



My.Medicare.gov - The Medicare Beneficiary Portal The Future of Beneficiary Self-Service

September 9, 2005
Washington, D.C.

Agenda

- ▶ My.Medicare.gov Overview
- ▶ Beneficiary Internet Adoption Statistics
- ▶ Beneficiary Adoption of My.Medicare.gov
- ▶ My.Medicare.gov Screenshots

| My.Medicare.gov Overview

My.Medicare.gov - Overview

- ▶ Reduced call center costs through beneficiary self-service adoption
- ▶ 24 * 7 secure access to vital beneficiary information
- ▶ Alternative communication channel for Medicare beneficiaries to receive personalized Medicare information, including Preventive Services and Claim Status
- ▶ Flexible solution that can scale to address evolving information needs from a growing and changing beneficiary community (e.g., Baby Boomer Generation)

My.Medicare.gov - Overview

- ▶ CMS developed My.Medicare.gov as an alternative communication channel for Medicare beneficiaries to receive information regarding their Medicare benefits
- ▶ My.Medicare.gov is designed to help reduce call center operating costs and improve customer service

My.Medicare.gov – Implementation Schedule

- ▶ Open to the State of Indiana in December 2004 on a pilot basis
- ▶ A phased national rollout began in August 2005 with the addition of claims-based information to be available in Spring/Summer 2006

My.Medicare.gov – Phased National Rollout

	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
	1. ILLINOIS 2. MICHIGAN 3. MINNESOTA 4. OHIO 5. WISCONSIN	1. ALABAMA 2. FLORIDA 3. GEORGIA 4. KENTUCKY 5. MISSISSIPPI 6. NORTH CAROLINA 7. SOUTH CAROLINA 8. TENNESSEE	1. ARKANSAS 2. IOWA 3. KANSAS 4. LOUISIANA 5. MISSOURI 6. NEBRASKA 7. NEW MEXICO 8. OKLAHOMA 9. TEXAS	1. CONNECTICUT 2. MAINE 3. MASSACHUSETTS 4. NEW HAMPSHIRE 5. NEW JERSEY 6. NEW YORK 7. PUERTO RICO 8. RHODE ISLAND 9. VERMONT 10. VIRGIN ISLANDS	1. COLORADO 2. DELAWARE 3. WASHINGTON DC 4. MARYLAND 5. MONTANA 6. NORTH DAKOTA 7. PENNSYLVANIA 8. SOUTH DAKOTA 9. UTAH 10. VIRGINIA 11. WEST VIRGINIA 12. WYOMING	1. ALASKA 2. ARIZONA 3. CALIFORNIA 4. HAWAII 5. IDAHO 6. NEVADA 7. OREGON 8. WASHINGTON 9. GUAM 10. OTHER (AS, NMI)
Live Date	8/15	9/12	9/26	10/10	10/24	11/7
Population	6,313,371	8,382,815	6,252,490	6,729,707	5,421,662	6,790,701
Regions	5	4	6, 7	1, 2	3, 8	9, 10

My.Medicare.gov Overview – Services Offered (Slide 1 of 2)

- ▶ Beneficiary registration and password management
- ▶ Search and obtain Medicare claim information
- ▶ Beneficiary demographic information, such as:
 - Beneficiary address
 - Entitlement dates
 - Medicare Advantage enrollment status
 - Deductible status

My.Medicare.gov Overview – Services Offered (Slide 2 of 2)

- ▶ Beneficiary information on Medicare-covered preventive services
 - Cardiovascular Screening
 - Colorectal Cancer Screening
 - Diabetes Test
 - Mammography
 - Pap Test
 - Pelvic Exam
 - Physical
 - Pneumococcal Polysaccharide (Pneumonia) Vaccine (PPV)
 - Prostate (Digital Rectal Exam)
 - Prostate Specific Antigen (PSA) Test

- ▶ My.Medicare.gov is personalized to only show gender-specific Preventive Services to the beneficiary (i.e., only female-specific preventive services are shown to female beneficiaries)

