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How the Medicare Beneficiary Ombudsman Works for You

The Medicare Beneficiary Ombudsman helps you with Medicare-related complaints, grievances, and information requests. The Medicare Beneficiary Ombudsman makes sure information is available about:

- What you need to know to make health care decisions that are right for you
- Your Medicare rights and protections
- How you can get issues resolved

The Medicare Beneficiary Ombudsman also shares information with the Secretary of Health and Human Services, Congress, and other organizations about what does and doesn't work well to improve the quality of the services and care you get through Medicare.

To get help with your Medicare-related questions or concerns, call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

If your inquiry requires a response from the Medicare Beneficiary Ombudsman, a 1-800-MEDICARE representative can direct your call to the Medicare Beneficiary Ombudsman.

How to get help in your area

The Medicare Beneficiary Ombudsman works with organizations like national Medicare beneficiary advocacy organizations and State Health Insurance Assistance Programs (SHIPs). SHIPs are state programs that give free local health insurance counseling to people with Medicare. These organizations provide information, counseling, and help with:

- Your Medicare questions, including your benefits, coverage, premiums, deductibles, and coinsurance
- Medicare grievances (complaints)
- Appeals (if you disagree with a coverage or payment decision made by Medicare or your Medicare plan)
- Problems joining or leaving a Medicare Advantage Plan (like an HMO or PPO) or any other Medicare health plan or Medicare Prescription Drug Plan

How to get help in your area (continued)

You can find the phone number for your state's SHIP by visiting shiptacenter.org or by calling 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

For more information

- Visit Medicare.gov, and select “Claims & Appeals” to get information about how to get your Medicare questions and complaints resolved.
- Visit Medicare.gov, and select “File a complaint” under “Forms, Help, & Resources” to submit feedback about your Medicare health plan or prescription drug plan.
- Call 1-800-MEDICARE.

You have the right to get Medicare information in an accessible format, like large print, Braille, or audio. You also have the right to file a complaint if you feel you've been discriminated against. Visit CMS.gov/about-cms/agency-information/aboutwebsite/cmsnondiscriminationnotice.html, or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

