

# Finding answers to your Medicare questions.

Medicare Made Clear™

Get Answers Series



## Where to get answers to your Medicare questions.

### Your state's resources.

#### Your state's Medical Assistance or Medicaid office

To see if you're eligible for help with the costs of Medicare, call your state's Medical Assistance or Medicaid office. They can answer questions about programs like Program of All-Inclusive Care for the Elderly (PACE) and the Medicare Savings Program.

You can also call the Medicare Helpline and ask for the number for your state's Medical Assistance or Medicaid office.

#### Your State Health Insurance Assistance Program (SHIP)

For help with questions about buying insurance, choosing a health plan, buying a stand-alone prescription drug plan or Medigap policy, and your rights and protection under Medicare, call your State Health Insurance Assistance Program. This program offers free counseling for decisions about Medicare coverage. In some states, this program is called the Health Insurance Counseling and Advocacy Program (HICAP).

### Your state's hospice organizations

For information about hospice care programs in your area, call your state's hospice care organization. Call the Medicare Helpline to get the number.

### Additional resources.

#### Medicare Made Clear™

The online answer guide that explains all of your Medicare choices. Compare plan types side by side and find the right coverage that fits your needs. Watch videos, download free guides, sign up for newsletters and more at [MedicareMadeClear.com](http://MedicareMadeClear.com). Or follow us on Twitter and Facebook.

#### Medicare Helpline

For questions about Medicare and detailed information about plans and policies in your area, call **1-800-MEDICARE (1-800-633-4227)**, TTY **1-877-486-2048**, 24 hours a day, 7 days a week. Or go to [Medicare.gov](http://Medicare.gov).

Stay informed:



Twitter



Facebook



YouTube



Newsletter

[MedicareMadeClear.com](http://MedicareMadeClear.com)

 UnitedHealthcare®

## Medicare & You

The official Medicare handbook for Medicare programs is updated each year. You can download a copy at the Medicare website or call the Medicare Helpline to request a copy. For online tools to find and compare drug plans, Medicare Advantage plans and Medigap policies, go to **Medicare.gov**.

## Social Security Administration

For help with questions about eligibility for and enrolling in Medicare or Social Security retirement benefits and disability benefits, and for questions about your eligibility for help with the cost of Medicare coverage, call **1-800-772-1213**, TTY **1-800-325-0778**, between 7 a.m. and 7 p.m., Monday through Friday.

## Administration on Aging

For help in finding local, state and community-based organizations that serve older adults and their caregivers in your area, call **1-800-677-1116**, TTY **711**, between 9 a.m. and 8 p.m. ET, Monday through Friday. Or go to **Eldercare.gov**.

## Your current health plan

Your health plan's customer service center may answer questions you have about your current coverage. Call the number on your member ID card.

## AARP®

For information about Medicare and other programs for seniors, go to **aarp.org**. The AARP website offers educational materials about Medicare in its health section. You can also order publications online.

## Interested in learning more?

Check out **MedicareMadeClear.com** to watch videos, sign up for our newsletter, take quizzes, find tools and get answers to your Medicare questions.

Additional information resources:

- Visit **Medicare.gov**
- Call **1-800-MEDICARE (1-800-633-4227)**, TTY **1-877-486-2048**, 24 hours a day, 7 days a week
- Call your local State Health Insurance Assistance Program (SHIP) to see if you qualify for any financial assistance

Stay informed:



Twitter



Facebook



YouTube



Newsletter

**MedicareMadeClear.com**



Copyright ©2014 United HealthCare Services, Inc. All rights reserved. No portion of this work may be reproduced or used without express written permission of United HealthCare Services, Inc., regardless of commercial or non-commercial nature of the use.

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in the plan depends on the plan's contract renewal with Medicare.