 2036, when I'm 65, it will be around 21%. I don't know how long you all intend to represent injured people, but over the next 25 years roughly 1 in 5 of our clients is likely to be on Medicare.

### MEDICARE BEFORE SETTLEMENT:

#### THE CHECKLIST

The following is a checklist that I've developed in my firm to take staff through the Medicare repayment process. In addition I've included the most common forms that everyone will need to get through your garden variety Medicare reimbursement claim, along with helps and hints to understand what to do and when.

General Rules to live by:

- **Always** fax or email documents – they are responded to more quickly than mailed ones.
- **Always** take notes of conversations with representatives – you will rely on them later.
- **Always** be patient and long-suffering with the representatives – confrontation will never help you.
- **Always** be early – waiting will increase your turn-around time.
- **Always** check <http://go.cms.gov/cobro> when you have a question or for updates to this process.

## STEP 1

### Identifying Medicare

To begin your inquiry, **all** clients complete this form at intake:

#### a. Medicare Information Collection form [Form A]

This form helps you determine whether your client is *eligible* for Medicare. It is sent to all insurers who are paying or may pay any benefits for your client's loss (PIP, Health, Liability, UIM), regardless of whether your client is eligible for Medicare or not. Send Form A along with your letter of representation to all payers and potential payers of benefits to your client.

If they *are* eligible, then you have more inquiry to do. What type of Medicare plan are they using?

Medicare Advantage (Part C): **The rest of this checklist is not for you.** Medicare Advantage plans are administered through private health care companies, much like employer ERISA health plans are. The plans administer Medicare dollars through their existing network, and because of that, the plans handle their own reimbursement.

Traditional Medicare (Parts A&B): If the client is using traditional Medicare, continue on.

Clients on Traditional Medicare must complete these additional two forms at intake:

b. **Proof of Representation form [Form B]**: This form is your authorization to speak with Medicare. It has been created using their model language and is necessary to do anything more than report the claim. It should be sent out as soon as you obtain the Case ID number which arrives with the Rights and Responsibilities letter (below).

c. **Authorization to Register and/or Access MyMedicare.gov Profile form [Form C]**: This form ensures that you have your client's permission to access their Medicare profile via the internet at [www.mymedicare.gov](http://www.mymedicare.gov). Like most health plans, Medicare gives its beneficiaries access to their claims history via the web. Most of your clients will not have signed up for this access, so this form gives you permission to do it for them. To do so, you must have their correct Medicare information from their Medicare card as well as the address where Medicare mails them things.

## STEP 2

### Notifying Medicare of the Claim

Contact the Benefits Coordination & Recovery Center (BCRC) office to report your client's injury claim. Be prepared to provide them with:

Beneficiary Information:

- Full Name

- Medicare Health Insurance Claim Number (HICN)
- Gender and Date of Birth
- Complete Address and Phone Number

Case Information:

- Date of Injury/Accident, or Date of First Exposure, Ingestion or Implant
- Description of Alleged Injury, Illness or Harm
- Type of Claim (Liability Insurance, No-Fault Insurance, Workers' Compensation)
- Insurer or Workers' Compensation Name and Address

Attorney Information:

- Attorney or Law Firm Name
- Complete Address and Phone Number

- By Telephone: **1-800-999-1118**; Hours of Operation: Monday –Friday 8am-8pm(ET); or
- ~~By Mail –MEDICARE– Benefits Coordination & Recovery Center; **P.O. Box 138832; Oklahoma City, OK, 73113**~~

**(So, why is b. lined out? Because mail gets answered *after* phone calls. Time is important in this process. If phones are too new-fangled for you and you find joy in reporting by mail, then you deserve to wait.)**

### STEP 3

#### **Rights and Responsibilities Letter/Conditional Payments Ledger**

Within 30 days you should receive the **Rights and Responsibilities** letter.

On this letter, the most important information is the 15 digit **Case ID** number (sometimes referred to as the ReMas number). This Case ID is what you will use on everything that you send to the BCRC from now on. It routes whatever you send to the right person/place.

#### OPTION #1 (Old School Paper Driven Version)

Within 65 days of the issuance of the Rights and Responsibilities letter, you will receive the **Conditional Payments** letter. This letter should be accompanied by a ledger of those costs that Medicare considers claim related, if Medicare has identified anything claim related. Immediately begin an audit of client's claim related billings and reconcile with Conditional Payments ledger.

- If treatment which is not claim related is found in the ledger, immediately fax a response to the **BCRC (Fx. 405-869-3309)** which includes:
  - Letter explaining which dates of service, along with corresponding CPT codes, are not claim related.
  - Copies of chart notes supporting position that treatment was not claim related, or medical report supporting such.

- iii. Copy of the Conditional Payments ledger with notations next to those entries which are not claim related.
- b. Fax the BCRC the client's signed **Proof of Representation [Form B]**.
- c. Register/Access your client's MyMedicare.gov online profile.
  - i. Go to [www.mymedicare.gov](http://www.mymedicare.gov).

The screenshot shows the Medicare.gov homepage. At the top, there is a navigation bar with the Medicare.gov logo, a search bar, and links for Sign In, Email, Live Chat, Print, Bookmark & Share, RSS, and Español. Below this is a secondary navigation bar with buttons for Home, Manage Your Health, Medicare Basics, Resource Locator, and Help & Support.

The main content area is titled "Getting Started" and features a large image of an elderly couple looking at a laptop. To the left of the image are four orange buttons: "Claims", "Plans & Coverage", "My Health", and "Online Tour". The text next to the image reads: "Welcome to Medicare's free, secure online service for accessing personalized information regarding your Medicare benefits and services. New to MyMedicare.gov? [Create an account](#)".

Below the main content are three columns:

- Secure Sign In:** A form with fields for \*Username and \*Password, and a "Sign In" button. A note states: "Fields marked with a red asterisk (\*) are required". Below the form is a link: "New To MyMedicare.gov? [Create an Account](#)".
- What's New?:** A section titled "Blue Button is here! Blue Button allows you to download your data to a text file. Look for the Blue Button as you search claims and view your On the Go Report." It includes a "Download My Data" button and a "Learn More" link.
- Registration Information:** A section stating: "In order to use this service you must be a registered user. If you have not registered, [sign up](#)." It also includes a link to an "online demo".

