

New Medicare Cards Coming Soon!

Starting in April 2018, the Centers for Medicare & Medicaid Services (CMS) will be issuing new Medicare ID cards. CMS will no longer include the Social Security Number-based Health Insurance Claim Number (HICN) on the card and will replace it with a Medicare Beneficiary Identifier (MBI) to protect people with Medicare from identity theft. South Carolina members are expected to receive their new Medicare cards after June 2018. Once the new Medicare card is received, they can start using it right away.

Provider FAQs

Why is the Medicare card changing?

The new cards will remove the Social Security Number-based HICN and use a unique MBI to protect member identity and prevent fraud.

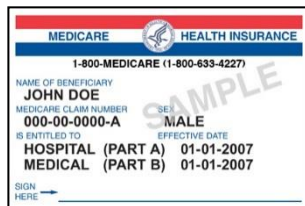
When is the new Medicare card being rolled out?

The new Medicare cards will be mailed out April 2018 through April 2019. This will be done in phases by geographic location. South Carolina members are expected to receive their new Medicare cards after June 2018.

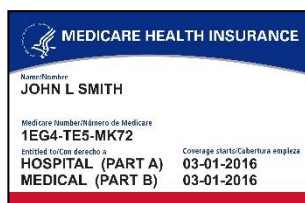
What does the new Medicare card look like?

It has the member’s name, new Medicare number and dates that Medicare Part A and Medicare Part B coverage started. It will no longer have the member’s signature, Social Security Number or gender on the card.

Current Medicare Card:



New Medicare Card:



What if a patient is enrolled in Healthy Connections Prime, Medicare Advantage, Part D prescription plans or Medigap?

Any enrollments in these plans or supplemental policies don’t change. Members will need to keep and use those plan and/or prescription cards to receive health care services or fill a prescription.

How are providers affected by the new Medicare card?

The new cards, which CMS will begin mailing to South Carolinians in June 2018, will have a new MBI instead of a Social Security Number-based HICN. There will be a transition period from April 2018 through Dec. 2019 during which you can submit a claim using your patient’s valid and active HICN or MBI. Starting Jan. 1, 2020, members will no longer be able to use their old Medicare card with a HICN and providers must submit claims using MBIs, no matter what date you performed the service.

Will the cutover date for use of the Medicare Beneficiary Identifier (MBI) be based on the date of service or the date of receipt?

CMS has decided that it will implement the cutover to the MBI on incoming Medicare claims based upon the date of receipt (DOR) of the claims and not date of service (DOS). Generally, this means if claims with service dates prior to January 1, 2020, are billed to Medicare on January 2, 2020, they must have MBI reported on them. If the claim doesn't have the MBI, it will be rejected with the following exceptions:

- 1) Claim date span situations involving inpatient hospital claims, home health agency claims, and religious non-medical claims where the claim's start date is before January 1, 2020. Providers have a choice of including either Health Insurance Claims Number (HICN) or MBI on these claims when billing them on/after January 1, 2020.
- 2) Adjustment bills and claims for appeals/re-openings, whereby the identifier included on the "original" claim needs to be included.

When does the SSNRI implementation officially start?

Planning for and making system modifications is currently taking place. The first segment of Medicare Beneficiary Identifier (MBI) cards to be mailed to beneficiaries is slated for April 2018. This means that all systems and business processes must be in place by April 2018. Some beneficiaries will start to use their new card and new number as soon as they receive them, so the new systems and processes must be ready to accept the new number.

Will new beneficiaries know their HICN?

Starting April 2018, only the MBI will be provided for newly eligible Medicare beneficiaries and they will have no knowledge of their HICN. The goal is to reduce the risk of identity theft by limiting exposure of Social Security Number-related information to other parties like health care providers and health plans.

Can I get a patient's MBI from the South Carolina Department of Health and Human Services (SCDHHS)?

Beginning October 1, 2018, SCDHHS will begin distributing MBI information in the place of HICN information through its current methods for inquiring Medicaid eligibility information. Prior to October 1, 2018, providers should refer to the provider section of CMS' New Medicare Card website located at <https://www.cms.gov/Medicare/New-Medicare-Card/Providers/Providers.html>. Beneficiaries will trigger the use of their MBI by presenting their new Medicare card to providers to obtain services.

Medicare beneficiaries can go to www.mymedicare.gov to receive official Medicare notifications and access account information, including their MBI.

Is the MBI considered confidential?

The MBI is considered Protected Health Information (PHI) for the purposes of the Medicare program.

Where can providers get help with the new Medicare cards?

If you have any problems implementing the new Medicare cards, please contact the Provider Ombudsman for the new Medicare card. As the Provider Ombudsman, Dr. Eugene Freund will send you information about the new Medicare cards and work inside CMS to settle any implementation problems that come up. Contact the [new Medicare card Ombudsman](mailto:nmcproviderquestions@cms.hhs.gov) at nmcproviderquestions@cms.hhs.gov.

For More Information

For more information, visit the CMS webpage at this link: <https://www.cms.gov/Medicare/New-Medicare-Card/Providers/Providers.html>.