

Centers for Medicare and Medicaid Services
New Medicare Card
Open Door Forum
Moderator: Darling, Jill
Wednesday, February 6, 2019
02:00 PM ET

Operator Good afternoon. My name is Chantelle and I will be your conference facilitator today. At this time, I would like to welcome everyone to the Centers for Medicare and Medicaid Services New Medicare Card Open Door Forum. All lines have been placed on mute to prevent any background noise. After the speaker's remarks there will be a question and answer session. If you would like to ask a question during this time, simply press star then the number one on your telephone keypad. If you would like to withdraw your question, press the pound key. Thank you. Jill Darling, you may begin your conference.

Jill Darling Thank you Chantelle. Good morning and good afternoon everyone, and welcome to the New Medicare Card Open Door Forum. Before we get into today's presentation I have one brief announcement. This Open Door Forum is not intended for the press, and the remarks are not considered on the record. If you are a member of the press you may listen in, but please refrain from asking questions during the Q&A portion of the call. If you have any enquiries, please contact CMS at press@CMS.HHS.gov.

And now I'll hand the call off to Lois Serio.

Lois Serio Hello. First of all, I want to thank everyone for joining us today. We have some great news around the new Medicare card project. We have finished mailing new cards to people with Medicare across all US states and territories, which completes the wave mailing ahead of schedule. Over 61 million beneficiaries received new cards in the mail since April of 2018 this past spring. This includes people new to Medicare and existing beneficiaries.

All beneficiaries and providers should be using the MBI now. So if you are following the slides, we wanted to just show you and give you the card mailing update. We have the strategy that is on the web on CMS.gov, and it really talks about all the seven wave mailings we have completed and the actual states that were within these mailings - the dates we began and

the fact that they are completed.

Key points we want you to reinforced with beneficiaries: if someone does still say or you hear that they are asking that they haven't received a new card by now, we are asking you to let them know they need first and foremost - we're asking them to look around their house for any old or unopened mail. Their new Medicare card was mailed in a plain white envelope from the Department of Health and Human Services, so we're asking them to make sure that isn't somewhere within their house.

Also they can sign into my Medicare.gov to get their number and print their official card. They will need to create an account if they don't already have one. Also, they can call 1-800-Medicare, where they can verify their identity, check their address, and they will help them get their new card. There might be something that needs to be corrected - for instance a mailing address.

And one thing - important to note, too - tell them not to panic; they can still use their old card / their current card to get healthcare services until January first 2020. We are telling beneficiaries though and providers to start using the new Medicare card and number right away. They need to safely destroy their old card so that they protect their personal information. And it will also continue to protect their new number. CMS will never call beneficiaries uninvited for their Medicare number or other personal information. If beneficiaries think their number is compromised, they should call 1-800-Medicare.

Another reminder to beneficiaries that the letters "O" and "I" are never used in the new Medicare numbers, so they should not be confused with numbers "0" and "1" which may be included. This is important when they're signing in or logging into "MyMedicare.gov". Also, as far as MyMedicare.gov, you can log in; the accounts are password protected and secure. Once they are in, the beneficiaries can view their Medicare number, print the card, even if they didn't receive the card in the mail. And this page is also available to view on smaller devices like cell phones.

So let's just back up a minute and see where we've come what we've done. So CMS has completed the following: we generated Medicare beneficiary identifiers for all beneficiaries. We modified the systems and business processes to accommodate receipt transmission display and processing of

the NBI, and we asked all our stakeholders to do the same. And then we issued the new redesigned Medicare card.

So the transition period is started last April 2018, and goes through December 31, 2019. We are currently in the transition period. So, just a little walk through, we started in April. In May we continued to mail [and throughout] the Medicare cards. June of 2018 we launched the provider look up tool. October of 2018, this past fall, we return the NBI and remittance advices, and the MBI shared with downstream partners. And of course our deadline for mailing all cards was April 16th, 2019, and we have completed that ahead of schedule, so we're happy that that happened.

