

Unique ID's

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Background and Purpose

- ❑ Collaboration between ACL, CMS, and SHIPs
- ❑ Designated for SHIP counselors
- ❑ Removes barriers to researching complex issues regarding Medicare
- ❑ SMPs also have Unique IDs, which was based on the SHIP Unique ID program
 - ❑ Use your SHIP Unique ID when doing SHIP work and use your SMP Unique ID when doing SMP work

How to Request a SHIP Unique ID

- SHIP counselors can submit a request via SHIP NPR and contact their state SHIP director.
 - www.shipnpr.acl.gov
 - Counselors required to complete confidentiality statement
 - SHIP directors select and train SHIP staff and/or volunteers who will be assigned an SHIP Unique ID.
 - Users with SHIP Unique IDs call Medicare, using the dedicated SHIP Line, 1-888-647-6701, when needed for Medicare issues

Criteria for Selecting Users

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□ Intended for:

- SHIP counseling staff
- SHIP Volunteers who have been screened and trained to counsel beneficiaries

□ Not Intended for:

- SHIP staff, subcontractors, or volunteers whose work is limited to:
 - Outreach/Public & Media
 - Screening of callers
 - Data submitters, data editors, and/or reviewers

WHEN to use your SHIP Unique ID

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- ❑ Claims Research
 - ❑ Denied or approved?
 - ❑ Information about amount paid
 - ❑ MSN issues
 - ❑ Medicare Secondary Payer
- ❑ Part C and D premium or enrollment status questions
- ❑ DME Competitive Bidding information

What SHIP Unique ID cannot provide

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- Specialized CSRs (Customer Service Representatives)
- Copies of MSNs
- Part C & D claims information
 - ▣ Contact the plan for this information

How to use your SHIP Unique ID

- Call the CMS 1-800 number designated for SHIPs at 1-888-647-6701
- Have SHIP Unique ID and Beneficiary information ready
- Select from the following menu options:
 - **For general questions, press 1**
 - **For a hospital stay, press 2 (for a Part A agent)**
 - **For doctors services, press 3 (for a Part B agent)**
 - **For medical supplies, press 4 (for a DME agent)**

1-800-Medicare

- Example CSR Questions
 - ▣ Is there a claim involved that has already been processed?
 - ▣ Do you recognize the provider or supplier listed on the Medicare Summary Notice (MSN)?
- Referrals from 1-800-Medicare
 - ▣ We see this as a positive result of the SHIP and CMS partnership
 - ▣ Referrals are sent year round but most are sent during AEP