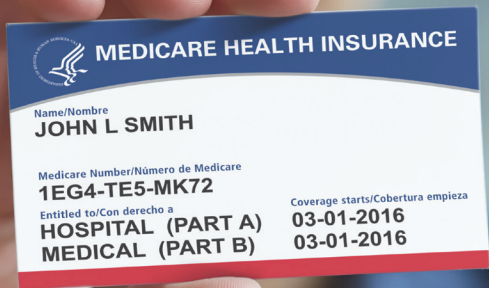


# STARTING IN APRIL 2018

People with Medicare are getting new Medicare cards with safer, unique numbers. #NewCardNewNumber



[LEARN MORE](#)



# 10 things to know about your new Medicare card

Medicare is mailing new Medicare cards starting in April 2018. Here are 10 things to know about your new Medicare card:

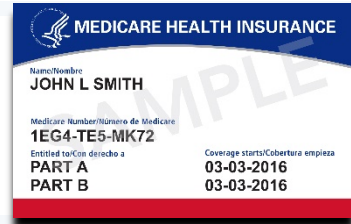
- 1. Mailing takes time:** Your card may arrive at a different time than your friend's or neighbor's.
- 2. Destroy your old Medicare card:** Once you get your new Medicare card, destroy your old Medicare card and start using your new card right away.
- 3. Guard your card:** Only give your new Medicare Number to doctors, pharmacists, other health care providers, your insurers, or people you trust to work with Medicare on your behalf.
- 4. Your Medicare Number is unique:** Your card has a new number instead of your Social Security Number. This new number is unique to you.
- 5. Your new card is paper:** Paper cards are easier for many providers to use and copy, and they save taxpayers a lot of money. Plus, you can print your own replacement card if you need one!
- 6. Keep your new card with you:** Carry your new card and show it to your health care providers when you need care.
- 7. Your doctor knows it's coming:** Doctors, other health care facilities and providers will ask for your new Medicare card when you need care.
- 8. You can find your number:** If you forget your new card, you, your doctor or other health care provider may be able to look up your Medicare Number online.
- 9. Keep your Medicare Advantage Card:** If you're in a Medicare Advantage Plan (like an HMO or PPO), your Medicare Advantage Plan ID card is your main card for Medicare – you should still keep and use it whenever you need care. However, you also may be asked to show your new Medicare card, so you should carry this card too.
- 10. Help is available:** If you don't get your new Medicare card by **April 2019**, call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you've been discriminated against. Visit [CMS.gov/about-cms/agency-information/aboutwebsite/cmsnondiscriminationnotice.html](https://www.cms.gov/about-cms/agency-information/aboutwebsite/cmsnondiscriminationnotice.html), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.



## New Medicare cards start mailing in April 2018

We're removing Social Security Numbers from Medicare cards to prevent fraud, fight identity theft, and keep taxpayer dollars safe. We'll mail the new Medicare cards from April 2018 through April 2019. Learn about how we'll mail the new Medicare cards in phases by geographic location.



### Get details to help you with the new Medicare cards

- [For health care providers & office managers](#)
- [For health & drug plans](#)
- [For partners & employers](#)
- [For states](#)

### Get quick resources to help you be ready for the new Medicare cards

- What you [need to do now](#)
- Our [plan to mail the new Medicare cards](#)
- [Messaging guidelines](#) and other [resources](#) to help you communicate with people with Medicare
- [Open Door Forum recaps](#)
- [Widgets for providers & partners](#)

### Get an [overview](#) of the new Medicare cards

### Watch to learn more



“We’re taking this step to protect our seniors from fraudulent use of Social Security numbers which can lead to identity theft and illegal use of Medicare benefits.

“We want to be sure that Medicare beneficiaries and healthcare providers know about these changes well in advance and have the information they need to make a seamless transition.”  
-CMS Administrator Seema Verma

## New Medicare Card – PSA Scripts for Pharmacies/Providers/Stakeholders

:15

Starting in April 2018, Medicare is mailing new cards with new Medicare numbers to every person with Medicare. You don't need to do anything to get your new card, and you can start using it right away. Watch your mailbox for your New Card, New Number!

:30

Do you have Medicare? Starting in April 2018, watch your mailbox! Medicare is mailing new cards with new Medicare numbers to every person with Medicare. You don't need to do anything to get your new card. Once you get your new Medicare card, destroy your old card. You can start using your new Medicare card right away at this pharmacy and with your doctor or other healthcare providers. Keep an eye out for your New Card, New Number!

