

CENTERS for MEDICARE & MEDICAID SERVICES



# Medicare & Your Mental Health Benefits

This **official** government booklet has information about mental health benefits for people with Original Medicare, including:

- ★ Who's eligible
- ★ Outpatient & inpatient benefits
- ★ Prescription drug coverage
- ★ Help for people with limited income & resources
- ★ Where to get the help you need





The information in this booklet describes the Medicare program at the time this booklet was printed. Visit [Medicare.gov](https://www.medicare.gov), or call 1-800-MEDICARE (1-800-633-4227) to get the most current information. TTY users can call 1-877-486-2048.

*“Medicare & Your Mental Health Benefits” isn’t a legal document. Official Medicare Program legal guidance is contained in the relevant statutes, regulations, and rulings.*

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**If you or someone you know is in crisis and would like to talk to a crisis counselor**, call the free and confidential National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255). TTY users can call 1-800-799-4TTY (1-800-799-4889). You can talk to a counselor 24 hours a day, 7 days a week. Call the Lifeline:

- To talk to someone who cares
- If you feel you might be in danger of hurting yourself
- If you're concerned about a family member or friend
- To find referrals to mental health treatments and services in your area

**Call 911 if you're in an immediate medical crisis.**

# Introduction

## Mental health care & Medicare

Mental health conditions, like depression or anxiety, can happen to anyone at any time. If you think you may have problems that affect your mental health, you can get help. Talk to your doctor or other health care provider if you have:

- Thoughts of ending your life (like a fixation on death or suicidal thoughts or attempts)
- Sad, empty, or hopeless feelings
- Loss of self-worth (like worries about being a burden, feelings of worthlessness, or self-loathing)
- Social withdrawal and isolation (like you don't want to be with friends, engage in activities, or leave home)
- Little interest in things you used to enjoy
- A lack of energy
- Trouble concentrating
- Trouble sleeping (like difficulty falling asleep or staying asleep, oversleeping, or daytime sleepiness)
- Weight loss or loss of appetite
- Increased use of alcohol or other drugs

Mental health care includes services and programs to help diagnose and treat mental health conditions. These services and programs may be provided in outpatient and inpatient settings. Medicare helps cover outpatient and inpatient mental health care, as well as prescription drugs you may need to treat a mental health condition.

**This booklet gives you information about mental health benefits in **Original Medicare**. If you get your Medicare benefits through a **Medicare Advantage Plan** (like an HMO or PPO) or other **Medicare health plan**, check your plan's membership materials, and call the plan for details about how to get your Medicare-covered mental health benefits.**

Words in red  
are defined on  
pages 21–24.

## Medicare helps cover mental health services

**Medicare Part A (Hospital Insurance)** helps cover mental health care if you're a hospital inpatient. Part A covers your:

- Room
- Meals
- Nursing care
- Therapy or other treatment for your condition
- Lab tests
- Medications
- Other related services and supplies

**Medicare Part B (Medical Insurance)** helps cover mental health services that you would get from a doctor and services that you generally get outside of a hospital, like:

- Visits with a psychiatrist or other doctor
- Visits with a clinical psychologist or clinical social worker
- Lab tests ordered by your doctor

Part B may also pay for partial hospitalization services if you need intensive coordinated outpatient care.

**Medicare prescription drug coverage (Part D)** helps cover drugs you may need to treat a mental health condition.

# Section 1: Outpatient mental health care & professional services

## What **Original Medicare** covers

**Medicare Part B (Medical Insurance)** helps cover mental health services and visits with these types of health professionals (**deductibles** and **coinsurance** may apply):

- Psychiatrist or other doctor
- Clinical psychologist
- Clinical social worker
- Clinical nurse specialist
- Nurse practitioner
- Physician assistant

Psychiatrists and other doctors must accept **assignment** if they participate in Medicare. Ask your doctor or psychiatrist if they accept assignment before you schedule an appointment. The other health professionals listed above must always accept assignment.



