



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: There are two main parts in getting a UID: filling out a Confidentiality Agreement and requesting the UID through SHIPNPR.

Here are the steps:

1. 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
2. Request a UID in SHIPNPR (you need to have registered in SHIPNPR)
 - a. Log into SHIPNPR <https://shipnpr.acl.gov/Default.aspx>
 - b. Click on the Edit My Profile tab



- c. Scroll to the bottom of the page and click on the "Request Unique ID" button

Zip code of Counseling Location

County of Counseling Location

Task Functions and Access Authorizations

- Counselor
- Data Submitter
- Data Editor/Reviewer

CMS SHIP Unique ID

3. You will receive an email from the SHIPNPR system with your Unique ID number once it is approved. If you ever forget your UID then you can go into your SHIPNPR 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 online trainings, have passed the criminal background check, returned the completed Confidentiality Agreement and requested a UID through SHIPNPR, 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.