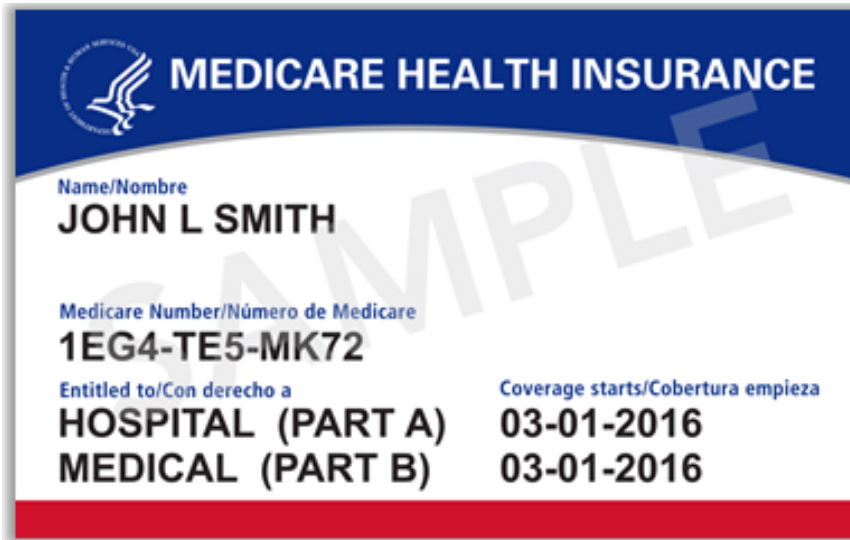


New Medicare Card Project



**Long Term Service and
Support Technical Assistance**

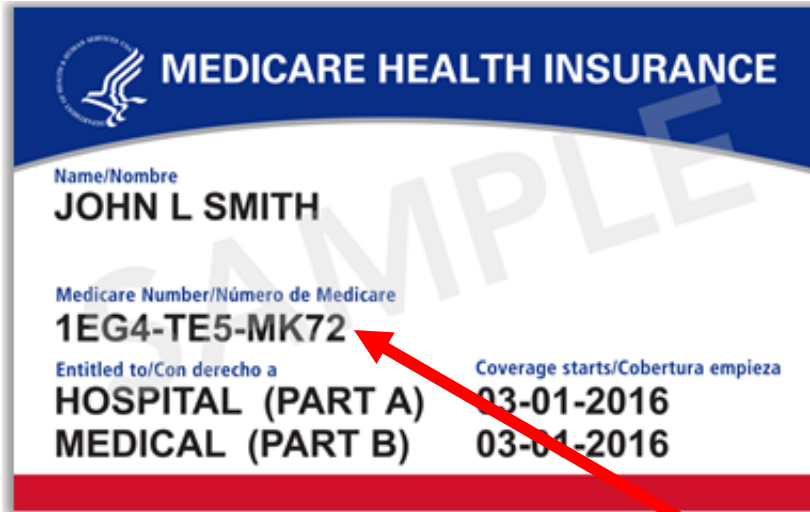
02/28/18

Background

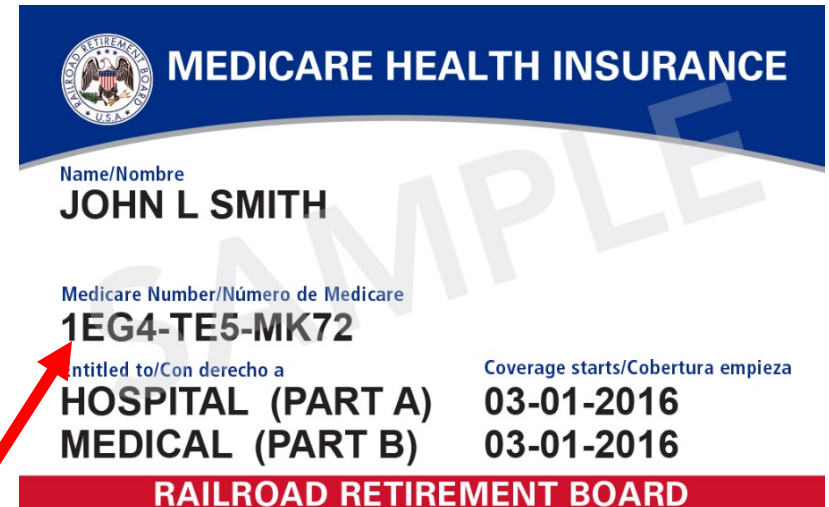
- The Health Insurance Claim Number (HICN) is a Medicare beneficiary's identification number, used for processing claims and determining eligibility for services across multiple entities (e.g., Social Security Administration (SSA), Railroad Retirement Board (RRB), States, Medicare providers & health plans)
- The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 requires removal of the Social Security Number (SSN)-based HICN from Medicare cards to address current risk of beneficiary medical identity theft
- MACRA requires that CMS mail out new Medicare cards with a new Medicare Number by April 2019
- The new Medicare numbers won't change Medicare benefits. People with Medicare can start using their new Medicare cards right away.

