



TribalNet Bringing Technology & Tribes Together

New Medicare Card Update: Transition Period Ends December 31, 2019

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- Important Note: This presentation was developed in collaboration with Centers for Medicare & Medicaid Services (CMS).
- **All slides** are courtesy of 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).



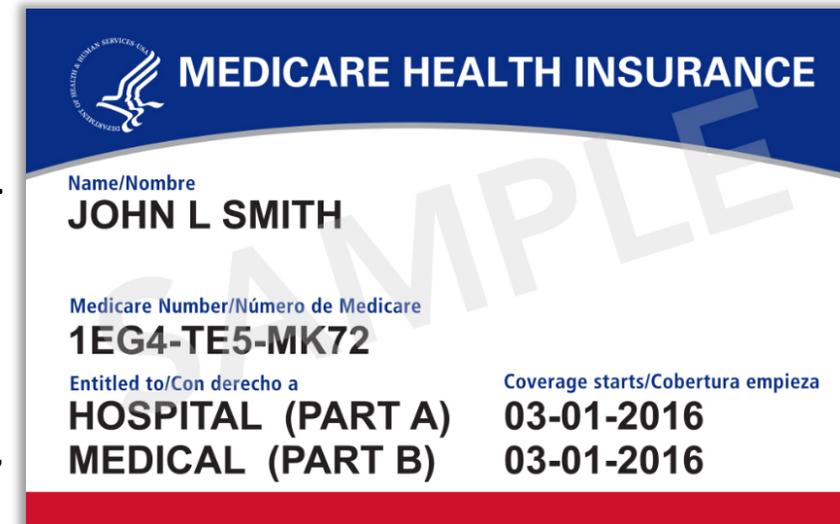
New Medicare Card - Background

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.
- The Medicare Beneficiary Identifier (MBI) replaces the SSN-based Health Insurance Claim Number (HICN) on the new Medicare cards.
- The MBI replaces 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).



New Medicare Card

Just 7 weeks away from the end of the transition!

- Starting January 1, 2020, you must submit claims with the Medicare Beneficiary Identifier (MBI). CMS will reject claims submitted with the Health Insurance Claim Number (HICN), with limited exceptions.
- Starting January 1, 2020, you must submit all eligibility transactions with the MBI. CMS will reject all eligibility transactions submitted with the HICN.

Are you ready?



New Medicare Card Mailing Complete

- We've finished mailing new cards to people with Medicare across all U.S. states and territories.
- Over 61 million beneficiaries got new cards in the mail since April 2018.
 - Includes people new to Medicare and existing beneficiaries.
- **All beneficiaries and providers should use MBIs Now!**



Key Points to Reinforce with Beneficiaries

If someone with Medicare says they didn't get a new card with a new number, they should:

- Sign into MyMedicare.gov to see their Medicare number or print their official card. They must create an account if they don't already have one.
- Call 1-800-MEDICARE (1-800-633-4227) where we can verify their identity, check their address and help them get their new card. There might be something that needs to be corrected, like their mailing address.
- Use their current card to get health care services (until December 31, 2019) **but** remember to bring your card the next time. (Providers: remember to get the MBI from the remittance advice and save it in your system to use the next time you submit a claim and give your patients the Get Your New Medicare Card flyer in [English](#) or [Spanish](#).)

Key Points to Reinforce with Beneficiaries

- Beneficiaries should:
 - Use their new Medicare card
 - **Make sure to bring their new card with them when they get health care services – Very Important!!**
 - Continue to protect their new Medicare number
- CMS will never call beneficiaries uninvited for their Medicare number or other personal information. Beneficiaries who think their number is compromised should call 1-800-MEDICARE.
- MBIs use numbers 0-9 and all uppercase letters except for S, L, O, I, B, and Z
 - Don't get confused between "0" and "O" when signing up for or logging into MyMedicare.gov.



MyMedicare.gov - View or Print new Medicare card

Medicare.gov JOHN A DOE Live Chat Log out Español

Home My Claims My Plans & Coverage My Providers & Services

Print my Medicare card

This is your official Medicare card. Print this card, and take it with you to your health care provider when you need services.

