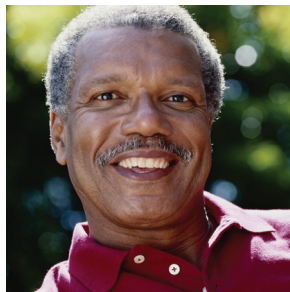
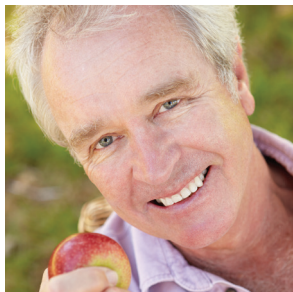


# Medicare & You 2018



This is the **official U.S. government** Medicare handbook.

- ★ Learn about your new Medicare card (inside front cover)
- ★ What Medicare covers (page 29)





## You're getting a new Medicare card!

### Cards will be mailed between April 2018 – April 2019

You asked, and we listened. You're getting a new Medicare card! Between April 2018 and April 2019, we'll be removing Social Security numbers from Medicare cards and mailing each person a new card. This will help keep your information more secure and help protect your identity.


You'll get a new Medicare Number that's unique to you, and it will only be used for your Medicare coverage. The new card won't change your coverage or benefits. You'll get more information from Medicare when your new card is mailed.

#### Here's how you can get ready:

- Make sure your mailing address is up to date. If your address needs to be corrected, contact Social Security at [ssa.gov/myaccount](https://ssa.gov/myaccount) or 1-800-772-1213. TTY users can call 1-800-325-0778.
- Beware of anyone who contacts you about your new Medicare card. We'll never ask you to give us personal or private information to get your new Medicare Number and card.
- Understand that mailing everyone a new card will take some time. Your card might arrive at a different time than your friend's or neighbor's.

# Get the most out of your Medicare coverage

Use this checklist to help you get started.

- Learn about your Medicare choices. Did you know there are different ways to get your Medicare coverage? See the next page to learn more.
- If you don't have Medicare, see Section 2, which starts on page 19, to find out how and when you can sign up. There may be penalties if you don't sign up when you're first eligible.
- Review your current coverage and compare it to other coverage options for next year to see if there's a better choice for you. See page 6 for more information.
- If you have other health insurance, find out how it works with Medicare. See pages 24–25.
- Get free help with your Medicare questions. Visit **Medicare.gov**, or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. You can also call your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number. See pages 17–18 to learn about other resources that are available.
- Ask your doctor or other health care provider which **preventive services** (like screenings, shots, and tests) you should get. See pages 35–59 and look for the  to learn more.
- Find out if you can get help paying your health and prescription drug costs. See Section 8, which starts on page 97, to see if you're eligible.
- Visit **MyMedicare.gov** to access your personalized Medicare information. See pages 119-120.
- Help save tax dollars by choosing to access future “Medicare & You” handbooks electronically. See page 124 to find out how.

# A quick look at your Medicare coverage choices

There are 2 main choices for how you get your Medicare coverage. These choices will be explained in more detail on the next page and throughout this book.

## Option 1: Original Medicare

*(See pages 61–64)*

This includes Part A and B.



**Part A**  
Hospital Insurance



**Part B**  
Medical Insurance

**You can add:**

*(See pages 83–96)*



**Part D**  
Medicare Prescription  
Drug Coverage

**You can also add:**

*(See pages 79–82)*



**Medigap**  
Medicare Supplement Insurance  
(Medigap policies help pay your out-of-pocket costs in Original Medicare.)

## Option 2: Medicare Advantage (Part C)

*(See pages 65–78)*

These plans are like HMOs or PPOs, and typically include Part A, B, and D.



**Part A**  
Hospital Insurance



**Part B**  
Medical Insurance



**Part D**  
Medicare Prescription  
Drug Coverage

(Most plans cover prescription drugs. If yours doesn't, you may be able to join a separate Part D plan.)

# Things to consider when choosing your Medicare coverage

These topics are explained in more detail throughout this book.

Original Medicare	↔	Medicare Advantage
There's <b>no limit</b> on how much you pay out-of-pocket per year unless you have supplemental coverage.	<b>Cost</b>	Plans have a <b>yearly limit</b> on your out-of-pocket costs. If you join a <a href="#">Medicare Advantage Plan</a> , once you reach a certain limit, you'll <b>pay nothing</b> for covered services for the rest of the year.
Medicare <b>covers medical</b> services and supplies in hospitals, doctors' offices, and other health care settings. Services are either covered under Part A or Part B.	<b>Coverage*</b>	Plans must cover all of the services that Original Medicare covers. Plans may <b>offer benefits</b> that Original Medicare doesn't cover like <b>vision, hearing, or dental</b> .
You <b>can add</b> a Medigap policy to help pay your out-of-pocket costs in Original Medicare, like your <a href="#">deductible</a> and <a href="#">coinsurance</a> .	<b>Supplemental coverage</b>	It may be more cost effective for you to join a Medicare Advantage Plan because your <b>cost sharing is lower (or included)</b> . You can't use (and can't be sold) a Medigap policy if you're in a Medicare Advantage Plan.
You'll <b>need to join</b> a Medicare Prescription Drug Plan to get drug coverage.	<b>Prescription drugs*</b>	Most Medicare Advantage Plans <b>include drug coverage</b> .
You can <b>go to any doctor</b> that accepts Medicare.	<b>Doctor and hospital choice</b>	You may need to use health care providers who participate in the <b>plan's network</b> . If so, find out how close the network's doctor or pharmacies are to your home. Some plans offer out-of-network coverage.
You can get a snapshot of the quality of care health care providers (and facilities) give their patients by visiting <a href="#">Medicare.gov</a> .	<b>Quality of care</b>	The Medicare Plan Finder at <a href="#">Medicare.gov/find-a-plan</a> features a <b>star rating system</b> for <a href="#">Medicare plans</a> .
Original Medicare generally <b>doesn't cover care outside the U.S.</b> You may be able to buy supplemental insurance that offers travel coverage.	<b>Travel</b>	Plans <b>usually don't cover care</b> you get outside of the U.S.

\* If you have other types of health or prescription drug coverage, check to see how it works with the type of coverage you're considering before you make any decisions or changes.

# Important Enrollment Information

You don't need to sign up for Medicare each year. However, each year you'll have a chance to review your Medicare **health and prescription drug coverage** and make changes.

## Coverage and costs change yearly

Definitions of blue words are on pages 129–132.

Medicare **health plans** and prescription drug plans can make changes each year—things like cost, coverage, and which providers and pharmacies are in their networks. Plans also can change their provider networks throughout the year. If you're in a Medicare health or prescription drug plan, always review the materials your plan sends you (like the Annual Notice of Change and Evidence of Coverage) and make sure your plan will still meet your needs for the following year. If you're satisfied that your current plan will meet your needs for next year and it's still being offered, you don't need to do anything.

## Open Enrollment Period for Medicare health and prescription drug plans

**Mark your calendar with these important dates!** This may be the only chance you have each year to make a change to your Medicare health and prescription drug coverage.

<b>October 1, 2017</b>	<b>Start comparing your coverage with other options.</b> You may be able to save money. See page 16 for information on comparing plans.
<b>October 15– December 7, 2017</b>	<b>Change your Medicare health or prescription drug coverage for 2018, if you decide to.</b>
<b>January 1, 2018</b>	<b>New coverage begins if you made a change.</b> New costs and benefit changes also begin if you keep your existing Medicare health or prescription drug coverage and your plan makes changes.

# Contents

- 9 Index**
- 15 Section 1 — Learn How Medicare Works**
  - 15 What are the different parts of Medicare?
  - 16 What are my Medicare coverage options?
  - 17 Where can I get my questions answered?
- 19 Section 2 — Signing Up for Medicare Part A & Part B**
  - 19 Some people get Part A and Part B automatically
  - 20 Some people have to sign up for Part A and/or Part B
  - 21 If I'm not automatically enrolled, when can I sign up?
  - 22 Should I get Part B?
  - 24 How does my other insurance work with Medicare?
  - 26 How much does Part A coverage cost?
  - 26 How much does Part B coverage cost?
- 29 Section 3 — Find Out if Medicare Covers Your Test, Service, or Item**
  - 29 What services does Medicare cover?
  - 30 Part A-covered services
  - 35 Part B-covered services
  - 59 What's NOT covered by Part A and Part B?
  - 60 Paying for long-term care
- 61 Section 4 — What's Original Medicare?**
  - 61 How does Original Medicare work?
- 65 Section 5 — Learn about Medicare Advantage Plans (Part C) & Other Medicare Health Plans**
  - 65 What are Medicare Advantage Plans?
  - 71 Types of Medicare Advantage Plans
  - 77 Are there other types of Medicare health plans?
- 79 Section 6 — What are Medicare Supplement Insurance (Medigap) Policies?**
  - 80 How do I compare Medigap policies?

**83 Section 7 — Get Information about Prescription Drug Coverage (Part D)**

- 83 How does Medicare prescription drug coverage (Part D) work?
- 84 When can I join, switch, or drop a Medicare drug plan?
- 86 How much do I pay?
- 91 Which drugs are covered?

**97 Section 8 — Get Help Paying Your Health & Prescription Drug Costs**

- 97 What if I need help paying my Medicare prescription drug costs?
- 99 What if I need help paying my Medicare health care costs?

**103 Section 9 — Know Your Rights & Protect Yourself from Fraud**

- 103 What are my Medicare rights?
- 104 What are my rights if my plan stops participating in Medicare?
- 104 What's an appeal?
- 107 What's an "Advance Beneficiary Notice of Noncoverage" (ABN)?
- 108 Your right to access your personal health information
- 113 How can I protect myself from identity theft?
- 114 How can I protect myself and Medicare from fraud?

**117 Section 10 — Get More Information**

- 117 Where can I get personalized help?
- 119 Where can I find general Medicare information online?
- 119 Where can I find personalized Medicare information online?
- 120 How do I compare the quality of plans and health care providers?
- 122 What's Medicare doing to better coordinate my care?
- 124 Are there other ways to get Medicare information?
- 125 State Health Insurance Assistance Programs (SHIPs)

**129 Section 11 — Definitions**



# Index

**Note:** The page numbers shown in **bold** provide the most detailed information.

## A

Abdominal aortic aneurysm 35  
 ABN. *See* Advance Beneficiary Notice of Noncoverage.  
 Accountable Care Organizations (ACOs) 122–123  
 Acupuncture 59  
 Advance Beneficiary Notice of Noncoverage (ABN) 107–108  
 Advance Care Planning 35  
 Advantage Plan. *See* Medicare Advantage Plan.  
 Alcohol misuse screening and counseling 35  
 ALS. *See* Amyotrophic Lateral Sclerosis (also known as Lou Gehrig’s disease)  
 Ambulance services **36**, 57  
 Ambulatory surgical center 36  
 Amyotrophic Lateral Sclerosis (ALS) 19  
 Appeal 67, **104–108**, 119  
 Artificial limbs 53  
 Assignment 34, **64**, 129

## B

Balance exam 46  
 Barium enema 41  
 Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs) 17  
 Benefit period 31–32, **129**  
 Bills 27–28, **63**, 105  
 Blood 30, 36  
 Blue Button 114, **120**  
 Bone mass measurement (bone density) 37  
 Braces (arm, leg, back, neck) 53  
 Breast exam (clinical) 38

## C

Cardiac rehabilitation 37  
 Cardiovascular disease (behavioral therapy) 38  
 Cardiovascular screenings 38  
 Cataract 45  
 Catastrophic coverage 88  
 Chemotherapy **39**, 67  
 Chiropractic services 39  
 Chronic Care Management Services 39  
 Claims **64**, 114, 119–120  
 Clinical research studies 31, **40**, 65  
 COBRA 22–23, **94**  
 Colonoscopy 41  
 Colorectal cancer screenings 40–41  
 Consolidated Omnibus Budget Reconciliation Act. *See* COBRA.  
 Contract (private) 64  
 Coordination of benefits **17**, 25  
 Cosmetic surgery 59  
 Cost Plan. *See* Medicare Cost Plans.  
 Costs (copayments, coinsurance, deductibles, and premiums)  
   Extra Help paying for Part D 97–99  
   Help with Part A and Part B costs 99–100  
   Medicare Advantage Plans 70  
   Original Medicare 63–64  
   Part A and Part B **26–29**, 30–59  
   Part D late enrollment penalty 89–91  
 Coverage determination (Part D) 106–107  
 Coverage gap **88**, 98  
 Covered services (Part A and Part B) 29–59

**Note:** The page numbers shown in **bold** provide the most detailed information.

Creditable prescription drug coverage 16, 83, 85,  
**89–91**, 94–96

Custodial care 29, 33, 60, **130**

## D

Defibrillator (implantable automatic) 42

Definitions 129–132

Demonstrations/pilot programs 78, 101, **130**

Dental care and dentures 5, **59**, 65, 79

Department of Defense 18

Department of Health and Human Services.  
*See* Office for Civil Rights.

Department of Veterans Affairs 18, 89, **95**

Depression **42**, 50

Diabetes 39, **42–43**, 49, 74

Dialysis (kidney dialysis) 48

Disability 15, **19–22**, 24, 100

Discrimination 103, **113**

Disenroll 76, 85

DNA testing 40

Donut hole. *See* Coverage gap.

Drug plan

Costs 86–91

Enrollment 84–85

Types of plans 83–84

What's covered 91–92

Drugs (outpatient) 52

Dual eligibles 100

Durable medical equipment (like walkers) 15, 30,  
34, **43–44**, 48, 52

## E

EHR. *See* Electronic Health Record.

EKG/ECG **45**, 56

Electrocardiogram. *See* EKG/ECG.

Electronic handbook 118, 119, **124**

Electronic Health Record (EHR) 122

Electronic Medicare Summary (eMSN) **63**, 119

Electronic prescribing 122

Emergency department services 45

Employer group health plan coverage

Enrolling in Part A and Part B 22–25

Medicare Advantage Plan (Part C) 69

Medigap Open Enrollment 81

Prescription drug coverage **84**, 89, 98

eMSN. *See* Electronic Medicare Summary (eMSN).

End-Stage Renal Disease (ESRD) 15, **20**, 22, 24, 36,  
48, 68–70

Enroll

Part A 19–22

Part B 19–25

Part C 68–69, **75–76**

Part D 84–85

ESRD. *See* End-Stage Renal Disease.

Exception (Part D) **91–92**, 106

Extra Help (help paying Medicare drug costs) 17, 75,  
**97–99**, 130

Eyeglasses 45

**Note:** The page numbers shown in **bold** provide the most detailed information.

**F**

Fecal occult blood test 40  
 Federal Employee Health Benefits (FEHB)  
 Program 18, **95**  
 Federally Qualified Health Center services **45**, 55  
 FEHB. *See* Federal Employee Health Benefits  
 Program.  
 Flexible sigmoidoscopy 41  
 Flu shot 46  
 Foot exam 46  
 Form 1095-B 25  
 Formulary 86, 91, 106, **130**  
 Fraud 91, **114–116**

**G**

Gap (coverage). *See* Coverage Gap.  
 General Enrollment Period **22**, 27, 75, 84  
 Glaucoma test 46

**H**

Health Insurance Marketplace 23  
 Health Maintenance Organization (HMO) 66, **71**  
 Health risk assessment 58  
 Hearing aids 46, **59**, 79  
 Help in other languages 134–135  
 Hepatitis B shot 47  
 Hepatitis C screening 47  
 HIV screening 47  
 HMO. *See* Health Maintenance Organization.  
 Home health care 15, 29–30, **48**, 107  
 Hospice care 15, **29–30**, 65, 107  
 Hospital care (inpatient coverage) 31–32

**I**

Identity theft 113–114  
 Indian Health Service 96  
 Initial Enrollment Period **21**, 75, 84  
 Inpatient 31–32  
 Institution 33, 74–75, 85, **130**

**J**

Join  
 Medicare drug plan 84–85  
 Medicare health plan 68–69

**K**

Kidney dialysis 48  
 Kidney disease education services 49  
 Kidney transplant 20, 49, **56–57**, 69–70

**L**

Laboratory services **49**, 56  
 Late enrollment penalty. *See* Penalty.  
 Lifetime reserve days 32, **130**  
 Limited income 97–102  
 Long-term care 59, **60**  
 Low-Income Subsidy (LIS). *See* Extra Help.  
 Lung cancer screening 49

**M**

Mammogram 37  
 Marketplace. *See* Health Insurance Marketplace.  
 Medicaid 60, 75, 85, **100–101**  
 Medical equipment. *See* Durable medical  
 equipment.  
 Medical nutrition therapy 49  
 Medical Savings Account (MSA) Plans **67**, 68

**Note:** The page numbers shown in **bold** provide the most detailed information.

## Medicare

- Part A 19–22, **29–33**
- Part B 15, **34–59**
- Part C 15, **65–78**
- Part D 15, **83–96**
- Medicare Administrative Contractor 105
- Medicare Advantage Plan (like an HMO or PPO)
  - How they work with other coverage 69
  - Plan types 71–74
  - Star ratings 120–121
- Medicare Authorization to Disclose Personal Health Information 118
- Medicare Beneficiary Ombudsman 116
- Medicare card (replacement) 17
- Medicare Cost Plans **77**, 83, 86
- Medicare Drug Integrity Contractor (MEDIC) 91, 115
- Medicare.gov 17, **119**
- Medicare–Medicaid Plans 101
- Medicare prescription drug coverage.
  - See* Prescription drug coverage (Part D).
- Medicare Savings Programs 99–100
- Medicare Summary Notice (MSN) **63**, 105, 114, 119
- Medicare Supplement Insurance (Medigap) 62, 69, **79–82**, 94
- Medication Therapy Management Program 93
- Medigap. *See* Medicare Supplement Insurance.
- Mental health care 50
- MSA. *See* Medical Savings Account Plans.
- MSN. *See* Medicare Summary Notice.
- MyMedicare.gov 63, 114, **119–120**

## N

- Notices **63**, 91, 105, 107–108, 114, 119
- Nursing home 31, **33**, 60, 98, 101–102, 119
- Nutrition therapy services. *See* Medical nutrition therapy.

## O

- Obesity screening and counseling 50
- Occupational therapy **50**
- Office of Personnel Management **18**, 27, 95
- Ombudsman 116
- Open Enrollment **6**, 66, 75, 84, 104
- OPM. *See* Office of Personnel Management.
- Original Medicare 4–5, 16, **61–64**
- Orthotic items 53
- Outpatient hospital services 31–32, **51**
- Oxygen 43

## P

- PACE. *See* Programs of All-inclusive Care for the Elderly.
- Payment options (premium) 27–28
- Pelvic exam 38
- Penalty (late enrollment)
  - Part A 26
  - Part B 27
  - Part D 89–91
- PFFS. *See* Private Fee-for-Service Plans.
- Pharmaceutical Assistance Programs 102
- Physical therapy 51
- Physician assistant 43
- Pilot/demonstration programs 78, 101, **130**
- Pneumococcal shots 52
- PPO. *See* Preferred Provider Organization.

**Note:** The page numbers shown in **bold** provide the most detailed information.

Preferred Provider Organization (PPO) Plan 66, **72**

Prescription drug coverage (Part D)

Appeals 104–107

Coverage under Part A 30–32

Coverage under Part B 52

Join, switch, or drop 84–85

Medicare Advantage Plans 68

Overview 83–96

Preventive services **35–59**, 132

Privacy notice 110–111

Private contract 64

Private Fee-for-Service (PFFS) Plans 66, **73**

Programs of All-inclusive Care for the Elderly (PACE) **78**, 102

Prostate screening (PSA test) 53

Publications 124

Pulmonary rehabilitation 53

## Q

Quality of care 78, 103

## R

Railroad Retirement Board (RRB) **18**, 19–20, 23, 28, 63, 86, 87

Referral

Definition 132

Medicare Advantage Plans **66**, 71–74

Original Medicare 62

Religious non-medical health care institution 29, 33

Respite care 31

Retiree health insurance (coverage) 22–24, 94–96

Rights 103–104

RRB. *See* Railroad Retirement Board.

Rural Health Clinic **53**, 55

## S

Second surgical opinions 54

Senior Medicare Patrol (SMP) Program 115

Service area 66, **132**

Sexually transmitted infections screening and counseling 54

SHIP. *See* State Health Insurance Assistance Program.

Shots (vaccinations) 46, 52, **54**, 58, 132

Sigmoidoscopy 41

Skilled nursing facility (SNF) care 15, 29, **31–33**, 80, 107, 108, 132

Smoking cessation (tobacco-use cessation) 55

SNF. *See* Skilled nursing facility (SNF) care.

SNP. *See* Special Needs Plans.

Social Security

Change address on MSN 63

Extra Help paying Part D costs 97

Get questions answered 17

Part A and Part B premiums 26–29

Part D premium 86–87

Sign up for Part A and Part B 20–21

Supplemental Security Income (SSI) benefits 102

SPAP. *See* State Pharmacy Assistance Program.

Special Enrollment Period

Part A and Part B 21–22

Part C (Medicare Advantage Plans) 75–76

Part D (Medicare Prescription Drug Plans) 85

Special Needs Plans (SNPs) 66, **74**, 133

Speech-language pathology 55

SSI. *See* Supplemental Security Income.

State Health Insurance Assistance Program (SHIP) 118, 125–128

State Medical Assistance (Medicaid) office 101

State Pharmacy Assistance Program (SPAP) 101

**Note:** The page numbers shown in **bold** provide the most detailed information.

Supplemental policy. *See* Medicare Supplement Insurance.

Supplemental Security Income (SSI) 102

Supplies (medical) 29, 31, 33, **43–44**, 48, 51, 53, 55, 62

Surgical dressing services 55

## T

Tax forms 25

Telehealth 55

Teletypewriter. *See* TTY.

Tiers (drug formulary) 86, **91**, 106

Tobacco-use cessation counseling 55

Transitional Care Management Services 56

Transplant services 37, 49, **56–57**, 69–70

Travel **57**, 80

TRICARE 18, 23, **96**

TTY 112

## U

Union. *See* Employer group health plan coverage.

Urgently needed care 58

## V

VA. *See* Veterans' benefits.

Vaccinations. *See* Shots.

Veterans' benefits (VA) 18, 89, **95**

Vision (eye care) 45, **59**

## W

Walkers 43

"Welcome to Medicare" preventive visit 45, **58**

Wellness visit 58–59

Wheelchairs 43–44

## X

X-ray 32, 39, 51, 56

# Section 1:

## Learn How Medicare Works

Medicare is health insurance for people 65 or older, certain people under 65 with disabilities, and people of any age with End-Stage Renal Disease (ESRD) (permanent kidney failure requiring dialysis or a kidney transplant).

### What are the different parts of Medicare?

#### Medicare Part A (Hospital Insurance) helps cover:

- Inpatient care in hospitals
- [Skilled nursing facility care](#)
- Hospice care
- Home health care

See pages  
29–33.

#### Medicare Part B (Medical Insurance) helps cover:

- Services from doctors and other health care providers
- Outpatient care
- Home health care
- Durable medical equipment
- Many [preventive services](#)

See pages  
34–59.

#### Medicare Part C (Medicare Advantage):

- Includes all benefits and services covered under Part A and Part B
- Usually includes Medicare prescription drug coverage (Part D) as part of the plan
- Run by Medicare-approved private insurance companies that follow rules set by Medicare
- Plans have a yearly limit on your out-of-pocket costs for medical services
- May include extra benefits and services that aren't covered by Original Medicare, sometimes for an extra cost

See pages  
65–78.

#### Medicare Part D (Medicare prescription drug coverage):

- Helps cover the cost of prescription drugs
- Run by Medicare-approved drug plans that follow rules set by Medicare
- May help lower your prescription drug costs and help protect against higher costs in the future

See pages  
83–96.

## What are my Medicare coverage options?

When you first enroll in Medicare, you'll have Original Medicare, unless you make another choice (like enrolling in a [Medicare Advantage Plan](#)). Here are the different ways you can get your Medicare coverage:

1. You can stay in **Original Medicare**. If you want prescription drug coverage, you'll need to join a Medicare Prescription Drug Plan (Part D). If you don't join a Medicare drug plan when you're first eligible and you don't have other [creditable prescription drug coverage](#), **you may pay a late enrollment penalty if you choose to join later**. See pages 89–91 for more information about the late enrollment penalty.
2. You can choose to join a **Medicare Advantage Plan (like an HMO or PPO)** or other type of [Medicare health plan](#) if one's available in your area. The plan may include Medicare prescription drug coverage. In most cases, you must take the drug coverage that comes with the plan if it's offered. In some types of plans that don't offer drug coverage, you may be able to join a Medicare Prescription Drug Plan.

Before making any decisions, learn as much as you can about the types of coverage available to you. If you need more information, you can:

1. **Visit the Medicare Plan Finder at [Medicare.gov/find-a-plan](https://www.medicare.gov/find-a-plan).**
2. **Get personalized counseling about choosing coverage.** See pages 125–128 for the phone number of your State Health Insurance Assistance Program (SHIP).
3. **Call 1-800-MEDICARE (1-800-633-4227).** TTY users can call 1-877-486-2048.

