

Unique ID FAQ

Q: What is a Unique ID and why should I get it?

A: A Unique ID (UID) is a special identification number given to you so that you can call Medicare's SHIP-only hotline (888-647-6701) and talk to Medicare on behalf of your clients. The hotline puts you into the main Medicare hotline but does put your call in a priority queue.

Q: How do I get a Unique ID?

A: There are two main parts in getting a Unique ID: filling out a Confidentiality Agreement and requesting the Unique ID through SHIPtalk. Here are the steps:

1. Fill out a Confidentiality Agreement, your coordinator has a copy
 - a. The agreement needs to be sent to Dawn Shaw in the State Office by email, fax or snail mail
2. Request a UID in SHIPtalk (you will need to have a SHIPtalk registration)
 - a. Log into SHIPtalk
<https://shipnpr.shiptalk.org/Default.aspx?ReturnUrl=%2f>
 - b. Click on the Edit My Profile tab



- c. Scroll to the bottom of the page and click on the "Request Unique ID" button

Zip code of Counseling Location	<input type="text" value="--Select zip code--"/>
County of Counseling Location	<input type="text" value="--Select county--"/>
Task Functions and Access Authorizations	<ul style="list-style-type: none">• Counselor• Data Submitter• Data Editor/Reviewer
CMS SHIP Unique ID	<input type="text" value="Request Unique ID"/>
	<input type="button" value="Submit"/>

3. You will receive an email from the SHIPtalk system with your Unique ID number once it is approved. If you ever forget your UID then you can go into your SHIPtalk profile and retrieve it.

Should you have any questions, please email Dawn.Shaw@state.or.us

Q: Can I use my Unique ID right away?

A: No, once you have been issued a UID it will become effective the first of the next month. CMS downloads the UID list on the last week of every month and distributes the list to all the CSRs.

Q: I have a new email address and had to create a new registration in SHIPtalk, does my Unique ID transfer over?

A: No, you will have to request a new Unique ID with your new registration. You will not be required to sign a new Confidentiality Agreement.

Q: When should I get a Unique ID?

A: Once you have completed your online trainings and have been deemed fit by the criminal background check. You could submit your Confidentiality Agreement and request the UID through SHIPtalk, but you will not be issued the UID until those requirements are met.