

Changing Medicare Prescription Drug Plans

What is a Medicare prescription drug plan?

If you have Medicare and Medi-Cal, a private plan under the Medicare Part D program pays for most of your prescription drugs. The prescription drug plan is called a “PDP.” You should have a membership card from this private plan. The plan’s name is on the card. You are eligible for this drug coverage with no monthly premium and co-payments of no more than \$1 to \$5.35 for each prescription. A premium is the amount of money you pay each month to have the drug coverage. A co-payment is the amount of money you pay for each prescription.

Why might I want to change PDP’s?

You may want to change your PDP if:

- Your PDP does not cover drugs that your doctor has prescribed for you;
- You are paying all or part of the PDP premium;
- You are paying co-payments of more than \$5.35 for a prescription;
- Your pharmacy does not accept your PDP; or
- You are receiving bad service from your health plan.

How can I change to another PDP?

First, get some help to decide which PDP would work best for you. If you decide that another PDP would be better, you can call **1-800-MEDICARE** to enroll in the PDP. Calls to this number are free. You can also call or write to the PDP directly. You can also change plans on the Medicare Web site at www.medicare.gov.

What information do I need to give to change plans?

You may be asked your name, address, phone number, and Social Security number. You should have your Medicare card with you when you call or write to change plans. You may be asked for other information.

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The Health Consumer
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What if they try to sell other things to me?

The PDP may try to sell other products to you. You do not need to buy any of these other products. If you do not want these products, you may say, “No, thank you.” Ask for written material that you can show to someone else before you buy something you did not ask for.

Can I change at anytime?

Yes. People who have Medi-Cal can change Medicare PDP’s anytime they want.

Do I need to contact the plan I am leaving?

No. When you sign up for a new PDP, you should be taken out of the old PDP without the need to call them. If you call to be taken out of the old PDP, make sure that you have signed up for a new PDP first.

If I change PDP’s, when does the change take effect?

The change to the new PDP cannot start until the next calendar month. If possible, you should try to make your PDP change early in the month so that there is lots of time to get the change made before the next month begins.

I still have questions. Who do I call?

Call us at the Heath Consumer Center of San Mateo County. Our number is **800-381-8898**. Calls to this number are free. We are here to help you!

Health Consumer Center of San Mateo County
521 East Fifth Avenue, San Mateo, CA 94402
1-800-381-8898
www.healthconsumer.org