



# Where to Get Your Medicare Questions Answered

## Call the Medicare Helpline

1-800-MEDICARE (English and Spanish)  
(1-800-633-4227)  
TTY 1-877-486-2048

- Get general Medicare information.
- Ask for Medicare booklets including the *Medicare & You* handbook (CMS Pub. No. 10050). May also be available in audiotape (English and Spanish), Braille, Spanish, and large print (English and Spanish).
- Get answers to Medicare Part A and Part B coverage questions.
- Ask for information about your Medicare health plan choices including cost, benefits, quality, and more.
- Get information about your Medicare appeal and patients' rights.
- Get information about nursing homes in your area.
- Ask questions about Medicare prescription drug plans and Medicare-approved drug discount cards.
- Get information about Medicare events and activities in your area.
- Find the most up-to-date phone numbers (including TTY) for information on Medicare bills and services, fraud and abuse, buying Medigap or long-term care insurance, appeals and complaints, and programs to help pay medical bills for people with low income.

## Hours to call:

- 24 hours a day, 7 days a week to listen to pre-recorded answers to frequently asked questions in English or Spanish. Or, speak to an English or Spanish speaking operator.

## Look on the web:

- Visit [www.medicare.gov](http://www.medicare.gov) to get more information on Medicare, find programs that may help with your prescription drug and other health plan costs, order booklets, and compare health plans, Medigap policies, nursing homes, and more!



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## Call the Social Security Administration (SSA)

1-800-772-1213 (English and Spanish)  
TTY 1-800-325-0778

- Ask for a replacement Medicare card.
- Change your address.
- Sign up for Medicare Part A and Part B.
- Ask questions about SSA benefits.
- Ask questions about Medicare Part A and Part B eligibility and enrollment.
- Ask Medicare premium questions.
- Find your local SSA office.
- Report a death.

## Hours to call:

- 7:00 a.m.–7:00 p.m., Monday through Friday to speak to an English or Spanish speaking operator.
- 24 hours a day, 7 days a week to listen to pre-recorded information and services in English or Spanish.

## Look on the web:

- Visit [www.socialsecurity.gov](http://www.socialsecurity.gov) to ask for a Medicare replacement card, find your local SSA office, and get important information about SSA.

If you get benefits from the Railroad Retirement Board, call your local office at 1-800-808-0772 or visit [www.rrb.gov](http://www.rrb.gov) on the web.