

The New Medicare Card

What's Changed

- Social Security Number (SSN) is removed
- Signature line is removed
- Patient sex is removed
- 1-800-MEDICARE moved to the back
- No more suffix or prefix
- Railroad Retirement Board identified at the bottom
- New card is paper
- English and Spanish descriptions of fields
- 11 numbers and uppercase letters
 - Numbers = 0 through 9
 - Letters = A to Z, except for S, L, O, I, B and Z
- Numbers and letters are “nonintelligent”
- Each beneficiary is issued a unique Medicare Beneficiary Identifier (MBI)

Reminders

Effective 1/1/2020

- All Medicare claims must contain the new MBI
- Claims received with the SSN-based Health Insurance Claim Number (HICN) on or after 1/1/2020 will be rejected

April 2018 through 12/31/2019

- Live test transition period
- Providers are encouraged to use the MBI on claims to ensure a smooth transition on 1/1/2020

Use **NGSConnex** to verify patient eligibility with ease.

Use the **IVR Conversion Tool** when entering an MBI in the IVR.

- Go to [our website](#) > Provider Resources > Calculators & Tools > Interactive Voice Response Conversion Tools

Ways to Obtain the MBI up to 12/31/2019

- Ask your Medicare patients
 - If they don't have their card with them at the time of service, remind them they can use [MyMedicare.gov](#) to get their new Medicare number
 - Offer patients who do not have their card the Centers for Medicare & Medicaid Services (CMS)-approved flyer [Get Your New Medicare Card](#)
- Use the NGSConnex secure [MBI look-up tool](#)
 - Go to [NGSConnex](#) to register for a free account
- Check the remittance advice
 - Medicare returns the MBI on every remittance advice when you submit claims with valid/active HICNs

Sample Cards

