

Medicare Health Care Coverage

To Navigate the Medicare Maze, Know Your Resources!



It is important to know the resources that are available to you. Below is a list of resources that can provide you with assistance and guidance on Medicare questions or that offer unbiased information about health insurance plans/benefits and counseling. Connect with these resources to ensure that you get your questions answered, get clarification on your options, and to obtain the coverage that is right for your circumstances.

The **Aging and Disability Resource Center (ADRC)** has trained Benefit Specialists at local ADRC offices and aging units in every county and for every tribe in the state. The Benefit Specialists offer unbiased in-person or over-the-phone counseling, along with assistance in signing up for health care coverage. These specialists can also help with complex issues such as coverage appeals.

- For general information and services provided, visit <https://www.dhs.wisconsin.gov/adrc>
- To locate an ADRC Benefit Specialist near you, visit <https://www.dhs.wisconsin.gov/adrc/consumer/index.htm>
- For Tribal ADRC services, visit <https://www.dhs.wisconsin.gov/adrc/consumer/tribes.htm>

The **State Health Insurance Assistance Program (SHIP)** (1-800-242-1060) provides education, counseling, and enrollment assistance to Medicare beneficiaries. <https://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm>

The **Medigap Helpline** (1-800-242-1060) is a toll-free helpline operated by the Wisconsin Board on Aging and Long-Term Care that provides counseling to all Wisconsin Medicare beneficiaries on Medicare, Medicare supplement insurance, employer-based health insurance, Medicare Advantage plans, long-term care insurance, and related topics. The helpline handled almost 10,000 calls in 2020 and works closely with the Office of the Commissioner of Insurance.

The **Medigap Part D and Prescription Drug Helpline** (1-855-677-2783) is a toll-free helpline operated by the Wisconsin Board on Aging and Long-Term Care that answers questions from Wisconsin residents aged 60 and over about Medicare Part D and other prescription drug coverage options.

The **Disability Drug Benefits Helpline** (1-800-926-4862) is a toll-free helpline, operated by Disability Rights Wisconsin that helps people who have Medicare due to a disability, with questions about prescription drug coverage.

Office for the Deaf and Hard of Hearing (video phone: 1-262-347-3045) provides outreach and individual counseling in American Sign Language.

Social Security Administration (1-800-772-1213). Use the toll-free number to find your local office, or go online at <https://www.ssa.gov>. You will need to contact Social Security to sign up for Medicare.

Wisconsin Judicare, Inc. (1-800-472-1638) provides outreach and benefits counseling to Native American Medicare beneficiaries.

Wisconsin Senior Medicare Patrol (1-888-818-2611) is a toll-free helpline that Medicare beneficiaries and their families can call to report suspected Medicare fraud, errors, and abuse.

Medicare (1-800-633-4227) or www.medicare.gov offers information regarding coverage, terms, and options. The site updates the Plan Finder annually. You can also set up an account on the site for personal information.