***New Medicare Card - New Beneficiary-focused Partner Outreach***  
***Resources and Web Page Updates***

CMS has updated its New Medicare Card web pages to provide new resources for beneficiaries, partners and stakeholders. New resources are available for download as we prepare for the card mailing starting in April 2018. Included on:

[Medicare.gov](#) (updated with materials to be used with beneficiaries):

- [Blog](#)
- Beneficiary Fact Sheet ([English](#) and [Spanish](#))
- Informational [Video](#)
- A new short URL, [go.medicare.gov/newcard](http://go.medicare.gov/newcard), is being introduced

[CMS.gov/newcard landing page](#) (redesigned):

- Information about the [geographic card mailing strategy](#)
- Informational Video

[CMS.gov/newcard Partners & Employers tab](#):

- Link to English and Spanish Beneficiary Fact Sheet (same as above)
- New Medicare Card widgets - link to new information on Medicare.gov ([English](#) & [Spanish](#))
- Social Media Toolkit
  - [Guide to sharable new Medicare card social media posts](#)
  - [New Medicare card social media graphics](#)
- [PSA script](#) for pharmacies/providers/stakeholders

As part of CMS' outreach and education activities, ongoing social media posts on Medicare's Facebook and Twitter will occur with retweeting on @CMSgov handle. New Medicare Card related emails will be sent each month to over 400,000 beneficiaries who asked to receive emails from CMS.

*Note: Please send your questions and comments to our Partnership mailbox: [PARTNERSHIP@cms.hhs.gov](mailto:PARTNERSHIP@cms.hhs.gov) and include New Medicare Card Project in the subject line.*

## **New Medicare cards protect your personal information**

Starting in April 2018, Medicare will mail new Medicare cards to all people with Medicare, to help protect you from identity fraud. Fraudsters are always looking for ways to get your Social Security Number so we're removing Social Security Numbers from all Medicare cards to make them safer.

Your new card will have a new Medicare Number that's unique to you. The new card will help protect your identity and keep your personal information more secure. Your Medicare coverage and benefits stay the same.

And there's more good news—Medicare will automatically mail your new card at no cost to the address you have on file with Social Security. There's nothing you need to do! If you need to update your official mailing address, visit your online [my Social Security account](#).

Once you get your new Medicare card, take these 3 steps to make it harder for someone to steal your information and identity:

1. Destroy your old Medicare card right away.
2. Use your new card. Doctors, other health care providers, and plans approved by Medicare know that Medicare is replacing the old cards. They are ready to accept your new card when you need care.
3. Beware of people contacting you about your new Medicare card and asking you for your Medicare Number, personal information, or to pay a fee for your new card. Treat your Medicare Number like you treat your Social Security or credit card numbers. Remember, Medicare will never contact you uninvited to ask for your personal information.

For more information about your new Medicare card, visit [go.medicare.gov/newcard](http://go.medicare.gov/newcard). You can also visit [Medicare.gov](http://Medicare.gov) for [tips to prevent Medicare fraud](#).

## New Medicare Card Mailing Strategy

The Centers for Medicare & Medicaid Services (CMS) is required to remove Social Security Numbers (SSNs) from all Medicare cards by April 2019. A new, unique Medicare Number will replace the SSN-based Health Insurance Claim Number (HICN) on each new Medicare card. Starting April 2018, CMS will begin mailing new Medicare cards to all people with Medicare on a flow basis by geographic location and other factors.

These mailings will follow the sequence outlined below. Additional details on timing will be available as the mailings progress. Starting in April 2018, people with Medicare will be able to check the status of card mailings in their area on [Medicare.gov](http://Medicare.gov).

### New Medicare Card Mailing Waves

Wave	States Included	Cards Mailing
1	Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia	April – June 2018
2	Alaska, American Samoa, California, Guam, Hawaii, Northern Mariana Islands, Oregon	April – June 2018
3	Arkansas, Illinois, Indiana, Iowa, Kansas, Minnesota, Nebraska, North Dakota, Oklahoma, South Dakota, Wisconsin	After June 2018
4	Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Rhode Island, Vermont	After June 2018
5	Alabama, Florida, Georgia, North Carolina, South Carolina	After June 2018
6	Arizona, Colorado, Idaho, Montana, Nevada, New Mexico, Texas, Utah, Washington, Wyoming	After June 2018
7	Kentucky, Louisiana, Michigan, Mississippi, Missouri, Ohio, Puerto Rico, Tennessee, Virgin Islands	After June 2018