

DME Medicare News

DMERC Region A Service Office ∨ P. O. Box 6800 ∨ Wilkes-Barre, PA 18773-6800

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METRAHEALTH™

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Beneficiary Change of Address

Effective October 1, 1996, the beneficiary address change in all Medicare Part B carrier files (including Durable Medical Equipment (DME) Regional Carriers) will be revised to provide new procedures for processing beneficiary address changes and updating our history files. These new procedures expand the scope of circumstances under which carriers may change beneficiary addresses on their files(s). This instruction also provides that carriers will carry up to two addresses for each beneficiary, one permanent and one temporary. The previous instructions (effective date July 1, 1996), allows carriers to change their beneficiary history files when they receive a beneficiary address from the Common Working File.

Suppliers, please inform your Medicare beneficiaries that if they have moved, they must immediately notify both the Social Security Administration (1-800-772-1213) and their Medicare carrier (MetraHealth Region A DMERC, 1-800-842-2052). A beneficiary can request a permanent or temporary address change by sending written notification with the following information to Medicare: beneficiary's name, date of birth, and Health Insurance Claim Number (HICN). The letter must be dated and signed by the beneficiary. If a beneficiary wishes to call Medicare requesting a permanent or temporary change of address, they will have to verify the same information as above, along with information about the most recent service such as date, kind, and name of the provider.

Under no circumstances will a beneficiary's address be changed on our files as a result of a change noted on the HCFA 1500 form.

Contacts

DME Region A Service Office	(717) 735-9400
The MetraHealth Insurance Co.	(717) 735-9402
FAX	(800) 842-2052
Beneficiary Toll-Free Number	
Bulletin Board	
Participating Suppliers	(800) 842-5713
Non-Participating Suppliers	(717) 735-9515
EMC FAX	(717) 735-9510
National Supplier Clearinghouse	(803) 754-3951
SADMERC	(803) 736-6809
Supplier Help Line Number	(717) 735-9445

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