

DATE: April 12, 2018 **Revised**

OPERATIONS MEMORANDUM #18-03-06

SUBJECT: Revised: Centers for Medicare and Medicaid Services (CMS) New Medicare Card Project

TO: Executive Directors

FROM: Inez Titus
Director
Bureau of Operations

PURPOSE

To provide County Assistance Offices (CAOs) with information and procedures on the new Medicare card that SSA **CMS** will begin mailing to Medicare recipients in April 2018.

BACKGROUND

Currently, Medicare recipients have Medicare cards that contain a Social Security Number (SSN) based Health Insurance Claim Number (HICN). SSA **CMS** is discontinuing the use of the SSN on the Medicare card and is replacing the HICN with a randomly-generated Medicare Beneficiary Identifier (MBI). This is being done to reduce identity theft and the misuse of Medicare insurance.

DISCUSSION

Beginning March 19, 2018, caseworkers will see new data fields added on the “TPL Main Carrier” and “Managed Care Plan Information” screens that will capture the MBI. SSA **CMS** will provide states with the MBIs for all Medicare recipients, currently or previously eligible in a budget that is Medicaid-Medicare Dual-Eligible, Cost-Sharing Only, or Medicare Buy-In Only through an initial systematic batch process that does not require caseworker action or intervention. SSA **CMS** will begin providing MBIs in late March 2018.

The MBI can be found or entered on the following eCIS screens:

- “TPL Main Carrier” screen – there will be a separate MBI data field. The HICN will still be entered in the “Contract/Policy ID” data field.

- “Managed Care Plan Information” screen – there will be a separate MBI data field. The HICN will still be entered in the “HIB Number” data field.

NOTE: The MBI data field is not required to be data-entered if the HICN is entered in the appropriate data field.

SSA CMS will continue providing MBIs on a regular basis for new recipients. Although the MBI is being provided by SSA CMS through a systematic process, it will not be present on Exchange 3.

NOTE: The current SSN-based HICN (example, 123456789A) will continue to be present on Exchange 3 and should be used by the caseworker when the recipient has not provided the MBI and when the system does not already have the MBI populated.

IMPORTANT: For SSA CMS to continue providing the correct MBI numbers systematically, the MBI should only be entered by the caseworker if it has been verified. Only a supervisor or manager will have the capability to edit the MBI data field if it is entered incorrectly.

The caseworker has access to the HICN and can obtain proof of Medicare through Exchange 3. **The MBI or new Medicare card should not be requested on the PA 253.** However, if Medicare cannot be verified through Exchange 3, the caseworker should follow verification procedures and request proof from the individual.

If an individual has questions about how to access their Medical Assistance benefits with the new Medicare card or MBI, caseworkers should tell the individual to make sure that they provide their new Medicare card, their ACCESS card and/or their Managed Care Organization card to their medical providers. If an individual has any other questions about their new Medicare card or how to use it, ~~caseworkers should direct the individual to contact SSA for assistance.~~ information is also available at www.medicare.gov/forms-help-and-resources/your-medicare-card.html OR www.cms.gov/Medicare/New-Medicare-Card/.

NEXT STEPS

1. Share and review this information with appropriate staff members.
2. Direct questions regarding this Operations Memorandum to your Area Manager.
3. This Operations Memorandum will become obsolete when this information is incorporated into the MA Eligibility Handbook