

New Medicare Cards Coming Soon!

Starting in April 2018, Medicare is mailing new cards with new Medicare numbers to every person with Medicare. South Carolina members are expected to receive their new Medicare cards after June 2018. Once the new Medicare card is received, destroy the old Medicare card. You don't need to do anything to get your new card, and you can start using it right away.

Beneficiary FAQs

Why is the Medicare card changing?

Medicare is removing Social Security Numbers from Medicare cards to help protect member identity.

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. Once the new Medicare card is received, destroy the old Medicare card.

What if I have moved?

If you need to update your mailing address, contact Social Security at ssa.gov/myaccount or (800) 772-1213. TTY (800) 325-0778.

What if I enrolled in Medicare in April 2018 or later?

People who enroll in Medicare in April 2018 or later will automatically be mailed the new Medicare card when they are enrolled.

My neighbor/friend received their new card, when will I receive mine?

Medicare will mail the cards out in phases and it may take some time for you to receive your card. Not all cards will be mailed out at the same time, so your card may arrive at a different time than someone else's card.

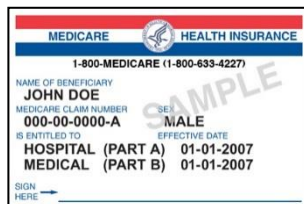
When do I start using my new Medicare card?

Beneficiaries should start using their new card as soon as they get it. By January 1, 2020, you can only use the new Medicare card with the new Medicare number.

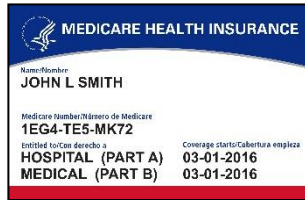
What does the new Medicare card look like?

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

Current Medicare Card:



**New
Medicare
Card:**



How will I be impacted by the new Medicare card?

Only the Medicare card and number are changing. Your Medicare benefits stay the same. Your Social Security Number stays the same. Any enrollments in Medicare Advantage, Part D prescription plans and Medigap (supplemental) policies don't change. Beneficiaries will need to keep those plan cards.

What if I have Healthy Connections Prime?

All Medicare members will receive a new Medicare card. You should keep your new Medicare card and store it in a safe place. However, Prime members need to continue to use their existing Healthy Connections Prime Member ID Card for doctor, hospital and pharmacy visits.

What if I belong to a Medicare health plan or a Medicare drug plan?

All Medicare members will receive a new Medicare card. You should keep your new Medicare card and store it in a safe place. However, you should continue to use your health or drug plan's card when you receive health care services or fill a prescription.

How do I protect myself and Medicare from fraud?

You should never share your Medicare card with anyone and always keep it in a safe place. Be aware that scam artists may try to get personal information by contacting you about your new card. Medicare will never ask you to give personal or private information to get your new Medicare number and/or card. Medicare will never contact you for your Medicare number or other personal information.

What do I do if my new Medicare card is damaged, lost or stolen?

If your card is ever lost, stolen, or damaged, you can get a replacement card from Social Security by calling 800-772-1213. After you receive your new Medicare card, you will also be able to print your own replacement card.

If you get Medicare health or drug benefits from a Medicare Advantage Plan, Part D prescription plan, Medigap (supplemental) policy or Healthy Connections Prime, you need to call your plan to get your card replaced.

If you get Medicare through the Railroad Retirement Board, contact the Railroad Retirement Board to order a replacement Medicare card. You should get your new card in the mail within 30 days.

Can I get my MBI from the South Carolina Department of Health and Human Services (SCDHHS)?

Beginning October 1, 2018, beneficiaries that contact SCDHHS call centers or local eligibility offices will be able to obtain their MBI information, if it is available. The beneficiaries will trigger the use of their MBI by presenting their MBI 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.

For More Information

For more information, please visit the New Medicare Card page of the CMS website at this link:
www.cms.gov/Medicare/New-Medicare-Card/nmc-home.html.