- ii. If your client already has a profile, refer to the authorization you had your client sign, to login to their account.
- iii. If your client does not have a MyMedicare.gov account, create one for them.
- iv. Once logged in, look for the MSP tab along the top edge of the website.
  - a. This tab is usually the last one on the right.

**MyMedicare.gov**  
The Official U.S. Government Site for Medicare

Welcome, Karen L. Anderson | Sign Out

What are you looking for?

[10] Message(s) | My Account | Live Chat | Print | Español (Spanish) | A A

Home | Claims | Plans & Coverage | My Health | MSP

On the Go Report

## Welcome to MyMedicare.gov!

Check this page often for a snap shot of your Medicare account activities.

Print your personalized **On the Go Report** before your next doctor's visit.

### Account Overview

<b>Email Address:</b>	kndatki@msn.com	<a href="#">Update Email</a>
<b>Emergency Contact:</b>		<a href="#">Add Emergency Contact</a>
<b>Electronic Medicare &amp; You Handbook:</b>		<a href="#">Sign Up</a>

### Plans & Coverage

PLAN TYPE	EFFECTIVE DATE
Part A (Hospital Inpatient & Outpatient, Home Health and Hospice)	07/01/2007
Part B (Physician Outpatient)	07/01/2007
<b>MEDICARE HEALTH &amp; DRUG PLAN:</b>	
UCARE MINNESOTA	Covers Prescription Drugs
Plan ID : H2459 - 013	

### Providers

You have not entered any favorite providers. [Select and add favorite providers.](#)

### A Note to Medicare Advantage Beneficiaries

Medicare offers various preventive services which help you stay healthy, identify health problems early, and prevent certain diseases or illnesses. For complete information about Medicare preventive services, you can go to the [Medicare.gov Preventive Services page](#). In addition, as a Medicare Advantage beneficiary, you should contact your plan administrator to determine if you are eligible for any of the listed preventive services.

- d. You now have access to the same ledger that the BCRC uses. This ledger is updated every 90 days, and will show the date of the most recent update done to it. Check it often to see what Medicare has added to the ledger, and notify the BCRC immediately if some sneak on there that are not claim related.
- e. **AND/OR**, use the BCRC's automated phone system to verify the total amount of the current conditional payments ledger, and receipt of key Medicare documents. 855-798-2627.
  - i. When you call, be prepared to enter in client's SSN, DOB, name, and Case ID# (15-digit number on ledger).

OPTION #2 (New-fangled, faster internet way of the future)

Get registered for the MSPRP website (instructions below)

Login to the Medicare Secondary Payer Recovery Portal (MSPRP) and add your client to your client list using the 15 digit Case ID number. Once added, complete verification by uploading Proof of Authorization.

Wait about two days and check back in. At this point, you should be able to access your client's conditional payments ledger online (if Medicare has identified any claim related payments), as well as dispute those charges that are not in line with your audit.

## **STEP 4**

The moment you have a firm settlement or verdict amount:

- a. Fax the BCRC a completed **Final Settlement Detail [Form D]**, or submit via the MSPRP.
- b. Two weeks after faxing/submitting the Final Settlement Detail, begin calling the BCRC once every week to check on the status of its receipt of the Final Settlement Detail and the return of the **Final Demand** letter. The automated phone system can update you on receipt of your Final Settlement Detail as well as the date the Demand Letter was sent as well as the amount of the Demand.
- c. Upon receipt of the **Final Demand** letter you may issue payment to Medicare.
  - i. Medicare will not sign a release or satisfaction of subrogation. Use the cover sheet that you have used with all of your other correspondence and make sure the box labeled "check" is checked.
  - ii. Any attempt to bind Medicare with a letter that states, "this is full and final payment," will be responded to that Medicare can collect conditional payments at any time up through the SOL. Don't try it.
  - iii. Medicare must receive payment or a request for an appeal within 60 days of the issuance of the Demand Letter.

## **SPECIAL CIRCUMSTANCES**

### **Requests for Waivers or Reductions**

If you know that your settlement will be a deficiency (more medical bills than insurance coverage) or you face a contributory negligence defense (your client shares fault), Medicare will typically not reduce its claim. Medicare may reduce its claim if your client can demonstrate that the injuring event that the claim is based on put them into financial hardship.

- i. Complete the **Request for Waiver [Form E]** as soon as this circumstance becomes apparent, and provide sufficient evidence of the financial hardship for Medicare to consider. This process is not short, so start it as soon as you are aware of the need to request the reduction or waiver.

### **Appealing the Final Demand**

If you disagree with the amount that the BCRC is claiming your client owes back to Medicare, follow the procedures outlined in the Final Demand letter. Pay attention to deadlines and keep in mind that Medicare will charge interest on any unpaid balance your client actually owes to Medicare after the 60 days past Final Demand are up. If you know that your client owes Medicare some part of what it's claiming, it may be prudent to pay it as an "undisputed amount" to mitigate interest penalties.

### **Late notification to Medicare regarding claim**

If you discover payments made by Medicare close to or at the time of settlement (or you are REALLY lazy), then Medicare does have an expedited process to determine what your client owes it. Keep in mind, however, that time frames for objecting to non-claim related items are short and if you

miss deadlines you WAIVE your client's right to dispute them. Instructions for that process, called **Conditional Payments Notice** are attached to these materials.

## MEDICARE SECONDARY PAYER RECOVERY PORTAL

Getting started with the MSPRP means that you must first sign up. Do that by going to:

<https://www.cob.cms.hhs.gov/MSPRP/login>

Once there, you will be presented with some intern's summer disclosure project, which you will ignore, and then proceed to scroll down, where you will click on "I accept." Doing so will deduct \$100 from your personal bank account (I kid, I KID!!!). After accepting, you are taken to the Welcome page, which gives you three options – Register, Setup, or Sign in. If this is your first time, you need to Register.