January first, of course, is the end of the transition period. So using, as I said, the transition period runs from April 1st, 2018 to December 31st, and we are still accepting and using for processing and returning to stakeholders either the MBI or the HICN; whichever is submitted on the claim during this transition period, we will process.

All stakeholders who submit or receive transactions containing the HICN are strongly encouraged to start submitting or exchanging the MBI now. We can't say this strong enough, and we encourage everyone: start now if you have the MBI. We are currently actively monitoring the use of HICNs and MBI's to ensure that everyone is ready to use the MBI's only by January 1st, 2020. We're happy to report that 62 percent of Medicare fee for service claims now include the MBI.

There are some exceptions for using and continuing to use the HICN, and on our slides that we have, we have a slide that shows you all the exceptions. There are exceptions in our claims processing, the appeals; all appeals types will continue to use both HICN and the MBI. Prescription drug events, encounter risk adjustments, retiree drug subsidies to name a few - they will continue to use the HICN and the MBI. [COBRA] claims, premiums reports, all of those that have exceptions. So we encourage you to take a closer look at this graph, and you can also go on to CMS.gov and our new Medicare website to get additional information and more information of what is an exception and what is not.

Again, for providers, use the MBI now. You have three ways to get the MBI. Patients present the card at the time of service, providers get it

through the secure web portal with the mac, and providers can get it through the remittance advice through the end of the transition period.

So Medicare patients are successfully using their new cards in doctors' offices and other health care facilities. We know that because, again, 62 percent of the Medicare fee for service claims now include the MBI. This is demonstrating it's working, so we want to make sure that you start doing this if you haven't started already.

Just some reminders; again, the providers and suppliers can use the mac portal to look up any beneficiary MBI. They must enter a valid national provider ID or MPI, and enter a valid user ID and password to look up a beneficiary's MBI via the provider look up tool in the mac portal. Providers and suppliers will need the following beneficiary information to look up the MBI: the patient's social security number, the last name, the first name, and the date of birth.

Just a reminder; an individual's HICN may not always be their own social security number 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 tool. Instead, make sure to use the individual's specific SSN number. Again, additional information can be found under the provider tab at [CMS.gov/new card](https://www.cms.gov/new-card) also providers can reference the portal instructions that were sent out September of 2017.

When the provider checks the beneficiary's eligibility, the CMS HIPPA eligibility transaction system, otherwise known as HETS returns the message on the response that says CMS mailed Medicare card with a new Medicare beneficiary identifier to this beneficiary. Medicare providers please get the new MBI from your patient and save it in your systems.

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. Again, providers have resources, so when they talk to people with Medicare about the new Medicare number, go to [CMS.gov new Medicare card](https://www.cms.gov/new-Medicare-card), outreach and education, we have products listed there that they can share. Also for plans - important - all Medicare advantage plans received a HICN to MBI crosswalk file prior to the start of the transition period, which was April

1st 2018. The March user interface is now showing both the HICN and the MBI during the transition, but only the MBI when the transition's over.

Prescription drug part D. plans may submit either the health insurance claim number or the Medicare beneficiary Identifier both during and after the transition period. That's one of the exceptions.

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 Medicare card to enroll in a Medicare advantage prescription drug plan.

All Medicare beneficiaries who 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 in obtaining services while enrolled in the plan, so they'll have two cards. They'll have the new Medicare card that CMS has sent out, and they will have their insurance card that they receive from their Medicare advantage plan. They will need to keep both and will probably need to use both.

E1 transactions for pharmacies - both the part D. and ABE1 transactions will return the MBI. Pharmacies may submit the HICN or MBI now and after the transition. Again, this is another exception. Accountable care organizations get MBI information for their assigned Medicare beneficiary populations. CMS includes both HICNs and MBI's in the claims, and claims line feed files until December 2019.

The crossover claims processing during the transition period: CMS is processing and transmitting Medicare crossover claims using either HICN or MBI. Medicaid agencies - dual-eligible Medicare and Medicaid beneficiaries - State Medicaid agencies get both HICNs and MBI's in their system exchanges with CMS, and they will continue to do so even after the transition ends. State third party buy in dual-eligible beneficiaries will continue to use HICN now and post transition.

