Important Numbers

Medicare

1-800-MEDICARE
(1-800-633-4227)
Medicare.gov

Wisconsin Medigap Part D Helpline

1-855-677-2783
Medicare Part D and Prescription Coverage Questions

Social Security Administration

1-800-772-1213
SSA.gov

For questions or concerns about an insurance company or agent, call:

Office of the Commissioner of Insurance

1-800-236-8517
oci.wi.gov

SHIP State Health Insurance Assistance Program
Navigating Medicare

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BOARD ON AGING & LONG TERM CARE

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BOALTCMedigap@wisconsin.gov

BOARD ON AGING & LONG TERM CARE

Medigap Helpline

Part of the
Wisconsin SHIP
State Health Insurance Assistance Program

1-800-242-1060

Free and unbiased Medicare and related insurance counseling

Language translation services available

Call the Medigap Helpline for free, personalized help.

You can call the Medigap Helpline for free help with Medicare. The Wisconsin Board on Aging and Long Term Care operates the Medigap Helpline. The Medigap Helpline also offers public education to beneficiaries, their families, and professionals.

Our licensed counselors can help with:

- Coverage options during your Medicare initial enrollment period
- Open enrollment period plan changes
- Retirement or changes in employer group coverage
- Long term care insurance policies
- End stage renal disease Medicare (ESRD)
- Special enrollment periods
- Coordination of benefits
- Limited resource program screening and resources
- Military or VA coverage
- Transition to Medicare from ACA Marketplace

Call us with questions about:

Original Medicare

- Enrollment
- Medicare Part A (Inpatient Services)
- Medicare Part B (Outpatient Services)

Medicare Supplement Policies

- Types of Medigap policies
- Purchase protections
- Wisconsin mandated benefits

Medicare Advantage Plans (Part C)

- Medicare Advantage can include Part A, B, and D Medicare benefits
- Extra or supplemental benefits

Prescription Coverage Options

- Medicare Part D
- Medicare Advantage Plans with Part D (MAPD)
- Wisconsin SeniorCare

Medicare Benefit Questions

- Medicare-approved services
- Acute vs custodial care
- Durable medical equipment (DME)

Programs That Help With Cost

- Medicare Savings Programs
- Medicaid Purchase Plan (MAPP)
- Low Income Extra Help Program (LIS)

When can I change plans?

Initial Enrollment Period

Make your initial Medicare Advantage or Part D plan election 3 months prior, first month of, or 3 months after starting Medicare.

Annual Enrollment Period

October 15 - December 7
Enroll in Part D or Advantage plans for coverage starting January 1st of the following year.

Medicare Advantage Open Enrollment Period

January 1 - March 31
Medicare Advantage enrollees can switch to Original Medicare or a different Medicare Advantage plan with coverage starting the first of the following month.

Special Enrollment Period

In certain circumstances, you may be able to change your Medicare prescription drug coverage outside of the Initial or Annual Open Enrollment Period.

Medigap Open Enrollment or Guarantee Issue Period

You have a 6-month window when you start Medicare to enroll in any Medicare Supplement policy that is available. You may also have these protections after certain events.