

Medicare Beneficiary Identifier (MBI) Replacement for Lost or Stolen Cards

February 15, 2024

In the event of a lost or stolen Medicare card, beneficiaries will be issued a new Medicare Beneficiary Identifier (MBI) number. Providers must promptly transition to billing using the newly assigned MBI when a beneficiary receives a replacement. Utilizing the old MBI for billing purposes may lead to denials accompanied by Reason Code 16, along with Remark Codes MA27 and N382.

- ⇒ Reason Code 16: Claim/service lacks information or has submission/billing error(s).
- ⇒ Remark Code MA27: Missing/incomplete/invalid entitlement number or name shown on the claim.
- ⇒ Remark Code N382: Missing/incomplete/invalid patient identifier.

That is why it is crucial to practice the following:

Checking Eligibility:

You should check patient eligibility and verify the patient's insurance prior to them receiving patient care. This will help eliminate claim denials and delays in getting reimbursed.

For Medicare patients, you must confirm the following with every encounter:

- ⇒ If they are solely covered under straight Medicare Part B (Not just Part A)
- ⇒ Do they have a Medicare Advantage Plan?
- ⇒ Did their MBI change?

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This should be verified prior to encounter, as you should not just rely on the patient to provide you with this information. Most of the time, patients are not aware of any changes/updates, or what their actual coverage is.

Should you encounter a denial featuring the reason and remark codes above, please ensure the accuracy of the beneficiary's MBI by utilizing the [**MBI Lookup Tool**](#). Refer to the [**Denial Code Resolution**](#) tool for specific instructions on addressing denials associated with this reason and remark code.

Reference: Noridian Website

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