Definitions  
of [blue](#) words  
are on pages  
129–132.



## Where can I get my questions answered?

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

Get general or claims-specific Medicare information, order a replacement Medicare card, and set up an authorization for someone to call on your behalf.

TTY: 1-877-486-2048  
Medicare.gov

### **Social Security**

Find out if you're eligible for Part A and/or Part B and how to enroll, make changes to your Part A and/or Part B coverage, get a replacement Social Security card, report a change to your address or name, apply for [Extra Help](#) with Medicare prescription drug costs, ask questions about Part A and Part B [premiums](#), and report a death.

1-800-772-1213  
TTY: 1-800-325-0778  
socialsecurity.gov

### **Benefits Coordination & Recovery Center (BCRC)**

Contact the BCRC to report changes in your insurance information or to let Medicare know if you have other insurance.

1-855-798-2627  
TTY: 1-855-797-2627

### **Beneficiary and Family Centered Care-Quality Improvement Organization (BFCC-QIO)**

Contact a BFCC-QIO to ask questions or report complaints if you think the quality of care for a Medicare-covered service you got is below professionally recognized standards of care (and you're dissatisfied with the way your provider has responded to your concern). Or, you can contact the BFCC-QIO if you think Medicare coverage for your service is ending too soon (for example, if your hospital says that you must be discharged and you disagree). Visit [Medicare.gov/contacts](#), or call 1-800-MEDICARE (1-800-633-4227) to get the phone number of your BFCC-QIO.

## Department of Defense

Get information about TRICARE for Life (TFL) and the TRICARE Pharmacy Program.

**TFL**  
1-866-773-0404  
TTY: 1-866-773-0405  
[tricare.mil/tfl](http://tricare.mil/tfl)  
[tricare4u.com](http://tricare4u.com)

**Tricare Pharmacy Program**  
1-877-363-1303  
TTY: 1-877-540-6261  
[tricare.mil/pharmacy](http://tricare.mil/pharmacy)  
[express-scripts.com/tricare](http://express-scripts.com/tricare)

## Department of Veterans Affairs

Contact if you're a veteran or have served in the U.S. military and you have questions about VA benefits.

1-800-827-1000  
TTY: 1-800-829-4833  
[va.gov](http://va.gov)

## Office of Personnel Management

Get information about the Federal Employee Health Benefits (FEHB) Program for current and retired federal employees.

Retirees: 1-888-767-6738  
TTY: 1-800-878-5707  
[opm.gov/healthcare-insurance](http://opm.gov/healthcare-insurance)

Active federal employees: Contact your Benefits Officer.  
Visit [apps.opm.gov/abo](http://apps.opm.gov/abo) for a list of Benefits Officers.

## Railroad Retirement Board (RRB)

If you have benefits from the RRB, call them to change your address or name, check eligibility, enroll in Medicare, replace your Medicare card, or report a death.

1-877-772-5772  
TTY: 1-312-751-4701  
[rrb.gov](http://rrb.gov)

Definitions  
of **blue** words  
are on pages  
129–132.

# Section 2:

## Signing Up for Medicare Part A & Part B

### Some people get Part A and Part B automatically

If you live in Puerto Rico, you don't automatically get Part B. You must sign up for it. See page 20 for more information.

**If you're already getting benefits from Social Security or the Railroad Retirement Board (RRB),** you'll automatically get Part A and Part B starting the first day of the month you turn 65. (If your birthday is on the first day of the month, Part A and Part B will start the first day of the prior month.)

**If you're under 65 and disabled,** you'll automatically get Part A and Part B after you get disability benefits from Social Security or certain disability benefits from the RRB for 24 months.

**If you have ALS (Amyotrophic Lateral Sclerosis, also called Lou Gehrig's disease),** you'll get Part A and Part B automatically the month your Social Security disability benefits begin.

If you're automatically enrolled, you'll get your red, white, and blue Medicare card in the mail 3 months before your 65th birthday or 25th month of disability benefits. If you do nothing, you'll keep Part B and will pay Part B **premiums**. You can choose not to keep Part B, but if you decide you want Part B later, you may have to wait to enroll and pay a penalty for as long as you have Part B. See page 27.

**Note:** If you don't get your card in the mail, call Social Security at 1-800-772-1213 and let them know. TTY users can call 1-800-325-0778. If you get RRB benefits, call 1-877-772-5772. TTY users can call 1-312-751-4701.

## Some people have to sign up for Part A and/or Part B

**If you're close to 65, but not getting Social Security or Railroad Retirement Board (RRB) benefits, you'll need to sign up for Medicare.** Contact Social Security 3 months before you turn 65. You can also apply for Part A and Part B at [socialsecurity.gov/retirement](https://www.socialsecurity.gov/retirement). If you worked for a railroad, contact the RRB. **In most cases, if you don't sign up for Part B when you're first eligible, you may have a delay in getting Medicare coverage in the future, and you may have to pay a late enrollment penalty for as long as you have Part B.**



**If you have End-Stage Renal Disease (ESRD) and you want Medicare, you'll need to sign up.** Contact Social Security to find out when and how to sign up for Part A and Part B. For more information, visit [Medicare.gov/publications](https://www.Medicare.gov/publications) to view the booklet “Medicare Coverage of Kidney Dialysis & Kidney Transplant Services.”

### Important!

**If you live in Puerto Rico and get benefits from Social Security or the RRB, you'll automatically get Part A the first day of the month you turn 65 or after you get disability benefits for 24 months. However, if you want Part B, you'll need to sign up for it by completing an “Application for Enrollment in Part B Form” (CMS-40B). If you don't sign up for Part B when you're first eligible, you may have to pay a late enrollment penalty for as long as you have Part B.** Visit [CMS.gov/medicare/cms-forms/cms-forms/cms-forms-items/cms017339.html](https://www.CMS.gov/medicare/cms-forms/cms-forms/cms-forms-items/cms017339.html) to get Form CMS-40B in English or Spanish. Contact your local Social Security office or RRB for more information.

### Where can I get more information?

Call Social Security at 1-800-772-1213 for more information about your Medicare eligibility and to sign up for Part A and/or Part B. TTY users can call 1-800-325-0778. If you worked for a railroad or get RRB benefits, call the RRB at 1-877-772-5772. TTY users can call 1-312-751-4701.

You can also get personalized health insurance counseling at no cost to you from your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number.

## If I'm not automatically enrolled, when can I sign up?

If you're not automatically enrolled in free Part A, you can sign up for Part A once your Initial Enrollment Period starts. Your Part A coverage will start 6 months back from the date you apply for Medicare (or Social Security/RRB benefits), but no earlier than the first month you were eligible for Medicare. However, you can only sign up for Part B (or Part A if you have to buy it) during the times listed below. **Remember, in most cases, if you don't sign up for Part A (if you have to buy it) and Part B when you're first eligible, you may have to pay a late enrollment penalty.**

### Initial Enrollment Period

You can first sign up for Part A and/or Part B during the 7-month period that begins 3 months before the month you turn 65, includes the month you turn 65, and ends 3 months after the month you turn 65.

If you sign up for Part A and/or Part B during the first 3 months of your Initial Enrollment Period, in most cases, your coverage starts the first day of your birthday month. However, if your birthday is on the first day of the month, your coverage will start the first day of the prior month.

If you enroll in Part A and/or Part B the month you turn 65 or during the last 3 months of your Initial Enrollment Period, the start date for your Medicare coverage will be delayed.

### Special Enrollment Period

After your Initial Enrollment Period is over, you may have a chance to sign up for Medicare during a Special Enrollment Period. If you didn't sign up for Part B (or Part A if you have to buy it) when you were first eligible because you're covered under a group health plan based on current employment (your own, a spouse's, or if you're disabled, a family member's), you can sign up for Part A and/or Part B:

- Anytime you're still covered by the group health plan
- During the 8-month period that begins the month after the employment ends or the coverage ends, whichever happens first

Definitions of blue words are on pages 129–132.

Usually, you don't pay a late enrollment penalty if you sign up during a Special Enrollment Period. This Special Enrollment Period doesn't apply to people who are eligible for Medicare based on having End-Stage Renal Disease (ESRD).

**Note:** If you're disabled, and the group health plan coverage is based on the current employment of a family member, the employer offering the group health plan must have 100 or more employees to get a Special Enrollment Period.

### Important!

**COBRA (Consolidated Omnibus Budget Reconciliation Act) coverage, retiree health plans, and individual health coverage (like through the Health Insurance Marketplace) aren't considered coverage based on current employment.** You aren't eligible for a Special Enrollment Period when that coverage ends. To avoid paying a higher **premium**, make sure you sign up for Medicare when you're first eligible. See page 94 for more information about COBRA coverage.

To learn more about enrollment periods, visit [Medicare.gov](https://www.Medicare.gov), or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

## General Enrollment Period

If you didn't sign up for Part A (if you have to buy it) and/or Part B (for which you must pay premiums) during your Initial Enrollment Period, and you don't qualify for a Special Enrollment Period, you can sign up between January 1–March 31 each year. **Your coverage won't start until July 1 of that year, and you may have to pay a higher Part A and/or Part B premium for late enrollment.** See pages 26–27.

## Should I get Part B?

This information can help you decide if you should get Part B:

**Employer or union coverage**—If you or your spouse (or family member if you're disabled) **is still working** and you have health coverage through that employer or union, contact your employer or union benefits administrator to find out how your coverage works with Medicare. This includes federal or state employment, coverage through the Health Insurance Marketplace Small Business Health Options Program (SHOP), and active-duty military service. It might be to your advantage to delay Part B enrollment.

Definitions of **blue** words are on pages 129–132.

**Note:** Remember, coverage based on current employment doesn't include:

- COBRA
- Retiree coverage
- VA coverage
- Individual health coverage (like through the Health Insurance Marketplace)

**Health Insurance Marketplace**—If you have coverage through an individual Marketplace plan (not through an employer), you may want to end your Marketplace coverage and enroll in Medicare during your Initial Enrollment Period to avoid the risk of a delay in future Medicare coverage and the possibility of a Medicare late enrollment penalty. Once you're considered eligible for Part A, you won't qualify for help paying your Marketplace plan **premiums** or other medical costs. If you continue to get help paying your Marketplace plan premium after you have Medicare, you might have to pay back the help you got when you file your taxes. Visit [HealthCare.gov](https://www.healthcare.gov) to connect to the Marketplace in your state and learn more. You can also find out how to terminate your Marketplace plan before your Medicare enrollment begins.

If you have CHAMPVA coverage, you must enroll in Part A and Part B to keep your CHAMPVA coverage. Call 1-800-733-8387 for more information about CHAMPVA.

**TRICARE**—If you have TRICARE (health care program for active-duty service members and their families), **you generally must enroll in Part A and Part B when you're first eligible to keep your TRICARE coverage.** However, if you're an active-duty service member or an active-duty family member, you don't have to enroll in Part B to keep your TRICARE coverage. For more information, contact TRICARE. See page 18.

**Health savings accounts (HSAs)**—You can't contribute to your HSA once your Medicare coverage begins. However, you may use money that's already in your HSA after you enroll in Medicare to help pay for **deductibles**, premiums, **copayments**, or **coinsurance**. If you contribute to your HSA after your Medicare coverage starts, you may have to pay a tax penalty. If you'd like to continue contributing to your HSA, you shouldn't apply for Medicare, Social Security, or Railroad Retirement Board (RRB) benefits.

Remember, **premium-free** Part A coverage begins 6 months back from the date you apply for Medicare (or Social Security/RRB benefits), but no earlier than the first month you were eligible for Medicare. To avoid a tax penalty, you should stop contributing to your HSA at least 6 months before you apply for Medicare.

### How does my other insurance work with Medicare?

When you have other insurance and Medicare, there are rules for whether Medicare or your other insurance pays first.

If you have <b>retiree</b> insurance (insurance from your or your spouse’s former employment)...	Medicare pays first.
If you’re 65 or older, have group health plan coverage based on your or your spouse’s <b>current</b> employment, and the employer has <b>20 or more employees</b> ...	Your group health plan pays first.
If you’re 65 or older, have group health plan coverage based on your or your spouse’s <b>current</b> employment, and the employer has <b>fewer than 20 employees</b> ...	Medicare pays first.
If you’re under 65 and disabled, have group health plan coverage based on your, a spouse’s, or a family member’s <b>current</b> employment, and the employer has <b>100 or more employees</b> ...	Your group health plan pays first.
If you’re under 65 and disabled, have group health plan coverage based on your or a family member’s <b>current</b> employment, and the employer has <b>fewer than 100 employees</b> ...	Medicare pays first.
If you have Medicare because of End-Stage Renal Disease (ESRD)...	Your group health plan will pay first for the first 30 months after you become eligible to enroll in Medicare. Medicare will pay first after this 30-month period.



**Note:** In some cases, your employer may join with other employers or unions to form or sponsor a multiple-employer plan. If this happens, the size of the largest employer/union determines whether Medicare pays first or second.

Here are some important facts to remember:

- The insurance that pays first (primary payer) pays up to the limits of its coverage.
- The insurance that pays second (secondary payer) only pays if there are costs the primary insurer didn't cover.
- The secondary payer (which may be Medicare) might not pay all of the uncovered costs.
- If your employer insurance is the secondary payer, you might need to enroll in Part B before your insurance will pay.
- Medicaid pays after Medicare, employer group health plans, and/or Medigap policies have paid.

For more information, visit [Medicare.gov/publications](https://www.medicare.gov/publications) to view the booklet “Medicare & Other Health Benefits: Your Guide to Who Pays First.”

If you have other insurance or changes to your insurance, you need to let Medicare know by calling Medicare's Benefits Coordination & Recovery Center (BCRC) at 1-855-798-2627. TTY users can call 1-855-797-2627.

### Important!

If you have Medicare Part A (including coverage in a [Medicare Advantage Plan](#)), you meet the requirement for having health coverage under the Affordable Care Act. You'll have to report this on your federal income tax return, and you won't have to pay a penalty for not having health coverage.

If you have Part A, you may get a Health Coverage form (IRS Form 1095-B) from Medicare by early 2018. This form verifies that you had health coverage. Keep the form for your records. If you don't get Form 1095-B, don't worry, you don't need to have it to file your taxes.

Definitions of blue words are on pages 129–132.

## How much does Part A coverage cost?

You usually don't pay a monthly **premium** for Part A coverage if you or your spouse paid Medicare taxes while working for a certain amount of time. This is sometimes called premium-free Part A. If you aren't eligible for premium-free Part A, you may be able to buy Part A.

In most cases, if you choose to **buy** Part A, you must also have Part B and pay monthly premiums for both.

The 2018 Part A premium amounts weren't available at the time of printing. To get the most up-to-date cost information, visit [Medicare.gov](http://Medicare.gov) or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

## What's the Part A late enrollment penalty?

If you aren't eligible for premium-free Part A, and you don't buy it when you're first eligible, your monthly premium may go up 10%. You'll have to pay the higher premium for twice the number of years you could've had Part A, but didn't sign up.

**Example:** If you were eligible for Part A for 2 years but didn't sign up, you'll have to pay a 10% higher premium for 4 years.

## How much does Part B coverage cost?

The standard monthly Part B premium amount in 2017 was \$134 (or higher depending on your income). However, most people who get Social Security benefits paid less than this amount (\$109 on average). This was because the monthly Part B premium increased more than the cost-of-living increase for 2017 Social Security benefits. You paid the standard premium amount (or higher) if:

- You enrolled in Part B for the first time in 2017.
- You don't get Social Security benefits.
- You're directly billed for your monthly Part B premiums (meaning they aren't taken out of your Social Security benefits).
- You have Medicare and Medicaid, and Medicaid pays your premiums. (Your state will pay the standard premium amount of \$134.)

- Your modified adjusted gross income as reported on your IRS tax return from 2 years ago is above a certain amount (\$85,000 if you file individually or \$170,000 if you're married and file jointly).

The 2018 [premium](#) amount wasn't available at the time of printing. To get the most up-to-date cost information, visit [Medicare.gov](#) or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

## What's the Part B late enrollment penalty?

**If you don't sign up for Part B when you're first eligible, you may have to pay a late enrollment penalty for as long as you have Part B.** Your monthly premium for Part B may go up 10% for each full 12-month period that you could've had Part B, but didn't sign up for it. If you're allowed to sign up for Part B during a Special Enrollment Period, you usually don't pay a late enrollment penalty. See pages 21–22.

**Example:** Mr. Smith's Initial Enrollment Period ended September 30, 2014. He waited to sign up for Part B until March 2017 during the General Enrollment Period. His Part B premium penalty is 20%, and he'll have to pay this penalty for as long as he has Part B. (Even though Mr. Smith waited a total of 30 months to sign up, this included only 2 full 12-month periods.)

If you need help paying your Part B premium, see pages 99–100.

## How can I pay my Part B premium?

If you get Social Security or Railroad Retirement Board (RRB) benefits, your Medicare Part B (Medical Insurance) premium will get deducted from your benefit payment.

**If you're a Civil Service retiree and NOT entitled to Social Security,** your premiums will be deducted from your Civil Service annuity. If this isn't happening, call 1-800-MEDICARE.

If you don't get these benefit payments, you'll get a bill. If you choose to buy Part A, you'll always get a bill for your premium. There are 4 ways to pay these bills:

1. **Mail your premium payments to:**  
Medicare Premium Collection Center  
P.O. Box 790355  
St. Louis, Missouri 63179-0355

Definitions of [blue](#) words are on pages 129–132.

If you get a bill from the RRB, mail your **premium** payments to:

RRB  
Medicare Premium Payments  
P.O. Box 979024  
St. Louis, Missouri 63197-9000

2. **Pay by credit/debit card.** To do this, complete the bottom portion of the payment coupon on your Medicare bill and mail it to the address above.
3. **Sign up for Medicare Easy Pay.** This is a free service that automatically deducts your premium payments from your savings or checking account each month. Visit [Medicare.gov](https://www.Medicare.gov) or call 1-800-MEDICARE (1-800-633-4227) to learn more and to find out how to sign up. TTY users can call 1-877-486-2048.
4. **Make an online bill payment.** This is a more secure and faster way to make your payment without sending your personal information in the mail. Ask your bank if it allows customers to pay bills online. Not all banks offer this service and some may charge a fee. You'll need to give the bank this information:
  - **Account number:** Your Medicare number without dashes (you'll find this number on your red, white, and blue Medicare card).
  - **Biller name:** CMS Medicare Insurance
  - **Remittance address:**

Medicare Premium Collection Center  
P.O. Box 790355  
St. Louis, Missouri 63179-0355



If you have questions about your premiums or need to change your address on your bill, call Social Security at 1-800-772-1213. TTY users can call 1-800-325-0778. If your bills are from the RRB, call 1-877-772-5772. TTY users can call 1-312-751-4701.

If you'd like more information about paying your Medicare premiums, visit [Medicare.gov](https://www.Medicare.gov) to view the brochure "Understanding the Medicare Premium Bill Form (CMS-500)."

## Section 3:

# Find Out if Medicare Covers Your Test, Service, or Item

### What services does Medicare cover?

Medicare covers certain medical services and supplies in hospitals, doctors' offices, and other health care settings. Services are either covered under Part A or Part B.

If you have both Part A and Part B, you can get all of the Medicare-covered services listed in this section, whether you have Original Medicare or a [Medicare health plan](#).

#### Important!

To get Medicare-covered Part A and/or Part B services, you must be a U.S. citizen or be lawfully present in the U.S.

### What does Part A cover?

Part A (Hospital Insurance) helps cover:

- Inpatient care in a hospital
- Inpatient care in a skilled nursing facility (not [custodial](#) or long-term care)
- Hospice care
- Home health care
- Inpatient care in a religious nonmedical health care [institution](#)

You can find out if you have Part A by looking at your red, white, and blue Medicare card. If you have Original Medicare, you'll use this card to get your Medicare-covered services. If you join a Medicare health plan, in most cases, you must use the card from the plan to get your Medicare-covered services.

## What do I pay for Part A-covered services?

Copayments, coinsurance, or deductibles may apply for each service listed on the following pages. Visit [Medicare.gov](https://www.medicare.gov), or call 1-800-MEDICARE (1-800-633-4227) to get specific cost information. TTY users can call 1-877-486-2048.

If you're in a [Medicare Advantage Plan](#) or have other insurance (like a Medicare Supplement Insurance (Medigap) policy, or employer or union coverage), your copayments, coinsurance, or deductibles may be different. Contact the plans you're interested in to find out about the costs, or visit the Medicare Plan Finder at [Medicare.gov/find-a-plan](https://www.medicare.gov/find-a-plan).

## Part A-covered services

### Blood

If the hospital gets blood from a blood bank at no charge, you won't have to pay for it or replace it. If the hospital has to buy blood for you, you must either pay the hospital costs for the first 3 units of blood you get in a calendar year or have the blood donated by you or someone else.

### Home health services

You can use your home health benefits under Part A and/or Part B. See page 48 for more information about home health benefits.

### Hospice care

To qualify for hospice care, a hospice doctor and your doctor (if you have one) must certify that you're terminally ill, meaning you have a life expectancy of 6 months or less. Coverage includes:

- All items and services needed for pain relief and symptom management
- Medical, nursing, and social services
- Drugs
- Certain durable medical equipment
- Aide and homemaker services
- Other covered services, as well as services Medicare usually doesn't cover, like spiritual and grief counseling

Original Medicare will cover your hospice care, even if you're in a Medicare Advantage Plan.

A Medicare-approved hospice usually gives hospice care in your home or other facility where you live, like a nursing home.

Hospice care doesn't pay for your stay in a facility (room and board) unless the hospice medical team determines that you need short-term inpatient stays for pain and symptom management that can't be addressed at home. These stays must be in a Medicare-approved facility, like a hospice facility, hospital, or skilled nursing facility that contracts with the hospice. Medicare also covers inpatient respite care, which is care you get in a Medicare-approved facility so that your usual caregiver (family member or friend) can rest. You can stay up to 5 days each time you get respite care. Medicare will pay for covered services for health problems that aren't related to your terminal illness or related conditions. You can continue to get hospice care as long as the hospice medical director or hospice doctor recertifies that you're terminally ill.

- You pay nothing for hospice care.
- You pay a **copayment** of up to \$5 per prescription for outpatient prescription drugs for pain and symptom management. In the rare case your drug isn't covered by the hospice benefit, your hospice provider should contact your Medicare drug plan to see if it's covered under Part D.
- You pay 5% of the **Medicare-approved amount** for inpatient respite care.

### **Hospital care (inpatient care)**

Medicare covers semi-private rooms, meals, general nursing, and drugs as part of your inpatient treatment, and other hospital services and supplies. This includes care you get in acute care hospitals, **critical access hospitals**, **inpatient rehabilitation facilities**, **long-term care hospitals**, inpatient care as part of a qualifying clinical research study, and inpatient mental health care given in a psychiatric hospital or other hospital. This doesn't include private-duty nursing, a television or phone in your room (if there's a separate charge for these items), or personal care items, like razors or slipper socks. It also doesn't include a private room, unless **medically necessary**. If you have Part B, it generally covers 80% of the Medicare-approved amount for doctor's services you get while you're in a hospital.

- You pay a **deductible** and no **coinsurance** for days 1–60 of each **benefit period**.

Definitions of blue words are on pages 129–132.

- You pay **coinsurance** for days 61–90 of each **benefit period**.
- You pay coinsurance per “**lifetime reserve day**” after day 90 of each benefit period (up to 60 days over your lifetime).
- You pay all costs for each day after you use all the lifetime reserve days.
- Inpatient psychiatric care in a freestanding psychiatric hospital is limited to 190 days in a lifetime.

### **Am I an inpatient or outpatient?**

Staying overnight in a hospital doesn't always mean you're an inpatient. You only become an inpatient when a hospital formally admits you as an inpatient, after a doctor orders it. You're still an outpatient if you haven't been formally admitted as an inpatient, even if you're getting emergency department services, observation services, outpatient surgery, lab tests, or X-rays. **You or a family member should always ask if you're an inpatient or an outpatient each day during your stay, since it affects what you pay and can affect whether you'll qualify for Part A coverage in a skilled nursing facility.**

A Medicare Outpatient Observation Notice (MOON) is a document that lets you know you're an outpatient in a hospital or **critical access hospital**. You must receive this notice if you're getting observation services as an outpatient for more than 24 hours. The MOON will tell you why you're an outpatient receiving observation services, rather than an inpatient. It will also let you know how this may affect what you pay while in the hospital, and for care you get after leaving the hospital.



## Religious non-medical health care institution (inpatient care)

In these facilities, religious beliefs prohibit conventional and unconventional medical care. If you qualify for hospital or [skilled nursing facility care](#), Medicare will only cover the inpatient, non-religious, non-medical items and services. Examples are room and board, or any items and services that don't require a doctor's order or prescription, like unmedicated wound dressings or use of a simple walker.

Medicare Advantage Plans can't charge more than Original Medicare for skilled nursing facility care services.

