# MED D – SilverScript Enrollment for Name/DOB/MBI Change

[Name/DOB/MBI Change](#_Toc165026288)

**Description:** The document outlines the steps performed by MED D CCRs when a beneficiary calls to request a Name/DOB/MBI change.

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| Name/DOB/MBI Change |

Perform the steps below:

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| **Step** | **Action** | |
| **1** | Access the beneficiary’s account through the **Medicare D Inquiry Tab** in PeopleSafe and fully verify the beneficiary within our systems. | |
| **2** | Confirm where the beneficiary’s information needs to be changed: | |
| **If...** | **Then...** |
| The beneficiary’s name, DOB, or MBI is **incorrect** in **Marx** | The beneficiary must contact **Social Security** to have it corrected.  The SSA can be reached toll-free at **1-800-772-1213**, 8 a.m. to 7 p.m. Local Time Monday through Friday.   * For TTY users, call toll-free at **1-800-325-0778.**   Do Not submit an RM task. |
| The beneficiary’s name, DOB, or MBI is correct inMarx**,** but **incorrect** in **PeopleSafe** | Submit the following RM Task:  **Task Category:**Med D Enrollment - Demographic  **Task Type:** Name Change  **Queue:**Med D Enrollment Task  **Notes:**Document detailed information in the notes (name changes, DOB changes, MBI changes).   * + Include confirmation of name change in MARx |

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