

1-800-MEDICARE

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1-800-MEDICARE Overview

- Call Center & Web Chat available 24 x 7
- 1-800-MEDICARE receives about 24 million calls annually and another 2.4 million web chats
 - English, Spanish and TTY
 - Provides support for over 200 languages
- Mondays and Tuesdays are busiest days
- 10:00am – 4:00pm EST are busiest hours

Call Topics



- In addition to supporting the annual Medicare Open Enrollment, 1-800-MEDICARE also continues to support other Medicare inquiries.
- The most common calls are related to other Part C/D Enrollment Periods, Original Medicare Fraud, Medicare Premiums, Original Medicare Claims, Part B Coverage, and Medicare Numbers and Cards.

1-800-MEDICARE OEP Overview

- 1-800-MEDICARE will continue to follow all of the best practices used in previous years to ensure a successful Open Enrollment Period.
- Pace of enrollments increases each year the week after Thanksgiving then surges during the final week of OEP as people with Medicare make their final decisions.
- 1-800-MEDICARE offers Voice Callback capability during peak times to provide people with Medicare the option to receive a callback without losing their place in the queue.



1-800-MEDICARE OEP Overview Cont.

- The Call Center is ramping up to support the projected call volumes based on previous years. We are projecting a slight increase over last year to 5.0 million calls.
- Plan Year 2027 (October 15 – December 7, 2026) – Projected calls forecasted 5,117,000
- Plan Year 2026 (October 15 – December 7, 2025) – Calls Offered was 4,651,652
- Plan Year 2025 (October 15 – December 7, 2024) – Calls Offered was 4,866,247
- Plan Year 2024 (October 15 – December 7, 2023) – Calls Offered was 4,382,482
- Plan Year 2023 (October 15 – December 7, 2022) – Calls Offered was 4,256,444

Things to Remember for OEP

General Tips:

- Remember to have all the prescriptions and dosages available when calling to enroll. This expedites the enrollment process and ensures the individual is getting the best plan to meet their needs.
- To obtain Part C/D information or submit an enrollment, the person with Medicare must verify their identity or authorize anyone calling on their behalf.

Things to Remember for OEP Cont.

General Tips:

- 1-800-MEDICARE Customer Service Representatives are only permitted to provide information to people with Medicare about plan options. They are not permitted to give opinions or advise people with Medicare on which plan may be the best for them.
- Historically, due to a surge in volume on the last day, we tend to have longer than expected wait times. We encourage callers to not wait until the last minute if needing assistance.