



# The Wisconsin State Health Insurance Assistance Program (SHIP)

1-800-242-1060

Navigating Medicare can be complicated.

*SHIP can help.*

## 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](http://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](http://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**