

## Do you have questions about...

## Then you should contact...

## The phone number is...

### 3a

- The quality of care you received
- Your rights and protections under Medicare
- How to submit your concerns about medical care or treatment

**Medicare Quality Improvement Organization (QIO) for Indiana – Livanta.**

[www.livantaqio.com](http://www.livantaqio.com)

**(888) 524-9900 (toll free)**

TDD/TTY for the hearing and speech impaired: **(888) 985-8775**

### 3b

- Help for moderate to low income persons
- Prescription costs
- Medicare copayments and deductibles

**State Health Insurance Assistance Program (SHIP)**

[www.medicare.in.gov](http://www.medicare.in.gov)

**(800) 452-4800 (SHIP)**

### 3c

- How to report Medicare Fraud and Abuse.

**Senior Medicare Patrol (SMP)**

[www.iaaaa.org/senior-medical-patrol/smp-overview](http://www.iaaaa.org/senior-medical-patrol/smp-overview)

**(317) 205-9201 x 207**

### 3d

- Services available for older persons and persons with disabilities

**Area Agency on Aging (AAA)**

**(800) 986-3505 (AAA)**

### 3e

- How to file a complaint against your insurance company or agent.

**Indiana Department of Insurance**

**(800) 622-4461**

### 3f

- Whom to call for all other questions for senior services.

**Area Agency on Aging (AAA)**

**(800) 986-3505 (AAA)**

## Do you have questions about...

## Then you should contact...

## The phone number is...

### 2a

Medicare coverage for durable medical equipment (DME):

- Wheel chairs, hospital beds, walkers, oxygen, etc.
- Where to get a free list of Medicare-approved suppliers

### Medicare for DME

[www.medicare.gov](http://www.medicare.gov) or  
[www.CGSMedicare.com](http://www.CGSMedicare.com)

**(800) MEDICARE**

**(800-633-4227)**

TDD/TTY for the hearing and speech impaired: **(877) 486-2048**

### 2b

- Supplemental insurance (Medigap)
- Which insurance pays first
- Long-term care insurance
- Your medical bills
- Choosing a Medicare managed care health plan
- Finding help with prescription costs\*
- How to appeal Medicare payment denials
- Assistance with Medicare costs

### State Health Insurance Assistance Program (SHIP)

SHIP can give you FREE information or refer you to the right place.

[www.medicare.in.gov](http://www.medicare.in.gov)

**(800) 452-4800**

\*Call SHIP number above or **800-MEDICARE** for more information about the Part D Prescription Drug Benefit.

### 2c

- Help paying for Medicare Part D premiums

### State Health Insurance Assistance Program (SHIP)

[www.medicare.in.gov](http://www.medicare.in.gov)

**HoosierRx** – Indiana's State Pharmaceutical Assistance Program for low-income seniors  
[www.in.gov/fssa/elderly/hoosierx](http://www.in.gov/fssa/elderly/hoosierx)

**(800) 452-4800**

**(866) 267-4679 (toll free)** or  
**(317) 234-1381**

### 2d

- Medicaid eligibility
- Assistance with Medicare costs
- Medicare Savings program

### Indiana Family and Social Services

[www.in.gov/fssa](http://www.in.gov/fssa)

**(800) 403-0864**

## Medicare Helpful Tips

1. Ask questions about Medicare coverage you do not understand. Customer Service Representatives are available 24-hours-a-day, 7-days-a-week.
2. By law, your health care provider must file claims with Medicare.
3. Never give your Medicare number to anyone but a health care provider, your supplement insurer, SHIP representative or the Medicare Helpline.
4. The only time Medicare will call you is to get more information.
5. Always report fraud and abuse to Medicare.
6. Never pay the provider or supplier up front, except for deductible or coinsurance, on assigned claims.
7. Be careful when choosing a Medicare Part D Prescription Drug Plan or Medicare Advantage Plan. Call 1-800-MEDICARE or SHIP with questions or concerns.
8. Carefully read your Medicare Summary Notice (MSN) and keep it for at least one year.

[www.medicare.gov](http://www.medicare.gov)

**1-800-MEDICARE (800-633-4227)**



**For free, impartial help with your Medicare questions, call SHIP.**

**(800) 452-4800**

**TDD (866) 846-0139**

**[www.Medicare.IN.gov](http://www.Medicare.IN.gov)**

## MEDICARE Important Phone Numbers



**Navigating Medicare**

**(800) 452-4800**

**TDD (866) 846-0139**

**[www.Medicare.IN.gov](http://www.Medicare.IN.gov)**

**Do you have questions about...**

**Then you should contact...**

**The phone number is...**

- Replacing a Medicare card
- How to update a Medicare file (change of address or date of death)
- Enrolling in Medicare
- The Medicare premium amount taken out of your Social Security check

**1a**

**Medicare**  
www.medicare.gov  
Railroad retirees should call their local Railroad Retirement Board Offices or (877) 772-5772

- Your Medicare Part A (Hospital) coverage: What it pays for hospital care
- What it pays for skilled nursing facility (nursing home) care
- Why your claim was not paid
- Prescription drug coverage

**1b**

**Medicare**  
www.medicare.gov  
**Wisconsin Physician Services**  
www.WPSGHA.Org  
TDD/TTY for the hearing and speech impaired: (877) 486-2048

- Your home health and hospice coverage under Medicare:
- Asking about claim

**1c**

**Medicare for Home Health and Hospice**  
www.medicare.gov  
TDD/TTY for the hearing and speech impaired: (877) 486-2048

- Your Medicare Part B (Medical) coverage: Asking about a claim
- Doctor's services
- Outpatient care
- Other medical services
- Where to get a free list of Medicare-approved doctors
- Prescription drug coverage

**1d**

**Medicare or Railroad Medicare**  
www.medicare.gov  
**Wisconsin Physician Services**  
www.WPSGHA.Org

**1-800-MEDICARE\***  
(800-633-4227)  
TDD/TTY for the hearing and speech impaired: (877) 486-2048  
\*Railroad retirees should call Medicare at (800) 833-4455 or their local Railroad Retirement Board