



## The Caregiver Resource Center



Concierge Case Management & Advocacy

## 10 Things to Know About New Medicare Cards

**Beware of Scams – New Medicare Cards are on the Way**



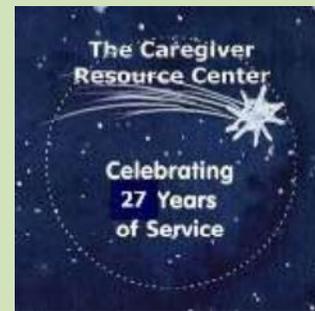
Photo from Medicare.gov

### Everything You Need To Know About the New Medicare Cards

The Caregiver Resource Center has received a number of recent calls inquiring about how and when seniors can expect to receive their NEW Medicare Cards.

One such call was from an 84 year old woman Mrs. Hall. Mrs. Hall called to say, *“I just received a call from a man telling me that he was calling from Medicare. The man asked me if I knew that I would soon be receiving my new Medicare card. When I said yes, he told me that he needed to ask me some questions in order to process the mailing of my card. This sounded suspicious, so I hung up and decided to check.”*

August 2018



### We All Can Benefit from an Advocate

Are you one of the 78% of Americans who are unprepared should a medical emergency strike?

According to the File of Life.org

- 116 million Americans are involved in an accident each year
- 50% of people suffer with chronic illnesses such as high blood pressure, diabetes or asthma
- 58% of all 911 calls involve a senior

Mrs. Hall did the right thing in hanging up.

Medicare will **NEVER** call anyone on the phone, to ask for them for their personal information.

In an effort to help educate people about the new Medicare cards, this article is providing information directly from Medicare about what is real, and what may be a scam.

Please share this article with anyone whom you feel would benefit from this information.

### **WHAT ARE THE NEW MEDICARE CARDS?**

Prior to 2018 before Medicare began issuing new Medicare cards, the old Medicare cards displayed a person's social security number, for identification and use in medical claims processing.

In an effort to help reduce Medicare beneficiaries' vulnerability to identity theft and fraud, beginning in April 2018, the Centers for Medicare & Medicaid Services (CMS) began reissuing new Medicare cards to all Medicare beneficiaries.

These new Medicare cards will now display a new unique Medicare number, in place of the former social security number.

According to CMS the mailing of the new Medicare cards will take 12 months, and by April 2019, every Medicare beneficiary should be in possession of their new card with their new unique Medicare number.

This new card will display the person's name, new unique Medicare number, and the dates when the person's Part A and Part B coverage began.

Again, please note that the new Medicare cards will no longer display any social security numbers.

According to CMS once a person receives their new Medicare card, they should destroy their old card, and begin using the new card immediately.

If a person has moved recently, and has not yet notified Medicare of the move, Medicare suggests that you contact Social Security at 1-800-772-1213.

## **The Caregiver Resource Center**

[Visit Our Website](#)

[Concierge Case  
Management & Advocacy  
Brochure](#)

[Successful Aging Brochure](#)

## **Benefits of Our Services**

- Well respected company serving the community since 1990
- All services are individually designed to meet your unique needs
- We are available 7 days a week by appointment and 24/7 for emergencies
- Professional support & guidance
- Our services are provided on-site in the home, ER, hospital, short term rehab, assisted living, and nursing home

## WATCH OUT FOR SCAMS

*The following information is being provided directly from Medicare.gov*

Medicare will never call you uninvited and ask you to give us personal or private information to get your new Medicare Number and card

Scam artists may try to get personal information (like your current Medicare Number) by contacting you about your new card.

If someone asks you for your information, for money, or threatens to cancel your health benefits if you don't share your personal information, hang up and call us at 1-800-MEDICARE (1-800-633-4227).

## 10 THINGS TO KNOW ABOUT YOUR NEW MEDICARE CARD

*The following information is being provided directly from Medicare.gov*

Medicare is mailing new Medicare cards starting in April 2018.

### Here are 10 things to know about your new Medicare card:

1. Mailing takes time: Your card may arrive at a different time than your friend's or neighbor's.
2. Destroy your old Medicare card: Once you get your new Medicare card, destroy your old Medicare card and start using your new card right away.
3. Guard your card: Only give your new Medicare Number to doctors, pharmacists, other health care providers, your insurers, or people you trust to work with Medicare on your behalf.
4. Your Medicare Number is unique: Your card has a new number instead of your Social Security Number. This new number is unique to you.
5. Your new card is paper: Paper cards are easier for many providers to use and copy, and they save taxpayers a lot of money. Plus, you can print your own replacement card if you need one!

