

## **Nursing Home Resident – Process for updating Medicare’s records when the Nursing Home Resident lives in Iowa and their Power of Attorney (POA) lives out-of-state**

If the nursing home resident’s address with Medicare is an out of state address (e.g. their address is for a POA that doesn’t live in Iowa), the Plan Finder will not allow you to do a comparison for Iowa plans or enroll the resident in an Iowa plan. Try these steps to get the system to recognize the client and allow you to search for Iowa plans instead of plans for the zip code of the out-of-state mailing address.

### **Comparison:**

1. Do a personalized search with the address on file with Medicare.\*
2. Enter the resident’s drugs and create a Save ID.
3. Print the Save ID and My current Profile information.
4. Go back to home and do a general search with resident’s Iowa nursing home zip code.
5. Enter the Save ID with the resident’s “Iowa nursing home zip code.”
6. The system will say “this zip code is different do you want to update it?”
7. Click yes you want to update the zip code.
8. The system will pull up the client’s drug list; the personal information is input manually by the volunteer.

### **Updating Address on Record with Medicare**

When you enroll a resident in a plan and the “Mailing” zip code is different than the “Residence” zip code, there is a new process that the POA should follow. After you have enrolled the resident in a plan, the POA needs to call the plan and verify that they are the POA and the mailing address is correct. The POA needs to ask the plan to update the “Residence address” for the resident and mark it in Medicare’s records. The plan is able to keep the mailing address with the out-of-state zip code but update the residence zip code for Medicare. This will allow the client’s zip code to match with their Medicare number in the Medicare system. The POA may need to send proof of their POA status to the plan. This new process for updating records was added in Spring of 2012.

\*You can use your Unique ID number to verify the zip code on file with Medicare