



Unique ID (UID) FAQ

Q: What is a Unique ID and why should I get it?

A: A UID is a special identification number given to you so that you can call Medicare's SHIP-only hotline (888-647-6701) and talk to Medicare on behalf of your clients. The hotline puts you into the main Medicare hotline but does put your call in a priority queue.

Q: How do I get a UID?

A: Complete a Confidentiality Agreement. Your coordinator has a copy

- a. Return the agreement to Dawn Shaw in the State Office by email, fax, or snail mail
- b. You will receive an email from the STARS system with your Unique ID number once it is issued. If you ever forget your UID then you can go into your STARS SHIP Team Member profile and retrieve it.

Q: Can I use my UID right away?

A: No, once you have been issued a UID it will become effective the first of the next month. CMS downloads the UID list on the last week of every month and distributes the list to all the CSRs.

Q: When should I get a UID?

A: Once you have completed your Core module online tests, passed the criminal background check, returned the completed Confidentiality Agreement, the requirements have been met for approval of your UID.

Should you have any questions, please email Dawn.Shaw@oregon.gov or call 503-947-7302.