

Who We Are

The Senior Information Office is an independent program housed in the Alaska Department of Health and Social Services. We are funded by grants from the Centers for Medicare and Medicaid Services and from the U.S. Administration on Aging. Our staff and volunteers are not affiliated with the insurance industry.

The mission of the **Senior Information Office** is to help Alaskans make informed Medicare decisions.

Alaska Medicare Helpline

1-800-478-6065

Leave us a message
if we're not available.

We will either call you back to answer your questions, or connect you with a Medicare volunteer in your area!

Senior Information Office

Alaska's Medicare Resource



LOCAL HELP FOR PEOPLE WITH MEDICARE



Alaska Medicare Helpline

1-800-478-6065 in Alaska

907-269-3680 in Anchorage or other States



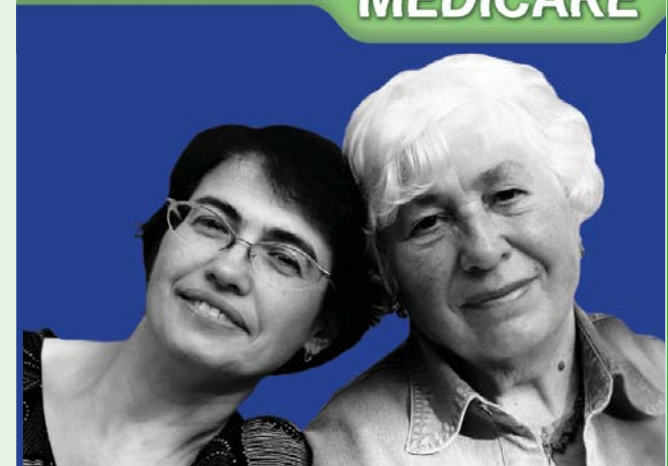
State of Alaska
Department of Health & Social Services
Senior and Disabilities Services
3601 "C" Street, Suite 301
Anchorage, Alaska 99503



www.medicare.alaska.gov

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MEDICARE



We'll help you

- Understand Eligibility & Benefits
- Choose Prescription Plans
- Prevent Error, Fraud & Waste
- Become a Volunteer Counselor

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How we help you

Independent Medicare information!

Senior Information Office staff and trained volunteer counselors offer free advice to Alaskans with Medicare questions or concerns.

We help Medicare recipients, family members, caregivers and healthcare providers with:

- Medicare eligibility and enrollment
- Benefits and claims issues
- Choosing a Medicare Prescription Drug Plan
- Coordinating with other health insurance choices
- Medigap insurance questions
- Medicare Advantage Plan options and enrollment
- Savings for prescription drugs
- Reporting possible Medicare/Medicaid error, fraud, and waste

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Protect, Detect, Report

Don't be a target of healthcare fraud!

Billions of dollars are lost each year to Medicare and Medicaid error, fraud, and waste. You can protect these programs and your benefits by taking these steps:

Protect:

→ Never give your Medicare, Medicaid or Social Security number to a stranger.

Detect:

→ Keep a personal health care journal.

→ Save all your health care paperwork.

→ Compare each bill with your health care journal and look for three things:

- ① Were you charged for something you didn't get?
- ② Were you billed for the same thing two times?
- ③ Do you see services that weren't ordered by your doctor?

Report:

→ If you have a concern, call your provider about a possible mistake.

→ If you're not satisfied with the response, call us: **1-800-478-6065 in Alaska or 907-269-3680 in Anchorage and Outside.**



VOLUNTEER

Become a Volunteer Counselor

As a volunteer with the Senior Information Office you become a vital part of its success.

With the training you receive, you will learn about Medicare. By donating your time and the expertise you gain, you will be helping others in your community.

We'll train you to:

- Navigate Medicare
- Provide one-on-one counseling
- Counsel beneficiaries by phone
- Use Medicare.gov
- Review Medicare Summary Notices

Want to learn more? Call us:

1-800-478-6065