



Information Partners Can Use on:

*www.MyMedicare.gov Web Tool*Revised
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The www.MyMedicare.gov web tool is available to help people with Medicare access their personal Medicare-related information. Many questions you may get from people with Medicare could be answered online, anytime. Encourage the people you counsel to register at www.MyMedicare.gov if they have access to the web. If people choose to share their user ID and password with you, you can help them access the site.

What Medicare information can be accessed by a registered user on the www.MyMedicare.gov web tool?

Registered users can use www.MyMedicare.gov to do the following:

- View claim status (excluding Part D claims).
- View eligibility and entitlement information.
- View enrollment information, including Medicare Prescription Drug Plans.
- View preventive services information.
- Order a duplicate Medicare Summary Notice or replacement Medicare card.
- Access online forms, publications, and messages sent by Medicare.
- Get www.MyMedicare.gov technical assistance, conduct a Webchat session with a customer service representative, or submit feedback on the website.
- View or modify your personal drug list and pharmacy information.
- View address of record with Medicare and Part B deductible status.

All registered users have access to the past 15 months of claims history. People who recently enrolled in Medicare and haven't had any claims processed yet may have trouble registering. Please encourage them to try to register again once Medicare has started processing their claims.



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How does a person with Medicare register and receive a password for the www.medicare.gov web tool?

Medicare will automatically mail instructions and a password to people who are new to Medicare. People who are not new to Medicare should visit www.MyMedicare.gov on the web, and select “Need to Register?” After the person registers, a one-time password will be mailed to the person’s address of record on file with Social Security. If the person provides an email address, the password will also be mailed immediately.

Note: There is a separate registration process for people who get their benefits from the Railroad Retirement Board (RRB).

How does a person with Medicare log in for the first time?

After a person gets his or her one-time password via standard mail or email, he or she can log into www.MyMedicare.gov on the web. The person’s Medicare number and one-time password must be typed into the appropriate fields. After selecting the “Login” button, he or she will immediately be prompted to change the password.

If a person is still having problems logging in, call 1-877-607-9663. Our customer service representatives may be able to help. However, for security reasons, our customer service representatives don’t have access to passwords and can’t give out this information.



Home

How can people find out if they have met the Part B deductible?

The table on the **Home** page shows the Outpatient (Part B) Deductible. The dollar amount shown in the “Deductible Remaining” column is what’s left to pay for the person’s Outpatient (Part B) Deductible for the year listed.

Note: The current year’s deductible still applies even if not shown in this table. The dollar amount for the current year’s deductible will be displayed after a claim has been processed.

What does the eligibility information represent?

The eligibility information on the **Home** page shows the person’s Date of Birth and the dates that his or her Medicare Part A and Part B coverage began. If the information shown on the **Home** page is incorrect, please call 1-800-MEDICARE (1-800-633-4227) to speak with a customer service representative. TTY users should call 1-877-486-2048.

My Claims

How can a person find information on a particular claim?

On the **My Claims** tab, select the type of claim and the appropriate month of service from the lists below. Select the “Submit” button to begin the search.

- Medicare Part A claims
- Medicare Part B claims
- Medicare Durable Medical Equipment Regional Carrier (DMERC) claims

Select any of the claim numbers (red hyperlink) to see additional details on that specific claim.

How does a person order a Medicare Summary Notice (MSN)?

A duplicate MSN can be ordered for any finalized Part A, Part B, and DMERC claims. On the **Claims Details** page, there is an “Order Medicare Summary Notice” link. After a reason is chosen (from the drop down list) for ordering the copy of the MSN, selecting the “Submit” button will process the request. If the request is successful, there will be a confirmation page telling how long it will take for the MSN to be mailed.



My Preventive Services

What preventive services information is available?

The **My Preventive Services** tab provides information about Medicare-covered preventive services. Using these services is an important way to stay healthy, find health problems early when treatment works best, and prevent the development of certain diseases or conditions. Covered services include certain exams, lab tests, screenings, shots, monitoring, and other important information.