Words in **red** are defined on pages 21–24.

**Part B** covers outpatient mental health services, including services that are usually provided outside a hospital (like in a clinic, doctor’s office, or therapist’s office) and services provided in a hospital’s outpatient department. Part B also covers outpatient mental health services for treatment of inappropriate alcohol and drug use. Part B helps pay for these covered outpatient services (**deductibles** and **coinsurance** may apply):

- One depression screening per year. The screening must be done in a primary care doctor’s office or primary care clinic that can provide follow-up treatment and referrals. You pay nothing for your yearly depression screening if your doctor or health care provider accepts **assignment**.
- Individual and group psychotherapy with doctors or certain other licensed professionals allowed by the state where you get the services.
- Family counseling, if the main purpose is to help with your treatment.
- Testing to find out if you’re getting the services you need and if your current treatment is helping you.
- Psychiatric evaluation.
- Medication management.
- Certain prescription drugs that aren’t usually “self administered” (drugs you would normally take on your own), like some injections.
- Diagnostic tests.
- Partial hospitalization.
- A one-time “Welcome to Medicare” preventive visit. This visit includes a review of your potential risk factors for depression. You pay nothing for this visit if your doctor or other health care provider accepts assignment. (**Note:** This visit is only covered if you get it within the first 12 months you have Part B.)
- A yearly “Wellness” visit. Medicare covers a yearly “Wellness” visit once every 12 months (if you’ve had Part B for longer than 12 months). This is a good time to talk to your doctor or other health care provider about changes in your mental health so they can evaluate your changes year to year. You pay nothing for your yearly “Wellness” visit if your doctor or other health care provider accepts assignment.



## What you pay

In general, after you pay your yearly **Part B deductible** for visits to a doctor or other health care provider to diagnose or treat your condition, you pay 20% of the **Medicare-approved amount** if your health care provider accepts **assignment**.

If you get your services in a hospital outpatient clinic or hospital outpatient department, you may have to pay an **additional copayment** or **coinsurance** amount to the hospital.

**Note:** If you have a Medicare Supplement Insurance (**Medigap**) policy or other health coverage, tell your doctor or other health care provider so your bills get paid correctly.



## Medicare may cover partial hospitalization

**Part B** covers partial hospitalization in some cases. Partial hospitalization is a structured program of outpatient psychiatric services provided to patients as an alternative to inpatient psychiatric care. It's more intense than the care you get in a doctor's or therapist's office. This type of treatment is provided during the day and doesn't require an overnight stay.

Medicare helps cover partial hospitalization services when they're provided through a hospital outpatient department or community mental health center. As part of your partial hospitalization program, Medicare may cover occupational therapy that's part of your mental health treatment and/or individual patient training and education about your condition.

For Medicare to cover a partial hospitalization program, you must meet certain requirements, and your doctor must certify that you would otherwise need inpatient treatment. Your doctor and the partial hospitalization program must accept Medicare payment.

## What you pay

You pay a percentage of the **Medicare-approved amount** for each service you get from a doctor or certain other qualified mental health professionals if your health care professional accepts **assignment**. You also pay **coinsurance** for each day of partial hospitalization services provided in a hospital outpatient setting or community mental health center.

## What **Original Medicare** doesn't cover

- Meals.
- Transportation to or from mental health care services.
- Support groups that bring people together to talk and socialize. (**Note:** This is different from group psychotherapy, which is covered.)
- Testing or training for job skills that isn't part of your mental health treatment.

## Section 2: Inpatient mental health care

### What **Original Medicare** covers

**Medicare Part A (Hospital Insurance)** helps pay for mental health services you get in a hospital that require you to be admitted as an inpatient. You can get these services either in a general hospital or in a psychiatric hospital that only cares for people with mental health conditions. No matter which type of hospital you choose, Part A will help cover inpatient mental health services.

If you're in a psychiatric hospital (instead of a general hospital), Part A only pays for up to 190 days of inpatient psychiatric hospital services during your lifetime.

