

**Quick Reference Guide for Behavioral Health Consumers on
Medicare Part D**

The Office of Mental Health and Substance Abuse Services (OMHSAS)
PA Department of Public Welfare

Issue 1

What to do if you cannot get your prescriptions filled at the pharmacy right away and you believe that it is an emergency

Please call or have your pharmacist or the doctor who wrote you the prescription to call

1-800- 525-0674 and ask to speak with Aidan Altenor, Director of the Bureau of Hospital Operations, immediately.

Issue 1A

What to do if the pharmacist charges a co-pay you believe is too high
If you receive Medical Assistance and Medicare, you should not be charged more than \$5 for a prescription---- you should tell the pharmacist that Medical Assistance will pay for the additional co-pay amount above the client-share.

Issue 2

What to do if you do not know what Prescription Drug Plan or Medicare Advantage Plan you've been assigned to

Please call 1-800- Medicare (1-800-633-4227) to ask questions about your PDP or Medicare Advantage Plan.

Issue 3

What to do if you need assistance enrolling with a Prescription Drug Plan or Medicare Advantage Plan

Please call any of the following numbers for assistance

1-800- Medicare (1-800-633-4227)

PA- Apprise Program 1-800-783-7067

Issue 4

What to do if you want to apply for the Low-Income Subsidy

Please call any of the following numbers for assistance

Social Security Administration 1-800- 772-1213

1-800- Medicare (1-800-633-4227)

PA- Apprise Program 1-800-783-7067

Issue 5

What to do if you have general questions about Medicare Part D

1-800- Medicare (1-800-633-4227)

PA- Apprise Program 1-800 783-7067