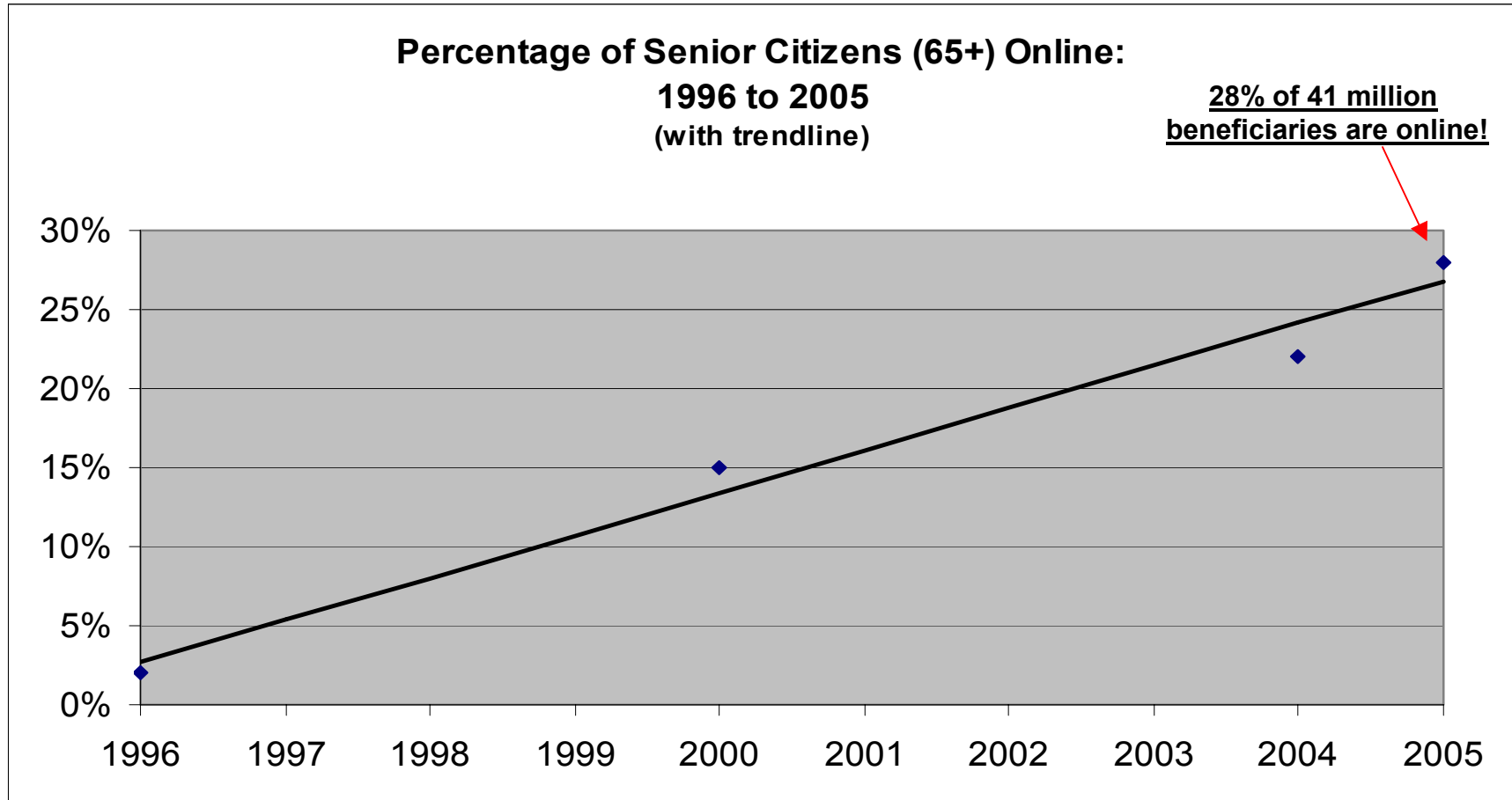
- ▶ Future Enhancement includes a personalized Message Center which will inform users when they are eligible to receive their Medicare-covered Preventive Services

My.Medicare.gov – Infrastructure for Portal

- ▶ Accessible via Medicare.gov or via domain name my.Medicare.gov.
- ▶ Built on same infrastructure as 1-800 Medicare.
- ▶ Majority of data pulled from CMS' multiple mainframe claim systems and stored in a data-mart for fast data retrieval and display

Beneficiary Internet Adoption Statistics

Growth in Internet Usage Among Seniors (65+)



Sources: Pew Internet & American Life Project; <http://www.pewinternet.org>
The Senior Journal; <http://www.seniorjournal.com/News/SeniorStats/5-05-19OldBoomersOnNet.htm>

