

To UnitedHealthcare Providers

# Did you know?

DoD is removing Social Security Numbers

# SSN Removal from ID cards

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
- If the beneficiary is eligible for DoD benefits, there will also be an 11-digit DoD Benefits Number (**DBN**) 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
- Check eligibility on [www.triwest.com](http://www.triwest.com) by utilizing the first nine digits of the DBN
- Check eligibility using ASC X12 Eligibility transaction 270/271 by entering either the DBN or DoD EDI PI. Please refer to the ASC X 2 TR3 Implementation Guide(s) which can be found at <http://www.wpc-edi.com/content/view/711/401/>

- Check eligibility by calling 1-888-TRIWEST and following the prompts to check eligibility

## Providers have the following options when filing claims:

- Sponsor SSN
- Full 11-digit DBN (if system can accommodate)
- First nine (9) digits of DBN



For more information about Social Security Number removal, please visit [www.tricare.mil/ssn](http://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)



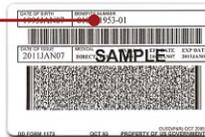
DoD ID Number

### 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

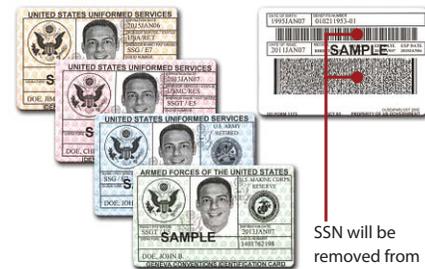
### COMMON ACCESS CARD (CAC)



SSN will be removed from barcodes



### ALL OTHER CARDS



SSN will be removed from barcodes

## Frequently Asked Questions

### Q1. What is the DoD Benefits Number?

A1. The DoD Benefits Number is an 11-digit number that will be used to determine eligibility to receive benefits. The first nine (9) digits are common to the sponsor. The last two (2) digits identify the specific person. The DoD Benefits Number will be printed only on ID cards that convey benefits.

### Q2. When should TRICARE beneficiaries receive a new ID card?

A2. 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 by the end of May 2011. It will be approximately four years until all cards are replaced with the DoD ID Number. Some retirees and their family members may have cards that indicate an indefinite expiration. Continue to use the sponsor SSN for these beneficiaries.

### Q3. Who will have DoD ID Numbers on their ID cards?

A3. 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.

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

A4. Providers can use the sponsor SSN, Full 11-digit DBN or the first nine (9) digits of the DBN.

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**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.

**Q6. Why is the Social Security Number (SSN) being removed from DoD ID Cards?**

A6. The planned changes are designed to reduce the risk of identity theft to the Department of Defense (DoD) ID card populations while maintaining continuity of DoD business processes.

**Q7. What is changing on the card?**

A7. SSNs will be systematically removed from DoD ID cards. When current cards expire, they will be replaced with new cards having a DoD ID Number printed in the Social Security Number field. In addition to the DoD ID Number, DoD beneficiaries will also have a DoD Benefits Number printed on their card.

**Q8. What is the DoD Identification Number?**

A8. The DoD ID Number is a unique ten (10) digit number that already exists and is commonly known as the Electronic Data Interchange Person Identifier (EDI-PI). Dependents have their own DoD ID Number. The DoD ID Number will be used to support DoD operations and business processes.

**Q9. Will the SSN still be in the bar codes?**

A9. The SSN Reduction Plan calls for the SSN to be removed from the bar codes beginning in 2012.

**Q10. Will a TRICARE beneficiary's ID card be rejected without a visible SSN?**

A10. No, a TRICARE beneficiary's ID should not be rejected without a visible SSN and the beneficiary should not be turned away without providing services. You may ask a TRICARE beneficiary to provide his/her sponsor's SSN verbally or on other standard documentation required by your practice or facility. Until the ID cards expire, the current ID cards will remain active and the eligibility process will not change.

Please monitor your TRICARE eNews for additional information and updates on resources and support available to West Region providers.

