

Overview of Pages in IMRC

Screen Number	Screen Name
Application Pages	
mc001	Information about Replacing a Medicare Card
mc002	Public Agreement
mc003	Please Log In
mc004	Reason for Replacement
mc005	Confirmation
Message Pages	
msg051	Cookies Not Enabled
msg032	How to Report a Change of Address and Request a Replacement Card
msg030	How To Request a Replacement Medicare Card If You Cannot Request It Online
msg031	How To Request a Replacement Medicare Card If You Recently Changed Your Address
msg036	Information About Time Limits
msg001	Internet Security Policy
msg033	Medicare Card Replacement Record Pending Message
msg034	Railroad Retirement Board Information
msg002	The information you entered does not match our records
msg004	The Information You Entered Does Not Match Our Records
msg006	This Service Is Not Available At This Time
msg037	Unable to Process Your Request
msg008	We Are Processing Your Request
msg005	We Cannot Process Your Request At This Time
msg035	You Do Not Have Medicare Coverage
msg007	You Have Reached the Limit on the Number of Requests
msg003	Your Session Has Expired



Information about Replacing a Medicare Card

If your Medicare card is lost, stolen or damaged, you can ask for a new one at this website.

What is a Medicare Card?

- The Medicare card looks like the red, white and blue card shown here.
- Your Medicare card is your proof that you have Medicare health insurance.
- You can use this application only to request a **Medicare** card. If you need a Medicaid card, please [contact your state Medicaid office](#).



What You Should Know

- Your Medicare card will arrive in the mail in **about 30 days**.
- It will be mailed to the address Social Security has on file for you.
- If you need proof that you have Medicare sooner than 30 days, you also can request a letter which you will receive in about 10 days.
- If you need proof immediately for your doctor or for a prescription, visit [your nearest Social Security office](#).
- For security reasons, there is a 30 minute time limit to complete each page. [You will be given notice](#) when you are about to time out and can get more time to finish.
- You can read more about [Social Security's Internet policy](#) here.

If You Have Moved

- If you have moved and have **not** reported this to us, you will need to [report this change](#) to us before we can process your request.
- If you have moved and have reported this to us recently, you will need to [contact us](#) before we can process your request.

Block access to your personal information

If you want to prevent online and automated telephone access to your personal information, you can [block access to your personal information](#).

Start >

Replace a Medicare Card

Form Approved: OMB No. 0960-0596
Expires 09/30/2012



Public Agreement

Social Security provides this website for your convenience.

The Privacy Act Statement

Social Security is allowed to collect the facts on this form under Section 205 of the Social Security Act. We need these facts to quickly identify who you are and provide the information you requested. Giving us these facts is voluntary. However, without them we may not be able to give you the information that you want. The Social Security Administration will not use the information for any other purpose. If you want to read more information on this subject, read [The Collection and Use of Information from Your Application](#).

Paperwork Reduction Act

This information collection meets the requirements of 44 U.S.C. § 3507, as amended by section 2 of the [Paperwork Reduction Act of 1995](#). You do not need to answer these questions unless we display a valid Office of Management and Budget control number. The OMB control number for this form is 0960-0596, expiration date 09/30/2012. We estimate that it will take about 10 minutes to read the instructions, gather the facts, and answer the questions. *You may send comments on our time estimate above to: SSA, 1338 Annex Building, Baltimore, MD 21235-0001. Send only comments on our time estimate to this address, not the completed form.*

By using this website, you agree to its limitations.

Replace a Medicare Card

Form Approved: OMB No. 0960-0596
Expires 09/30/2012



Please Log In

To start your request, we need to know who you are. Please provide the following information to identify yourself.

Your Social Security Number:

Use your own number even if you are receiving benefits as a spouse, child, or parent under another person's number.

First Name:

Enter Your First Name

Middle Initial:

Enter Your Middle Initial

Last Name:

Enter Your Last Name

Suffix:

Select a Suffix (if any)

Other Last Name (if any):

For example, your name as shown on a recent letter from Social Security.

