



DID YOU KNOW:

Medicare will be providing you with a **NEW Medicare card**

Why?

To help keep your information more secure and protect you from potential identity theft or Medicare fraud.

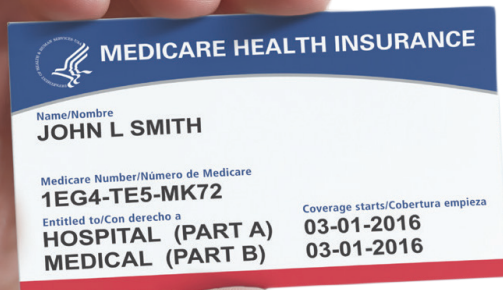
Starting April 1, 2018, the new Medicare card will no longer contain your social security number, gender, or signature. The distribution process for the new cards, which will be randomized by geographic location, will be completed by April 2019. Beginning January 1, 2020, only this new card will be used.

What cards do I keep?

- » Keep your new Medicare card, in addition to your BCBSAZ Advantage card. However, you will continue to use your BCBSAZ Advantage Card for all medical care.

The new Medicare number is needed to join, leave, or

switch to a different plan, and you may be asked to show your Medicare card for hospital services.



What do I do with my old card?

- » Once you receive your new card, shred your old Medicare card as it contains your Social Security Number.

Next Steps

- » Please make sure your address is correctly listed with the Social Security Office.
- » Guard your Medicare card like a credit card.

Reminders and Education Websites

- » Once you receive your NEW Medicare care, *shred your OLD Medicare card* as it contains your Social Security Number.
- » Medicare will never ask for personal information to receive your new Medicare Card.
- » Due to the random distribution, your card may not arrive at the same time as your friends or neighbors.

For more information on the new card, please visit Medicare at:

www.cms.gov/Medicare/New-Medicare-Card/Partners-and-Employers/NMC-Job-Aid-12003-P.pdf

For more to help you fight Medicare fraud, please visit:

www.medicare.gov/forms-help-and-resources/report-fraud-and-abuse/fraud-and-abuse.html

Blue Cross® Blue Shield® of Arizona Advantage (HMO) is a HMO plan with a Medicare contract. Enrollment in Blue Cross Blue Shield of Arizona Advantage depends on contract renewal.

Member Services can be contacted toll-free at 1-800-446-8331. TTY/TDD users should call 711. We are available from 8:00 a.m. to 8:00 p.m., Monday-Friday from February 15 to September 30; and 7 days a week from October 1 to February 14. El departamento de servicio al cliente puede ser contratado al número gratuito 1-800-446-8331. Los usuarios de TTY/TDD deben llamar al 711. Estamos disponibles de 8:00 a.m. a 8:00 p.m., lunes a Viernes desde el 15 de febrero hasta el 30 de septiembre; y los 7 días de la semana desde el 1 de octubre hasta el 14 de febrero.

Blue Cross Blue Shield of Arizona Advantage (HMO) (BCBSAZ Advantage) does not discriminate on the basis of race, color, national origin, age, disability, or sex. We provide free aids and services to people with disabilities to communicate effectively with us, such as qualified interpreters and written information in other formats such as large print and accessible electronic formats. We also provide free language services to people whose primary language is not English, such as qualified interpreters and written information in other languages. If you need these services call 1-800-446-8331. If you believe that BCBSAZ Advantage has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the BCBSAZ Advantage Civil Rights Coordinator by mail, phone, fax or email at:

P.O. Box 82368 | Phoenix, AZ 85071-2368

Phone: 602-427-2250 (TTY: 711)

Fax: 480-684-7580

Email: azblueadvantagecompliance@azbluemedicare.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW, Room 509F

HHH Building

Washington, DC 20201

Phone: 1-800-368-1019

TTY: 1-800-537-7697

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html



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