Other Statistics – Beneficiary Self-Service Adoption

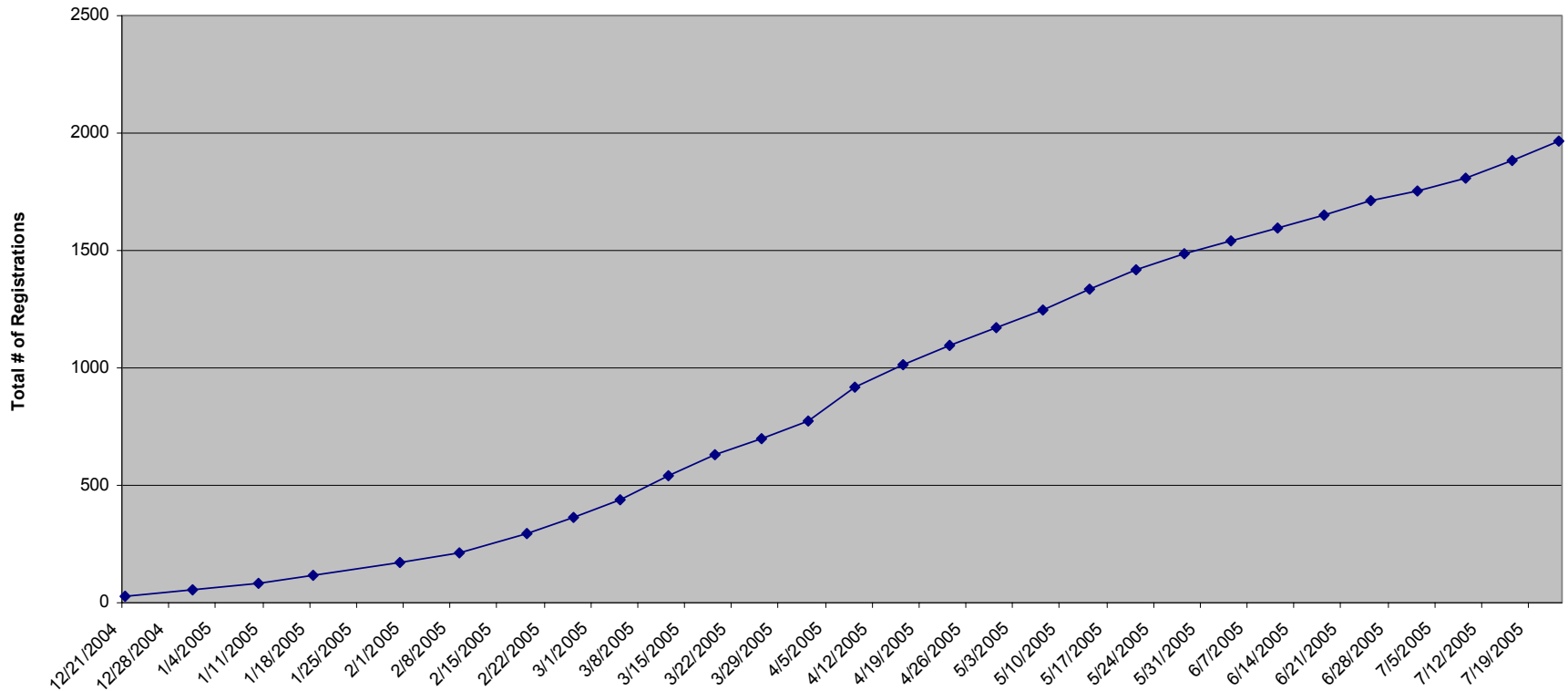
- ▶ 94% of wired seniors on the Internet have **sent or received email** (compared to 91% of all Internet users).
- ▶ By the end of 2003:
 - 66% of seniors on the Internet had looked for **health or medical information** online at some point.
 - 60% of seniors on the Internet had visited **government Web sites**.
 - 20% of seniors on the Internet had done **banking on the Internet**.