The screenshot shows the Medicare Secondary Payer Recovery Portal (MSPRP) website. At the top, there is a header with the CMS logo and the text "Medicare Secondary Payer Recovery Portal". Below the header is a navigation bar with links for "About This Site", "CMS Links", "How To...", "Reference Materials", and "Contact Us". The main content area is titled "Welcome to the MSPRP" and contains introductory text and a "Getting Started" section. Two buttons are visible: "New Registration" (labeled "STEP 1") and "Account Setup" (labeled "STEP 2"). A blue circle highlights the "New Registration" button. On the right side, there is a "Sign in to your account" section with input fields for "User Name" and "Password", and "Login" and "Clear" buttons.

When you click on the New Registration page, it will take you to a page that asks you to designate your profile as one of a Representative or Corporate. Unless you are a large employer working on employee benefits or a first party insurer, pick **Representative**.

**CMS**  
CENTERS for MEDICARE & MEDICAID SERVICES

# Medicare Secondary Payer Recovery Portal

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## Select Account Type

Print this page

Quick Help  
Help About This Page

Select the type of account for which you are registering:

**Corporate**  
A corporate account type indicates that the entity has an Employer Identification Number (EIN) and will be regularly submitting MSPRP requests.

**Representative**  
A representative account type indicates that the entity does not have an Employer Identification Number (EIN) but will be regularly submitting MSPRP requests.

Continue Cancel

After clicking on Continue, you will be taken to a page where you will fill out your information. That is, you the Representative. The Representative is the lawyer – whether there is a staff person at your firm that handles this stuff or not, the lawyer’s name and info goes here.

**CMS**  
CENTERS for MEDICARE & MEDICAID SERVICES

# Medicare Secondary Payer Recovery Portal

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## Representative Information

Quick Help  
Help About This Page

An asterisk (\*) indicates a required field.

\*First Name:  MI:  \*Last Name:

\*Social Security Number:  -  -

\*E-Mail Address:

\*Re-enter E-Mail Address:

\*Phone:  -  -  ext.

Fax:  -  -

Mailing Address:

\*Address Line 1:

Address Line 2:

\*City:

\*State:

\*Zip Code:  -

Previous Continue Cancel

After you enter in your information, you will be sent an email verifying your submission to CMS with an attachment. That attachment is both an information verification form and an agreement which you must sign, scan, and send back to CMS for approval.



Medicare Secondary Payer  
Recovery Portal  
Profile Report

Account ID:31233 Account Type:Representative Date:Jul 11, 2012

EDI Contact Information:

Email: COBVA@GHIMedicare.com Phone: (646) 458-6740

Representative:

Name: Steven Shaw Phone: (425)214-4946  
Address: 11417 124th Ave NE Suite 201A  
Kirkland WA 98033  
Email: steve@shawfirm.com

Account Manager:

Name: Steven Shaw Phone: (425)214-4946  
Address: 11417 124th Ave NE Suite 201A  
Kirkland WA 98033  
Email: steve@shawfirm.com

Account ID:31233 Account Type:Representative Date:Jul 11, 2012

EDI Contact Information:

Email: COBVA@GHIMedicare.com Phone: (646) 458-6740

SAFEGUARDING & LIMITING ACCESS TO DATA

I, the undersigned Account Manager for the MSPRP representative account defined above, certify that the information contained in this Registration is true, accurate and complete to the best of my knowledge and belief, and I authorize CMS to verify this information. I agree to establish and implement proper safeguards against unauthorized use and disclosure of the data for the purposes of MSPRP proposal(s) review and processing. Proper safeguards shall include the adoption of policies and procedures to ensure that the data obtained shall be used solely in accordance with Section 1106 of the Social Security Act [42 U.S.C. ? 1306], Section 1874(b) of the Social Security Act [42 U.S.C. ? 1395k(b)], Section 1862(b) of the Social Security Act [42 U.S.C. ? 1395y(b)], and the Privacy Act of 1974, as amended [5 U.S.C. ? 552a]. Users shall establish appropriate administrative, technical, procedural, and physical safeguards to protect the confidentiality of the data and to prevent unauthorized access to the data provided by the CMS. You agree that the authorized representatives of the CMS shall be granted access to premises where the Medicare data are kept for the purpose of inspecting security arrangements and confirming whether the user is in compliance with the security requirements specified above. Access to any information exchanged during the MSP Recovery process shall be restricted to CMS, COBC, and MSPRC personnel, and other authorized users who require access to 1) perform their official duties in accordance with the approved uses of the information; (2) respond to authorized law enforcement investigations; or (3) respond to any required legal process. Such personnel shall be advised of (1) the confidential nature of the information; (2) safeguards required to protect the information; and (3) the administrative, civil and criminal penalties for noncompliance contained in applicable Federal laws.

Signature of Account Manager: 

Date: 7/11/12

Once received and approved by CMS, you will be send a letter in the mail with your account number, and a PIN. You need those two pieces of information to set up your profile.



## Account Setup

Please enter your Account Identification Number (Account ID) and Personal Identification Number (PIN), which was sent to the account contact after completion of the New Registration step.

We also ask for your E-mail address to see if you are already associated to another account on the MSPRP. Existing users will not be allowed to be associated to multiple MSPRP accounts. New users must go through the process of creating a Login ID and Password.

An asterisk (\*) indicates a required field.

\*Account ID:

\*Personal Identification Number (PIN):

\*Account Manager's E-mail Address:

\*Re-enter E-mail Address:

[Previous](#)[Continue](#)

