

## Eli's Hospice Insider

### Billing: Keep Up With New Medicare Card Changes

More and more Medicare beneficiaries are receiving their new Medicare cards - do you know all the ins and outs of billing with their new MBI numbers?

The **Centers for Medicare & Medicaid Services** has "started mailing new Medicare cards to people with Medicare who live in Wave 5 states: Alabama, Florida, Georgia, North Carolina, and South Carolina," the agency says. And don't forget, "we continue to mail new cards to people who live in Wave 4 states, as well as nationwide to people who are new to Medicare."

**Do this:** If your patients are in Wave 1, 2, or 3 states and haven't received a new card, have them call 1-800-MEDICARE or log onto MyMedicare.gov to determine what the problem is, CMS advises. Other tips for the new Medicare cards:

If a patient's Medicare Beneficiary Identifier number changes - either at the beneficiary's request or because the MBI number has been compromised - you can use the old or new MBI for dates of service up until the effective date of the new MBI, CMS explains. But for "dates of service that are entirely on or after the effective date of the MBI change - use the new MBI," the agency instructs in a message to providers.

Don't get excited about the new square QR codes on Medicare cards. The square codes "allow the contractor who prints the cards to ensure the right card goes to the right person with Medicare or Railroad Retirement Board (RRB) benefits," CMS explains. "Providers cannot use it for any other purpose."

Cards with the codes on back (Medicare) or front (RRB) "are legitimate (official) Medicare cards," CMS assures providers.

**Plus:** Help spread the word: "Medicare will never call people with Medicare uninvited and ask for personal or private information to get their new Medicare Number and card," CMS says in an email to providers. "Scam artists may try to get personal information (like their current Medicare Number) by contacting them about their new card. If your Medicare patient is asked for their information, for money, or someone threatens to cancel their health benefits if they don't share their personal information, have them call 1-800-MEDICARE (1-800-633-4227)."