### What you pay

Medicare measures your use of hospital services (including services you get in a psychiatric hospital) in **benefit periods**. A benefit period begins the day you're admitted as an inpatient in a general or psychiatric hospital. The benefit period ends after you haven't had any inpatient hospital care for 60 days in a row. If you go into a hospital again after 60 days, a new benefit period begins, and you must pay a new **deductible** for any inpatient hospital services you get.

There's no limit to the number of benefit periods you can have when you get mental health care in a general hospital. You can also have multiple benefit periods when you get care in a psychiatric hospital, but there's a lifetime limit of 190 days.

Words in **red**  
are defined on  
pages 21–24.

As a hospital inpatient, you pay these amounts in 2017:

- \$1,316 **deductible** for each **benefit period**
- Days 1–60: \$0 **coinsurance** per day of each benefit period
- Days 61–90: \$329 coinsurance per day of each benefit period
- Days 91 and beyond: \$658 coinsurance per each “**lifetime reserve day**” after day 90 for each benefit period (up to 60 days over your lifetime)
- Beyond lifetime reserve days: all costs

For the most up-to-date costs, visit Medicare.gov, and select “Costs at a glance” under “Your Medicare Costs.”

**Part B** also helps cover mental health services provided by doctors and other health care professionals if you’re admitted as a hospital inpatient. You pay 20% of the **Medicare-approved amount** for these mental health services while you’re a hospital inpatient.

**Note:** If you have a Medicare Supplement Insurance (**Medigap**) policy or other health coverage, tell your doctor or other health care provider so your bills get paid correctly.

### What **Original Medicare** doesn’t cover

- Private duty nursing
- A phone or television in your room
- Personal items (like toothpaste, socks, or razors)
- A private room (unless **medically necessary**)



# Section 3: Medicare prescription drug coverage (Part D)

To get **Medicare prescription drug coverage**, you must join a **Medicare Prescription Drug Plan**. Medicare drug plans are run by insurance companies and other private companies approved by Medicare. Each Medicare drug plan can vary in cost and in the specific drugs it covers. It's important to know your plan's coverage rules and your rights.

## Medicare drug plans have special rules

### Will my plan cover the drugs I need?

Most Medicare drug plans have a list of drugs that the plan covers, called a **formulary**. Medicare drug plans aren't required to cover all drugs, but they're required to cover all (with limited exceptions) antidepressant, anticonvulsant, and antipsychotic medications, which you may need to keep you mentally healthy. Medicare reviews each plan's formulary to make sure it contains a wide range of drugs and that it doesn't discriminate against certain groups (like people with disabilities or mental health conditions).

**If you take prescription drugs for a mental health condition, it's important to find out whether a plan covers your drugs before you enroll. Visit [Medicare.gov/find-a-plan](https://www.medicare.gov/find-a-plan) to find out which plans cover your drugs.**

### Can my drug plan's formulary change?

A Medicare drug plan can make some changes to its formulary during the year within guidelines set by Medicare. If the change involves a drug you're currently taking, your plan must do one of these:

- Provide written notice to you at least 60 days prior to the date the change becomes effective.
- At the time you ask for a refill, provide written notice of the change and a 60-day supply of the drug under the same plan rules as before the change.

**What if my prescriber thinks I need a certain drug that my plan doesn't cover?**

If you belong to a Medicare drug plan, you have the right to ask for a **coverage determination** (including an **exception**). You can appoint a representative to help you. Your representative can be a family member, friend, advocate, attorney, doctor, or someone else you trust who will act on your behalf. You, your representative, or your doctor or other prescriber must contact your plan to ask for a coverage determination.

**More information about appeals**

For more information on your appeal rights, how to file an appeal, and how to appoint a representative to help you:

- Visit [Medicare.gov/appeals](https://www.medicare.gov/appeals).
- Visit [Medicare.gov/publications](https://www.medicare.gov/publications) to view or print the booklet “Medicare Appeals.”
- Call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.