### Quick Help

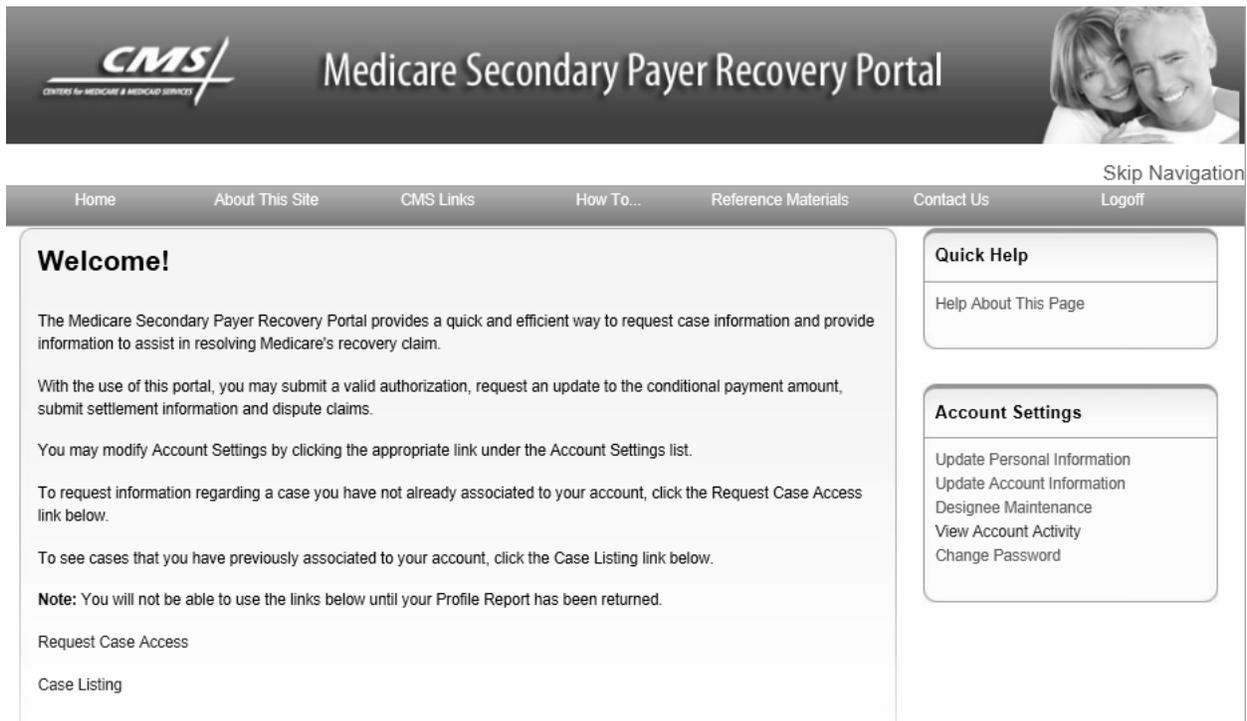
[Help About This Page](#)

As you can see, now it is asking for the email address of the **Account Manager**. The account manager can be you, if you are the one at your firm that deals with all of your subrogated interests. If not, this is the perfect time to pass the buck, because the Account Manager can be different from the Representative.

Following the entry of the Account Manager's information, you choose a username and a password, which operates like any other website where you have to login.

Here is the welcome screen once you've logged in. Spectacular, no? CMS is not into pleasing the eye, so get used to the textual interface.

On the right, you will notice links that let you update your representative and Account Manager's information, passwords, view account activity, set up Designees, etc. At the bottom of the page, you will see two links: Request Case Access, and Case Listing. There will not be any cases in the listing, until you have added at least one under the Request Case Access tab, so go there first.



The screenshot shows the Medicare Secondary Payer Recovery Portal. At the top left is the CMS logo with the text "CENTERS for MEDICARE & MEDICAID SERVICES". To the right of the logo is the title "Medicare Secondary Payer Recovery Portal" and a small image of a smiling couple. Below the header is a navigation bar with links: Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is divided into two columns. The left column has a "Welcome!" section with several paragraphs of text and two links: "Request Case Access" and "Case Listing". The right column has two sections: "Quick Help" with a link "Help About This Page" and "Account Settings" with links "Update Personal Information", "Update Account Information", "Designee Maintenance", "View Account Activity", and "Change Password".

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**Logoff**

### Welcome!

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 modify Account Settings by clicking the appropriate link under the Account Settings list.

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](#)

#### Quick Help

[Help About This Page](#)

#### Account Settings

- [Update Personal Information](#)
- [Update Account Information](#)
- [Designee Maintenance](#)
- [View Account Activity](#)
- [Change Password](#)

To get Case Access, you need four pieces of information: Case ID (from the Rights and Resp. letter), Medicare number or SSN, client's last name, and date of birth. With that, the case will be listed on your Case Listings page.


Medicare Secondary Payer Recovery Portal


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## Case Listing

The following are the case inquiries associated to Account ID: 31233

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link.

To perform a search, enter the search criteria and click the search button.

ReMAS Case ID:

Beneficiary HICN:  OR

Beneficiary SSN:  -  -

Selecting Cancel will return to the Home Page.

ReMas Case ID	Bene Last Name	Bene HICN/SSN	Bene Date of Birth	Case Access
201034009000771	██████████	*****0550A	07/11/1942	Manage Access
201203709001329	██████████	*****3976A	11/03/1960	Manage Access

**Quick Help**

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Help About This Page

Privacy Policy | User Agreement

By clicking on one of the cases that you've added, you will be taken to your client's profile page. This is the page that you will use most often with this tool.

The screenshot displays the Medicare Secondary Payer Recovery Portal interface. At the top, the CMS logo is on the left, and the title "Medicare Secondary Payer Recovery Portal" is centered. A navigation bar below the title includes links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. A "Skip Navigation" link is also present. The main content area is divided into two columns. The left column, titled "Case Information", contains the following details: Case ID: 20103 40090 00771; Case Type: Liability; Case Status: Open; Beneficiary Medicare Number: \*\*\*\*\*0550A; Beneficiary DOB: 07/11/1942; Beneficiary Last Name: [REDACTED]; Authorization Level: Proof of Representation; Authorization Status: Verified; Rights and Responsibilities Letter Mail Date: 12/17/2010; Conditional Payment Letter Mail Date: [REDACTED]; Current Conditional Payment Amount: \$0.00; Conditional Payment Amount was updated on: 09/24/2012; Demand Letter Mail Date: [REDACTED]; Demand Amount: [REDACTED]. A "Print this page" icon is located in the top right of this section. Below the case information, a message states: "Please select an action from the following list, if the option is disabled it may not be available for the case at this time:". The list includes: View/Request Authorizations (Proof of Representation or Consent to Release), Request an update to the conditional payment amount, Request a copy of the conditional payment letter, View/Dispute Claims Listing, and Provide the Notice of Settlement Information. At the bottom of this section are "Continue" and "Cancel" buttons. The right column, titled "Quick Help", contains a "Help About This Page" link. At the bottom of the page, there are links for "Privacy Policy" and "User Agreement".

