

# Who Do I Contact for Help with Medicare?

Milwaukee SHIP Collaborative, Milwaukee County Department on Aging

Video Link: [Medicare Resources](#)

## Medicare Hot Topics

### Who Do I Contact for Help with Medicare?

#### Video Transcript

**Kayla Steinke:** Hello, and welcome to our video entitled "Who Do I Contact for Help With Medicare", part of a 2021 Medicare informational video series sponsored by the Milwaukee SHIP Collaborative. I am Kayla Steinke, Information and Assistance Program Coordinator for the Milwaukee County Aging Resource Center, part of the Milwaukee County Department of Health and Human Services Division on Aging. Our agency is a member of the MKE SHIP collaborative led by Milwaukee County. This collaborative brings together federal, state, and local agencies to provide you with timely, accurate, and unbiased information about Medicare, programs to assist you with Medicare costs, Medicare appeals, and Medicare fraud prevention.

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Our agency, The Milwaukee County Aging Resource Center, provides a single point of access to services for people aged 60 and over. Staff assist individuals to plan for short-term and long-term needs, access community services and resources and learn about programs and benefits available, including Medicare. Our Information & Assistance staff are available at 414-289-6874. Today, I am going to speak on the topic of *“Who Do I Contact for Help With Medicare?”*.

As a reminder, Medicare is health insurance for people 65 and older, people under age 65 with certain disabilities if determined to be disabled by social security, or people at any age with end-stage renal disease, commonly known as kidney failure. Medicare is administered by the Centers for Medicare and Medicaid Services.

First, let’s discuss who to contact for enrollment. Enrollment for Medicare is completed by the Social Security Administration for all people except those retired from the railroad, for whom enrollment is completed by the Railroad Retirement Board.

To work with Social Security for enrollment, call 800-772-1213. To enroll through the Railroad Retirement board, call your local Railroad Retirement Board office at 877-772-5772.

Next, let’s discuss Medicare Counseling resources. Wisconsin offers a variety of resources to help Wisconsin Medicare beneficiaries and their families and caregivers with public and private health insurance issues and options. These resources are funded through a grant from the federal State Health Insurance Assistance Program.

# Medicare Counseling Resources

## Medigap Helpline

The first resource I will highlight is the **Medigap Helpline**. The **Medigap Helpline** is a toll-free helpline operated by the Wisconsin Board on Aging and Long-Term Care that provides counseling for all Wisconsin Medicare beneficiaries on Medicare, Medicare supplement insurance, employer-based health insurance, Medicare Advantage plans, long-term care insurance and related topics. Contact the Medigap Helpline at **800-242-1060**.

## Wisconsin Medigap Part D and Prescription Drug Helpline

The second resource I will highlight is the **Wisconsin Medigap Part D and Prescription Drug Helpline** for people age 60 and over. This helpline is operated by the Wisconsin Board on Aging and Long-Term Care and answers questions from Wisconsin residents age 60 and over about Medicare Part D and other prescription drug coverage options. Contact the Wisconsin Medigap Part D and Prescription Drug Helpline at **855-677-2783**.

## Disability Rights Wisconsin Medicare Part D Helpline

The third resource I will highlight is the **Disability Rights Wisconsin Medicare Part D Helpline**. This is a toll-free helpline operated by **Disability Rights Wisconsin** that offers information for people under age 60 who are eligible for Medicare because of a disability. Helpline staff can answer questions about Medicare Part D and other prescription drug coverage options. Contact the Disability Rights Wisconsin Medicare Part D Helpline at **800-926-4862**.

## **Benefit Specialists**

The fourth resource I will highlight are **Benefit Specialists** at local Aging Units and Aging and Disability Resource Centers (ADRCs) that are available in every county in Wisconsin to provide individualized counseling and advocacy, including assistance with appeals or complaints. They can assist with Medicare, as well as other public and private benefits issues. In Milwaukee County, benefit specialist services are provided by Milwaukee County Aging and Disability Resource staff as well as Senior Law staff. To learn more, look up the contact information for your local ADRC [here](#).

## **Office for the Deaf and Hard of Hearing**

The fifth resource I will highlight is the **Office for the Deaf and Hard of Hearing**. The Office for the Deaf and Hard of Hearing offers benefits counseling to people who are deaf, hard of hearing, or deaf-blind and use sign language as their primary language. Contact the Regional Office for the Deaf and Hard of Hearing at **262-347-3045**. They are available by videophone or telephone.

## **Judicare**

The sixth resource I will highlight is the **Indian Law Office of Wisconsin Judicare, Incorporated**. Judicare can provide education and individual health benefits assistance for Native American Medicare beneficiaries. Contact Judicare at **(800) 472-1638**.

## **Wisconsin Senior Medicare Patrol**

The seventh resource I will highlight is the **Wisconsin Senior Medicare Patrol**. Wisconsin Senior Medicare Patrol is a toll-free hotline that Medicare beneficiaries and their families can call to report suspected Medicare fraud, errors, and abuse. Contact the Wisconsin Senior Medicare Patrol at **(888) 818-2611**.

## Medicare

You also have the option to contact Medicare directly for assistance.

- You can contact **Medicare** directly at 1-800-MEDICARE or by visiting <http://www.medicare.gov>.
- Lastly, **Livanta** is Wisconsin's Beneficiary and Family Centered Care Quality Improvement Organization. Livanta can assist with appeals of discharge, quality of care concerns, and beneficiary complaints. Reach Livanta at 888-524-9900.

Finally, keep in mind there are Medicare Savings Program which can help you pay your Medicare premiums, deductibles, and co-payments. These programs can help you keep more money in your pocket and balance your expenses. To learn if you are eligible, look up the contact information for your county's Aging Resource Center call the Aging Resource Center at **(414) 289-6874**.

Thank you for your time today. And remember, we're here to help!