New Unique Medicare Number

New CMS Medicare Card



New Railroad Retirement Board Card



Key Characteristics

- The same number of characters as the current HICN (11), but will be visibly distinguishable from the HICN
- Contain uppercase alphabetic and numeric characters throughout the 11-digit identifier
- Occupy the same field as the HICN on transactions
- Be unique to each beneficiary (e.g., husband and wife will have their own MBI)
- Be easy to read and limit the possibility of letters being interpreted as numbers (e.g., alphabetic characters are upper case only and will exclude S, L, O, I, B, Z)
- Not contain any embedded intelligence or special characters
- The gender and signature line are removed from the new Medicare cards

Comparison of Different Identifiers

NOTE: Identifiers are Fictitious

KEY	Example
SSN	123-75-9812
CAN	123-75-9812-A
HICN	123-75-9812-A
RRB Post April 1964	A-123-75-9812 (prior years it is A-000000 – not based on SSN)
New MBI	1EG4-TE5-MK73

NOTE: Dashes are for display purposes only. They will not be stored in the database nor used in file formats.

New Medicare Card Number Implementation Milestones

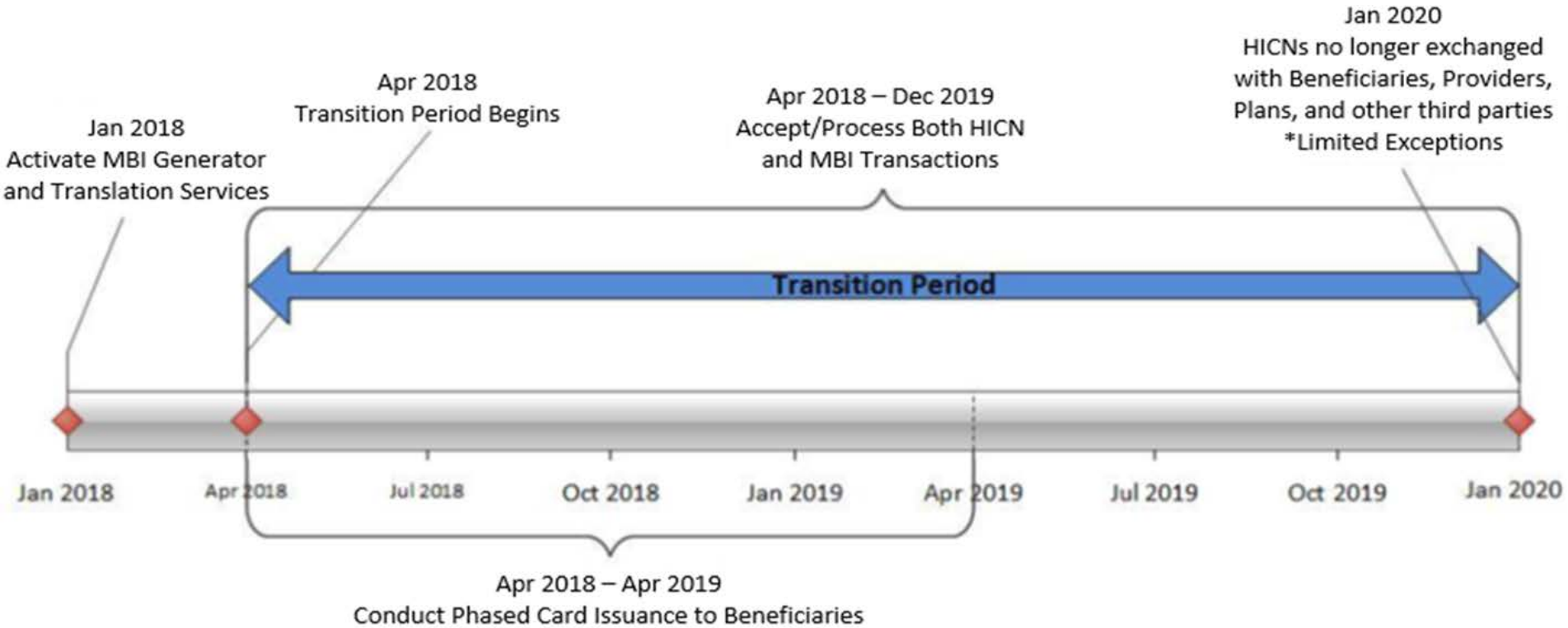
2016-2017

- ✓ **March 2016** – Launch Phase I New Medicare Card Web Content on cms.gov
- ✓ **March 2016 to August 2016** – Conduct listening Sessions with External Stakeholders
- ✓ **August 2016** – Launch Phase II New Medicare Card Web Content on cms.gov
- ✓ **September 2016** – MBI Generator in Testing Environment
- ✓ **May 2017** – MBI Development Complete
- ✓ **September 2017** – Medicare & You Handbook mailed with information about New Medicare Card, beginning robust education and outreach to people with Medicare
- ✓ **September 2017** – Give providers tools to reach their patients about the new card
- **NOW** – **Providers prepare and test providers systems & processes to use the MBI by April 2018. If you use vendors, contact them to find out about their practice management system changes**

