
New Medicare Cards - What You Need to Know

- To reduce incidences of fraud and identity theft — and to help keep taxpayer dollars safe — the Centers for Medicare and Medicaid Services (CMS) is removing the Social Security numbers from Medicare cards.
- CMS will begin mailing new Medicare cards in April 2018 and expects to have all cards replaced by *April 2019*. The Health Insurance Claim Number (HICN) — the current Medicare card containing the recipient's Social Security number — will be replaced with a new Medicare Beneficiary Identifier (MBI). The MBI will be 11 characters in length and contain numbers and uppercase letters only — no special characters.
- The transition period in which claims and eligibility transactions can be submitted using either the HICN or MBI will run from April 2018 through December 2019.

Action Required

Patient Information - You will need to update the policy number for the patient's existing Medicare plan.

Additional Information

Patient Information - You can either create a new Medicare plan to preserve patient history information, or update the existing Medicare plan.

Claims - During the transition period, if the HICN is sent on the claim, it will be documented on the remittance advice along with the MBI. The MBI will be in the same place you currently see the "changed HICN": 835 Loop 2100, Segment NM1 (Corrected Patient/Insured Name), Field NM109 (Identification Code). If your billing staff does not understand the process give us a call and we can assist.

ERA - No update needed.

Eligibility - CMS will return a message in the transaction indicating that the new Medicare card containing the MBI has been mailed to the beneficiary.

Crossover Claims - Medicare will provide Medicaid and other supplemental insurers with the insurers' MBIs before mailing the recipients their new Medicare cards.

Railroad Medicare - A message will be returned on eligibility responses for Railroad patients (message: "Railroad Retirement Medicare Beneficiary"). RRB will continue to send cards with the RRB logo.

CMS has provided resources to help guide you through the process - click on links below

[Medicare Card Messaging Guidelines](#)

[What Do New Medicare Cards Mean For Providers](#)

If your patients need help understanding send them to link below

[To Help Your Patients](#)