

SECTION 2

Do you have questions about...	Then you should contact...	The phone number is...
<p>2a Medicare coverage for durable medical equipment (DME):</p> <ul style="list-style-type: none"> • wheel chairs, hospital beds, walkers, oxygen, etc. • where to get a free list of Medicare-approved suppliers 	<p>Medicare for DME</p> <p>Look on the Internet at www.medicare.gov or www.NGS Medicare.com</p>	<p>1-800-MEDICARE (1-800-633-4227)</p> <p>TDD/TTY for the hearing and speech impaired: 1-877-468-2048</p>
<p>2b</p> <ul style="list-style-type: none"> • 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 	<p>State Health Insurance Assistance Program (SHIP)</p> <p>SHIP can give you FREE information or refer you to the right place.</p> <p>Look on the Internet at www.medicare.in.gov</p>	<p>1-800-452-4800</p> <p>*Call SHIP numbers above or 1-800-MEDICARE for more information about the Part D Prescription Drug Benefit.</p>
<p>2c</p> <ul style="list-style-type: none"> • help paying for Medicare Part D premiums 	<p>HoosierRx – Indiana’s State Pharmaceutical Assistance Program for low-income seniors</p> <p>Look on the Internet at www.in.gov/fssa/elderly/hoosierx</p>	<p>1-866-267-4679 (toll free) or 1-317-234-1381</p>
<p>2d</p> <ul style="list-style-type: none"> • Medicaid eligibility • assistance with Medicare costs • Medicare Savings program 	<p>Indiana Family and Social Services</p> <p>Look on the internet at: www.in.gov/fssa</p>	<p>1-800-403-0864</p>

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SECTION 3

Do you have questions about...	Then you should contact...	The phone number is...
<p>3a</p> <ul style="list-style-type: none"> • the quality of care you received or about your rights and protections under Medicare • how to submit your concerns about medical care or treatment 	<p>Medicare Quality Improvement Organization (QIO) for Indiana – Health Care Excel, Incorporated</p> <p>Look on the Internet at www.hce.org</p>	<p>1-800-MEDICARE (1-800-633-4227)</p> <p>TDD/TTY for the hearing and speech impaired: 1-877-486-2048</p>
<p>3b</p> <ul style="list-style-type: none"> • help for low-income persons • in-home medical expenses • prescription costs • Medicare copayments and deductibles 	<p>Area Agency on Aging (AAA) or State Health Insurance Assistance Program (SHIP)</p> <p>Look on the Internet at www.iaaaa.org or www.medicare.in.gov</p>	<p>1-800-986-3505 (AAA) or 1-800-452-4800 (SHIP)</p>
<p>3c</p> <ul style="list-style-type: none"> • how to report Medicare Fraud and Abuse 	<p>Medicare Fraud and Abuse Hotline</p>	<p>1-800-447-8477</p> <p>TDD/TTY for the hearing and speech impaired: 1-800-377-4950</p>
<p>3d</p> <ul style="list-style-type: none"> • services available for older persons and persons with disabilities 	<p>Indiana Division of Aging, or Area Agency on Aging (AAA)</p>	<p>1-800-545-7763 or 1-800-986-3505 (AAA)</p>
<p>3e</p> <ul style="list-style-type: none"> • how to file a complaint against your insurance company or agent 	<p>Indiana Department of Insurance</p>	<p>1-800-622-4461</p>
<p>3f</p> <ul style="list-style-type: none"> • whom to call for all other questions for senior services 	<p>Area Agency on Aging (AAA) or State Health Insurance Assistance Program (SHIP)</p>	<p>1-800-986-3505 (AAA) or 1-800-452-4800 (SHIP)</p>

SECTION 3

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. 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.

Web site:
www.medicare.gov
Call 1-800-MEDICARE
1-800-633-4227)

Medicare

Important Phone Numbers



LOCAL HELP FOR PEOPLE WITH MEDICARE

SECTION 1

Do you have questions about...	Then you should contact...	The phone number is...
1a <ul style="list-style-type: none"> • 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 	Social Security Administration (SSA) or your local Social Security Office Look on the Internet at www.socialsecurity.gov	1-800-772-1213* TDD/TTY for the hearing and speech impaired: 1-800-325-0078 * Railroad retirees should call their local Railroad Retirement Board Offices or 1-800-808-0772
1b Your Medicare Part A (Hospital) coverage: <ul style="list-style-type: none"> • 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 	Medicare of Indiana Look on the Internet at www.medicare.gov or www.NGSMedicare.com	1-800-MEDICARE (1-800-633-4227) TDD/TTY for the hearing and speech impaired: 1-877-468-2048
1c Your home health and hospice coverage under Medicare: <ul style="list-style-type: none"> • asking about claim 	Medicare for Home Health and Hospice Look on the Internet at www.pgba.com or www.medicare.gov	1-800-MEDICARE (1-800-633-4227) TDD/TTY for the hearing and speech impaired: 1-877-468-2048
1d Your Medicare Part B (Medical) coverage: <ul style="list-style-type: none"> • 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 	Medicare of Indiana or Railroad Medicare Look on the Internet at www.medicare.gov or www.NGSMedicare.com	1-800-MEDICARE* (1-800-633-4227) TDD/TTY for the hearing and speech impaired: 1-877-468-2048 *Railroad retirees should call Medicare at 1-800-833-4455 or their local Railroad Retirement Board