Only the client's last name, last 4 of their Medicare number, and their birthdate are used to identify the beneficiary. From this screen, you will see below the client's name that an authorization has been filed with the MSPRP for this client, which makes certain tasks below the identification pane available, such as requesting an update of the conditional payment amount. Requesting a ledger is not available, however, because Medicare has not found any conditional payments for her.

If we look at a different client, we can see that there is a balance owed, but there are still some tasks that have not been made available because the Proof of Representation has been received, but not verified.



# Medicare Secondary Payer Recovery Portal



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## Case Information

 Print this page

<b>Case ID:</b> 20120 37090 01329	<b>Rights and Responsibilities Letter Mail Date:</b> 02/17/2012
<b>Case Type:</b> Automobile No-Fault	
<b>Case Status:</b> Open <a href="#">What is this?</a>	
<b>Beneficiary Medicare Number:</b> *****3976A	<b>Conditional Payment Letter Mail Date:</b> 10/11/2012
<b>Beneficiary DOB:</b> 11/03/1960	<b>Current Conditional Payment Amount:</b> \$713.44
<b>Beneficiary Last Name:</b> ██████████	<b>Conditional Payment Amount was updated on:</b> 09/07/2012
<b>Authorization Level:</b> Proof of Representation	<b>Demand Letter Mail Date:</b>
<b>Authorization Status:</b> Unverified	<b>Demand Amount:</b>

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 (Proof of Representation or Consent to Release)
- Request an update to the conditional payment amount [What is this?](#)
- Request a copy of the conditional payment letter [What is this?](#)
- View/Dispute Claims Listing [What is this?](#)
- Provide the Notice of Settlement Information

[Continue](#) [Cancel](#)

[Privacy Policy](#) | [User Agreement](#)

## Designees

Within the portal, you can assign different staff to monitor particular clients. First they must be added by clicking on the Designee Maintenance link from the Welcome screen after login. Once added, by clicking on Case Listing, you can add one or more designees to each client by clicking on the Manage Access link next to their entry on the Cases listing.

The screenshot shows the Medicare Secondary Payer Recovery Portal. The header includes the CMS logo and the text "Medicare Secondary Payer Recovery Portal". A navigation bar contains links for Home, About This Site, CMS Links, How To..., Reference Materials, Contact Us, and Logoff. The main content area is titled "Case Listing" and includes a "Print this page" icon. Below the title, it states: "The following are the case inquiries associated to Account ID: 31233". Instructions follow: "To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link." and "To perform a search, enter the search criteria and click the search button." A search form contains fields for "ReMAS Case ID:", "Beneficiary HICN:", and "Beneficiary SSN:", with an "OR" option between HICN and SSN, and a "Search" button. Below the search form, it says "Selecting Cancel will return to the Home Page." A table titled "Cases" lists two entries with columns for ReMas Case ID, Bene Last Name, Bene HICN/SSN, Bene Date of Birth, and Case Access. A "Cancel" button is located below the table. A "Quick Help" sidebar on the right contains a "Help About This Page" link. The footer contains "Privacy Policy | User Agreement".

**Case Listing**

The following are the case inquiries associated to Account ID: 31233

To view case detail information, click the case number. To manage Designee access to the case, click on the Manage Access link.

To perform a search, enter the search criteria and click the search button.

ReMAS Case ID:

Beneficiary HICN:  OR

Beneficiary SSN:  -  -

Selecting Cancel will return to the Home Page.

**Cases**

ReMas Case ID	Bene Last Name	Bene HICN/SSN	Bene Date of Birth	Case Access
201034009000771	██████	****0550A	07/11/1942	Manage Access
201203709001329	██████	****3976A	11/03/1960	Manage Access

Quick Help  
Help About This Page

Privacy Policy | User Agreement

## Getting help

The help desk for this application is called the EDI Help Desk Department. Their phone number and email address is on the Contact Us link on the login page. I have emailed them on three different occasions, and have received follow-up phone calls within 24 hours, which is industry standard and pretty good.



**Section III**

\_\_\_\_\_  
Claimant Name (Please Print)

\_\_\_\_\_  
Claim Number

For the reason(s) listed below, I have not provided the information requested. I understand that if I am a Medicare beneficiary and I do not provide the requested information, I may be violating obligations as a beneficiary to assist Medicare in coordinating benefits to pay my claims correctly and promptly.

**Reason(s) for Refusal to Provide Requested Information:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Person Completing This Form

\_\_\_\_\_  
Date

## PROOF OF REPRESENTATION

This document is to inform the Centers for Medicare & Medicaid Services (CMS) that the below-named Medicare Beneficiary has given another individual the authority to represent and act on his or her behalf with respect to a claim for liability insurance, or workers' compensation, including releasing identifiable health information or resolving any potential recovery claim that Medicare may have if there is a settlement, judgment, award or other payment.

<b><u>Type of Representative (Check one):</u></b>  <input type="checkbox"/> Attorney  <input type="checkbox"/> Guardian  <input type="checkbox"/> Conservator  <input type="checkbox"/> Power of Attorney  <input type="checkbox"/> Other Individual (Non-Attorney)	<b><u>Representative Contact Information:</u></b>  Name: _____  Relationship to Medicare Beneficiary: _____  Firm Name: _____  Address: _____  _____  Telephone: _____
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**Medicare Beneficiary:** (Must match information on Beneficiary's Medicare Card)

Name: \_\_\_\_\_

HIC Number: \_\_\_\_\_

Date of Loss: \_\_\_\_\_

Beneficiary Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Representative Signature: \_\_\_\_\_

Date: \_\_\_\_\_

NGHP

P.O. Box 138832 | Oklahoma City, OK 73113 | Fax: (405) 869-3309

Authorization to Access MyMedicare.Gov Profile

I, \_\_\_\_\_, authorize the \_\_\_\_\_ Law Firm to access my “MyMedicare.Gov” profile to obtain information necessary for their representation of me. This authorization expires upon the fulfillment or termination of my client agreement with the \_\_\_\_\_ Law Firm.

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

I already have a MyMedicare.Gov profile, and provide below the current username and password.

Username: \_\_\_\_\_

Password: \_\_\_\_\_

I do not currently have a MyMedicare.Gov profile, but authorize the \_\_\_\_\_ Law Firm to create one for me.