2018-2020

- **April 2018** – All systems & processes able to accept MBI
- **April 2018** – Begin mailing new Medicare cards with MBI to 60M beneficiaries
- **June 2018** – Expected launch of provider look-up tool
- **October 2018** – Return MBI on remittance advice
- **April 16, 2019** – Deadline for issuance of new Medicare cards
- **January 1, 2020** – End of Transition Period: Use the MBI on data exchanges

MBI Generation and Transition Period



Using the New Medicare Number – During Transition

- The transition period will run from **April 2018 through December 31, 2019**
- CMS will complete its system and process updates to be ready to accept and return the MBI on April 1, 2018
- All stakeholders who submit or receive transactions containing the HICN must modify their processes and systems to be ready to submit or exchange the MBI by April 1, 2018. Stakeholders may submit **either** the MBI or HICN **during the transition period**
- CMS will accept, use for processing, and return to stakeholders either the MBI or HICN, whichever is submitted on the claim, **during the transition period**
- CMS will actively monitor use of HICNs and MBIs during the transition period to ensure that everyone is ready to use MBIs only by January 1, 2020

Using the New Medicare Number – During Transition (2)

- CMS is making systems changes so that when a provider checks a beneficiary's eligibility, the CMS HIPAA Eligibility Transaction System (HETS) will return a message on the response indicating that CMS mailed that particular beneficiary's new Medicare card
- Beginning October 2018 through the end of the transition period, when a **valid and active HICN** is submitted on Medicare fee-for-service claims **both the HICN and the MBI** will be returned on the remittance advice
 - The MBI will be in the same place you currently get the “changed HICN”:
835 Loop 2100, Segment NM1 (Corrected Patient/Insured Name), Field NM109 (Identification Code)
- Use of HICN and MBI for the same person with Medicare on the same batch of claims
 - During the transition period, we'll process all claims with either the HICN or MBI, even when both are in the same batch

Using the New Medicare Number – During Transition (3)

- Medicaid and supplemental insurers
 - We will give State Medicaid Agencies and supplemental insurers the MBIs for Medicaid-eligible people who also have Medicare before we mail the new Medicare cards. During the transition period, we'll process and transmit Medicare crossover claims with either the HICN or MBI
- Railroad Retirement Board (RRB) beneficiaries
 - The RRB will continue to send cards with the RRB logo, but you can't tell from looking at the MBI if beneficiaries are eligible for Medicare because they're railroad retirees
 - Beginning in April 2018, we'll return a message on the eligibility transaction response for a RRB patient. The message will say, "Railroad Retirement Medicare Beneficiary."
 - 271 Loop 2110C, Segment MSG
 - Medicare Providers must program their systems to identify RRB beneficiaries so they know to send those claims to the Specialty Medicare Administrative Contractor (SMAC)

Using the New Medicare Number – During Transition (4)

- Private payers
 - For non-Medicare business, private payers won't have to use the MBI. We'll continue to use supplemental insurer's unique numbers to identify customers, but after the transition period, supplemental insurers must use the MBI for any Medicare transactions where they would have used the HICN
- In addition, CMS is working to develop capabilities where providers will be able to access a beneficiary's MBI through a secure look up tool at the point of service
 - In instances in which a beneficiary does not have a new Medicare card at the point of care, we believe this look up tool will give providers a mechanism to access a beneficiary's MBI securely without disrupting workflow

New Medicare Number Exceptions After the Transition Period

- Beneficiaries, providers, and plans will no longer use the HICN for internal and most external purposes.
- However, once the transition period is over, you'll still be able to use the HICN in these situations:

Medicare plan exceptions:

- **Appeals** – You can use either the HICN or the MBI for claims appeals and related forms
- **Adjustments** – You can use the HICN indefinitely for some systems (Drug Data Processing, Risk Adjustment Processing, and Encounter Data) and for all records, not just adjustments
- **Reports** – We will use the HICN on these reports until further notice:
 - Incoming to us (quality reporting, Disproportionate Share Hospital data requests, etc.)
 - Outgoing from us (Provider Statistical & Reimbursement Report, Accountable Care Organization reports, etc.)

