

Your Right To Question The Decision On Your Application For Help With Medicare Prescription Drug Plan Costs



What information did Social Security use to determine my eligibility?

We used the information you provided on your application to determine your eligibility. We also compared that information with records from federal, state and local government agencies to make sure the determination is correct.

What can I do if I disagree with the information Social Security used to determine my eligibility?

Social Security sends you a pre-decisional notice if information in our records show you are ineligible for the extra help. If you don't understand the notice you receive from us, call us toll-free at **1-800-772-1213** (TTY **1-800-325-0778**), and we will explain it to you. If you disagree with the information we have, you should call our toll-free number or visit your local Social Security office within 10 days and give us the correct information.

Social Security will send you a final determination if you do not provide us any additional information within 10 days. It will explain what you should do if you disagree with the determination. We call this an appeal.

How can I appeal the determination Social Security made on my application for help with Medicare prescription drug plan costs?

If you want to appeal the determination Social Security made about your eligibility for help with Medicare prescription drug plan costs, you can call us toll-free at **1-800-772-1213** (TTY **1-800-325-0778**) or you can visit our website at **www.socialsecurity.gov** to obtain form SSA-1021, *Request for Appeal of*

Determination for Help with Medicare Prescription Drug Plan Costs. You can mail the request to Wilkes-Barre Data Operations Center, P.O. Box 1030, Wilkes-Barre, PA 18767-1030. You also can call, write or visit your local Social Security office.

What will happen when I appeal?

When you request the appeal, we will ask you to tell us why you think our decision is wrong. Usually we will set up an appointment for a hearing to review your case with you by telephone. To set up the hearing appointment, we will ask you for two preferred times for us to call. Then, we will send you a hearing appointment notice that will give you the time and date scheduled for your hearing.

If you choose not to participate in a telephone hearing, we will decide your case by looking at the information we have on file and any new information you give us to be sure that a proper decision was made. We call this a hearing by case review.

Whether you request a hearing by telephone or a hearing by case review, we will send you another notice as soon as the necessary work has been completed on your claim.

Is there a timeframe for the appeal?

You have 60 days from the date you receive the notice telling you about our decision to request an appeal. If you do not appeal within the 60-day time limit, you may lose your right to appeal and the decision we made becomes final. If you have a good reason for not appealing your case within the time limits, we may give you more time. You can request an extension by calling our toll-free number at **1-800-772-1213** (TTY **1-800-325-0778**).

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Can I get help in requesting the appeal?

You may choose to have someone help you with your appeal or to represent you. Your representative may be a lawyer or other qualified person familiar with you and the Social Security program. We will work with your representative just as we would work with you. He or she can act for you in most Social Security matters.

What can I do if I do not agree with the decision made on my appeal?

If you disagree with the decision we make on your appeal, you may file a lawsuit in a federal district court. The letter we send you about the decision on your appeal also will tell you how to ask a court to look at your case.

How can I get more information?

For more information about getting help with your prescription drug costs, call Social Security at **1-800-772-1213** (TTY **1-800-325-0778**) or visit www.socialsecurity.gov.

To learn more about the Medicare prescription drug plans, what drugs are covered and the costs involved, you can contact Medicare at **1-800-MEDICARE** (**1-800-633-4227**/TTY **1-877-486-2048**), where representatives can answer questions. The Internet site—www.medicare.gov—also has information and an online enrollment center to assist you.