

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 (but keep this document in a secure place): _____

Write your Medicare Unique ID here

1. Call **1-888-647-6701** and enter your Medicare Unique ID number.
2. **Press 1** for general information.
3. A Medicare customer service representative (CSR) will answer and ask for your Medicare Unique ID number and state (Washington).
4. When asked, give the client's name, Medicare number, etc.
5. Once the CSR confirms your identity and the client's identity, ask your questions. Take notes!

Note:

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.

120-day automatic deactivation

Your Unique ID will automatically inactivate if you:

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

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