



STATE OF WISCONSIN
BOARD ON AGING AND LONG -TERM CARE

MEDIGAP HELPLINE SERVICES

1402 Pankratz Street, Suite 111
Madison, WI 53704-4001
Medigap Helpline (800) 242-1060
Part D Helpline (855) 677-2783
Fax (608) 246-7001
<http://longtermcare.wi.gov>

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Medigap Helpline Services are Available

The Medigap Helpline Services with the Board on Aging and Long Term Care is a part of the Wisconsin State Health Insurance Program (SHIP). The Medigap Helpline is available to help Medicare beneficiaries and their families understand Medicare coverage and their options. During this public health emergency, it is especially important that people have the best health insurance coverage to meet their needs.

The Medigap Helpline is a phone-based service which provides information and counseling on Medicare and related options. The Medigap Counselors are available to answer questions on Medicare, Medicare Supplements, Medicare Advantage, employer sponsored coverage, low income coverage options and prescription drug coverage. We are available to assist individuals that may have lost their coverage due to loss of employment, have Medicare enrollment questions or have questions about their current coverage, including recent changes to coverage for Skilled Nursing care. Counselors can assist callers in understanding each insurance option, so the caller is better informed to pick the option that works best for their situation.

Office hours are 8:00 am to 4:30 pm, Monday through Friday.

Calls for assistance can be made to our Toll-free Helplines.

Medigap Helpline: 1-800-242-1060

Medigap Prescription Drug Helpline: 1-855-677-2783.

Please leave a detailed message including your name, telephone number, and a brief overview of your situation, including any deadlines. Due to the high volume of calls, a counselor will return your call within one to two business days.

*Submitted by:
Vicki Buchholz
Medigap Helpline Servicers Supervisor
04/30/2020*