

Requesting Your SHIP Unique ID

Once you are registered as a SHIPtalk data entry user, you should log in with your user name (full email address you registered with) and password

Step 1: Click “EditMyProfile” button (see red arrow below)



The screenshot shows a web browser window displaying the SHIP NPR National Performance Reporting website. The URL in the address bar is https://shipnpr.shiptalk.org/user/usersearch. The page features a blue header with the SHIP NPR logo and the text "National Performance Reporting". Below the header is a navigation menu with buttons for Agency, User, EditMyProfile, RR, CC, PAM, Upload, SHIPProfile, NPRReports, UserManual, and Logout. The "EditMyProfile" button is highlighted with a red arrow. The main content area is titled "Search Users" and includes a search form with a text input field and a "Search" button. The footer contains links for Privacy Policy, www.cms.gov, www.medicare.gov, and copyright information for the State Health Insurance Assistance Program.

Step 2: At the bottom of your profile page click the button “Request Unique ID”

Step 3: Your request will be sent to your State SHIP director for approval.

Once your Unique ID is approved by the SHIP director you can use it within about 48 hours to call the Medicare SHIP Designated Line. You can view your Unique ID in your SHIPtalk profile.

If you need help with this process call Judith or Jeanné at 1-800-478-6065.

Using Your SHIP Unique ID

Unique ID is a system developed by CMS for SHIP counselors to obtain information from 1-800-Medicare Customer Service Representatives (CSRs) or participating Medicare Prescription Drug Plans (PDPs)/Medicare Advantage Plans (MAs) to assist Medicare beneficiaries with claims-related issues and concerns without the beneficiary present.

1. Call 1-888-647-6701
2. When prompted enter your "SHIP" number (your unique ID which in Alaska starts with 02.....) *you can find your Unique ID by logging into SHIPtalk
3. Select from the automated options:
 - Option 1- General
 - Option 2 - Hospital (Part A covered claims questions)
 - Option 3 - Doctor Services (Part B covered claims questions)
 - Option 4 - Medical supplies (Part B "DME" questions)
 - Option 5 - Disenroll a beneficiary from a Prescription Drug Plan
4. If you need to obtain protect health information regarding a Medicare beneficiary please be prepared to provide most of the following identifiers:
 1. Medicare Claim Number (found on the red, white & blue Medicare card)
 2. Beneficiary Name (exactly as it appears on the Medicare card)
 3. Date of Birth
 4. Address (where Social Security sends their mail)
 5. Part A and/or Part B effective dates (shown on Medicare card)
 6. Last 5 or 6 digits of their Social Security Number (if other requested items do not match Medicare records)

