



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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**Employer Health Coverage Changes Due to COVID-19**

The Medigap Helpline is a no-cost phone-based service which provides information and counseling on Medicare and related coverage options. This program is funded in part by the Administration for Community Living (ACL) and the Office of the Commissioner of Insurance (OCI). Medigap Counselors can answer questions regarding an individual's employer sponsored coverage and may assist those who have lost their coverage due to a loss or reduction of employment. Counseling includes educating the beneficiary about other insurance options including Medicare, various insurance options which work with Medicare, and enrollment time frames. This assists the beneficiary in selecting the insurance option which works best for them and their family. During this public health emergency, it is especially important that everyone has adequate health insurance coverage.

If an individual is experiencing a loss of employer health insurance, helpline counselors can assist by providing the knowledge and information needed to understand coverage options. The counselors can also help the beneficiary understand required timelines, which is crucial to avoiding gaps in coverage. The Medigap Helpline can help the beneficiary understand their particular needs and match those to available coverage options. Those options could include Medicare, COBRA, Marketplace or Individual coverage. If the individual is already a Medicare beneficiary, a Supplement, Medicare Advantage or Part D plan may be needed. For some individuals, Medical Assistance programming could also be the best option. A Medigap counselor will assist each beneficiary in understanding the information in order to select the right coverage for themselves.

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:  
Steve Shapiro  
Medigap Helpline Counselor  
05/15/2020*