## Skilled nursing facility care

Medicare covers semi-private rooms, meals, skilled nursing and rehabilitative services, and other [medically necessary](#) services and supplies after a 3-day minimum, medically necessary, inpatient hospital stay for a related illness or injury. An inpatient hospital stay begins the day the hospital formally admits you as an inpatient based on a doctor's order and doesn't include the day you're discharged. You may get coverage of skilled nursing care or skilled therapy care if it's necessary to help improve or maintain your current condition.

To qualify for care in a skilled nursing facility, your doctor must certify that you need daily skilled care like intravenous injections or physical therapy.

You pay:

- Nothing for the first 20 days of each [benefit period](#)
- A [coinsurance](#) per day for days 21–100 of each benefit period
- All costs for each day after day 100 in a benefit period

Visit [Medicare.gov](https://www.medicare.gov), or call 1-800-MEDICARE (1-800-633-4227) to find out what you pay for inpatient hospital stays and [skilled nursing facility care](#) in 2018. TTY users can call 1-877-486-2048.

**Note:** Medicare doesn't cover long-term care or [custodial care](#).

Definitions of [blue](#) words are on pages 129–132.

## What does Part B cover?

Medicare Part B (Medical Insurance) helps cover [medically necessary](#) doctors' services, outpatient care, home health services, durable medical equipment, mental health services, and other medical services. Part B also covers many [preventive services](#). You can find out if you have Part B by looking at your red, white, and blue Medicare card. See pages 35–59 for a list of common Part B-covered services and general descriptions. Medicare may cover some services and tests more often than the timeframes listed if needed to diagnose or treat a condition. To find out if Medicare covers a service not on this list, visit [Medicare.gov/coverage](https://www.medicare.gov/coverage), or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. For more details about Medicare covered services, visit [Medicare.gov/publications](https://www.medicare.gov/publications) to view the booklet “Your Medicare Benefits.” Call 1-800-MEDICARE to find out if a copy can be mailed to you.

## What do I pay for Part B-covered services?

The alphabetical list on the following pages gives general information about what you pay if you have Original Medicare and see doctors or other health care providers who accept [assignment](#). See page 64. You'll pay more if you see doctors or providers who don't accept assignment. **If you're in a [Medicare health plan](#) or have other insurance, your costs may be different. Contact your plan or benefits administrator directly to find out about the costs.**

Under Original Medicare, if the Part B [deductible](#) (\$183 in 2017) applies, you must pay all costs (up to the [Medicare-approved amount](#)) until you meet the yearly Part B deductible. After your deductible is met, Medicare begins to pay its share and you typically pay 20% of the Medicare-approved amount of the service, if the doctor or other health care provider accepts assignment. There's no yearly limit for what you pay out-of-pocket. Visit [Medicare.gov](https://www.medicare.gov), or call 1-800-MEDICARE to get specific cost information.

You pay nothing for most covered preventive services if you get the services from a doctor or other qualified health care provider who accepts assignment. However, for some preventive services, you may have to pay a deductible, [coinsurance](#), or both. These costs may also apply if you get a preventive service in the same visit as a non-preventive service.

See page 70 to find out what affects your [Medicare Advantage Plan](#) costs.

Medicare Advantage Plans have a yearly limit on your out-of-pocket costs for medical services. See page 67.

Definitions of [blue](#) words are on pages 129–132.

## Part B-covered services



You'll see this apple next to the [preventive services](#) on pages 35–59.



### Abdominal aortic aneurysm screening

Medicare covers a one-time screening abdominal aortic aneurysm ultrasound for people at risk. You must get a [referral](#) from your doctor or other practitioner. You pay nothing for the screening if the doctor or other qualified health care provider accepts [assignment](#).

**Note:** If you have a family history of abdominal aortic aneurysms, or you're a man 65–75 and you've smoked at least 100 cigarettes in your lifetime, you're considered at risk.

### Advance care planning

Medicare covers voluntary advance care planning as part of the yearly “Wellness” visit. This is planning for care you would want to get if you become unable to speak for yourself. You can talk about an advance directive with your health care professional, and he or she can help you fill out the forms, if you want to. An advance directive is an important legal document that records your wishes about medical treatment at a future time, if you're not able to make decisions about your care. You pay nothing if the doctor or other qualified health care provider accepts assignment.

**Note:** Medicare may also cover this service as part of your medical treatment. When advance care planning isn't part of your yearly “Wellness” visit, the Part B [deductible](#) and [coinsurance](#) apply.



### Alcohol misuse screening and counseling

Medicare covers one alcohol misuse screening per year for adults with Medicare (including pregnant women) who use alcohol, but don't meet the medical criteria for alcohol dependency. If your [primary care doctor](#) or other primary care practitioner determines you're misusing alcohol, you can get up to 4 brief face-to-face counseling sessions per year (if you're competent and alert during counseling). A qualified primary care doctor or other primary care practitioner must provide the counseling in a primary care setting (like a doctor's office). You pay nothing if the qualified primary care doctor or other primary care practitioner accepts assignment.

## Ambulance services

Medicare covers ground ambulance transportation when you need to be transported to a hospital, [critical access hospital](#), or skilled nursing facility for [medically necessary](#) services, and transportation in any other vehicle could endanger your health. Medicare may pay for emergency ambulance transportation in an airplane or helicopter to a hospital if you need immediate and rapid ambulance transportation that ground transportation can't provide.

In some cases, Medicare may pay for limited, medically necessary, non-emergency ambulance transportation if you have a written order from your doctor stating that ambulance transportation is medically necessary. An example may be a medically necessary ambulance transport to a renal dialysis facility for an End-Stage Renal Disease (ESRD) patient.

Medicare will only cover ambulance services to the nearest appropriate medical facility that's able to give you the care you need.

You pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies.

## Ambulatory surgical centers

Medicare covers the facility service fees related to approved surgical procedures provided in an ambulatory surgical center (facility where surgical procedures are performed, and the patient is expected to be released within 24 hours). Except for certain [preventive services](#) (for which you pay nothing if the doctor or other health care provider accepts [assignment](#)), you pay 20% of the Medicare-approved amount to both the ambulatory surgical center and the doctor who treats you, and the Part B deductible applies. You pay all of the facility service fees for procedures Medicare doesn't cover in ambulatory surgical centers.

## Blood

If the provider gets blood from a blood bank at no charge, you won't have to pay for it or replace it. However, you'll pay a [copayment](#) for the blood processing and handling services for each unit of blood you get, and the Part B deductible applies. If the provider has to buy blood for you, you must either pay the provider costs for the first 3 units of blood you get in a calendar year, or have the blood donated by you or someone else.

Definitions of [blue](#) words are on pages 129–132.



### **Bone mass measurement (bone density)**

This test helps to see if you're at risk for broken bones. It's covered once every 24 months (more often if [medically necessary](#)) for people who have certain medical conditions or meet certain criteria. You pay nothing for this test if the doctor or other qualified health care provider accepts [assignment](#).



### **Breast cancer screening (mammograms)**

Medicare covers screening mammograms to check for breast cancer once every 12 months for all women with Medicare who are 40 and older. Medicare covers one baseline mammogram for women between 35–39. You pay nothing for the test if the doctor or other qualified health care provider accepts assignment.

**Note:** Part B also covers diagnostic mammograms more frequently than once a year when medically necessary. You pay 20% of the [Medicare-approved amount](#) for diagnostic mammograms, and the Part B [deductible](#) applies.

### **Cardiac rehabilitation**

Medicare covers comprehensive programs that include exercise, education, and counseling for patients who meet at least one of these conditions:

- A heart attack in the last 12 months
- Coronary artery bypass surgery
- Current stable angina pectoris (chest pain)
- A heart valve repair or replacement
- A coronary angioplasty (a medical procedure used to open a blocked artery) or coronary stenting (a procedure used to keep an artery open)
- A heart or heart-lung transplant
- Stable, chronic heart failure (for regular cardiac rehabilitation only)

Medicare also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than regular cardiac rehabilitation programs. Services are covered in a doctor's office or hospital outpatient setting. You pay 20% of the Medicare-approved amount if you get the services in a doctor's office. In a hospital outpatient setting, you also pay the hospital a [copayment](#). The Part B deductible applies.



### **Cardiovascular disease (behavioral therapy)**

Medicare will cover one visit per year with a [primary care doctor](#) in a primary care setting (like a doctor's office) to help lower your risk for cardiovascular disease. During this visit, the doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you eat well. You pay nothing if the doctor or other qualified health care provider accepts [assignment](#).



### **Cardiovascular disease screenings**

These screenings include blood tests that help detect conditions that may lead to a heart attack or stroke. Medicare covers these screening tests once every 5 years to test your cholesterol, lipid, lipoprotein, and triglyceride levels. You pay nothing for the tests if the doctor or other qualified health care provider accepts assignment.



### **Cervical and vaginal cancer screenings**

Part B covers Pap tests and pelvic exams to check for cervical and vaginal cancers. As part of the pelvic exam, Medicare also covers a clinical breast exam to check for breast cancer. Medicare covers these screening tests once every 24 months. Medicare covers these screening tests once every 12 months if you're at high risk for cervical or vaginal cancer, or if you're of child-bearing age and had an abnormal Pap test in the past 36 months.

Part B also covers Human Papillomavirus (HPV) tests (when received with a Pap test) once every 5 years if you're age 30–65 without HPV symptoms.

You pay nothing for the lab Pap test or for the lab HPV with Pap test if your doctor or other qualified health care provider accepts assignment. You also pay nothing for the Pap test specimen collection and pelvic and breast exams if the doctor or other qualified health care provider accepts assignment.

## Chemotherapy

Medicare covers chemotherapy in a doctor's office, freestanding clinic, or hospital outpatient setting for people with cancer. You pay a [copayment](#) for chemotherapy in a hospital outpatient setting.

For chemotherapy given in a doctor's office or freestanding clinic, you pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies.

For chemotherapy in a hospital inpatient setting covered under Part A, see Hospital care (inpatient care) on page 31–32.

## Chiropractic services (limited coverage)

Medicare covers manipulation of the spine if [medically necessary](#) to correct a subluxation (when one or more of the bones of your spine move out of position) when provided by a chiropractor or other qualified provider. You pay 20% of the Medicare-approved amount, and the Part B deductible applies.

**Note:** You pay all costs for any other services or tests ordered by a chiropractor (including X-rays and massage therapy).

## Chronic care management services

If you have 2 or more serious, chronic conditions (like arthritis, asthma, diabetes, hypertension, heart disease, osteoporosis, and other conditions) that are expected to last at least a year, Medicare may pay for a health care provider's help to manage those conditions. This includes a comprehensive care plan that lists your health problems and goals, other health care providers, medications, community services you have and need, and other information about your health. It also explains the care you need and how your care will be coordinated. Your health care provider will ask you to sign an agreement to provide this service. If you agree, he or she will prepare the care plan, help you with medication management, provide 24/7 access for urgent care needs, give you support when you go from one health care setting to another, review your medicines and how you take them, and help you with other chronic care needs. There's a monthly fee, and the Part B deductible and [coinsurance](#) apply.

Definitions of [blue](#) words are on pages 129–132.

## Clinical research studies

Clinical research studies test how well different types of medical care work and if they're safe. Medicare covers some costs, like office visits and tests, in qualifying clinical research studies. You may pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) may apply.

**Note:** If you're in a [Medicare Advantage Plan](#) (like an HMO or PPO), some costs may be covered by Original Medicare and some may be covered by your Medicare Advantage Plan.



## Colorectal cancer screenings

Medicare covers these screenings to help find precancerous growths or find cancer early, when treatment is most effective. One or more of these tests may be covered:

- **Multi-target stool DNA test**—This lab test is generally covered once every 3 years if you meet all of these conditions:
  - Are between ages 50–85.
  - Show no signs or symptoms of colorectal disease including, but not limited to, lower gastrointestinal pain, blood in stool, positive guaiac fecal occult blood test or fecal immunochemical test.
  - At average risk for developing colorectal cancer, meaning:
    - Have no personal history of adenomatous polyps, colorectal cancer, inflammatory bowel disease, including Crohn's Disease and ulcerative colitis.
    - Have no family history of colorectal cancer or adenomatous polyps, familial adenomatous polyposis, or hereditary nonpolyposis colorectal cancer.

You pay nothing for the test if the doctor or other qualified health care provider accepts [assignment](#).

- **Screening fecal occult blood test**—This test is covered once every 12 months if you're 50 or older. You pay nothing for the test if the doctor or other qualified health care provider accepts assignment.



- **Screening flexible sigmoidoscopy**—This test is generally covered once every 48 months if you're 50 or older, or 120 months after a previous screening colonoscopy for those not at high risk. You pay nothing for the test if the doctor or other qualified health care provider accepts [assignment](#).
- **Screening colonoscopy**—This test is generally covered once every 120 months (high risk every 24 months) or 48 months after a previous flexible sigmoidoscopy. There's no minimum age. You pay nothing for the test if the doctor or other qualified health care provider accepts assignment.  
**Note:** If a polyp or other tissue is found and removed during the colonoscopy, you may have to pay 20% of the [Medicare-approved amount](#) for the doctor's services and a [copayment](#) in a hospital outpatient setting. The Part B [deductible](#) doesn't apply.
- **Screening barium enema**—This test is generally covered once every 48 months if you're 50 or older (high risk every 24 months) when used instead of a sigmoidoscopy or colonoscopy. You pay 20% of the Medicare-approved amount for the doctor services. In a hospital outpatient setting, you also pay the hospital a copayment. The Part B deductible doesn't apply.

### Continuous Positive Airway Pressure (CPAP) therapy

Medicare covers a 3-month trial of CPAP therapy if you've been diagnosed with obstructive sleep apnea. Medicare may cover it longer if you meet in person with your doctor, and your doctor documents in your medical record that the CPAP therapy is helping you.

You pay 20% of the Medicare-approved amount for rental of the machine and purchase of related supplies (like masks and tubing), and the Part B deductible applies. Medicare pays the supplier to rent the machine for 13 months if you've been using it without interruption. After you've rented the machine for 13 months, you own it.

**Note:** If you had a CPAP machine before you got Medicare, Medicare may cover rental or a replacement CPAP machine and/or CPAP accessories if you meet certain requirements.

If you live in certain areas of the country, you may have to use specific suppliers for Medicare to pay for a CPAP machine and/or accessories. See pages 43–44 for more information.

Definitions  
of [blue](#) words  
are on pages  
129–132.

### **Defibrillator (implantable automatic)**

Medicare covers these devices for some people diagnosed with heart failure. If the surgery takes place in an outpatient setting, you pay 20% of the [Medicare-approved amount](#) for the doctor's services. If you get the device as a hospital outpatient, you also pay the hospital a [copayment](#). In most cases, the copayment amount can't be more than the Part A hospital stay [deductible](#). The Part B deductible applies. Part A covers surgeries to implant defibrillators in a hospital inpatient setting. See Hospital care (inpatient care) on page 31–32.



### **Depression screening**

Medicare covers one depression screening per year. The screening must be done in a primary care setting (like a doctor's office) that can provide follow-up treatment and [referrals](#). You pay nothing for this screening if the doctor or other qualified health care provider accepts [assignment](#).



### **Diabetes screenings**

Medicare covers these screenings if your doctor determines you're at risk for diabetes or diagnosed with pre-diabetes. You may be eligible for up to 2 diabetes screenings each year. You pay nothing for the test if your doctor or other qualified health care provider accepts assignment.



### **Diabetes self-management training**

Medicare covers diabetes outpatient self-management training to teach you to cope with and manage your diabetes. The program may include tips for eating healthy, being active, monitoring blood sugar, taking medication, and reducing risks. You must have diabetes and a written order from your doctor or other health care provider. You pay 20% of the Medicare-approved amount, and the Part B deductible applies.

Definitions  
of [blue](#) words  
are on pages  
129–132.

## Diabetes supplies

Medicare covers blood sugar testing monitors, blood sugar test strips, lancet devices and lancets, blood sugar control solutions, and therapeutic shoes (in some cases). Medicare only covers insulin if it's **medically necessary** and you use an external insulin pump to administer the insulin. You pay 20% of the **Medicare-approved amount**, and the Part B **deductible** applies.

**Note:** Medicare prescription drug coverage (Part D) may cover insulin, certain medical supplies used to inject insulin (like syringes), and some oral diabetes drugs. Check with your plan for more information.

### Important!

You may need to use specific suppliers for some types of diabetes testing supplies. Visit [Medicare.gov/supplierdirectory](https://www.Medicare.gov/supplierdirectory) to find a list of suppliers for your area.

## Doctor and other health care provider services

Medicare covers medically necessary doctor services (including outpatient services and some doctor services you get when you're a hospital inpatient) and covered **preventive services**. Medicare also covers services provided by other health care providers, like physician assistants, nurse practitioners, social workers, physical therapists, and psychologists. Except for certain preventive services (for which you may pay nothing), you pay 20% of the Medicare-approved amount, and the Part B deductible applies.

## Durable medical equipment (DME)

Medicare covers items like oxygen equipment and supplies, wheelchairs, walkers, and hospital beds ordered by a doctor or other health care provider enrolled in Medicare for use in the home. Some items must be rented. You pay 20% of the Medicare-approved amount, and the Part B deductible applies.

Make sure your doctors and DME suppliers are enrolled in Medicare. Doctors and suppliers have to meet strict standards to enroll and stay enrolled in Medicare. If your doctors or suppliers aren't enrolled, Medicare won't pay the claims they submit. It's also important to ask your suppliers if they participate in Medicare before you get DME. If suppliers are participating suppliers, they must accept **assignment** (that is, they're limited to charging you only **coinsurance** and the Part B **deductible** on the **Medicare-approved amount**). If suppliers are enrolled in Medicare but aren't "contract suppliers," they may choose not to accept assignment. If suppliers don't accept assignment, there's no limit on the amount they can charge you. To find suppliers who accept assignment, visit [Medicare.gov/supplierdirectory](https://www.medicare.gov/supplierdirectory) or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. You can also call 1-800-MEDICARE if you're having problems with your DME supplier, or you need to file a complaint.

For more information, visit [Medicare.gov/publications](https://www.medicare.gov/publications) to view the booklet "Medicare Coverage of Durable Medical Equipment and Other Devices."

**Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Competitive Bidding Program:** If you have Original Medicare and live in a Competitive Bidding Area (CBA) and use equipment or supplies included under the program (or get the items while visiting a CBA), you generally must use Medicare contract suppliers if you want Medicare to help pay for the item.

Visit [Medicare.gov/supplierdirectory](https://www.medicare.gov/supplierdirectory) to see if you live in a CBA and to find Medicare-approved suppliers in your area. If your ZIP code is in a CBA, the items included in the program are marked with an orange star. You can also call 1-800-MEDICARE.

For more information visit [Medicare.gov/publications](https://www.medicare.gov/publications) to view the booklet "Your Guide to Medicare's Durable Medical Equipment Prosthetics, Orthotics, & Supplies (DMEPOS) Competitive Bidding Program."

### **EKG or ECG (electrocardiogram) screening**

Medicare covers a one-time screening EKG/ECG if referred by your doctor or other health care provider as part of your one-time “Welcome to Medicare” preventive visit. See page 58. You pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies. An EKG/ECG is also covered as a diagnostic test. See page 56. If you have the test at a hospital or a hospital-owned clinic, you also pay the hospital a [copayment](#).

### **Emergency department services**

These services are covered when you have an injury, a sudden illness, or an illness that quickly gets much worse. You pay a specified copayment for the hospital emergency department visit, and you pay 20% of the Medicare-approved amount for the doctor’s or other health care provider’s services. The Part B deductible applies. However, your costs may be different if you’re admitted to the hospital as an inpatient.

### **Eyeglasses (after cataract surgery)**

Medicare covers one pair of eyeglasses with standard frames (or one set of contact lenses) after cataract surgery that implants an intraocular lens. You pay 20% of the Medicare-approved amount, and the Part B deductible applies.

**Note:** Medicare will only pay for contact lenses or eyeglasses provided by a supplier enrolled in Medicare, no matter who submits the claim (you or your provider).

### **Federally Qualified Health Center (FQHC) services**

FQHCs provide many outpatient primary care and preventive health services. There’s no deductible, and generally, you’re responsible for paying 20% of the charges or 20% of the Medicare-approved amount. You pay nothing for most [preventive services](#). All FQHCs offer a sliding fee schedule if your income is below 200% of the Federal poverty level. To find a FQHC near you, visit [findahealthcenter.hrsa.gov](http://findahealthcenter.hrsa.gov).

Definitions  
of [blue](#) words  
are on pages  
129–132.



### Flu shots

Medicare normally covers one flu shot per flu season. You pay nothing for the flu shot if the doctor or other qualified health care provider accepts [assignment](#) for giving the shot.

### Foot exams and treatment

Medicare covers foot exams and treatment if you have diabetes-related nerve damage and/or meet certain conditions. You pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies. In a hospital outpatient setting, you also pay the hospital a [copayment](#).



### Glaucoma tests

These tests are covered once every 12 months for people at high risk for the eye disease glaucoma. You're at high risk if you have diabetes, a family history of glaucoma, are African American and 50 or older, or are Hispanic and 65 or older. An eye doctor who's legally allowed by the state must do the tests. You pay 20% of the Medicare-approved amount, and the Part B deductible applies. In a hospital outpatient setting, you also pay the hospital a copayment.

### Hearing and balance exams

Medicare covers these exams if your doctor or other health care provider orders them to see if you need medical treatment. You pay 20% of the Medicare-approved amount, and the Part B deductible applies. In a hospital outpatient setting, you also pay the hospital a copayment.

**Note:** Original Medicare doesn't cover hearing aids or exams for fitting hearing aids.



## Hepatitis B shots

Medicare covers these shots for people at medium or high risk for Hepatitis B. Some risk factors include hemophilia, End-Stage Renal Disease (ESRD), diabetes, if you live with someone who has Hepatitis B, or if you're a health care worker and have frequent contact with blood or body fluids. Check with your doctor to see if you're at medium or high risk for Hepatitis B. You pay nothing for the shot if the doctor or other qualified health care provider accepts [assignment](#).



## Hepatitis C screening test

Medicare covers one Hepatitis C screening test if you meet one of these conditions:

- You're at high risk because you have a current or past history of illicit injection drug use.
- You had a blood transfusion before 1992.
- You were born between 1945–1965.

Medicare also covers yearly repeat screenings for certain people at high risk.

Medicare will only cover Hepatitis C screening tests if they're ordered by a [primary care doctor](#) or other primary care provider. You pay nothing for the screening test if the doctor or other qualified health care provider accepts assignment.



## HIV screening

Medicare covers HIV (Human Immunodeficiency Virus) screenings once every 12 months for:

- People between the ages of 15–65.
- People younger than 15 and older than 65, who are at increased risk.

**Note:** Medicare also covers this test up to 3 times during a pregnancy.

You pay nothing for the HIV screening if the doctor or other qualified health care provider accepts assignment.

Definitions  
of [blue](#) words  
are on pages  
129–132.

## Home health services

You can use your home health benefits under Part A and/or Part B. Medicare covers [medically necessary](#) part-time or intermittent skilled nursing care, and/or physical therapy, speech-language pathology services, and/or services if you have a continuing need for occupational therapy. A doctor, or certain health care professionals who work with a doctor, must see you face-to-face before a doctor can certify that you need home health services. A doctor must order your care, and a Medicare-certified home health agency must provide it.

Home health services may also include medical social services, part-time or intermittent home health aide services, durable medical equipment, and medical supplies for use at home. You must be homebound, which means either of these is true:

1. You have trouble leaving your home without help (like using a cane, wheelchair, walker, or crutches; special transportation; or help from another person) because of an illness or injury.
2. Leaving your home isn't recommended because of your condition, and you're normally unable to leave your home because it's a major effort.

You pay nothing for covered home health services. You pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies, for Medicare-covered medical equipment.

## Kidney dialysis services and supplies

Generally, Medicare covers 3 dialysis treatments per week if you have End-Stage Renal Disease (ESRD). This includes all ESRD-related drugs and biologicals, laboratory tests, home dialysis training, support services, equipment, and supplies. The dialysis facility is responsible for coordinating your dialysis services (at home or in a facility). You pay 20% of the Medicare-approved amount, and the Part B deductible applies.



## Kidney disease education services

Medicare covers up to 6 sessions of kidney disease education services if you have Stage IV chronic kidney disease, and your doctor or other health care provider refers you for the service. You pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies.

## Laboratory services

Medicare covers laboratory services including certain blood tests, urinalysis, certain tests on tissue specimens, and some screening tests. You generally pay nothing for these services.



## Lung cancer screening

Medicare covers a lung cancer screening with Low Dose Computed Tomography (LDCT) once per year if you meet all of these conditions:

- You're 55–77.
- You're asymptomatic (you don't have signs or symptoms of lung cancer).
- You're either a current smoker or have quit smoking within the last 15 years.
- You have a tobacco smoking history of at least 30 “pack years” (an average of one pack a day for 30 years).
- You get a written order from a physician or qualified non-physician practitioner.

