



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

## Customer Support Tool

**What was lost, destroyed, or damaged?**

**Who originally paid for the DME or medication?**

**Who should you contact for help with replacement?**

**Durable Medical Equipment (DME)**

Original Medicare (Part B)

Medicare Advantage Plan (Part C)

Contact supplier or call 1-800-MEDICARE (1-800-633-4227) [TTY 1-877-486-2048]

Contact supplier or call MA Plan or 1-800-MEDICARE (if necessary)

**OR**

**Prescription Drugs**

Original Medicare (Part B)  
(note: very few drugs)

Medicare Advantage Plan (Part C)

Medicare Prescription Drug Plan (Part D)

Call 1-800-MEDICARE (1-800-633-4227) [TTY 1-877-486-2048]

Call MA Plan or 1-800-MEDICARE (if necessary)

Call Prescription Drug Plan or 1-800-MEDICARE (if necessary)

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>

