



DEPARTMENT OF HEALTH & HUMAN SERVICES

Premiums for 2019 weren't collected for some Medicare Advantage Plans and Medicare Prescription Drug Plans

Because of an issue with Social Security payments that affected how premiums are withheld, some 2019 Medicare plan enrollees didn't have their Medicare Advantage Plan or Medicare Prescription Drug Plan premiums taken out from their Social Security benefit check beginning in February 2019, as these enrollees asked for.

Who is affected?

You may be affected if you enrolled either in a Medicare Advantage Plan or in a Medicare Prescription Drug Plan for coverage starting January 1, 2019, and you asked to have your plan premiums taken out of your Social Security payments.

Your Medicare Advantage Plan or Medicare Prescription Drug Plan may send you a bill for any premiums that weren't yet taken out of your Social Security payments.

What should I do now?

Follow any instructions from your Medicare plan regarding your premiums. The systems issue has been corrected. Unless you told your plan you now want to pay your premiums a different way, your plan premiums will be taken out properly from your Social Security payments beginning in June or July 2019 through the rest of the year.

If you receive a bill from your plan, your plan must offer you a "grace period" to repay your premium payments that were missed. This period must last at least as long as the delay in billing. Contact your Medicare plan directly with any questions or concerns. If you aren't sure which Medicare plan you're enrolled in, check your plan card or materials. You can also call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

We apologize for any inconvenience this issue has caused.

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/nondiscrimination/accessibility-nondiscrimination.html](https://www.medicare.gov/about-us/nondiscrimination/accessibility-nondiscrimination.html), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.