



1-800 Medicare/SHIP Directions for Use

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

SHIP counselors with Unique IDs (UID) issued through the SHIP NPR web site will be able to use the SHIP number. The counselors with UIDs are uploaded from SHIP NPR website 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 issues (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 equipment issues to reach a DME agent

Press 5: to disenroll from a Part D plan

It is important to note that this number will not bypass or put a SHIP counselor in any kind of priority wait for a customer service representative. If there is a wait time for callers to 1-800-MEDICARE, the SHIP counselor may experience that wait.

If counselors have questions or experience any difficulties in using this number, please notify Dawn Shaw at Dawn.Shaw@oregon.gov.