Medicare, Medicaid, Marketplace, and Social Security Administration Referral Resources for Wisconsin Residents

Aging and disability resource centers (ADRCs), Tribal aging and disability resource specialists (ADRSs), county and Tribal aging units, and State Health Insurance Assistance Program (SHIP) sites provide information and assistance and benefit counseling services to adults with disabilities and older adults. Customers who do not need direct assistance with accessing benefits can be referred to benefit agencies directly based on their individual need.

The agencies listed below specialize in assisting customers with Medicare (www.medicare.gov), Medicaid (www.dhs.wisconsin.gov/medicaid/index.htm), Marketplace (www.healthcare.gov), and/or Social Security Administration benefits (www.ssa.gov).

Medicare Resources

**Wisconsin Medigap Helpline**
Contact information: 1-800-242-1060 or BOALTCMedigap@wisconsin.gov

The Medigap Helpline answers questions from Wisconsin residents about Medicare health insurance options. Examples of appropriate referrals include inquiries about:

- Medicare eligibility, enrollment, and/or late enrollment penalties.
- Medicare coverage options, including Medicare Advantage versus Medicare Supplement policies.
- Plan comparisons for Medicare health coverage.
- Coordination of benefits between Medicare and other types of insurance.

**Wisconsin Medicare Prescription Drug Helplines**

The Wisconsin Medicare prescription drug helplines answer Medicare prescription drug questions.

**Wisconsin Medigap Part D and Prescription Drug Helpline**
Contact information: 1-855-677-2783 or BOALTCRXHelpline@wisconsin.gov

The Wisconsin Medigap Part D and Prescription Drug Helpline serves people 60 years and older.

**Disability Rights Wisconsin Medicare Part D Helpline**
Contact information: 1-800-926-4862 or medd@drwi.org

The Disability Rights Wisconsin Medicare Part D Helpline serves customers of any age.

Both Medicare Part D helplines can answer questions about Medicare Part D and prescription drug coverage. Examples of appropriate referrals include inquiries about:

- Enrollment and late enrollment penalties.
- Prescription drug coverage options, including Part D or SeniorCare.
• Plan comparisons for Medicare drug coverage.
• Financial assistance through the Low-Income Subsidy (LIS), also known as Extra Help.

Medicaid Resources

Wisconsin Medicaid Member Services
Contact information: 800-362-3002
Medicaid Member Services assist Wisconsin residents with questions about Medicaid coverage and premium payments.

HMO Enrollment Specialists
Contact information: 800-291-2002
Health Maintenance Organizations (HMO) enrollment specialists assist Wisconsin residents with enrollment in a BadgerCare Plus or SSI Medicaid HMO and answer questions about HMOs.

Income Maintenance Agencies
Contact information: www.dhs.wisconsin.gov/forwardhealth/imagency/index.htm
Income maintenance agencies assist Wisconsin residents with BadgerCare Plus, Medicaid, and FoodShare applications, renewals, and eligibility questions. Customers may also use ACCESS (www.access.wi.gov) to apply for benefits.

Marketplace Resources

Covering Wisconsin
Contact information: 608-261-1455 (Madison), 414-400-9489 (Milwaukee), 211 (statewide); text COVER (SEGURO for Spanish) to 920-507-5295; or www.coveringwi.org
Customers who don’t qualify for Medicare, BadgerCare Plus, or Medicaid may be able to get health insurance through the Marketplace. Customers can get help finding a Marketplace plan through a Covering Wisconsin navigator or find a certified application counselor, agent, or broker at localhelp.healthcare.gov.

See Guidelines for Agencies Regarding the Health Insurance Marketplace (P-02009-02-11) for additional resources.

Social Security Administration
Contact information: 1-800-772-1213 or https://secure.ssa.gov/ICON/main.jsp
The Social Security Administration assists with enrollment into Medicare for the first time, Social Security retirement benefits, Social Security disability benefits, and Supplemental Security Income (SSI).