

SLMB+ Call Script for IM Agencies

July 10, 2017

Contents

Information to respond to questions from Specified Low-Income Medicare Beneficiary Plus (SLMB+) members who are also receiving health care benefits from Medicaid, BadgerCare Plus, Family Planning Only Services, or Tuberculosis-Related Services Only.

Timeline

- [Informational letters mailed to members](#): June 29, 2017
- Notice of decision mailed: By August 17, 2017 (August Adverse Action)
- SLMB+ enrollment ends if the member does not contact the IM agency to choose to keep SLMB+: August 31, 2017
- Social Security Administration processes change to Social Security payment: September, October, November

Scope of Impact

Approximately 100 SLMB+ members statewide

Background/Important Direction

When planning SLMB+ inclusion into CARES Worker Web, the Wisconsin Department of Health Services (DHS) found about 100 members who are enrolled in SLMB+ and also receiving health care benefits from BadgerCare Plus, Medicaid, Family Planning Only Services, or Tuberculosis-Related Services Only. Due to federal law, members cannot be enrolled in these health care programs while also enrolled in SLMB+. With the automation of SLMB+ eligibility, we are now able to identify those members who are enrolled in SLMB+ and another health care program. Therefore, the member's enrollment in SLMB+ will end on August 31, 2017, unless the member contacts his or her local agency and chooses to stay enrolled in SLMB+ instead of the other health care program.

1. Why did I get this letter?

Our records show you are enrolled in SLMB+ and also receiving health care benefits from the state Medicaid program [*say name of member's program*] [BadgerCare Plus, Medicaid, Family Planning Only Services, or Tuberculosis-Related Services Only]. Because you cannot be enrolled in SLMB+ and this health care program, your SLMB+ benefits are going to end as of August 31, 2017. We sent you this letter so you can prepare for Medicaid to no longer pay for your Medicare Part B premium. Once Medicaid no longer pays for your Medicare Part B premium, you will be responsible for paying for it.

2. Nothing has changed on my case. Why are my SLMB+ benefits ending now?

While planning a system change, the Wisconsin Department of Health Services found that you were enrolled in both programs, which was incorrect. The state will not collect any money from when it paid for your Medicare Part B premiums in error.

3. I don't want my SLMB+ benefits to end. Can I drop my other health care benefits?

Yes. You can choose to stay enrolled in SLMB+, and SLMB+ will keep paying your Medicare Part B premiums. However, to remain enrolled in SLMB+ you will have to end the health care benefits you are getting from [*say name of member's program*] [BadgerCare

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Plus, Medicaid, Family Planning Only Services, or Tuberculosis-Related Services Only]. Depending on your situation, this might mean that you will have changes in your out-of-pocket costs. If you aren't sure about the impact of dropping your other health care benefits, you can call the Wisconsin Medigap Helpline at 1-800-242-1060 or visit www.dhs.wisconsin.gov/benefit-specialists/index.htm to locate a benefit specialist who serves your county or tribe.

4. When my SLMB+ ends and the state is no longer paying my Medicare Part B premium, how will this premium be paid?

The monthly premium will come out of your monthly Social Security payment.

5. When will the Medicare Part B premium start being taken out of my Social Security payment? (Or when will my Social Security payment be reduced?)

It depends on when the Social Security Administration processes the change. The Social Security Administration could process the change in September, October, November, or December 2017, but no earlier than September.

6. How much will my Social Security payment change by?

The average monthly Medicare Part B premium is \$134 per month, but your premium may be more or less than that. Once the Social Security Administration processes the change (sometime after August 2017), your next Social Security payment will be reduced to cover premiums for all of the months since SLMB+ ended in August. This means that premiums for two or three months will be taken out of a single month's Social Security payment. For the months after that, your Social Security payment will be lowered by the cost of one month's premium.

7. Why did they take so many months of Medicare Part B premiums out of one Social Security payment?

It takes the Social Security Administration a few months to process the change once SLMB+ has ended. During the months between when SLMB+ ends in August and the Social Security Administration finishes processing the change, the Social Security Administration will not take the Medicare Part B premium out of your Social Security payment. Once the Social Security Administration has finished processing the change, they will take the Medicare Part B premiums for all of those months from the next Social Security payment.

If you have any questions or concerns about the timing or amount of this payment, you should contact the Social Security Administration.

8. Now that my Social Security payment is less, I need additional help [paying rent, buying food, covering transportation costs, etc.]. What should I do?

Wisconsin offers a variety of resources to help Medicare beneficiaries understand options and solve problems related to their health insurance benefits. For help, you can call the Wisconsin Medigap Helpline at 1-800-242-1060 or visit www.dhs.wisconsin.gov/benefit-specialists/index.htm to locate a benefit specialist who serves your county or tribe.

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9. Can I get an increase in my FoodShare benefits?

It depends on your specific situation. I can review your case with you to see if that is possible. [*Follow current FoodShare policy for determining if there are any FoodShare benefit changes.*]

10. Is it better for me to have SLMB+ or the other health care benefits?

It depends on your specific situation, and I can refer you to your aging and disability resource center where you can get more information that may help you make a decision.

You can also call the Wisconsin Medigap Helpline at 1-800-242-1060 or visit www.dhs.wisconsin.gov/benefit-specialists/index.htm to locate a benefit specialist who serves your county or tribe.

11. If I cannot afford or do not want Medicare Part B, who do I contact?

You can call the Wisconsin Medigap Helpline at 1-800-242-1060 or visit www.dhs.wisconsin.gov/benefit-specialists/index.htm to locate a benefit specialist who serves your county or tribe.

12. If I keep SLMB+ instead of my other health care program, are there other ways for me to keep getting health care benefits?

You can call the Wisconsin Medigap Helpline at 1-800-242-1060 or visit www.dhs.wisconsin.gov/benefit-specialists/index.htm to locate a benefit specialist who serves your county or tribe.