

## Medicare Minute Script – April 2018

### New Medicare Cards and Understanding Medicare Documents

Social Security is issuing new Medicare cards between now and April 2019. Starting in April 2018, people with Medicare will be able to check the status of card mailings in their area on [Medicare.gov](http://www.Medicare.gov). Learn how to keep your Medicare card and your identity safe.

#### **Point 1: Understand why and how your Medicare number and card are changing.**

If you have had Medicare before April of this year, your Medicare card has a Health Insurance Claim Number (HICN) on it. This is the number that your health care providers use to bill Medicare for the services you receive and for Medicare to process claims and determine eligibility for those services. This number is typically based on your Social Security number (SSN). Recent legislation requires the removal of the Social Security number from all Medicare cards. This is intended to address the risk of identity theft that might result from Medicare cards containing people's Social Security numbers. Beginning this year, the number currently on Medicare cards is being replaced with a Medicare Beneficiary Identifier (MBI), which is **not based on your Social Security number**. The new Medicare cards will be mailed out starting in April 2018 and they will all be mailed by April 2019. The new Medicare numbers and cards will not change Medicare benefits at all.

#### **Point 2: Know what to do with your old and new Medicare cards.**

You do not have to contact anyone or pay anything to receive your new Medicare card. You should make sure that your mailing address on file with Social Security is correct. If you think they might not have an up-to-date address, you can call Social Security at 800-772-1213, visit [www.ssa.gov/myaccount](http://www.ssa.gov/myaccount), or go to a local Social Security office. To prevent any delay in receiving services or having them paid for, you should destroy your old card as soon as you receive your new card and then bring your new Medicare card to your next appointment. If you are enrolled in a Medicare Advantage Plan, you should continue to use the card issued by your plan even after receiving your new Medicare card.

#### **Point 3: Protect your personal information, including your new Medicare number.**

Remember to keep your new Medicare card safe, and do not share the information on it with anyone except your doctors, pharmacists, health care providers, insurers, and people you trust to work with Medicare on your behalf. Be wary of scams related to the new Medicare cards. Some people have reported being called by scammers and asked for payment related to the new card while others have been told that they risk losing their Medicare benefits if they do not tell a caller their Medicare or Social Security number. No one from Social Security or Medicare will call or visit you at your home and you do not need to pay anyone or provide any organization with personal information in order to get your new Medicare card. No one should ask you for your Social Security number or for your Medicare number over the phone. If you believe you are the victim of an attempted scam, you should call 1-800-MEDICARE and your Senior Medicare Patrol (SMP).

**Take Action:**

1. If your mailing address is out-of-date in Social Security’s system, contact them to change it by calling 800-772-1213, visiting [www.ssa.gov/myaccount](http://www.ssa.gov/myaccount), or by going to a local office.
2. Protect your new Medicare card and other confidential information. If you suspect that you have been a victim of a scam or of Medicare fraud, call 1-800-MEDICARE and contact your Senior Medicare Patrol (SMP). You can find contact information for your SMP at [www.smpresource.org](http://www.smpresource.org).

Local SHIP Contact Information	Local SMP Contact Information
<p><b>SHIP toll-free:</b></p> <p><b>SHIP email:</b></p> <p><b>SHIP website:</b></p> <p><b>To find a SHIP in another state:</b> Call 877-839-2675 or visit <a href="http://www.shiptacenter.org">www.shiptacenter.org</a>.</p>	<p><b>SMP toll-free:</b></p> <p><b>SMP email:</b></p> <p><b>SMP website:</b></p> <p><b>To find an SMP in another state:</b> Call 877-808-2468 or visit <a href="http://www.smpresource.org">www.smpresource.org</a>.</p>
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