## Learn more about Medicare prescription drug coverage

To find out more about **Medicare prescription drug coverage**:

- Visit [Medicare.gov/part-d](https://www.Medicare.gov/part-d).
- Visit [Medicare.gov/publications](https://www.Medicare.gov/publications) to view or print “Your Guide to Medicare’s Prescription Drug Coverage.”
- Visit [Medicare.gov/find-a-plan](https://www.Medicare.gov/find-a-plan) to find and compare plans in your area. Have your Medicare card, a list of your drugs and their dosages, and the name of the pharmacy you use available.
- Call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.
- Call your **State Health Insurance Assistance Program (SHIP)** to get personalized help. Visit [shiptacenter.org](https://www.shiptacenter.org), or call 1-800-MEDICARE to get the phone number.







## Section 4: Get the help you need

### Help if you have limited income & resources

#### Extra Help paying your Medicare prescription drug costs

If you meet certain income and resource limits, you may qualify for Extra Help from Medicare to help pay the costs of **Medicare prescription drug coverage**. You should apply even if you aren't sure if you qualify.

Visit [socialsecurity.gov/i1020](https://socialsecurity.gov/i1020) to apply for Extra Help online.

For more information:

- Visit [Medicare.gov](https://www.Medicare.gov), and select “Get help paying costs” under “Your Medicare Costs.”
- Visit [socialsecurity.gov](https://www.socialsecurity.gov), and select “Medicare” under “Benefits.”
- Call Social Security at 1-800-772-1213. TTY users can call 1-800-325-0778. You can apply for Extra Help by phone or ask for a paper application.
- Contact your **State Medical Assistance (Medicaid) office**. Visit [Medicare.gov/contacts](https://www.Medicare.gov/contacts), or call 1-800-MEDICARE (1-800-633-4227) to get the phone number. TTY users can call 1-877-486-2048.

### State Pharmacy Assistance Programs (SPAPs)

Many states have SPAPs that help certain people pay for prescription drugs. Each SPAP makes its own rules on how to help its members. To find out if there's an SPAP in your state and how it works:

- Visit [Medicare.gov/pharmaceutical-assistance-program/state-programs.aspx](https://www.Medicare.gov/pharmaceutical-assistance-program/state-programs.aspx).
- Call your **State Health Insurance Assistance Program (SHIP)**. Visit [shiptacenter.org](https://www.shiptacenter.org), or call 1-800-MEDICARE (1-800-633-4227) to get the phone number. TTY users can call 1-877-486-2048.

### Medicare Savings Programs

If you have limited income and resources, you may be able to get help from your state to pay your Medicare costs (like **premiums**, **deductibles**, and **coinsurance**) if you meet certain conditions.

For more information:

- Visit [Medicare.gov](https://www.Medicare.gov), and select “Get help paying costs” under “Your Medicare Costs.”
- Contact your **State Medical Assistance (Medicaid) office**, and ask for information on Medicare Savings Programs. Call even if you aren't sure if you qualify. To get the phone number for your state, visit [Medicare.gov/contacts](https://www.Medicare.gov/contacts), or call 1-800-MEDICARE.
- Visit [Medicare.gov/publications](https://www.Medicare.gov/publications) to view or print the brochure “Get Help With Your Medicare Costs: Getting Started.”
- Call your State Health Insurance Assistance Program (SHIP). Visit [shiptacenter.org](https://www.shiptacenter.org), or call 1-800-MEDICARE to get the phone number.

### Medicaid

Medicaid is a joint federal and state program that helps with medical costs for some people with limited income and resources. Medicaid also offers some benefits not normally covered by Medicare, like custodial nursing home care and personal care services. Each state has different rules about eligibility and applying for Medicaid.

