



## To the Point: Medicare Beneficiary Identifier (MBI) & Name to Number Converter Tool

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**Slide 1:** *To the Point* is presented by the Provider Outreach and Education Department at CGS.

**Slide 2:** The Provider Outreach and Education department creates these brief recordings on hot topics or upcoming events. The purpose is to provide suppliers with quick information on identified topics, how they affect you and any action(s) needed on your part. These recordings are less than 10 minutes and will contain resources for additional information when applicable. This segment of *To the Point* is on **Medicare Beneficiary Identifier (MBI) & Name to Number Converter Tool**.

**Slide 3:** When calling our Interactive Voice Response System (IVR) or Customer Support Center for specific beneficiary information, you will need to enter the beneficiary's MBI and first and last name on your telephone keypad.

For help with entering the beneficiary's MBI and first and last name, use our **MBI & Beneficiary Name to Number Converter Tool**. This tool will provide the correct numbers and characters to input on your telephone keypad.

**Slide 4:** To locate this tool, let's begin with the [cgsmedicare.com](https://www.cgsmedicare.com) JB or JC website (<https://www.cgsmedicare.com>).

**Slide 5:** Scroll down to the bottom of the page to find the **Tools and Calculators** tab located on the left side of the screen in the blue panel.

Click on **Tools and Calculators**. A drop-down box will appear. Choose the **Beneficiary Name to Number Converter Tool** as circled.

**Slide 6:** To convert an MBI, simply type the **beneficiary's MBI** in the **MBI box**. After typing the MBI, you will see the sequence of numbers and asterisks to use when entering the MBI on your telephone keypad.

When calling the IVR or Customer Support, the system will prompt you to enter the MBI on your telephone keypad. You must enter the exact sequence when prompted, including both numbers and asterisks.

**Slide 7:** The tool also provides a chart showing the telephone keypad sequence for each letter. Select **view keypad sequence** and the chart will appear. For example, the chart shows that for the letter E, the telephone keypad sequence is \*32.

**Slide 8:** Next let's look at converting the beneficiary's name. Input the **first letter of the beneficiary's first name** and **first six letters of their last name** in the **Enter Name box**. You will see the converted number for the beneficiary's first name and converted six numbers for their last name.



When calling the IVR or Customer Support, the system will prompt you to enter the first letter of the beneficiary's first name. In this example, the beneficiary's name begins with a M, so you would enter number 6, on your telephone keypad.

Next, wait for the next system prompt. Enter the remaining digits (up to the first 6 letters of the beneficiary's last name) and the pound (#) key on your telephone keypad. In this example, the last name, Jones, converts to the number sequence of 56637 followed by the pound (#) sign.

When calling, do not enter any dashes on your telephone keypad; only enter the numbers followed by the pound (#) sign.

**Slide 9:** The tool also provides a chart with examples of the beneficiary's first and last name and the converted numbers to enter on your telephone keypad. To access this chart, click **view examples**. The chart will appear.

Remember to use this tool when calling the IVR or our Customer Support Center so you can enter the information on your telephone keypad correctly on your first try.

**Slide 10:** Here are resources for today's edition of *To the Point*. Links to:

- **CGS Medicare Webpage**
  - JB: <https://www.cgsmedicare.com/jb/index.html>
  - JC: <https://www.cgsmedicare.com/jc/index.html>
- **Medicare Beneficiary's Identifier (MBI) Name & Number Converter Tool**
  - JB: [https://cgsmedicare.com/jb/help/ivr\\_mbi\\_converter.html](https://cgsmedicare.com/jb/help/ivr_mbi_converter.html)
  - JC: [https://cgsmedicare.com/jc/help/ivr\\_mbi\\_converter.html](https://cgsmedicare.com/jc/help/ivr_mbi_converter.html)
- **CGS Customer Support Webpage**
  - JB: <https://cgsmedicare.com/jb/cs/index.html>
  - JC: <https://cgsmedicare.com/jc/cs/index.html>

**Slide 11:** Thank you for viewing this session of *To the Point* on **Medicare Beneficiary Identifier (MBI) & Name to Number Converter Tool**. We hope you will join us again for other educational offerings by the Provider Outreach and Education Department here at CGS.