

Question or Complaint	Where to Get Answers	Telephone Number	Website
How to get or replace a Medicare card	Social Security Administration	1-800-772-1213	<a href="http://www.medicare.gov">www.medicare.gov</a>
Questions about general Medicare coverage, Part D Prescription Drug coverage, or about Medicare claims	<ul style="list-style-type: none"> <li>● Medicare carrier</li> <li>● CLAIM</li> <li>● Centers for Medicare and Medicaid Services (CMS)</li> </ul>	<ul style="list-style-type: none"> <li>● Carrier: Phone number on the Medicare Summary Notice</li> <li>● CLAIM: 1-800-390-3330</li> <li>● CMS: 1-800-633-4227</li> </ul>	<a href="http://www.missouricclaim.org">www.missouricclaim.org</a> <a href="http://www.cms.hhs.gov">www.cms.hhs.gov</a>
Finding doctors who participate in Medicare	Medicare carrier	1-800-633-4227	<a href="http://www.medicare.gov">www.medicare.gov</a>
Complaints about the quality of care provided by Medicare-reimbursed service provider (in hospital or Medicare skilled nursing unit)	Missouri Quality Improvement Organization - Primaris	1-800-347-1016	<a href="http://www.primaris.org">www.primaris.org</a>
Complaints when a hospital denies me admission or wants me to leave before I'm ready	Missouri Quality Improvement Organization - Primaris	1-800-347-1016	<a href="http://www.primaris.org">www.primaris.org</a>
Questions about MO HealthNet coverage in general	Missouri Department of Social Services/ Family Support Division	1-855-373-4636; Ask for your local county office phone number	<a href="http://www.dss.mo.gov/fsd">www.dss.mo.gov/fsd</a>
Questions about my MO HealthNet claim	MO HealthNet Division (formerly Missouri Division of Medical Services)	1-800-392-2161	<a href="http://www.dss.mo.gov/mhd">www.dss.mo.gov/mhd</a>
Complaints about an insurance company, agent or agency	Missouri Department of Insurance, Financial Institutions, and Professional Registration	1-800-726-7390	<a href="http://www.difp.mo.gov">www.difp.mo.gov</a>
Reports of abuse, neglect or exploitation of seniors or adults with disabilities	Missouri Department of Health and Senior Services / Elder Abuse and Neglect Hotline	1-800-392-0210	<a href="http://www.health.mo.gov">www.health.mo.gov</a>
Information about services for seniors or adults with disabilities in Missouri	Missouri Department of Health and Senior Services / HCBS Call Center	1-866-835-3505	<a href="http://www.health.mo.gov">www.health.mo.gov</a>
Questions about VA eligibility and assistance in obtaining and completing necessary forms	Missouri Veterans Commission	1-866-VET-INFO (1-866-838-4636)	<a href="http://www.mvc.dps.mo.gov">www.mvc.dps.mo.gov</a>
Questions about Veterans Administration Health Benefits	Federal VA Health Benefits Service Center	1-877-222-VETS (1-877-222-8387)	<a href="http://www.va.gov">www.va.gov</a>
Questions about general Veterans Benefits	U.S. Veterans Administration	1-800-827-1000	<a href="http://www.va.gov">www.va.gov</a>

## How You Can Help Stop Medicare and Medicaid Fraud

Keep a record of the healthcare services and products you receive, including names, dates and places.

Review your Medicare or MO HealthNet summary notices to see if they match your record. If the summary information doesn't look right:

- A. Call the health care provider.
- B. If you aren't satisfied with the provider's response, call the "carrier" or "fiscal intermediary" listed on your summary notice.
- C. If you still aren't satisfied with the response, call either the:

Missouri SMP (Senior Medicare Patrol) Program, which fights Medicare and Medicaid fraud, at

**1-888-515-6565**

or

the U.S. Department of Health & Human Services, which oversees the Medicare and Medicaid programs, at

**1-800-HHS-TIPS (1-800-447-8477).**

## Volunteer Opportunities

### **Long-Term Care Ombudsman Program**

**1-800-309-3282**

Be an ombudsman for long-term care residents in your community. Advocate for high quality of life and the rights of residents. Requires three or four hours of time each week.

### **CLAIM (Community Leaders Assisting the Insured of MO)**

**1-800-390-3330**

Be a Medicare CLAIM counselor. Give one-on-one help to people in your community to help them understand their Medicare coverage and claims. Requires two or more hours of time per month.

### **Missouri SMP (Senior Medicare Patrol)**

**1-888-515-6565**

Be a Missouri SMP counselor to help educate people in your community about Medicare/Medicaid fraud and abuse prevention. Requires two or more hours of time each month.

**Training and supervision is provided for all programs.**

## For More Information

For additional copies or more information, please contact:

### **Long-Term Care Ombudsman Program**

Missouri Department of Health and Senior Services  
P.O. Box 570  
Jefferson City MO 65102  
1-800-309-3282



Alternate forms of this publication for persons with disabilities may be obtained by contacting the Missouri Department of Health and Senior Services at 800-309-3282.

Hearing- and speech-impaired citizens can dial 711.

AN EQUAL OPPORTUNITY/  
AFFIRMATIVE ACTION EMPLOYER.  
Services provided on a nondiscriminatory basis.

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## Who, What and Where of Medicare, MO HealthNet (Medicaid) and Veteran Benefits in Missouri

These programs can be complicated to understand. When you have a question, half the battle is finding someone who can give you the answer.

This guide is provided by the Missouri Department of Health and Senior Services to help you find the information you need.

