

If you have a Medicare Prescription Drug Plan and are having problems filling your prescription because the pharmacy can't confirm you are enrolled in a Medicare Prescription Drug Plan, help is here.

Medicare prescription drug coverage is new. During the start-up period, some people have had problems filling their prescriptions. In most cases, this is because a Medicare Prescription Drug Plan hasn't received or updated your information in their files. Medicare is working with the drug plans and pharmacies to resolve these problems quickly and make sure you get the prescriptions you need.

If the pharmacy

- **won't fill your prescription, or**
- **charges you more than you know you should have to pay**

because it can't confirm you are enrolled in a Medicare Prescription Drug Plan, here's what to do.

If you don't have a membership card yet, you can show the pharmacist the letter you received from the plan that confirms you have enrolled. If you don't have a letter, ask your pharmacist to call 1-800-MEDICARE (1-800-633-4227). The customer service representative can tell the pharmacist which plan you are enrolled in.

If you are eligible for Medicare and Medicaid and find out you are **not** enrolled in a plan, you can go to a pharmacy and:

- be enrolled in a plan,
- fill your prescription, and
- you will be charged a \$1 or \$3 co-payment for your prescription.

You must provide proof of identity (state law), like a personal photo identification or other supporting documentation.

You also can choose to pay for your prescription at the pharmacy and then work with your plan to be reimbursed. If you cannot afford to pay out-of-pocket and going without the prescription is **very serious**, call 1-800-MEDICARE (1-800-633-4227) and tell the customer service representative that you are having trouble filling a prescription that is an emergency need.