



## Information Partners Can Use to Help Beneficiaries with:

# PREMIUM WITHHOLD REFUND ISSUE

### New Medicare Prescription Drug Coverage

As of August 28, 2006

In early August, due to a Medicare processing error, roughly 230,000 people received refunds for their drug plan or Medicare Advantage plan premiums in their August 2006 Social Security benefit checks or direct deposits.

People whose plan premiums were mistakenly refunded will not lose any of their Medicare coverage. However, Medicare needs to re-collect the money that was refunded in error.

### What People With Medicare Need to Know

People who are affected will receive a letter from Medicare in early September explaining the error and letting them know the process for returning the overpayment. If you are helping someone with Medicare who was affected by this error, here are some steps that people can take right now to help correct the situation:

- People who received a refund check and have not cashed it can return the check by writing “VOID” on the face of the check, and mailing it to:

Medicare—Drug Premiums  
PO Box 9058  
Pleasanton, CA 94566-9058

- People can send Medicare a personal check or money order for the amount of the overpayment. The check or money order should be made payable to “MEDICARE” and mailed to:

Medicare—Drug Premiums  
PO Box 9058  
Pleasanton, CA 94566-9058

- People can have Medicare directly debit the overpayment amount from a personal bank account. To choose the direct debit option, call Medicare toll-free at 1-866-292-8080, Monday through Friday, from 7:00 AM (Eastern) to 6:00 PM (Pacific).
- People can request to pay in monthly installments over as many as seven months. To discuss the monthly installment option, call Medicare toll-free at 1-866-292-8080, Monday through Friday, from 7:00 AM (Eastern) to 6:00 PM (Pacific). Operators will work to structure a plan that suits the person’s needs.
- People who have already returned their overpayment should let Medicare know by calling 1-866-292-8080, Monday through Friday, from 7:00 AM (Eastern) to 6:00 PM (Pacific).
- Regular premium withholding will resume beginning in October, with premiums for September and October being withheld from October SSA benefits.

It is important to remember that Medicare will not call and ask anyone for any personal information in connection with this issue. People who are contacted by someone asking for Social Security or banking information should not give this information out. People can call 1-877-7SAFERX (1-877-772-3379) if they suspect someone is contacting them fraudulently.

### For More Information

Anyone who has any questions about Medicare’s error or the premium refund some people received in their Social Security benefit payments should call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.