

Agent Alert

MedicareBlue™ Solutions



April 27, 2018

Help beneficiaries avoid and report Medicare scams

Medicare officials have delayed mailing new Medicare identification cards as they increase security measures and warn of possible scams. Beneficiaries living in Delaware, Washington, D.C., Maryland, Pennsylvania, Virginia and West Virginia were scheduled to begin receiving new Medicare ID cards in April. However, the new schedule pushed the delivery date to May. New Medicare enrollees will automatically receive the new card, regardless of where they live. The new cards remove the social security number (SSN) and replace it with an 11-digit Medicare beneficiary identifier (MBI).

Agents are encouraged to remind members that Medicare will never call uninvitedly and request personal or private information. Beneficiaries will not need to provide personal or financial information to receive a new Medicare card and should never provide their SSN or MBI to anyone who contacts them by phone. If someone requests this information, asks for money or threatens to cancel a beneficiary's health benefits, the beneficiary should hang up and call CMS immediately at **1-800-MEDICARE (1-800-633-4227)**.

Agents should also remind members to destroy their old Medicare card when they receive the new card.

Helpful resources

Beneficiaries may contact agents with questions or concerns about their new card or identity theft. CMS has provided online resources that will help agents and beneficiaries better understand these topics. Please feel free to share these resources as needed.

- [Identity theft: Protect yourself](#) (web page)
- [Eye on oversight: Medicare identity theft](#) (3 min. YouTube video)
- [Medicare and you: Preventing Medicare fraud](#) (1.5 min. YouTube video)
- [10 things to know about your new Medicare card](#) (web page)

Questions or have an enrollment? Call a Broker Help Desk

If you have questions, want to enroll an applicant by telephone or help a member make a change, please contact the appropriate agent/broker help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**

MedicareBlue Rx coverage is separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa,* Blue Cross and Blue Shield of Minnesota,* Blue Cross and Blue Shield of Montana,* Blue Cross and Blue Shield of Nebraska,* Blue Cross Blue Shield of North Dakota,* Wellmark Blue Cross and Blue Shield of South Dakota* and Blue Cross Blue Shield of Wyoming.*

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