



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo

#19-07

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All OHB
Date: December 30, 2019
Re: **Keying New Medicare-Eligible Retirees (including Survivors and LTD Participants) into the Advantage 65 or Advantage 65 with Dental and Vision Plan**

As a follow-up to [BA Memo #18-01](#), this is a reminder that Social Security Number-based Health Insurance Claim Numbers (HICNs) will no longer be accepted for enrollment in the State Retiree Health Benefits Program's Medicare-primary plans that include Medicare Part D outpatient prescription drug coverage. All new enrollees keyed into either the Advantage 65 or Advantage 65 with Dental and Vision Plans should have a Medicare Beneficiary Identifier (MBI), which will facilitate their Medicare Part D (outpatient prescription drug plan) enrollment. The MBI is not required for those enrolling in the Advantage 65 Medical-Only plans since they do not include Medicare Part D coverage, but keying MBIs for those enrollees will not prevent enrollment in the supplement plan.

When keying a new participant into Advantage 65 or Advantage 65 with Dental and Vision, you should request the MBI that is provided on beneficiaries' Medicare ID card. Following is

the format of the 11-character MBI to assist you with confirming that the information you are entering is correct:

Position	Value in Position
Position 1	Numeric values (1—9)
Position 2	Alphabetic values (A—Y*)
Position 3	Alpha-numeric values (0—9 or A—Y*)
Position 4	Numeric values (0—9)
Position 5	Alphabetic values (A—Y*)
Position 6	Alpha-numeric values (0—9 or A—Y*)
Position 7	Numeric values (0—9)
Position 8	Alphabetic values (A—Y*)
Position 9	Alphabetic values (A—Y*)
Position 10	Numeric values (0—9)
Position 11	Numeric values (0—9)

NOTE:

- All alphabetic values are in upper case, and *they will never include an S, L, O, I, B or Z
- In limited circumstances, MBIs may change
- Hyphens should not be keyed

Please make every effort to get this information from your new enrollee since Medicare will no longer accept enrollments that do not include the MBI. Enrollees who have applied for Medicare but have not received their card may obtain their MBI by calling 1-800-MEDICARE (TTY users 1-877-486-2048) or by signing in at their MyMedicare.gov account. However, if you are unable to obtain the MBI prior to the effective date of coverage, key the transaction and leave the MBI field blank. Even though BES will continue to ask for the MBI, you can send the transaction without anything in the MBI field. Express Scripts will attempt to obtain the MBI directly from the beneficiary, but if they are unable to identify the MBI, the move to the Medicare Part D plan will ultimately be denied. If this happens, the participant will be moved to the corresponding Medical-Only plan (with or without dental and vision) and they may not be able to enroll later since a break in prescription drug coverage is not allowed.

No action is required on your part for existing Medicare-primary plan participants, including those moving into these plans based on eligibility for Medicare due to age who choose to default to Advantage 65 with Dental and Vision. DHRM will provide MBIs for these participants.