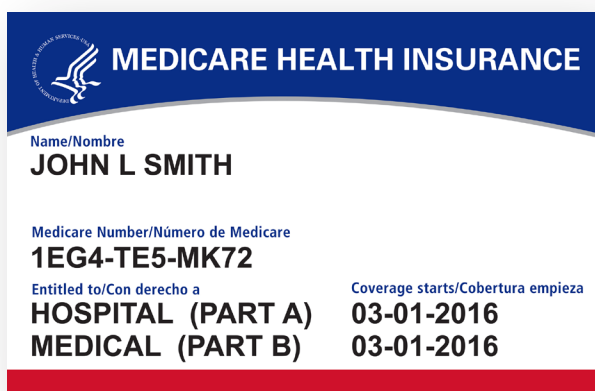


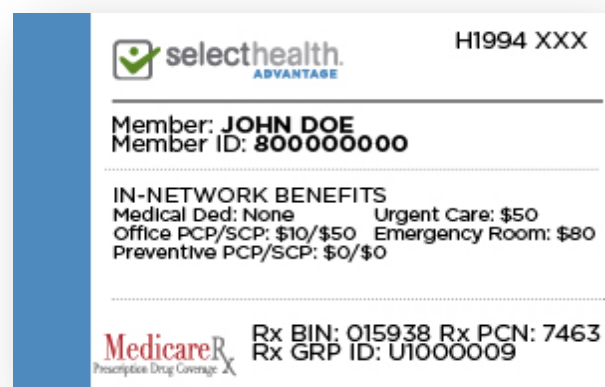


## New Card, New Number

New Medicare cards issued by the Centers for Medicare & Medicaid Services (CMS) will be mailed to members between April 2018 – April 2019



Beginning in April 2018, CMS will mail new Medicare (red, white, and blue) cards that replace Social Security numbers with a unique Medicare number. This will help keep Medicare member information more secure and help protect against identity theft.



SelectHealth Advantage® (HMO) members should continue to use their SelectHealth Advantage ID cards each time they receive care or fill a prescription. The new Medicare card won't change coverage or benefits.



## New Medicare ID Card: Questions and Answers

SelectHealth Advantage (HMO) members may inquire about the new Medicare ID cards. Here are some answers to frequently asked questions.

**Q: Why are Medicare beneficiaries getting a new Medicare ID card?**

A: This change will help protect their identity. The Centers for Medicare & Medicaid Services (CMS) is removing Social Security Numbers from Medicare cards and replacing it with a unique Medicare number.

**Q: How/when will beneficiaries get their new Medicare ID card?**

A: Medicare will mail the new cards between April 2018 and April 2019. It will take a long time to mail everyone a new Medicare card—in the meantime, members should keep using their current SelectHealth Advantage ID cards. See timing for each state at: [cms.gov/Medicare/New-Medicare-Card/NMC-Mailing-Strategy.pdf](https://www.cms.gov/Medicare/New-Medicare-Card/NMC-Mailing-Strategy.pdf)

**Q: Which card should Medicare members use? The new Medicare card or their SelectHealth Advantage ID card?**

A: SelectHealth Advantage members should use their SelectHealth Advantage ID card each time they receive care or fill a prescription.

**Q: What should Medicare members do with their old Medicare ID card?**

A: Once members receive their new Medicare card, they should destroy the old Medicare card. Destroying the old Medicare card protects members by making sure no one can get their personal information from it.

**Q: Are member's benefits changing?**

A: No. The new card does not change coverage or benefits. Remember SelectHealth Advantage members should use their SelectHealth Advantage ID card.

**Q: Do members need to do anything for their new Medicare card to be mailed?**

A: No. But they'll receive a new card at the address on file with Medicare, so it's a good idea to make sure their mailing address is up to date. Members can visit [ssa.gov/myaccount](https://ssa.gov/myaccount) or call **800-772-1213** (TTY: 800-325-0778) to correct their mailing address if updates are needed.

**Q: How can members protect themselves from identity theft and fraud?**

A: Members should be cautious of anyone who contacts them about their new Medicare card. SelectHealth and Medicare will never ask for personal or private information to get their new Medicare number and card. If a member believes they are a victim of identity theft or Medicare fraud, they should call **800-MEDICARE** to get assigned a new Medicare number.

**Q: Is there a place members can go for more information?**

A: Yes, they can visit [cms.gov/newcard](https://www.cms.gov/newcard) to learn more about the new Medicare cards and watch the "Guard Your Card" videos.