

A Medicare Unique ID allows SHIBA advisors to get more detailed information from Medicare to assist clients.

Benefits of a Medicare Unique ID

You can:

- Get through to Medicare right away;
- Provide elevated assistance for SHIBA clients when you have the facts about their Medicare coverage; and
- Call Medicare even if the beneficiary is not on the phone or with you.

Confidentiality reminder

Keep your Medicare Unique ID in a secure place. To protect yourself and clients' personal information, never share your Medicare Unique ID with anyone.

How to use your Medicare Unique ID

First, you'll need to have the following information **before** using your Medicare Unique ID:

- Beneficiary's name with correct spelling
- Medicare number
- Date of birth
- Address
- Have your Medicare Unique ID handy

Then, call the phone number established for advisors with Medicare Unique IDs and follow the prompts:

1-888-647-6701

Medicare Unique ID holders will hear the following options:

- 1** General Medicare issues (these include Part D questions or calls to enroll in a plan)
- 2** Hospital issues to reach Part A agent
- 3** Physician issues to reach a Part B agent
- 4** Medical equipment issues to reach a DME agent
- 5** Disenroll from a Part D plan

Notes:

If you enter an incorrect or inactivated Medicare Unique ID, you will instead hear the regular menu of options presented to all 1-800-MEDICARE callers.

Medicare Unique ID CMS counselor complaints

Submit complaints about CMS customer service representatives to the SHIBA Administrative Assistant with the following information:

- CMS counselor's name
- Date and time of call
- Phone number the Medicare Unique ID holder called from
- Name of Medicare Unique ID holder

120-day automatic deactivation

Your Unique ID will automatically deactivate if you:

- Don't use it at least once within 120 consecutive days; *and*
- No CCRs or PMAs show as generated under your name within same 120 consecutive days.

Verify status of Unique ID

Please keep your SHIP NPR log-in information. You can check the status (active or inactive) of your Unique ID by logging in to your SHIP NPR profile.

To re-activate your Unique ID, submit a request through your volunteer coordinator to shiba@oic.wa.gov. Once approved, it can take more than four weeks for re-activation to occur.

Medicare Unique ID issuance – references:

- [Sponsor Operations Manual](#), Section 4 – Medicare Unique ID
- [Medicare Unique IDs](#) – Learn more about who can have one and the process