For more information:

- Visit [Medicare.gov](https://www.Medicare.gov), and select “Get help paying costs” under “Your Medicare Costs.”
- To see if you qualify, call your [State Medical Assistance \(Medicaid\) office](#). Visit [Medicare.gov/contacts](https://www.Medicare.gov/contacts), or call 1-800-MEDICARE (1-800-633-4227) to get the phone number. TTY users can call 1-877-486-2048.
- To learn about the Medicaid program, visit [Medicare.gov/publications](https://www.Medicare.gov/publications) to view or print the brochure “Medicaid: Getting Started.”

## Your Medicare rights

No matter how you get Medicare, you generally have certain rights and protections. All people with Medicare have the right to:

- Be treated with dignity and respect at all times.
- Be protected from discrimination.
- Have their personal and health information kept private.
- Get a decision about health care payment, coverage of services, or prescription drug coverage.

To learn more about your Medicare rights:

- Visit [Medicare.gov](https://www.Medicare.gov), and select “Your Medicare rights” under “Claims & Appeals.”
- Visit [Medicare.gov/publications](https://www.Medicare.gov/publications) to view or print the booklet “Medicare Rights & Protections.”

## Your Medicare appeal rights

An [appeal](#) is an action you can take if you disagree with a coverage or payment decision by Medicare, your [Medicare health plan](#), or your [Medicare Prescription Drug Plan](#). If you decide to file an appeal, ask your doctor, health care provider, or supplier for any information that may help your case. Keep a copy of everything you send to Medicare or your plan as part of the appeal.

For more information:

- Visit [Medicare.gov/appeals](https://www.Medicare.gov/appeals).
- Visit [Medicare.gov/publications](https://www.Medicare.gov/publications) to view or print the booklet “Medicare Appeals.”
- Call 1-800-MEDICARE.

## Mental health resources

### If you or someone you know is in crisis:

- Call the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255). You can talk to a crisis counselor 24 hours a day, 7 days a week. TTY users can call 1-800-799-4TTY (1-800-799-4889).

### For more information about Medicare mental health benefits and coverage:

- Visit [Medicare.gov](https://www.medicare.gov), or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.
- Call your [State Health Insurance Assistance Program \(SHIP\)](#). Visit [shiptacenter.org](https://shiptacenter.org), or call 1-800-MEDICARE to get the phone number.

**If you're  
in an  
immediate  
medical  
crisis,  
call 911.**

Talk to your doctor or other health care provider if you have questions or concerns about your mental health, to find out more about mental health, or to find mental health treatment. You can also visit [mentalhealth.gov](https://www.mentalhealth.gov), or one of these resources:

### National Institute of Mental Health (NIMH), National Institutes of Health (NIH)

- Visit [nimh.nih.gov](https://www.nimh.nih.gov).
- Call 1-866-615-6464. TTY users can call 1-866-415-8051.
- Email [nimhinfo@nih.gov](mailto:nimhinfo@nih.gov).

### Substance Abuse and Mental Health Services Administration (SAMHSA)

- Visit [samhsa.gov](https://www.samhsa.gov). To find treatment facilities in your area, visit [findtreatment.samhsa.gov](https://www.samhsa.gov/findtreatment).
- Call 1-877-SAMHSA-7 (1-877-726-4727). TTY users can call 1-800-487-4889.

### Mental Health America

- Visit [mentalhealthamerica.net](https://www.mentalhealthamerica.net).
- Call 1-800-969-6642. TTY users can call 1-800-433-5959.

### National Alliance on Mental Illness (NAMI)

- Visit [nami.org](https://www.nami.org).
- Call the Information Helpline at 1-800-950-NAMI (1-800-950-6264).

### National Council for Behavioral Health

- Visit [thenationalcouncil.org](https://www.thenationalcouncil.org).
- Call 1-202-684-7457.
- Email [Communications@thenationalcouncil.org](mailto:Communications@thenationalcouncil.org).

