Reminder: Health Insurance Claim Number (HICN) No Longer Accepted for Medicare Claims

Information Posted January 23, 2020

This is a reminder to an article titled, “Beginning January 1, 2020, Medicare Providers and Beneficiaries Must Use the New Medicare Beneficiary Identifier,” which was published on the TMHP website on November 7, 2019.

Beginning April 1, 2018, Medicare beneficiaries were issued a new Medicare ID card with a new Medicare number, displayed in the following format:

- 11 digits in length;
- Position 1 must be numeric values 1 to 9;
- Position 4, 7, 10, and 11 must be numeric values 0 to 9;
- Position 2, 5, 8, and 9 must be alphabetic values A thru Z (minus S, L, O, I, B, Z); and
- Position 3 and 6 must be alphanumeric values either 0 thru 9 or A thru Z (minus S, L, O, I, B, Z).

(Note: Only upper-case alphabetic characters.)

This new number was accepted (along with the previous HICN format) as a valid Medicare number until December 31, 2019, with the intention of giving providers time to adjust to using the Medicare Beneficiary Identifier (MBI) on their claims and portal-submitted documents.

Effective January 1, 2020, claims that are submitted using a Medicare number in a format other than the MBI format will be rejected, and some forms will be similarly affected. Portal forms affected by this change include:

- Medical Necessity and Level of Care Assessment (Waiver 3.0)
- Resident Transaction Notice (3618)
- Medicare/SNF Patient Transaction Notice (3619)
- Physician Certification of Terminal Illness (3074)
- Intellectual Disability/Related Condition Assessment (8578)
- PASRR Level 1 Screening (PL1)
- PASRR Evaluation (PE)

Use of an incorrectly formatted Medicare number after the January 1, 2020, on the above forms can result in providers receiving the error message “Medicare Number format is invalid.” This error message will display when attempting to either submit forms using the old Medicare
number format or updating/correcting existing forms and resubmitting them (the system will revalidate the Medicare number upon form submittal).

**Identified Issues**

TMHP has identified the following issues:

- When a user is trying to update a PASRR Level 1 (PL1) form submitted before January 1, 2020, to indicate the person is deceased or discharged with an existing HICN Medicare number in field “B0200B. Medicare No.,” where there is an associated PE, the user will not be able to submit an update because the form will display the “Medicare number format is invalid” error. TMHP is researching this issue to find a resolution.

- NFs should verify that the Medicare ID in field “B0200B. Medicare No.” is in the MBI format for all positive PL1s submitted prior to January 1, 2020 that are still awaiting completion of the PASRR Evaluation (PE).

  **NFs must use the “update form” process for PL1s with the HICN format to update to the MBI format prior to the PE submission.**

For additional information about this change, providers can refer to the [Medicare Beneficiary Identifiers (MBIs) webpage](https://www.cms.gov) on the Centers for Medicare & Medicaid Services website. This change is in accordance with the Medicare Access and CHIP Reauthorization Act of 2015.

For help with form rejections related to the change in Medicare number format, call the TMHP Long-Term Care Help Desk at 800-626-4117, Option 1.