Source: Pew Internet & American Life Project; <http://www.pewinternet.org>

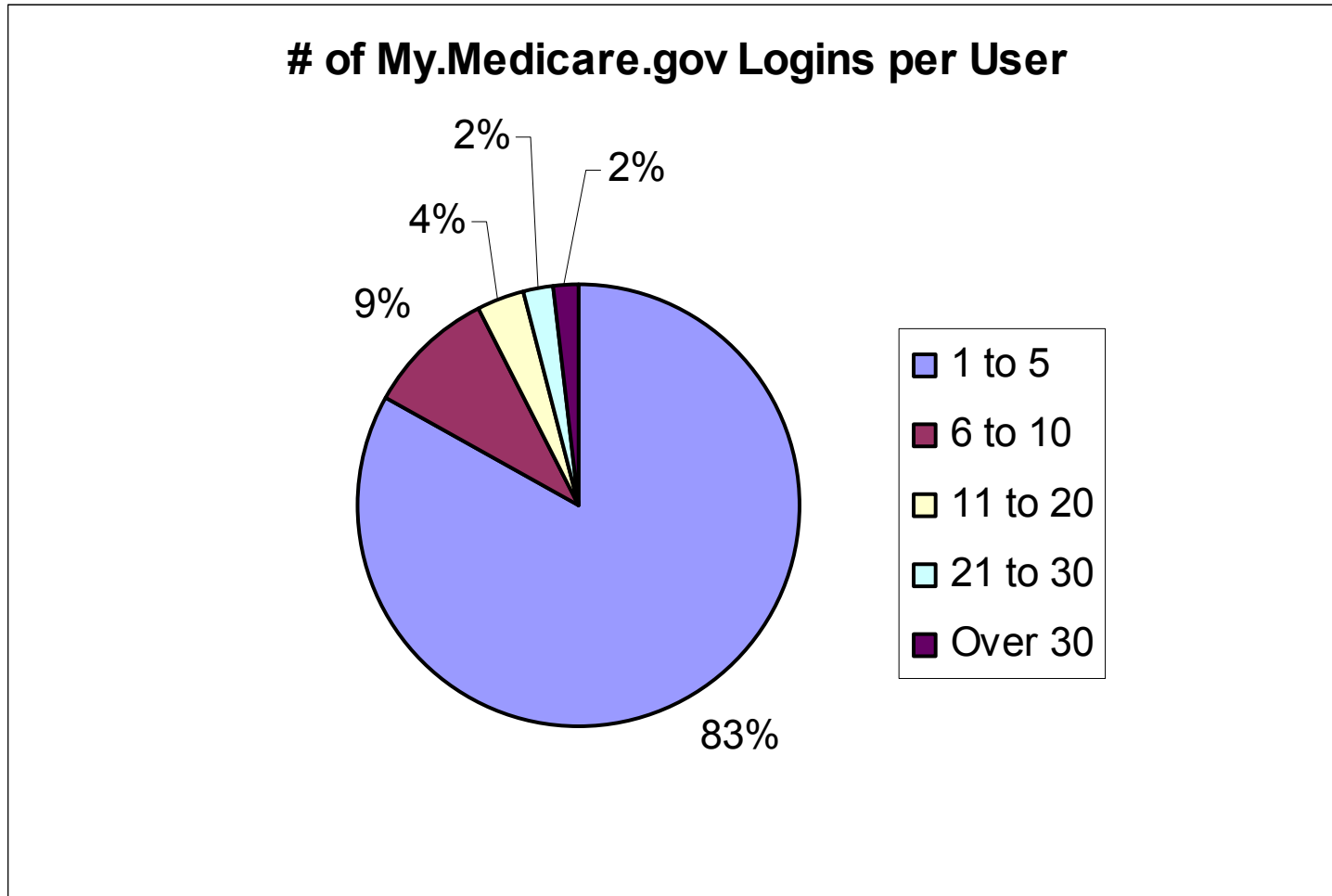
Beneficiary Adoption of My.Medicare.gov

My.Medicare.gov – Total Registration Activity (Indiana Only)

