



October 2018

### **NEW MEDICARE CARDS**

Our clients are now seeing the new Medicare cards. Remember all new beneficiaries are receiving these cards. Although the old numbers can be submitted for 1 year, you will begin seeing the new MBI's reported on your remittance. The new number is 11 digits, with positions 1,4,7,10, and 11, having numeric values 1-9, and positions 2,3,5,6,8, and 9, having alphabetic values A-Z (minutes S,L,O,I,B,Z). Each person with Medicare will get their own randomly generated MBI. Spouses or dependents that have had similar numbers will get their own different MBI.

Medicare Advantage plans will continue to assign and use their own identifiers for their cards.

During the transition period *either* the HICN *or* the MBI can be used. PPR will closely monitor cross-over claims as well.

### **ELECTRONIC PATIENT PAYMENT OPTIONS**

PPR clients are excited about the new electronic payment options we are offering to make it easier for patients to pay their bills. Patients can pay using the app by taking a photo of their bill. Or, they can use the URL to sign on and pay. Additionally, PPR staff will be able to take their payment information over the phone. If you haven't already taken advantage of this capability please call and we'll get you started.

### **TELEHEALTH SERVICES**

Many providers are asking us about providing and being paid for telehealth services. CMS.gov has published their rules regarding telehealth services. Most other carriers are either following the Medicare rules, or are only reimbursing for very specific circumstances. PPR advises that before providing these services you review the Medicare published document below, and then use a very stringent insurance verification process so that you and your patient are not surprised.

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/MLN-Publications-Items/CMS1243327.html>

And remember, we're here to help you. Don't hesitate to call at any time for any reason.