



The New Medicare Card Project: Indian Health Service Preparation

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Important Note: This presentation was developed in collaboration with Centers for Medicare & Medicaid Services (CMS).

All slides are courtesy of Centers for Medicare & Medicaid Services (CMS) from CMS presentations about the New Medicare Card Project at the IHS Partnership Conference August 22, 2017 or from CMS Website <https://www.cms.gov/Medicare/New-Medicare-Card/Open-Door-Forums.html> (with the exception of slides 18 & 19).

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Background



The Health Insurance Claim Number (HICN) is a Medicare beneficiary's identification number, used for processing claims and for determining eligibility for services across multiple entities (for example, Social Security Administration (SSA), Railroad Retirement Board (RRB), States, Medicare providers, and health plans).

The Medicare Access and CHIP Reauthorization Act (MACRA) of 2015 mandates the removal of the Social Security Number (SSN)-based HICN from Medicare cards to address current risk of beneficiary medical identity theft.

The legislation requires that CMS mail out new Medicare cards with a new MBI (also referred to as Medicare Beneficiary Identifier – (MBI)) by April 2019.

The new MBIs won't change Medicare benefits. People with Medicare may start using their new Medicare cards as soon as they get them.



Operational Goals



Primary Operational Goal: To decrease Medicare Beneficiary vulnerability to identity theft by removing the SSN-based number from their Medicare identification cards and replace with a new unique MBI.

In achieving this goal, CMS seeks to:

- Minimize burdens for people with Medicare
- Minimize burdens for providers
- Minimize disruption to Medicare operations
- Provide a solution to our business partners that allows usage of HICN and/or new MBI for business critical data exchanges
- Manage the cost, scope, and schedule for the project



Operations: Three Steps to the New MBI





1. **Generate Medicare Beneficiary Identifiers (MBI) for all beneficiaries:** Includes existing (currently active, deceased, or archived) and people new to Medicare
2. **Issue new, redesigned Medicare cards:** New cards containing the new MBI to existing and new people with Medicare
3. **Modify systems and business processes:** Required updates to accommodate receipt, transmission, display, and processing of the new MBI



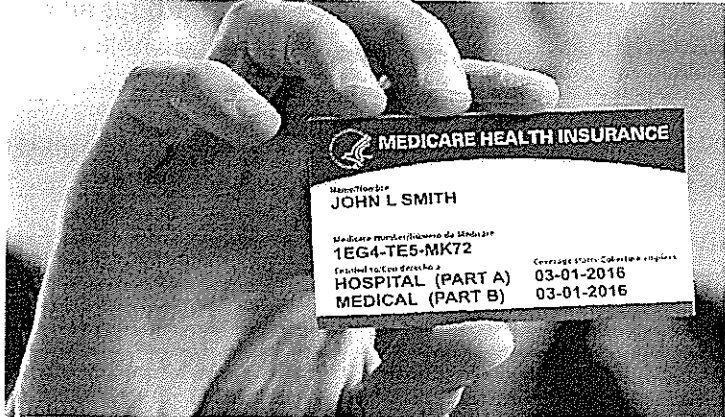
Comparison of Different Identifiers



KEY	Example
SSN	123-75-9812
CAN	123-75-9812-A
HICN	123-75-9812-A
RRB Post April 1964	A-123-75-9812 (prior years it is A-000000 – not based on SSN)
New MBI	1EG4-TE5-MK73






Example of New Card



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New MBI Characteristics

The new MBI will have the following characteristics:

- The same number of characters as the current HICN (11), but will be visibly distinguishable from the HICN
- Contain uppercase alphabetic and numeric characters throughout the 11-digit identifier
- Occupy the same field as the HICN on transactions
- Be unique to each beneficiary (e.g., husband and wife will have their own MBI)
- Be easy to read and limit the possibility of letters being interpreted as numbers (e.g., alphabetic characters are upper case only and will exclude S, L, O, I, B, Z)
- Not contain any embedded intelligence or special characters
- Not contain inappropriate combinations of numbers or strings that may be offensive

CMS anticipates that the MBI will not be changed for an individual unless the MBI is compromised or other limited circumstances still undergoing review.

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Using the New Medicare Number – During Transition



The transition period will run from April 2018 through December 31, 2019

CMS will complete its system and process updates to be ready to accept and return the MBI on April 1, 2018

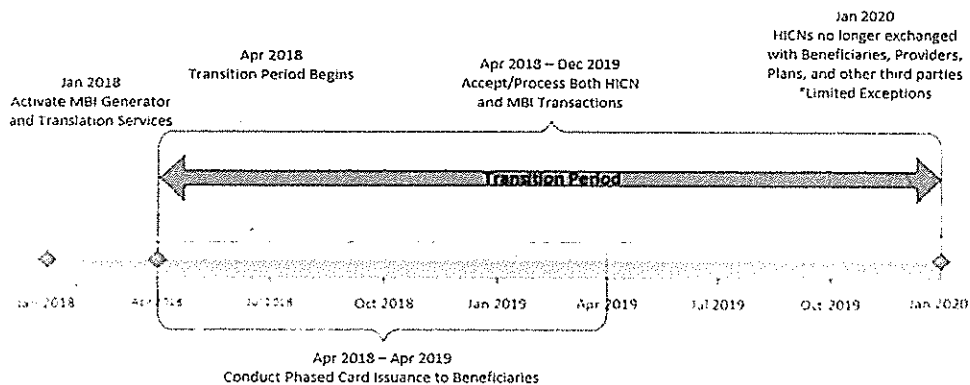
All stakeholders who submit or receive transactions containing the HICN must modify their processes and systems to be ready to submit or exchange the MBI by April 1, 2018. Stakeholders may submit either the MBI or HICN during the transition period