Front of card

MEDICARE HEALTH INSURANCE

Name/Nombre
JOHN L. SMITH

Medicare Number/Número de Medicare
1EG4-TE5-MK72

Entitled to/Con derecho a
HOSPITAL (PART A) Coverage starts/Cobertura empieza
03-01-2016

MEDICAL (PART B) **03-01-2016**

Print my card Cancel

Back of card

You may be asked to show this card when you get health care services. Only give your personal Medicare information to health care providers, your insurers, or people you trust who work with Medicare on your behalf. **WARNING:** Intentionally misusing this card may be considered fraud and/or other violation of federal law and is punishable by law.

Es posible que le pidan que muestre esta tarjeta cuando reciba servicios de cuidado médico. Solamente dé su información personal de Medicare a los proveedores de salud, sus aseguradores o personas de su confianza que trabajan con Medicare en su nombre. **ADVERTENCIA!** El mal uso intencional de esta tarjeta puede ser considerado como fraude y/u otra violación de la ley federal y es sancionada por la ley.

1-800-MEDICARE (1-800-833-4227/TTY: 1-877-488-2048);
Medicare.gov

Order Medicare Card

FEEDBACK

About Medicare | Medicare Glossary Nondiscrimination/Accessibility | Privacy Policy | Privacy Setting | Linking Policy | Using this Site | Plain Writing

Medicare.gov A federal government website managed and paid for by the U.S. Centers for Medicare and Medicaid Services.

- Log into or sign up for MyMedicare.gov. Accounts are password-protected and secure.
- Beneficiaries can view Medicare numbers/print a card.
- This page is available to view on smaller devices like cell phones.

Transition Period ALMOST OVER

April 1, 2018 – December 31, 2019



Transition Period Milestones

April 1, 2018

All systems & processes able to accept MBI.
Mailing new Medicare cards to newly eligible people with Medicare. **BEGIN TRANSITION PERIOD**

May 2018

Continue mailing new Medicare cards with MBI to 60M beneficiaries

June 2018

Launch of provider look-up tool

October 2018

Return MBI on remittance advice
MBI shared with downstream partners

Apr 16, 2019

Deadline for issuance of new Medicare cards

December 31, 2019

END OF TRANSITION PERIOD.
Use the MBI on data exchanges



Using the New Medicare Number – During Transition

- The transition period continues **through December 31, 2019.**
- CMS is accepting, using for processing, and returning to stakeholders either the MBI or HICN, whichever is submitted on the claim, during the transition period.
- **We encourage all stakeholders who submit or receive transactions with the HICN to start submitting or exchanging the MBI now.**
- CMS is actively monitoring the use of HICNs and MBIs to ensure that everyone is ready to use MBIs only by January 1, 2020.

79% of Medicare fee-for-service claims now include the MBI!