My.Medicare.gov - Total Registration Activity



My.Medicare.gov – User Logins Over 90 Days

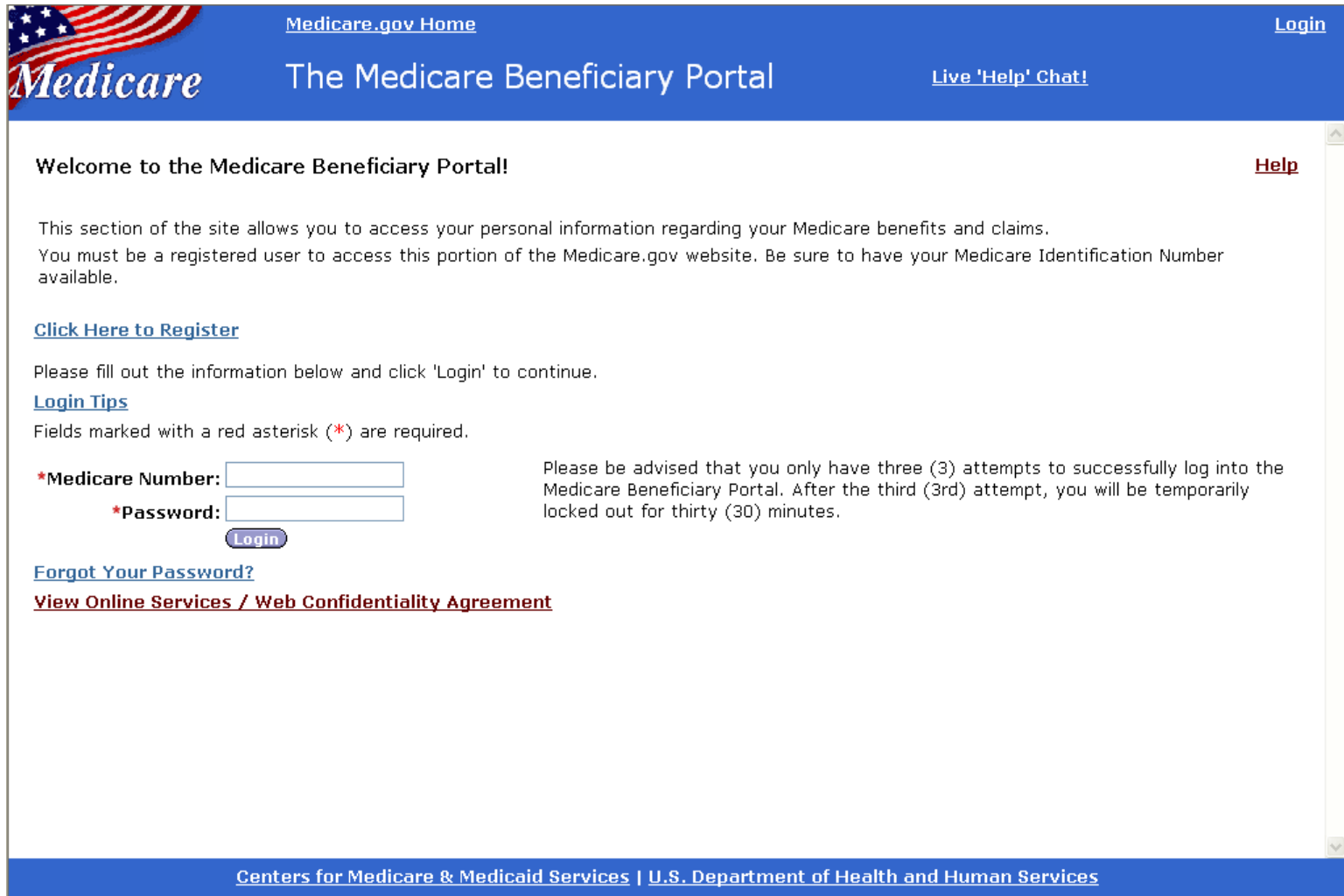


My.Medicare.gov – Adoption and Cost Savings

- ▶ Up to 30% of calls (approximately 875,000/month) currently received through 1-800-MEDICARE could potentially be resolved through My.Medicare.gov
- ▶ With an average cost of \$7 per call to 1-800-MEDICARE, compared to 50 cents to do a similar transaction on My.Medicare.gov, the potential savings is significant.

| My.Medicare.gov Screenshots

My.Medicare.gov Login Page



The screenshot shows the Medicare.gov login page. At the top, there is a blue header with the Medicare logo on the left, "Medicare.gov Home" in the center, and "Login" on the right. Below the header, the text "The Medicare Beneficiary Portal" is centered, with a "Live 'Help' Chat!" link on the right. The main content area has a white background and contains a welcome message, instructions, and a login form. The form includes fields for Medicare Number and Password, a "Login" button, and links for registration, tips, and password recovery. A warning message about login attempts is also present. The footer of the page is blue and contains the text "Centers for Medicare & Medicaid Services | U.S. Department of Health and Human Services".

