Problems with a Medicare Plan?
Help is Available!

Medicare Advantage Plans and Part D plans provide valuable healthcare and prescription drug coverage for individuals, but when problems like these occur it can seem overwhelming:

“I got a call from an insurance agent who promised a plan with free benefits that would cost less but I ended up in a plan with a higher premium and prescriptions not covered.”

“I called the phone number from an ad on TV just to get information and ended up in a plan I didn’t want.”

“My Medicare plan denied coverage for a service that should have been covered.”

To resolve an issue with your Medicare plan:

* First, contact your plan directly since many issues can be resolved that way.
* If the problem persists, contact the Medigap Helpline, part of the Wisconsin State Health Insurance Assistance Program (SHIP) at 1-800-242-1060.
* Go to www.dhs.wi.gov/medicare-help to find a SHIP Counselor at your local aging and disability resource center (ADRC).

Additional resources to help:

* Medigap Part D Helpline (for ages 60 and older): 1-855-677-2783
* Disability Rights WI Part D Helpline: 1-800-926-4862
* Visit WI Senior Medicare Patrol at www.smpwi.org or call 1-888-818-2611 for information on preventing healthcare fraud in Wisconsin.

If problems occur with your Medicare plan, let the WI SHIP guide you back on course!

1-800-242-1060