### Page 2 – Making the Most of Your Medicare

#### Section Title

This helps you navigate and find where you are in the notice. The section titles are on the top of each page.

#### A How to Check

Medicare offers helpful tips on what to check when you review your notice.

#### How to Report

Help Medicare save money by reporting fraudto SMP! 800-986-3505

#### How to Get Help

This section gives you phone numbers for where to get your Medicare questions answered.

#### ennifer Washingt 1 Making the Most of Your Medicare

#### A How to Check This Notice

Do you recognize the name of each doctor or provider? Check the dates. Did you have an appointment that day? 2 Did you get the services listed? Do they match those listed on your receipts and bills?

If you already paid the bill, did you pay the right amount? Check the maximum you may be billed. See if the claim was sent to your Medicare supplement insurance (Medigap) plan or other insurer. That plan may pay your share.

#### 🕑 How to Report Fraud

If you think a provider or business is involved in raud, call us at 1-800-MEDICARE (1-800-633-4227)

3 Some examples of fraud include offers for free medical services or billing you for Medicare services you didn't get. If we determine that your tip led to uncovering fraud, you may qualify for a reward. You can make a difference! Last year, Medicare saved tax-payers \$4.2 billion—the largest sum ev recovered in a single year—thanks to people who reported suspicious activity to Medicare.

### How to Get Help with Your Questions

4 1-800-MEDICARE (1-800-633-4227) Ask for "doctors services." Your custom is 05535 TTY 1-877-486-2048 (for hearing impaired) Contact your State Health Insurance Program (SHIP) ocal health insurance counseling. Call

1-555-555-5555.

THIS IS NOT A BILL | Page 2 of 4

A

Medicare Preventive Services Medicare covers many free or low-cost e

### and screenings to help you stay healthy. For more information about preventive services:

• Talk to your doctor.

Look at your "Medicare & You" handbook for a complete list.

Visit www.MyMedicare.gov for a personalized list.

#### Your Messages from Medicare

Get a pneumococcal shot. You may only need it once in a lifetime. Contact your health care provider about getting this shot. You pay nothing if your health care provider accepts Medicare assignment. To report a change of address, call Social Security at 1-800-772-1213, TTY users should call 1-800-325-0778.

Early detection is your best protection. Schedule your mammogram today, and remember that Medicare helps pay for screening mammograms.

Want to see your claims resing i mannogenie. Want to see your claims at www.MyMedicare.gov, usually within 24 hours after Medicare processes th claim. You can use the "Blue Button" feature to help keep track of your personal health records.

#### **6** Preventive Services

Remember, Medicare covers many preventive tests and screenings to keep you healthy.

#### **6** General Messages

These messages get updated regularly, so make sure to check them!



## Page 3 – Your Part B Medical Claims

#### Type of Claim

Claims can either be assigned or unassigned.

#### **2** Definitions

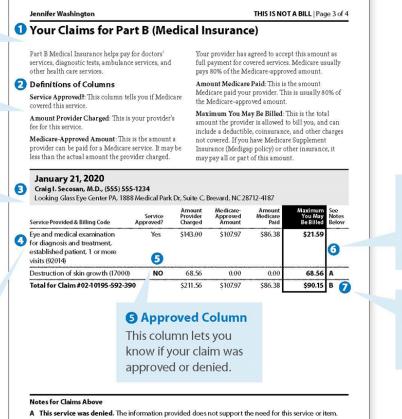
Don't know what some of the words on your MSN mean? Read the definitions to find out more.

#### Your Visit

This is the date you went to your doctor. Keep your bills and compare them to your notice to be sure you got all the services listed.

#### O Service Descriptions

User-friendly service descriptions will make it easier for you to know what you were treated for.





#### **6** Max You May Be Billed

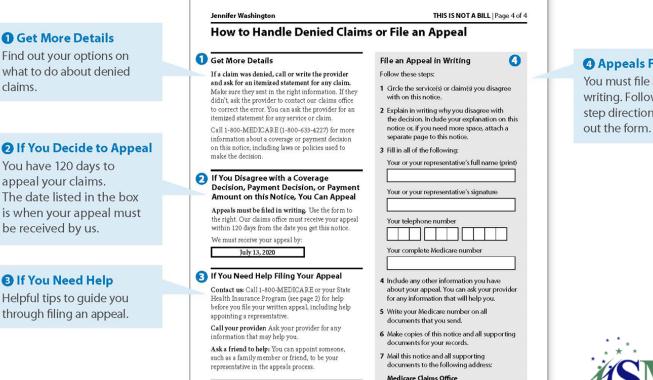
This is the total amount the provider is able to bill you. It's highlighted and in bold for easy reading.

#### Notes

Refer to the bottom of the page for explanations of the services you got.

- Your claim was sent to your Medicare Supplement Insurance (Medigap policy), Wellmark BlueCross BlueShield of N. Carolina. Send any questions regarding your benefits to them.

### age 4 – How to Handle Denied Claims



Find Out More About Appeals For more information about appeals, read your "Medicare & You" handbook or visit us online at www.medicare.gov/appeals.

Medicare Claims Office c/o Contractor Name Street Address City, ST 12345-6789

#### Appeals Form

You must file an appeal in writing. Follow the step-bystep directions when filling



# **READING YOUR MEDICARE SUMMARY NOTICE** Page 1 – Your Dashboard

#### **O** DHHS Logo

The redesigned MSN has the official Department of Health & Human Services (DHHS) logo.

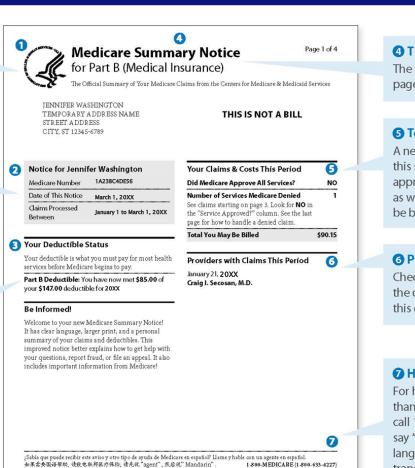
#### 2 Your Information

Check your name and confirm the accuracy of your Medicare number, as well as the date your MSN was printed and the dates of the claims listed.

Your Deductible Info

You pay a yearly deductible for services before Medicare pays. You can check your deductible information right on page 1 of your notice!





#### ① Title of your MSN

The title at the top of the page is larger and bold.

#### **G** Total You May Be Billed

A new feature on page 1, this summary shows your approved and denied claims, as well as the total you may be billed.

#### **O Providers You Saw**

Check the list of dates and the doctors you saw during this claim period.

#### Help in Your Language

For help in a language other than English or Spanish, call 1-800-MEDICARE and say "Agent." Tell them the language you need for free translation services.