



The New Medicare Card Initiative: Indian Health Service Update

March 1, 2018

Presenters:



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Disclaimer



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- Important Note: This presentation was developed in collaboration with Centers for Medicare & Medicaid Services (CMS).
- **All slides** are courtesy of Centers for Medicare & Medicaid Services (CMS) from CMS presentations or from CMS Website <https://www.cms.gov/Medicare/New-Medicare-Card/Open-Door-Forums.html> (with the exception of slides noted prepared by IHS).



Objectives



At the end of this session participants should be able to:

- Identify why CMS is replacing the old Medicare Card's
- Identify the difference between the Health Insurance Claim Number (HICN) and Medicare Beneficiary Identifier (MBI) number
- Identify five actions needed to prepare for new card
- Discuss CMS's Mailing Strategy for the New Medicare Cards
- Discuss Resource and Patient Management System (RPMS) changes
- Participate in Questions and Answers



Background



- The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015
 - The legislation mandates the removal of Social Security Numbers (SSN) from all Medicare cards.
- New Medicare Card Initiative
 - A fraud prevention initiative to combat identity theft and illegal use of Medicare benefits.
 - A new Medicare Beneficiary Identifier (MBI) will replace the SSN-based Health Insurance Claim Number (HICN) on the new Medicare cards.
 - The MBI to replace HICN for Medicare transactions such as billing, processing claims and determining eligibility for services across multiple entities (Example include: Social Security Administration (SSA), Railroad Retirement Board (RRB), States, Medicare providers, and health plans).
 - CMS to mail out new Medicare cards with a new MBI by April 2019 (legislative mandate).
 - People with Medicare may start using their new Medicare cards as soon as they get them.

Operations: Three Steps to the New MBI



- 1. Generate MBI for all beneficiaries:** Includes existing (currently active, deceased, or archived) and people new to Medicare
- 2. Issue new, redesigned Medicare cards:** New cards containing the new MBI to existing and new people with Medicare
- 3. Modify systems and business processes:** Required updates to accommodate receipt, transmission, display, and processing of the new MBI

Comparison of Different Identifiers



NOTE: Identifiers are Fictitious

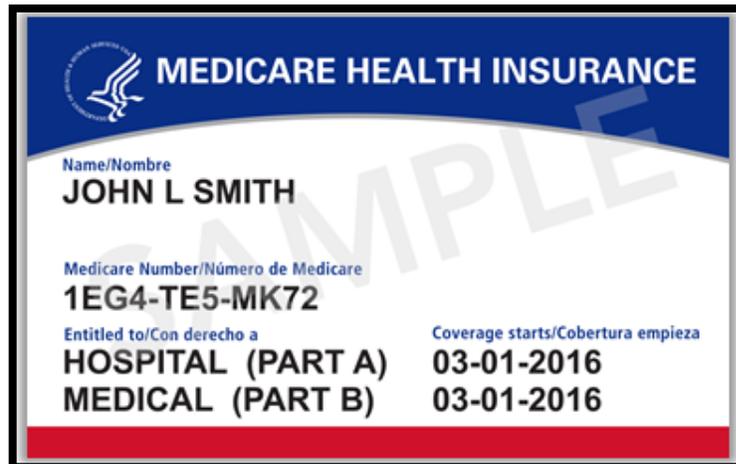
KEY	Example
SSN	123-75-9812
CAN	123-75-9812-A
HICN	123-75-9812-A
RRB Post April 1964	A-123-75-9812 (prior years it is A-000000 – not based on SSN)
New MBI	1EG4-TE5-MK73

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

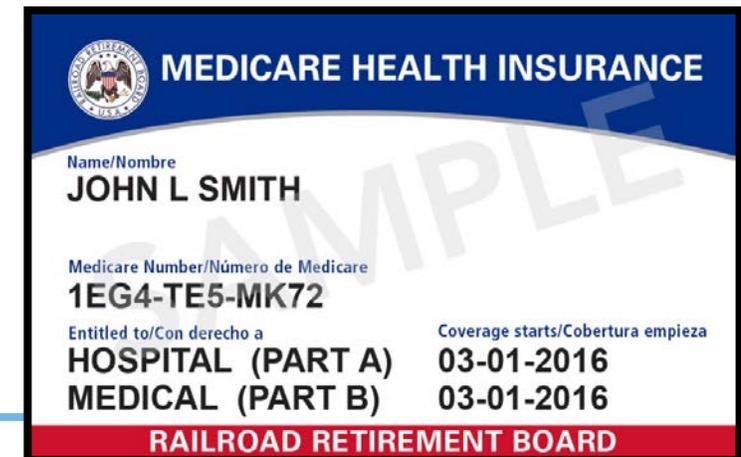
Example of New Card: New Unique Medicare Number



