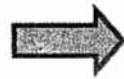# MSPRC Overview of the Recovery Process
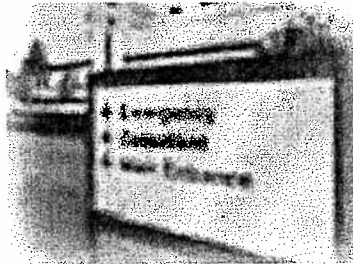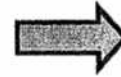
STEP 1

Accident/incident/
illness occurs

STEP 2

Beneficiary goes to
hospital/doctor.

STEP 3

Hospital/doctor
attempts to obtain
payment from
insurance/workers'
compensation

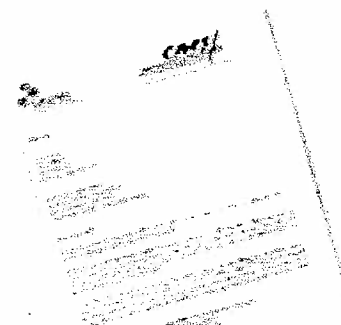# Overview of the Recovery Process

STEP 4

STEP 5

STEP 6

Medicare makes conditional payments for items/services related to the insurance/workers' compensation claim

Beneficiary, often with the help of an attorney or other representative, pursues an insurance or workers' compensation claim. COBC notified of accident/incident/injury and insurance/workers' compensation claim (claims are normally reported to the COBC by the beneficiary, their attorney, or other representative.) COBC gathers basic information.

MSPRC issues Rights and Responsibilities Letter. Beneficiary's representative must submit appropriate Proof of Representation
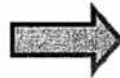
MSPRC Overview of the Recovery Process
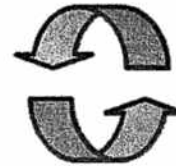
STEP 7

Process of retrieving claims begins

STEP 8

MSPRC identifies Medicare reimbursed claims related to the insurance/workers' compensation claim and issues Conditional Payment Letter (CPL)

STEP 9

Beneficiary/Beneficiary representative may dispute claims included in the CPL. MSPRC will review.
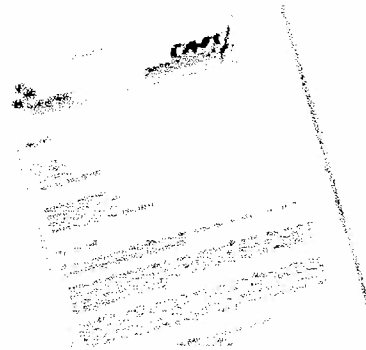
MSPRC Overview of the Recovery Process

STEP 10

Settlement, judgment,
award, or other payment.
Documentation, including:
amount, date, fees/costs
borne by the beneficiary
submitted to MSPRC

STEP 11

MSPRC identifies final
conditional payment
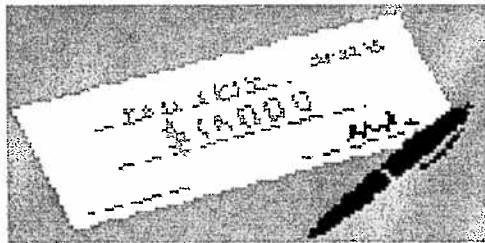amount , calculates
amount owed, final
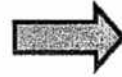demand letter is issued

Overview of the Recovery Process

FROM STEP 11

STEP 11 A

MSPRC receives
check for demand
amount

STEP 12 A

MSP Case
Complete

MSPRC   Overview of the Recovery Process

FROM STEP 11

⬇

STEP 11 B

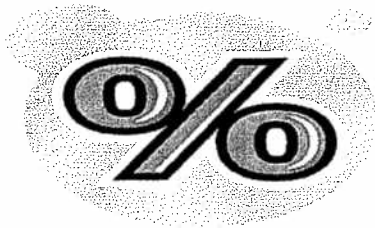Post Demand correspondence
Sent to the MSPRC
(e.g. appeals, questions, request for waiver, etc.)
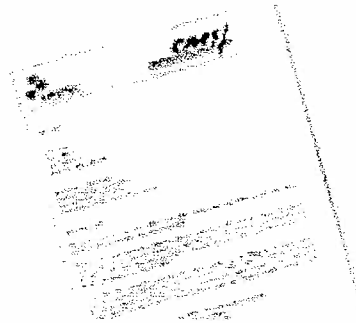
Overview of the Recovery Process

MSPRC

FROM STEP 11

STEP 11 C

STEP 12 C

STEP 13 C

Interest accrues from date of demand and is assessed if debt not resolved within 60 days

If full repayment not received within 60 days, MSPRC issues Intent to Refer Letter

If full repayment not received within 60 days of Intent to Refer Letter (120 days of demand), debt is referred to Treasury once any outstanding correspondence is worked