

NOTICE:

Medicare Beneficiary Identifier (MBI) Changes

Dear Provider,

Medicare will be mailing new Medicare cards to members between April 2018 and April 2019. There will be geographical waves of successive mailings, Arizona mailings are scheduled to occur after June 2018.

This new card will include a new Medicare Number that will be unique to the member by removing Social Security Numbers from Medicare Cards.

The new Medicare ID has letters and numbers and is referred to as their Medicare Beneficiary Identifier (MBI). The MBI will have 11 characters, unlike the Health Insurance Claim Number (HICN), it will be replacing, which has 10 characters. Once members receive their new card, they are instructed to destroy their old card and start using their new card right away. Members are also reminded that the new Medicare card doesn't replace their plan card. Because they are enrolled in Health Choice Generations, they must continue using their plan membership card to receive covered services and prescription drugs.

To locate important information on what providers can do to get ready for the new Medicare cards and MBIs, please visit the NMCP provider website at: <https://www.cms.gov/Medicare/New-Medicare-Card/Providers/Providers.html>.

If you have any questions, please contact our Provider Services Department at 1-800-656-8991 (TTY: 711) Hours are 8 a.m. to 8 p.m. 7 days a week.

