



To accommodate the transition to a new CRC contractor, CMS, will temporarily halt recovery activities on both Group Health Plan and Non-Group Health Plan cases at the close of business on Wednesday, February 7, 2018.

The CRC call center will still be available on February 7 and 8, 2018, to answer questions. Customer Service Representatives will only have access to case information processed as of the close of business Wednesday, February 7, 2018. Additionally, the Medicare Secondary Payment Recovery Portal (MSPRP) will remain available for CRC cases, but will be limited to inquiry functions and reflect case information processed as of close of business Wednesday, February 7, 2018. The Commercial Repayment Center Portal (CRCP) will not be available during this timeframe.

All recovery activities will resume on Monday, February 12, 2018 with the incoming CRC contractor, Performant Recovery.

Centers for Medicare & Medicaid Services (CMS) has sent this update. To contact Centers for Medicare & Medicaid Services (CMS) go to our [contact us page](#).