Private payers for non Medicare business: private payers won't have to use the MBI. For Medicare, we'll continue to use supplemental insurers' 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' systems accept either the MBI or the HICN throughout the transition period. However, after the transition period, as of January 1st 2020, third party group payers must use the MBI for any Medicare transaction where they would have used the HICN.

CMS updated the following electronic remittance advices that will include the MBI when a provider submits a valid an active HICN. We have the Medicare easy print. We changed the current Medicare easy print advice HICN label to Medicare ID, and added a new Medicare ID label and field to show the MBI. The PC print Medicare part A providers and facilities - we changed the current PC print remittances by HICN label to Medicare ID, and added a new Medicare ID corrected label and field. You can view these samples if you go to CMS.gov Medicare, new Medicare card, providers tab, getting MBI.

And for paper remittance advices, we updated the standard paper remits to include the MBI when providers submit a claim with a valid and active HICN. Again, can view samples on CMS.gov Medicare, new Medicare card, providers tab, under "getting MBI."

Just a reminder for 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 though on HETS, eligibility transaction response, to alert the provider it's an RRB patient. The message says "railroad retirement Medicare beneficiary."

Medicare providers must program their systems to identify RRB beneficiaries, so they know to send those claims to the specialty Medicare administrative contractor. So actually, we just want to again reiterate that everything - the MBI is now being used and processed. If you haven't started to do so now, we strongly encourage you to start using the MBI as soon as you get it. Don't be hesitant.

We wanted to thank you today for participating in this discussion. There's more information again about the new Medicare card on our website; as I said, you can go to www.CMS.gov/newcard. Please direct beneficiaries to Medicare.gov/new card. And for resources to use when you talk to people with Medicare about the new Medicare card, go to CMS.gov new

Medicare card, partner's employers tab, and we'll have a whole list of products you can use. If you have any additional comments or questions, you can send them to the new Medicare card team mailbox at NewMedicareCard-SSNremoval@CMS.HHS.gov.

Now we'll open it up for any questions.

Operator As a reminder ladies and gentlemen, if you would like to ask a question, please press star then the number one on your telephone keypad. If you would like to withdraw your question, please press the pound key. Please limit your questions to one question and one follow up to allow other participants time for questions. If you require any further follow up, you may press star one again and rejoined the queue. Your first question comes from the line of Emilee Zimmerman with The Bradford Medical your line is open.

Emilee Zimmerman Hi I'd just like to bring a situation that I had actually this morning to your attention. We had a resident that we submitted a claim for with the new MBI and it was denied stating the MBI was not active at that point in time when the claim was service [days.] So we went out on to the [fis] website and tried to verify and the same MBI came up in the system. I could not get on to [Nova tafsir] this morning because it was down to check that out.

So I ended up calling, and what they told me that there are some residents that initially were authorized with an MBI, and they had an electronic file problem with those residents and they issued them a second MBI. And in our situation the family never brought in or told us of anything going on - we didn't have a card, so they could not give us the new MBI number, so we are at the mercy - hopefully [Nova Tafsir] will be able to do that once we get in.

So basically our claim is sitting out there denied, and they said that they will eventually go retroactive for any claims that were submitted under the first MBI number and paid and they will retract payment for all of those and we'll have to resubmit.

Lois Serio Hi there. Thanks so much for your question. For your comments and question. So, I would encourage you to do a couple things. One is log into the Nova Tasfir and use the beneficiary's social security number, last name, first name, date of birth, and get the new MBI. All of the MAC

portals have the most current MBI in the cases where beneficiaries have called to have their MBI changed or CMS changed the MBI for one reason or another - that's probably what happened in this case.

An alternative is, because we're still in a transition period, you can submit the claim with the patient HICN.

Emilee
Zimmerman Okay thank you.

Diane Kovach And sorry, just to add, this is Diane Kovach, I would add that - you had mentioned that the denial was sitting there and the claim could be adjusted or reprocessed at some point. We would say don't wait for something to happen automatically with the claim; you need to resubmit the claim with the right beneficiary number.

