

To Humana Military Providers

Did you know?

DoD is removing Social Security Numbers

from ID cards

SSN Removal

As of June 2011, the Social Security Number (SSN) is no longer printed on any DoD ID card.

These changes are being made by the Department of Defense to protect the personal identity information of cardholders.

ID Card Changes:

- New ID cards will have a **DoD ID Number** in place of the SSN. This 10-digit number is not used for TRICARE.
- If the beneficiary is eligible for DoD (TRICARE) benefits, there will also be an 11-digit **DoD Benefits Number** printed on the new ID card.

Providers have the following options to confirm beneficiary eligibility:

- Ask a beneficiary to provide his or her sponsor's SSN verbally or in writing as required by your office protocol
- Look up eligibility and verify coverage by using the secured provider portal at **www.humana-military.com**
- Check eligibility by calling 1-800-444-5445 and follow the interactive voice response prompts
- Whether you continue to obtain the sponsor SSN for your records or retrieve a DoD Benefits Number (11 digits) from the new military ID card, you will be able to check eligibility, request referrals, and continue to file claims

Providers have the following options when filing claims:

- Sponsor SSN
- Full 11-digit DoD Benefits Number

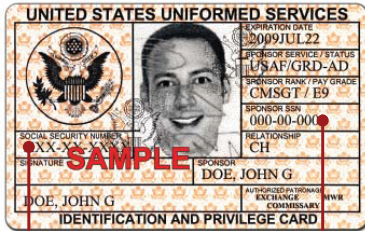


For more information about Social Security Number removal, please visit **www.tricare.mil/ssn**.

PHASE I

Remove Dependent SSN
Started in December 2008

DEPENDENT ID CARD



DD Form 1173

Dependent SSN replaced with XXX-XX-XXXX

Sponsor SSN remains visible



DD Form 1173-1

PHASE II

Remove All Printed SSNs
As of June 2011

COMMON ACCESS CARD (CAC)



DoD Benefits Number
(only on cards that convey DoD benefits)



DoD ID Number

ALL OTHER CARDS

Cardholder SSN replaced by a DoD ID Number



DoD Benefits Number
(only on cards that convey DoD benefits)



PHASE III

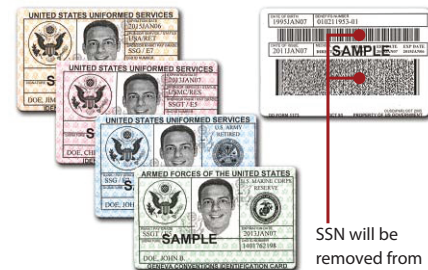
Remove SSNs Embedded in Barcodes
Beginning by end of 2012

COMMON ACCESS CARD (CAC)



SSN will be removed from barcodes

ALL OTHER CARDS



Frequently Asked Questions

Q1. Who will have DoD ID Numbers on their ID cards?

A1. Every DoD ID card will have a DoD ID Number printed on it. Dependent ID cards will not have the DoD ID Number of their sponsor, just their own number. The DoD ID Number is not used for TRICARE.

Q2. What is the DoD Benefits Number?

A2. The DoD Benefits Number is an 11-digit number that will be used to determine eligibility to receive benefits. The DoD Benefits Number will be printed only on ID cards that convey benefits.

Q3. When should TRICARE beneficiaries receive a new ID card?

A3. TRICARE beneficiaries will receive a new card upon expiration of the current card. ID Card issuance facilities will begin issuing DoD ID Cards without the SSN appearing on the card beginning in **June 2011**. It will be approximately four years until all cards are replaced with the DoD ID Number (and DoD Benefits Number if

applicable). Some retirees and their family members may have cards that indicate an indefinite expiration. Continue to use the sponsor's SSN for these beneficiaries.

Q4. What information do I need to file claims or check eligibility for TRICARE beneficiaries?

A4. Providers can use the sponsor's SSN or the full 11-digit DoD Benefits Number.

Q5. TRICARE Young Adult (TYA) is a new benefit plan, effective June 2011. Will those members be issued an enrollment card that includes the sponsor's SSN?

A5. No, TYA members may need to verbally provide their sponsor's SSN.