Each row in the table contains a description of a covered preventive service, the last date that service was performed, the next date the person is eligible for that service, and a brief message about the covered service. “Your Next Eligible Date” is based on the person’s Last Date of Service and his or her Part B effective date.

The following Medicare-covered preventive services

ARE listed on www.MyMedicare.gov	AREN'T listed on www.MyMedicare.gov
<ul style="list-style-type: none"> • “Welcome to Medicare” physical exam • Cardiovascular Screening • Breast Cancer Screening • Cervical and Vaginal Cancer Screening • Colon Cancer Screening • Prostate Cancer Screening • Pneumococcal Vaccine • Diabetes Screening, Supplies and Self-Management Training • Smoking Cessation (counseling to stop smoking) • Abdominal Aortic Aneurysm Screening 	<ul style="list-style-type: none"> • Glaucoma Tests • Flu Shots • Hepatitis B Vaccine • Bone Mass Measurements

My Health & Drug Plans

What is the person’s enrollment status?

A person’s enrollment status can be viewed in the **My Health & Drug Plans** tab.

The enrollment status gives the user information about the different types of plans he or she may be enrolled in, such as a Medicare Advantage Plan, the Original Medicare Plan, and a Medicare Prescription Drug Plan. It will also show information Medicare has about whether the person is enrolled in an employer group health plan.

If the person is enrolled in a Medicare Advantage Plan and/or Medicare Prescription Drug Plan, he or she will see information about that plan. (If he or she isn’t currently enrolled in a Medicare Advantage Plan and/or Medicare Prescription Drug Plan, but has a future enrollment date, the page will show details about the future plan.)



My Drug Costs

Can a person see his or her drug cost information?

The **My Drug Costs** page allows a person to view his or her prescription drug cost information after he or she creates a list of current prescribed drugs using the Drug Manager Tool. To access this tool, select the “Click here” link. The link will open a new Internet browser window and will not end the www.MyMedicare.gov session.

My Account

What is the My Account page?

The **My Account** page allows a person with Medicare to update his or her personal information on file with Medicare and Social Security. There are links to update the person’s address of record with Social Security, or change the person’s email address or www.MyMedicare.gov password. Keeping this information up-to-date is an important way for a person to continue to receive important Medicare-related information.

How can a person order a replacement Medicare card?

To order a replacement Medicare card, select the “Click here to request a Replacement Medicare Card” link.

Replacement Medicare cards can only be sent to the address of record on file with Social Security. Please make sure that the address on the **My Account** page is the person’s current address before requesting a replacement Medicare card. For protection, the person won’t be able to order a replacement card if one has been ordered in the last 30 days.

My Messages

How can a person find out about Medicare-related messages?

The **My Messages** tab contains important Medicare-related messages. A message and link appear on the **Home** page providing the person with the number of unread messages in his or her Inbox. These messages remain in the Inbox for a set period of time after receipt or until they are manually deleted. These messages may contain an attachment which can be opened, saved, and/or printed. Select the subject of a message to see details of that specific message.



Are there any resources available on the www.MyMedicare.gov web tool?

When a person selects the **My Publications & Tools** tab, links are provided as useful resources. Some of these links include information about appeals, fraud protection, and filing claims. Please check back, as new links will be added and updated periodically. Each hyperlink will open a new Internet browser window and won't end the www.MyMedicare.gov session.

There are several important things to know while navigating the www.MyMedicare.gov web tool:

- Live Help Chat is available via a link located on the header of each page and is available 24 hours a day, every day.
- For general Medicare questions, call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.
- Select “Training Tour” or the “Glossary” links located on each page to view definitions, answers to commonly asked questions, web-based training modules, and basic information about what is being viewed on the website.
- A “Search” feature is available on each page to search Medicare-related information by visiting www.medicare.gov on the web.
- To view www.MyMedicare.gov in Spanish, select the “*Vea en Español*” link at the top of the **Home** page.