



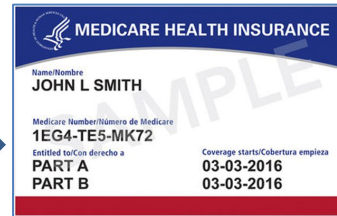
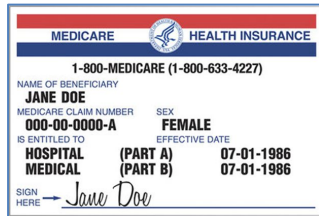
CBO DISPATCH

The “B” means BUSINESS

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MEDICARE BENEFICIARY IDENTIFIER REPLACES



HEALTH INSURANCE CLAIM NUMBER BEGINNING APRIL 2018

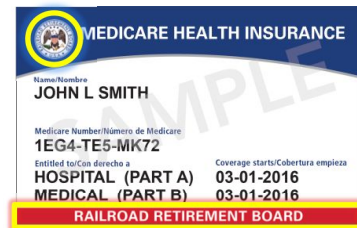
In an effort to better protect private health care and financial information from identity theft, the Center for Medicare and Medicaid Services (CMS) is removing Social Security Numbers (SSNs) from all Medicare cards. The SSN based Health Insurance Claim Number (HICN) will be replaced by the new alpha-numeric Medicare Beneficiary Identifier (MBI).

About the MBI & the card

Each person with Medicare will have their own unique MBI. The MBI will be 11 characters long and will always have uppercase letters in the second, fifth, eighth, and ninth positions. The MBI will never contain the letters S, L, O, I, B, and Z in any position because they can be confused with numbers.

CMS will begin mailing new paper Medicare cards with the new MBI to people with Medicare in April 2018. In California, most people who have Medicare now should receive their new card by June 2018. Also starting April 2018, clients will be able to check the status of card mailings in their area on [Medicare.gov](http://www.Medicare.gov). Once beneficiaries receive their new cards, they should begin carrying it with them right away and destroy their old cards. Although beneficiaries are receiving a new Medicare card, their benefits will not change.

People with Railroad Medicare will receive their cards from the Railroad Retirement Board (RRB) by the end of June 2018. The MBI for people with Railroad Medicare will be in the same format as the MBI for all other people with Medicare. Only the RRB logo on the new Medicare card will identify the client as having Railroad Medicare.



People enrolled in Medicare Advantage Plans will also be sent new Medicare cards with new MBIs. Medicare Advantage Plans members must continue to carry their Plan cards and use them as their main cards for Medicare. They should also carry their new Medicare cards. Plan member numbers are not required to change unless the number includes all or part of the SSN.

Important note: *Receiving the new Medicare card depends on Social Security having the correct mailing address.* Medicare clients must make sure that their mailing address is up to date. If the address in the client's record is different from what is returned in a Medicare eligibility response, then Medicare might have the wrong address on record for the client. Refer clients who need to update or correct the information that Medicare has on file to Social Security by calling 1 (800) 772-1213 (TTY: 1-800-325-0778) or visiting the website www.ssa.gov/myaccount.

CMS has created [a tear-off flyer](#) to notify clients that the new Medicare card is coming. This flyer can be posted or distributed to people with Medicare coming in for services. The flyer is available at the link below.

<https://www.cms.gov/Medicare/New-Medicare-Card/Partners-and-Employers/New-Medicare-Card-Tear-Off.pdf>

Eligibility

CMS will provide states with the MBIs of Medicaid-eligible (Medi-Cal in California) people who also have Medicare before mailing the new Medicare cards. This will allow states to update their systems to show the recipient's MBI wherever the HICN was shown previously. Financial operations staff should begin to see the MBI in the Medi-Cal eligibility response after the new card has been issued to the client.

Financial operations staff will be able to use the new MBI to verify eligibility with Medicare as soon as it is available. However, if the client has not provided the new MBI, Medicare eligibility can be verified using the old HICN through December 31, 2019. Use of the MBI becomes required in all Medicare eligibility and claiming transactions beginning January 1, 2020. Please note that the signature line and the sex field have been removed from the new Medicare cards. Although the card no longer shows the person's sex, gender is returned in the eligibility response.

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If you have any questions or require further information, please contact CBO at (213) 480-3444 or RevenueManagement@dmh.lacounty.gov.

