

April 6, 2018

MEDICAID ALERT

TO: All Providers

SUBJECT: New Medicare ID Cards

Starting in April 2018, the Centers for Medicare and Medicaid Services (CMS) will issue new Medicare identification (ID) cards.

The new cards will replace the Social Security Number-based Health Insurance Claim Number (HICN) currently on the card with a unique Medicare Beneficiary Identifier (MBI) to protect people with Medicare from identity theft.

They will be mailed in phases by geographic location from April 2018 through April 2019. South Carolina members are expected to receive their new Medicare cards after June 2018. However, new applicants approved for Medicare in April will be assigned the new card featuring an MBI.

Beginning Oct. 1, 2018, the South Carolina Department of Health and Human Services (SCDHHS) will begin distributing MBI information in the place of HICN information through its current methods for inquiring Medicaid eligibility information.

Before Oct. 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> for guidance.

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.

For more information on the new Medicare card, please visit <https://www.cms.gov/medicare/new-medicare-card/nmc-home.html>.

If you have any problems implementing the new Medicare cards, please contact the provider ombudsman at nmcproviderquestions@cms.hhs.gov. The provider ombudsman will send you information about the new Medicare cards and work inside CMS to settle any implementation problems that may arise.

Thank you for your continued support of the South Carolina Healthy Connections Medicaid program.