Replacing Medicare Durable Medical Equipment (DME) or Medication after a Disaster or Emergency

Customer Support Tool

What was lost, destroyed, or damaged?

**Durable Medical Equipment (DME)**
- Original Medicare (Part B)
  - Contact supplier or call 1-800-MEDICARE (1-800-633-4227) [TTY 1-877-486-2048]
- Medicare Advantage Plan (Part C)
  - Contact supplier or call MA Plan or 1-800-MEDICARE (if necessary)

**OR**

**Prescription Drugs**
- Original Medicare (Part B) (note: very few drugs)
  - Call 1-800-MEDICARE (1-800-633-4227) [TTY 1-877-486-2048]
- Medicare Advantage Plan (Part C)
  - Call MA Plan or 1-800-MEDICARE (if necessary)
- Medicare Prescription Drug Plan (Part D)
  - Call Prescription Drug Plan or 1-800-MEDICARE (if necessary)

Who originally paid for the DME or medication?

Who should you contact for help with replacement?

For additional resources, scan this QR code with a smartphone camera or visit https://www.medicare.gov/what-medicare-covers/getting-care-drugs-in-disasters-or-emergencies