



# **The Medigap Helpline & Prescription Drug Helpline**

**Board on Aging and Long Term Care**

**A Wisconsin SHIP**

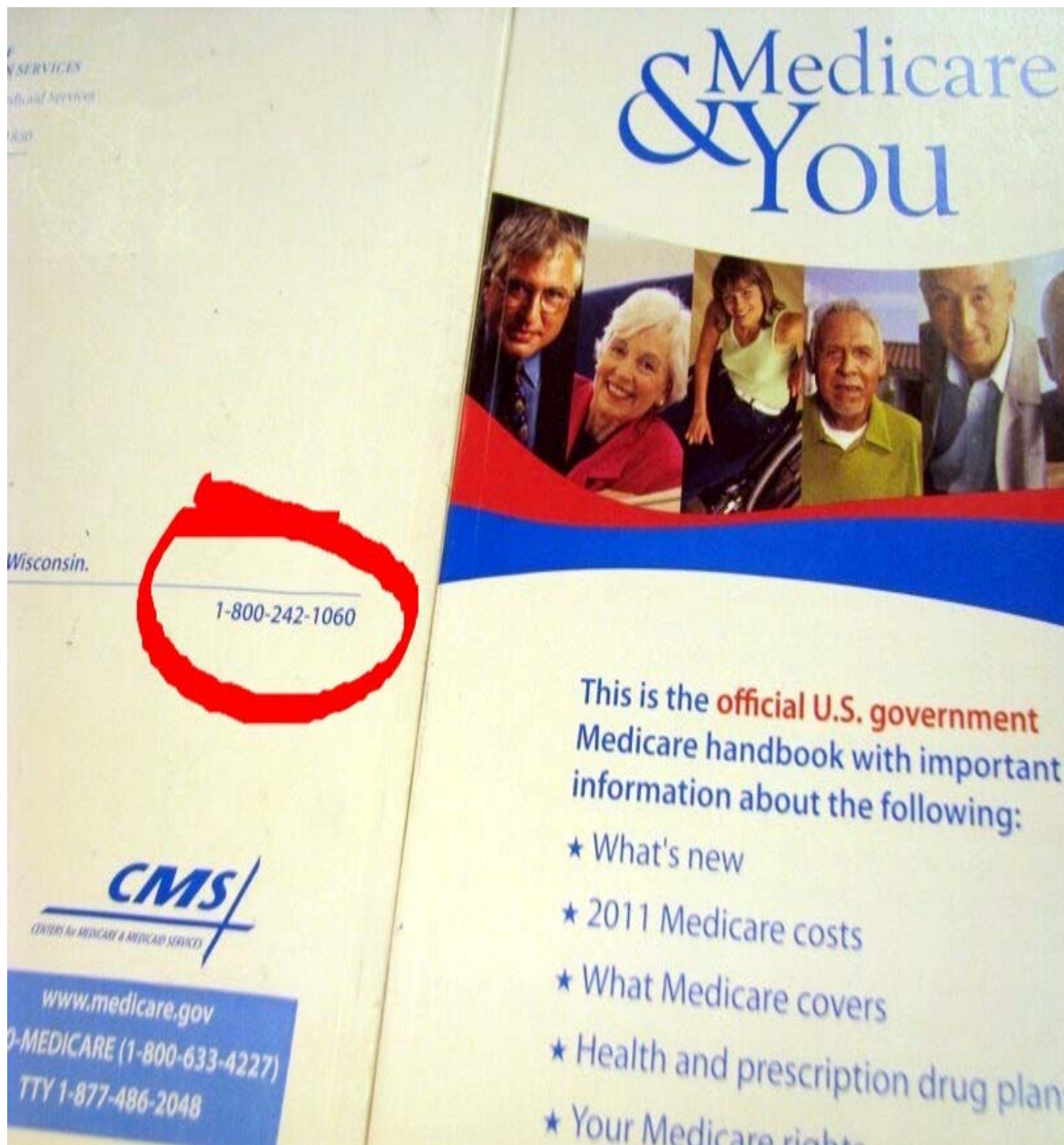
**(State Health Insurance & Assistance Program)**

2018

The *Medigap Helpline* is a service of the  
**State of Wisconsin**  
**Board on Aging and Long Term Care.**

There is no connection with nor any  
endorsement of any insurance company.

The program is funded by a grant from the  
federal *Administration for Community Living*  
(*ACL*) and the Wisconsin Office of the  
Commissioner of Insurance (OCI).