## **Final Settlement Detail Document**

Beneficiary Name:

Medicare Number:

Date of Incident:

When a beneficiary receives a settlement, judgment, award, or other payment, Medicare is entitled to recover associated payments made by the Medicare program. If certain conditions are met, Medicare reduces its conditional payment to take into account a proportionate share of the costs incurred in resolving the beneficiary's claim. **See 42 C.F.R. 411.37.** In general, the recovery demand must be against the individual or entity that received payment, the costs must have been incurred because the matter was disputed, and the costs must be paid by the individual or entity against whom/which Medicare seeks recovery. There is no proportionate reduction if payment is not in dispute – for example a payment for no-fault insurance.

In order for Medicare to properly calculate the net refund it is due, please supply the information outlined below. This information will also be used to update the beneficiary's records to show resolution of this matter. If you have a representative, this information should be submitted by your representative on his/her letterhead.

**Total Amount of the Settlement:**

**Total Amount of Med-Pay or PIP:**

**Attorney Fee Amount Paid by the Beneficiary:**

**Additional Procurement Expenses Paid by the Beneficiary:**

(Please submit an itemized listing of these expenses)

**Date the Case Was Settled:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

This information should be submitted **along with a copy of this notice** to:

Benefits Coordination & Recovery Center  
NGHP  
Post Office Box 138832  
Oklahoma City, OK 73113

If you have any questions concerning this matter, please call the Benefits Coordination & Recovery Center (BCRC) at 1-855-798-2627 (TTY/TDD: 1-855-797-2627 for the hearing and speech impaired) or you may contact us in writing at the address above. If you contact us in writing, please be sure to include the beneficiary's name and his/her Medicare health insurance claim number.

# SOCIAL SECURITY ADMINISTRATION

Form Approved  
OMB No. 0960-0037

## Request For Waiver Of Overpayment Recovery Or Change In Repayment Rate

We will use your answers on this form to decide if we can waive collection of the overpayment or change the amount you must pay us back each month. If we can't waive collection, we may use this form to decide how you should repay the money.

Please answer the questions on this form as completely as you can. We will help you fill out the form if you want. If you are filling out this form for someone else, answer the questions as they apply to that person.

FOR SSA USE ONLY	
ROAR Input	<input type="checkbox"/> Yes <input type="checkbox"/> No
Input Date	
Waiver	<input type="checkbox"/> Approval <input type="checkbox"/> Denial
SSI	<input type="checkbox"/> Yes <input type="checkbox"/> No
AMT OF OP \$	
PERIOD (DATES) OF OP	

**1.** A. Name of person on whose record the overpayment occurred: \_\_\_\_\_

B. Social Security Number  
□ □ □ — □ □ — □ □ □ □

C. Name of overpaid person(s) making this request and his/her Social Security Number(s):

\_\_\_\_\_ □ □ □ — □ □ — □ □ □ □  
\_\_\_\_\_ □ □ □ — □ □ — □ □ □ □  
\_\_\_\_\_ □ □ □ — □ □ — □ □ □ □  
\_\_\_\_\_ □ □ □ — □ □ — □ □ □ □

**2.** Check any of the following that apply. (Also, Fill in the dollar amount in B, C, or D.)

A.  The overpayment was not my fault and I cannot afford to pay the money back and/or it is unfair for some other reasons.

B.  I cannot afford to use all of my monthly benefit to pay back the overpayment. However I can afford to have \$ \_\_\_\_\_ withheld each month

C.  I am no longer receiving Supplement Security Income (SSI) payments. I want to pay back \$ \_\_\_\_\_ each month instead of paying all of the money at once.

D.  I am receiving SSI payments. I want to pay back \$ \_\_\_\_\_ each month instead of paying 10% of my total income.

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**SECTION I-INFORMATION ABOUT RECEIVING THE OVERPAYMENT**

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**3.** A. Did you, as representative payee, receive the overpaid benefits to use for the beneficiary?  Yes  No (Skip to Question 4)

B. Name and address of the beneficiary

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C. How were the overpaid benefits used?

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**4.** If we are asking you to repay someone else's overpayment:  Yes  No

A. Was the overpaid person living with you when he/she was overpaid?

B. Did you receive any of the overpaid money?  Yes  No

C. Explain what you know about the overpayment AND why it was not your fault.

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**5.** Why did you think you were due the overpaid money and why do you think you were not at fault in causing the overpayment or accepting the money?

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**6.** A. Did you tell us about the change or event that made you overpaid?  Yes  No  
If no, why didn't you tell us?

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B. If yes, how, when and where did you tell us? If you told us by phone or in person, who did you talk with and what was said?

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C. If you did not hear from us after your report, and/or your benefits did not change, did you contact us again?  Yes  No

**7.** A. Have we ever overpaid you before?  Yes  No

If yes, on what Social Security number?

—  —

B. Why were you overpaid before? If the reason is similar to why you are overpaid now, explain what you did to try to prevent the present overpayment.

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SECTION II-YOUR FINANCIAL STATEMENT

NAME:

SSN:

You need to complete this section if you are asking us either to waive the collection of the overpayment or to change the rate at which we asked you to repay it. Please answer all questions as fully and as carefully as possible. We may ask to see some documents to support your statements, so you should have them with you when you visit our office.

EXAMPLES ARE:

- Current Rent or Mortgage Books
- Savings Passbooks
- Pay Stubs
- Your most recent Tax Return
- 2 or 3 recent utility, medical, charge card, and insurance bills
- Cancelled checks
- Similar documents for your spouse or dependent family members

Please write only whole dollar amounts-Round any cents to the nearest dollar. If you need more space for answers, use the "Remarks" section at the bottom of page 7.

- 9.** A. Do you now have any of the overpaid checks or money in your possession (or in a savings or other type of account)?  Yes Amount:\$ \_\_\_\_\_  
Return this amount to SSA  
 No
- B. Did you have any of the overpaid checks or money in your possession (or in a savings or other type of account) at the time you received the overpayment notice?  Yes Amount:\$ \_\_\_\_\_  
Answer Question 10.  
 No

**10.** Explain why you believe you should not have to return this amount.

\_\_\_\_\_

\_\_\_\_\_

ANSWER 11 AND 12 ONLY IF THE OVERPAYMENT IS SUPPLEMENTAL SECURITY INCOME PAYMENTS (SSI). IF NOT, SKIP TO 13.

