

# The Medicare Beneficiary Ombudsman Works for You

The Medicare Beneficiary Ombudsman helps you and your representatives with questions and complaints, and makes sure Medicare information is available to you. You can also give feedback to the Ombudsman to help improve your experience with Medicare. The Medicare Beneficiary Ombudsman makes sure information is available about:

- How 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.

## How to get help with your questions

For help with Medicare-related questions or concerns, call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. In some cases, the Medicare representative can resolve your concerns or refer your concern to the right place.

If your question is related to your Medicare Advantage Plan (Part C) or Medicare drug coverage (Part D), contact your plan first using the phone number on your plan member ID card. Your plan is the best resource to resolve plan-related issues. **If the Medicare Beneficiary Ombudsman needs to review your question, a Medicare representative will direct your inquiry to them for review.** If a representative submits your concerns to the Medicare Beneficiary Ombudsman, you may hear back from them or a representative from their team.

## 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 [shiphelp.org](https://shiphelp.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 Medicare appeals and complaints.
- Visit [Medicare.gov/providers-services/claims-appeals-complaints/complaints](https://www.Medicare.gov/providers-services/claims-appeals-complaints/complaints) to submit a complaint about your Medicare health or drug plan.



# 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.

This product was produced at U.S. taxpayer expense.