You generally pay nothing for this service if the [primary care doctor](#) or other qualified health care provider accepts [assignment](#).

**Note:** Before your first lung cancer screening, you'll need to schedule an appointment with your doctor to discuss the benefits and risks of lung cancer screening. You and your doctor can decide whether lung cancer screening is right for you.



## Medical nutrition therapy services

Medicare may cover medical nutrition therapy and certain related services if you have diabetes or kidney disease, or you have had a kidney transplant in the last 36 months, and your doctor or other health care provider refers you for the service. You pay nothing for these services if the doctor or other qualified health care provider accepts assignment.

Definitions of [blue](#) words are on pages 129–132.

### **Mental health care (outpatient)**

Medicare covers mental health care services to help with conditions like depression or anxiety. Coverage includes services generally provided in an outpatient setting (like a doctor's or other health care provider's office, hospital outpatient department, or community mental health center), including visits with a psychiatrist or other doctor, clinical psychologist, nurse practitioner, physician assistant, clinical nurse specialist, or clinical social worker. Laboratory tests are also covered. Certain limits and conditions may apply.

Generally, you pay 20% of the [Medicare-approved amount](#) and the Part B [deductible](#) applies for mental health care services.

**Note:** Inpatient mental health care is covered under Part A.



### **Obesity screening and counseling**

If you have a body mass index (BMI) of 30 or more, Medicare covers face-to-face individual behavioral therapy sessions to help you lose weight. This counseling may be covered if you get it in a primary care setting (like a doctor's office), where it can be coordinated with your other care and a personalized prevention plan. You pay nothing for this service if the [primary care doctor](#) or other qualified primary care practitioner accepts [assignment](#).

### **Occupational therapy**

Medicare covers evaluation and treatment to help you perform activities of daily living (like dressing or bathing) when your doctor or other health care provider certifies you need it. There may be a limit on the amount Medicare will pay for these services in a single year, and there may be certain exceptions to these limits. You pay 20% of the Medicare-approved amount, and the Part B deductible applies.

## Outpatient hospital services

Medicare covers many diagnostic and treatment services in hospital outpatient departments. Generally, you pay 20% of the [Medicare-approved amount](#) for the doctor's or other health care provider's services. You may pay more for services you get in a hospital outpatient setting than you'll pay for the same care in a doctor's office. In addition to the amount you pay the doctor, you'll also usually pay the hospital a [copayment](#) for each service you get in a hospital outpatient setting, except for certain [preventive services](#) that don't have a copayment. In most cases, the copayment can't be more than the Part A hospital stay [deductible](#) for each service. The Part B deductible applies, except for certain preventive services. If you get hospital outpatient services in a [critical access hospital](#), your copayment may be higher and may exceed the Part A hospital stay deductible.

## Outpatient medical and surgical services and supplies

Medicare covers approved procedures like X-rays, casts, stitches, or outpatient surgeries. You pay 20% of the Medicare-approved amount for the doctor's or other health care provider's services. You generally pay the hospital a copayment for each service you get in a hospital outpatient setting. In most cases, for each service provided, the copayment can't be more than the Part A hospital stay deductible. The Part B deductible applies, and you pay all costs for items or services that Medicare doesn't cover.

## Physical therapy

Medicare covers evaluation and treatment for injuries and diseases that change your ability to function when your doctor or other health care provider certifies your need for it. There may be a limit on the amount Medicare will pay for these services in a single year, and there may be certain exceptions to these limits. You pay 20% of the Medicare-approved amount, and the Part B deductible applies.

Definitions  
of [blue](#) words  
are on pages  
129–132.



## Pneumococcal shot

Medicare covers a pneumococcal shot to help prevent pneumococcal infections (like certain types of pneumonia). Medicare also covers a different second shot if it's given one year (or later) after the first shot. Talk with your doctor or other health care provider to see if you need one or both of the pneumococcal shots. You pay nothing for these shots if the doctor or other qualified health care provider accepts [assignment](#) for giving the shot.

## Prescription drugs (limited)

Medicare covers a limited number of drugs like injections you get in a doctor's office, certain oral anti-cancer drugs, drugs used with some types of durable medical equipment (like a nebulizer or external infusion pump), immunosuppressant drugs (see pages 56–57), and, under very limited circumstances, certain drugs you get in a hospital outpatient setting. You pay 20% of the [Medicare-approved amount](#) for these covered drugs, and the Part B [deductible](#) applies.

If the covered drugs you get in a hospital outpatient setting are part of your outpatient services, you pay a [copayment](#) for the services. However, other types of drugs in a hospital outpatient setting (sometimes called “self-administered drugs” or drugs you'd normally take on your own) aren't covered by Part B. What you pay depends on whether you have Part D or other prescription drug coverage, whether your drug plan covers the drug, and whether the hospital's pharmacy is in your drug plan's network. Contact your prescription drug plan to find out what you pay for drugs you get in a hospital outpatient setting that aren't covered under Part B.

Other than the examples above, you pay 100% for most prescription drugs, unless you have Part D or other drug coverage. See pages 83–96 for more information about Part D.



## Prostate cancer screenings

Medicare covers a Prostate Specific Antigen (PSA) test and a digital rectal exam once every 12 months for men over 50 (beginning the day after your 50th birthday). You pay nothing for the PSA test. For the digital rectal exam, you pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies. In a hospital outpatient setting, you also pay the hospital a [copayment](#).

## Prosthetic/orthotic items

Medicare covers arm, leg, back, and neck braces; artificial eyes; artificial limbs (and their replacement parts); some types of breast prostheses (after mastectomy); and prosthetic devices needed to replace an internal body part or function (including ostomy supplies, and parenteral and enteral nutrition therapy) when ordered by a doctor or other health care provider enrolled in Medicare.

For Medicare to cover your prosthetic or orthotic, you must go to a supplier that's enrolled in Medicare. You pay 20% of the Medicare-approved amount, and the Part B deductible applies.

### Important!

**DMEPOS Competitive Bidding Program:** To get enteral nutrition therapy in many areas of the country, you generally must use specific suppliers called “contract suppliers,” or Medicare won't pay and you'll likely pay full price. See pages 43–44 for more information.

## Pulmonary rehabilitation

Medicare covers a comprehensive pulmonary rehabilitation program if you have moderate to very severe chronic obstructive pulmonary disease (COPD) and have a [referral](#) from the doctor treating this chronic respiratory disease. You pay 20% of the Medicare-approved amount if you get the service in a doctor's office. You also pay the hospital a copayment per session if you get the service in a hospital outpatient setting. The Part B deductible applies.

## Rural Health Clinic (RHC) services

RHCs furnish many outpatient primary care and preventive health services. RHCs are located in non-urban areas that are in medically underserved or shortage areas. Generally, you're responsible for paying 20% of the charges, and the Part B deductible applies. You pay nothing for most [preventive services](#).

Definitions of [blue](#) words are on pages 129–132.

## Second surgical opinions

Medicare covers second surgical opinions for surgery that isn't an emergency. In some cases, Medicare covers third surgical opinions. You pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies.



## Sexually transmitted infection (STI) screening and counseling

Medicare covers STI screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered if you're pregnant or at increased risk for an STI when the tests are ordered by a [primary care doctor](#) or other primary care practitioner. Medicare covers these tests once every 12 months or at certain times during pregnancy.

Medicare also covers up to 2 individual, 20–30 minute, face-to-face, high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. Medicare will only cover these counseling sessions if they're provided by a primary care doctor or other primary care practitioner and take place in a primary care setting (like a doctor's office). Counseling conducted in an inpatient setting, like a skilled nursing facility, won't be covered as a [preventive service](#).

You pay nothing for these services if the primary care doctor or other qualified primary care practitioner accepts [assignment](#).

## Shots

Part B covers:

- Flu shots. See page 46.
- Hepatitis B shots. See page 47.
- Pneumococcal shots. See page 52.

### Note about the shingles shot:

The shingles shot isn't covered by Part A or Part B. Generally, Medicare prescription drug plans (Part D) cover the shingles shot, as well as all commercially available vaccines needed to prevent illness. Contact your Medicare drug plan for more information about coverage.

Definitions of [blue](#) words are on pages 129–132.



## Smoking and tobacco-use cessation (counseling to stop smoking or using tobacco products)

Medicare covers up to 8 face-to-face visits in a 12-month period. All people with Medicare who use tobacco are covered. You pay nothing for the counseling sessions if the doctor or other qualified health care provider accepts [assignment](#).

## Speech-language pathology services

Medicare covers evaluation and treatment to regain and strengthen speech and language skills, including cognitive and swallowing skills, when your doctor or other health care provider certifies you need it. There may be a limit on the amount Medicare will pay for these services in a single year, and there may be certain exceptions to these limits. You pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies.

## Surgical dressing services

Medicare covers [medically necessary](#) treatment of a surgical or surgically treated wound. You pay 20% of the Medicare-approved amount for the doctor's or other health care provider's services. You pay a fixed [copayment](#) for these services when you get them in a hospital outpatient setting. The Part B deductible applies. You pay nothing for the supplies.

## Telehealth

Medicare covers services like office visits, psychotherapy, consultations, and certain other medical or health services provided using an interactive, two-way telecommunications system (like real-time audio and video) by an eligible provider who isn't at your location. These services are available in rural areas, under certain conditions, but only if you're located at: a doctor's office, hospital, [critical access hospital](#), Rural Health Clinic, Federally Qualified Health Center, hospital-based dialysis facility, skilled nursing facility, or community mental health center. For most of these services, you'll pay the same amount that you would if you got the services in person.

### Tests (other than lab tests)

Medicare covers X-rays, MRIs, CT scans, EKG/ECGs, and some other diagnostic tests. You pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies. If you get the test at a hospital as an outpatient, you also pay the hospital a [copayment](#) that may be more than 20% of the Medicare-approved amount, but, in most cases, this amount can't be more than the Part A hospital stay deductible. See Laboratory services on page 49 for other Part B-covered tests.

### Transitional care management services

Medicare may cover this service if you're returning to your community after a stay at certain facilities, like a hospital or skilled nursing facility. The health care provider who's managing your transition back into the community will work to coordinate and manage your care for the first 30 days after you return home. He or she will work with you and your family and caregiver(s), as appropriate, and with your other health care providers. You'll also be able to get an in-person office visit within 2 weeks of your return home. The health care provider may also review information on the care you received in the facility, provide information to help you transition back to living at home, work with other care providers, help you with [referrals](#) or arrangements for follow-up care or community resources, assist you with scheduling, and help you manage your medications. The Part B deductible and [coinsurance](#) apply.

### Transplants and immunosuppressive drugs

Medicare covers doctor services for heart, lung, kidney, pancreas, intestine, and liver transplants under certain conditions but only in Medicare-certified facilities. Medicare also covers bone marrow and cornea transplants under certain conditions.

**Note:** The transplant surgery may be covered as a hospital inpatient service under Part A. See pages 31–32 for more information.

Medicare covers immunosuppressive drugs if the transplant was covered by Medicare or an employer or union group health plan was required to pay before Medicare paid for the transplant. You must have Part A at the time of the covered transplant, and you must have Part B at the time you get immunosuppressive drugs. You pay 20% of the Medicare-approved amount for the drugs, and the Part B deductible applies.



If you're thinking about joining a [Medicare Advantage Plan](#) (like an HMO or PPO) and are on a transplant waiting list or believe you need a transplant, check with the plan before you join to make sure your doctors, other health care providers, and hospitals are in the plan's network. Also, check the plan's coverage rules for prior authorization.

**Note:** Medicare drug plans (Part D) may cover immunosuppressive drugs if they aren't covered by Original Medicare.

### **Travel (health care needed when traveling outside the U.S.)**

Medicare generally doesn't cover health care while you're traveling outside the U.S. (The "U.S." includes the 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Mariana Islands, and American Samoa.) There are some exceptions, including cases where Medicare may pay for services you get while on board a ship within the territorial waters adjoining the land areas of the U.S. Medicare may pay for inpatient hospital, doctor, or ambulance services you get in a foreign country in these rare cases:

- You're in the U.S. when an emergency occurs, and the foreign hospital is closer than the nearest U.S. hospital that can treat your medical condition.
- You're traveling through Canada without unreasonable delay by the most direct route between Alaska and another U.S. state when a medical emergency occurs, and the Canadian hospital is closer than the nearest U.S. hospital that can treat the emergency.
- You live in the U.S. and the foreign hospital is closer to your home than the nearest U.S. hospital that can treat your medical condition, regardless of whether an emergency exists.

Medicare may cover [medically necessary](#) ambulance transportation to a foreign hospital only with admission for medically necessary covered inpatient hospital services. You pay 20% of the [Medicare-approved amount](#), and the Part B [deductible](#) applies.

Definitions  
of [blue](#) words  
are on pages  
129–132.

## Urgently needed care

Medicare covers urgently needed care to treat a sudden illness or injury that isn't a medical emergency. You pay 20% of the [Medicare-approved amount](#) for the doctor's or other health care provider's services, and the Part B [deductible](#) applies. In a hospital outpatient setting, you also pay the hospital a [copayment](#).



## “Welcome to Medicare” preventive visit

During the first 12 months that you have Part B, you can get a “Welcome to Medicare” preventive visit. This visit includes a review of your medical and social history related to your health, and education and counseling about [preventive services](#), including certain screenings, shots, and [referrals](#) for other care, if needed. When you make your appointment, let your doctor's office know that you'd like to schedule your “Welcome to Medicare” preventive visit. You pay nothing for the “Welcome to Medicare” preventive visit if the doctor or other qualified health care provider accepts [assignment](#).

If your doctor or other health care provider performs additional tests or services during the same visit that aren't covered under this preventive benefit, you may have to pay [coinsurance](#), and the Part B deductible may apply.



## Yearly “Wellness” visit

If you've had Part B for longer than 12 months, you can get a yearly “Wellness” visit to develop or update a personalized plan to prevent disease or disability based on your current health and risk factors. This visit is covered once every 12 months.

Your provider will ask you to fill out a questionnaire, called a “Health Risk Assessment,” as part of this visit. Answering these questions can help you and your provider develop a personalized prevention plan to help you stay healthy and get the most out of your visit. When you make your appointment, let your doctor's office know that you'd like to schedule your yearly “Wellness” visit.

**Note:** Your first yearly “Wellness” visit can’t take place within 12 months of your enrollment in Part B or your “Welcome to Medicare” preventive visit. However, you don’t need to have had a “Welcome to Medicare” preventive visit to qualify for a yearly “Wellness” visit.

You pay nothing for the yearly “Wellness” visit if the doctor or other qualified health care provider accepts [assignment](#).

**Important!**

If your doctor or other health care provider performs additional tests or services during the same visit that aren’t covered under this preventive benefit, you may have to pay [coinsurance](#), and the Part B [deductible](#) may apply.

## What’s NOT covered by Part A and Part B?

Original Medicare doesn’t cover everything. If you need certain services that aren’t covered under Medicare Part A or Part B, you’ll have to pay for them yourself unless:

- You have other coverage (including Medicaid) to cover the costs.
- You’re in a [Medicare Advantage Plan](#) that covers these services.

Some of the items and services that Original Medicare doesn’t cover include:

- ✗ Most dental care.
- ✗ Eye examinations related to prescribing glasses.
- ✗ Dentures.
- ✗ Cosmetic surgery.
- ✗ Acupuncture.
- ✗ Hearing aids and exams for fitting them.
- ✗ Long-term care. See next page for more information about paying for long-term care.
- ✗ Concierge care (also called concierge medicine, retainer-based medicine, boutique medicine, platinum practice, or direct care).

Some Medicare Advantage Plans may choose to cover these services. See page 65.

Definitions of [blue](#) words are on pages 129–132.

## Paying for long-term care

Long-term care includes non-medical care for people who have a chronic illness or disability. This includes non-skilled personal care assistance, like help with everyday activities, including dressing, bathing, and using the bathroom. **Medicare and most health insurance plans, including Medicare Supplement Insurance (Medigap) policies, don't pay for this type of care, sometimes called "custodial care."** You may be eligible for this type of care through Medicaid, or you can choose to buy private long-term care insurance. Long-term care can be provided at home, in the community, in an assisted living facility, or in a nursing home. It's important to start planning for long-term care now to maintain your independence and to make sure you get the care you may need, in the setting you want, in the future.

Special Needs Plans are a type of [Medicare Advantage Plan](#) that may cover long-term care if you have Medicare and Medicaid. See page 74.

### Long-term care resources

Use these resources to get more information about long-term care:

- Visit [longtermcare.gov](http://longtermcare.gov) to learn more about planning for long-term care.
- Call your State Insurance Department to get information about long-term care insurance. Visit [Medicare.gov/contacts](http://Medicare.gov/contacts), or call 1-800-MEDICARE (1-800-633-4227) to get the phone number. TTY users can call 1-877-486-2048.
- Call your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number.
- Call the National Association of Insurance Commissioners at 1-866-470-6242 to get a copy of "A Shopper's Guide to Long-Term Care Insurance."
- Visit the Eldercare Locator, a public service of the U.S. Administration on Aging, at [eldercare.gov](http://eldercare.gov) to find help in your community.

Definitions of [blue](#) words are on pages 129–132.

# Section 4:

## What's Original Medicare?

---

### How does Original Medicare work?

Original Medicare is one of your health coverage choices as part of Medicare. You'll have Original Medicare unless you choose a [Medicare Advantage Plan](#) or other type of [Medicare health plan](#).



Original Medicare is coverage managed by the federal government. You generally have to pay a portion of the cost for each service covered by Original Medicare. See the next page for the general rules about how it works.

## Original Medicare

<p><b>Can I get my health care from any doctor, other health care provider, or hospital?</b></p>	<p>In most cases, yes. You can go to any doctor, other health care provider, hospital, or other facility that's enrolled in Medicare and accepting Medicare patients. Visit <a href="https://www.Medicare.gov">Medicare.gov</a> to search for and compare health care providers, hospitals, and facilities in your area.</p>
<p><b>Are prescription drugs covered?</b></p>	<p>No, with a few exceptions (see pages 31, 52, and 56), most prescriptions aren't covered. You can add drug coverage by joining a Medicare Prescription Drug Plan (Part D). See pages 83–96.</p>
<p><b>Do I need to choose a primary care doctor?</b></p>	<p>No.</p>
<p><b>Do I have to get a referral to see a specialist?</b></p>	<p>In most cases, no, but the specialist must be enrolled in Medicare.</p>
<p><b>Should I get a supplemental policy?</b></p>	<p>You may already have employer or union coverage that may pay costs that Original Medicare doesn't. If not, you may want to buy a Medicare Supplement Insurance (Medigap) policy if you're eligible. See pages 79–82.</p>
<p><b>What else do I need to know about Original Medicare?</b></p>	<ul style="list-style-type: none"> <li>▪ You generally pay a set amount for your health care (<b>deductible</b>) before Medicare pays its share. Then, Medicare pays its share, and you pay your share (<b>coinsurance/copayment</b>) for covered services and supplies. There's no yearly limit for what you pay out-of-pocket.</li> <li>▪ You usually pay a monthly <b>premium</b> for Part B. See pages 99–100 for information about help paying your Part B premium.</li> <li>▪ You generally don't need to file Medicare claims. The law requires providers (like doctors, hospitals, skilled nursing facilities, and home health agencies) and suppliers to file your claims for the covered services and supplies you get.</li> </ul>

Definitions of blue words are on pages 129–132.

## What do I pay?

Your out-of-pocket costs in Original Medicare depend on:

- Whether you have Part A and/or Part B. Most people have both.
- Whether your doctor, other health care provider, or supplier accepts “assignment.”
- The type of health care you need and how often you need it.
- Whether you choose to get services or supplies Medicare doesn't cover. If you do, you pay all costs unless you have other insurance that covers it.
- Whether you have other health insurance that works with Medicare.
- Whether you have Medicaid or get help from your state paying your Medicare costs.
- Whether you have a Medicare Supplement Insurance (Medigap) policy.
- Whether you and your doctor or other health care provider sign a private contract. See page 64.

## How do I know what Medicare paid?

If you have Original Medicare, you'll get a “Medicare Summary Notice” (MSN) in the mail every 3 months that lists all the services billed to Medicare. The MSN shows what Medicare paid and what you may owe the provider. The MSN isn't a bill. Review your MSNs to be sure you got all the services, supplies, or equipment listed.

If you need to change your address on your notice, call Social Security at 1-800-772-1213. TTY users can call 1-800-325-0778. If you get Railroad Retirement Board (RRB) benefits, call the RRB at 1-877-772-5772. TTY users can call 1-312-751-4701.

**New!**

Your MSN will tell you if you're enrolled in the Qualified Medicare Beneficiary Program (QMB). If you have QMB, Medicare providers aren't allowed to bill you for Medicare Part A and/or Part B **deductibles**, **coinsurance**, or **copayments**. For more information about QMB and steps to take if you get billed for these costs, see page 99.

**Important!**

## Get your Medicare Summary Notices electronically

Go paperless and get your “Medicare Summary Notices” electronically (also called “eMSNs”). You can sign up by visiting [MyMedicare.gov](https://www.mymedicare.gov). If you sign up for eMSNs, we'll send you an email each month when they're available in your [MyMedicare.gov](https://www.mymedicare.gov) account. The eMSNs contain the same information as paper MSNs. You won't get printed copies of your MSNs in the mail if you choose eMSNs.

## What's assignment?

**Assignment** means that your doctor, provider, or supplier agrees (or is required by law) to accept the **Medicare-approved amount** as full payment for covered services.

### Important!

To find out if your doctors and other health care providers accept assignment or participate in Medicare, visit [Medicare.gov/physician](https://www.Medicare.gov/physician) or [Medicare.gov/supplier](https://www.Medicare.gov/supplier). You can also call 1-800-MEDICARE (1-800-633-4227), or ask your doctor, provider, or supplier. TTY users can call 1-877-486-2048. If your doctor, provider, or supplier accepts assignment:

- Your out-of-pocket costs may be less.
- They agree to charge you only the Medicare **deductible** and **coinsurance** amount and usually wait for Medicare to pay its share before asking you to pay your share.
- They have to submit your claim directly to Medicare and can't charge you for submitting the claim.

Non-participating providers haven't signed an agreement to accept assignment for all Medicare-covered services, but they can still choose to accept assignment for individual services. These providers are called "non-participating." Here's what happens if your doctor, provider, or supplier doesn't accept assignment:

- **You might have to pay the entire charge at the time of service.** Your doctor, provider, or supplier is supposed to submit a claim to Medicare for any Medicare-covered services they provide to you. If they don't submit the Medicare claim once you ask them to, call 1-800-MEDICARE.
- **They can charge you more than the Medicare-approved amount, but there's a limit called "the limiting charge."** Call 1-800-MEDICARE to find out if you were charged the right amount.

## What are private contracts?

A "private contract" is a written agreement between you and a doctor or other health care provider who has decided **not** to provide services to anyone through Medicare. The private contract only applies to the services provided by the doctor or other provider who asked you to sign it.



# Section 5:

## Learn about Medicare Advantage Plans (Part C) & Other Medicare Health Plans

### What are Medicare Advantage Plans?

A [Medicare Advantage Plan](#) (like an HMO or PPO) is another way to get your Medicare coverage. Medicare Advantage Plans, sometimes called “Part C” or “MA Plans,” are offered by Medicare-approved private companies that must follow rules set by Medicare. If you join a Medicare Advantage Plan, you’ll still have Medicare but you’ll get your Medicare Part A (Hospital Insurance) and Medicare Part B (Medical Insurance) coverage from the Medicare Advantage Plan, not Original Medicare. You’ll generally get your services from a plan’s network of providers. Remember, in most cases, you must use the card from your Medicare Advantage Plan to get your Medicare-covered services. Keep your Medicare card in a safe place because you’ll need it if you ever switch back to Original Medicare.

### Medicare Advantage Plans cover all Medicare Part A and Part B services

In all types of Medicare Advantage Plans, you’re always covered for emergency and urgent care. Medicare Advantage Plans must cover all of the services that Original Medicare covers. However, if you’re in a Medicare Advantage Plan, Original Medicare will still cover the cost for hospice care, some new Medicare benefits, and some costs for clinical research studies.

Most Medicare Advantage Plans offer extra coverage, like vision, hearing, dental, and other health and wellness programs. Most include Medicare prescription drug coverage (Part D). In addition to your Part B [premium](#), you might have to pay a monthly premium for the Medicare Advantage Plan.

Definitions of [blue](#) words are on pages 129–132.

Remember, you don't need a referral to see a specialist if you have Original Medicare. See page 62.

## Medicare Advantage Plans must follow Medicare's rules

Medicare pays a fixed amount for your coverage each month to the companies offering [Medicare Advantage Plans](#). These companies must follow rules set by Medicare. However, each Medicare Advantage Plan can charge different out-of-pocket costs and have different rules for how you get services (like whether you need a [referral](#) to see a specialist or if you have to go to doctors, facilities, or suppliers that belong to the plan's network for non-emergency or non-urgent care). These rules can change each year. The plan must notify you about any changes before the start of the next enrollment year. Remember, you have the option each year to keep your current plan, choose a different plan, or switch to Original Medicare. See page 75.

