

# PROVIDER Bulletin



April 30, 2018

This Provider Bulletin applies to the lines of business and provider types checked below:

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|--|---|---|
| <input checked="" type="checkbox"/> PHP (Medicare) | <input checked="" type="checkbox"/> Primary Care Physicians | <input checked="" type="checkbox"/> Specialists |
| <input type="checkbox"/> PHC (Medicaid)            | <input checked="" type="checkbox"/> Ancillary               | <input checked="" type="checkbox"/> Hospitals   |

## New Medicare Cards, Your Patients and PHP

### Frequently Asked Questions

#### 1. Why is Medicare sending out new Medicare Cards?

Personal identity theft affects a large and growing number of seniors. People age 65 or older are increasingly the victims of this type of crime. The Centers for Medicare & Medicaid Services (CMS) is readying a fraud prevention initiative that removes Social Security Numbers from Medicare cards. The initiative aims to combat identity theft and safeguard taxpayer dollars.

#### 2. How does the new MBI Number compare to the old HICN?

Both numbers are 11 digit alpha numeric numbers. The new Medicare Beneficiary Identifier (MBI) number will not include the Social Security number and will not include the Benefit Identification Codes (BIC). Each number will be unique to the individual and will be created through a randomized system that will not create duplication.

#### 3. When will Medicare send out the new Medicare Cards in Florida?

CMS will begin mailing new Medicare cards that include a new Medicare Number in Florida after June 2018. The mailings will be staggered over a number of months, with completion in expected by April 2019.

#### 4. Do I need to remind my patients to update their address with Social Security Administration?

Yes. Medicare will rely on the address information supplied by Social Security Administration (SSA) to mail the new Medicare Card. Remind your patients to update their current address with SSA through one of the avenues listed below:

1. [www.ssa.gov/myaccount](http://www.ssa.gov/myaccount)
2. 1-800-772-1213
3. TTY: 1-800-325-0778

#### 5. Will I still be able to submit claims to PHP if I don't have the new MBI?

Yes, please include the PHP Member Identification Number on claims submissions. The new MBI Number is not required for claims submission.

### Sample PHP ID Card

<p>RxBIN 015574 RxPCN ASPROD1 RxGrp AHF02 Plan (80840) 7811991067</p> <p>ID/RxD 999999999 Name IMA SAMPLE</p> <p>Your PCP DANIEL SMITH, DO Phone (954) 555-0000</p> <p><i>This is your medical and prescription drug benefit card.</i></p>	 <p>Issue Date 01/01/16</p> <p><b>MedicareRx</b> Prescription Drug Coverage X H3132-001 (2016)</p>	<p><b>Important Member Numbers</b> Member Services: (888) 456-4715 Pharmacy Customer Service: (866) 763-9096 Behavioral Health: (855) 765-9698 Vision Care: (800) 877-7195 Nurse Advice Line: (866) 228-8714 TTY for the Above: 711</p> <p>Web: <a href="http://www.php-fl.org">www.php-fl.org</a></p>	<p><b>Provider Information</b> Eligibility, Authorizations, Pharmacy Technical Help, Claims and Provider Relations: (855) 318-4387</p> <p>Submit Medical and Pharmacy Claims to: Attn: Claims PHP P.O. Box 7490 La Verne, CA 91750</p>
<p>This card does not guarantee coverage. Check eligibility by calling (855) 318-4387.</p>			

This Provider Bulletin is not intended to replace or conflict with any requirements outlined in your signed Agreement with AHF, PHP or PHC. If you have any questions or suggestions contact the Provider Relations Department at 954.522.3132 or email to [remon.walker@phcplans.org](mailto:remon.walker@phcplans.org)

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## **6. Who should providers reach out to if they have a problem with the MBI or HICN?**

You can also contact the Provider Ombudsman for the New Medicare Card for any issue. The Provider Ombudsman for the New Medicare Card serves as a CMS resource for the provider community. The Ombudsman will ensure that CMS hears and understands any implementation problems experienced by clinicians, hospitals, suppliers, and other providers. The Ombudsman will communicate about the New Medicare Card to providers and collaborate with CMS components to develop solutions to any implementation problems that arise. To reach the Ombudsman, contact: [NMCPProviderQuestions@cms.hhs.gov](mailto:NMCPProviderQuestions@cms.hhs.gov)

*\*Please note: all emails containing member PHI MUST be securely encrypted (HIPAA 45 CFR 164.312(e)(1)).\**

**More information about the New Medicare Card and Office Patient Education Materials can be found on the CMS website:**

<https://www.cms.gov/Medicare/New-Medicare-Card/Providers/Providers.html>

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