

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
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## **MEDICARE ENROLLMENT & APPEALS GROUP**

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TO: Affected Medicare Advantage (MA) and Prescription Drug Plans (PDP)

FROM: Jerry Mulcahy, Director

SUBJECT: New Medicare Card Medicare Beneficiary  
Identifier (MBI) Adoption Deadline

DATE: September 6, 2019

### **New Medicare Card: Transition Period Ends in Less Than 6 Months**

Starting January 1, 2020, all Medicare Advantage (MA) and Prescription Drug Plans (PDPs) must use the Medicare Beneficiary Identifier (MBI). Many plans have already transitioned to the MBI for Medicare transactions. For the month of July 2019, MA and PDPs' MBI adoption rate is at approximately 75%. **Your plan has been identified as a plan with a low MBI adoption rate.**

CMS has previously provided numerous plan communications regarding the necessary system and process changes to accept MBIs. If plans need additional support please contact your Account Manager for assistance.

Until the transition period ends on December 31, 2019, CMS will continue to urge plans to do the following:

- Ensure you're using MBIs in the Batch Eligibility Query (BEQ)
- Encourage your providers to protect their patients' identities by using the new MBI now, even before the transition period ends
- Encourage your providers to give handouts to direct patients who did not get a card to visit [MyMedicare.gov](http://MyMedicare.gov) or call 1-800-MEDICARE

CMS is committed to ensuring all MA and PDPs are prepared and meet the January 1, 2020 MBI usage deadline.

If you have any questions regarding the new MBI, please speak to your account manager on how CMS can provide further assistance.