New Medicare Number Exceptions After the Transition Period (continued)

Fee-for-Service claim exceptions:

- **Appeals** - You can use either the HICN or the MBI for claims appeals and related forms
- **Span-date claims** - You can use the HICN for 11X-Inpatient Hospital, 32X-Home Health, and 41X-Religious Non-Medical Health Care Institution claims if the “From Date” is before the end of the transition period (12/31/2019).
 - You can submit claims received between April 1, 2018 and December 31, 2019 using the HICN or the MBI.
 - If a patient starts getting services in an inpatient hospital, home health, or religious non-medical health care institution before December 31, 2019, but stops getting those services after December 31, 2019, you may submit a claim using either the HICN or the MBI, even if you submit it after December 31, 2019.

Other Exceptions:

- **Incoming premium payments** - People with Medicare who don't get SSA or RRB benefits and submit premium payments should use the MBI on incoming premium remittances. But, we'll accept the HICN on incoming premium remittances after the transition period. (Part A premiums, Part B premiums, Part D income related monthly adjustment amounts, etc.)

What Providers and Pharmacies Need to Know to Get Ready for the New MBI

1. Subscribe to the weekly MLN Connects newsletter for updates and new information
2. Verify your patients' addresses:
 - If the address you have on file is different than the address you get in electronic eligibility transaction responses, encourage your patients to correct their address in Medicare's records at SSA using ssa.gov/myaccount (this may require coordination between your billing and office staff)
 - Remind people with Medicare that Medicare will never contact them and request personal information. They should protect their new Medicare number like a credit card and only share it with trusted providers

What Providers and Pharmacies Need to Know to Get Ready for the New MBI (continued)

3. Get ready to use the new MBI Format:
 - Ask your billing and office staff if your system can accept the 11 digit alpha numeric MBI
 - If you use vendors to bill Medicare, ask them about their MBI practice management system changes and make sure they are ready for the change
 - Encourage practices and health care facilities to visit our website at <https://www.cms.gov/newcard>

4. Make sure you can access the new provider portal to obtain a patient's MBI:
 - You'll be able to look up your Medicare patient's new Medicare number through your Medicare Administrative Contractor's (MAC's) secure web portal starting in June 2018.

What Providers and Pharmacies Need to Know to Get Ready for the New MBI (continued)

Patient History

- Throughout the transition period, a provider can submit a claim or other transactions, such as eligibility requests, using either the HICN or the MBI. This means a provider could submit a claim or other transactions using a Medicare patient's HICN and be paid or receive eligibility information, even if their Medicare patient already received a new card with a MBI.
- CMS will actively monitor the transition to the new Medicare number to confirm that people with Medicare continue to get uninterrupted access to care. This transition period will allow time for pharmacies to ensure that they can process the new MBI in their systems.

E1 Transactions for Pharmacies

- Both the Part D and A/B E1 transactions will return the MBI. Pharmacies may submit the HICN or MBI until the end of the transition period.
- Pharmacies can explore whether the National Council for Prescription Drug Programs batch E1 transaction, offered through the Part D Transaction Facilitator would be a useful method for pharmacies to obtain the MBI for Part B and Part D drug services. For more information visit either the RelayHealth or the NCPDP website (<http://medifacd.mckesson.com> or www.NCPDP.org).

Sending New Medicare Cards

- Medicare starts mailing new cards in April 2018
 - Newly-eligible beneficiaries will get a card with a unique number, regardless of where they live
 - Existing beneficiaries will get a new card over a period of approximately 12 months
 - Distribution of cards will be randomized by geographic location
- Starting in April, people with Medicare will be able to go to [Medicare.gov/newcard](https://www.Medicare.gov/newcard) to sign up for emails about the card mailing and to check the card mailing status in their state
- People with Medicare should use the new card once they get it, but either the SSN-based or the new random alphanumeric-based numbers can be used through December 2019
- Beginning January 1, 2020 only the new card will be usable

New Medicare Card Mailing

Wave	States Included	Cards Mailing
1	Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia	April – June 2018
2	Alaska, American Samoa, California, Guam, Hawaii, Northern Mariana Islands, Oregon	April – June 2018
3	Arkansas, Illinois, Indiana, Iowa, Kansas, Minnesota, Nebraska, North Dakota, Oklahoma, South Dakota, Wisconsin	After June 2018
4	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, Vermont	After June 2018
5	Alabama, Florida, Georgia, North Carolina, South Carolina	After June 2018
6	Arizona, Colorado, Idaho, Montana, Nevada, New Mexico, Texas, Utah, Washington, Wyoming	After June 2018
7	Kentucky, Louisiana, Michigan, Mississippi, Missouri, Ohio, Puerto Rico, Tennessee, Virgin Islands	After June 2018

- ❖ The Railroad Retirement Board will issue their new cards to RRB beneficiaries

New Medicare Card Mailing (continued)

The following slides show what will be included in the mailing:

