

# Introduction to the Mississippi Apology Letter

## What Is the Purpose of This Letter?

In September 2008, some Mississippi residents with Medicare received two mailings from CMS. The first was a purple letter (CMS Publication No. 11166) that correctly said they automatically qualified for Extra Help (also called the "Low Income Subsidy") in 2009. The second mailing was a grey letter that incorrectly said they would NOT automatically qualify for Extra Help in 2009 (CMS Publication No. 11198). These letters were contradictory and confusing.

CMS is mailing the Mississippi Apology Letter on pink paper to the people who received the grey letter in error. The letter apologizes for the confusion, and confirms that they do still qualify for Extra Help in 2009.

## Who Gets This Letter?

Approximately 62,000 people in Mississippi will get this letter.

## When Do People Get This Letter?

This letter was mailed on or around September 26, 2008.

## What Should People Do Next?

People don't need to do anything. They still automatically qualify for Extra Help in 2009. They should keep the pink letter for their records, and call 1-800-MEDICARE (1-800-633-4227) with questions. TTY users should call 1-877-486-2048. People can also contact the Mississippi Insurance Counseling and Assistance Program (MICAP) at 1-800-948-3090 for free personalized counseling.

People can reference CMS Publication No. 11393 when calling Medicare or MICAP with questions about this notice.



<BENEFICIARY FULL NAME>  
<ADDRESS>  
<CITY STATE ZIP>

HICN <1234>  
<file creation date>

## Important Information from Medicare About Your Extra Help with Drug Costs

You may have gotten two letters on colored paper from Medicare recently. The first letter was printed on purple paper and correctly said that you automatically qualify for extra help with your drug costs through December 31, 2009.

The second letter was printed on grey paper and incorrectly said your extra help was ending as of December 31, 2008. This letter included an application to send to Social Security.

The grey letter was wrong. You do not need to send the application to Social Security.

Please disregard the grey letter and application. You still qualify for extra help, and will pay no more than <gen\_amt> for a generic drug and <brd\_amt> for a brand-name drug in a Medicare drug plan in 2009.

Keep this pink letter for your records. We apologize for any confusion the grey letter may have caused.

What if I have questions?

If you have questions about Medicare prescription drug coverage or the amount of extra help you get, read your “Medicare & You” handbook, visit [www.medicare.gov](http://www.medicare.gov), or call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.

You can also call the Mississippi Insurance Counseling and Assistance Program (MICAP) for free personalized counseling at 1-800-948-3090.

**Para obtener información en español, llame GRATIS al 1-800-MEDICARE (1-800-633-4227). Los usuarios con teléfono de texto (TTY) deben llamar al 1-877-486-2048.**