## Section 5: Definitions

**Appeal**—An appeal is the action you can take if you disagree with a coverage or payment decision made by Medicare, your Medicare health plan, or your Medicare Prescription Drug Plan. You can appeal if Medicare or your plan denies one of these:

- Your request for a health care service, supply, item, or prescription drug that you think you should be able to get
- Your request for payment of a health care service, supply, item, or prescription drug you already got
- Your request to change the amount you must pay for a health care service, supply, item, or prescription drug

You can also appeal if Medicare or your plan stops providing or paying for all or part of a health care service, supply, item, or prescription drug you think you still need.

**Assignment**—An agreement by your doctor, provider, or other supplier to be paid directly by Medicare, to accept the payment amount Medicare approves for the service, and not to bill you for any more than the Medicare deductible and coinsurance.

**Benefit period**—The way that Original Medicare measures your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you're admitted as an inpatient in a hospital or SNF. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a SNF after one benefit period has ended, a new benefit period begins. You must pay the inpatient hospital deductible for each benefit period. There's no limit to the number of benefit periods.

**Coinsurance**—An amount you may be required to pay as your share of the cost for services after you pay any deductibles. Coinsurance is usually a percentage (for example, 20%).

**Copayment**—An amount you may be required to pay as your share of the cost for a medical service or supply, like a doctor’s visit, hospital outpatient visit, or prescription drug. A copayment is usually a set amount, rather than a percentage. For example, you might pay \$10 or \$20 for a doctor’s visit or prescription drug.

**Coverage determination (Part D)**—The first decision made by your Medicare drug plan (not the pharmacy) about your drug benefits, including:

- Whether a particular drug is covered
- Whether you’ve met all the requirements for getting a requested drug
- How much you’re required to pay for a drug
- Whether to make an exception to a plan rule when you request it

The drug plan must give you a prompt decision (72 hours for standard requests, 24 hours for expedited requests). If you disagree with the plan’s coverage determination, the next step is an appeal.

**Deductible**—The amount you must pay for health care or prescriptions before Original Medicare, your prescription drug plan, or your other insurance begins to pay.

**Exception**—A type of Medicare prescription drug coverage determination. A formulary exception is a drug plan’s decision to cover a drug that’s not on its drug list or to waive a coverage rule. A tiering exception is a drug plan’s decision to charge a lower amount for a drug that’s on its non-preferred drug tier. You or your prescriber must request an exception, and your doctor or other prescriber must provide a supporting statement explaining the medical reason for the exception.

**Formulary**—A list of prescription drugs covered by a prescription drug plan or another insurance plan offering prescription drug benefits. Also called a drug list.

**Lifetime reserve days**—In Original Medicare, these are additional days that Medicare will pay for when you’re in a hospital for more than 90 days. You have a total of 60 reserve days that can be used during your lifetime. For each lifetime reserve day, Medicare pays all covered costs except for a daily coinsurance.

**Medically necessary**—Health care services or supplies needed to diagnose or treat an illness, injury, condition, disease, or its symptoms and that meet accepted standards of medicine.

**Medicare Advantage Plan (Part C)**—A type of Medicare health plan offered by a private company that contracts with Medicare to provide you with all your Part A and Part B benefits. Medicare Advantage Plans include Health Maintenance Organizations, Preferred Provider Organizations, Private Fee-for-Service Plans, Special Needs Plans, and Medicare Medical Savings Account Plans. If you're enrolled in a Medicare Advantage Plan, most Medicare services are covered through the plan and aren't paid for under Original Medicare. Most Medicare Advantage Plans offer prescription drug coverage.

**Medicare-approved amount**—In Original Medicare, this is the amount a doctor or supplier that accepts assignment can be paid. It may be less than the actual amount a doctor or supplier charges. Medicare pays part of this amount and you're responsible for the difference.

**Medicare health plan**—Generally, a plan offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. Medicare health plans include all Medicare Advantage Plans, Medicare Cost Plans, and Demonstration/Pilot Programs. Programs of All-inclusive Care for the Elderly (PACE) organizations are special types of Medicare health plans. PACE plans can be offered by public or private entities and provide Part D and other benefits in addition to Part A and Part B benefits.

