



Erie County Medical Society

Office Alert

A publication designed to keep the Physician, Practice Manager, Office Manager and staff of our Member Physicians abreast on relevant information for Erie County.

10.23.2019



IS YOUR OFFICE READY?

COUNTING DOWN THE DAYS TO JANUARY 1, 2020

As you know, every Medicare Beneficiary has been issued a new Medicare number, the Medicare Beneficiary Identifier (MBI).

Starting JANUARY 1, 2020, *only* the new number can be used on claims & transactions.

To make sure your office is ready, follow the steps listed below:

Make sure your office staff are asking your patients for their new cards.

If they say they haven't received their cards tell them they need to contact Medicare to get their new card. The number for Medicare is

1-800-Medicare

Prominently post this [PATIENT POSTER](#) in your waiting room and all other patient areas. (Best if printed in color.)

Are your office procedures up to date?

Make sure your staff is **checking the remittance advice (formerly the Explanation of Medicare Benefits)**.

From now through December 31, 2019, when a claim is submitted with a valid HICN (the old Health Insurance Claim Number), the MBI will be shown on the remittance.

CAUTION: That doesn't tell you anything about the patient's Medicare entitlement.

Be sure to check eligibility your usual way, too.

Make sure you use NGSConnex.

It has a secure MBI lookup tool. You enter your own NPI, plus the patient's first and last name, date of birth, and actual Social Security number –*not the old Medicare number or HICN.*

If you are not an NGSConnex user, go to [NGSConnex](#) to register for a free account.



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