Workers' Comp

CMS Issues Electronic Payments Frequently Asked Questions and Answers Document

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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.

Last Thursday CMS issued a new document titled Electronic Payments on the Medicare Secondary Payer Recovery Portal (MSPRP) and Commercial Repayment Center Portal (CRCP) Frequently Asked Questions and Answers.

Since April 1, 2019 authorized users who manage recovery cases in the MSPRP for Non-Group Health Plan (NGHP) have been able to submit payments electronically via the MSPRP. CMS has emphasized that the use of the portal is an enhancement and not a requirement. Below are a few of the 17 most frequently asked questions related to electronic payments identified by CMS:

- Is the electronic payment option limited to specific users of the MSPRP or CRCP?
- Can I make a payment if I have not received a demand letter?
- I would like to use the electronic payment option to make a payment with an account that's in a corporate or trust's name rather than my own. How do I do this?
- The demand I received includes claims that I do not wish to pay. Can I make a partial payment or am I required to pay my debt in full?
- What type of payment methods are acceptable via the electronic payment process?
- Once I make a payment to Medicare, when will my payment be charged to my account
- If I accidentally paid more than I intended, how do I request a refund?

For the complete listing of the most frequently asked questions and CMS responses please click here. The document also includes a link to the MSPRP User Manual and Electronic Payments training slides for NGHP cases.

For more information/questions about electronic payments on the MSPRP or to make a referral please contact Genex MSA 1.888.GO.GENEX or msadirect@genexservices.com



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