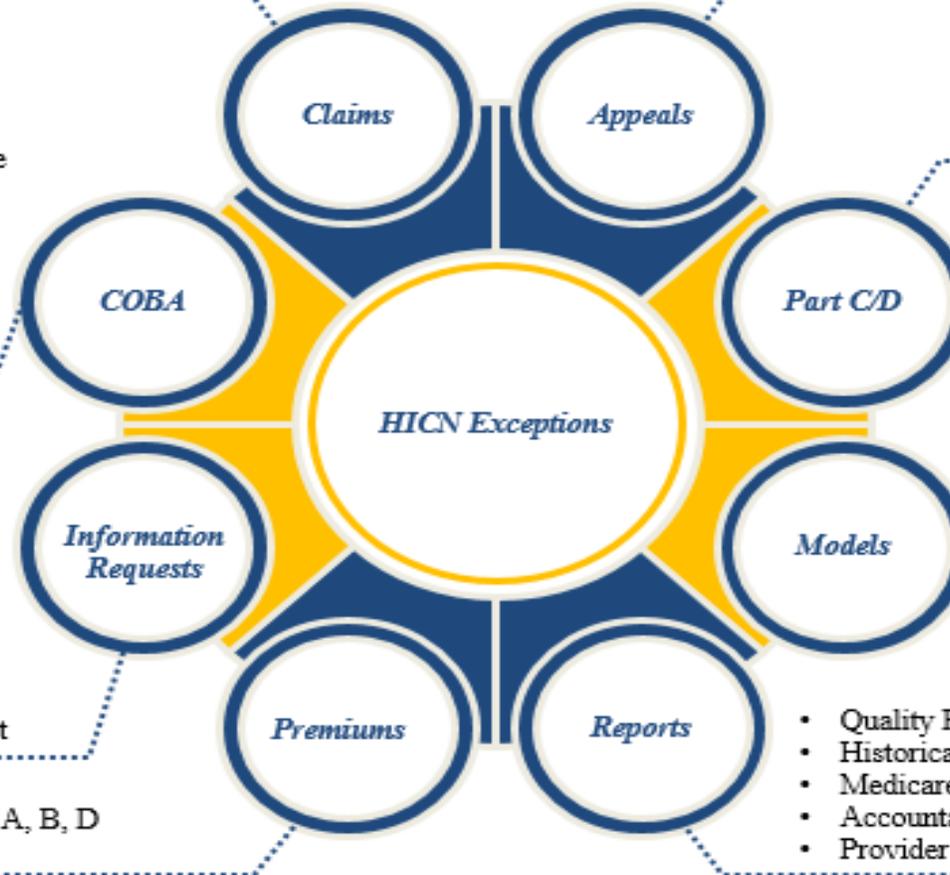


New Medicare Number HICN Exception Usage After the Transition Period

Beginning January 1, 2020, CMS will only accept the MBI for external data exchanges except for the following:

- Claims Status Queries
- Claims Held in Suspense
- Span Date Claims
 - Inpatient Hospital
 - Home Health
 - Religious Non-Medical Health Care Institutions
- Adjustments

- All Appeal Types



- Prescription Drug Events (PDE)
- Retiree Drug Subsidy (RDS)
- Risk Adjustment Data: RAPS and Encounter Data Records

- General Inquiry (Beneficiary, Provider, Plans, etc.)
- Quality Reporting
- Disproportionate Share Hospital (DSH) Requests
- Medicare Secondary Payer
- Congressional Inquiry
- Responses to Forms or Notices
- Outgoing Request for Medical Document

- Oncology Care Model (OCM) and Million Hearts (MH) Data Registry UI and Participating Organization Reports
- Medicare Shared Savings Program (MSSP)

- Incoming Premium Payments (Part A, B, D IRMAA)

- Quality Reporting
- Historical Reports
- Medicare Summary Notices
- Accountable Care Organization (ACO) Reports
- Provider Statistical & Reimbursement (PS&R)

Note: CMS, Federal Partners and States will continue to use HICN for internal processing during and after the transition

Note: Even in cases where there are exceptions, CMS will accept the MBI anywhere we used to accept HICNs

New Medicare Number

Providers Should Use the MBI Now!

- Providers have 4 ways to get the new MBI:
 - Patient presents the card at time of service
 - Provider gets it through the a secure web portal with the MAC
 - Provider gets it through the remittance advice (through the end of the transition period)
 - Pharmacies get it through the E1 response (through the end of the transition period)
- **79% of Medicare fee-for-service claims now include the MBI**, demonstrating that Medicare patients are successfully using their new cards in doctor's offices and other health care facilities.

All beneficiaries and providers should use MBIs as soon as possible!



Using the New Medicare Number - Providers

- Providers/Suppliers can use a MAC portal to look up any beneficiary's MBI.
- Providers must authenticate through their MAC portal with a valid user ID, password and NPI to look up a beneficiary's MBI via the Provider Lookup Tool.
- Providers must have the following beneficiary information to look-up MBIs:
 - Patient SSN, Last Name, First Name and Date of Birth

(Reminder - An individual's HICN may not always be their own SSN if benefits are tied to a spouse. Thus, using the numerical part of a HICN will not always return a response in the MBI look-up tools. Instead, use the individual's specific SSN.)

