



January 2009

Dear Valued Customer:

This letter contains important information regarding the new mandatory Reporting Law that requires Insurers to exchange eligibility data with the Centers for Medicare and Medicaid Services (CMS). Effective January 1, 2009, CMS requires plan administrators, third-party administrators and insurers to provide eligibility data including social security numbers to CMS.

**In order to comply with the CMS mandate, PacifiCare must obtain Social Security numbers (SSN) for all covered members based on the following dates:**

- For **new members** with effective dates of January 1, 2009, or later, PacifiCare must receive subscriber and dependent Social Security numbers by the effective date.
- For **existing members** with effective dates prior to January 1, 2009, PacifiCare must have all subscriber Social Security numbers on file and must receive dependent Social Security numbers by January 1, 2011.

If you submit a paper form to add a new hire or newly eligible employee and the form does not include employee/subscriber Social Security numbers, we will pend the form and call to obtain the required information. If a form does not include a dependent's Social Security number, we will process the form and send you a report with instructions on how to submit the missing dependent Social Security numbers to us within 30 days of the receipt of the report. For existing members, you can provide dependent Social Security numbers through the same process you typically use for submitting changes, and a report of any missing dependent Social Security numbers will be made available to you.

If you send enrollment information through electronic files (EDI), Electronic Eligibility Analysts will work with you on the necessary file modifications to capture dependent SSN information. If enrollments are submitted without dependent Social Security Numbers, these will be processed and we will send you a report with instructions on how to submit the missing dependent Social Security numbers to us within 30 days of the receipt of the report.

For additional information on the mandatory data exchange requirements or to sign up for alerts on this subject, visit the CMS Web site at <http://www.cms.hhs.gov/MandatoryInsRep/>

If you have any questions, please contact your Sales Representative.

Sincerely,

PacifiCare

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Oklahoma Only: Oklahoma Policy Numbers OKEOC2009, GHC-SMGRP-2006-OK and GHC-LGGRP-2006-OK. PCA415200-000