

SUGGESTED LANGUAGE FOR PLAN CUSTOMER SERVICE SCRIPT RELATED TO ACTIVATION OF PREMIUM WITHHOLDING FOR 2009 PLAN ENROLLMENT

If a Medicare beneficiary who has made an initial request for premium withholding as their premium payment option or who is currently in premium withhold and has switched plans, then the following guidance may be provided.

IT HAS BEEN LESS THAN 3 MONTHS SINCE THE REQUEST FOR PREMIUM WITHHOLDING: It can take several months for premiums to start being deducted from SSA benefits. Do not send a payment check during this time. When the withholding begins, you'll see a deduction for the months during which you had coverage but the premium wasn't withheld from your check.

PLAN SWITCH: Since you are switching plans, premiums from your old plan may still be deducted from your SSA benefits. As soon as the systems are updated, if the difference in your 2009 premium is less than your 2008 premium, SSA will refund the difference. If the difference in your 2009 premium is greater than your 2008 premium, the difference will be deducted from your SSA payment.