- Additional information can be found at: <https://www.cms.gov/Medicare/New-Medicare-Card/Providers/Providers-and-office-managers.html>
(providers can also reference the portal instructions sent in September 2017).



Provider Look-Up Tool - MAC Portal Example

Friday, December 7, 2018 2:26 PM

MBI Lookup

This tool is to be used only when a Medicare patient doesn't or can't give you his/her Medicare Beneficiary Identifier (MBI). The patient's first name, last name, date of birth, and social security number are required to get a unique match. The MBI is confidential so you'll have to protect it as Personally Identifiable Information and use it only for Medicare-related business.

Note: * Indicates a required field. Dates may be entered as MMDDYY or MMDDYYYY. Forward slashes will be populated automatically.

First Name* Last Name*
Suffix: SSN*
Date of Birth(MM/DD/YYYY)* NPI*

I'm not a robot 
reCAPTCHA
Privacy - Terms

- First Name* (of beneficiary)
- Last Name* (of beneficiary)
- Suffix
- Social Security Number (SSN)* - for security purposes, the SSN will be displayed as * when typed
- Date of Birth*
- NPI*

Complete the "I am not a robot" verification once for every five searches.

Select the **Submit** button



Provider Look-Up Tool - MAC Portal Example

MBI Lookup Tuesday, June 4, 2019 4:16 PM

This tool is to be used only when a Medicare patient doesn't or can't give you his/her Medicare Beneficiary Identifier (MBI). The patient's first name, last name, date of birth, and social security number are required to get a unique match. The MBI is confidential so you'll have to protect it as Personally Identifiable Information and use it only for Medicare-related business.

Note: * Indicates a required field. Dates may be entered as MMDDYY or MMDDYYYY. Forward slashes will be populated automatically.

First Name* Last Name*
Suffix SSN*
Date of Birth(MM/DD/YYYY)* NPI*

[Submit](#) [Clear](#) [Click to View Eligibility](#)

INQUIRY **MBI LOOKUP INFO**

Inquiry Information

Subscriber First Name	Fname
Subscriber Last Name	Lname
Subscriber Date of Birth	01/01/1950
NPI	

The fields on this tab should match to the MBI input fields that were initially submitted.

Click on the MBI look up into to access the patient's MBI

Provider Look-Up Tool - MAC Portal Example

MBI Lookup Tuesday, June 4, 2019 4:17 PM

This tool is to be used only when a Medicare patient doesn't or can't give you his/her Medicare Beneficiary Identifier (MBI). The patient's first name, last name, date of birth, and social security number are required to get a unique match. The MBI is confidential so you'll have to protect it as Personally Identifiable Information and use it only for Medicare-related business.

Note: * Indicates a required field. Dates may be entered as MMDDYY or MMDDYYYY. Forward slashes will be populated automatically.

First Name* Last Name*
Suffix SSN*
Date of Birth(MM/DD/YYYY)* NPI*

INQUIRY **MBI LOOKUP INFO**

MBI Lookup Information

Subscriber First Name	Fname
Subscriber Last Name	Lname
Subscriber MBI Number	MBI #

Using the New Medicare Number - Providers

- When a provider checks a beneficiary's eligibility, the CMS HIPAA Eligibility Transaction System (HETS) returns a message on the response that says, "CMS mailed a Medicare card with a new Medicare Beneficiary Identifier (MBI) to this beneficiary. Medicare providers, please get the new MBI from your patient and save it in your system(s)."
- Through the end of the transition period, when a provider submits a **valid and active** HICN on Medicare fee-for-service claims, CMS will return **both the HICN and the MBI** on the remittance advice.
- Providers have resources when they talk to people with Medicare about the new Medicare cards: <https://www.cms.gov/Medicare/New-Medicare-Card/Outreach-and-Education/Products-to-share-with-beneficiaries.html>

