

For Railroad Beneficiaries...

Medicare coverage and guidelines can sometimes be confusing. We realize that it is important for you to know what your benefits are. So below, we have outlined some answers to questions that are frequently asked by Railroad Medicare beneficiaries:

How do I meet my Medicare deductible?

Your 2010 Part B deductible is met with the first \$155.00 of allowed charges that are billed to Medicare.

Does Railroad Medicare pay for my hospital charges?

Hospital charges are handled by Part A Medicare. If you have been in the hospital or if you just went to the hospital and received outpatient services, the hospital will bill Part A Medicare for your services. To find out which Part A Medicare office handles your hospital bill, call the hospital that provided your services or call 1-800-MEDICARE (1-800-633-4227).

How can I find out which doctors are participating in my area?

Contact the Railroad Medicare Customer Service Center toll-free at 1-800-833-4455 for a list of participating providers in your area.

How can I get a new Medicare card?

You can contact Railroad Medicare for assistance by calling toll-free to 1-800-833-4455. You will need to have your Social Security number and your Medicare number ready. Or, you can contact the Railroad Retirement Board toll-free at 1-877-772-5772.

Who do I notify when I change my address?

Notify both Railroad Medicare at XXX and your nearest Railroad Board field office.

If I join a HMO plan, can I go back on Medicare?

Yes. Contact your HMO plan and tell them that you want to cancel the policy and go back on Medicare. They will take care of the paperwork for you. If have any problems canceling your HMO plan, you may contact the Railroad Retirement Board.

Does Medicare pay for hearing aides?

No, Medicare does not pay for hearing aides.

I need transportation to and from the doctor's office. Does Medicare pay for transportation by wheel chair vans or senior citizen's vans?

No, Medicare does not pay for these services.

How do I know whether or not I'm eligible for both Part A and Part B?

The Railroad Retirement Board can give you this information. The staff there can tell you if you are eligible for Part A and Part B Medicare.