Lois Serio Either the new MBI or the HICN.

Emilee
Zimmerman Okay.

Lois Serio Thank you.

Emilee
Zimmerman You're welcome. Thank you.

Operator Your next question comes from Jill Wixon with Hospice of Marion County; your line is open.

Jill Wixon Hi, good afternoon. Thank you for having the forum. I had a question in regards to hospice providers. We've had some patients that had not gotten their MBI so the notice of election was entered under a HICN. Are we now able to start submitting claims with the MBI, or do those need to follow suit with the HICN?

Lois Serio Thanks for that question. You can use either the HICN or the MBI to submit claims for those beneficiaries.

- Jill Wixon Okay great. I had actually called Palmetto, our MAC, and they had said that they had not gotten word on that yet and had told us not to.
- Lois Serio Okay, thank you for letting us know. Thank you.
- Operator Your next question comes from Susan Sigler with Navigant Consulting; your line is open.
- Susan Sigler Hi I'm looking at slide 12 from your presentation - new Medicare number HICN exception usage after the transition period - and I'm confused by the two circles "claims" and "appeals." If I'm reading this correctly, we should be using the HICN number in claims and appeals, but everything else that I've heard says we don't do that. So can you help me understand this?
- Lois Serio So during the transition period you can use either the HICN or the MBI. There are also some exceptions after the end of the transition period. One is appeals, and if the claim was submitted with the HICN you may submit the appeal with the HICN, and then there are there's a couple of examples that are under claims where if the initial plan was submitted with a HICN you can use the HICN, for instance, for adjustments for standing claims, etcetera.
- Jill Wixon Okay, thank you so much. That's very helpful.
- Operator Your next question comes from Ann Blake with Goldenview Healthcare. Your line is open.
- Ann Blake Yes, hi. Good afternoon. I'm just calling - you said we were able to look up the MBI on the provider portal. So, are we able to look that up on 5th?
- Lois Serio No, you'll need to log into your MAC portal, and there is an interface that you can click on for Provider MBI Look Up Tool and enter the beneficiary's social security number, last name, first name, and date of birth. But you have to go through the MAC portal, not directly into 5th or MCS or anything like that.
- Ann Blake Okay. Thank you.

Lois Serio Thank you!

Operator Again, if you would like to ask a question, please press star then the number one on your telephone keypad. If you would like to withdraw your question press the pound key. Please limit your question to one question and one follow up to allow participants time for questions. If you require any further follow up, you may press star one again to rejoin the queue.

Your next question comes from Breanna Field with PA Medical Society; your line is open.

Breanna Field Hi thank you this is Breanna Field with the Medical Society. I was at a meeting recently and they talked about the MBI numbers. It may be very similar to your first question. When beneficiaries lose or feel that they never received a card they will request another one, and then they get a new MBI number all together. I understand that the practice will need the patient's social security number then to look it up. Many patients are reluctant to give out social security numbers. Will that be switching over soon where that won't be needed?

Lois Serio Thank you for that question. We have a variety of ways that a beneficiary or a provider can look up a new Medicare Beneficiary Identifier. The beneficiary can bring the card in if they have their new MBI. And if they lose a card, they can call and get a replacement, not necessarily a new number - but they can also ask for a replacement card at the same time.

So they can bring in their new card or they can log into MyMedicare.gov and print out a copy of their current MBI; or the provider can go in at the point of care with the beneficiaries social security number, first name, last name, date of birth - understanding if they don't want to give that information out then it would be on the beneficiary to bring that number in.

Breanna Field Okay, so to clarify, if a patient states that they never received a card and they request a new one. Does that automatically mean they're going to need their second card with a new MBI number?

