



10 Things to know

about your new

Medicare card

Medicare is mailing new Medicare Cards starting in April 2018.

- 1. Mailing takes time:** Your card may arrive at a different time than your friend's or neighbor's.
- 2. Make sure your address is up to date:** Are you currently receiving mail from Medicare or Social Security? If you are, your address is up to date. If not, contact Social Security by phone or go to your online my Social Security account to update your mailing address. If you are a Railroad retiree, contact the Railroad Board.
- 3. 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. Do **NOT** destroy your Medicare Advantage, Medicare supplement or Medicaid card. These are not changing.
- 4. Your new Medicare Number is unique:** Your card has a new number instead of your Social Security Number. This new number is unique to you. Your new card does not change your Medicare benefits.
- 5. 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.
- 6. Keep your new card with you:** Carry your new card and show it to your health care providers when you need care.
- 7. Keep your Medicare Advantage Card:** If you are enrolled in a Medicare Advantage plan, you need to keep your card and use it whenever you need care. This is your main card for Medicare. You may be asked to show your Medicare card too.
- 8. Watch out for scams:** Medicare will send your card automatically. Your card is free. Scam artists may try to call you to get your personal information. Medicare will never call you to ask for your personal information to get your Medicare card. They already have it. If you get a call like this, hang up and call 1-800-MEDICARE.
- 9. Your doctor knows it's coming:** Doctors, other health care facilities and providers will ask for your new Medicare card when you need care. If you forgot your card, your provider may be able to look up your Medicare number online.
- 10. Help is available:** If you don't get your new Medicare card by April 2019, call 1-800-MEDICARE. Any questions about your Medicare benefits, Medicare supplement, Medicare Part D or Medicare Advantage plans, call SHIP at 1-800-351-4664 (TTY) 1-800-735-2942