Our number is listed on the back of the Medicare & You booklet

# Where We Are Located

Our main office is located near the Madison airport



State of Wisconsin Agency:

**Board on Aging and Long Term Care**

Medigap Helpline Services

1402 Pankratz St., Suite 111

Madison, WI 53704

# Who We Are

Staff at the Medigap Helpline Services includes both the:

- Medigap Helpline
- Medigap Part D and Prescription Drug Helpline.

Medigap Helpline Services  
Supervisor

**Vicki Buchholz**

608-246-7016

[Vicki.Buchholz@Wisconsin.gov](mailto:Vicki.Buchholz@Wisconsin.gov)







Intake Advocate

*Melani Quarles*

1-800-242-1060 Toll Free

608-246-7010 Direct Number

[boaltc@wisconsin.gov](mailto:boaltc@wisconsin.gov)

*(Call or email to order  
publications)*



**The Wisconsin SHIP**  
*(State Health Insurance & Assistance Program)*

**Medigap  
Helpline**

**1-800-242-1060**

*Language translation  
services available*

*We can help you make  
informed insurance decisions*

# Medigap Insurance Counselors



Medigap Insurance  
Counselor  
**Steve Shapiro**  
608-246-7011  
Steve.Shapiro@Wisconsin.  
gov

Medigap Insurance  
Counselor  
Vacant  
608-246-7023

Medigap Insurance Counselor -  
Lead

**Jill Helgeson**

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Medigap Part D &  
Prescription Drug Counselor

**Rodney Rodgers**

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Medigap Part D &  
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***Vacant***

608-245-8934

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**The Wisconsin SHIP**

*(State Health Insurance & Assistance Program)*

**Medigap Part D  
and Prescription  
Drug Helpline**

*For 60 and Older*

**1-855-67-PART D  
(1-855-677-2783)**

*Language translation  
services available*





# How We Can Assist You

- Call us directly for assistance.
- Refer clients if they need assistance in selecting a Medicare Supplement (Medigap), a Medicare Advantage plan or Prescription coverage to the toll-free lines.
- Call intake for publication requests.
- Arrange presentations in your county or agency.
- Use of Language Line for other languages.

# Our Primary Customers

- Medicare beneficiaries of all ages
- Persons 60 & over for prescription help.
- Disabled individuals
- Low income individuals
- Pre-retirement individuals
- Retirees losing their employer-group coverage
- End Stage Renal Disease beneficiaries.
- Private long term care insurance shoppers



# Other Customers



- Elder or disability benefit specialists
- I & A specialists at ADRC's
- Social workers/case managers
- Legislators or staffers
- Non-Medicare individuals without health insurance
- Medical or healthcare professionals
- Insurance Agents

# Insurance Explained

*Medigap counselors provide information, education and counseling on many coverages and topics:*