Your Date of Birth:

Month, Day, Year

Have you had a recent change of address that has not been reported to Social Security?

Yes No

[Continue >](#)

Replace a Medicare Card



Reason for Replacement

To complete your request, please indicate why you need to replace your Medicare card. This information is collected for statistical purposes only and will not affect the processing of your request.

Why do you need a replacement Medicare card?

Quit and Sign Off

Continue >

Replace a Medicare Card



Confirmation

Thank you !

We received your request for a replacement Medicare card on March 23, 2011.

What You Should Know

- You should receive your replacement Medicare card by April 22, 2011.
- It will be mailed to the address Social Security has on file for you.
- If you do not receive it by April 22, 2011, please call us Monday-Friday 7:00 a.m.-7:00 p.m. at 1-800-772-1213 or, if you are deaf or hard of hearing, on our TTY number at 1-800-325-0778.

Do you need proof of Medicare sooner?

We can mail you a letter as proof of your Medicare benefits in 10 days. If you need proof of your Medicare benefits immediately, contact [your nearest Social Security Office](#).

- Yes, I want to request a letter now.
- No, I don't want to request a letter now.

We suggest you use your browser's "Print" function to print this page for your records.

Continue >



Cookies Not Enabled

To use this internet application, you must enable "cookies" on your computer. We use "session cookies" that we store on your computer only during your visit. The session cookie keeps you from losing information you've entered for a business transaction with us if, during your visit, you leave our website and return.

Once you turn off your computer or stop using the Internet, the cookie is erased.

To enable cookies, follow the instructions below for the browser you're using.

Microsoft Internet Explorer 6.0+

- Select "Internet Options" from the Tools menu.
- Click on the "Privacy" tab.
- Click the "Default" button (or manually slide the bar down to "Medium") under "Settings".
- Click "OK".

Microsoft Internet Explorer 5.x

- Select "Internet Options" from the Tools menu.
- Click on the "Security" tab.
- Click the "Custom Level" button.
- Scroll down to the "Cookies" section.
- Set "Allow cookies that are stored on your computer" to "Enable".
- Set "Allow per-session cookies" to "Enable".
- Click "OK".

Mozilla Firefox (1.0 final release and earlier)

- Go to the "Tools" menu.
- Select "Options".
- Select the "Privacy" icon in the left panel.
- Check the box corresponding to "Allow sites to set cookies".
- Click "OK" to save changes.

Netscape 7.1/Mozilla 5.0

- Select "Preferences" from the Edit menu.
- Click on the arrow next to "Privacy & Security" in the scrolling window to expand.
- Under "Privacy & Security", select "Cookies."
- Select "Enable all cookies".
- Click "OK".

Microsoft Internet Explorer 4.x

- Select "Internet Options" from the View menu.
- Click on the "Advanced" tab.
- Scroll down to find "Cookies" within the "Security" section.
- Select "Always accept cookies".
- Click "OK".

Netscape Communicator 4.x

- Select "Preferences" from the Edit menu.
- Find the "Cookies" section in the "Advanced" category.
- Select "Accept all cookies" (or "Enable all cookies").
- Click "OK".

[Exit](#)

[Start Over](#)

Replace a Medicare Card



How to Report a Change of Address and Request a Replacement Card

You told us you have moved and have not reported this to us. To report your new address and request a replacement card at the same time, please call or visit Social Security.

To Contact Social Security:

- In the United States:
 - Call our toll-free number **1-800-772-1213**. If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday between 7 a.m. and 7 p.m.
 - Call or visit your local Social Security office. You can get directions and a map to your local Social Security Office by visiting the [Field Office Locator](#).
- Outside the United States, call or visit:
 - Your nearest Social Security office,
 - The closest [U.S. Embassy or consulate](#), or
 - The [Veterans Affairs Regional Office \(VARO\) in the Philippines](#).

Warning: If you select any of the links above, you will leave this secure site and these pages will open a new browser window. You will automatically return to this page when you close the new browser window.