- 11.** A. Did you lend or give away any property or cash after notification of the overpayment?  Yes (Answer Part B)  
 No (Go to question 12.)
- B. Who received it, relationship (if any), description and value:

\_\_\_\_\_

- 12.** A. Did you receive or sell any property or receive any cash (other than earnings) after notification of this overpayment?  Yes (Answer Part B)  
 No (Go to Question 13.)
- B. Describe property and sale price or amount of cash received:

\_\_\_\_\_

- 13.** A. Are you now receiving cash public assistance such as Supplemental Security Income (SSI) payments?  Yes (Answer B and C and See note below)  
 No
- B. Name or kind of public assistance  C. Claim Number

\_\_\_\_\_

**IMPORTANT:** If you answered "YES" to question 13, DO NOT answer any more questions on this form. Go to page 8, sign and date the form, and give your address and phone number(s). Bring or mail any papers that show you receive public assistance to your local Social Security office as soon as possible.

## Members Of Household

**14.** List any person (child, parent, friend, etc.) who depends on you for support AND who lives with you.

NAME	AGE	RELATIONSHIP (If none, explain why the person is dependent on you)

## Assets-Things You Have And Own

**15.** A. How much money do you and any person(s) listed in question 14 above have as cash on hand, in a checking account, or otherwise readily available?

\$
----

B. Does your name, or that of any other member of your household appear, either alone or with any other person, on any of the following?

TYPE OF ASSET	OWNER	BALANCE OR VALUE	SHOW THE INCOME (Interest, dividends) EARNED EACH MONTH. (If none explain in spaces below) If paid quarterly, divide by 3.	
			PER MONTH	
SAVINGS (Bank, Savings and Loan, Credit Union)		\$	\$	
		\$	\$	
CERTIFICATES OF DEPOSIT (CD)		\$	\$	
INDIVIDUAL RETIREMENT ACCOUNT (IRA)		\$	\$	
MONEY OR MUTUAL FUNDS		\$	\$	
BONDS, STOCKS		\$	\$	
TRUST FUND		\$	\$	
CHECKING ACCOUNT		\$	\$	
OTHER (EXPLAIN)		\$	\$	
TOTALS →		\$	\$	Enter the "Per Month" total on line (k) of question 19.

**16.** A. If you or a member of your household own a car, (other than the family vehicle), van, truck, camper, motorcycle, or any other vehicle or a boat, list below.

OWNER	YEAR, MAKE/MODEL	PRESENT VALUE	LOAN BALANCE (if any)	MAIN PURPOSE FOR USE
		\$	\$	
		\$	\$	
		\$	\$	

B. If you or a member of your household own any real estate (buildings or land), OTHER than where you live, or own or have an interest in, any business, property, or valuables, describe below.

OWNER	DESCRIPTION	MARKET VALUE	LOAN BALANCE (if any)	USAGE-INCOME (rent etc.)
		\$	\$	
		\$	\$	
		\$	\$	
		\$	\$	

# Monthly Household Income

If paid weekly, multiply by 4.33 (4 1/3) to figure monthly pay. If paid every 2 weeks, multiply by 2.166 (2 1/6) If self-employed, enter 1/12 of net earnings. Enter monthly TAKE HOME amounts on line A of question 19 also.

**17. A. Are you employed?**  YES (Provide information below)  NO (Skip to B)

Employer name, address, and phone: (Write "self" if self-employed)	Monthly pay before deduction (Gross)	\$
	Monthly TAKE-HOME pay (NET)	\$

**B. Is your spouse employed?**  YES (Provide information below)  NO (Skip to C)

Employer(s) name, address, and phone: (Write "self" if self-employed)	Monthly pay before deduction (Gross)	\$
	Monthly TAKE-HOME pay (NET)	\$

**C. Is any other person listed in Question 14 employed?**  YES  NO (Go to Question 18) Name(s)

Employer(s) name, address, and phone: (Write "self" if self-employed)	Monthly pay before deduction (Gross)	\$
	Monthly TAKE-HOME pay (NET)	\$

**18. A. Do you, your spouse or any dependent member of your household receive support or contributions from any person or organization?**  YES (Answer B)  NO (Go to question 19)

B. How much money is received each month? \$	SOURCE
(Show this amount on line (J) of question 19)	

BE SURE TO SHOW MONTHLY AMOUNTS BELOW - If received weekly or every 2 weeks, read the instruction at the top of this page.

19. INCOME FROM #17 AND #18 ABOVE AND OTHER INCOME TO YOUR HOUSEHOLD	YOURS	✓	SPOUSE'S	✓	OTHER HOUSEHOLD MEMBERS	✓	SSA USE ONLY	
A. TAKE HOME Pay (Net) (From #17 A, B, C, above)	\$	<input type="checkbox"/>	\$	<input type="checkbox"/>	\$	<input type="checkbox"/>		
B. Social Security Benefits		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
C. Supplemental Security Income (SSI)		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
D. Pension(s) (VA, Military, Civil Service, Railroad, etc.)	TYPE	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
	TYPE	<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
E. Public Assistance (Other than SSI)		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
F. Food Stamps (Show full face value of stamps received)		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
G. Income from real estate (rent, etc.) (From question 16B)		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
H. Room and/or Board Payments (Explain in remarks below)		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
I. Child Support/Alimony		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
J. Other Support (From #18 (B) above)		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
K. Income From Assets (From question 15)		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
L. Other (From any source, explain below)		<input type="checkbox"/>		<input type="checkbox"/>		<input type="checkbox"/>		
REMARKS	TOTALS	\$	\$		\$			
<b>GRAND TOTAL</b>							\$	
(Add 3 total blocks above)								

# MONTHLY HOUSEHOLD EXPENSES

If the expense is paid weekly or every 2 weeks, read the instruction at top of Page 5. Do NOT list an expense that is withheld from income (Such as Medical Insurance). Only take home pay is used to figure income.

Show "CC" as the expense amount if the expense (such as clothing) is part of CREDIT CARD EXPENSE SHOWN ON LINE (F).

