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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 resolve issues

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.

For help with 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 review by the Medicare Beneficiary Ombudsman, a representative can direct your inquiry to the Medicare Beneficiary Ombudsman and their team for review.

How to get help in your area

The Medicare Beneficiary Ombudsman works with national Medicare 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 complaints (grievances)
- 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 or any other Medicare health or drug plan

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

For more information

- Visit [Medicare.gov/claims-appeals](https://www.Medicare.gov/claims-appeals) to get information about how to get your Medicare questions and complaints resolved.
- Visit [Medicare.gov/claims-appeals/how-to-file-a-complaint-grievance](https://www.Medicare.gov/claims-appeals/how-to-file-a-complaint-grievance) to submit feedback about your Medicare health or 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 [Medicare.gov/about-us/accessibility-nondiscrimination-notice](https://www.Medicare.gov/about-us/accessibility-nondiscrimination-notice), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

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