- Lois Serio No, it does not mean that. They could get a replacement card of the old number sent to them. It depends how may ask for it.
- Breanna Field Oh, okay. That's clears that up. Thank you very much.
- Lois Serio You're welcome.
- Operator Your next question comes from Carolyn Keenan with Saint Joseph Villa; your line is open.
- Carolyn Keenan Hi I have a question. We have many residents here at the villa that have not gotten their cards; I would say almost half of the residents. I understand that all the cards were sent out. Is there any way that I could get copies of these cards? Do I have to have each resident call in or go out to the website to request the card?
- Lois Serio We would need either the beneficiary or their representative who is named to go in and validate their address and have that sent to them. What state are you in?
- Carolyn Keenan Pennsylvania.
- Lois Serio Okay. It sounds like you're in a place where they all have the same or similar addresses, and so it might be something with the way the address is laid out. I would encourage you to have the residents or their representatives to call and get that straightened out.
- Carolyn Keenan One of the issues is that this is a home for lay people and sisters of St. Joseph, and some of them aren't well enough to get the cards themself. The Mother Health, I believe, would be the power of attorney or...so would they be able to get the cards for them?
- Monica K. So, this is Monica K. I would ask that you send that particular scenario to the CMS New Medicare Card Project Box and so we can investigate it on our end as well. About roughly how many people are in this facility?
- Carolyn Keenan Well, it's [skilled] facility but then we have sisters that live here like at a convent. They park their cars to come here also.

- Monica K. Okay, if you can please send us that information and then we can follow up on our end.
- Carolyn Keenan All right and who should I send it to?
- Lois Serio You need to send it to our Medicare... It's one word.
NewMedicareCardSSNRemoval@CMS.HHS.gov again; New Medicare Card SSN Removal - It's all one word - @CMS.HHS.gov.
- Carolyn Keenan Great. Okay thank you so much.
- Operator Your next question comes from Carol Schonewolf with The Sisters of St. Joseph; your line is open.
- Carol Schonewolf Hi I'm with Carolyn Keenen your last caller. We have almost 200 sisters that have not received their new Medicare card now. About 90 of them are at our villa, and the other are out on mission. But their main address is at the mother house address in Philadelphia Pennsylvania. And we still have not - like I said - almost 200 of them have not received their Medicare cards. So we should just send an email to this to
NewMedicareCardSSNRemoval@CMS.HHS.gov ?
- Lois Serio Hi, yes. Please send us. Thanks so much for bringing this up.
- Carol Schonewolf All right, thank you.
- Operator Your next question comes from Vasily Kuzmenko with "new member" your line is open.
- Vasily Kuzmenko Hi. I am a new card holder and I try to put in my old information on the website for MyMedicare.com and I forget my password. I forget this, and when they starting to come back it's everything held and I don't know. I spent like a week to fix this and it doesn't fix it because they doesn't give me chance to come back to my profile.
- Monica K. We're sorry you're having that problem. They can reset your password, you'll need to call 1-800-Medicare, and they'll help you through that, so

you can get online.

Vasily
Kuzmenko Thank you so much.

Monica K. You're welcome.

Operator Your next question comes from the line of the Lisa Amerman with Mile Bloff Clinic; your line is open.

Lisa Amerman Hi. My question is for new Medicare beneficiaries who are just new to Medicare. It seems that a lot of our patients are not getting their cards and their information three months prior to their 65th birthday, so they're struggling to get everything in place that they need to or that they'd like to have in place. Is there a reason for the delay, or is that going to get better now that all the other new Medicare cards are sent out?

Lois Serio We have not heard any issues with that, you're the first to mention anything like this. All of our cards are going out as scheduled in advance of a person's 65th birthday, and there was no difference between it being a HICN based card or an MBI based card. Do you have specific instances of this happening with information?

Lisa Amerman Well, I know my dad was one of those. He turned 65 in December. And I had mentioned for him to be watching out for his card and he had to call Medicare three times to get his new card even sent to him. And every time he called they wanted to know what his Medicare number was and he's like I don't know because I don't have my card.

Lois Serio I'm sorry that you've had that happen. Do you have the card now?

Lisa Amerman Yes, he did finally get it, but the problem was - he didn't want the part B right away because he had other insurance because he's still working - so he knew we had to return that, and of course, they wanted to take the premium out of the social security check, so it caused all kinds of problems for him in trying to get that taken care of before it started.

