

- 3. If the enrollee or their representative has followed up with the plan, and it still hasn't resolved the complaint, call 1-800-MEDICARE (1-800-633-4227).** TTY users can call 1-877-486-2048. Let the customer service representative know that the enrollee or their representative tried fixing the problem by contacting the plan. The customer service representative will log the complaint, and enter it into the Centers for Medicare & Medicaid Services' (CMS's) tracking system for handling by the plan or a CMS caseworker. When the complaint has been resolved or if more information about the complaint is needed, either the plan or a CMS caseworker will contact the enrollee or their representative.

Note for representatives of people with Medicare: How much you can help the person with their complaint will depend on whether you're the enrollee's representative. Only the enrollee or their appointed representative can get information from the plan or CMS about the complaint.

You can get an "Appointment of Representative" form (CMS Form No. 1696) at www.CMS.gov/Medicare/CMS-Forms/CMS-Forms/downloads/cms1696.pdf, or by calling 1-800-MEDICARE and asking for a copy.

If you're making a complaint on behalf of an enrollee, include documentation with the complaint that shows you're the person's appointed representative.

An enrollee who has questions about appointing a representative can call 1-800-MEDICARE.

You have the right to get Medicare information in an accessible format. You also have the right to file a complaint if you feel you've been discriminated against. Visit CMS.gov/about-cms/agency-information/aboutwebsite/cmsnondiscriminationnotice.html, or call 1-800-MEDICARE for more information.

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