

Get Your Medicare Questions Answered



Do you have questions about your Medicare coverage? 1-800-MEDICARE (1-800-633-4227) can help! TTY users should call 1-877-486-2048.

What Should I Have Ready When I Call 1-800-MEDICARE?

Have your Medicare number from your red, white, and blue Medicare card available. The automated system will ask for your Medicare number at the beginning of the call. You can either say your Medicare number or enter it with the telephone keypad. If you use the telephone keypad, enter the numbers and then press the * key for any letter(s). For example, if your Medicare number is 123-45-6789A, you would press 123456789*. The voice system will then ask you for that letter.

How Can Someone Call 1-800-MEDICARE for Me?

Medicare can't give out your personal health information to others through 1-800-MEDICARE unless you give permission. You can either give verbal permission over the telephone for the customer service representative to speak with someone else on your behalf, or fill out an authorization form in advance. Here are two ways to fill out the "Medicare Authorization to Disclose Personal Health Information" form:

- Fill out and submit an electronic authorization form online at www.medicare.gov/MedicareOnlineForms. Submitting the form online lets someone call and speak immediately on your behalf.
- Download, fill out, print, and sign the form from www.medicare.gov/MedicareOnlineForms, then mail it to Medicare BCC, Written Authorization Dept., P.O. Box 1270, Lawrence, KS 66044. Submitting the form by mail generally takes a few weeks before permission is in place for someone to speak on your behalf.

You can call 1-800-MEDICARE for help filling out the form.

What Do I Need to Do If I Call 1-800-MEDICARE About a Claim?

- You should say “claims” if you are calling about any of the following:
 - An issue with a Medicare claim (such as a question about a covered or non-covered service)
 - Your Medicare Summary Notice (MSN) (such as why the MSN shows the claim was denied or what amount Medicare paid)
 - Medical services and supplies you got (such as a question about a wheelchair or other durable medical equipment)
- The automated system will then ask you what type of claim you are calling about. You can say “doctor service,” “hospital stay,” or “medical supplies.”
- You should have the following information available when you speak with a customer service representative:
 - Your MSN (if available)
 - The doctor or provider’s name
 - The date you got the service
 - The type of service or supply you got
 - Any amount that you already paid

When Do I Contact Someone Else About My Medicare Questions?

On the next page are examples of situations where you may need to call someone other than 1-800-MEDICARE (1-800-633-4227).

If you . . .	Contact . . .
<p>Want to do any of the following:</p> <ul style="list-style-type: none"> • Enroll in Medicare Part A (Hospital Insurance) and/or Medicare Part B (Medical Insurance) • Check your Medicare eligibility or entitlement • Make changes to your personal information (such as your name or address) • Report a death • Replace your Medicare card • Ask about Medicare premiums • Apply for Extra Help with Medicare prescription drug costs 	<p>Social Security</p> <p>1-800-772-1213 TTY: 1-800-325-0778 www.socialsecurity.gov</p>
<p>Have a Prescription Drug Plan, or you have a Medigap (Medicare Supplement Insurance) policy, and have questions about your plan.</p>	<p>Your plan or policy</p> <p>The telephone number and Web site are on your membership card or in your plan materials.</p>
<p>Have railroad retirement benefits and want to do any of the following:</p> <ul style="list-style-type: none"> • Check Medicare eligibility • Enroll in Medicare • Replace your Medicare card • Change your name or address • Report a death 	<p>The Railroad Retirement Board</p> <p>Your local office or 1-877-772-5772. TTY: 1-877-566-3572</p> <p>For questions about your Part B medical services and bills, call 1-800-833-4455.</p>
<p>Want to report changes to insurance that pays before Medicare:</p> <ul style="list-style-type: none"> • Report that your other insurance is ending (for example, you stop working) • Report that you have new insurance (for example, you start working) 	<p>Coordination of Benefits Contractor</p> <p>1-800-999-1118 TTY: 1-800-318-8782</p>
<p>Have Medicaid (medical assistance) and have questions.</p>	<p>Your State Medical Assistance (Medicaid) Office</p> <p>Visit www.medicare.gov/contacts or call 1-800-MEDICARE (1-800-633-4227) and say “Medicaid.” TTY users should call 1-877-486-2048.</p>

Where Else Can I Find Answers to Medicare Questions?

Medicare has online resources for you.

Register at www.MyMedicare.gov to do the following:

- Create and print an “On the Go” report that lists information you can share with your providers.
- Add or modify your health information, such as medical conditions or allergies.
- View or modify your personal drug list and pharmacy information, and see your prescription drug costs.
- Search for and create a list of your favorite providers, and access quality information about them.
- Complete your Initial Enrollment Questionnaire so your bills get paid correctly.
- Track your Original Medicare claims, and order a Medicare Summary Notice.
- Check your Part B deductible status.
- View your eligibility information.
- Track the preventive services you can get.
- Find a Medicare health or prescription drug plan.
- Access online forms, publications, and messages sent by Medicare.
- Sign up to get your “Medicare & You” handbook electronically.

Visit www.medicare.gov for general Medicare information and more:

- Get detailed information about the Medicare health and prescription drug plans in your area, including what they cost and what services they provide.
- Find doctors or other health care providers and suppliers that participate in Medicare.
- See what Medicare covers, including preventive services.
- Get Medicare appeals information and forms.
- Get information about the quality of care provided by plans, nursing homes, hospitals, home health agencies, and dialysis facilities.
- Look up helpful telephone numbers and Web sites.
- View Medicare publications.

Where Else Can I Find Answers to Medicare Questions? (continued)

Visit www.medicare.gov/Ombudsman/resources.asp for information on the Medicare Beneficiary Ombudsman. An “ombudsman” is a person who reviews issues and helps resolve them. At the Ombudsman center Web site, you will learn more about the following:

- Inquiries and complaints
- Activities of the Ombudsman
- What people with Medicare need to know

The Ombudsman reviews the concerns raised by people with Medicare through 1-800-MEDICARE (1-800-633-4227) and through your State Health Insurance Assistance Program (SHIP). TTY users should call 1-877-486-2048.

SHIPs are state programs that get money from the Federal government to give free local health insurance counseling to people with Medicare. SHIPs are independent and not connected to any insurance company or health plan. SHIP volunteers can help you with the following Medicare questions or concerns:

- Your Medicare rights
- Complaints about your medical care or treatment
- Billing problems
- Plan choices

You can call 1-800-MEDICARE to get the telephone number of the SHIP in your state. You can also visit www.medicare.gov/contacts.