

# Tips for Managing your Rights & Responsibilities as a Medicare Beneficiary

## Managing your Liability, No-Fault or Workers' Compensation Claim

- Contacting the Coordination of Benefits Contractor (COBC) is always the first step in the process.
- Receiving this brochure, however, means that your case has already been established through COBC and with the MSPRC. Right now, the MSPRC is compiling all medical claims that Medicare paid that are related to your case.

**F.Y.I!** This process takes approximately eight weeks. The MSPRC is not able to provide conditional payment amounts until all claims are retrieved from Medicare's systems.

## The Conditional Payment Letter (CPL):

Once all claims have been retrieved from Medicare systems and filtered (determined to be related to your case), THEN the MSPRC will issue a CPL to all authorized parties on record.

- The CPL is NOT a request for payment. It lists claims that Medicare believes are related to your case.
- Within 65 days from the date of the Rights and Responsibilities Letter you will receive the CPL.

**F.Y.I!** Separate requests for initial Conditional Payment Amounts will not make Conditional Payment information available sooner.

- Once the MSPRC has mailed your CPL, you may also review updated Conditional Payment Amounts on the MyMSP tab on [www.mymedicare.gov](http://www.mymedicare.gov) website.

## The Final Demand Letter:

- Once a settlement is reached, you or your representative must submit to the MSPRC the gross settlement amount, as well as attorney fees and additional costs you had to pay toward the resolution of your case.
- Medicare takes attorney fees and costs you paid into account before computing a final demand amount.
- A Final Demand Letter will be issued once the MSPRC receives and enters your settlement information.

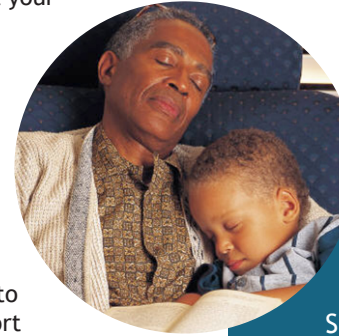
## Proof of Representation:

Do you have a Representative?  
Do you have an attorney ?

- Your representative may want information from Medicare in order to help you resolve your claim, BUT Medicare will not talk to anyone about you or your health related information without your permission.

### HELP US HELP YOU!

- If your representative is an attorney, the MSPRC will need a copy of the Retainer Agreement you signed when you hired your attorney. This is the easiest way to tell Medicare that your attorney represents you and is allowed to make decisions for you in his or her effort to resolve your potential Medicare recovery claim.



## Please make sure the Retainer Agreement includes:

- The name of the law firm in the body of the Retainer Agreement OR is on the law firm's letterhead OR includes a coversheet on the law firm's letterhead.
- Your name, printed, so the MSPRC can read it.
- Your signature and the date of your signature.
- Your Medicare Number. This helps the MSPRC make sure YOUR information goes in YOUR file.
- Your attorney's signature and the date of the signature added to the bottom of the Retainer Agreement.

**F.Y.I!** The MSPRC will certainly accept other proof of representation documents, as long as the required information listed above is included in whatever document you choose to send.

Check out [www.msprc.info](http://www.msprc.info) for examples, downloads

AND

**SPECIAL RULES FOR ACTING ON BEHALF OF DECEASED BENEFICIARIES**

*My Health.*  
*My Medicare.*

Want more info regarding your Medicare claims?

[www.MYMEDICARE.GOV](http://www.MYMEDICARE.GOV)

If you do not already have a sign-in ID and password, register on the website!

You will have the ability to:

Once your CPL has been sent, view up-to-date Conditional Payment Summaries on the MyMSP tab of the website.

And

- View Claim Status.
- Order duplicate Medicare Summary Notices (MSN) or replacement Medicare cards.
- View enrollment information.

**F.Y.I!** Please keep your sign-in ID and password safe!

If you allow your attorney or representative to have access to your information via MyMedicare, be sure to change your pin once the necessary information has been retrieved.



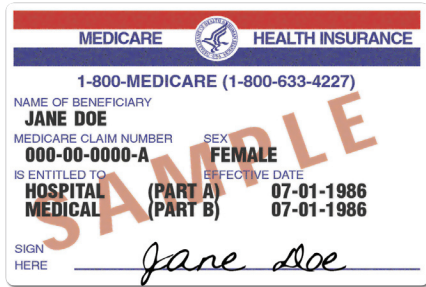
[www.msprc.info](http://www.msprc.info)

# Checklist

For any future cases, the COBC will need the information listed below in order to get the process started.

## Beneficiary Information

- ✓ Beneficiary's Name
- ✓ Beneficiary's Date of Birth
- ✓ Beneficiary's Gender
- ✓ Beneficiary's Address
- ✓ Beneficiary's Telephone Number
- ✓ Beneficiary's Medicare Number



A sample Medicare Health Insurance card for Jane Doe. The card includes the Medicare logo and the text "MEDICARE HEALTH INSURANCE". It lists the phone number 1-800-MEDICARE (1-800-633-4227) and the Medicare claim number 000-00-0000-A. It also indicates that Jane Doe is entitled to Hospital (Part A) and Medical (Part B) insurance, both effective as of 07-01-1986. A signature line at the bottom shows "Jane Doe" written in cursive.

- ✓ Date of Injury OR Date of First Ingestion/Exposure
  - *Date of First Ingestion/Exposure is required when you have taken a medication that has resulted in injury or you have been exposed to a product, like asbestos, that has resulted in injury.*
- ✓ Description of Injury
- ✓ Type of Claim— Liability Insurance, No-Fault Insurance or Workers' Compensation
  - *Include both the name and address of the Insurer or Workers' Compensation Entity.*

## Representative/Attorney Information

- ✓ Representative/Attorney Name
- ✓ Law Firm Name, if your representative is an attorney
- ✓ Address
- ✓ Telephone Number
- ✓ Proof of Representation - send to the MSPRC immediately after contacting the COBC

## Contact the MSPRC

### By Telephone



Monday- Friday,  
8:00am-8:00pm, Eastern Time  
1-866-677-7220 OR  
1-866-677-7294 (TTY/TDD)

### By Mail



MSPRC Auto/Liability  
PO Box 33828  
Detroit, MI 48232-5828

Workers' Comp. MSP Recovery  
MSPRC WC  
PO Box 33831  
Detroit, MI 48232-5831

### By Fax



1-734-957-0998

### Request a call back



Visit the MSPRC website to schedule a call back.

[www.msprc.info](http://www.msprc.info)

## Contact the COBC

### By Telephone



Monday - Friday  
8:00am-8:00pm, Eastern Time  
1-800-999-1118  
1-800-318-8782 (TTY/TDD)

### By Mail - General Inquiries



MEDICARE- Coordination of Benefits  
P.O. Box 33847  
Detroit, MI 48232 - 5847



## Medicare Secondary Payer Recovery Contractor

The MSPRC is committed to serving the Medicare community by improving your knowledge of our recovery process.

- Liability Insurance
- No-Fault Insurance
- Workers' Compensation



[www.msprc.info](http://www.msprc.info)