Workers' Comp

Medicare Secondary Payer Recovery Portal (MSPRP) User Guide Updates and MSP Portal Enhancements

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Keep current with new legislation and its potential effect on your organization. This regulatory update is for informational purposes only, and provides some key highlights on state initiatives that may impact the Medicare Set-Aside services Genex provides.

CMS has made enhancements to the Medicare Secondary Payer Recovery Portal (MSPRP) and has issued an updated version (v 4.9) of the MSPRP User Guide to coincide with the enhancements. As you may recall we advised of these pending portal enhancements in our June 3, 2020 MSA News Alert. These enhancements provide authorized portal users with additional resources and the ability to access information that was not previously readily available.

Let’s look at the enhancements and updates here:

1) Tooltips
Applicable only when the user has logged with **multi-factor authentication (MFA),** tooltips allows a user to view descriptions of diagnosis codes, Current Procedural Terminology/Healthcare Common Procedure Coding System (CPT/HCPCS) codes, and Diagnosis Related Group (DRG) codes when hovering the mouse over codes listed on the Claims Listing and Redetermination (First Level Appeal) Submission pages.

2) Beneficiary Debtor Case Creation Errors
To prevent the creation erroneous beneficiary debtor cases insurers or insurer representatives reporting a MSP no-fault or workers’ compensation beneficiary-debtor lead will be required to acknowledge this action before continuing through case creation process (Section 13.1.1).

3) Acceptable Document Size
Users should not upload documents with formats larger than 8.5 x 11 inches

4) Password/Account Recovery Assistance
A new Forgot Password feature on the Welcome to the MSPRP page allows users to unlock their account, if locked after three unsuccessful login attempts, or to reactivate an inactive account (Sections 6.3, 6.4, 7.5, and 18.7).

5) Correspondence Printing
The Letter Activity tab of the Case Information page has been updated to allow users to view and print outgoing correspondence on the MSPRP. This new functionality is only available to users that have completed the ID Proofing and MFA process. (Section 14.1.1.4).

6) Debt Status
The Case Information page header and Payment Information tab have been updated to communicate the status of debts. New fields demonstrate when ongoing responsibilities for medicals (ORM) is present and when a case is referred to Treasury. The Payment Information tab has been updated to include a new Conditional Payment Letter Amount field. Also included is a case status of Extended Repayment (Sections 14.1, 14.1.1.1, and Table 14-11).

7) American Medical Association (AMA) Copyright Notice
A copyright statement has been added to the electronic Payment Summary Form to address a requirement to show the American Medical Association (AMA) copyright notice wherever CPT codes are viewable, (Figure 14-18).
8) Beneficiary Submission or Request of Authorization o/b/o Someone Else
The guide has been updated to clarify that beneficiaries can submit or request authorizations for someone else through the MSPRP when accessing MSPRP through the MyMedicare.gov website (Section 14.1.2.1).

To view the version 4.9 of the MSPRP User Guide in its entirety please click here. For more information/questions about enhancements to the MSP portal, v 4.9 of the MSPRP User Guide or to make a referral please contact **Genex MSA** 1. 888.GO. GENEX or msadirect@genexservices.com.



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