### Important!

## Read the information you get from your plan

If you're in a Medicare Advantage Plan, review the "Evidence of Coverage" (EOC) and "Annual Notice of Change" (ANOC) your plan sends you each year. The EOC gives you details about what the plan covers, how much you pay, and more. The ANOC includes any changes in coverage, costs, provider networks, [service area](#), and more that will be effective in January. If you don't get these important documents before the start of Open Enrollment, contact your plan.

## What are the different types of Medicare Advantage Plans?

- **Health Maintenance Organization (HMO) plans**—See page 71.
- **Preferred Provider Organization (PPO) plans**—See page 72.
- **Private Fee-for-Service (PFFS) plans**—See page 73.
- **Special Needs Plans (SNPs)**—See page 74.
- **HMO Point-of-Service (HMOPOS) plans**—These are HMO plans that may allow you to get some services out-of-network for a higher [copayment](#) or [coinsurance](#).

- **Medical Savings Account (MSA) plans**—These plans combine a high-[deductible](#) health plan with a bank account. Medicare deposits money into the account (usually less than the deductible). You can use the money to pay for your health care services during the year. MSA plans don't offer Medicare drug coverage. If you want drug coverage, you have to join a Medicare Prescription Drug Plan.

## What else should I know about Medicare Advantage Plans?

- You have Medicare rights and protections, including the right to appeal. See pages 104–107.
- You can check with the plan before you get a service to find out if it's covered and what your costs may be.
- You must follow plan rules. It's important to check with the plan for information about your rights and responsibilities.
- If you go to a doctor, other health care provider, facility, or supplier that doesn't belong to the plan's network for non-emergency or non-urgent care services, your services may not be covered, or your costs could be higher. In most cases, this applies to Medicare Advantage HMOs and PPOs.
- Providers can join or leave a plan's provider network anytime during the year. Your plan can also change the providers in the network anytime during the year. If this happens, you may need to choose a new provider. You generally can't change plans during the year if this happens.
- Plans may include fitness and wellness benefits.
- [Medicare Advantage Plans](#) can't charge more than Original Medicare for certain services, like chemotherapy, dialysis, and [skilled nursing facility care](#).
- Medicare Advantage Plans have a yearly limit on your out-of-pocket costs for medical services. Once you reach this limit, you'll pay nothing for covered services. Each plan can have a different limit, and the limit can change each year. You should consider this when choosing a plan.

Definitions  
of [blue](#) words  
are on pages  
129–132.

### Joining and leaving

- You can join a [Medicare Advantage Plan](#) even if you have a pre-existing condition, except for End-Stage Renal Disease (ESRD), for which there are special rules. See page 69.
- **You can only join or leave a Medicare Advantage Plan at certain times during the year.** See pages 75–76.
- Each year, Medicare Advantage Plans can choose to leave Medicare or make changes to the services they cover and what you pay. If the plan decides to stop participating in Medicare, you'll have to join another Medicare Advantage Plan or return to Original Medicare. See page 104.
- Medicare Advantage Plans must follow certain rules when giving you information about how to join their plan. See page 115 for more information about these rules and how to protect your personal information.

### Prescription drug coverage

You usually get prescription drug coverage (Part D) through the Medicare Advantage Plan. In certain types of plans that can't offer drug coverage (like MSA plans) or choose not to offer (like some PFFS plans) drug coverage, you can join a separate Medicare Prescription Drug Plan. **If you're in a Medicare Advantage HMO or PPO, and you join a separate Medicare Prescription Drug Plan, you'll be disenrolled from your Medicare Advantage Plan and returned to Original Medicare.**

### Who can join?

You must meet these conditions to join a Medicare Advantage Plan:

- You have Part A and Part B.
- You live in the plan's [service area](#).
- You don't have End-Stage Renal Disease (ESRD), except as explained on page 69.
- You're a U.S. citizen or lawfully present in the United States.

If you're interested in enrolling in Part D but can't pay a separate [premium](#), a Medicare Advantage Plan with drug coverage may be a good option. See page 83.

Definitions of [blue](#) words are on pages 129–132.

### What if I have other coverage?

Talk to your employer, union, or other benefits administrator about their rules before you join a [Medicare Advantage Plan](#). In some cases, joining



a Medicare Advantage Plan might cause you to lose your employer or union coverage. If you lose coverage for yourself, you may also lose coverage for your spouse and dependents. In other cases, if you join a Medicare Advantage Plan, you may still be able to use your employer or union coverage along with the Medicare Advantage Plan you join. **Remember, if you lose your employer or union coverage, you may not be able to get it back.**

### What if I have a Medicare Supplement Insurance (Medigap) Policy?

You can't enroll in (and don't need) a Medicare Supplement Insurance (Medigap) policy while you're in a Medicare Advantage Plan. You can't use it to pay for any expenses ([copayments](#), [deductibles](#), and [premiums](#)) you have under a Medicare Advantage Plan. If you already have a Medigap policy and join a Medicare Advantage Plan, you'll probably want to drop your Medigap policy. **If you drop your Medigap policy, you may not be able to get it back.** See page 81.

### What if I have End-Stage Renal Disease (ESRD)?

If you have End-Stage Renal Disease (ESRD), you can only join a Medicare Advantage Plan in certain situations:

- If you're already in a Medicare Advantage Plan when you develop ESRD, you can stay in your plan or you may be able to join another Medicare Advantage Plan offered by the same company.
- If you're in a Medicare Advantage Plan, and the plan leaves Medicare or no longer provides coverage in your area, you have a one-time right to join another Medicare Advantage Plan.
- If you have an employer or union health plan or other health coverage through a company that offers one or more Medicare Advantage Plan(s), you may be able to join one of that company's Medicare Advantage Plans.
- If you've had a successful kidney transplant, you may be able to join a Medicare Advantage Plan.
- You may be able to join a Medicare Special Needs Plan (SNP) that covers people with ESRD if one is available in your area.



For more information, visit [Medicare.gov/publications](https://www.medicare.gov/publications) to view the booklet “Medicare Coverage of Kidney Dialysis & Kidney Transplant Services.”

**Note:** If you have ESRD and Original Medicare, you may join a Medicare Prescription Drug Plan.

### What do I pay?

Your out-of-pocket costs in a [Medicare Advantage Plan](#) depend on:

- Whether the plan charges a monthly [premium](#). You pay this in addition to the Part B premium.
- Whether the plan pays any of your monthly Medicare premiums.
- Whether the plan has a yearly [deductible](#) or any additional deductibles for certain services.
- How much you pay for each visit or service ([copayments](#) or [coinsurance](#)).
- The type of health care services you need and how often you get them.
- Whether you go to a doctor or supplier who accepts [assignment](#) (if you're in a Preferred Provider Organization, Private Fee-for-Service Plan, or Medical Savings Account Plan and you go out-of-network). See page 64 for more information about assignment.
- Whether you get services from a network provider or a provider that doesn't contract with the plan.
- Whether you need extra benefits and if the plan charges for them.
- The plan's yearly limit on your out-of-pocket costs for all medical services. Once you reach this limit, you'll pay nothing for covered services.
- Whether you have Medicaid or get help from your state.



To learn more about your costs in specific Medicare Advantage Plans, visit [Medicare.gov/find-a-plan](https://www.medicare.gov/find-a-plan).

## Types of Medicare Advantage Plans

# HMO

### Health Maintenance Organization (HMO) plan

#### Can I get my health care from any doctor, other health care provider, or hospital?

No. You generally must get your care and services from doctors, other health care providers, or hospitals in the plan's network (except emergency care, out-of-area urgent care, or out-of-area dialysis). In some plans, you may be able to go out-of-network for certain services, usually for a higher cost. This is called an HMO with a point-of-service (POS) option.

#### Are prescription drugs covered?

In most cases, yes. If you want Medicare drug coverage, you must join an HMO plan that offers prescription drug coverage.

#### Do I need to choose a **primary care doctor**?

In most cases, yes.

#### Do I have to get a **referral** to see a **specialist**?

In most cases, yes. Certain services, like yearly screening mammograms, don't require a referral.

#### What else do I need to know about this type of plan?

- If your doctor or other health care provider leaves the plan's network, your plan will notify you. You may choose another doctor in the plan's network.
- If you get health care outside the plan's network, you may have to pay the full cost.
- It's important that you follow the plan's rules, like getting prior approval for a certain service when needed.
- If you need more information than what's listed on this page, check with the plan.

Definitions  
of **blue** words  
are on pages  
129–132.

## PPO

**Preferred Provider Organization (PPO) plan****Can I get my health care from any doctor, other health care provider, or hospital?**

In most cases, yes. PPOs have network doctors, other health care providers, and hospitals, but you can also use out-of-network providers for covered services, usually for a higher cost.

**Are prescription drugs covered?**

In most cases, yes. If you want Medicare drug coverage, you must join a PPO plan that offers prescription drug coverage.

**Do I need to choose a **primary care doctor**?**

No.

**Do I have to get a **referral** to see a specialist?**

In most cases, no.

**What else do I need to know about this type of plan?**

- PPO plans aren't the same as Original Medicare or Medigap.
- Medicare PPO plans usually offer more benefits than Original Medicare, but you may have to pay extra for these benefits.
- If you need more information than what's listed on this page, check with the plan.

Definitions  
of blue words  
are on pages  
129–132.



# PFFS

## Private Fee-for-Service (PFFS) plan

### Can I get my health care from any doctor, other health care provider, or hospital?

You can go to any Medicare-approved doctor, other health care provider, or hospital that accepts the plan's payment terms and agrees to treat you. Not all providers will. If you join a PFFS plan that has a network, you can also see any of the network providers who've agreed to always treat plan members. You can also choose an out-of-network doctor, hospital, or other provider, who accepts the plan's terms, but you may pay more.

### Are prescription drugs covered?

Sometimes. If your PFFS plan doesn't offer drug coverage, you can join a Medicare Prescription Drug Plan (Part D) to get coverage.

### Do I need to choose a **primary care doctor**?

No.

### Do I have to get a **referral** to see a **specialist**?

No.

### What else do I need to know about this type of plan?

- PFFS plans aren't the same as Original Medicare or Medigap.
- The plan decides how much you must pay for services.
- Some PFFS plans contract with a network of providers who agree to always treat you, even if you've never seen them before.
- Out-of-network doctors, hospitals, and other providers may decide not to treat you, even if you've seen them before.
- For each service you get, make sure your doctors, hospitals, and other providers agree to treat you under the plan and accept the plan's payment terms.
- In a medical emergency, doctors, hospitals, and other providers must treat you.
- If you need more information than what's listed on this page, check with the plan.

## SNP

**Special Needs Plan (SNP)****Can I get my health care from any doctor, other health care provider, or hospital?**

You generally must get your care and services from doctors, other health care providers, or hospitals in the plan's network (except emergency care, out-of-area urgent care, or out-of-area dialysis).

**Are prescription drugs covered?**

Yes. All SNPs must provide Medicare prescription drug coverage (Part D).

**Do I need to choose a **primary care doctor**?**

Generally, yes.

**Do I have to get a **referral** to see a **specialist**?**

In most cases, yes. Certain services, like yearly screening mammograms, don't require a referral.

**What else do I need to know about this type of plan?**

- A plan must limit membership to these groups: 1) people who live in certain **institutions** (like nursing homes) or who require nursing care at home, or 2) people who are eligible for both Medicare and Medicaid, or 3) people who have specific chronic or disabling conditions (like diabetes, End-Stage Renal Disease, HIV/AIDS, chronic heart failure, or dementia). Plans may further limit membership.
- Plans will coordinate the services and providers you need to help you stay healthy and follow doctors' or other health care providers' orders.
- Visit [Medicare.gov/find-a-plan](https://www.Medicare.gov/find-a-plan) to see if there are SNPs available in your area.
- If you need more information than what's listed on this page, check with the plan.

Definitions  
of **blue** words  
are on pages  
129–132.

## When can I join, switch, or drop a Medicare Advantage Plan?

- When you first become eligible for Medicare, you can sign up during your Initial Enrollment Period. See page 21.
- If you have Part A coverage and you get Part B for the first time during the General Enrollment Period, you can also join a [Medicare Advantage Plan](#). Your coverage may not start until July 1. See page 22.
- Between October 15–December 7, anyone with Medicare can join, switch, or drop a Medicare Advantage Plan. Your coverage will begin on January 1, as long as the plan gets your request by December 7.

## Can I make changes to my coverage after December 7?

Between January 1–February 14, if you're in a Medicare Advantage Plan, you can leave that plan and switch to Original Medicare. If you switch to Original Medicare during this period, you'll have until February 14 to also join a Medicare Prescription Drug Plan to add drug coverage. Your coverage will begin the first day of the month after the plan gets your enrollment request. During this period, you **can't**:

- Switch from Original Medicare to a Medicare Advantage Plan.
- Switch from one Medicare Advantage Plan to another.
- Switch from one Medicare Prescription Drug Plan to another.
- Join, switch, or drop a Medicare Medical Savings Account Plan.

## Special Enrollment Periods

In most cases, you must stay enrolled for the calendar year starting the date your coverage begins. However, in certain situations, you may be able to join, switch, or drop a Medicare Advantage Plan during a Special Enrollment Period. Some examples are:

- You move out of your plan's [service area](#).
- You have Medicaid.
- You qualify for [Extra Help](#). See pages 97–98.
- You live in an [institution](#) (like a nursing home).

### 5-star Special Enrollment Period

You can switch to a [Medicare Advantage Plan](#) or Medicare Cost Plan (see page 77) that has **5 stars for its overall star rating** from December 8, 2017–November 30, 2018. You can only use this Special Enrollment Period once during this timeframe. The overall star ratings are available at [Medicare.gov/find-a-plan](https://www.Medicare.gov/find-a-plan). See page 120 for more information.

#### Important!

You may lose your prescription drug coverage if you move from a Medicare Advantage Plan that has drug coverage to a 5-star Medicare Advantage Plan that doesn't. You'll have to wait until the next Open Enrollment Period to get drug coverage, and you may have to pay a Part D late enrollment penalty. See pages 89–91.

### How do I switch?

Follow these steps if you're already in a Medicare Advantage Plan and want to switch:

- **To switch to a new Medicare Advantage Plan**, simply join the plan you choose during one of the enrollment periods explained on pages 75–76. You'll be disenrolled automatically from your old plan when your new plan's coverage begins.
- **To switch to Original Medicare**, contact your current plan, or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. If you don't have drug coverage, you should consider joining a Medicare Prescription Drug Plan to avoid paying a penalty if you decide to join later. You may also want to consider joining a Medicare Supplement Insurance (Medigap) policy if you're eligible. See page 79 for more information about buying a Medigap policy.

For more information on joining, dropping, and switching plans, visit [Medicare.gov](https://www.Medicare.gov) or call 1-800-MEDICARE.

Definitions  
of [blue](#) words  
are on pages  
129–132.

## Are there other types of Medicare health plans?

Some types of [Medicare health plans](#) that provide health care coverage aren't Medicare Advantage Plans but are still part of Medicare. Some of these plans provide Medicare Part A (Hospital Insurance) and Medicare Part B (Medical Insurance) coverage, while others provide only Part B coverage. In addition, some also provide Part D prescription drug coverage. These plans have some of the same rules as [Medicare Advantage Plans](#). However, each type of plan has special rules and exceptions, so you should contact any plans you're interested in to get more details.

### Medicare Cost Plans

Medicare Cost Plans are a type of Medicare health plan available in certain areas of the country. Here's what you should know about Medicare Cost Plans:

- You can join even if you only have Part B.
- If you have Part A and Part B and go to a non-network provider, the services are covered under Original Medicare. You'll pay the Part A and Part B [coinsurance](#) and [deductibles](#).
- You can join anytime the Cost Plan is accepting new members.
- You can leave anytime and return to Original Medicare.
- You can either get your Medicare prescription drug coverage from the Cost Plan (if offered), or you can join a Medicare Prescription Drug Plan. Even if the Cost Plan offers prescription drug coverage, you can choose to get drug coverage from a different plan.

**Note:** You can add or drop Medicare prescription drug coverage only at certain times. See pages 84–85.



For more information about Medicare Cost Plans, visit the Medicare Plan Finder at [Medicare.gov/find-a-plan](https://www.medicare.gov/find-a-plan). Your State Health Insurance Assistance Program (SHIP) can also give you more information. See pages 125–128 for the phone number.

## Programs of All-inclusive Care for the Elderly (PACE)

PACE is a Medicare and Medicaid program offered in many states that allows people who otherwise need a nursing home-level of care to remain in the community. To qualify for PACE, you must meet these conditions:

- You're 55 or older.
- You live in the [service area](#) of a PACE organization.
- You're certified by your state as needing a nursing home-level of care.
- At the time you join, you're able to live safely in the community with the help of PACE services.

PACE provides coverage for many services, including prescription drugs, doctor or other health care practitioner visits, transportation, home care, hospital visits, and even nursing home stays whenever necessary.

If you have Medicaid, you won't have to pay a monthly [premium](#) for the long-term care portion of the PACE benefit. If you have Medicare but not Medicaid, you'll be charged a monthly premium to cover the long-term care portion of the PACE benefit and a premium for Medicare Part D drugs. However, in PACE, there's never a [deductible](#) or [copayment](#) for any drug, service, or care approved by the PACE team of health care professionals.

Contact your Medicaid office to find out if you qualify for a PACE program near you. Visit [Medicare.gov/contacts](https://www.medicare.gov/contacts), or call 1-800-MEDICARE (1-800-633-4227) to get the phone number. TTY users should call 1-877-486-2048.

## Medicare Innovation Projects

Medicare develops innovative models, [demonstrations](#), and pilot projects to test and measure the effect of potential changes in Medicare.



These projects help to find new ways to improve health care quality and reduce costs. Usually, they operate only a limited time for a specific group of people and/or are offered only in specific areas. To learn more about the current Medicare models, demonstrations, and pilot projects, visit [innovation.cms.gov](https://www.innovation.cms.gov). You can also call 1-800-MEDICARE.

Definitions  
of [blue](#) words  
are on pages  
129–132.

# Section 6:

## What are Medicare Supplement Insurance (Medigap) Policies?

---

Original Medicare pays for much, but not all, of the cost for health care services and supplies. Medicare Supplement Insurance policies, sold by private companies, can help pay some of the remaining health care costs, like **copayments**, **coinsurance**, and **deductibles**. **Medicare Supplement Insurance policies are also called Medigap policies.**

Some Medigap policies also offer coverage for services that Original Medicare doesn't cover, like medical care when you travel outside the U.S. Generally, Medigap policies don't cover long-term care (like care in a nursing home), vision or dental care, hearing aids, eyeglasses, or private-duty nursing.

### **Medigap policies are standardized**

Every Medigap policy must follow federal and state laws designed to protect you, and they must be clearly identified as "Medicare Supplement Insurance." Insurance companies can sell you only a "standardized" policy identified in most states by letters A through D, F through G, and K through N. All policies offer the same basic benefits, but some offer additional benefits so you can choose which one meets your needs. In Massachusetts, Minnesota, and Wisconsin, Medigap policies are standardized in a different way.



## How do I compare Medigap policies?

The chart below shows basic information about the different benefits that Medigap policies cover. If a percentage appears, the Medigap plan covers that percentage of the benefit, and you're responsible for the rest.

	Medicare Supplement Insurance (Medigap) plans									
Benefits	A	B	C	D	F*	G	K	L	M	N
Medicare Part A coinsurance and hospital costs (up to an additional 365 days after Medicare benefits are used)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Medicare Part B coinsurance or copayment	100%	100%	100%	100%	100%	100%	50%	75%	100%	100%**
Blood (first 3 pints)	100%	100%	100%	100%	100%	100%	50%	75%	100%	100%
Part A hospice care coinsurance or copayment	100%	100%	100%	100%	100%	100%	50%	75%	100%	100%
Skilled nursing facility care coinsurance			100%	100%	100%	100%	50%	75%	100%	100%
Part A deductible		100%	100%	100%	100%	100%	50%	75%	50%	100%
Part B deductible			100%		100%					
Part B excess charges					100%	100%				
Foreign travel emergency (up to plan limits)			80%	80%	80%	80%			80%	80%
							Out-of-pocket limit in 2017			
							\$5,120	\$2,560		

\* Plan F also offers a high-deductible plan in some states. If you choose this option, this means you must pay for Medicare-covered costs (coinsurance, copayments, and deductibles) up to the deductible amount of \$2,200 in 2017 before your policy pays anything.

\*\* Plan N pays 100% of the Part B coinsurance, except for a copayment of up to \$20 for some office visits and up to a \$50 copayment for emergency room visits that don't result in an inpatient admission.



## What else should I know about Medicare Supplement Insurance (Medigap)?

### Important facts

- You must have Part A and Part B.
- You pay the private insurance company a monthly **premium** for your Medigap policy in addition to your monthly Part B premium that you pay to Medicare. Contact the company to find out how to pay your premium.
- A Medigap policy only covers one person. Spouses must buy separate policies.
- You can't have prescription drug coverage in both your Medigap policy and a Medicare drug plan. See page 94.
- It's important to compare Medigap policies since the costs can vary and may go up as you get older. Some states limit Medigap premium costs.
- In some states, you may be able to buy another type of Medigap policy called Medicare SELECT. If you buy a Medicare SELECT policy, you have rights to change your mind within 12 months and switch to a standard Medigap policy.

### When to buy

- The best time to buy a Medigap policy is during your Medigap Open Enrollment Period. This 6-month period begins on the first day of the month in which you're 65 or older **and** enrolled in Part B. (Some states have additional Open Enrollment Periods.) After this enrollment period, you may not be able to buy a Medigap policy. If you're able to buy one, it may cost more.
- If you delay enrolling in Part B because you have group health coverage based on your (or your spouse's) current employment, your Medigap Open Enrollment Period won't start until you sign up for Part B.
- Federal law generally doesn't require insurance companies to sell Medigap policies to people under 65. If you're under 65, you might not be able to buy the Medigap policy you want, or any Medigap policy, until you turn 65. However, some states require Medigap insurance companies to sell Medigap policies to people under 65. If you're able to buy one, it may cost more.

Definitions of **blue** words are on pages 129–132.

## How does Medigap work with Medicare Advantage Plans?

- If you have a [Medicare Advantage Plan](#) (like an HMO or PPO), it's illegal for anyone to sell you a Medigap policy unless you're switching back to Original Medicare. If you're not planning to leave your Medicare Advantage Plan, and someone tries to sell you a Medigap policy, report it to your State Insurance Department.
- If you have a Medigap policy and join a Medicare Advantage Plan, you may want to drop your Medigap policy. Your Medigap policy **can't** be used to pay your Medicare Advantage Plan [copayments](#), [deductibles](#), and [premiums](#). If you want to cancel your Medigap policy, contact your insurance company. In most cases, if you drop your Medigap policy to join a Medicare Advantage Plan, you won't be able to get it back.
- If you join a Medicare Advantage Plan for the first time, and you aren't happy with the plan, you'll have special rights under federal law to buy a Medigap policy if you return to Original Medicare within 12 months of joining.
  - If you had a Medigap policy before you joined, you may be able to get the same policy back if the company still sells it. If it isn't available, you can buy another Medigap policy.
  - If you joined a Medicare Advantage Plan when you were first eligible for Medicare, you can choose from any Medigap policy within the first year of joining.
  - You may be able to join a Medicare Prescription Drug Plan.
  - Some states provide additional special rights.

## Where can I get more information?

- Visit [Medicare.gov](https://www.Medicare.gov) to find policies in your area.
- Visit [Medicare.gov/publications](https://www.Medicare.gov/publications) to view the booklet "Choosing a Medigap Policy: A Guide to Health Insurance for People with Medicare."
- Call your State Insurance Department. Visit [Medicare.gov/contacts](https://www.Medicare.gov/contacts), or call 1-800-MEDICARE (1-800-633-4227) to get the phone number. TTY users can call 1-877-486-2048.
- Call your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number.

Definitions of [blue](#) words are on pages 129–132.

# Section 7:

## Get Information about Prescription Drug Coverage (Part D)

### How does Medicare prescription drug coverage (Part D) work?

Medicare prescription drug coverage is an optional benefit. Medicare offers drug coverage to everyone with Medicare. Even if you don't take prescriptions now, you should consider joining a Medicare drug plan. If you decide not to join a Medicare drug plan when you're first eligible, and you don't have other [creditable prescription drug coverage](#) or get [Extra Help](#), you'll likely pay a late enrollment penalty if you join a plan later. Generally, you'll pay this penalty for as long as you have Medicare prescription drug coverage. See pages 89–91. To get Medicare prescription drug coverage, you must join a plan approved by Medicare that offers Medicare drug coverage. Each plan can vary in cost and specific drugs covered. Visit the Medicare Plan Finder at [Medicare.gov/find-a-plan](https://www.Medicare.gov/find-a-plan) for more information about plans in your area.

