



# Getting Help: Alabama SHIP Counselor Troubleshooting Directory

State SHIP Office: 1-800-243-5463

MEDICARE TOPIC	CONTACT
<b>General</b>	
Replace Medicare card	SSA local office, or <a href="http://www.socialsecurity.gov/medicarecard/">www.socialsecurity.gov/medicarecard/</a>
Long term care coverage issues	LTC SHIP specialist, AL Dept of Ins.: 334-269-3550
Dental Services	UAB Dental School, AAA Info & Assistance/I&R
Veterans Coverage & Benefits	AL Dept. of Veteran Affairs: 1-800-827-1000, or VA Service Officer:
TRICARE for Life	TRICARE Liasion:
"New to Medicare" initial packet	SSA local office, <a href="http://www.medicare.gov">www.medicare.gov</a> (Pub. 11095)
Request copy of MSN	<a href="http://www.medicare.gov">www.medicare.gov</a> , or call 1-800-MEDICARE
Medicaid inquiries	Local Medicaid office
Unsure	SHIP Coordinator
Secondary Payer issues	Medicare Coordination of Benefits contractor: 1-800-999-1118
<b>Part A Issues</b>	
Part A Enrollment	SSA local office, or call 1-800-772-1213
Overcharged for services	Check billing statement, contact provider
Wrongfully billed by hospital	Call 1-800-MEDICARE
Hospital/SNF/Home Health Service Determinations	QIO: 205-970-1600
Medicare Claims Issues	1-800-MEDICARE
<b>Part B Issues</b>	
Part B Enrollment	SSA local office, or call 1-800-772-1213
Wrongfully billed by provider	Call provider, or 1-800-MEDICARE
<b>Medicare Advantage Issues</b>	
Wrongfully billed by provider	Call the plan, or 1-800-MEDICARE
Cost-sharing inquiries	Call the plan, or 1-800-MEDICARE
Questions about/Request copy of EOB	Call the plan, or 1-800-MEDICARE

## Getting Help: Alabama SHIP Counselor Troubleshooting Directory (continued)

MEDICARE TOPIC	CONTACT
<b>Part D Issues</b>	
Access to prescription drugs	Contact Senior Rx, or call the plan
Plan Finder issues	SHIP Coordinator
<b>Medigap Issues</b>	
Complaint Forms	AL Dept. of Insurance: 334-269-3550
Medigap Marketing/Enrollment Rights	SHIP Coordinator
<b>Fraud/Abuse</b>	
Plan Marketing	SMP/SHIP Coordinator (to be forwarded to MEDIC)
Agent Misconduct	SMP/SHIP Coordinator (to be forwarded to MEDIC)