

NEW Special Election Period for Incorrect Provider Information in Medicare Plan Finder

In 2025, CMS added a new feature to Medicare Plan Finder on [Medicare.gov](https://www.medicare.gov) that shows provider directory information (which doctors are in a plan's network) as part of Medicare Advantage (MA) Plan comparison. Because this is a new feature, some provider directory information may be incorrect, especially in this first year.

To protect people who rely on Plan Finder information to inform decisions, a new temporary Special Election Period (SEP) is available in 2026 to make sure people can change their MA Plan if they enrolled based on inaccurate provider information in Plan Finder.

The SEP is available through 2026 only by calling 1-800 MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

Who's eligible for this new SEP?

People must have **all these reasons** to enroll/disenroll through this SEP:

- Enrolled in an MA Plan through Plan Finder on [Medicare.gov](https://www.medicare.gov)
- Have a plan effective date that falls between January 1 - December 1, 2026
- Be within the first 3 months of plan enrollment
- Found their preferred doctor was not in their MA Plan's provider network

How can people use this SEP?

- People must call 1-800-MEDICARE to enroll/disenroll using this SEP.
- People can use this SEP to enroll in a new MA Plan (with or without drug coverage), disenroll from their MA Plan and return to Original Medicare, or enroll in a Part D drug plan and return to Original Medicare with Part D drug coverage.
- The new plan will be effective the first day of the month after the application date.

Important notes

This SEP is only open to people who relied on incorrect information from Plan Finder (not from a plan website). When calling, people simply need to state that they got incorrect provider network information from Plan Finder.

Plans can't accept enrollments/disenrollments directly from consumers using this SEP—people must call 1-800 MEDICARE.

People must call 1-800-MEDICARE to use this SEP.

Call center staff will confirm the person's MA enrollment was done through Plan Finder and help the person with their new plan enrollment choices.