New CMS Medicare Card



New Railroad Retirement Board Card



Key Characteristics

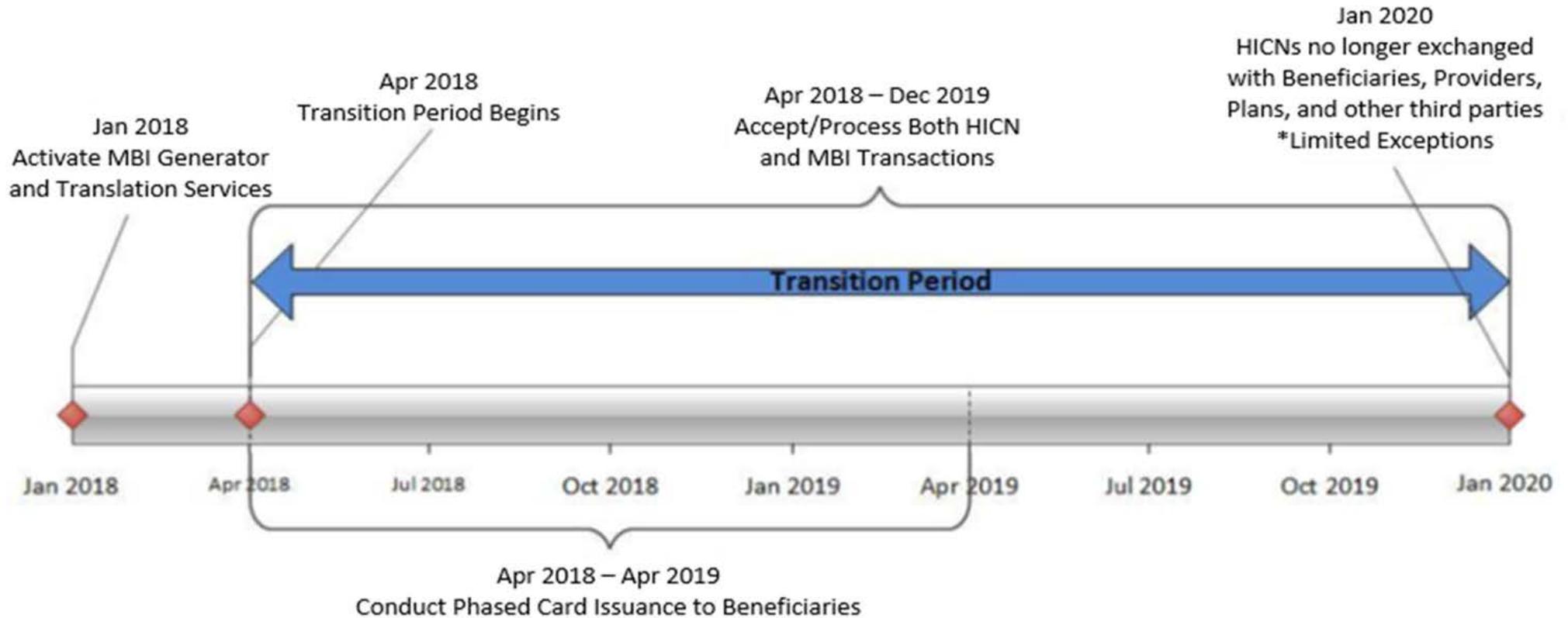
- The same number of characters as the current HICN (11), but will be visibly distinguishable from the HICN
- Contain uppercase alphabetic and numeric characters throughout the 11-digit identifier
- Occupy the same field as the HICN on transactions
- Be unique to each beneficiary (e.g., husband and wife 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

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 only MBIs by January 1, 2020

CMS Operations: Transition Period



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** – CMS will use the HICN on these reports until further notice:
 - Incoming to CMS (quality reporting, Disproportionate Share Hospital data requests, etc.)
 - Outgoing from us (Provider Statistical & Reimbursement Report, Accountable Care Organization reports, etc.)

