

Provider Alert

MGBHP is updating member ID numbers and cards for all members effective January 1, 2024.

Mass General Brigham Health Plan is updating member ID numbers and cards for all members effective January 1, 2024. Members will receive a letter with their new ID card closer to January 1, 2024. With this update, all individuals across membership populations will have the same prefix, **R22**, in their new ID numbers. There will be a transition period of at least 90 days where both the old and new ID numbers can be used post January 1, 2024.

Frequently asked questions

- **Who is receiving new member ID numbers?**

All current and new members will be receiving a new member ID number and member ID card. **Please note:** New members or members with updated eligibility segments will be assigned an **R22** member ID number prior to January 1, 2024.

Claims should be submitted with the appropriate ID number displaying in the [Secure Transactions section of Provider Express](#).

- **How do I verify a member's ID number?**

Please verify a member's ID number by logging into the [Secure Transactions section of Provider Express](#)

- **When should members begin using their new member ID numbers?**

Members should begin using their new member ID numbers beginning on January 1, 2024. **Please note:** if a member receives their **R22** ID number before January 1, 2024, due to a change in eligibility, they should begin using that new ID number immediately.

- **Which member ID number should I use for services delivered before January 1, 2024?**

Please use the current ID number. There will be a transition period of at least 90 days where both the old and new ID numbers can be used post January 1, 2024.

- **Will member ID numbers be updated for existing prior authorizations?**

Yes, member ID numbers will automatically update for existing prior authorizations.

- **If all member IDs start with the same prefix, R22, how do I distinguish the type of membership a patient has?**

Please reference our [authorization guidelines](#) and/or code checker in the [Secure Transactions section of Provider Express](#) to determine membership type.

- **Are benefits changing for members?**

No, member benefits are not changing unless the member has a plan change.

- **Will members need to sign up for the member portal again?**

No, access to the member portal will not be impacted.

We ask that you please confirm the ID numbers of all Mass General Brigham Health Plan members when delivering care to ensure that services are properly billed. If members have questions, please direct them to our Customer Service team at 866-414-5533 or HealthPlanCustomerService-Members@mgb.org for additional support.