Using the New Medicare Number – Plans/Pharmacies

Plans

- All Medicare Advantage and Prescription Drug Plans received a HICN to MBI crosswalk file prior to the start of the transition period (April 1, 2018).
- The MARx User Interface (UI) is now showing both the HICN and the MBI during the transition, but only the MBI when the transition's over.
- Medicare Advantage and Prescription Drug (Part D) Plans may submit either the Health Insurance Claim Number (HICN) or the Medicare Beneficiary Identifier (MBI) both during and after the transition period for Prescription Drug Event (PDE) and Risk Adjustment Records (i.e., RAPS and Encounter Data).
- CMS has provided information regarding the systems changes via the Health Plan Management System (HPMS) memos that have been released for the systems impacted.
- For beneficiaries enrolled in Medicare Advantage Plans, they should use their new card to enroll in a Medicare Advantage or Prescription Drug Plan.
- All Medicare beneficiaries who are enrolled in a Medicare Advantage and/or a Prescription Drug Plan will still receive an insurance card from their Plan that they must continue to use when obtaining services while enrolled in the Plan.

E1 Transactions for Pharmacies

- Both the Part D and A/B E1 transactions will return the MBI.
- Pharmacies must submit the MBI after the end of the transition period.



Using the New Medicare Number – Other Stakeholders

Accountable Care Organizations (ACOs)

- ACOs get MBI information for their assigned Medicare beneficiary populations.
- CMS includes Both HICNs and MBIs in the Claims and Claims Line Feed Files (CCLFs) until December 2019.

Crossover Claims Processing

- During the transition period, CMS is processing and transmitting Medicare crossover claims using either (HICN) or (MBI).
- After the transition period, CMS will continue to transmit Medicare crossover claims with either the HICN or MBI based upon what identifier was included on the incoming claim. This will be a common occurrence for adjustment claims where the original claim contained a HICN.

Medicaid Agencies – Dual Eligible Medicare and Medicaid beneficiaries

- State Medicaid Agencies get both HICNs and MBIs in their system exchanges with CMS.
 - State Third Party Buy-In Dual Eligible beneficiaries will continue to use HICN now and post transition.



Using the New Medicare Number – Other Stakeholders

Private Payers

- For non-Medicare business, private payers won't have to use the MBI.
- For Medicare, 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.

Third Party Group Payers

- Third Party Group (TPG) Payers systems accept either the MBI or the HICN throughout the transition period.
 - However, after the transition period—as of January 1, 2020, TPG Payers must use the MBI for any Medicare transactions where they would have used the HICN.

Railroad Retirement Board Beneficiaries

- RRB mailed cards to their beneficiaries 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.
- We return a message on the HETS eligibility transaction response to alert the provider it's an RRB patient. The message says, "Railroad Retirement Medicare Beneficiary."
- Medicare Providers should have already programmed their systems to identify RRB beneficiaries so they know to send those claims to the Specialty Medicare Administrative Contractor (SMAC).

Spotlight On Indian Health Services



IHS Communication



- Website Banner: www.IHS.gov
- Social Media
 - Facebook: IHS Home page
 - Twitter
 - ADM Weahkee's Week in Review
- Outreach and Education
 - Presentations
 - RPMS Training (application update)
- Office of Resource Access and Partnership (ORAP), Division of Business Office Enhancement (DBOE) Outreach includes:
 - Developed Business Office Memo
 - Developed Business Office Resource Guide

The screenshot shows the Indian Health Service website. The header includes the IHS logo, the text 'Indian Health Service - The Federal Health Program for American Indians and Alaska Natives', a search bar, and navigation links for 'A to Z Index', 'Employee Resources', and 'Feedback'. Below the header is a navigation menu with links for 'About IHS', 'Locations', 'for Patients', 'for Providers', 'Community Health', 'Career Opportunities', and 'Newsroom'. The main content area features a 'Newsroom' sidebar with links to 'Announcements', 'Congressional Testimony', 'Fact Sheets', 'Director's Speeches', 'IHS Blog', 'Press Releases', 'Reports to Congress', 'Tribal Leader Letters', and 'Urban Leader Letters'. The main article is titled 'New Medicare Card' and includes a large image of a Medicare Health Insurance card for John L. Smith. The card displays the name, Medicare Number (1EG4-YES-MK72), and dates for Hospital (PART A) and Medical (PART B) coverage (03-01-2016). The article text explains that Medicare is mailing new cards to help protect against identity fraud and lists resources for patients and IHS/tribal staff. An 'Archives' sidebar on the right provides links to announcement pages from 2009 to 2018. The footer contains the address: 'IHS Headquarters, Indian Health Service, 5600 Fishers Lane, Rockville, MD 20857 - Find a Mail Stop'.

