The New Medicare Card Initiative: Indian Health Service Update

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Susy Postal DNP, RN-BC
Chief Health Informatics Officer, Indian Health Service

Marni Land
New Medicare Project Federal Partners Liaison, Centers for Medicare & Medicaid Service
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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

Slide prepared by IHS
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

<table>
<thead>
<tr>
<th>KEY</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSN</td>
<td>123-75-9812</td>
</tr>
<tr>
<td>CAN</td>
<td>123-75-9812-A</td>
</tr>
<tr>
<td>HICN</td>
<td>123-75-9812-A</td>
</tr>
</tbody>
</table>
| 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
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

- Jan 2018: Transition Period Begins
  - Activate MBI Generator and Translation Services

- Apr 2018 - Dec 2019: Accept/Process Both HICN and MBI Transactions

- Apr 2018 - Apr 2019: Conduct Phased Card Issuance to Beneficiaries

- Jan 2020: HICNs no longer exchanged with Beneficiaries, Providers, Plans, and other third parties
  *Limited Exceptions
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.)
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: Envelope and 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 solo. Para su protección, las tarjetas de Medicare tienen un número único diferenciado a un número del seguro social. Muestra su tarjeta al recibir servicios médicos. Dé vuelta para leer más.

Envelope

OFFICIAL INFORMATION FROM MEDICARE

Insert
New Medicare Card Mailing - Letter

DEPARTMENT OF HEALTH & HUMAN SERVICES

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

Important: Your new Medicare card is inside.

Who are 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 does not 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 does not 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 to use your 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 or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-1078.

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 think you’ve been discriminated against. To file a complaint or request information, call Medicare’s Ombudsman Program at 1-855-1-OMedicare. To report information about Medicare fraud, call Medicare’s Fraud Hotline at 1-800-336-1255.

DEPARTAMENTO DE SALUD Y SERVICIOS HUMANOS

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

Importante: Aquí está un nuevo tarjeta de Medicare.

¿Por qué estás 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 proteger su identidad. Su tarjeta de Medicare ahora tiene un nuevo número, incluso para usted, en lugar de su número del Seguro Social. Este nuevo número sólo se usará para la cobertura de Medicare.

¿Qué debo hacer?
- Destruye su nueva tarjeta de Medicare.
- Presta servicio a otras personas que no necesitan un número de identificación personal.
- Comuníquese con su nueva tarjeta de Medicare inmediatamente.
- Puede comenzar a utilizar su nueva tarjeta de Medicare inmediatamente.
- Use la tarjeta de Medicare para el uso del número de seguro.

Tiene otra cobertura como un Plan Medicare Advantage Plan, Plan de Medicamentos Reales o Medicaid?
Su nueva tarjeta de Medicare no reemplaza su tarjeta del plan. Usted seguirá usando su tarjeta del plan cuando elija el seguro a la vez de Medicaid. Muéstre su tarjeta de Medicare para cubrir medicamentos o servicios en su plan.

¿Dónde puedo obtener más información?
Para obtener más información sobre su nueva tarjeta de Medicare o si tiene alguna pregunta, visite Medicare.gov o llame al 1-800-MEDICARE (1-800-633-4227). Los usuarios de TTY pueden llamar a 1-877-486-1078.


INDIAN HEALTH SERVICE / OFFICE OF INFORMATION TECHNOLOGY
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 Poster for Providers’ Offices

Tear-offs for Patients

Conference Cards for Beneficiaries

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

Slide prepared by IHS
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)
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 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

Susy.postal@IHS.gov