



# Where to Get Your Medicare Questions Answered

## Call the Medicare Helpline

1-800-MEDICARE (1-800-633-4227) (English and Spanish)  
TTY 1-877-486-2048

- Get general Medicare information.
- Get answers to questions about what Medicare Part A (Hospital Insurance) and Part B (Medical Insurance) covers.
- Ask for information about your Medicare health coverage choices including cost, benefits, quality, and more.
- Get information and ask questions about Medicare Prescription Drug Plans.
- Get information about your Medicare appeal and patients' rights.
- Get information about nursing homes in your area.
- Ask for Medicare booklets including the "Medicare & You" handbook. May also be available in audiotope (English and Spanish), Braille, Spanish, and large print (English and Spanish).
- Get information about Medicare events and activities in your area.
- Find the most up-to-date phone numbers (including TTY) for information on Medicare bills and services, fraud and abuse, buying Medigap or long-term care insurance, appeals and complaints, and programs to help pay medical bills for people with limited income.

## Hours to call:

- 24 hours a day, 7 days a week to use the speech-automated system so you can easily get the information you need in English or Spanish. This system will ask you questions that you answer with your voice to direct your call automatically. You can also speak to an English or Spanish speaking operator.

## Look on the web:

- Visit [www.medicare.gov](http://www.medicare.gov) on the web to get more information on Medicare, find programs that may help with your prescription drug and other health plan costs, download booklets, and compare health plans, prescription drug plans, Medigap policies, hospitals, nursing homes, and more!



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## Call Social Security

1-800-772-1213 (English and Spanish)  
TTY 1-800-325-0778

- Ask for a replacement Medicare card.
- Change your address.
- Sign up for Medicare Part A and Part B.
- Apply for extra help with Medicare prescription drug costs if you have limited income and resources.
- Ask questions about Social Security benefits.
- Ask questions about Medicare Part A and Part B eligibility and enrollment.
- Ask questions to see if you qualify for extra help with Medicare prescription drug costs.
- Ask Medicare premium questions.
- Find your local Social Security office.
- Report a death.

## Hours to call:

- 7:00 a.m.–7:00 p.m., Monday through Friday to speak to an English or Spanish speaking operator
- 24 hours a day, 7 days a week to listen to pre-recorded information and services in English or Spanish

## Look on the web:

- Visit [www.socialsecurity.gov](http://www.socialsecurity.gov) on the web to ask for a Medicare replacement card, find your local Social Security office, and get important information about Social Security.

If you get benefits from the Railroad Retirement Board, call your local office at 1-800-808-0772 or visit [www.rrb.gov](http://www.rrb.gov) on the web.