IHS Outreach and Education



A few examples of outreach:

Calendar Year 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

Calendar Year 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

March

- General Staff Meeting: March 1
- ISAC: March 14
- Alaska Tribal Health Pre-Negotiations: March 20

April

- CMS Open Forum: April 5
- Purchased/ Referred Care Officers Meeting: April 24

May

- Tribal Health Revenue Improvement Conference: May 1
- Nashville Area : May 15
- Business Office Memo and Resource Guide Distributed to IHS Area Offices

Calendar Year 2019

- Utilized CMS Outreach and sent to list servs

Phase I: IHS Preparation

April 1, 2018 Go Live

- IHS addressed impacted applications:
 - Resource and Patient Management System (RPMS)
 - National Patient Information Reporting System (NPIRS) - National Data Warehouse
- OIT Project team formed
 - Held weekly meeting
 - Developed Project plan
 - Addressed communication
 - Addressed data flow of information
 - Addressed enhancement needs to accept MBI number before April 1, 2018
 - Proactive planning for future initiatives (Phase II)



Phase I: Impacted Applications

Released the following updates on March 29, 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



Phase I: Impacted Applications

High Level Schedule: Completed

- Alpha – 2/5/2018 – 2/16/2018
- Beta – 2/20/2018 – 3/19/2018
- National Release – 3/29/2018

- Milestone: Go live April 1, 2018 Completed
- Training Sessions (1 hour classes): Completed
- Addressed all impacted applications – First class was recorded.
- Dates
 - 3/27/18
 - 4/6/18
 - 4/13/18



Phase II: Impacted Applications

Phase II Completed October 2018

Non-critical enhancements to display the most current Medicare/Railroad Retirement number: HICN or MBI.

- IHS Dictionaries (Patient) + IHS PCC Suite (AUPN) v99.1 p27
- Patient Registration (AG) v7.1 p14
- Referred Care Info System - RCIS (BMC) v4.0 p13: Released on 6/13/2018
- IHS PCC Suite (BJPC) v2.0 p21
- Health Summary Components (BHS) v1.0 p15
- Text Integration Utilities (TIU) v1.0 p1020
- Immunization Data Exchange (BYIM) v2.0 p9
- Data Warehouse Export System (BDW) v1.0 p5
- Laboratory (LR) v5.2 p1042
- Contract Health Services/Mgmt Info System (ACHS) v3.1 p28:
Fixes from Phase 1 release only, if necessary.
- Pharmacy Point of Sale (ABSP) v1.0 p51: Fixes from Phase 1 release only,
if necessary.



2019 IHS Updates



IHS Business Office Implementation

- IHS Areas have been conducting outreach to patients including at patient registration during check in, through mail outs, and with Patient Benefits Coordinators to get them to bring in their new Medicare cards to their IHS clinic or hospital so that their MBI can be entered into their electronic health record.
- IHS Areas have also been able to use portals such as Novitas as well as remittance advices to obtain the MBIs.
- IHS Areas report that they are on track to meet the end of the year deadline.



Final Thoughts

- Thank you for participating in this discussion today. There's more information about the New Medicare Card on our websites:
 - For stakeholder/operational information go to: <https://www.cms.gov/newcard>
 - For beneficiary focused information go to: <https://www.medicare.gov/forms-help-resources/your-medicare-card>
- For resources to 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>
- Please submit any additional comments or questions to the New Medicare Card team mailbox: NewMedicareCardSSNRemoval@cms.hhs.gov



Thank you for attending!

For more info contact

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