New MBI, New Card Issuance & Mailing



- CMS will begin mailing new cards in April 2018 and will meet the congressional deadline for replacing all Medicare cards by April 2019.
- The gender and signature line will be removed from the new Medicare cards.
- The Railroad Retirement Board will issue their new cards to RRB beneficiaries.
- CMS will work with states that currently include the HICN on Medicaid cards to remove the Medicare ID or replace it with a new MBI.
- CMS will conduct intensive education and outreach to all people with Medicare, their families, caregivers, and advocates to help prepare for this change.

New Medicare Card Mailing Strategy

The Centers for Medicare & Medicaid Services (CMS) is required to remove Social Security Numbers (SSNs) from all Medicare cards by April 2019. A new, unique Medicare Number will replace the SSN-based Health Insurance Claim Number (HICN) on each new Medicare card. Starting April 2018, CMS will begin mailing new Medicare cards to all people with Medicare on a flow basis by geographic location and other factors.

These mailings will follow the sequence outlined below. Additional details on timing will be available as the mailings progress. Starting in April 2018, people with Medicare will be able to check the status of card mailings in their area on Medicare.gov.

New Medicare Card Mailing Waves

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

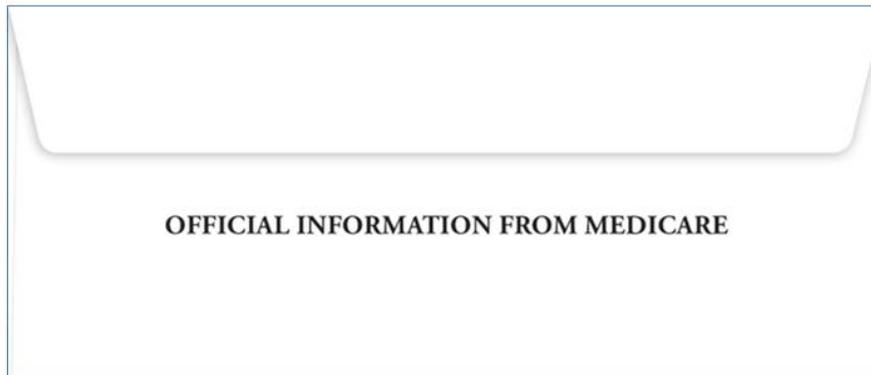
New Medicare Card Mailing: Envelope and Insert



front



back



Envelope



Insert

New Medicare Card Mailing - Letter



front

 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 <https://www.cms.gov/about/aboutwebsite/cmanondiscriminationnotice.html>, or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

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 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/aboutwebsite/cmanondiscriminationnotice.html> o llame al 1-800-MEDICARE para más información. Los usuarios de TTY pueden llamar al 1-877-486-2048.

Outreach and Education



- CMS will provide outreach and education to:
 - Approximately 60 million beneficiaries, their families, advocacy groups, and caregivers
 - Health Plans
 - The provider community (1.5M providers)
 - All Provider Letter and Fact Sheet
 - Quarterly Open Door Forums
 - States and Territories
 - Other business partners, including vendors
- CMS will involve all business partners in our outreach and education efforts through their existing vehicles for communication (e.g., Open Door Forums, HPMS notices, MLN Connects)
- CMS is also working to develop a secure way for beneficiaries to be able to access their new Medicare number when needed