## Menu of Services \*

- Advocacy
- Home Safety Audit
- Emergency Medical Advocacy while in the ER and hospital
- Screening, arranging for and monitoring Care Services
- Crisis Management
- Family Support & Counseling
- Insurance Claims Research & Assistance
- Research of Community Resources
- Referrals to Specialists (e.g. medical, legal, or financial professionals)
- Family Discussions and Issue Mediation
- Transitioning to an alternative living option (e.g. home to assisted living)

\* Fee for service

## Connect With Us



6. Keep your new card with you: Carry your new card and show it to your health care providers when you need care.
7. Your doctor knows it's coming: Doctors, other health care facilities and providers will ask for your new Medicare card when you need care.
8. You can find your number: If you forget your new card, you, your doctor or other health care provider may be able to look up your Medicare Number online.
9. Keep your Medicare Advantage Card: If you're in a Medicare Advantage Plan (like an HMO or PPO), your Medicare Advantage Plan ID card is your main card for Medicare – you should still keep and use it whenever you need care. However, you also may be asked to show your new Medicare card, so you should carry this card too.
10. Help is available: If you don't get your new Medicare card by April 2019,

Call 1-800-MEDICARE (1-800-633-4227).

TTY users can call 1-877-486-2048.

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you've been discriminated against.

Visit <https://www.cms.gov/about-cms/agency-information/aboutwebsite/cmsnondiscriminationnotice.html>

or call 1-800-MEDICARE (1-800-633-4227)

Photo from Medicare.gov



## **THE CAREGIVER RESOURCE CENTER**

We are specialists who assist seniors, people with special needs and their families in implementing ways to allow for the greatest degree of health, safety, independence, and quality of life.

The Caregiver Resource Center is unique in that we are available for our clients whenever and wherever they need us.

### ***Some Benefits of Our Services***

- Well respected company serving the community since 1990
- Assistance for seniors, people with special needs, and families; who are dealing with health and mental health challenges
- All services are individually designed to meet the unique needs of the client & their family
- We are available 7 days a week by appointment, and 24/7 for client emergencies
- Our services are provided onsite across the continuum of care whether in the home, doctor's office, ER, hospital, assisted living facility, or long term care facility
- Professional Support & Guidance
- Family Discussions & Mediation

### **For more information contact**

Linda Ziac at 203-861-9833

*The information in this article is provided as an information resource only, and is not to be used or relied on for any diagnostic or treatment purposes. This information is not intended to be patient education, does not create any patient provider relationship, and should not be used as a substitute for professional diagnosis and treatment.*

*Please consult your health care provider for an appointment, before making any healthcare decisions or for guidance about a specific medical condition.*

*Linda Ziac is the owner and founder of The Caregiver*

*Resource Center. The Caregiver Resource Center is a division of Employee Assistance Professionals, Inc. which Linda founded in October 1990. The Caregiver Resource Center provides a spectrum of concierge case management and advocacy services for seniors, people with special needs and families.*

*Linda's professional career spans more than 40 years in the health and mental health field as a CT Licensed Professional Counselor, CT Licensed Alcohol and Drug Counselor, Board Certified Employee Assistance Professional, Board Certified Case Manager, and Board Certified Dementia Practitioner. In addition, Ms. Ziac has 15 years of experience coordinating care for her own parents.*

*Linda assists seniors, people with special needs and their families; in planning for and implementing ways to allow for the greatest degree of health, safety, independence, and quality of life. Linda meets with individuals and family members to assess their needs, and develop a Care Team, while working with members of the Team to formulate a comprehensive Care Plan (a road map).*

*Once a plan is in place, Linda is available to serve as the point person to monitor and coordinate services, and revise the plan as needed. This role is similar to the conductor of an orchestra; ensuring that there is good communication, teamwork, and that everyone remains focused on the desired goal.*

**The Caregiver Resource Center • Greenwich, CT**

**[www.TheCaregiverResourceCenter.com](http://www.TheCaregiverResourceCenter.com) • 203-861-9833**

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