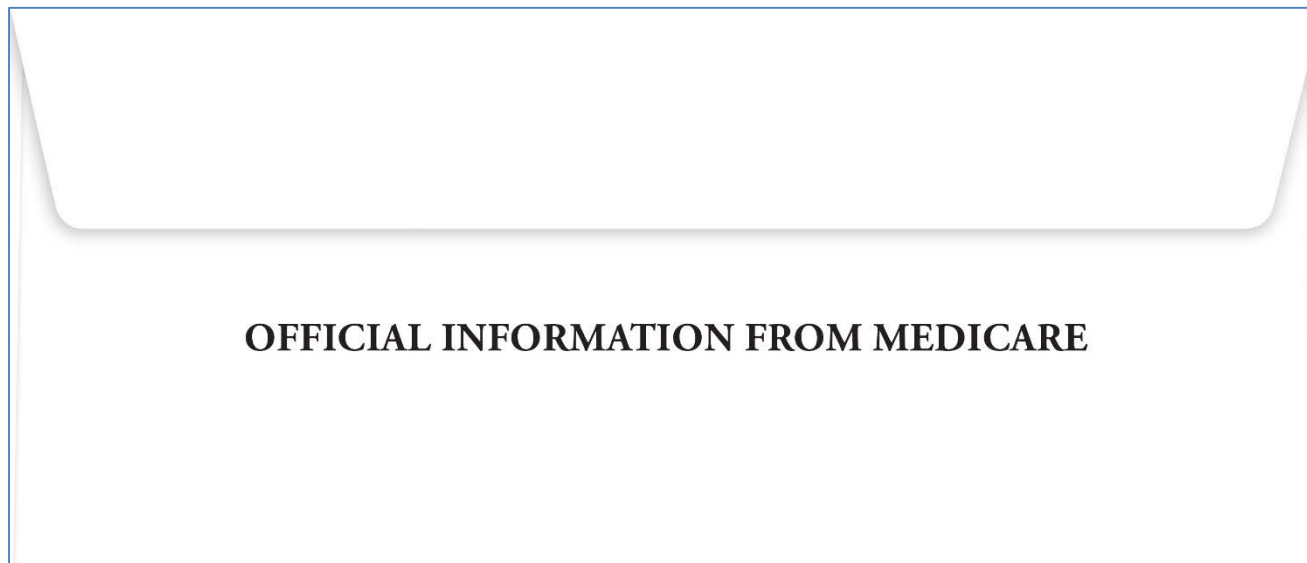
- The envelope
- The insert with the new card
- A letter with instructions in English, with Spanish on the back
- Taglines about how to get help in these other languages: Arabic, Armenian, Chinese, Farsi, French, German, Haitian Creole, Italian, Japanese, Korean, Polish, Portuguese, Russian, Tagalog, and Vietnamese

New Medicare Card Mailing - Envelope

front



back



New Medicare Card Mailing - Insert

This is your official Medicare card. It's for your use only. For your protection, Medicare cards have a unique number that's different from a Social Security number. Show your card when you get health services. Turn over to read more.

Esta es su tarjeta oficial de Medicare. Es para su uso solamente. Para su protección, las tarjetas de Medicare tienen un número único diferente a un número del Seguro Social. Muestre su tarjeta cuando reciba servicios médicos. Dé vuelta para leer más.

D0611-0002596 *****MIXED AADC 159 P02 T00005



JOHN L SMITH
123 MAIN STREET
ANYWHERE, USA 45678



MEDICARE HEALTH INSURANCE

Name/Nombre

JOHN L SMITH

Medicare Number/Número de Medicare

1EG4-TE5-MK72

Entitled to/Con derecho a

HOSPITAL (PART A)

MEDICAL (PART B)

Coverage starts/Cobertura empieza

03-01-2016


03-01-2016



0002596



New Medicare Card Mailing - Letter

 DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, MD 21244-1850

[First Name Last Name of Primary Contact] [Date of notice]
[Address of Primary Contact]

Important: Your new Medicare card is inside.

Why am I getting a new Medicare card?
Medicare is required by law to take Social Security Numbers off of Medicare cards. This will help keep your personal information more secure and help protect your identity. Your new Medicare card now has a new number that's unique to you, instead of a Social Security Number. This new number is used only for your Medicare coverage.

What do I need to do?


- **Securely destroy your old Medicare card.**
Protect yourself by making sure no one can get your personal information from your old Medicare card.
- **Start using your new Medicare card.**
You can start using your new Medicare card right away. Use it the same way you used your old card. The new card **doesn't** change your Medicare coverage or benefits. Doctors, other health care providers, and plans approved by Medicare know that Medicare is replacing your old card. They are ready to accept your new card the next time you need care.

Have other coverage like a Medicare Advantage Plan, Prescription Drug Plan, or Medicaid?
Your new Medicare card doesn't replace the card that you use from your plan. You'll still use your existing plan card when you get care or prescriptions. You'll need this new Medicare card if you want to join, leave, or switch to a different plan. You also may be asked to show your new Medicare card if you need hospital services.