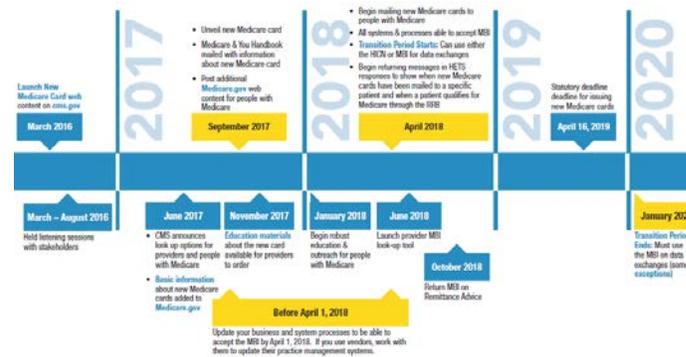
Outreach and Education Resources



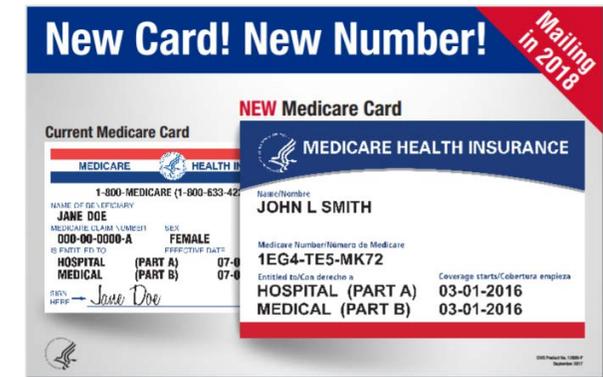
A Flyer to Distribute



A Full Timeline for Your Records



A Poster for Providers' Offices



Tear-offs for Patients



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

Conference Cards for Beneficiaries





New Medicare Card: Spotlight on Indian Health Service

IHS Outreach and Education



A few examples of outreach:

2017 August

- IHS Partnerships Conference: August 22 & 23
- National Indian Health Board (NIHB) Tribal Technical Advisory Group (TTAG): August 23

September

- Outreach to IHS, Tribal and Urban Partners
- Information System Advisory Council: September 19
- NIHB National Tribal Health Conference: September 25

October

- IHS National Business Office Committee Meeting: October 25

November

- NIHB TTAG: November 1

December

- EHR for Health Information Management Training: December 12

2018 February

- New Medicare Card posted on IHS.gov website
- NIHB TTAG: February 21
- Long Term Service and Support Technical Assistance for AI/AN February 28

2018 March

- General Staff Meeting : March 1

IHS Communication



- Website: www.IHS.gov
- Social Media
 - Facebook: IHS Home page
 - Twitter
- Office of Resource Access and Partnership (ORAP), Division of Business Office Enhancement (DBOE)
 - Guidance for IHS Business Office Staff:
 - Patient Registration
 - Patient Benefit Coordinators
 - Purchased /Referred Care (PRC)
 - Third Party Billing Staff
 - Accounts Receivable Staff
 - Health Information Management (HIM) Staff
- RPMS Training (application update)

U.S. Department of Health and Human Services
Indian Health Service
The Federal Health Program for American Indians and Alaska Natives

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Urban Leader Letters

New Medicare Card

NEW Medicare Cards April 2018

Starting in April 2018, Medicare will mail new Medicare cards to all people with Medicare, to help protect you from identity fraud. Fraudsters are always looking for ways to get your Social Security Number so we're removing Social Security Numbers from all Medicare cards to make them safer.

Links:

- [Tips to prevent Medicare fraud](#)
- [Information on the new Medicare card](#)
- [What do the new Medicare cards mean for IHS?](#)

Search

Search Announcements

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- [2018 Announcements](#)
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IHS Preparation



- **IHS addressing applications impacted**
 - Resource and Patient Management System (RPMS)
 - National Patient Information Reporting System (NPIRS) - National Data Warehouse
- **OIT Project team formed**
 - Meeting
 - Developed Project plan
 - Addressing communication
 - Addressing data flow of information
 - Addressing need for future patch to accept MBI number before April 1, 2018
 - Future initiatives proactive planning

Impacted Applications



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) 1.8 p27
- 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:

- 3/27/18 for all impacted applications – 1 hour session which will be recorded.
- 4/6/18
- 4/13/18
- 4/27/18 (if needed)

What IHS Federal, Tribal, and Urban Facilities Need to Know to Get Ready for the New MBI



1. Get ready to use the new MBI format

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

2. Help your patients get ready

- 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 MBI like a credit card and only share it with those they trust.

CMS Resources



Additional technical information, detailed updates, training opportunities, and materials to share available at: <https://www.cms.gov/newcard>

CMS Open Forum Resource Materials at <https://www.cms.gov/Medicare/New-Medicare-Card/Open-Door-Forums.html>

CMS welcomes comments and questions! Send to:
NewMedicareCardSSNRemoval@cms.hhs.gov

Information for people with Medicare: go.medicare.gov/newcard

Outreach & Education Video: <https://youtu.be/DusRmgzQnLY>



Questions



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