

Agent Alert

MedicareBlue™ Solutions



December 18, 2019

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- Loss of low-income subsidy (LIS) letters mailing
- Late enrollment penalty (LEP) letters mailed

New Medicare card: Transition period ends soon

Starting **January 1, 2020**, all prescription drug plans (PDPs) must use the Medicare beneficiary identifier (MBI). Health insurance claim numbers (HICNs) will no longer be accepted as of January 1. A beneficiary's MBI is printed on the front of their Medicare card and is separate from the member ID number they get for being a MedicareBlue Rx member.

If you help beneficiaries enroll in or switch plans, please ensure you are using their MBI when completing enrollment and change applications. More information about Medicare cards is available at [Medicare.gov](https://www.medicare.gov).

Loss of low-income subsidy (LIS) letters mailing

Loss of low-income subsidy (LIS) letters will be mailed by the end of December to members who will no longer qualify for Extra Help with their Medicare prescription drug costs effective January 1, 2020. The letter includes members' new premium and cost-sharing amounts. Members who no longer have the subsidy can switch plans as part of a special enrollment period (SEP) or stay with the same plan.

If members contact you with questions, please tell them to call Social Security, Medicare or customer service at the numbers listed in the letter.

Late enrollment penalty (LEP) letters mailed

Members who owe a late enrollment penalty (LEP) were mailed a letter in early December. The letter included information on the change to the member's penalty amount, based on the change to the national base beneficiary premium (\$32.74 in 2020). Approximately 7,545 individual and group members received the letter.

If members contact you with questions about the penalty, inform them that the penalty is determined by the Centers for Medicare & Medicaid Services (CMS) and not by the plan. If you feel the member may qualify for Extra Help, ask them to call Medicare or Social Security or customer service.

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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.*

*Independent licensees of the Blue Cross and Blue Shield Association

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