Where can I get more information?
To get more information about your new Medicare card or if you have questions about Medicare, visit [Medicare.gov](https://www.medicare.gov) or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you've been discriminated against. Visit [CMS.gov/about-cms/agency-information/about/whistlebloweranddiscriminationnotice.html](https://www.cms.gov/about-cms/agency-information/about/whistlebloweranddiscriminationnotice.html), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

front

 DEPARTAMENTO DE SALUD Y SERVICIOS HUMANOS
Centros de Servicios de Medicare & Medicaid
7500 Security Boulevard
Baltimore, MD 21244-1850

[First Name Last Name of Primary Contact] [Date of notice]
[Address of Primary Contact]

Importante: Aquí está su nueva tarjeta de Medicare.

¿Por qué estoy recibiendo una nueva tarjeta de Medicare?
La ley requiere que Medicare elimine los números del Seguro Social de sus tarjetas. Esto ayudará a mantener su información más segura y protegerá su identidad. Su tarjeta de Medicare ahora tiene un nuevo número, exclusivo para usted, en lugar de su número del Seguro Social. Este nuevo número sólo se usará para la cobertura de Medicare.

¿Qué debo hacer?

- **Destruya de manera segura su tarjeta anterior de Medicare.**
Protéjase asegurándose de que ninguna otra persona pueda obtener su información personal de la tarjeta anterior.
- **Comience a usar su nueva tarjeta de Medicare.**
Puede comenzar a utilizar su nueva tarjeta de Medicare inmediatamente. Úsela de la misma forma en que utilizó su tarjeta anterior. La nueva tarjeta **no** cambia su cobertura o beneficios de Medicare. Los médicos, al igual que otros profesionales de la salud y planes aprobados por Medicare, saben que Medicare está reemplazando las tarjetas. Ellos están dispuestos a aceptar su nueva tarjeta la próxima vez que necesite atención médica.

¿Tiene otra cobertura como un Plan Medicare Advantage, Plan de Medicamentos Recetados o Medicaid?
Su nueva tarjeta de Medicare no reemplaza su tarjeta del plan. Usted seguirá usando su tarjeta actual del plan cuando reciba atención o recetas médicas. Mantenga esta tarjeta oficial de Medicare en algún lugar seguro y destruya su tarjeta roja, blanca y azul de Medicare, como indicado anteriormente. Necesitará su nueva tarjeta de Medicare si desea inscribirse, cancelar o cambiar de plan.

¿Dónde puedo obtener más información?
Para obtener más información sobre su nueva tarjeta de Medicare o si tiene alguna pregunta, visite [Medicare.gov](https://www.medicare.gov) o llame al 1-800-MEDICARE (1-800-633-4227). Los usuarios de TTY pueden llamar al 1-877-486-2048.

Usted tiene derecho a obtener la información de Medicare en un formato accesible, como letra grande, braille o audio. También tiene el derecho de presentar una queja si piensa que ha sido discriminado. Visite <https://www.cms.gov/about-cms/agency-information/about/whistlebloweranddiscriminationnotice.html> o llame al 1-800-MEDICARE para más información. Los usuarios de TTY pueden llamar al 1-877-486-2048.

back

New Medicare Card Mailing – Help in Other Languages

Help in other languages

If you, or someone you're helping, has questions about Medicare, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-MEDICARE (1-800-633-4227).

العربية (Arabic) إن كان لديك أو لدى شخص تُساعدُه أسئلة بخصوص Medicare فإن من حَقك الحصول على المساعدة والمعلومات بلغتك من دون أي تكلفة. لتحدث مع مترجم إتصل بالرقم 1-800-MEDICARE (1-800-633-4227).

հայերեն (Armenian) Եթե Ղուք կամ Ձեր կողմից օգնություն ստացող անձը հարցեր ունի Medicare-ի մասին, սպա Ղուք իրավունք ունեք անվճար օգնություն և տեղեկություններ ստանալու Ձեր լախերնարած լեզվով: Քարգմանի հետ խոսելու համար զանգահարեք 1-800-MEDICARE (1-800-633-4227) հեռախոսահամարով:

中文 (Chinese-Traditional) 如果您·或是您正在協助的個人·有關於聯邦醫療保險的問題·您有權免費以您的母語·獲得幫助和訊息·與翻譯員交談·請致電 1-800-MEDICARE (1-800-633-4227)。

فارسی (Farsi) اگر شما، یا شخصی که به او کمک می‌رسانید سوالی در مورد اعلامیه مختصر مدیکر دارید، حق این را دارید که کمک و اطلاعات به زبان خود به طور رایگان دریافت نمایید. برای مکالمه با مترجم یا این شماره زیر تماس بگیرید: 1-800-MEDICARE (1-800-633-4227).

Français (French) Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions au sujet de l'assurance-maladie Medicare, vous avez le droit d'obtenir de l'aide et de l'information dans votre langue à aucun coût. Pour parler à un interprète, composez le 1-800-MEDICARE (1-800-633-4227).