CMS will accept, use for processing, and return to stakeholders either the MBI or HICN, whichever is submitted on the claim, during the transition period

CMS will actively monitor use of HICNs and MBIs during the transition period to ensure that everyone is ready to use MBIs only by January 1, 2020



Operations: Transition Period





Operations: Transition Period



- In addition, CMS is working to develop capabilities where providers will be able to access a patient's new MBI through a secure look up tool at the point of service. Instructions for access will be distributed once the tool is released.
- CMS is making systems changes so that when a provider checks a patient's eligibility, the CMS HIPAA Eligibility Transaction System (HETS) will return a message on the response indicating that CMS mailed that particular patient's new Medicare card.



New Medicare Number Exceptions After the Transition Period



- Beneficiaries, providers, and plans will no longer use the HICN for internal and most external purposes.

However, once the transition period is over, you'll still be able to use the HICN in these situations:

Medicare plan exceptions:

- Appeals – You can use either the HICN or the MBI for claims appeals and related forms
- Adjustments – You can use the HICN indefinitely for some systems (Drug Data Processing, Risk Adjustment Processing, and Encounter Data) and for all records, not just adjustments
- Reports – We will use the HICN on these reports until further notice:
 - Incoming to us (quality reporting, Disproportionate Share Hospital data requests, etc.)
 - Outgoing from us (Provider Statistical & Reimbursement Report, Accountable Care Organization reports, etc.)



New MBI, New Card Issuance



- CMS will begin mailing new cards in April 2018 and will meet the congressional deadline for replacing all Medicare cards by April 2019.
- The gender and signature line will be removed from the new Medicare cards.
- The Railroad Retirement Board will issue their new cards to RRB beneficiaries.
- CMS will work with states that currently include the HICN on Medicaid cards to remove the Medicare ID or replace it with a new MBI.
- CMS will conduct intensive education and outreach to all people with Medicare, their families, caregivers, and advocates to help prepare for this change.



Outreach to CMS's Business Partners



CMS's Business partners are making system changes to support the new MBI.

How CMS is supporting this:

- Dedicated website at <https://www.cms.gov/newcard>
- Listening sessions
- Open door forums / calls
- Medicare Learning Network



Outreach to People with Medicare



September 2017: Setting Expectations

- General Messaging
 - Coming in 2018: New Medicare Cards!
 - Make sure your address on file with Medicare is correct or go to ssa.gov/myaccount to update
- Simple and responsive high-level messaging on Medicare.gov and 1-800-MEDICARE, Guard Your Card ad campaign
- Training to prepare partners ahead of broad-based outreach and education

September 2017: Card Awareness

- New Medicare card design is unveiled
- Beneficiaries get information about the new card in the 2018 “Medicare & You” Handbook: When you get your new card, safely and securely destroy the old Medicare card, keep the new number confidential
- Educational Materials and a more detailed training webinar will be available for Partners



Outreach to people with Medicare



October 2017 – December 2017: Open Enrollment

Continue “Card Awareness” outreach through messaging embedded in regular Open Enrollment events and earned media, steady drumbeat messaging via press, social media, speaking engagements, blogs, etc.

Card messaging should supplement, but not supersede “review and compare” actions for Open Enrollment

January 2018 – March 2018: New Cards are Coming!

Ramp up pre-mailing outreach and identify opportunities for sharing messages and materials with providers and people with Medicare

April 2018 – April 2019: Watch for your New Card

Cards are mailed!

Simple, direct instructions included with the new card mailing

Active, localized information sharing

Robust messaging on Medicare.gov, 1-800-MEDICARE, Medicare social media

Specialized communications for those with limited English proficiency and alternative format needs



Spotlight on Indian Health Service



Outreach and Education 2017



A few examples of outreach:

August

- IHS partnerships conference: August 22 & 23
- NIHB Tribal Technical Advisory Group (TTAG): August 23

September

- Outreach to IHS, Tribal and Urban Partners: September 2017
- Information System Advisory Council: September 19
- NIHB National Tribal Health Conference: September 25

October

- IHS National Business Office Committee Meeting: October 25

November

- TTAG: November 1

Slide prepared by IHS



IHS Preparation



- Office of Information Technology (OIT) addressing applications impacted
 - Resource Patient Management System (RPMS)
 - National Patient Information Reporting System (NPIRS)- National Data Warehouse
- OIT Project team formed
 - Meeting
 - Developed Project plan
 - Addressing communication
 - Addressing data flow of information
 - Addressing need for future patch to accept MBI number before April 1, 2018
 - Future initiatives proactive planning

