

From: Sharon Hoffbeck
To: RPEA Members
Date: February 18, 2018
Subject: New Medicare Cards

Hi everyone—

The Centers for Medicare and Medicaid Services (CMS) is required to remove Social Security Numbers (SSN) from all Medicare cards by April 2019. A unique Medicare Number will replace the SSN. The reason for this change is to help prevent fraud and identity theft.

Starting in April 2018, CMS will begin mailing new Medicare cards in waves based on geographic location. You do not have to request the card or do anything—it will show up. Once you get your new card, destroy your old card and start using your new card right away.

Unfortunately, scammers are opportunistic, and one scam has already been reported.

WHAT'S THE SCAM?

Somebody claiming to be calling from “Medicare” will tell you that you are getting a new Medicare card, but until it comes you will need a temporary one, offering to provide it for a fee that ranges between \$5-\$50 dollars. They will ask for pertinent information such as bank account information or a credit card number so they can process the temporary card.

THINGS TO REMEMBER:

1. The new Medicare card will be mailed to you—you do not have to request it.
2. There is no fee for the new card and you do not need a temporary one. Just keep using the card you have until you receive your new one.
3. Medicare will not call you unless you ask them to—Medicare does all communications by mail.

Below are links that will explain more about this change, as well as a preliminary mailing schedule.

New Medicare Cards website links:

<https://www.medicare.gov/forms-help-and-resources/your-medicare-card.html>

New Medicare Card Mailing Strategy:

<https://www.cms.gov/Medicare/New-Medicare-Card/NMC-Mailing-Strategy.pdf>

Jeanne Larson, Manager of the Alaska Medicare Information Office, welcomes AlaskaCare retirees who are Medicare beneficiaries to contact their office with questions you may have.

If calling from an Alaska area code: [1-800-478-6065](tel:1-800-478-6065)

If calling from Anchorage or an area code outside of Alaska: [\(907\) 269-3680](tel:907-269-3680).

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