[SSA Home](#)

Replace a Medicare Card



How to Request a Replacement Medicare Card If You Cannot Request It Online

We're sorry you cannot request a replacement Medicare card online. You must call or visit us to request a replacement card. If you are --

- in the United States, you can --
 - call us at **1-800-772-1213** Monday through Friday between 7 a.m. and 7 p.m.
 - call our toll-free TTY number, **1-800-325-0778**, if you are deaf or hard of hearing, Monday through Friday between 7 a.m. and 7 p.m., or
 - visit your local Social Security office. You can get directions and a map to your local Social Security Office by visiting the [Field Office Locator](#).

- outside the United States, you can contact --
 - your nearest Social Security office,
 - the closest [U.S. Embassy or consulate](#), or
 - the [Veterans Affairs Regional Office \(VARO\) in the Philippines](#).

Warning: If you select any of the links above, you will leave this secure site and go to the copy of these pages on a new browser. You will automatically return to this page when you close the new browser.

[SSA Home](#)

Replace a Medicare Card



How to Request a Replacement Medicare Card If You Recently Changed Your Address

You told us you have moved and recently reported this to us. To ensure your privacy, you cannot request a replacement Medicare card online at this time. You must call or visit us to request a replacement card.

To Contact Social Security:

- In the United States:
 - Call our toll-free number **1-800-772-1213**. If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday between 7 a.m. and 7 p.m.
 - Call or visit your local Social Security office. You can get directions and a map to your local Social Security Office by visiting the [Field Office Locator](#).
- Outside the United States, call or visit:
 - Your nearest Social Security office,
 - The closest [U.S. Embassy or consulate](#), or
 - The [Veterans Affairs Regional Office \(VARO\) in the Philippines](#).

Warning: If you select any of the links above, you will leave this secure site and these pages will open a new browser window. You will automatically return to this page when you close the new browser window.

[SSA Home](#)



Information About Time Limits

There are time limits for your work on each page. You will receive a warning after 25 minutes, and you will be able to extend your time on the page. After the third warning on a page, you must move to another page or your time will run out, and your work on that page will be lost.

If you have turned JavaScript off in your browser, you will not receive any warnings. If you do not go to another page after 30 minutes, your report session will end, and your work on the last page will be lost.

[SSA Home](#)



Internet Security Policy

Is it safe to transmit information to the Social Security Administration over the Internet?

SSA is taking all reasonable and proper measures, including encryption, to ensure that your personal information is disclosed only to you. However, the Internet is an open system and there is no absolute guarantee that others will not intercept the personal information you have entered or requested and decrypted. Although this possibility is remote, it does exist.

What is encryption?

Encryption means that all information relating to you and your account is scrambled and locked with a mathematical key during the electronic transfer. Most browsers have an icon such as a key or a lock to represent an encrypted mode or session. A broken key, open lock, or no lock indicates that the session or mode is not encrypted.

Why is special software necessary to access the Internet application?

So that your online request can remain confidential, SSA uses a security protocol (method) called Secure Sockets Layer (SSL) for this application. You must use a Web browser that supports SSL. Netscape Navigator and Microsoft Internet Explorer are two browsers that support SSL. Using this security protocol, all information sent between your computer and our server is encrypted before being sent on the Internet.

Why SSL?

SSL provides a high level of security and is the security protocol supported by more browsers than any other. It is estimated that about 92% of Web browsers have an SSL browser available for their use.

I have the right software and I am trying to connect during your posted business hours, but I still cannot access your form. Why?

We have found that a number of business, government, and educational networks do not have their firewalls configured to allow passage of secure Web traffic. Check with your systems administrator to determine if this is the case at your site. If this is the case you will not be able to access this application web site.

Close this window to continue your request.

Replace a Medicare Card



Our records show you recently requested a replacement Medicare card.

You should receive your replacement card in the mail within 30 days at the address we have on record. If you do not receive your card within 30 days or if you have other questions, please contact Social Security by telephone on Monday - Friday between 7:00 a.m.-7:00 p.m. at 1-800-772-1213. If you are deaf or hard of hearing, our TTY number is 1-800-325-0778. You can also contact [your local Social Security office](#).

