

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

1-800-MEDICARE

Contact information: 1-800-633-4227 (TTY 1-877-486-2048).

The national Medicare helpline is available 24 hours a day, 7 days a week, except some federal holidays.

Wisconsin Medigap Helpline

Contact information: 1-800-242-1060 or BOALTCMedigap@wisconsin.gov

The Board on Aging and Long Term Care (BOALTC) 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 Medigap Part D and Prescription Drug Helpline

Contact information: 1-855-677-2783 or BOALTCRXHelpline@wisconsin.gov

The BOALTC Wisconsin Medigap Part D and Prescription Drug Helpline answers Medicare prescription drug questions.

SeniorCare Prescription Drug Assistance Program Customer Service

Contact information: 800-657-2038

SeniorCare Customer Service is available Monday through Friday, from 8 a.m. to 6 p.m.



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).