[Medicare.gov Home](#) [Login](#)

Medicare The Medicare Beneficiary Portal [Live 'Help' Chat!](#)

Welcome to the Medicare Beneficiary Portal! [Help](#)

This section of the site allows you to access your personal information regarding your Medicare benefits and claims. You must be a registered user to access this portion of the Medicare.gov website. Be sure to have your Medicare Identification Number available.

[Click Here to Register](#)

Please fill out the information below and click 'Login' to continue.

[Login Tips](#)

Fields marked with a red asterisk (*) are required.

*Medicare Number:

*Password:

Please be advised that you only have three (3) attempts to successfully log into the Medicare Beneficiary Portal. After the third (3rd) attempt, you will be temporarily locked out for thirty (30) minutes.

[Forgot Your Password?](#)

[View Online Services / Web Confidentiality Agreement](#)

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My.Medicare.gov Registration Page

[Medicare.gov Home](#) [Login](#)

Medicare The Medicare Beneficiary Portal [Live 'Help' Chat!](#)

Registration [Help](#)

Registering for the Medicare Beneficiary Portal is easy! Please fill out the information below to register for secure access to your Medicare information. After you have entered all information, click on the 'Continue' button.

Make sure you are typing your Medicare Number exactly as it appears on your red, white and blue Medicare card without dashes. This number is sometimes called your Medicare Health Insurance Claim Number. It will contain numbers and alphabetic characters (for example: 123456789A).

Registration Tips

Fields marked with a red asterisk (*) are required.

*Medicare Number (without dashes):

*Last Name:

*Date of Birth (pick from list):

*Gender (pick from list):

*Zip Code:

*Shared Secret Question (pick from list):

*Shared Secret Answer:

Email Address (optional):

MEDICARE HEALTH INSURANCE

1-800-MEDICARE (1-800-633-4227)

NAME OF BENEFICIARY
JANE DOE

MEDICARE CLAIM NUMBER **000-00-0000-A** SEX **FEMALE**

IS ENTITLED TO **HOSPITAL (PART A) MEDICAL (PART B)** EFFECTIVE DATE **07-01-1986**

SIGN HERE _____

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My.Medicare.gov Home Page

[Logout](#)
Medicare The Medicare Beneficiary Portal [Live 'Help' Chat!](#)

[Home](#) [My Claims](#) [My Enrollment](#) [My Preventive Services](#) [My Resources](#)

Welcome John Q. Medicare!
 Today is Wednesday, July 06, 2005.

[Click Here to Change Your Password](#)

International Group B Strep Awareness Month!
[Click here](#) for more information.

Address
 123 Main Street, Indianapolis, IN 45678

If you need to change your address, Click the following link to visit the [Social Security Administration \(SSA\)](#) website.
Note: If you have recently updated your address with SSA, it may take 7-14 days to see this change reflected in the Medicare Beneficiary Portal.

Your 5 Most Recent Part B Claims History

Please click the 'My Claims' tab to do a broader search for Part B claims or to search for Part A Claims (Hospital Inpatient, Hospital Outpatient, Home Health, Hospice) or DMERC claims from the last 90 days.

Claim Number	Date of Service	Status	Who Is Paid	Submitted Amount	Paid
12345678901234	4/1/2005	Approved and paid	Provider	\$465.00	\$147.82

Click on any of the claim numbers above to see additional details on that specific claim.
 For Part B claims help, please [click here](#) or see the Help files located on the 'My Claims' tab.

My Part B Deductible Status

This table shows your Outpatient (Part B) Cash Deductible. The dollar amount shown in the "Deductible Remaining" column is what you have left to pay for your Outpatient (Part B) Cash Deductible for the year listed.

Note: Your current year's deductible is still effective even if not shown in this table. The dollar amount for the current year's deductible will be displayed after a claim has been processed.

Deductible Year	Deductible Amount	Deductible Remaining
2005	110.00	0.00
2004	100.00	0.00

My Eligibility Information

Date of Birth	Part A Effective Date	Part B Effective Date
08/30/1940	8/1/1990	12/1/1993

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My.Medicare.gov Preventive Services (Male) Page

[Logout](#)
Medicare
The Medicare Beneficiary Portal
[Live 'Help' Chat!](#)

Home
My Claims
My Enrollment
My Preventive Services
My Resources

Preventive Services [Help](#)

The Preventive Services tab of the Medicare Beneficiary Portal provides information about Medicare-covered preventive services. Use of these services is another important way for beneficiaries to stay healthy, find health problems early when treatment works best, and prevent the development of certain diseases or illness. These covered services include exams, lab tests, screenings, shots, monitoring and other pertinent information.