There are 2 ways to get Medicare prescription drug coverage:

1. **Medicare Prescription Drug Plans.** These plans (sometimes called “PDPs”) add drug coverage to Original Medicare, some Medicare Cost Plans, some Medicare Private Fee-for-Service (PFFS) plans, and Medicare Medical Savings Account (MSA) plans. You must have Part A **and/or** Part B to join a Medicare Prescription Drug Plan.
2. **Medicare Advantage Plans (like HMOs or PPOs) or other Medicare health plans that offer Medicare prescription drug coverage.** You get all of your Part A, Part B, and prescription drug coverage (Part D), through these plans. Medicare

Advantage Plans with prescription drug coverage are sometimes called “MA-PDs.” Remember, you must have Part A **and** Part B to join a [Medicare Advantage Plan](#), and not all of these plans offer drug coverage.

In either case, you must live in the [service area](#) of the Medicare drug plan you want to join. **Both types of plans are called “Medicare drug plans” in this handbook.**

**Important!****If you have employer or union coverage**

**Call your benefits administrator before you make any changes, or sign up for any other coverage.** Signing up for other coverage could cause you to lose your employer or union health and drug coverage for you and your dependents. If you lose your employer or union coverage, you may not be able to get it back. If you want to know how Medicare prescription drug coverage works with other drug coverage you may have, see pages 94–96.

**When can I join, switch, or drop a Medicare drug plan?**

- When you first become eligible for Medicare, you can join during your Initial Enrollment Period. See page 21.
- If you get Part B for the first time during the General Enrollment Period, you can also join a Medicare drug plan from April 1 – June 30. Your coverage will start on July 1. See page 22.
- You can join, switch, or drop during Open Enrollment, between October 15–December 7 each year. Your changes will take effect on January 1 of the following year, as long as the plan gets your request during Open Enrollment.
- If you qualify for a Special Enrollment Period. See the next page.

Definitions of [blue](#) words are on pages 129–132.

## Special Enrollment Periods

You generally must stay enrolled for the calendar year. However, in certain situations, you may be able to join, switch, or drop Medicare drug plans at other times. Some examples are if you:

- Move out of your plan's [service area](#).
- Lose other [creditable prescription drug coverage](#).
- Live in an [institution](#) (like a nursing home).
- Have Medicaid.
- Qualify for [Extra Help](#). See pages 97–98.

## 5-star Special Enrollment Period

You can switch to a Medicare Prescription Drug Plan that has **5 stars for its overall star rating** from December 8, 2017 – November 30, 2018. You can only use this Special Enrollment Period once during this timeframe. The overall star ratings are available at [Medicare.gov/find-a-plan](https://www.Medicare.gov/find-a-plan).

### Important!

## If you have a Medicare Advantage Plan

If you're in a Medicare Advantage HMO or PPO, and you join a separate Medicare Prescription Drug Plan, you'll be disenrolled from your Medicare Advantage Plan and returned to Original Medicare.

## How do I switch?

You can switch to a new Medicare drug plan simply by joining another drug plan during one of the times listed on pages 84–85. **You don't need to cancel your old Medicare drug plan.** Your old Medicare drug plan coverage will end when your new drug plan coverage begins. You should get a letter from your new Medicare drug plan telling you when your coverage with the new plan begins.

## How do I drop a Medicare drug plan?

If you want to drop your Medicare drug plan and don't want to join a new plan, you can only do so during certain times. See pages 84–85. You can disenroll by calling 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. You can also send a letter to the plan to tell them you want to disenroll. If you drop your plan and want to join another Medicare drug plan later, you have to wait for an enrollment period. You may have to pay a late enrollment penalty if you don't have creditable prescription drug coverage. See pages 89–91.

## Read the information you get from your plan

If you're in a [Medicare Advantage Plan](#), review the “Evidence of Coverage” (EOC) and “Annual Notice of Change” (ANOC) your plan sends you each year. The EOC gives you details about what the plan covers, how much you pay, and more. The ANOC includes any changes in coverage, costs, provider networks, [service area](#), and more that will be effective in January. If you don't get these important documents before the start of Open Enrollment, contact your plan.

## How much do I pay?

Below and continued on the next page are descriptions of what you pay in your Medicare drug plan. **Your actual drug plan costs will vary depending on:**

- Your prescriptions and whether they're on your plan's [formulary](#) (list of covered drugs) and depending on what “tier” the drug is in. See page 91.
- The plan you choose. Remember, plan costs can change each year.
- Which pharmacy you use (whether it offers preferred or standard cost sharing, is out-of-network, or is mail order).
- Whether you get [Extra Help](#) paying your Part D costs. See pages 97–98.

## Monthly premium

Most drug plans charge a monthly fee that varies by plan. You pay this in addition to the Part B premium. If you're in a Medicare Advantage Plan (like an HMO or PPO) or a Medicare Cost Plan that includes Medicare prescription drug coverage, the monthly premium may include an amount for prescription drug coverage.

**Note:** Contact your drug plan (not Social Security or the Railroad Retirement Board (RRB)) if you want your premium deducted from your monthly Social Security or RRB payment. If you want to stop premium deductions and get billed directly, contact your drug plan.

Definitions of [blue](#) words are on pages 129–132.

**Important!**

If you have a **higher income**, you might pay more for your **Part D coverage**. If your income is above a certain limit (\$85,000 if you file individually or \$170,000 if you're married and file jointly), you'll pay an extra amount in addition to your plan **premium** (sometimes called "Part D-IRMAA"). This doesn't affect everyone, so most people won't have to pay a higher amount.

Usually, the extra amount will be deducted from your Social Security check. If you get benefits from the Railroad Retirement Board (RRB), the extra amount will be deducted from your RRB check. **If you're billed the amount by Medicare or the RRB, you must pay the extra amount to Medicare or the RRB and not your plan.** If you don't pay the extra amount, you could lose your Part D coverage. You may not be able to enroll in another plan right away and you may have to pay a late enrollment penalty for as long as you have Part D.

If you have to pay an extra amount and you disagree (for example, you have a life event that lowers your income), visit [socialsecurity.gov](https://www.socialsecurity.gov) or call Social Security at 1-800-772-1213. TTY users can call 1-800-325-0778.

### **Yearly deductible**

This is the amount you must pay before your drug plan begins to pay its share of your covered drugs. Some drug plans don't have a deductible.

### **Copayments or coinsurance**

These are the amounts you pay for your covered prescriptions after the deductible (if the plan has one). You pay your share and your drug plan pays its share for covered drugs. The amounts may vary based on the cost of the drugs, and the amounts could change throughout the year.

## Coverage gap

Most Medicare drug plans have a coverage gap (also called the “donut hole”). The coverage gap begins after you and your drug plan together have spent a certain amount for covered drugs. In 2018, once you enter the coverage gap, you pay 35% of the plan’s cost for covered brand-name drugs and 44% of the plan’s cost for covered generic drugs until you reach the end of the coverage gap. Not everyone will enter the coverage gap because their drug costs won’t be high enough.



These costs (sometimes called true out-of-pocket, or “TrOOP,” costs) all **count** toward you getting out of the coverage gap:

- Your yearly [deductible](#), [coinsurance](#), and [copayments](#)
- The discount you get on covered brand-name drugs in the coverage gap
- What you pay in the coverage gap

The drug plan [premium](#) and what you pay for drugs that aren’t covered **don’t count** toward getting you out of the coverage gap.

Some plans offer additional cost sharing reductions in the gap beyond the standard benefits and discounts on brand-name and generic drugs, but they may charge a higher monthly premium. Check with the plan first to see if your drugs would have additional cost-sharing reductions during the gap.

Definitions of [blue](#) words are on pages 129–132.

## Catastrophic coverage

Once you get out of the coverage gap, you automatically get “catastrophic coverage.” With catastrophic coverage, you only pay a reduced coinsurance amount or copayment for covered drugs for the rest of the year.

**Note:** If you get [Extra Help](#), you won’t have some of these costs. See pages 97–98.

### Important!

Visit [Medicare.gov/find-a-plan](https://www.Medicare.gov/find-a-plan) to get specific Medicare drug plan costs and call the plans you’re interested in to get more details. For help comparing plan costs, contact your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number.



## What's the Part D late enrollment penalty?

The late enrollment penalty is an amount that's added to your Part D [premium](#). You may owe a late enrollment penalty if at any time after your Initial Enrollment Period is over, there's a period of 63 or more days in a row when you don't have Part D or other [creditable prescription drug coverage](#). You'll generally have to pay the penalty for as long as you have Part D coverage.

**Note:** If you get [Extra Help](#), you don't pay a late enrollment penalty.

### 3 ways to avoid paying a penalty:

- 1. Join a Medicare drug plan when you're first eligible.** Even if you don't take prescriptions now, you should consider joining a Medicare drug plan to avoid a penalty. You may be able to find a plan that meets your needs with little to no monthly premiums. You can also choose to get your prescription drug coverage through a [Medicare Advantage Plan](#). See pages 4–6 to learn more about your choices.
- 2. Enroll in a Medicare drug plan if you lose other creditable coverage.** Creditable prescription drug coverage could include drug coverage from a current or former employer or union, TRICARE, Indian Health Service, the Department of Veterans Affairs, or health coverage. Your plan must tell you each year if your drug coverage is creditable coverage. If you go 63 days or more in a row without a Medicare drug plan or other creditable coverage, you may have to pay a penalty if you join later.
- 3. Tell your plan about any drug coverage you had if they ask about it.** If you don't tell the plan about your creditable prescription drug coverage, you may have to pay a penalty for as long as you have Part D coverage.

**How much more will I pay?**

The cost of the late enrollment penalty depends on how long you didn't have **creditable prescription drug coverage**. Currently, the late enrollment penalty is calculated by multiplying 1% of the “national base beneficiary **premium**” (\$35.63 in 2017) by the number of full, uncovered months that you were eligible but didn't join a Medicare drug plan and went without other creditable prescription drug coverage. The final amount is rounded to the nearest \$.10 and added to your monthly premium. Since the “national base beneficiary premium” may increase each year, the penalty amount may also increase each year. After you join a Medicare drug plan, the plan will tell you if you owe a penalty and what your premium will be.

**Example:**

Mrs. Martin didn't join when she was first eligible—by June 2014. She doesn't have prescription drug coverage from any other source. She joined a Medicare drug plan during the 2016 Open Enrollment Period, and her coverage began on January 1, 2017.

Since Mrs. Martin was without creditable prescription drug coverage from July 2014–December 2016, her penalty in 2017 is 30% (1% for each of the 30 months) of \$35.63 (the national base beneficiary premium for 2017), which is \$10.68. The monthly penalty is rounded to the nearest \$.10, so she'll be charged \$10.70 each month in addition to her plan's monthly premium in 2017. She'll continue to pay a penalty for as long as she has Part D coverage, and the amount may go up each year.

**Here's the math:**

**.30** (30% penalty) × **\$35.63** (2017 base beneficiary premium) = **\$10.68**

**\$10.68** (rounded to the nearest \$0.10) = **\$10.70**

**\$10.70** = Mrs. Martin's monthly late enrollment penalty for 2017

Definitions  
of **blue** words  
are on pages  
129–132.

## What if I don't agree with the penalty?

If you disagree with your penalty, you can ask for a review or reconsideration. You'll need to fill out a reconsideration request form (that your Medicare drug plan will send you) by the date listed in the letter. You can provide proof that supports your case, like information about previous [creditable prescription drug coverage](#).

If you need help, call your plan.

## Which drugs are covered?

Information about a plan's list of covered drugs (called a “[formulary](#)”) isn't included in this handbook because each plan has its own formulary. Many Medicare drug plans place drugs into different “tiers” on their formularies. Drugs in each tier have a different cost. For example, a drug in a lower tier will generally



cost you less than a drug in a higher tier. In some cases, if your drug is in a higher tier and your prescriber (your doctor or other health care provider who's legally allowed to write prescriptions) thinks you need that drug instead of a similar drug in a lower tier, you or your prescriber can ask your plan for an exception to get a lower [copayment](#) for the drug in the higher tier. See page 106 for more information on exceptions.

Contact the plan for its current formulary, or visit the plan's website. You can also visit the Medicare Plan Finder at [Medicare.gov/find-a-plan](https://www.medicare.gov/find-a-plan), or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. Your plan will notify you of any formulary changes.

### Important!

Each month that you fill a prescription, your drug plan mails you an “Explanation of Benefits” (EOB) notice. Review your notice and check it for mistakes. Contact your plan if you have questions or find mistakes. If you suspect fraud, call the Medicare Drug Integrity Contractor (MEDIC) at 1-877-7SAFERX (1-877-772-3379). See page 115 for more information about the MEDIC.

### Plans may have these coverage rules:

- **Prior authorization**—You and/or your prescriber must contact the drug plan before you can fill certain prescriptions. Your prescriber may need to show that the drug is **medically necessary** for the plan to cover it.
- **Quantity limits**—Limits on how much medication you can get at a time.
- **Step therapy**—You must try one or more similar, lower-cost drugs before the plan will cover the prescribed drug.

Before your prescriptions are filled, your Medicare drug plan will also perform additional safety checks, such as checking for unsafe amounts of opioid pain medications.

**If you or your prescriber believe that one of these coverage rules should be waived, you can ask for an exception.** See page 106.

### Do you get automatic prescription refills in the mail?



Some people with Medicare get their prescription drugs by using an “automatic refill” service that automatically delivers prescription drugs when they’re about to run out. To make sure you still need a prescription before they send you a refill, prescription drug plans should get your approval to deliver a new or refilled prescription before each delivery, except when you ask for the refill or new prescription. If you get a prescription automatically by mail that you don’t want, and you weren’t contacted to see if you wanted it before it shipped, you may be eligible for a refund.

Definitions of **blue** words are on pages 129–132.

## Medication Therapy Management (MTM) Program

Medicare drug plans offer additional Medication Therapy Management (MTM) services to members who meet certain requirements. Members who qualify can get these MTM services to help them understand how to manage their medications and use them safely. The MTM services offered may vary in some plans. MTM services are free and usually include a discussion with a pharmacist or health care provider to review your medications. The pharmacist or health care provider may talk with you about:

- How well your medications are working
- Whether your medications have side effects
- If there might be interactions between the drugs you're taking
- Whether your costs can be lowered
- Other problems you're having

Visit [Medicare.gov/find-a-plan](https://www.medicare.gov/find-a-plan) to get general information about program eligibility for your Medicare drug plan or for other plans that interest you. Contact each drug plan for specific details.

## How do other insurance and programs work with Part D?

The charts on this page and the next 2 pages provide information about how other insurance you have works with, or is affected by, Medicare prescription drug coverage (Part D).

**Employer or union health coverage**—Health coverage from your, your spouse's, or other family member's current or former employer or union. If you have prescription drug coverage based on your current or previous employment, your employer or union will notify you each year to let you know if your prescription drug coverage is creditable. **Keep the information you get.** Call your benefits administrator for more information before making any changes to your coverage.

**Note:** If you join a Medicare drug plan, you, your spouse, or your dependents may lose your employer or union health coverage.

**COBRA**—This is a federal law that may allow you to temporarily keep employer or union health coverage after the employment ends or after you lose coverage as a dependent of the covered employee. As explained on pages 22–23, there may be reasons why you should take Part B instead of, or in addition to, COBRA coverage. However, if you take COBRA and it includes [creditable prescription drug coverage](#), you'll have a Special Enrollment Period to join a Medicare drug plan without paying a penalty when the COBRA coverage ends. Talk with your State Health Insurance Assistance Program (SHIP) to see if COBRA is a good choice for you. See pages 125–128 for the phone number.

**Medicare Supplement Insurance (Medigap) policy with prescription drug coverage**—You may choose to join a Medicare drug plan because most Medigap drug coverage isn't creditable, and you may pay more if you join a drug plan later. See pages 89–91. Medigap policies can no longer be sold with prescription drug coverage, but if you have drug coverage under a current Medigap policy, you can keep it. If you join a Medicare drug plan, tell your Medigap insurance company so they can remove the prescription drug coverage under your Medigap policy and adjust your [premiums](#). Call your Medigap insurance company for more information.

**Note:** Keep any [creditable prescription drug coverage](#) information you get from your plan. You may need it if you decide to join a Medicare drug plan later. Don't send creditable coverage letters or certificates to Medicare.

## How does other government insurance work with Part D?

These types of insurance are all considered creditable prescription drug coverage, and in most cases, it will be to your advantage to keep this coverage if you have it.

**Federal Employee Health Benefits (FEHB) Program**—This is health coverage for current and retired federal employees and covered family members. FEHB plans usually include prescription drug coverage, so you don't need to join a Medicare drug plan. However, if you decide to join a Medicare drug plan, you can keep your FEHB plan, and in most cases, the [Medicare plan](#) will pay first. For more information for retirees, visit [opm.gov/healthcare-insurance/healthcare](https://www.opm.gov/healthcare-insurance/healthcare), or call the Office of Personnel Management at 1-888-767-6738. TTY users can call 1-800-878-5707. If you're an active federal employee, contact your Benefits Officer. Visit [apps.opm.gov/abo](https://apps.opm.gov/abo) for a list of Benefits Officers. You can also call your plan if you have questions.

**Veterans' benefits**—This is health coverage for veterans and people who have served in the U.S. military. You may be able to get prescription drug coverage through the U.S. Department of Veterans Affairs (VA) program. You may join a Medicare drug plan, but if you do, you can't use both types of coverage for the same prescription at the same time. For more information, visit [va.gov](https://www.va.gov), or call the VA at 1-800-827-1000. TTY users can call 1-800-829-4833.

**TRICARE (military health benefits)**—This is a health care plan for active-duty service members, military retirees, and their families. **Most people with TRICARE who are entitled to Part A must have Part B to keep TRICARE prescription drug benefits.** If you have TRICARE, you don't need to join a Medicare Prescription Drug Plan. However, if you do, your Medicare drug plan pays first, and TRICARE pays second.

If you join a [Medicare Advantage Plan](#) (like an HMO or PPO) with prescription drug coverage, your Medicare Advantage Plan and TRICARE may coordinate their benefits if your Medicare Advantage Plan network pharmacy is also a TRICARE network pharmacy. Otherwise, you can file your own claim to get paid back for your out-of-pocket expenses. For more information, visit [tricare.mil](http://tricare.mil), or call the TRICARE Pharmacy Program at 1-877-363-1303. TTY users can call 1-877-540-6261.

**Indian Health Service (IHS)**—The IHS is the primary health care provider to the American Indian/Alaska Native (AI/AN) Medicare population. The Indian health care system, consisting of tribal, urban, and federally operated IHS health programs, delivers a spectrum of clinical and preventive health services through a network of hospitals, clinics, and other entities. Many Indian health facilities participate in the Medicare prescription drug program. If you get prescription drugs through an Indian health facility, you'll continue to get drugs at no cost to you, and your coverage won't be interrupted. Joining a Medicare drug plan may help your Indian health facility because the drug plan pays the Indian health facility for the cost of your prescriptions. Talk to your local Indian health benefits coordinator who can help you choose a plan that meets your needs and tell you how Medicare works with the Indian health care system.

**Note:** If you're getting care through an IHS or tribal health facility or program without being charged, you can continue to do so for some or all of your care. Getting Medicare doesn't affect your ability to get services through the IHS and tribal health facilities.

Definitions  
of [blue](#) words  
are on pages  
128–132.



# Section 8:

## Get Help Paying Your Health & Prescription Drug Costs

### What if I need help paying my Medicare prescription drug costs?



If you have limited income and resources, you may qualify for help to pay for some health care and prescription drug costs.

**Note:** [Extra Help](#) isn't available in Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Mariana Islands, or American Samoa. See page 102 for information about programs that are available in those areas.

**Extra Help is a Medicare program to help people with limited income and resources pay Medicare prescription drug costs.** You may qualify for Extra Help if your yearly income and resources are below these limits in 2017:

- Single person—income less than \$18,090 and resources less than \$13,820 per year
- Married person living with a spouse and no other dependents—income less than \$24,360 and resources less than \$27,600 per year

These amounts may change in 2018. You may qualify even if you have a higher income (like if you still work, live in Alaska or Hawaii, or have dependents living with you). Resources include money in a checking or savings account, stocks, bonds, mutual funds, and Individual Retirement Accounts (IRAs). Resources **don't** include your home, car, household items, burial plot, up to \$1,500 for burial expenses (per person), or life insurance policies.

Definitions  
of [blue](#) words  
are on pages  
129–132.

If you qualify for [Extra Help](#) and join a Medicare drug plan, you'll:

- Get help paying your Medicare drug plan's costs.
- Have no coverage gap.
- Have no late enrollment penalty.
- Have the chance to switch plans at any time. Any change you make will take effect the first day of the following month.

**You automatically qualify for Extra Help if you have Medicare and meet any of these conditions:**

- You have full Medicaid coverage.
- You get help from your state Medicaid program paying your Part B [premiums](#) (in a Medicare Savings Program). See pages 99–100.
- You get Supplemental Security Income (SSI) benefits.

To let you know you automatically qualify for Extra Help, Medicare will mail you a purple letter that you should keep for your records. You don't need to apply for Extra Help if you get this letter.

- If you aren't already in a Medicare drug plan, you must join one to use this Extra Help.
- If you don't join a Medicare drug plan, Medicare may enroll you in one so that you'll be able to use the Extra Help. If Medicare enrolls you in a plan, you'll get a yellow or green letter letting you know when your coverage begins.
- Different plans cover different drugs. Check to see if the plan you're enrolled in covers the drugs you use and if you can go to the pharmacies you want. Visit [Medicare.gov/find-a-plan](https://www.medicare.gov/find-a-plan), or call 1-800-MEDICARE (1-800-633-4227) to compare with other plans in your area. TTY users can call 1-877-486-2048.
- If you have Medicaid and live in certain [institutions](#) (like a nursing home) or get home- and community-based services, you pay nothing for your covered prescription drugs.

**If you don't want to join a Medicare drug plan** (for example, because you want only your employer or union coverage), call the plan listed in your letter, or call 1-800-MEDICARE. Tell them you don't want to be in a Medicare drug plan (you want to “opt out”). If you continue to qualify for Extra Help or if your employer or union coverage is [creditable prescription drug coverage](#), you won't have to pay a penalty if you join later.

### Important!

If you have employer or union coverage and you join a Medicare drug plan, you may lose your employer or union coverage (for you and your dependents) even if you qualify for Extra Help. Call your employer's benefits administrator before you join a Medicare drug plan.

If you didn't automatically qualify for **Extra Help**, you can apply anytime:

- Visit [socialsecurity.gov/i1020](https://www.socialsecurity.gov/i1020) to apply online.
- Call Social Security at 1-800-772-1213. TTY users can call 1-800-325-0778.

Drug costs in 2018 for people who qualify will be no more than \$3.35 for each generic drug and \$8.35 for each brand-name drug. Look on the Extra Help letters you get, or contact your plan to find out your exact costs.

To get answers to your questions about Extra Help and help choosing a drug plan, call your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number. You can also call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

## What if I need help paying my Medicare health care costs?

### Medicare Savings Programs

If you have limited income and resources, you may be able to get help from your state to pay your Medicare costs if you meet certain conditions.

There are 4 kinds of Medicare Savings Programs:

1. **Qualified Medicare Beneficiary (QMB) Program**—If you're eligible, the QMB Program helps pay for Part A and/or Part B **premiums**. In addition, Medicare providers aren't allowed to bill you for Medicare **deductibles**, **coinsurance**, and **copayments** when you get services and items Medicare covers, except outpatient prescription drugs. Pharmacists may charge you up to a limited amount (no more than \$3.70 in 2017) for prescription drugs covered by Medicare Part D. (If you have QMB, you automatically get Extra Help. See page 97.)

To make sure your provider knows you have QMB, show both your Medicare and Medicaid or QMB card each time you get care. If you get a bill for medical care Medicare covers, call your provider about the charges. If you have Original Medicare, show your provider your Medicare Summary Notice (see page 63). It will show you have QMB and that you shouldn't be billed. Tell them that you have QMB and can't be charged for Medicare deductibles, coinsurance, and copayments. If this doesn't resolve the billing problem, call 1-800-MEDICARE. Medicare will ask the provider to stop improper billing, and refund any incorrect payments you made. If you're in a **Medicare Advantage Plan**, call your plan.

Definitions of **blue** words are on pages 129–132.

2. **Specified Low-Income Medicare Beneficiary (SLMB) Program**—Helps pay Part B [premiums](#) only.
3. **Qualifying Individual (QI) Program**—Helps pay Part B premiums only. You must apply each year for QI benefits and the applications are granted on a first-come first-served basis.
4. **Qualified Disabled and Working Individuals (QDWI) Program**—Helps pay Part A premiums only. You may qualify for this program if you have a disability and are working.

**Important!**

The names of these programs and how they work may vary by state. Medicare Savings Programs aren't available in Puerto Rico and the U.S. Virgin Islands.

**How do I qualify?**

In most cases, to qualify for a Medicare Savings Program, you must have income and resources below a certain limit.

Many states figure your income and resources differently, so you should check with your state to see if you qualify.