[Back to Social Security Website](#)

Replace a Medicare Card



Railroad Retirement Board Information

Our records show that your Medicare is handled by the Railroad Retirement Board. If you have Medicare through the Railroad Retirement Board, Social Security cannot issue you a replacement Medicare card.

To request a replacement Medicare card, contact the Railroad Retirement Board. Please call their toll-free number: 1-800-808-0772, visit the [RRB website](#) or contact [your Railroad Retirement Board field office](#).

[Back to Social Security Website](#)



The Information You Entered Does Not Match Our Records

Please check this information:

- If you typed the wrong information, you will need to correct it before continuing.
- If the information is correct, contact Social Security. Be sure to tell the representative that you tried to complete your request online and received this message.

To contact Social Security:

- Call our toll-free number, **1-800-772-1213**. Explain that you are unable to complete your request online. If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday from 7 a.m. to 7 p.m.
- Go to [your local Social Security Office](#) and tell the representative that you were unable to complete your request.

[SSA Home](#)

[Back](#)



The Information You Entered Does Not Match Our Records

If the information that you provided is correct, then it may be necessary to correct your Social Security record.

To resolve the discrepancy:

- Call our toll-free number, **1-800-772-1213**. If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday from 7 a.m. to 7 p.m.
- Call or visit [your local Social Security Office](#).

[SSA Home](#)

[Back](#)

Replace a Medicare Card



This Service Is Not Available At This Time

This service is available during the following hours (Eastern Time):

Monday through Friday: 5:00 AM - 1:00 AM

Saturday: 5:00 AM - 11:00 PM

Sunday: 8:00 AM - 10:00 PM

Holidays: 5:00 AM - 11:00 PM

[SSA Home](#)



Replace a Medicare Card



Unable to Process Your Request

If the information you gave us is correct, we're sorry but this service is not available to you.

If the information you gave us is correct and you are currently receiving benefits, online access to your account may be blocked. For assistance, please call us at **1-800-772-1213**, Monday through Friday between 7 a.m. and 7 p.m. If you are deaf or hard-of-hearing, call our toll-free TTY number, **1-800-325-0778**, Monday through Friday between 7 a.m. and 7 p.m.

[SSA Home](#)

[Return to Online Services](#)

Replace a Medicare Card



We Are Processing Your Request...

[Continue >](#)

Replace a Medicare Card



We Cannot Process Your Request At This Time

We are sorry for the inconvenience but we cannot process your request at this time.

If you still wish to complete your request online, you may try again later. If you want to know about other options for completing this request you may call **1-800-772-1213** or contact [your local Social Security office](#). If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday from 7 a.m. to 7 p.m.

[SSA Home](#)

Replace a Medicare Card



You Do Not Have Medicare Coverage

Our records show that you currently do not have Medicare coverage. Please see [the requirements to receive Medicare benefits](#).

If you have any questions, please visit [the Medicare website](#).

If you have other questions, you can contact Social Security by telephone on Monday - Friday between 7:00 a.m.-7:00 p.m. at 1-800-772-1213 or, if you are deaf or hard of hearing, on our TTY number 1-800-325-0778. You can also contact [your local Social Security office](#).

[Back to Social Security Website](#)

Replace a Medicare Card



You Have Reached the Limit on the Number of Requests

We have not been able to match the information you entered with our records.

To resolve the discrepancy:

- Call our toll-free number, **1-800-772-1213**. If you are deaf or hard of hearing, call our toll-free "TTY" number, **1-800-325-0778**. Representatives are available Monday through Friday from 7 a.m. to 7 p.m.
- Call or visit [your local Social Security office](#).

[SSA Home](#)



Your Session Has Expired

We are sorry for the inconvenience but your session has expired.

If you would like to continue completing your request online, you may sign in again by selecting the button below.

[SSA Home](#)