

1. The MBI look-up tool requires the spouse's SSN if their HIC was associated with the spouse's SSN.
 - a. After speaking to our web developers I learned that the MBI look-up tool uses the beneficiary's SSN and is not associated with the old HIC number in any way. The only information a provider should need to find the MBI is their First/Last Name, DOB, and SSN. If this is not how the tool is working, please let me know and I will take it back to the web team. I know all Iowa cards have been mailed but if they tried before the mailing was complete the results were not accurate.
2. This is for the person with the crossover claims not crossing over to the correct payer.

- a. **Benefits Coordination and Recovery Center (BCRC)**

Contact BCRC for inquiries and check information related to Non-Group Health Plan (GHP) such as No Fault, Liability and Worker's Compensation in which Medicare is due reimbursement.

Group Health Inc. (GHI)

Non-Group Health Plan (NGHP) Inquiries and Checks

P.O. Box 138832

Oklahoma, OK 73113

(855) 798-2627

- Commercial Repayment Center (CRC)**

Contact CRC for inquiries related to Disability, End Stage Renal Disease (ESRD) and Working Aged plans.

Group Health Plan (GHP) Inquiries and Checks

Medicare Commercial Repayment Center

P.O. Box 93945

Cleveland, OH 44101-5945

(855) 798-2627

Fax (216) 781-5516

For your convenience, please have the Medicare Beneficiary Identifier (MBI) ready when calling.

TTY/TDD Number for the Hearing and Speech Impaired: (855) 797-2627
Monday - Friday, 7:00 am - 7:00 pm CT (8:00 am - 8:00 pm ET)