



You're getting a new Medicare card!

Cards will be mailed between April 2018 – April 2019

You asked, and we listened. You're getting a new Medicare card! Between April 2018 and April 2019, we'll be removing Social Security numbers from Medicare cards and mailing each person a new card. This will help keep your information more secure and help protect your identity.

You'll get a new Medicare Number that's unique to you, and it will only be used for your Medicare coverage. The new card won't change your coverage or benefits. You'll get more information from Medicare when your new card is mailed.

Here's how you can get ready:

- Make sure your mailing address is up to date. If your address needs to be corrected, contact Social Security at ssa.gov/myaccount or 1-800-772-1213. TTY users can call 1-800-325-0778.
- Beware of anyone who contacts you about your new Medicare card. We'll never ask you to give us personal or private information to get your new Medicare Number and card.
- Understand that mailing everyone a new card will take some time. Your card might arrive at a different time than your friend's or neighbor's.

CMS New Medicare Card Transition Overview

Information for plan sponsors and TPAs with Aetna Medicare Advantage and PDP plans



Why the change to new Medicare numbers?

- The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 requires the removal of the Social Security Number (SSN) from Medicare ID cards to help combat identify theft and safeguard taxpayer dollars
- Legislation requires that CMS mail out new Medicare cards that include a New Medicare Number, also referred to as a Medicare Beneficiary Identifier (MBI) by April, 2019

When is this change happening?

- Starting April 1, 2018, CMS will begin mailings of the new Medicare cards to people with Medicare with completion expected by April 2019
- There will be a transition period between April 2018 and December 31, 2019 during which the SSN-based Health Insurance Claim Number (HICN) or New Medicare Number may be used
- On January 1, 2020 the HICN will no longer be accepted

What is the impact to ID cards?

- Once your retirees receive their new Medicare ID cards, they will be instructed to destroy their old Medicare ID cards safely and securely and keep their New Medicare Number confidential
- Aetna's retiree ID cards are not impacted by this change

How will CMS notify retirees of the change?

Retirees will get information about the new Medicare card with their New Medicare Number in the *2018 Medicare & You* handbook, followed by a broad-based outreach and education campaign

What does CMS want you to tell your retirees?

- Medicare will mail your new cards between April 2018 and April 2019
- Your new Medicare ID card won't include Social Security numbers, instead each retiree will have a unique New Medicare Number to help prevent identity theft
- You don't need to do anything to get a new Medicare card, but you should make sure your mailing address is up to date; visit ssa.gov/myaccount or call 1-800-772-1213 (TTY: 1-800-325-0778) to correct your mailing address, if updates are needed
- Medicare will never call and ask for your personal information before sending new cards, so don't share your Medicare Number or other personal information if someone calls and asks for it
- Medicare will mail more information with the new cards – you should check [Medicare.gov](https://medicare.gov) for the latest updates

How will Aetna support my company and retirees?

- This flyer provides the basic information to support your smooth transition to using the New Medicare Number
- You may use this as a reference, but feel free to reach out your Aetna Account Management contact for further clarification or resolution of an issue that may not be covered
- Aetna is prepared to answer your retirees' calls about the New Medicare Card

Where can you get more information from CMS?

- CMS educational materials will be available at cms.gov/newcard
- On the site you can find more technical information, detailed updates, materials to share and training opportunities including a webinar
- You can also email CMS directly about the change at SSNRemoval@cms.hhs.gov

CMS New Medicare Card Transition Timeline

Information for plan sponsors and TPAs with Aetna Medicare Advantage and PDP plans



New Medicare Number project transition timeline and high-level responsibilities

LEGEND	
	CMS responsibility
	Aetna responsibility
	Your responsibility

