Reporting Medicare Plan Finder Issues: Wisconsin Edition
Guidance for State Health Insurance Assistance Programs (SHIPs) 2024

Contents

Introduction

The Centers for Medicare and Medicaid Services (CMS) and the Administration for Community Living (ACL) created a process for responding to feedback about the Medicare.gov Plan Finder based on the type of issue and the urgency of the request.

Category 1: General feedback: Email the SHIP Director

Send general feedback to Michelle Grochocinski at Michelle.Grochocinski@dhs.wisconsin.gov and Pam Watson at Pamela.Watson@dhs.wisconsin.gov regarding updates or suggestions for Plan Finder improvement, including feedback on formatting, filtering, and page design. The SHIP director will compile feedback to send to CMS and ACL.

Category 2: Functionality issues: Call Medicare

Call 1-800-Medicare or the Unique ID Helpline[i] to report any Plan Finder functionality issues that occur while working with a Medicare beneficiary, including issues with Medicare.gov accounts and incorrect or inconsistent information.

Calling CMS ensures the beneficiary gets the help they need as quickly as possible while also making CMS aware of the potential issue for further tracking and resolution as necessary.

The Medicare customer service representative (CSR) will work to determine whether the issue is:

- **Unique issues for an individual beneficiary** (for example, Medicare.gov login issues):
  The CSR should work to resolve the issue with the SHIP counselor.

- **Potential Plan Finder functionality issues**: The CSR will report the issue to the CMS web team.
  - To submit Plan Finder screenshots, send a detailed email to ACL at ship@acl.hhs.gov with:
    - Description of the issue, including screen shots.
    - Whether you called 1-800-MEDICARE or the Unique ID Helpline.
    - Date and time of call (include time zone).
    - Medicare Customer Service Representative's name.

  - If the issue is drug pricing, provide the following details:
    - Drug dosage, quantity, frequency, and packaging; or (if available) the National Drug Code.
    - Pharmacy name and full address or (if available) the National Provider Identifier.
    - Plan name, plan type (that is, Part D or Part C) and plan ID number (for example, S6946-031-0).

Category 3: Medicare.gov account and Low Income Subsidy functionality issues: Call Medicare and email ACL

Call 1-800-Medicare or the Unique ID Helpline for assistance. Calling CMS ensures the beneficiary gets the help they need as quickly as possible while also making CMS aware of the potential Plan Finder issue for further tracking and resolution as necessary.

Report the issue to ACL at ship@acl.hhs.gov. To investigate the issue, CMS needs the Medicare numbers for the individual(s) impacted. To safely email a Medicare number be sure to:

1. Send a password-protected document containing the Medicare number(s) as an email attachment.

2. Send the password in a separate email. Steps to save Word documents with a password are available on Microsoft.com.

Resolve issues with the SHIP Unique ID

Follow the CMS Unique ID Troubleshooting Instructions (P-03153a).

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[i] Advanced-certified SHIP counselors can access the CMS Unique ID User Job Aid in the SHIP Technical Assistance Center (login required) for Unique ID phone number and instructions.