Lois Serio And you said that they were more than more than the one example?

Lisa Amerman Yes, I have a coworker whose husband is turning 65 I believe in March or April, and has been on the lookout for their card, too. He hasn't received anything yet. I haven't followed up with her in the last week to see if they've gotten it but, it was something we were kind of expecting that they should have by now.

Lois Serio Okay, thank you so much for letting us know. We will definitely bring this up with the folks that send out the information prior to a beneficiary's 65 birthday. And we do get that information straight from the Social Security Administration, so we will look into it. Thanks so much for letting us now.

Lisa Amerman Thank you.

Operator As a reminder, ladies and gentlemen, if you would like to ask a question, please press star then one on your telephone keypad. If you would like to withdraw your question, please press the pound key. Please limit your questions to one question and one follow up to allow other participants time for questions. If you require any further follow up you may press star one again to return the queue.

Your next question comes from Deborah Valente with University Home Health; your line is open.

Deborah Valente Hi, this is Deborah Valente, University Home Health. I have had some claims come back or [inaudible]. Because we had the MBI number on it, but, they're coming back and saying that the patient actually didn't have an MBI at the time that they were admitted. So is the number not crossing over for patients who - they didn't get their card until the middle of the admission?

Lois Serio So there is an effective date for the MBI, so if they were admitted prior to the effective date of that MBI, presumably that could be an issue. I think your best bet is to resubmit with the HICN.

Diane Kovach Yes, I think that's probably the best bet; if the claim was denied I would resubmit with the beneficiary's HICN.

Deborah Valente And that's what we did; it's just, you know, with a sixty-day episode - If they get their new card and we update the information in the middle of

that admission, with some of these patients, it's hard to tell if the claims are automatically being submitted. So I didn't know if that was just an issue that we were having or was it across the board.

Male Speaker Where these people enrolled in Medicare at the time they were admitted?

Lisa Amerman Yes. The only difference was that they received their new Medicare MBI numbers in the middle of the 60-day episode.

Lois Serio This isn't something that we've heard about, so it probably is a rare event and just very coincidental. That they happen to be in the middle of an episode when their card was sent. But thank you for raising it - we'll make sure to keep an eye out for that.

Lisa Amerman Okay thank you.

Lois Serio Thank you.

Operator Your next question comes from the line of Beverly Lewis with Canoncito Health Center; your line is open.

Beverly Lewis Hello. My name is Beverly and I'm asking what age does a person can get a new MBI number?

Lois Serio So people become eligible for Medicare at age 65 and the process starts at the Social Security Administration. They will send a package of information to a person before they're 65th birthday, and that is kind of what triggers it. And then they would get a card, a new Medicare card with the MBI about three months in advance of their sixty fifth birthday.

Beverly Lewis Hey. Okay I keep hearing 56 and I was like "did it change or something?" so. Okay. Well that makes sense, then. Thank you.

Lois Serio Thank you.

Operator Your next question comes from Carol Brown with [Litpro]; your line is open.

- Carol Brown Yes, my question has to do with the MSPRP, and I am wondering if we - because there's a way to report new cases on that portal - if we're to use the old HIC number or the new MBI. I'm getting different responses from CSRs that like the CPNs or CPL's RR letters aren't able to be generated with the new MBI and they're still using the HICN, so is there a way that should be addressed?
- Lois Serio Thanks for asking. What we'd ask you to do is send that information to us in our email. And we can look into that for you.
- Carol Brown Great thanks.
- Operator There are no further questions at this time; I will now turn the call back over to the presenters.
- Lois Serio All right, well thank you everyone for joining today's New Medicare Card Open Door Forum. Really great questions. So we will give you some of your time back. Have a great day everyone.
- Operator Thank you for participating in today's New Medicare Card Open Door Forum Conference Call. This call will be available for replay beginning at seven PM Eastern, February sixth. The conference ID number for replay is 9282568; the number to dial for the replay is 855-859-2056. This concludes today's conference call, you may now disconnect.