

## New Medicare cards are coming

Medicare is mailing new Medicare cards to all people with Medicare now. Find out more about when your card will mail at Medicare.gov, or call 800-Medicare (800-633-4227)

### 10 THINGS TO KNOW ABOUT YOUR NEW MEDICARE CARD

Your new card will automatically come to you.

You don't need to do anything as long as your address is up to date. If you need to update your address, visit your mySocial Security account.

Your new card will have a new Medicare Number that's unique to you, instead of your Social Security Number. This will help to protect your identity.

Your Medicare coverage and benefits will stay the same.

Mailing takes time. Your card may arrive at a different time than your friend's or neighbor's.

Your new card is paper, which is easier for many providers to use and copy.

Once you get your new Medicare card, destroy your old Medicare card and start using your new card right away.

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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. And, if you have a Medicare drug plan, be sure to keep that card as well. Even if you use one of these other cards, you also may be asked to show your new Medicare card, so keep it with you.

Doctors, other health care providers and facilities know it's coming and will ask for your new Medicare card when you need care, so carry it with you.

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.

If you forget your new card, you, your doctor or other health care provider may be able to look up your Medicare Number online.

#### Information provided by:



Compliments of  
**Aging and Disability  
Resource Center of  
Racine County**



<https://www.adrc.racinecounty.com>

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# Your Medicare Card



*Information provided by:*



**Medicare.gov**  
The Official U.S. Government Site for Medicare



## How can I replace my Medicare card?

If your Medicare card is lost, stolen or damaged, you can ask Social Security for a new one. Your Medicare card will arrive in the mail in about 30 days.

Social Security will mail your card to the address they have on file for you.

If you need proof that you have Medicare sooner than 30 days, you can request a letter from Social Security. The letter will arrive in the mail in about 10 days.

If you need proof immediately for your doctor or for a prescription, visit your local Social Security office.

## How do I change my name or address?

Medicare uses the name and address you have on file with Social Security. To change your name and/or address, visit your online my Social Security account.

### Note

Medicare is managed by the Centers for Medicare & Medicaid Services (CMS). Social Security works with CMS by enrolling people in Medicare.

## Identity theft: protect yourself

Identity theft is a serious crime that happens when someone uses your personal information without your consent to commit fraud or other crimes.

Personal information includes things like your name and your Social Security, Medicare, or credit card numbers.

## Guard your card and protect your personal information

To help protect your identity, Medicare is mailing new Medicare cards. Your new card will

have a new Medicare Number that's unique to you, instead of your Social Security Number.

**Don't share** your Medicare Number or other personal information with anyone who contacts you by phone, email, or by approaching you in person, unless you've given them permission in advance.

Medicare, or someone representing Medicare, will only call and ask for personal information in these situations:

- A Medicare health or drug plan can call you if you're already a member of the plan. The agent who helped you join can also call you.
- A customer service representative from 1-800-MEDICARE can call you if you've called and left a message or a representative said that someone would call you back.

**Only give** personal information like your Medicare Number to doctors, insurers acting on your behalf, or trusted people in the community who work with Medicare like your State Health Insurance Assistance Program (SHIP).

**Be familiar** with how Medicare uses your personal information. If you join a Medicare plan, the plan will let you know how it will use your personal information. If someone calls you and asks for your Medicare Number or other personal information, hang up and call us at 1-800-MEDICARE (1-800-633-4227).

**If you suspect identity theft**, or feel like you gave your personal information to someone you shouldn't have, contact the Federal Trade Commission. (202) 326-2222 or online at <https://www.ftc.gov/>

When you're enrolled in Medicare, you'll get your red, white, and blue Medicare card in the mail. If you're automatically enrolled, you'll get your red, white, and blue Medicare card in the mail 3 months before your 65th birthday or your 25th month of getting disability benefits. Your Medicare card shows that you have Medicare health insurance. It shows whether you have Part A (Hospital Insurance), Part B (Medical Insurance) or both, and it shows the date your coverage starts.

Be sure to carry your card with you when you're away from home. Let your doctor, hospital, or other health care provider see your card when you need hospital, medical or other health services.