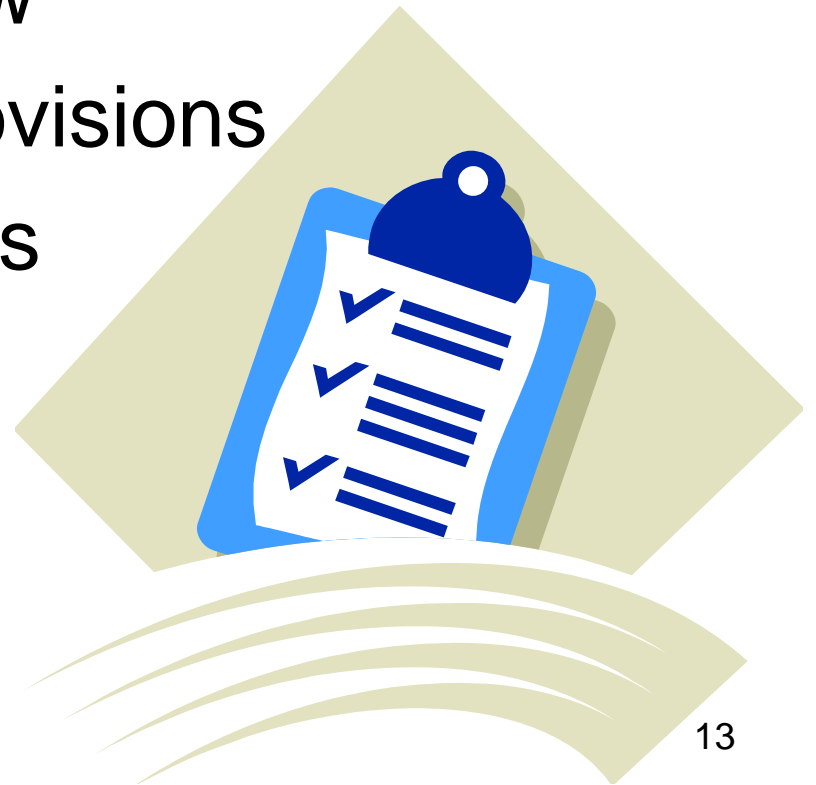
## Medicare

- Part A
- Part B
- Eligibility
- Enrollment periods
- Coordination with other coverages



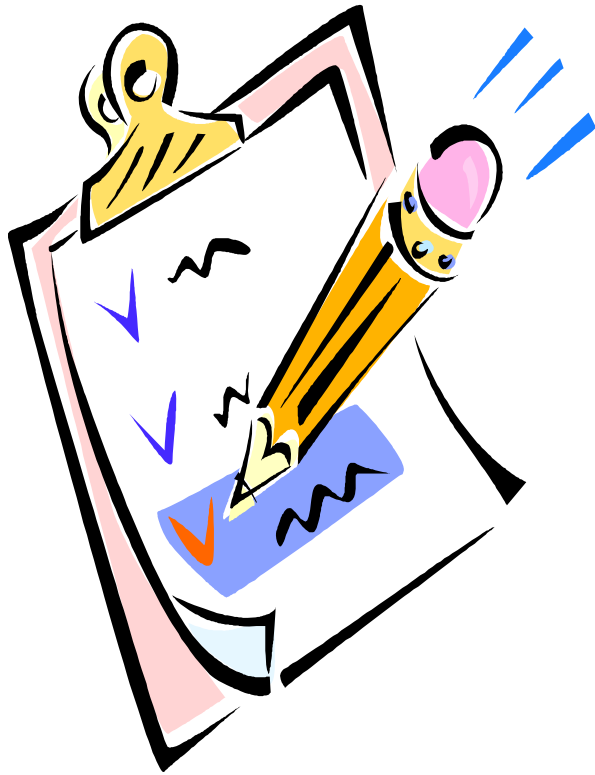
# Medicare Supplements (Medigap)

- Traditional insurer vs. Network policies
- Open eligibility window
- Guaranteed Issue Provisions
- Pre-Existing conditions
- Relocation/snowbirds
- Premium issues





# Medicare Advantage Plans



- Enrollment periods:  
Initial, Annual, Special
- Trial periods
- Service area coverage options
- Relocation/snowbirds
- Out of pocket maximums
- Copay costs
- Provider networks
- Prescription Part D Inclusion

# Prescription Coverage

- Medicare Prescription Drug Plan (Part D for persons 60 and over)
- Wisconsin SeniorCare (65 and over)
- Low Income Subsidy (extra help)
- Other Creditable Drug Options:
  - VA/Tricare for Life
  - Employer sponsored
- Pharmaceutical Programs
- Discounted Programs for “Gap” coverage or for those with NO RX coverage.



# Medicaid Programs

- Medicare Savings Programs: QMB,SLMB
- Medical Assistance Purchase Program (MAPP)
- EBD Medicaid programs
- Badgercare Plus



## Employer Group Health Coverage



- Active Employer Coverage
- Retiree Group Coverage
- Cobra/Wisconsin Continuation

# Military/Veterans Benefits

- Tricare / Tricare for Life
- ChampVA
- Veterans Benefits



# Health Insurance Marketplace



- Navigator referrals
- Coordination with Medicare
- Enrollment time periods

# Long Term Care Insurance

- Nursing Home coverage
- Home Healthcare coverage
- Assisted Living
- Qualified Partnership Policies





We look forward to hearing from you!

- Call: **1-800-242-1060** (Medigap Helpline)
- Call: **1-855-677-2783** (Prescription Helpline  
- serving 60 and over)
- Email: [boaltc@wisconsin.gov](mailto:boaltc@wisconsin.gov)
- Write: **Board on Aging & Long Term Care**  
**1402 Pankratz St Suite 111**  
**Madison, WI 53704-4001**
- Website: <http://longtermcare.wi.gov/>

**THANK YOU**