		\$ PER MONTH	SSA USE ONLY
<b>20.</b>	A. Rent or Mortgage (If mortgage payment includes property or other local taxes, insurance, etc. DO NOT list again below.)		
	B. Food (Groceries (include the value of food stamps) and food at restaurants, work, etc.)		
	C. Utilities (Gas, electric, telephone)		
	D. Other Heating/Cooking Fuel (Oil, propane, coal, wood, etc.)		
	E. Clothing		
	F. Credit Card Payments (show minimum monthly payment allowed)		
	G. Property Tax (State and local)		
	H. Other taxes or fees related to your home (trash collection, water-sewer fees)		
	I. Insurance (Life, health, fire, homeowner, renter, car, and any other casualty or liability policies)		
	J. Medical-Dental (After amount, if any, paid by insurance)		
	K. Car operation and maintenance (Show any car loan payment in (N) below)		
	L. Other transportation		
	M. Church-charity cash donations		
	N. Loan, credit, lay-away payments (If payment amount is optional, show minimum)		
	O. Support to someone NOT in household (Show name, age, relationship (if any) and address)		
P. Any expense not shown above (Specify)			
EXPENSE REMARKS Also explain any unusual or very large expenses, such as medical, college, etc.)	TOTAL	\$	

# INCOME AND EXPENSES COMPARISON

<b>21. A. Monthly income</b> (Write the amount here from the "Grand Total" of #19. _____)	→	\$	
<b>B. Monthly Expenses</b> Write the amount here from the "Total" of #20. _____	→	\$	
<b>C. Adjusted Household Expenses</b> _____	→	+	\$25
<b>D. Adjusted Monthly Expenses (Add (B) and (C))</b> _____	→	\$	

<b>22.</b> If your expenses (D) are more than your income (A), explain how you are paying your bills.	<b>FOR SSA USE ONLY</b>	
<input type="checkbox"/> <b>INC. EXCEEDS</b> ADJ EXPENSE	\$	
<input type="checkbox"/> <b>INC LESS THAN</b> ADJ EXPENSE	\$	

# FINANCIAL EXPECTATION AND FUNDS AVAILABILITY

**23. A.** Do you, your spouse or any dependent member of your household expect your or their financial situation to change (for the better or worse) in the next 6 months? (For example: a tax refund, pay raise or full repayment of a current bill for the better-major house repairs for the worse).  YES (Explain on line below)  
 NO

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**B.** If there is an amount of cash on hand or in checking accounts shown in item 15A, is it being held for a special purpose?  No amount on hand  
 NO (Money available for any use)  
 YES (Explain on line below)

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**C.** Is there any reason you CANNOT convert to cash the "Balance or Value" of any financial asset shown in item 15B.  YES (Explain on line below)  
 NO

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**D.** Is there any reason you CANNOT SELL or otherwise convert to cash any of the assets shown in items 16A and B?  YES (Explain on line below)  
 NO

**REMARKS SPACE** – If you are continuing an answer to a question, please write the number (and letter, if any) of the question first.

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(MORE SPACE ON NEXT PAGE)

(REMARKS SPACE (Continued))

**PENALTY CLAUSE, CERTIFICATION AND PRIVACY ACT STATEMENT**

I declare under penalty of perjury that I have examined all the information on this form, and on any accompanying statements or forms, and it is true and correct to the best of my knowledge. I understand that anyone who knowingly gives a false or misleading statement about a material fact in this information, or causes someone else to do so, commits a crime and may be sent to prison, or may face other penalties, or both.

**SIGNATURE OF OVERPAID PERSON OR REPRESENTATIVE PAYEE**

SIGNATURE (First name, middle initial, last name) (Write ink)

DATE (Month, Day, Year)

HOME TELEPHONE NUMBER (Include area code)

( ) -

WORK TELEPHONE NUMBER IF WE MAY CALL YOU AT WORK (Include area code)

( ) -

**SIGN  
HERE** 

MAILING ADDRESS (Number and street, Apt. No., P.O. Box, or Rural Route)

CITY AND STATE

ZIP CODE

ENTER NAME OF COUNTY (IF ANY) IN WHICH YOU NOW LIVE

**Witnesses are required ONLY if this statement has been signed by mark (X) above. If signed by mark (X), two witnesses to the signing who know the individual must sign below, giving their full addresses.**

SIGNATURE OF WITNESS

SIGNATURE OF WITNESS

ADDRESS (Number and street, City, State, and ZIP Code)

ADDRESS (Number and street, City, State, and ZIP Code)

**About the Privacy Act**

The Social Security Act (Sections 204, 1631(b), and 1870) and the Federal Coal Mine Health and Safety Act of 1969 allow us to collect the facts on this form. This form is voluntary. However, if you do not give us the facts we ask for, we may not be able to approve your waiver request. If we cannot collect the overpayment, we may ask the Justice Department to collect it.

Sometimes the law requires us to give out the facts on this form without your consent. We must give these facts to another person or government agency if Federal law requires that we do so or to do the research and audits needed to monitor and improve the programs we manage.

We may also give these facts to the Justice Department to investigate and prosecute violations of the Social Security Act or we may use the facts in computer matching programs. Matching programs compare our records with those of other Federal, State, or local government agencies. All the Agencies may use matching programs to find or prove that a person qualifies for benefits paid for or managed by the Federal government. Another use is to identify and collect overpayments or to collect overdue loans under these benefits programs.

Explanations about these and other reasons why information you provide us may be used or given out are available in Social Security offices. If you want to learn more about this, contact any Social Security office.

**Paperwork Reduction Act Statement** - This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the Paperwork Reduction Act of 1995. You do not need to answer these questions unless we display a valid Office of Management and Budget control number. We estimate that it will take about 2 hours to read the instructions, gather the facts, and answer the questions. **SEND OR BRING THE COMPLETED FORM TO YOUR LOCAL SOCIAL SECURITY OFFICE. The office is listed under U. S. Government agencies in your telephone directory or you may call Social Security at 1-800-772-1213.** You may send comments on our time estimate above to: SSA, 6401 Security Blvd., Baltimore, MD 21235-6401. **Send only comments relating to our time estimate to this address, not the completed form.**