**For more information**

- Call or visit your Medicaid office, and ask for information about Medicare Savings Programs. To get the phone number for your state, visit [Medicare.gov/contacts](https://www.medicare.gov/contacts). You can also call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.
- Contact your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number.

**Medicaid**

Medicaid is a joint federal and state program that helps pay medical costs if you have limited income and/or resources and meet other requirements. Some people qualify for both Medicare and Medicaid and are called “**dual eligibles**.”

**What does Medicaid cover?**

- If you have Medicare and full Medicaid coverage, most of your health care costs are covered. You can get your Medicare coverage through Original Medicare or a [Medicare Advantage Plan](#) (like an HMO or PPO).

Definitions of [blue](#) words are on pages 129–132.

- If you have Medicare and/or full Medicaid coverage, Medicare covers your Part D prescription drugs. Medicaid may still cover some drugs and other care that Medicare doesn't cover.
- People with Medicaid may get coverage for services that Medicare may not or may partially cover, like nursing home care, personal care, and home- and community-based services.

### **How do I qualify?**

- Medicaid programs vary from state to state. They may also have different names, like “Medical Assistance” or “Medi-Cal.”
- Each state has different income and resource requirements.
- Many states have expanded their Medicaid programs to cover more people. Even if you were told you didn't qualify for Medicaid in the past, you may qualify under the new rules.
- In some states, you may need to be enrolled in Medicare, if eligible, to get Medicaid.
- Call your Medicaid office for more information and to see if you qualify. Visit [Medicare.gov/contacts](https://www.Medicare.gov/contacts), or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

### **Demonstration plans for people who have both Medicare and Medicaid**

Medicare is working with some states and health plans to offer [demonstration](#) plans for certain people who have both Medicare and Medicaid, called Medicare-Medicaid Plans. If you're interested in joining a Medicare-Medicaid Plan, visit [Medicare.gov/find-a-plan](https://www.Medicare.gov/find-a-plan) to see if one is available in your area and if you qualify. Call your Medicaid office for more information.

### **State Pharmacy Assistance Programs (SPAPs)**

Many states have SPAPs that help certain people pay for prescription drugs based on financial need, age, or medical condition. To find out if there's an SPAP in your state and how it works, call your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number.

## Pharmaceutical Assistance Programs (also called Patient Assistance Programs)

Many major drug manufacturers offer assistance programs for people with Medicare drug coverage who meet certain requirements. Visit [Medicare.gov/pharmaceutical-assistance-program](https://www.Medicare.gov/pharmaceutical-assistance-program) to learn more about Pharmaceutical Assistance Programs.

## Programs of All-inclusive Care for the Elderly (PACE)

PACE is a Medicare and Medicaid program offered in many states that allows people who need a nursing home-level of care to remain in the community. See page 78 for more information.

## Supplemental Security Income (SSI) benefits

SSI is a cash benefit paid by Social Security to people with limited income and resources who are disabled, blind, or 65 or older. SSI benefits aren't the same as Social Security retirement benefits.

You can visit [benefits.gov/ssa](https://www.benefits.gov/ssa), and use the “Benefit Eligibility Screening Tool” to find out if you're eligible for SSI or other benefits. Call Social Security at 1-800-772-1213 or contact your local Social Security office for more information. TTY users can call 1-800-325-0778.

**Note:** People who live in Puerto Rico, the U.S. Virgin Islands, Guam, or American Samoa can't get SSI.

## Programs for people who live in the U.S. territories



There are programs in Puerto Rico, the U.S. Virgin Islands, Guam, the Northern Mariana Islands, and American Samoa to help people with limited income and resources pay their Medicare costs. Programs vary in these areas. Call your Medicaid office to learn more. Visit [Medicare.gov/contacts](https://www.Medicare.gov/contacts), or call 1-800-MEDICARE (1-800-633-4227) to get the phone number. TTY users can call 1-877-486-2048.

Definitions of blue words are on pages 129–132.

# Section 9:

## Know Your Rights & Protect Yourself from Fraud

---

### What are my Medicare rights?

No matter how you get your Medicare, you have certain rights and protections. All people with Medicare have the right to:

- Be treated with dignity and respect at all times
- Be protected from discrimination
- Have personal and health information kept private
- Get information in a way they understand from Medicare, health care providers, and Medicare contractors
- Have questions about Medicare answered
- Have access to doctors, other health care providers, specialists, and hospitals
- Learn about their treatment choices in clear language that they can understand, and participate in treatment decisions
- Get Medicare-covered services in an emergency
- Get a decision about health care payment, coverage of services, or prescription drug coverage
- Request a review (appeal) of certain decisions about health care payment, coverage of services, or prescription drug coverage
- File complaints (sometimes called “grievances”), including complaints about the quality of their care

## What are my rights if my plan stops participating in Medicare?

Medicare health and prescription drug plans can decide not to participate in Medicare for the coming year. In these cases, your coverage under the plan will end after December 31. Your plan will send you a letter about your options before Open Enrollment. If this happens:

- You can choose another plan during Medicare Open Enrollment between October 15–December 7. Your coverage will begin January 1.
- **You'll also have a special right to join another Medicare plan until February 28, 2018.**
- You'll have the right to buy certain Medigap policies within 63 days after your plan coverage ends.

## What's an appeal?

An appeal is the action you can take if you disagree with a coverage or payment decision by Medicare or your Medicare plan. For example, you can appeal if Medicare or your plan denies:

- A request for a health care service, supply, item, or prescription drug that you think you should be able to get.
- A request for payment of a health care service, supply, item, or prescription drug you already got.
- A request to change the amount you must pay for a health care service, supply, item, or prescription drug.



You can also appeal if Medicare or your plan stops providing or paying for all or part of a health care service, supply, item, or prescription drug you think you still need.

If you decide to file an appeal, you can ask your doctor, supplier, or other health care provider for any information that may help your case. Keep a copy of everything you send to Medicare or your plan as part of your appeal.



## How do I file an appeal?

How you file an appeal depends on the type of Medicare coverage you have:

### If you have Original Medicare

1. Get the “Medicare Summary Notice” (MSN) that shows the item or service you’re appealing. See page 63.
2. Circle the item(s) on the MSN you disagree with. Write an explanation of why you disagree with the decision. You can write on the MSN or on a separate piece of paper and attach it to the MSN.
3. Include your name, phone number, and Medicare number on the MSN, and sign it. Keep a copy for your records.
4. Send the MSN, or a copy, to the company that handles bills for Medicare (Medicare Administrative Contractor or MAC) listed on the MSN. You can include any other additional information you have about your appeal. Or, you can use CMS Form 20027. To view or print this form, visit [CMS.gov/cmsforms/downloads/cms20027.pdf](https://www.cms.gov/cmsforms/downloads/cms20027.pdf), or call 1-800-MEDICARE (1-800-633-4227) to have a copy mailed to you. TTY users can call 1-877-486-2048.
5. You must file the appeal within 120 days of the date you get the MSN in the mail.

You’ll generally get a decision from the Medicare Administrative Contractor (MAC) within 60 days after they get your request. If Medicare will cover the item(s) or service(s), it will be listed on your next MSN.

### If you have a Medicare health plan

The time frame for filing an appeal may be different than Original Medicare. Learn more by looking at the materials your plan sends you, calling your plan, or visiting [Medicare.gov/appeals](https://www.Medicare.gov/appeals).

In some cases, you can file a fast appeal. See materials from your plan and page 107.

Definitions  
of blue words  
are on pages  
129–132.

### If you have a Medicare Prescription Drug Plan

You have the right to do all of these (even before you buy a certain drug):

- Get a written explanation (called a “coverage determination”) from your Medicare drug plan. A coverage determination is the first decision your Medicare drug plan (not the pharmacy) makes about your benefits. This can be a decision about if your drug is covered, if you met the plan’s requirements to cover the drug, or how much you pay for the drug. You’ll also get a coverage determination decision if you ask your plan to make an exception to its rules to cover your drug.
- Ask for an exception if you or your prescriber (your doctor or other health care provider who’s legally allowed to write prescriptions) believes you need a drug that isn’t on your plan’s **formulary**.
- Ask for an exception if you or your prescriber believes that a coverage rule (like prior authorization) should be waived.
- Ask for an exception if you think you should pay less for a higher tier (more expensive) drug because you or your prescriber believes you can’t take any of the lower tier (less expensive) drugs for the same condition.

Definitions of **blue** words are on pages 129–132.

### How do I ask for a coverage determination or exception?

You or your prescriber must contact your plan to ask for a coverage determination or an exception. If your network pharmacy can’t fill a prescription, the pharmacist will give you a notice that explains how to contact your Medicare drug plan so you can make your request. If the pharmacist doesn’t give you this notice, ask for a copy.

If you’re asking for prescription drug benefits you haven’t gotten yet, you or your prescriber may make a standard request by phone or in writing. If you’re asking to get paid back for prescription drugs you already bought, your plan can require you or your prescriber to make the standard request in writing.

You or your prescriber can call or write your plan for an expedited (fast) request. Your request will be expedited if you haven’t gotten the prescription and your plan determines, or your prescriber tells your plan, that your life or health may be at risk by waiting.

#### Important!

If you’re requesting an exception, your prescriber must provide a statement explaining the medical reason why your plan should approve the exception.

## What are my rights if I think my services are ending too soon?

If you're getting Medicare services from a hospital, skilled nursing facility, home health agency, comprehensive outpatient rehabilitation facility, or hospice, and you think your Medicare-covered services are ending too soon, you can ask for a fast appeal. Your provider will give you a notice before your services end that will tell you how to ask for a fast appeal. The notice might call it an "immediate appeal." You should read this notice carefully. If you don't get this notice, ask your provider for it. With a fast appeal, an independent reviewer will decide if your services should continue.

## How can I get help filing an appeal?

You can appoint a representative to help you. Your representative can be a family member, friend, advocate, attorney, doctor or someone else who will act on your behalf. For more information, visit [Medicare.gov/appeals](https://www.medicare.gov/appeals). You can also get help filing an appeal from your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number.

## What's an "Advance Beneficiary Notice of Noncoverage" (ABN)?

If you have Original Medicare, your doctor, other health care provider, or supplier may give you a notice called an "Advance Beneficiary Notice of Noncoverage" (ABN). This notice says Medicare probably (or certainly) won't pay for some services in certain situations.

## What happens if I get an ABN?

- You'll be asked to choose whether to get the items or services listed on the ABN.
- If you choose to get the items or services listed on the ABN, you're agreeing to pay if Medicare doesn't.
- You'll be asked to sign the ABN to say that you've read and understood it.
- Doctors, other health care providers, and suppliers don't have to (but still may) give you an ABN for services that Medicare never covers. See page 59.

- An ABN isn't an official denial of coverage by Medicare. If Medicare denies payment, you can still file an appeal. However, you'll have to pay for the items or services if Medicare decides that the items or services aren't covered (and no other insurer is responsible for payment).

### Can I get an ABN for other reasons?

- You may get a "Skilled Nursing Facility ABN" when the facility believes Medicare will no longer cover your stay or other items and services.
- You may get an ABN if you're getting equipment or supplies that are in the DMEPOS Competitive Bidding Program (see page 44) and the supplier isn't a contract supplier.

### What if I didn't get an ABN?

If your provider was required to give you an ABN but didn't, in most cases, your provider must pay you back what you paid for the item or service.

### Where can I get more information about appeals and ABNs?

- Visit [Medicare.gov/appeals](https://www.medicare.gov/appeals).
- Visit [Medicare.gov/publications](https://www.medicare.gov/publications) to view the booklet "Medicare Appeals."
- If you're in a [Medicare plan](#), call your plan to find out if a service or item will be covered.

## Your right to access your personal health information

By law, you or your legal representative generally has the right to view and/or get copies of your personal health information from health care providers who treat you, or by health plans that pay for your care, including Medicare. In most cases, you also have the right to have a provider or plan send copies of your information to a third party that you choose, like other providers who treat you, a family member, a researcher, or a mobile application (or "app") you use to manage your personal health information.

Definitions of blue words are on pages 129–132.

This includes:

- Claims and billing records
- Information related to your enrollment in health plans, including Medicare
- Medical and case management records (except psychotherapy notes)
- Any other records that contain information that doctors or health plans use to make decisions about you



You may have to fill out a health information “request” form, and pay a reasonable, cost-based fee for copies. Your providers or plans should tell you about the fee when you make the request. If they don’t, you should ask. The fee can only be for the labor to make the copies, copying supplies, and postage (if needed). In most cases, you shouldn’t be charged for viewing, searching, downloading, or sending your information through an electronic portal.

Generally, you can get your information on paper or electronically. If your providers or plans store your information electronically, they generally must give you electronic copies, if that’s your preference.

You have the right to get your information in a timely manner, but it may take up to 30 days to fill the request.

For more information, visit [hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html](https://www.hhs.gov/hipaa/for-individuals/guidance-materials-for-consumers/index.html).

### **How does Medicare use my personal information?**

Medicare protects the privacy of your health information. The next 2 pages describe how your information may be used and given out, and explain how you can get this information.

## Notice of Privacy Practices for Original Medicare

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

The law requires Medicare to protect the privacy of your personal medical information. It also requires us to give you this notice so you know how we may use and share (“disclose”) the personal medical information we have about you.

### We must provide your information to:

- You, to someone you name (“designate”), or someone who has the legal right to act for you (your personal representative)
- The Secretary of the Department of Health and Human Services, if necessary
- Anyone else that the law requires to have it

### We have the right to use and provide your information to pay for your health care and to operate Medicare. For example:

- Medicare Administrative Contractors use your information to pay or deny your claims, collect your [premiums](#), share your benefit payment with your other insurer(s), or prepare your “[Medicare Summary Notice](#).”
- We may use your information to provide you with customer services, resolve complaints you have, contact you about research studies, and make sure you get quality care.

### We may use or share your information under these limited circumstances:

- To State and other Federal agencies that have the legal right to get Medicare data (like to make sure Medicare is making proper payments and to help Federal/State Medicaid programs)
- For public health activities (like reporting disease outbreaks)
- For government health care oversight activities (like investigating fraud and abuse)
- For judicial and administrative proceedings (like responding to a court order)
- For law enforcement purposes (like providing limited information to find a missing person)
- For research studies that meet all privacy law requirements (like research to prevent a disease or disability)
- To avoid a serious and imminent threat to health or safety
- To contact you about new or changed Medicare benefits
- To create a collection of information that no one can trace to you

- To practitioners and their contractors for care coordination and quality improvement purposes, like Accountable Care Organizations (ACOs).

We must have your written permission (an “authorization”) to use or share your information for any purpose that isn’t described in this notice. We don’t sell or use and share your information to tell you about health products or services (“marketing”). You may take back (“revoke”) your written permission at any time, unless we’ve already shared information because you gave us permission.

**You have the right to:**

- See and get a copy of the information we have about you.
- Have us change your information if you think it’s wrong or incomplete, and we agree. If we disagree, you may have a statement of your disagreement added to your information.
- Get a list of people who get your information from us. The listing won’t cover information that we gave to you, your personal representative, or law enforcement, or information that we used to pay for your care or for our operations.
- Ask us to communicate with you in a different manner or at a different place (for example, by sending materials to a P.O. Box instead of your home address).
- Ask us to limit how we use your information and how we give it out to pay claims and run Medicare. We may not be able to agree to your request.
- Get a letter that tells you about the likely risk to the privacy of your information (“breach notification”).
- Get a separate paper copy of this notice.
- Speak to a Customer Service Representative about our privacy notice. Call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

**If you believe your privacy rights have been violated, you may file a privacy complaint with:**

- The Centers for Medicare & Medicaid Services (CMS). Visit [Medicare.gov](https://www.Medicare.gov), or call 1-800-MEDICARE.
- The U.S. Department of Health and Human Services (HHS), Office for Civil Rights (OCR). Visit [hhs.gov/hipaa/filing-a-complaint](https://www.hhs.gov/hipaa/filing-a-complaint).

Filing a complaint won’t affect your coverage under Medicare.

The law requires us to follow the terms in this notice. We have the right to change the way we use or share your information. If we make a change, we’ll mail you a notice within 60 days of the change.

**The Notice of Privacy Practices for Original Medicare became effective September 23, 2013.**

## Notice of Availability of Auxiliary Aids & Services

We're committed to making our programs, benefits, services, facilities, information, and technology accessible in accordance with Sections 504 and 508 of the Rehabilitation Act of 1973. We've taken appropriate steps to make sure that people with disabilities, including people who are deaf, hard of hearing, blind, or who have low vision or other sensory limitations, have an equal opportunity to participate in our services, activities, programs, and other benefits. We provide various auxiliary aids and services to communicate with people with disabilities, including:

- **Relay service** — TTY users can call 1-877-486-2048.
- **Accessible formats** — This handbook is available in accessible formats, including large print, Braille, audio CD, or as an eBook. To request the handbook in an accessible format, visit [Medicare.gov/medicare-and-you](https://www.medicare.gov/medicare-and-you).
  - To request other Medicare publications in accessible formats, call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.
  - For all other CMS publications, you can do any of these:
    1. Call 1-844-ALT-FORM (1-844-258-3676). TTY users can call 1-844-716-3676.
    2. Send a fax to 1-844-530-3676.
    3. Send an email to [altformatrequest@cms.hhs.gov](mailto:altformatrequest@cms.hhs.gov).
    4. Send a letter to:  
Centers for Medicare & Medicaid Services  
Offices of Hearings and Inquiries (OHI)  
7500 Security Boulevard, Room S1-13-25  
Baltimore, MD 21244-1850  
Attn: Customer Accessibility Resource Staff

**Note:** Your request should include your name, phone number, mailing address where we should send the publication, and the title and product number, if available. If you don't know the title or product number, include a brief description of the publication. Also include the format you need, like Braille, large print, audio CD, or a qualified reader.



## Nondiscrimination Notice

The Centers for Medicare & Medicaid Services (CMS) doesn't exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, disability, sex, or age. If you think you've been discriminated against or treated unfairly for any of these reasons, you can file a complaint with the Department of Health and Human Services, Office for Civil Rights by:

- Calling 1-800-368-1019. TTY users can call 1-800-537-7697.
- Visiting [hhs.gov/ocr/civilrights/complaints](https://hhs.gov/ocr/civilrights/complaints).
- Writing:

Office for Civil Rights

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

## How can I protect myself from identity theft?

Identity theft happens when someone uses your personal information without your consent to commit fraud or other crimes. Personal information includes things like your name and your Social Security, Medicare, credit card, or bank account numbers. Guard your cards and protect your Medicare and Social Security numbers.

**Keep this information safe.**

Only give personal information, like your Medicare number, to doctors, insurers or plans acting on your behalf, or trusted people in the community who work with Medicare like your State Health Insurance Assistance Program (SHIP). Don't share your Medicare number or other personal information with anyone who contacts you by telephone, email, or in person. Medicare, or someone representing Medicare, will only call you in limited situations:

- A Medicare health or drug plan can call you if you're already a member of the plan. The agent who helped you join can also call you.

- A customer service representative from 1-800-MEDICARE can call you if you've called and left a message, or a representative said that someone would call you back.

If you suspect identity theft, or feel like you gave your personal information to someone you shouldn't have, call your local police department and the Federal Trade Commission's ID Theft Hotline at 1-877-438-4338. TTY users can call 1-866-653-4261. Visit [ftc.gov/idtheft](https://ftc.gov/idtheft) to learn more about identity theft.

## How can I protect myself and Medicare from fraud?

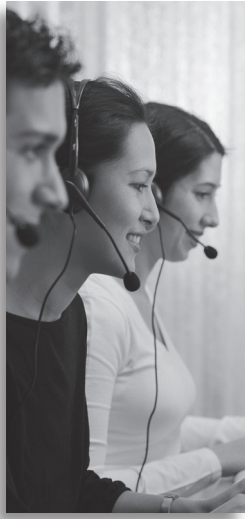
Medicare fraud and abuse can cost taxpayers billions of dollars each year.

One common form of Medicare fraud is when a provider bills Medicare for services you never got. When you get health care services, record the dates on a calendar and save the receipts and statements you get from providers to check for mistakes. If you think you see an error or are billed for services you didn't get, take these steps to find out what was billed:

- Check your "Medicare Summary Notice" (MSN) if you have Original Medicare to see if the service was billed to Medicare. If you're in a [Medicare health plan](#), check the statements you get from your plan.
- If you know the health care provider or supplier, call and ask for an itemized statement. They should give this to you within 30 days.
- Visit [MyMedicare.gov](https://www.mymedicare.gov) to view your Medicare claims if you have Original Medicare. Your claims are generally available online within 24 hours after processing. You can also download your claims information by using Medicare's Blue Button. See page 120. You can also call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

Definitions  
of [blue](#) words  
are on pages  
129–132.

If you've contacted the provider and you suspect that Medicare is being charged for a service or supply that you didn't get, or you don't know the provider on the claim, call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.



For more information on protecting yourself from Medicare fraud and tips for spotting and reporting fraud, visit [Medicare.gov](https://www.Medicare.gov), or contact your local Senior Medicare Patrol (SMP) Program. For more information about the SMP program, visit [smpresource.org](https://www.smpresource.org) or call 1-877-808-2468.

You can also visit [oig.hhs.gov](https://www.oig.hhs.gov) or call the fraud hotline of the Department of Health and Human Services Office of the Inspector General at 1-800-HHS-TIPS (1-800-447-8477). TTY users can call 1-800-377-4950.

## Plans must follow rules

[Medicare plans](#) must follow certain rules when marketing their plans and getting your enrollment information. They can't ask you for credit card or banking information over the phone or via email, unless you're already a member of that plan. Medicare plans can't enroll you into a plan over the phone unless you call them and ask to enroll, or you've given them permission to contact you.

### Important!

#### Call 1-800-MEDICARE to report any plans that:

- Ask for your personal information over the phone or email
- Call to enroll you in a plan
- Use false information to mislead you

You can also call the Medicare Drug Integrity Contractor (MEDIC) at 1-877-7SAFERX (1-877-772-3379). The MEDIC helps prevent inappropriate activity and fights fraud, waste, and abuse in Medicare Advantage (Part C) and Medicare Prescription Drug (Part D) Programs.

### **Fighting fraud can pay**

You may get a reward if you help us fight fraud and meet certain conditions. For more information, visit [Medicare.gov](https://www.Medicare.gov), or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

### **Investigating fraud takes time**

Every tip counts. Medicare takes all reports of suspected fraud seriously. When you report fraud, you may not hear of an outcome right away. It takes time to investigate your report and build a case, but rest assured that your information is helping us protect Medicare.

### **What’s the Medicare Beneficiary Ombudsman?**

An “ombudsman” is a person who reviews complaints and helps resolve them.

The Ombudsman reviews the concerns raised by people with Medicare through 1-800-MEDICARE and through your State Health Insurance Assistance Program (SHIP).

Visit [Medicare.gov](https://www.Medicare.gov) for information on how the Medicare Beneficiary Ombudsman can help you.

Definitions  
of [blue](#) words  
are on pages  
129–132.

# Section 10: Get More Information

---

## Where can I get personalized help?

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

**TTY users call 1-877-486-2048**

**Get information 24 hours a day, including weekends**

- Speak clearly and follow the voice prompts to pick the category that best meets your needs.
- Have your Medicare card in front of you, and be ready to give your Medicare number.
- When prompted for your Medicare number, speak the numbers clearly one at a time. Or, you can enter your Medicare number on the phone keypad. The system will then prompt you to speak any letters in your Medicare number.
- If you need help in a language other than English or Spanish, or need to request a Medicare publication in an accessible format (like large print or Braille), let the customer service representative know.

**Important!****Do you need someone to be able to call 1-800-MEDICARE on your behalf?**

You can fill out a “Medicare Authorization to Disclose Personal Health Information” form so Medicare can give your personal health information to someone other than you. You can get a copy of the form by visiting [Medicare.gov/medicareonlineforms](https://www.medicare.gov/medicareonlineforms) or by calling 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. You may want to do this now in case you become unable to do it later.

**Did your household get more than one copy of “Medicare & You?”**

If you want to get only one copy in the future, call 1-800-MEDICARE. If you want to stop getting paper copies in the mail, visit [Medicare.gov/gopaperless](https://www.medicare.gov/gopaperless).

**What are State Health Insurance Assistance Programs (SHIPs)?**

SHIPs are state programs that get money from the federal government to give local health insurance counseling to people with Medicare at no cost to you. SHIPs aren’t connected to any insurance company or health plan. SHIP volunteers work hard to help you with these Medicare questions or concerns:

- Your Medicare rights
- Billing problems
- Complaints about your medical care or treatment
- Plan choices
- How Medicare works with other insurance
- Finding help paying for health care costs

**See pages 125–128 for the phone number of your local SHIP. If you would like to become a volunteer SHIP counselor, contact the SHIP in your state to learn more.**

Definitions of blue words are on pages 129–132.

