



STATE OF WISCONSIN  
BOARD ON AGING AND LONG TERM CARE

1402 Pankratz Street, Suite 111  
Madison, WI 53704-4001  
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Ombudsman Program (800) 815-0015  
Medigap Helpline (800) 242-1060  
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<http://longtermcare.wi.gov>

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FOR IMMEDIATE RELEASE

11 May 2011  
Contact: Medigap Helpline  
800 242-1060

**When You Contact The Medigap Helpline**

When you have a question or concern about Medicare, Supplemental Insurance, Advantage Plans, Part D Drug plans, Medicaid, HIRSP, COBRA, or health insurance in general, The Medigap Helpline is one resource you may consider contacting. **Our insurance counselors do not endorse or sell any insurance.** We will counsel you on your options so that you will be well educated about the right choices for your situation and better able to make an informed selection.

You may contact the Medigap Helpline in several ways:

- Call our toll-free number, 1-800-242-1060.
- Write to us at Board on Aging and Long Term Care, 1402 Pankratz St., Suite 111, Madison, WI 53704
- Email your question to [boaltc@wisconsin.gov](mailto:boaltc@wisconsin.gov)
- Go to our website at: [longtermcare.wi.gov](http://longtermcare.wi.gov) and fill out the form in the "contact us" section.

If you do call our toll-free number, you may get our voice mail. We have one person who answers calls coming in on this line, and if this individual is already on another call, please do not hang up! Leave your name and number when prompted to do so and we will get back to you as soon as we can. Leave other information also, such as your address, age, and a brief message as to what you are calling about. Wisconsin has almost 900,000 residents who are eligible for Medicare; however our agency has one intake person and four Medicare insurance counselors. So please be patient, and give us a bit of time to get back to you. Once the counselor calls you back, you will have her or his undivided attention and all the time you need to learn about your options.

Sometimes, you may be referred to another agency. We are a referral and information resource. If we can possibly be of service to you we will do our best. But sometimes another resource is better for your particular needs. Wisconsin residents are very fortunate to have many places to go to for information such as Aging and Disability Resource Centers, part D drug helplines, Benefit Specialists, and county or state departments of health.

Please call us for assistance or further information at 1-800-242-1060.

*By: Connie Inda  
Medigap Intake Specialist*