Slide prepared by IHS



Impacted Applications



The current plan is to release the following updates in Feb 20, 2018 (FY18Q2 release):

- Third Party Billing (ABM) v2.6 p25
- Point of Sale (ABSP) v1.0 p50
- Contract Health Management System (ACHS) v3.1 p27
- Patient Registration (AG) v7.1 p13
- IHS Dictionaries (Patient) + IHS PCC Suite (AUPN) v99.1 p26
- Accounts Receivable (BAR) 1.8p27
- Practice Management Suite (BPRM) v3.0 p5

Note: Information is accurate pending there are no changes from CMS



What IHS Facilities Need to Know to Get Ready for the New MBI



1. **Get ready to use the new MBI format**
 - Ask your billing and office staff if your practice management system can accept the 11 digit alpha numeric MBI.
 - If you use vendors to bill Medicare, ask them about their new MBI practice management system changes and makes sure they are ready for the change.
 - Encourage practices and health care facilities to visit our website at <https://www.cms.gov/newcard>.
2. **Help your patients get ready**
 - If the address you have on file is different than the address you get in electronic eligibility transaction responses, encourage your patients to correct their address in Medicare's records at SSA using ssa.gov/myaccount (this may require coordination between your billing and office staff).
 - Remind people with Medicare that Medicare will never contact them and request personal information. They should protect their new MBI like a credit card and only share it those they trust.



CMS Resources



Additional technical information, detailed updates, training opportunities, and materials to share available at: <https://www.cms.gov/newcard>

CMS Open Forum Resource Materials at <https://www.cms.gov/Medicare/New-Medicare-Card/Open-Door-Forums.html>


CMS welcomes comments and questions! Please submit any additional comments or questions to the New Medicare Card team mailbox at: NewMedicareCardSSNRemoval@cms.ihs.gov



Questions



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Office of Information Technology

IHS Office of Information Technology Update

October 2017

CAPT Mark Rives, DSc, CHCIO
Chief Information Officer



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Impact and guidance for IHS Health IT

- Information Systems Advisory Committee is heavily involved.
 - Working to increase communication
 - Updating ISAC Charter to be a broader, larger, and more inclusive group.
- ISAC generated recommendations for IHS
- Recap of current future for RPMS




Update from ISAC Meeting, September 19-20, 2017 - Recommendations

- The ISAC recommends the IHS Chief Information Officer (CIO) provide a standing report on the monthly All Tribes conference call for transparency in Information Technology (IT)/Health IT (HIT) programs, services, functions, and activities.
- The ISAC advocates for continued collaboration between IHS and the Veterans Affairs (VA) and the Department of Health and Human Services (HHS) on HIT modernization efforts, acknowledging the initiative is in early discovery right now.
- The ISAC recommends the IHS go forward with a budget request for HIT modernization as soon as feasibly possible.
- The ISAC recommends that the IHS and OIT strategic plans include reference to the OIT Human Capital Management Plan.



Update from ISAC Meeting, September 19-20, 2017 - Actions


- The ISAC continues to work on updates to the ISAC Charter.
- The ISAC continues to work on updates to the OIT Human Capital Management Plan to place more emphasis on Informatics positions and updating IT position descriptions.
- The ISAC will continue work on revising the FY 2018-2019 IT Priorities to add HIT modernization, infrastructure, a phased approach for modernization, and process improvement.
 - The IT priorities will be shared with IHS management, Areas, Tribes, and other stakeholder groups.



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Veteran Affairs Migration to Cerner and Impact on the Resource and Patient Management System (RPMS) Updates


- Held four listening sessions and gathered comments.
 - Plus, received 22 sets of comments via email and mail
- Engagement at all levels within HHS.
 - VA, HHS OCTO, HHS ONC, USCG, DoD MHS, tribal health programs, TSGAC, DSTAC, HHS ASFR, and numerous industry analysts.
- Developed Request for Information (RFI)
 - Goal: Ask industry what they would propose as a solution
 - Anticipated outcome: Good understanding of HIT as a foundation for a larger strategy
 - Status - Undergoing revision



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Future plans for RPMS


- IHS is taking an advanced posture to plan for Health Information Technology Systems modernization.
- RPMS and VISTA will continue to be supported in the near term.
- RPMS development to date has always been supported by and dependent upon the VISTA platform.
- IHS has unique needs for patient care, population health management, and referral management and many of those are different from the VA and DoD.
- RPMS Data must be available and accessible for delivery of care, reporting, etc.



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Future plans for RPMS

- Must continue to develop interoperability functionality to ensure access to patient data.
- Continuing development for
 - EPCS
 - New Medicare Cards (NMC)
 - 8 RPMS applications that will require modifications
 - Expected to release in Feb 20, 2018 (FY18Q2 release)
 - Other minor application updates for reporting will occur throughout 2018 to address reports.
 - Routine Updates
 - Update schedule to be published on IHS.Gov
- All options are still in consideration.
 - Working towards a broader HIT Modernization initiative



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Questions?

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