



State of Vermont

Department of Vermont Health Access (DVHA)

NOB 1 South, 280 State Drive

Waterbury, VT 05671-1010

November 27, 2019

Important Change to Medicare Claim Submission

Dear Medicaid Provider,

The Medicare Access and CHIP Reauthorization Act (MACRA) requires the Centers for Medicare and Medicaid Services (CMS) to remove the Social Security Number (SSN)-based Health Insurance Claim Numbers (HICNs) from Medicare cards and from Medicare transactions and replace them with the Medicare Beneficiary Identifier (MBI). CMS's transition period, April 1, 2018 to December 31, 2019 allowed providers to use both the HICN and MBI when submitted claims.

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

Effective 01/01/2020, claims **must be submitted** with the MBI regardless of the date of service. Claims will reject if submitted with the HICNs after 01/01/2020.

Medicare beneficiaries have received their new Medicare card with their MBI number. Medicare beneficiaries who need a Medicare card or their MBI number can:

1. Sign in to your MyMedicare.gov account. If they don't have an account yet, visit MyMedicare.gov to create one. Then they can sign in to see their Medicare Number or print an official copy of their card.
2. Call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. There might be a problem that needs to be corrected, like updating their mailing address.
3. Medicare beneficiaries who belong to a Medicare Advantage plan or a Medicare drug plan (Part D) should keep using their Medicare Advantage and/or Medicare drug plan cards like they always have when they get health care services or fill a prescription.
4. Medicare beneficiaries will need their MBIs when they change Medicare PDPs or Medicare Advantage Plans.

Pharmacies must submit the MBI beginning January 1, 2020.

Pharmacy Providers can obtain beneficiaries MBI number by:

1. Having the patient present the card at time of service
2. Provider accesses a secure web portal with the Medicare Administrative Contractor (MAC)
3. Until 1/1/2020 send an E1 transaction using the beneficiary's HICN for Part A/B/D and receive the beneficiary's MBI in the E1 response transaction response
4. Email the New Medicare Card Ombudsman at NMCPProviderQuestions@cms.hhs.gov
5. Providers go to MBI resources <https://www.cms.gov/Medicare/New-Medicare-Card/Providers/Providers-and-office-managers.html>

As MBIs are considered Personal Health Information (PHI) providers and beneficiaries must obtain MBIs from Medicare.