## Where can I find general Medicare information online?

### Visit Medicare.gov

- Get information about the Medicare health and prescription drug plans in your area, including what they cost and what services they provide.
- Find doctors or other health care providers and suppliers who participate in Medicare.
- See what Medicare covers, including [preventive services](#).
- Get Medicare appeals information and forms.
- Get information about the quality of care provided by plans, nursing homes, hospitals, physicians, home health agencies, dialysis facilities, hospices, [inpatient rehabilitation facilities](#), and [long-term care hospitals](#).
- Look up helpful websites and phone numbers.

## Where can I find personalized Medicare information online?

### Register at MyMedicare.gov

- Manage your personal information (like medical conditions, allergies, and implanted devices).
- Sign up to get your “Medicare Summary Notices” (eMSNs) and this handbook electronically. You won’t get printed copies if you choose to get them electronically.
- Manage your personal drug list and pharmacy information.
- Search for, add to, and manage a list of your favorite health care providers and access quality information about them. You can also select your “main” Medicare doctor that you think is responsible for your overall healthcare. By making this selection, your main doctor may be better able to engage you in health care decisions, ultimately improving your overall care management and health outcomes.
- Track Original Medicare claims and your Part B [deductible](#) status.



Get access to your personal health information using Medicare's Blue Button. This feature lets you download 12–36 months of claims information for Part A and Part B and 12 months of claims information for Part D. This information can help you make more informed decisions about your care and can give your health care providers a more complete view of your health history. Visit [MyMedicare.gov](https://www.medicare.gov) to use the Blue Button today.

## How do I compare the quality of plans and health care providers?

Medicare collects information about the quality and safety of medical care and services given by most [Medicare plans](#) and health care providers (and facilities).

Visit [Medicare.gov/quality-care-finder](https://www.medicare.gov/quality-care-finder) and use the Compare tools to get a snapshot of the quality of care health care providers (and facilities) give their patients. Some of these tools feature a star rating system to help you compare quality of care measures that are important to you. Find out more about the quality of care by:

- Asking what your health care provider does to ensure and improve the quality of care. Each health care provider should have someone you can talk to about quality.
- Asking your doctor or other health care provider what he or she thinks about the quality of care other providers give. You can also ask your doctor or other health care provider about the quality of care information you find on the [Medicare.gov](#) Compare tools.

The Medicare Plan Finder at [Medicare.gov/find-a-plan](https://www.medicare.gov/find-a-plan) features a star rating system for Medicare health and drug plans. The Overall Star Rating gives an overall rating of the plan's quality and performance for the types of services each plan offers.

Definitions of [blue](#) words are on pages 129–132.



For plans covering health services, this is an overall rating for the quality of many medical/health care services that fall into 5 categories:

1. **Staying healthy—screening tests and vaccines:** Includes whether members got various screening tests, vaccines, and other check-ups to help them stay healthy.
2. **Managing chronic (long-term) conditions:** Includes how often members with certain conditions got recommended tests and treatments to help manage their condition.
3. **Member experience with the health plan:** Includes member ratings of the plan.
4. **Member complaints and changes in the health plan's performance:** Includes how often Medicare found problems with the plan and how often members had problems with the plan. Includes how much the plan's performance has improved (if at all) over time.
5. **Health plan customer service:** Includes how well the plan handles member appeals.

For plans covering drug services, this is an overall rating for the quality of prescription-related services that fall into 4 categories:

1. **Drug plan customer service:** Includes how well the plan handles member appeals.
2. **Member complaints and changes in the drug plan's performance:** Includes how often Medicare found problems with the plan and how often members had problems with the plan. Includes how much the plan's performance has improved (if at all) over time.
3. **Member experience with plan's drug services:** Includes member ratings of the plan.
4. **Drug safety and accuracy of drug pricing:** Includes how accurate the plan's pricing information is and how often members with certain medical conditions are prescribed drugs in a way that is safer and clinically recommended for their condition.

For plans covering both health and drug services, the overall rating for quality and performance covers all of the topics above.

You can compare the quality of care and services given by health care providers and [Medicare plans](#) nationwide by visiting [Medicare.gov](#) or by calling your State Health Insurance Assistance Program (SHIP). See pages 125–128 for the phone number.

## What's Medicare doing to better coordinate my care?

Medicare continues to look for ways to better coordinate your care and to make sure that you get the best health care possible.

Here are examples of how your **health care providers** can better coordinate your care:

**Electronic Health Records (EHRs)**—EHRs are records that your doctor, other health care provider, medical office staff, or hospital keeps on a computer about your health care or treatments.

- EHRs can help lower the chances of medical errors, eliminate duplicate tests, and may improve your overall quality of care.
- Your doctor's EHR may be able to link to a hospital, lab, pharmacy, or other doctors, so the people who care for you can have a more complete picture of your health.

**Electronic prescribing**—This is an electronic way for your prescribers (your doctor or other health care provider who's legally allowed to write prescriptions) to send your prescriptions directly to your pharmacy. Electronic prescribing can save you money, time, and help keep you safe.

**Accountable Care Organizations (ACOs)**—An ACO is a group of doctors, hospitals, and other health care providers who agree to work together with Medicare to give you more coordinated service and care.

If you have Original Medicare and your doctor has decided to participate in an ACO, you'll be notified. A poster with information about your doctor's participation in an ACO may be displayed at the office, or your doctor may give you this information in writing.

Definitions of blue words are on pages 129–132.

To help you get better, more coordinated care, Medicare will share certain health information with ACOs working with your doctors and other health care providers about the care you get from your doctors and other providers. Just like Medicare, ACOs must put important safeguards in place to make sure your health care information is safe.

The poster in your doctor's office (or written notification) should let you know whether the doctor or ACO have asked Medicare for access to your information about the care you get through Medicare. With the information Medicare shares, the doctors and health care providers in the ACO can have a complete picture of your health and be better able to coordinate your care.

You can ask Medicare not to share certain information with the ACO about the care you got from your doctors and other health care providers. To do this, call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048 and tell us you don't want us to share this information. You can also change your data sharing preferences at any time by calling 1-800-MEDICARE. Even if you ask Medicare not to share your information, Medicare will still use your information for some purposes, like assessing the financial and quality of care performance of providers participating in ACOs. Also, Medicare may share some of your information with ACOs when measuring the quality of care given by health care providers participating in those ACOs.

Your Medicare benefits, services, costs, and protections won't change if your doctor participates in an ACO or if you ask that Medicare not share your information. You still have the right to visit and get care from any doctor or hospital that accepts Medicare at any time, the same way you do now.

For more information about ACOs, visit [Medicare.gov](https://www.medicare.gov), or call 1-800-MEDICARE.

## Are there other ways to get Medicare information?

### Publications

Visit [Medicare.gov/publications](https://www.medicare.gov/publications) to view, print, or download copies of publications on different Medicare topics. You can also call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. Accessible formats are available at no cost. See page 112 for more information.

### Social Media

Stay up to date and connect with other people with Medicare by following us on Facebook ([facebook.com/Medicare](https://facebook.com/Medicare)) and Twitter ([twitter.com/MedicareGov](https://twitter.com/MedicareGov)).

### Videos

Visit [YouTube.com/cmshhsgov](https://www.youtube.com/cmshhsgov) to see videos covering different health care topics on Medicare's YouTube channel.

### Blogs

Visit [blog.medicare.gov](https://blog.medicare.gov) for up-to-date information on important topics.

### Want to go paperless and read this information online?

Sign up at [Medicare.gov/gopaperless](https://www.medicare.gov/gopaperless) to get your future “Medicare & You” information electronically (also called the “eHandbook”). We'll send you an email next September when the new eHandbook is available. The online version contains all the same information, but unlike the paper version, it's updated regularly throughout the year. This means you can instantly find the most up-to-date Medicare information you need. You won't get a printed copy of your “Medicare & You” handbook in the mail if you choose to get it electronically.

### Have an eReader (like an iPad, NOOK, Sony Reader, or Kindle)?

Visit [Medicare.gov/publications](https://www.medicare.gov/publications) to download a free digital version of this handbook to your eReader. This option is available for all eReader devices. You can get the same important information that's included in the printed version in an easy-to-read format that you can take anywhere you go. You'll still get a printed copy of the “Medicare & You” handbook in the mail if you choose to download the digital version.

## State Health Insurance Assistance Programs (SHIPs)

For help with questions about appeals, buying other insurance, choosing a health plan, buying a Medigap policy, and Medicare rights and protections.

### Alabama

State Health Insurance Assistance Program (SHIP)  
1-800-243-5463

### Alaska

Medicare Information Office  
1-800-478-6065  
TTY: 1-800-770-8973

### Arizona

Arizona State Health Insurance Assistance Program (SHIP)  
1-800-432-4040

### Arkansas

Senior Health Insurance Information Program (SHIIP)  
1-800-224-6330

### California

California Health Insurance Counseling & Advocacy Program (HICAP)  
1-800-434-0222

### Colorado

State Health Insurance Assistance Program (SHIP)  
1-888-696-7213

### Connecticut

Connecticut Program for Health Insurance Assistance, Outreach, Information & Referral, Counseling, and Eligibility Screening (CHOICES)  
1-800-994-9422

### Delaware

Delaware Medicare Assistance Bureau  
1-800-336-9500

### Florida

SHINE (Serving Health Insurance Needs of Elders)  
1-800-963-5337  
TTY: 1-800-955-8770

### Georgia

GeorgiaCares Program  
1-866-552-4464

### Guam

Guam Medicare Assistance Program (GUAM MAP)  
1-671-735-7415

### Hawaii

Hawaii SHIP  
1-888-875-9229  
TTY: 1-866-810-4379

**Idaho**

Senior Health Insurance Benefits  
Advisors (SHIBA)  
1-800-247-4422

**Illinois**

Senior Health Insurance Program  
(SHIP)  
1-800-252-8966  
TTY: 1-888-206-1327

**Indiana**

State Health Insurance Assistance  
Program (SHIP)  
1-800-452-4800  
TTY: 1-866-846-0139

**Iowa**

Senior Health Insurance  
Information Program (SHIIP)  
1-800-351-4664  
TTY: 1-800-735-2942

**Kansas**

Senior Health Insurance  
Counseling for Kansas (SHICK)  
1-800-860-5260

**Kentucky**

State Health Insurance Assistance  
Program (SHIP)  
1-877-293-7447

**Louisiana**

Senior Health Insurance  
Information Program (SHIIP)  
1-800-259-5300

**Maine**

Maine State Health Insurance  
Assistance Program (SHIP)  
1-800-262-2232

**Maryland**

State Health Insurance Assistance  
Program (SHIP)  
1-800-243-3425

**Massachusetts**

Serving Health Insurance Needs  
of Everyone (SHINE)  
1-800-243-4636  
TTY: 1-877-610-0241

**Michigan**

MMAP, Inc.  
1-800-803-7174

**Minnesota**

Minnesota State Health  
Insurance Assistance Program/  
Senior LinkAge Line  
1-800-333-2433

**Mississippi**

MS State Health Insurance  
Assistance Program (SHIP)  
1-800-948-3090

**Missouri**

CLAIM  
1-800-390-3330

**Montana**

Montana State Health Insurance  
Assistance Program (SHIP)  
1-800-551-3191

**Nebraska**

Nebraska Senior Health  
Insurance Information Program  
(SHIIP)  
1-800-234-7119

**Nevada**

State Health Insurance Assistance  
Program (SHIP)  
1-800-307-4444

**New Hampshire**

NH SHIP - ServiceLink Aging  
and Disability Resource Center  
1-866-634-9412

**New Jersey**

State Health Insurance Assistance  
Program (SHIP)  
1-800-792-8820

**New Mexico**

New Mexico ADRC/SHIP  
1-800-432-2080

**New York**

Health Insurance Information  
Counseling and Assistance  
Program (HIICAP)  
1-800-701-0501

**North Carolina**

Seniors' Health Insurance  
Information Program (SHIIP)  
1-855-408-1212

**North Dakota**

State Health Insurance  
Counseling (SHIC)  
1-888-575-6611  
TTY: 1-800-366-6888

**Ohio**

Ohio Senior Health Insurance  
Information Program (OSHIIP)  
1-800-686-1578  
TTY: 1-614-644-3745

**Oklahoma**

Oklahoma Medicare Assistance  
Program (MAP)  
1-800-763-2828

**Oregon**

Senior Health Insurance Benefits  
Assistance (SHIBA)  
1-800-722-4134

**Pennsylvania**

APPRISE  
1-800-783-7067

**Puerto Rico**

State Health Insurance Assistance  
Program (SHIP)  
1-877-725-4300  
TTY: 1-787-919-7291

**Rhode Island**

Senior Health Insurance Program  
(SHIP)  
1-401-462-0510

**South Carolina**

(I-CARE) Insurance Counseling Assistance and Referrals for Elders  
1-800-868-9095

**South Dakota**

Senior Health Information & Insurance Education (SHIINE)  
1-800-536-8197

**Tennessee**

TN SHIP  
1-877-801-0044  
TTY: 1-800-848-0299

**Texas**

Health Information Counseling and Advocacy Program (HICAP)  
1-800-252-9240

**Utah**

Senior Health Insurance Information Program (SHIP)  
1-800-541-7735

**Vermont**

State Health Insurance Assistance Program (SHIP)  
1-800-642-5119

**Virgin Islands**

Virgin Islands State Health Insurance Assistance Program (VI SHIP)  
(STX) 1-340-772-7368

**Virginia**

Virginia Insurance Counseling and Assistance Program (VICAP)  
1-800-552-3402

**Washington**

Statewide Health Insurance Benefits Advisors (SHIBA)  
1-800-562-6900  
TTY: 1-360-586-0241

**Washington D.C.**

Health Insurance Counseling Project (HICP)  
1-202-994-6272

**West Virginia**

West Virginia State Health Insurance Assistance Program (WV SHIP)  
1-877-987-4463

**Wisconsin**

Wisconsin SHIP  
1-800-242-1060  
TTY: 1-888-758-6049

**Wyoming**

Wyoming State Health Insurance Information Program (WSHIIP)  
1-800-856-4398



# Section 11:

## Definitions

---

**Assignment**—An agreement by your doctor, provider, or supplier to be paid directly by Medicare, to accept the payment amount Medicare approves for the service, and not to bill you for any more than the Medicare deductible and coinsurance.

**Benefit period**—The way that Original Medicare measures your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you're admitted as an inpatient in a hospital or SNF. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a SNF after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There's no limit to the number of benefit periods.

**Coinsurance**—An amount you may be required to pay as your share of the cost for services after you pay any deductibles. Coinsurance is usually a percentage (for example, 20%).

**Copayment**—An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor's visit, hospital outpatient visit, or prescription drug. A copayment is usually a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor's visit or prescription drug.

**Creditable prescription drug coverage**—Prescription drug coverage (for example, from an employer or union) that's expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

**Critical access hospital**—A small facility that provides outpatient services, as well as inpatient services on a limited basis, to people in rural areas.

**Custodial care**—Non-skilled personal care, like help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops. In most cases, Medicare doesn't pay for custodial care.

**Deductible**—The amount you must pay for health care or prescriptions before Original Medicare, your prescription drug plan, or your other insurance begins to pay.

**Demonstrations**—Special projects, sometimes called “pilot programs” or “research studies,” that test improvements in Medicare coverage, payment, and quality of care. They usually operate only for a limited time, for a specific group of people, and in specific areas.

**Extra Help**—A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, like premiums, deductibles, and coinsurance.

**Formulary**—A list of prescription drugs covered by a prescription drug plan or another insurance plan offering prescription drug benefits. Also called a drug list.

**Inpatient rehabilitation facility**—A hospital, or part of a hospital, that provides an intensive rehabilitation program to inpatients.

**Institution**—For the purposes of this publication, an institution is a facility that provides short-term or long-term care, like a nursing home, skilled nursing facility (SNF), or rehabilitation hospital. Private residences, like an assisted living facility or group home, aren't considered institutions for this purpose.

**Lifetime reserve days**—In Original Medicare, these are additional days that Medicare will pay for when you're in a hospital for more than 90 days. You have a total of 60 reserve days that can be used during your lifetime. For each lifetime reserve day, Medicare pays all covered costs except for a daily coinsurance.

**Long-term care hospital**—Acute care hospitals that provide treatment for patients who stay, on average, more than 25 days. Most patients are transferred from an intensive or critical care unit. Services provided include comprehensive rehabilitation, respiratory therapy, head trauma treatment, and pain management.

**Medically necessary**—Health care services or supplies needed to diagnose or treat an illness, injury, condition, disease, or its symptoms and that meet accepted standards of medicine.

**Medicare Advantage Plan (Part C)**—A type of Medicare health plan offered by a private company that contracts with Medicare to provide you with all your Part A and Part B benefits. Medicare Advantage Plans include Health Maintenance Organizations, Preferred Provider Organizations, Private Fee-for-Service Plans, Special Needs Plans, and Medicare Medical Savings Account Plans. If you're enrolled in a Medicare Advantage Plan, most Medicare services are covered through the plan and aren't paid for under Original Medicare. Most Medicare Advantage Plans offer prescription drug coverage.

**Medicare-approved amount**—In Original Medicare, this is the amount a doctor or supplier that accepts assignment can be paid. It may be less than the actual amount a doctor or supplier charges. Medicare pays part of this amount and you're responsible for the difference.

**Medicare health plan**—Generally, a plan offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. Medicare health plans include all Medicare Advantage Plans, Medicare Cost Plans, and Demonstration/Pilot Programs. Programs of All-inclusive Care for the Elderly (PACE) organizations are special types of Medicare health plans. PACE plans can be offered by public or private entities and provide Part D and other benefits in addition to Part A and Part B benefits.

**Medicare plan**—Any way other than Original Medicare that you can get your Medicare health or prescription drug coverage. This term includes all Medicare health plans and Medicare Prescription Drug Plans.

**Premium**—The periodic payment to Medicare, an insurance company, or a health care plan for health or prescription drug coverage.

**Preventive services**—Health care to prevent illness or detect illness at an early stage, when treatment is likely to work best (for example, preventive services include Pap tests, flu shots, and screening mammograms).

**Primary care doctor**—The doctor you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many Medicare Advantage Plans, you must see your primary care doctor before you see any other health care provider.

**Referral**—A written order from your primary care doctor for you to see a specialist or get certain medical services. In many Health Maintenance Organizations (HMOs), you need to get a referral before you can get medical care from anyone except your primary care doctor. If you don't get a referral first, the plan may not pay for the services.

**Service area**—A geographic area where a health insurance plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it's also generally the area where you can get routine (non-emergency) services. The plan may disenroll you if you move out of the plan's service area.

**Skilled nursing facility (SNF) care**—Skilled nursing care and rehabilitation services provided on a daily basis in a skilled nursing facility.



## Help in other languages

If you, or someone you're helping, has questions about Medicare, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-MEDICARE (1-800-633-4227).

**العربية (Arabic)** إن كان لديك أو لدى شخص تُساعده أسئلة بخصوص Medicare فإن من حَقك الحصول على المساعدة و المعلومات بلغتك من دون أي تكلفة. للتحدث مع مترجم إتصل بالرقم 1-800-MEDICARE (1-800-633-4227).

**հայերեն (Armenian)** Եթե Դուք կամ Ձեր կողմից օգնություն ստացող անձը հարցեր ունի Medicare-ի մասին, ապա Դուք իրավունք ունեք անվճար օգնություն և տեղեկություններ ստանալու Ձեր նախընտրած լեզվով: Թարգմանչի հետ խոսելու համար զանգահարեք 1-800-MEDICARE (1-800-633-4227) հեռախոսահամարով:

**中文 (Chinese-Traditional)** 如果您，或是您正在協助的個人，有關於聯邦醫療保險的問題，您有權免費以您的母語，獲得幫助和訊息。與翻譯員交談，請致電 1-800-MEDICARE (1-800-633-4227)。

**فارسی (Farsi)** اگر شما، یا شخصی که به او کمک می‌رسانید سوالی در مورد اعلامیه مختصر مدیکردارید، حق این را دارید که کمک و اطلاعات به زبان خود به طور رایگان دریافت نمایید. برای مکالمه با مترجم با این شماره زیر تماس بگیرید 1-800-MEDICARE (1-800-633-4227).

**Français (French)** Si vous, ou quelqu'un que vous êtes en train d'aider, a des questions au sujet de l'assurance-maladie Medicare, vous avez le droit d'obtenir de l'aide et de l'information dans votre langue à aucun coût. Pour parler à un interprète, composez le 1-800-MEDICARE (1-800-633-4227)

**Deutsch (German)** Falls Sie oder jemand, dem Sie helfen, Fragen zu Medicare haben, haben Sie das Recht, kostenlose Hilfe und Informationen in Ihrer Sprache zu erhalten. Um mit einem Dolmetscher zu sprechen, rufen Sie bitte die Nummer 1-800-MEDICARE (1-800-633-4227) an.

**Kreyòl (Haitian Creole)** Si oumenm oswa yon moun w ap ede, gen kesyon konsènan Medicare, se dwa w pou jwenn èd ak enfòmasyon nan lang ou pale a, san pou pa peye pou sa. Pou w pale avèk yon entèprèt, rele nan 1-800-MEDICARE (1-800-633-4227).

**Italiano (Italian)** Se voi, o una persona che state aiutando, volete chiarimenti a riguardo del Medicare, avete il diritto di ottenere assistenza e informazioni nella vostra lingua a titolo gratuito. Per parlare con un interprete, chiamate il numero 1-800-MEDICARE (1-800-633-4227).

**日本語 (Japanese)** Medicare (メディケア) に関するご質問がある場合は、ご希望の言語で情報を取得し、サポートを受ける権利があります (無料)。通訳をご希望の方は、1-800-MEDICARE (1-800-633-4227) までお電話ください。

**한국어(Korean)** 만약 귀하나 귀하가 돕는 어느 분이 메디케어에 관해서 질문을 가지고 있다면 비용 부담이 없이 필요한 도움과 정보를 귀하의 언어로 얻을 수 있는 권리가 귀하에게 있습니다. 통역사와 말씀을 나누시려면 1-800-MEDICARE(1-800-633-4227)로 전화하십시오.

**Polski (Polish)** Jeżeli Państwo lub ktoś komu Państwo pomagają macie pytania dotyczące Medicare, mają Państwo prawo do uzyskania bezpłatnej pomocy i informacji w swoim języku. Aby rozmawiać z tłumaczem, prosimy dzwonić pod numer telefonu 1-800-MEDICARE (1-800-633-4227).

**Português (Portuguese)** Se você (ou alguém que você esteja ajudando) tiver dúvidas sobre a Medicare, você tem o direito de obter ajuda e informações em seu idioma, gratuitamente. Para falar com um intérprete, ligue para 1-800-MEDICARE (1-800-633-4227).

**Русский (Russian)** Если у вас или лица, которому вы помогаете, возникли вопросы по поводу программы Медикэр (Medicare), вы имеете право на бесплатную помощь и информацию на вашем языке. Чтобы воспользоваться услугами переводчика, позвоните по телефону 1-800-MEDICARE (1-800-633-4227).

**Tagalog (Tagalog)** Kung ikaw, o ang isang tinutulungan mo, ay may mga katanungan tungkol sa Medicare, ikaw ay may karapatan na makakuha ng tulong at impormasyon sa iyong lengguwahe ng walang gastos. Upang makipag-usap sa isang tagasalin ng wika, tumawag sa 1-800-MEDICARE (1-800-633-4227).

**Tiếng Việt (Vietnamese)** Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Medicare, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện qua thông dịch viên, gọi số 1-800-MEDICARE (1-800-633-4227).

### **Please keep this handbook for future reference.**

The information in “Medicare & You” describes the Medicare program at the time it was printed. Changes may occur after printing. Visit [Medicare.gov](https://www.Medicare.gov) or call 1-800-MEDICARE (1-800-633-4227) to get the most current information. TTY users can call 1-877-486-2048.

“Medicare & You” isn’t a legal document. Official Medicare Program legal guidance is contained in the relevant statutes, regulations, and rulings.

Paid for by the Department of Health & Human Services.

**U.S. DEPARTMENT OF  
HEALTH AND HUMAN SERVICES**

Centers for Medicare & Medicaid Services  
7500 Security Blvd.  
Baltimore, MD 21244-1850

---

Official Business  
Penalty for Private Use, \$300

CMS Product No. 10050  
September 2017

PRSR STD  
POSTAGE & FEES  
PAID CMS  
PERMIT NO. G-845

## **National Medicare Handbook**

---

**Moving?** Visit [socialsecurity.gov](http://socialsecurity.gov), or call Social Security at 1-800-772-1213. TTY users can call 1-800-325-0778. If you get RRB benefits, contact the RRB at 1-877-772-5772. TTY users can call 1-312-751-4701.

**¿Necesita usted una copia de este manual en Español?**  
Llame al 1-800-MEDICARE (1-800-633-4227).  
Los usuarios de TTY pueden llamar al 1-877-486-2048.

Medicare cares about what you think. If you have general comments about this handbook, email us at [medicareandyou@cms.hhs.gov](mailto:medicareandyou@cms.hhs.gov). We can't respond to every comment, but we'll consider your feedback when writing future handbooks.

