



## Medicare SHIP Hotline Directions for Use

A SHIP-only number was established that allows counselors to reach customer service representatives at 1-800-MEDICARE. That SHIP hotline number is 1-888-647-6701. This number is not to be given to beneficiaries.

SHIP counselors with Unique IDs (UIDs) issued through the STARS web site will be able to use the UID number. The counselors with UIDs are uploaded from STARS to the UID database at 1-800-MEDICARE. It is important to note that new UIDs are not instantaneously uploaded. There could be a delay of a few weeks between receiving a new UID and the system recognizing that ID.

Special SHIP 800 number instructions:

- Counselor calls 1-888-647-6701; an automated voice will prompt the counselor to enter his or her UID.
- Counselors **must** enter the full UID.
- Assuming that the correct ID is entered, the counselor will hear a very brief menu of options as follows:

Press 1: for General Medicare questions (these include Part D questions or calls to enroll in a plan)

Press 2: for hospital issues to reach a Part A agent

Press 3: for physician issues to reach a Part B agent

Press 4: for medical supplies to reach a DME agent

Press 5: to disenroll from a Part D plan

This number provides access to second level Medicare customer service representatives, which will often reduce wait times.

If counselors have questions or experience any difficulties in using this number, please notify Dawn Shaw at [Dawn.Shaw@oregon.gov](mailto:Dawn.Shaw@oregon.gov).