

Tips to Help You Get Ready for New Medicare ID Cards

The Centers for Medicare & Medicaid Services (CMS) will replace Social Security numbers on red, white, and blue Medicare cards with unique numbers to reduce the risk of fraud and identity theft. CMS will issue new cards to people with Medicare in phases from April 2018 to April 2019. This means not all people with Medicare will receive new cards at the same time.

The new Medicare ID number, called a Medicare Beneficiary Identifier (MBI), will be alphanumeric, and therefore more secure. In addition to removing the Social Security number, CMS will also remove the member's gender and signature from Medicare cards.

Get Your Systems Ready to Accept the New ID Number Format

- We encourage you to work with your billing vendor to make sure that your system is updated and ready to accept the new MBI number format by April 2018.
- Test your system changes, and work with your billing staff to make sure your office is ready to use the new format.
- Verify all addresses for your Medicare patients. If the address you have on file is different from the Medicare address you get on electronic eligibility transactions, ask your patient to contact Social Security at ssa.gov to update their Medicare records.
- Go to the CMS provider website at cms.gov/Medicare and sign-up for their weekly MLN Connects® newsletter.
- You can also attend CMS quarterly calls to get more information. You'll find a schedule for the calls in the MLN Connects® newsletter.
- To learn more about this change, visit the CMS Medicare card website at cms.gov/Medicare/New-Medicare-Card/Providers/Providers.html.

New CMS Look-Up Tool

To make this change as easy as possible, CMS is developing a tool so you can look up the new MBI at the point of service. CMS will also allow providers to use the new MBI or current health insurance claim number (HICN) for billing Medicare claims for 21 months from April 2018 until January 1, 2020.

Tips to Help Your Patients Understand the Change

- Although CMS is calling the new number format a Medicare Beneficiary Identifier (MBI), call it a *Medicare number* when you talk to your patients.
- Let them know the reason for the change is to help protect their identity.
- Give your patients the attached Questions and Answers to help them understand the change.
- Your patients can also visit the medicare.gov website for more information.

If you have questions about this change, please call the Florida Blue Network Management Service Unit at (800) 727-2227 and follow the prompts.



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Questions and Answers

New Medicare Cards

Medicare will issue new cards to people with Medicare between 2018 and 2019 to help protect their identity. The following questions and answers give more information about this change.

Who will receive new Medicare cards?

People who have Medicare will get new cards.

Why are people with Medicare receiving new cards?

To help protect your privacy, Medicare is removing Social Security numbers from Medicare cards. The new Medicare card has a new “Medicare Number.” This new number is more secure because it contains numbers and letters and is unique to you.

When will the new Medicare cards be mailed? How long will it take?

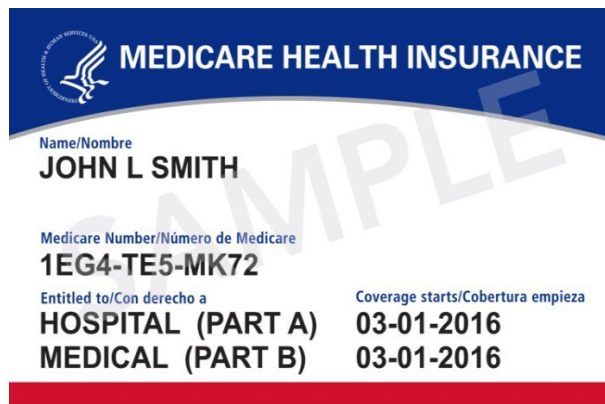
Medicare will start mailing new cards to people with Medicare in April 2018. All Medicare members will have new cards and new Medicare numbers by April 2019. Not everyone will receive new cards at the same time.

What information will be removed from Medicare cards? What information will be added?

To protect the identity of Medicare cardholders, the Social Security Number will be removed. A unique Medicare number will replace the Social Security Number. The new cards will no longer show a member’s signature or if they are male or female.

What will the new Medicare card look like?

Here’s a sample of the new Medicare card.



Will I have to sign up to receive my new card?

You don't have to do anything to get your new card. However, it's important to make sure your mailing information is up to date. If your address needs to be corrected, contact Social Security at ssa.gov/myaccount, or call 1-800-772-1213. TTY users, please call 1-800-325-0778.

What should I do with my old Medicare card?

Protect yourself by making sure no one can get your personal information from your old Medicare card. Once you get your new Medicare card in the mail, destroy your old card and begin using the new one right away.

What if someone contacts me about my new Medicare card?

Beware of anyone who contacts you about your new Medicare card. We will never ask you to give us personal or private information to get your new Medicare number and card. Here are some important things to know:

- Medicare will never contact you for your Medicare number or other personal information.
- Don't share your Medicare number or other personal information with anyone who contacts you by phone, email, or by approaching you in person, unless you've given them permission in advance.
- You can help fight fraud by guarding your Medicare number—treat it like a credit card.
- Remember not to ever let anyone borrow or pay to use your Medicare number.
- Always review your Medicare Summary Notice to be sure you and Medicare are only being charged for actual services.
- You can report suspected fraud by calling 1-800-MEDICARE (1-800-633-4227). TTY users, please call 1-877-486-2048.
- You can learn more about how you can fight Medicare fraud at [Medicare.gov/fraud](https://medicare.gov/fraud).

If there is more than one Medicare member in a household, should they expect to receive their new cards at the same time?

Please understand that mailing everyone a new card will take some time. Don't be concerned if your card arrives at a different time than that of your spouse, friends or neighbors.

Will the new Medicare card initiative affect my Florida Blue Medicare Advantage (BlueMedicareSM) member cards?

The new Medicare cards do not replace Florida Blue member ID cards. BlueMedicare members should keep their new red, white and blue Medicare card in a safe place and continue to use their Florida Blue member ID card for medical and/or prescription drug services.

Where can I get more information while I am waiting for my new card to arrive?

You should get additional information in the mail when your new card arrives. In the meantime, you can get more information by visiting the medicare.gov website.

Florida Blue is a PPO, RPPO and Rx (PDP) plan with a Medicare contract. Florida Blue HMO is an HMO plan with a Medicare contract. Enrollment in Florida Blue, Florida Blue HMO, or Florida Blue Preferred HMO depends on contract renewal. Florida Blue and Florida Blue HMO are Independent Licensees of the Blue Cross and Blue Shield Association. We comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-352-2583 (TTY: 1-877-955-8773).

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-352-2583 (TTY: 1-800-955-8770).

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