

Provider Bulletin

Molina Healthcare of California

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October 3, 2024

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Medicare Beneficiary Identifier Reassignment for 225,000 Beneficiaries

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medicare line of business.

What you need to know:

Medicare takes steps to protect the beneficiary's identity and prevent fraud. The Centers for Medicare and Medicaid Services (CMS) recently processed a large volume of Medicare Beneficiary Identifier (MBI) Number reassignments.

Plans will see an increase in Transaction Reply Codes (TRCs) 86 'Beneficiary Identifier Change' on their Daily Transaction Reply Report due to the reassignment. CMS will provide the beneficiary a new card with their new MBI Number in a few weeks.

When this is happening:

Effective October 14, 2024, approximately 225,000 MBIs will be reassigned.

Provider Action

If you experience issues related to the reassignment, contact the MAPD Help Desk or visit the MAPD Help Desk Website to find useful information about the MAPD Program, including FAQs, System Announcements, User Guide, and Plan Connectivity Instructions.

- **Phone:** 1-800-927-8069
- **Website:** cms.gov/mapd-helpdesk
- **Email:** MAPDHelp@cms.hhs.gov

MAPD Help Desk hours of operation are Monday-Friday, 7:00 a.m. to 7:30 p.m. ET.



What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
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San Diego & Sacramento, California Facilities	Dolores Ramos	562-549-4900	Dolores.Ramos@molinahealthcare.com
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If you are not contracted with Molina and wish to opt out of the MHC Provider Bulletin, email mhcproviderbulletin@molinahealthcare.com. Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.