

Calling Social Security about Extra Help

Extra Help is a government program that helps pay for some or most of your prescription drug costs if your income and assets are below certain levels. Assets include things such as stocks and real estate.

If you have Extra Help your copays will be no more than \$6.60 for brand-name drugs and \$2.65 for generic drugs. Extra Help also pays your Part D plan's premium if it is at or below the benchmark amount. The benchmark amount is the most that Extra Help will pay for your premium.

Extra Help is administered by the Social Security Administration (SSA).

- If you have questions about Extra Help, call the Social Security Administration at 800-772-1213 between 7a.m. and 7p.m.
- You can use this form to keep track of the information you get when you call SSA.
- This form is for you. You don't need to give it to anyone else.

Before you call the Social Security Administration, have the following information ready:

Name _____

Address: _____

Date of Birth ___ / ___ / _____

Social Security Number ___ - ___ - _____

When you call:

- Say Extra Help when the recording asks what you are calling about
- You may have to wait to speak to someone
- When you speak to someone, write down:

The name of the person you are talking to: _____

Date you called: ___ / ___ / _____

Time you called ___ : ___ a.m./ p.m.

See other side for more questions to ask when you call SSA about Extra Help →

Note: Protect your Medicare information. Keep it private and safe.

Calling Social Security about Extra Help— continued

When you call—continued:

- Ask if you already have Extra Help. You may have been automatically enrolled if you have a Medicare Savings Program, Supplemental Security Income, or Medicaid.

Yes No

If **not**, ask to apply. You'll be transferred to someone who can help you apply. The representative will ask for some information to process your application.

- Ask how long will the application process take _____
- Ask them to mail you written proof that you applied.

If your application is approved:

- Social Security will mail you a letter saying how much Extra Help you'll get.
- You will get information about Part D prescription drug plans that are at or below the Extra Help benchmark amount.

If your application is denied:

- Social Security will send you a Pre-Decisional Notice saying why your application will be denied. If you get this notice and the information is wrong, you have 10 days from the date on the notice to correct the information. Call or visit your local Social Security office to correct the information.
- If your application is denied, you can appeal.
- If your appeal is denied, you can request a hearing of your case.