



ATTN: MEDICARE PROVIDERS
NEW MEDICARE CARD UPDATE

The Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) required that the Centers for Medicare & Medicaid Services (CMS) remove Social Security Numbers (SSNs) from all Medicare cards by **April 2019**.

CMS has issued new Medicare cards to ALL beneficiaries with a new unique, randomly-assigned number called a **Medicare Beneficiary Identifier (MBI)** to replace the existing Social Security-based Health Insurance Claim Number (HICN) both on the cards and in various CMS systems currently used. Each 11-character MBI is unique, randomly generated, and the characters are "non-intelligent," which means they don't have any hidden or special meaning. Spouses or dependents who may have had similar HICNs will each get their own different MBI.

Effective January 1, 2020:
Providers MUST submit claims using MBIs.

The MBI must be used regardless of the date the provider performed the service.

CMS will reject claims and all eligibility transactions submitted with HICNs after January 1, 2020.

Exceptions to use of MBI: appeals, retrospective reporting, audits, reports (quality reporting, etc.), claim status inquiries, span date claims, and adjustments.

Details for exceptions are listed at: <https://www.cms.gov/Medicare/New-Medicare-Card/index.html>

Medicare Sample Card

Different Logo

Railroad Medicare Sample Card

RR Name at Bottom

Claims are sent to:
 PO Box 3097
 Mechanicsburg, PA 17055-1815

Most practices use insurance code: MC

Claims are sent to:
 PO Box 10066
 Augusta, GA 30999-0001

Most practices use insurance code: TRR or RRM

MEDTRON (MSI) program enhancement (06/13/19) auto updates patient demographic policy # from HICN to MBI at ERA prepare for all insurance type M. MSI also has a policy # edit to confirm correct MBI scheme used.

The **Medicare Administrative Contractor (MAC)** will return the new MBI on every remittance advice when claims are submitted with valid and active HICN, along with the Remittance Advice Remark Code (RARC)

N793: "ALERT- Starting January 1, 2020, Medicare will ONLY accept claims submitted with the Medicare Beneficiary Identifier (MBI). Medicare will reject any claims submitted with the Health Insurance Claim Number (HICN) with a few exceptions -www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/SE18006.pdf."

Providers can sign-up to obtain user ID/password for their **Medicare Administrative Contractor's (MAC)** website to utilize the MACs look-up tool to access MBI's. Providers can lookup MBIs even if patient does not have a card.

Novitas Solutions http://www.novitas-solutions.com/webcenter/portal/Novitasphere_JH/Novitasphere

CGS Administrators <https://mycgsportal.com>

Palmetto GBA <https://palmettogba.com/eservices>

MBI Reminders:

- Do not add dashes (-) nor spaces when adding policy numbers to MEDPM.
 - Do not use Group # field when adding to MEDPM
- MBI's will be 11 characters long
 - MBI does not use the letters B, I, L, O, S, or Z.
 - Characters 1, 4, 7, 10, and 11 will always be a number (1st position will never be 0).
 - Characters 2, 5, 8, and 9 will always be a letter.
 - Characters 3 and 6 will be a letter or number.
- Railroad Medicare cards will have a different logo and will state RAILROAD RETIREMENT BOARD at the bottom (see previous page for example.)

If patient presents for services with a HICN Medicare card, patient should contact Social Security at 800-772-1213 (Rail Road patients can call 877-772-5772) to get new card. (See last page for handout to post throughout office.)

Medicare Advantage and prescription drug plan will continue to assign and use their own identifiers and their own health insurance cards. Patients should continue to present both cards.

For more information, see previously published News Blasts available via:

https://www.medtronsoftware.com/pdf/newsblasts/061219_New_Medicare_Card_Updates.pdf

https://www.medtronsoftware.com/pdf/newsblasts/032618_New_Medicare_Card_Update.pdf

https://www.medtronsoftware.com/pdf/newsblasts/022018_New_Medicare_Cards.pdf

https://www.medtronsoftware.com/pdf/newsblasts/072517_New_Medicare_Cards.pdf

CMS Resources:

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/downloads/SE18006.pdf>

<https://www.cms.gov/Medicare/New-Medicare-Card/index.html#transition>

<https://www.cms.gov/medicare/new-medicare-card/nmc-home.html>

<https://www.cms.gov/Medicare/New-Medicare-Card/Providers/Providers.html>

<https://www.cms.gov/Medicare/New-Medicare-Card/index.html>

<https://www.cms.gov/Medicare/New-Medicare-Card/Providers/MACs-Provider-Portals-by-State.pdf>

Contact Support for assistance or any questions via:

From **MEDPM** or **MEDEHR** Sign On screens, double click on 'support@medtronsoftware.com' to compose an email to the Support Dept.

-OR-

Phone: (985) 234-0599 (local)
(800) 978-0599 (toll free)

-OR-

Fax: (985) 234-0609

ATTENTION: MEDICARE PATIENTS & RAILROAD MEDICARE PATIENTS

NEW MEDICARE INSURANCE CARDS

Medicare has issued new Medicare cards to ALL beneficiaries with a new unique, randomly-assigned number called a Medicare Beneficiary Identifier (MBI) to replace the existing Social Security-based Health Insurance Claim Number (HICN).

If you do not have a new insurance card like the ones below, please contact Medicare immediately to obtain a new card: Social Security at 800-772-1213 or Rail Road patients can call 877-772-5772.

Medicare Sample Card



Railroad Medicare Sample Card

