

Medicare Part D Telephone Referral List

Background:

- **Medicare** provides health coverage for people age 65 and older and for some people with disabilities. The new prescription drug coverage is through the Medicare program
- **Medicaid** is the state-federally funded health coverage program for qualifying low-income women, children, and elderly, and disabled individuals.

To most effectively route callers:

1. **Determine if the caller is a Medicare participant (Medicare), or if the caller currently has both Medicare and Medicaid coverage, and use the appropriate column below.**
2. Please Log calls and send information to Cecily Fong in the Insurance Department weekly so they can staff accordingly and access volunteer help, if needed.

Medicare-Only Recipient (or person calling on behalf of a Medicare beneficiary)

- **Medicare**
1-800-633-4227 (TTY users should call 1-877-486-2048)
Automated – callers must listen to options
<http://www.medicare.gov/>
 - Drug **plan questions**
 - Drug **plan comparison** tool
 - **Formulary finder**
 - **Premium information**
- N.D. Insurance Department's
Senior Health Insurance Counseling Program
(SHIC Program)
1-888-575-6611 Toll Free
 - Drug **plan questions**
 - **Premium information** including extra help for low-income seniors
 - **Enrollment assistance** (NOTE: SHIC counselors **cannot select a plan for individuals**, but can educate them about selecting an appropriate plan)

Social Security Administration

1-800-772-1213 Toll Free

Automated – callers need to listen to options

- **Extra help paying for premiums** (low-income subsidy)
- Help applying for “extra help”

Medicaid Recipient – Dual Eligibles (A person who has both Medicaid AND Medicare Coverage)

- **N.D. Medicaid**
701-328-2321 OR 800-755-2604
TTY 701-328-3480

Fact sheets and links to federal tools, etc. are located on the DHS Web site at www.nd.gov/humanservices

Directing Calls:

- o **What Medicaid will still pay for** → Deb Masad at 701-328-1830
 - o **Plan questions** → Deb Masad at 701-328-1830 or ND Senior Health Insurance Counseling program (SHIC) 1-888-575-6611
 - o **Don't know what they need to do**
- Deb Masad 701-328-1830
- o **Pharmacy/plan formulary questions** → Their pharmacist, SHIC, or Medicare (1-800-633-4227) or "formulary finder" at www.medicare.gov
 - o **Enrollment assistance** → SHIC program 1-888-575-6611 OR if caller is 60 or older refer to OAA enrollment specialist on the back page.
 - o **Calls from Medicaid pharmacy providers** → Brendan Joyce, 701-328-4023
 - o **Calls from Medicaid long term care providers** → Barb Fischer, 701-328-4578

Medicaid Recipient – Dual Eligibles who are age 60 or older

The state's primary resource for **enrollment assistance** is the Senior Health Insurance Counseling Program (1-888-575-6611).

However, the Dept. of Human Services' Aging Services Division is using a small amount of its Older Americans Act funding to temporarily hire Enrollment Assistance Specialists. **You can also refer dual eligible individuals to these Enrollment Assistance Specialists:**

Region 1

Williston Region I Senior Services
18 Main, **Williston**, ND 58801
701-577-6751 seniors60@yahoo.com

Region 2

Minot Commission on Aging
21 1st Ave SE, **Minot**, ND 58701
701-852-0561 mcoapsc@ndak.net

Region 3

Rolette County Senior Meals & Services
PO Box 274, **Rolla**, ND 58367-0274
701-477-6421 nutusms@utma.com

Region 4

Greater Grand Forks Senior Citizens
620 4th Ave S, **Grand Forks**, ND 58201
701-772-7245
director.gfsc@midconetwork.com

Region 5

Fargo Senior Services
PO Box 2217, **Fargo**, ND 58108-2217
701-293-1440 barett@fsc.fargoparks.com

Region 5 and 6

South Central Adult Services
PO Box 298, **Valley City**, ND 58072-0298
701-845-4300 info@scasc.net

Region 7

Burleigh County Senior Adults
315 N 20th St, **Bismarck**, ND 58501
701-255-4648 bcsap@btinet.net

Region 8

Stark County Council on Aging Elder Care
PO Box 629, **Dickinson**, ND 58602-0629
701-456-1818 eldercare@ndsupernet.com