Deutsch (German) Falls Sie oder jemand, dem Sie helfen, Fragen zu Medicare haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-800-MEDICARE (1-800-633-4227) an.

Kreyòl (Haitian Creole) Si oumenm oswa yon moun w ap ede, gen kesyon konsènan Medicare, se dwa w pou jwenn ed ak enfòmasyon nan lang ou pale a, san pou pa peye pou sa. Pou w pale avèk yon entèprèt, rele nan 1-800-MEDICARE (1-800-633-4227).

Italiano (Italian) Se voi, o una persona che state aiutando, vogliate chiarimenti a riguardo del Medicare, avete il diritto di ottenere assistenza e informazioni nella vostra lingua a titolo gratuito. Per parlare con un interprete, chiamate il numero 1-800-MEDICARE (1-800-633-4227).

日本語 (Japanese) Medicare (メディケア) に関するご質問がある場合は、ご希望の言語で情報取得し、サポートを受ける権利があります (無料)。通訳をご希望の方は、1-800-MEDICARE (1-800-633-4227) までお電話ください。

한국어(Korean) 만약 귀하나 귀하가 돕는 어느 분이 메디케어에 관해서 질문을 가지고 있다면 비용 부담이 없이 필요한 도움과 정보를 귀하의 언어로 얻을 수 있는 권리가 귀하에게 있습니다. 통역사와 말씀을 나누시려면 1-800-MEDICARE(1-800-633-4227)로 전화하십시오.

Polski (Polish) Jeżeli Państwo lub ktoś komu Państwo pomagają macie pytania dotyczące Medicare, mają Państwo prawo do uzyskania bezpłatnej pomocy i informacji w swoim języku. Aby rozmawiać z tłumaczem, prosimy dzwonić pod numer telefonu 1-800-MEDICARE (1-800-633-4227).

Português (Portuguese) Se você (ou alguém que você esteja ajudando) tiver dúvidas sobre a Medicare, você tem o direito de obter ajuda e informações em seu idioma, gratuitamente. Para falar com um intérprete, ligue para 1-800-MEDICARE (1-800-633-4227).

Русский (Russian) Если у вас или лица, которому вы помогаете, возникли вопросы по поводу программы Медикэр (Medicare), вы имеете право на бесплатную помощь и информацию на вашем языке. Чтобы воспользоваться услугами переводчика, позвоните по телефону 1-800-MEDICARE (1-800-633-4227).

Tagalog (Tagalog) Kung ikaw, o ang isang tinutulongan mo, ay may mga katanungan tungkol sa Medicare, ikaw ay may karapatan na makakuha ng tulong at impormasyon sa iyong lengguwahe ng walang gastos. Upang makipag-usap sa isang tagasalin ng wika, tumawag sa 1-800-MEDICARE (1-800-633-4227).

Tiếng Việt (Vietnamese) Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Medicare, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện qua thông dịch viên, gọi số 1-800-MEDICARE (1-800-633-4227).

front

back

New Medicare Card Mailing in Alternate Formats

There will be specialized communications for those with alternative format needs. These formats include large print, Braille, audio and data cd.

- People with Medicare with alternate format preferences will receive:
 - The letter in regular print and in their alternate format of choice.
 - The information about getting help in other languages in their alternate format of choice.
 - The insert with the new card in regular print.
 - A different letter containing the information on the new card insert (i.e., the part of the insert left over after you remove the new card) in their alternate format of choice.
- People with a Braille preference will also receive a tactile sticker that they can stick to their new card, and instructions for how/where to do so.
- People with alternate format preferences will be mailed their new cards and letters following the same schedule as those with no preference.

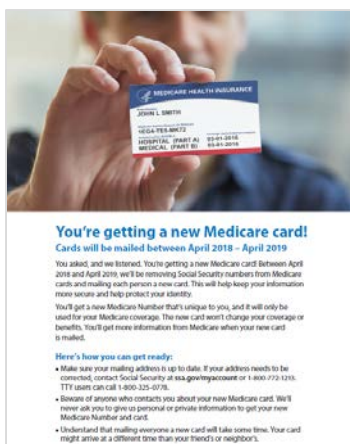
Replacement Cards and Numbers

- People with Medicare should still make sure their current address is correct with the Social Security Administration NOW, as needed
- People who lose their Medicare card will continue to be able to get a replacement (duplicate) card
- People who believe they are victims of identity theft or Medicare fraud will be able to get a different new Medicare number by contacting 1-800-MEDICARE

Outreach and Education Resources

- Resources to help you communicate with people with Medicare are available on our website <https://www.cms.gov/newcard> to print and order

