

## FAQs about the new Medicare cards

### 1. Why is the Centers for Medicare & Medicaid Services (CMS) issuing new Medicare cards?

CMS is required to remove the Social Security number (SSN) from Medicare cards. This requirement comes from the Medicare Access and CHIP Reauthorization Act (MACRA), passed in April 2015. CMS will replace the SSN with a new Medicare number that is unique to every person.

Removing the SSNs will help prevent identity theft.

### 2. Are my Medicare benefits changing?

No. The only thing changing is the number on your card.

### 3. What do I need to do?

Make sure your address is current. Medicare uses the name and address you have on file with the Social Security Administration. To update or check your address, contact the Social Security Administration through [your online account](#) or by calling 1-800-722-1213 (TTY: 1-800-325-0778).

### 4. When will I get my new Medicare card?

Washington State residents will begin receiving their new cards **after June 2018**. However, if you are a new Medicare enrollee as of April 2018 or later, your Medicare card will be the new version.

The timeline is vague because CMS must mail new cards to over 60 million people between April 2018 and April 2019. Keep in mind that you could receive your Medicare card before or after your friends and neighbors.

The PEBB Program does not have any specific information about when you will receive your new card. Please contact CMS at 1-800-633-4227 with any questions.

### 5. Do I need to send a copy of my new Medicare card to the PEBB Program?

If you have already sent us a copy of your old Medicare card, you do **not** need to send a copy of your new one.

If you are a new Medicare enrollee, you need to provide the PEBB Program with a copy of your card. Write the subscriber's first and last name and the last four digits of the subscriber's SSN on the copy.

### 6. Do I have to pay for my card or provide any information over the phone?

No. The card is free and you don't need to do anything to get it.

Watch out for scams! The Office of the Insurance Commissioner has received reports that scammers are:

- Demanding payment for the new Medicare card.
- Asking for personal information like bank account numbers or Social Security numbers.
- Threatening to cancel members' Medicare coverage unless they provide their old Medicare number.

Read more about [scams related to new Medicare cards](#), or learn how to [protect yourself from identity theft](#).

### 7. Where can I find more information?

Call CMS at 1-800-633-4227 (TTY: 1-877-486-2048) with any questions. You can also learn more (or see an example of the new cards) at [Medicare.gov](#).