

Information Memorandum Transmittal Aging and People with Disabilities



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Number: APD-IM-18-030

Issue date: 3/29/2018

Topic: Other

Due date:

Subject: New Medicare Cards

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input checked="" type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input checked="" type="checkbox"/> ODDS Children's Residential Services | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> Child Welfare Programs | |

Message:

Centers for Medicare and Medicaid are removing Social Security Numbers from Medicare cards to prevent fraud, and identity theft. New Medicare Cards will be mailed from April 2018 through April 2019. New Medicare Cards will be mailed out in phases by geographic location. Oregon's Medicare beneficiary cards will be mailed out between April and June 2018.



Eligibility staff will need to update the **Policy Nmbr** in Oregon ACCESS in the **Health Ins.** tab (in the **Medical** section) with the new Medicare ID number:

The screenshot shows the Oregon ACCESS system interface. At the top, there are tabs for 'Health Ins.', 'Med. Services', 'Medical Cost', 'Physical', and 'Medical Trans'. Below the tabs is a 'Health Insurance List' table with columns for 'Insurance Type', 'Company', 'Premium Amt', and 'Verified'. Below the table is the 'Health Insurance Detail' form. The 'Type' dropdown is set to 'Medicare Part A & B & D'. There are checkboxes for 'OHP/Managed Health Care Coverage' and 'Medicare Part D Enrollment Assistance Offered'. The 'Company' section has fields for Name, Address, Line 2, City State ZIP, and Tele Nmbr. The 'Policy' section has fields for Holder, Nmbr, Group, Premium, Start Date, End Date, and Spend Down Deduction. A red arrow points to the 'Nmbr' field. There is also a 'Verified' checkbox at the bottom right of the form.

Important: The SSA benefit (SSB, SSDI, and SSI) claim numbers are not changing, so do not replace the claim numbers on the **Income** tab with the new Medicare ID number.

****Update the Clients New Medicare Number at the time of their annual redetermination. *****

Ten Things to Know About the New Medicare Cards

1. The new card will automatically come to the beneficiary. The beneficiary does not need to do anything as long as their address is up-to-date.
2. The new card will have a new Medicare Number unique to the beneficiary, instead of a Social Security number. This will help protect their identity.
3. Medicare coverage and benefits will stay the same.
4. The mailing will take some time. Beneficiary cards may arrive at various times.
5. The new card is paper, which is easier for many providers to use and copy.
6. Once the beneficiary receives their new card, please advise them to destroy their

old Medicare Card and start using their new card right away.

7. If the beneficiary is in a Medicare Advantage Plan, the Medicare Advantage Plan ID card is the main card for Medicare- the beneficiary should still keep it and use it whenever they need care; however, they may also be asked to show the new Medicare card, so they should carry this card too.
8. Doctors, other health care providers and facilities know it's coming and will ask the beneficiary for their new Medicare card is needed; therefore, beneficiaries need to keep the card on hand.
9. Tell your client to only give their new Medicare Number to doctors, pharmacists, other health care providers, their insurers, or to people they trust to work with Medicare on their behalf.
10. If the beneficiary forgets their new card, their doctor or other health care provider may be able to look up their new Medicare number online.

Six Things to Know About the Medicare Beneficiary Identifier (MBI):

1. The same number of characters as the current Medicare Cards (11), but will be visibly distinguishable from the current Medicare numbers.
2. It contains uppercase alphabetic and numeric characters throughout the 11-digit identifier.
3. It occupies the same field as the current Medicare number on transactions.
4. It is unique to each beneficiary (e.g. husband and wife will have their own MBI).
5. It is easy to read and will limit the possibility of letters being interpreted as numbers (e.g. Alphabetic characters are upper case only and will exclude S, L, O, I, B, Z).
6. It does not contain any embedded intelligence or special characters.

Click [here](#) to view for Medicare Card Messaging Guidelines.

If you have any questions about this information, contact:

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