

April 25, 2018

Administrative

New Medicare cards are on their way!

The Center for Medicaid and Medicare Services (CMS) began mailing new Medicare cards in April 2018 to individuals with Medicare. Cards will be mailed in phases based on geographic locations and other factors. All existing individuals with Medicare will have their card replaced by April 2019. Individuals can get information regarding these mailings by signing up at <https://www.medicare.gov/newcard/> to receive emails about the status of cards mailing in their area.

New Medicare cards are being sent in an effort to combat identity theft. The old Health Insurance Claim Numbers (HICNs) will be phased out and replaced with a new Medicare Beneficiary ID (MBI). The MBI is a unique, randomly-assigned number that replaces the current Social Security-based HICN number.

Key Messages from CMS

CMS will include simple, direct instructions with the new card mailings. In addition, CMS has provided the following information for all individuals with Medicare:

- Make sure your mailing address is up to date. If your address needs corrected, contact Social Security at <https://www.ssa.gov/myaccount> or call 1-800-772-1213. TTY users can call 1-800-325-0778.
- Beware of anyone who contacts you about your new Medicare card. CMS will never ask you to give them personal or private information to get your new Medicare number and card.
- Understand that mailing everyone a new card will take some time. Your card might arrive at a different time than your friend's or neighbor's.
- Once you get your new card, destroy your old card and start using your new card right away.

Key Messages from GPM Life and GPM Health & Life

What your Medicare supplement clients need to know:

- Policyholders do not need to contact or provide us with their new Medicare number. They should provide their new information to their healthcare provider.
- Policyholders should continue to use their existing GPM Life or GPM Health and Life Medicare supplement ID card.

What you need to know:

- There will be a transition period for all individuals with Medicare to receive their new card. During this transition we will continue to accept either the new MBI or old HICN number.
- Our paper applications are being updated showing a picture of the new card and asks for the applicant's "Medicare Number". You may input either the MBI or HICN in this field.
- There is no need to place an order for updated applications until you are in need of new stock. We will continue to accept the old application.
- The application "Medicare Number" field should only be left blank if your client does not have a Medicare card.

Resources

You can direct your clients to the following site for details:

<https://www.medicare.gov/forms-help-and-resources/your-medicare-card.html>

If you have questions you can go to:

<https://www.cms.gov/Medicare/New-Medicare-card/index.html>

Also attached is a CMS Short Messaging Aid.