



April 2018

NEW MEDICARE IDs ARE HERE

We've been notifying you about the new Medicare ID cards to be issued beginning this April. This is it. Although Michigan residents are *not* receiving their new cards quite yet, any new beneficiary *will* be assigned the new card. Also, any patients that travels to Michigan from an earlier issuing state may present a new card. The cards will be rolled out in 7 groups with Michigan being in group 7. The currently published information states that new cards will be issued after June 2018.

Some important things to note about the new card. It's an 11 digit number using both numbers and letters. Although the number may appear completely random, there is a format. The 1st, 4th, 7th, 10th, and 11th characters are always numbers. The 2nd, 5th, 8th, and 9th are always letters. The 3rd and 6th characters can be letters or numbers. The ID will never use the letters S, L, O, I, B, or Z, since these letters can easily be misread as 5, 1, 0, 1, 8, and 2.

There will be a transition period where Medicare will accept both the old number OR the new number. However, it's best to be prepared now because all new beneficiaries will receive the new card and ID only.

THINGS TO DO: EHR

Ensure that if you're using an EHR program that the system has a field for the new number format. It's best if the field is programmed to only allow the accepted character combinations to avoid mis-keyed numbers or letters by staff. Having a copy of the card scanned in the medical record becomes even more important.

THINGS TO DO: OFFICE STAFF

Let your staff know that *all* beneficiaries are receiving the new cards *even* if they are currently enrolled in a Medicare Advantage plan. It's important that patients notify staff as to their enrolled insurance plan. Patients should be asked about *all* insurance cards and plans that they may have. Additionally, knowing insurance effective dates is important in order to reduce delays in payments.

THINGS TO DO: BILLING

PPR has the appropriate programming in place to accept both types of Medicare ID numbers and as always you can expect us to submit based on the newest information available. During this potentially confusing period we will continue to keep you informed of any information released about the new cards, and when to expect beneficiaries in Michigan to begin receiving them.

Medicare Information New Card Website: <https://www.cms.gov/Medicare/New-Medicare-Card/>