Each row in the table below contains a description of the covered preventive services for you, the last date that service was performed, the next date you are eligible for that service and a brief message about the covered service. Your Next Eligible Date is based on your Last Date of Service and your Part B entitlement status.

Please visit the [Medicare website](#) for more specific information on any of the services listed below.

1 - 7 of 7

Description	Last Date of Service	Next Eligible Date	Message
CARDIOVASCULAR		1/1/2005	Cardiovascular Screening lab tests that check your cholesterol and other blood fat (lipid) levels are covered every 60 months (5 years) for people with Medicare Part B. High levels of cholesterol can increase your risk for heart disease and stroke. These screening tests will tell if you have high cholesterol. You might be able to make lifestyle changes (like changing your diet) to lower your cholesterol and stay healthy. Additional information about cardiovascular screening can be found by visiting the following website: http://www.medicare.gov/Health/cardio.asp
COLORECTAL		1/1/2005	Colorectal cancer is usually found in people age 50 or older, and the risk of getting it increases with age. Medicare covers colorectal screening tests to help find pre-cancerous polyps (growths in the colon) so they can be removed before they turn into cancer. Treatment works best when colorectal cancer is found early. There are several different procedures that can be used to screen for colorectal cancer (colonoscopy, sigmoidoscopy, or a barium enema). You should talk to your doctor to see which procedure is right for you. Additional information about colorectal cancer screening can be found by visiting the following website: http://www.medicare.gov/health/ColonCancer.asp
PPV		1/1/2005	Our records indicate that you have not received Pneumococcal pneumonia vaccine (sometimes referred to as PPV, Pneumovax, or "Pneumonia Shot"). This shot will help prevent you from getting a serious illness called pneumococcal pneumonia which is more common in people over the age of 64 or with other health conditions that by limit their ability to fight infections. This shot is covered for all people with Medicare Part B and one shot may be all you ever need. Additional information on the pneumococcal pneumonia vaccine can be found by visiting the following website: http://www.medicare.gov/health/pneumococcal.asp
PROSTATE		1/1/2005	A digital rectal exam is covered every 12 months for men over age 50 and is performed by your doctor or health care provider. Medicare covers this exam so that prostate cancer can be detected and treated early. Additional information about prostate cancer screening can be found by visiting the following website: http://www.medicare.gov/health/prostate.asp
PSA		1/1/2005	The Prostate Specific Antigen (PSA) lab test is covered every 12 months for men over age 50. Prostate cancer can often be found early by testing the amount of PSA (Prostate Specific Antigen) in your blood. This test is usually ordered by your doctor or health care provider at the same you have your annual Prostate digital rectal exam. Medicare covers both of these tests so that prostate cancer can be detected and treated early. Additional information about prostate cancer screening can be found by visiting the following website: http://www.medicare.gov/health/prostate.asp
DIABETES			
PHYSICAL			

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My.Medicare.gov Sample Help Page

Close Window

Print This Page

Medicare Beneficiary Portal – Preventive Services Help

How do I read my Preventive Services page?

[TOP](#)

The Preventive Services page displays your Medicare-covered preventive services, which keep you healthy and/or prevent illness. Use of these services is another important way for you to stay healthy. You can find health problems early, when treatment works best, and prevent the development of certain diseases or illnesses.

The Preventive Services page displays all of your applicable preventive services sorted by your oldest next eligible date.

The services shown give you basic information:

- **Description** – The name (title) of the preventive service procedure
- **Last Date of Service** – The last date you used (received) this preventive service
- **Next Eligible Date** – The date when this Medicare-covered preventive service procedure is next available (blank next eligible dates indicate that you are not eligible for that service)
- **Message** – Explanation of what this Medicare-covered preventive service procedure means or covers

How do I sort My Preventive Services?

[TOP](#)

After you click on the Preventive Services tab, you will see a **list**. A **list** displays rows of records. Each service is a record on a single row. The fields are displayed in columns.

- Long lists are displayed a few records at a time. To page down through the list, click the 'Next' button. To page up through the list, click the 'Previous' button.
- To rearrange a list, click the arrows (▲ ▼) in the column headings. You can sort by ascending or descending order.

Close Window

Page Revised: April 14, 2005