A flyer you can hand out



A Poster for Providers' Offices



Tear-offs for Patients



Conference Cards for Beneficiaries



Your Guide for Outreach

January – October 2018

- National Outreach with drumbeat messaging, changing over time
- Dial up the outreach and messaging! Card mailing moves to forefront of messaging for people with Medicare through all communications channels.
 - **January 23 to Mid-March:**
 - Messaging about mailing address accuracy and protection from fraudsters
 - **Mid-March – October:**
 - Intensive earned media and local outreach kicks off, coordinated with card mailing
 - Messaging about when to expect new cards, what to do with old (and new) cards, and what to do if you don't receive a card or need help

Your Guide for Outreach (continued)

Specific messaging for people with Medicare

January to Mid-March

- New Medicare cards with new Medicare Numbers are coming, starting in April 2018
- Make sure the Social Security Administration has your current mailing address
- Beware of scam artists contacting you about your new card

Mid-March to October

- MAILING BEGINS APRIL 1!
- Find out when your card is mailed by visiting Medicare.gov and signing up for email
- What to do if you don't get your card
- Destroy your old card (shred)
- Once your card has been mailed, you can look up your Medicare Number or print a card on MyMedicare.gov

Your Guide for Outreach Overview

2018	Mid-January →	February →	March →	April →
Products	<ul style="list-style-type: none"> • Print ad for local distribution • Medicare.gov blog, widget, fact sheet • Video: informational for beneficiaries • Audio PSA for major pharmacy chains • Poster in post offices • MSN message 		<ul style="list-style-type: none"> • Videos: Animated “destroy” for beneficiaries, video in provider waiting rooms • New poster in post offices 	
Medicare.gov	<ul style="list-style-type: none"> • Post blog, add Medicare card message to homepage • Promote go.medicare.gov/newcard and new beneficiary widget available on CMS.gov/newcard 		<ul style="list-style-type: none"> • Prominently feature new card image • Launch Medicare Number look up and replacement card features in MyMedicare.gov • Launch mailing status page 	
Call Center	<ul style="list-style-type: none"> • Continue queue messages updated after Medicare Open Enrollment 	<ul style="list-style-type: none"> • Update scripts & queue messages 	<ul style="list-style-type: none"> • Deploy updated scripts with card mailing 	
National Press			<ul style="list-style-type: none"> • Announce “new cards start mailing” with key mailing details 	
Digital, Paid & Earned Media	<ul style="list-style-type: none"> • Begin weekly Facebook and Twitter posts • Email sends • Social media toolkit for partners 		<ul style="list-style-type: none"> • Begin geo-targeted digital media in concert with mailing • Paid search ads send beneficiaries to Medicare.gov 	
Regional Outreach & Partnerships	<ul style="list-style-type: none"> • Distribute messaging, updates, and materials through local partners • Use listserv, phone calls, webinars, conferences, First Friday events • Continue to develop/identify new partners for beneficiary outreach 		<ul style="list-style-type: none"> • Use press kit for local distribution • Issue local press release with mailing • Share print ads with local and regional media and information intermediaries • Participate in call-in shows • Host senior events 	

Spotlight on AI/AN Community



Impacted Applications

IHS is addressing impacted applications

- Resource Patient Management System (RPMS)
- National Patient Information Reporting System (NPIRS) - National Data Warehouse

The current plan is to release the following updates on **March 28, 2018 (FY18 Q2 release):**

- Third Party Billing (ABM) v2.6 p26
- Point of Sale (ABSP) v1.0 p50
- Contract Health Management System (ACHS) v3.1 p27
- Patient Registration (AG) v7.1 p13
- IHS Dictionaries (Patient) + IHS PCC Suite (AUPN) v99.1 p26
- Accounts Receivable (BAR) 1.8p27
- Practice Management Suite (BPRM) v3.0 p6

Note: Information is accurate pending there are no changes from CMS

Timeline for RPMS Application Development

High Level Schedule:

- Alpha – 2/5/2018 – 2/16/2018
- Beta – 2/20/2018 – 3/19/2018
- National Release – **3/28/2018**
- Training Sessions – TBD
(Tentative dates between 3/13/2018 and 4/12/2018)

Key Points to Know

1. Providers (including pharmacies) need to be ready by April 1, 2018 (systems and business processes)
2. There will be a 21- month transition period from April 1, 2018 – December 31, 2019
3. Providers (including pharmacies) will have 3 ways to get the new MBI:
 - a. Patient presents the card at time of service
 - b. Provider receives it through the remittance advice
 - c. Provider obtains it through the a secure web portal with the MAC
4. Providers (including pharmacies) have resources you can use when you talk to people with Medicare about the new Medicare cards:
<https://www.cms.gov/Medicare/New-Medicare-Card/Partners-and-Employers/Partners-and-employers.html>

Stay Connected!

Find more technical information, detailed updates, training opportunities, and materials to share on the web:

[CMS.gov/newcard](https://www.cms.gov/newcard)

Comments and questions are always welcome! Send to:

NewMedicareCardSSNRemoval@cms.hhs.gov

Information for people with Medicare:

[go.medicare.gov/newcard](https://www.go.medicare.gov/newcard)