

**If you have a Medicare Prescription Drug Plan and are having problems filling your prescription because the pharmacy can't confirm you qualify for extra help, 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 qualify for extra help (also called a low-income subsidy), here's what to do.**

Show the pharmacist proof that you should get the extra help. Proof can include your Medicaid card and an award letter from the Social Security Administration (SSA), or your yellow auto-enrollment letter from Medicare.

If you don't have any of these documents to prove that you qualify for the extra help, during the start-up period you can ask your local SSA office for a letter that can be shown as proof. Call 1-800-MEDICARE (1-800-633-4227). Tell the customer service representative that you are having problems filling a prescription. You will need to give them the number on your Red, White, and Blue Medicare card.