Update to “Health Insurance Claim Number (HICN) No Longer Accepted for Medicare Claims”

Information Posted February 3, 2020

This is an update to an article titled, “Reminder: Health Insurance Claim Number (HICN) No Longer Accepted for Medicare Claims,” which was published on the TMHP website on January 23, 2020.

Beginning April 1, 2018, Medicare beneficiaries were issued a new Medicare ID card with a Medicare Beneficiary Identifier (MBI). The former Health Insurance Claim Number (HICN) format was discontinued effective January 1, 2020, and claims submitted using a Medicare format other than the MBI format were rejected. Some portal forms were similarly affected and use of an incorrectly formatted Medicare number after January 1, 2020, can result in providers receiving the error message “Medicare number format is invalid.”

Updating Medicare Number for Death/Discharge

When a user is trying to update a PASRR Level 1 (PL1) Screening 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. The user must contact the TMHP Long-Term Care Help Desk at 800-626-4117, Option 1, with the PL1 document locator number (DLN) and the correct Medicare number to update the Medicare number format on the PL1 and any associated PASRR forms (e.g., PCSP, NFSS).

TMHP will notify the user once the TMHP process is complete, so the update for the deceased or discharged person can be performed by the PL1 submitter.

Users must not submit a new PL1 for deceased or discharged when the Medicare number is in the invalid format. If a person’s former nursing facility (NF) submits a new PL1 to indicate a discharge instead of updating the current PL1, the PL1 submitted by a person’s current NF might be inactivated, and the current NF will have to submit a new PL1.

Active PL1

Positive PL1s submitted before January 1, 2020, that don’t currently have PEs initiated from them should be reviewed by the PL1 submitter to ensure the Medicare number (if present) is in the correct format before the LA attempts to initiate the PE.

Positive PL1s submitted after January 1, 2020, including those that are part of the Change of Ownership (CHOW) or Form 1012 extension processes, can only be successfully submitted if they utilize the new MBI Medicare number format.
PASRR Evaluation (PE)

PEs submitted for dual PASRR eligibility with only one portion completed prior to January 1, 2020, cannot be finalized when:

- The Medicare ID is not in the MBI format; and
- The form is in the **Pending Form Completion** status.

Providers who have forms in this scenario should contact TMHP for assistance.

If, during PE initiation, a Local Authority (LA) receives an error that the Medicare number format is invalid, they should not change the Medicare number or leave the field blank. The LA should contact the submitter of the source PL1 Screening form and ask them to change the Medicare number on the PL1 to the correct format. Once the Medicare number is in the correct format on the PL1, the LA should be able to submit the PE.

For additional information about this change, providers can refer to the Medicare Beneficiary Identifiers (MBIs) webpage 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.

For help with CHOW and Form 1012 extension questions, contact the HHSC PASRR Unit at PASRR.support@hhsc.state.tx.us.