**Medicare Part A (Hospital Insurance)**—Part A covers inpatient hospital stays, care in a skilled nursing facility, hospice care, and some home health care.

**Medicare Part B (Medical Insurance)**—Part B covers certain doctors' services, outpatient care, medical supplies, and preventive services.

**Medicare prescription drug coverage (Part D)**—Optional benefits for prescription drugs available to all people with Medicare for an additional charge. This coverage is offered by insurance companies and other private companies approved by Medicare.

**Medicare Prescription Drug Plan (Part D)**—Part D adds prescription drug coverage to Original Medicare, some Medicare Cost Plans, some Medicare Private-Fee-for-Service Plans, and Medicare Medical Savings Account Plans. These plans are offered by insurance companies and other private companies approved by Medicare. Medicare Advantage Plans may also offer prescription drug coverage that follows the same rules as Medicare Prescription Drug Plans.

**Medigap policy**—Medicare Supplement Insurance sold by private insurance companies to fill “gaps” in Original Medicare coverage.

**Original Medicare**—Original Medicare is a fee-for-service health plan that has 2 parts: Part A (Hospital Insurance) and Part B (Medical Insurance). After you pay a deductible, Medicare pays its share of the Medicare-approved amount, and you pay your share (coinsurance and deductibles).

**Premium**—The periodic payment to Medicare, an insurance company, or a health care plan for health or prescription drug coverage.

**State Health Insurance Assistance Program (SHIP)**—A state program that gets money from the federal government to give free local health insurance counseling to people with Medicare.

**State Medical Assistance (Medicaid) office**—A state or local agency that can give information about, and help with applications for, Medicaid programs that help pay medical bills for people with limited income and resources.







## **Notice of Availability of Auxiliary Aids & Services**

We're committed to making our programs, benefits, services, facilities, information, and technology accessible in accordance with Sections 504 and 508 of the Rehabilitation Act of 1973. We've taken appropriate steps to make sure that people with disabilities, including people who are deaf, hard of hearing or blind, or who have low vision or other sensory limitations, have an equal opportunity to participate in our services, activities, programs, and other benefits. We provide various auxiliary aids and services to communicate with people with disabilities, including:

**Relay service** — TTY users should call 1-877-486-2048.

**Alternate formats** — This product is available in alternate formats, including large print, Braille, audio, CD, or as an eBook. To request a Medicare product in an alternate format, call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. To request the Medicare & You handbook in an alternate format, visit [Medicare.gov/medicare-and-you](https://www.medicare.gov/medicare-and-you).

### **For all other CMS publications:**

1. Call 1-844-ALT-FORM (1-844-258-3676). TTY users should call 1-844-716-3676.
2. Send a fax to 1-844-530-3676.
3. Send an email to [AltFormatRequest@cms.hhs.gov](mailto:AltFormatRequest@cms.hhs.gov).
4. Send a letter to: Centers for Medicare & Medicaid Services Offices of Hearings and Inquiries (OHI) 7500 Security Boulevard, Room S1-13-25 Baltimore, MD 21244-1850  
Attn: CMS Alternate Format Team

**Note:** Your request for a CMS publication should include your name, phone number, mailing address where we should send the publications, and the publication title and product number, if available. Also include the format you need, like Braille, large print, audio CD, or a qualified reader.

### **Nondiscrimination Notice**

The Centers for Medicare & Medicaid Services (CMS) doesn't exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, disability, sex, or age. If you think you've been discriminated against or treated unfairly for any of these reasons, you can file a complaint with the Department of Health and Human Services, Office for Civil Rights by:

Calling 1-800-368-1019. TTY users should call 1-800-537-7697.

Visiting [hhs.gov/ocr/civilrights/complaints](https://www.hhs.gov/ocr/civilrights/complaints).

Writing: Office for Civil Rights

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**U.S. DEPARTMENT OF  
HEALTH AND HUMAN SERVICES**

**Centers for Medicare & Medicaid Services**

7500 Security Blvd.  
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Official Business  
Penalty for Private Use, \$300

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