



Dear Stan,

*Because of the Hermit Peaks/Calf Canyon fire I was forced to move to Albuquerque. I had to evacuate my home before I could get my important belongings including my prescription drugs and my CPAP machine. I am on Medicare. Can they help me?*

Anita  
Mora, NM

**Report Medicare Related Fraud by calling the  
New Mexico Senior Medicare Patrol (SMP) at**

**1-800-432-2080**

**The SMP will provide you with the  
information you need to PREVENT,  
DETECT and REPORT Medicare fraud,  
errors, and abuse.**

Dear Anita,

There are circumstances where Medicare can help in disasters or emergencies. In your case, Governor Michelle Lujan Grisham declared an emergency because of the wildfire. The other instances that people can get help is if the President of the United States declares an emergency or a disaster, or the Secretary of the U.S. Department of Health and Human Services declares a public health emergency.

If you cannot go to your usual in-network pharmacy to replace your prescriptions, contact your Medicare drug plan to find another in-network

pharmacy nearby. An in-network pharmacy is a pharmacy that agrees to provide members of certain Medicare plans with services and supplies at a discounted rate. Some Medicare plans only cover prescription costs if the pharmacy is in-network. However, if you cannot reasonably get to an in-network pharmacy, your plan can help you get prescriptions during a disaster at an out of network pharmacy.

If you won't return home for a long time, you may want to get a 60 or 90 day supply of your prescriptions.

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Ask your plan if it offers 60-to-90-day supplies.

You may need to see a doctor while in Albuquerque. If you have Original Medicare you can see any doctor that accepts Medicare. If you have Medicare Advantage or another Medicare health plan, your plan may make temporary changes during an emergency or a disaster. For example, your plan must allow you to see certain doctors or go to certain hospitals that accept Medicare patients, even if the doctor or hospital is not in your plan's network.

To replace your CPAP machine, contact your plan, either 1-800-Medicare for Original Medicare or your Medicare Advantage Plan. Be sure to tell them it was lost in an emergency or disaster. If you have additional questions about Medicare and employer health coverages or would like some help in

understanding your different options, contact the **New Mexico State Health Insurance Assistance Program (SHIP) at 1-800-423-2080** and ask for a SHIP counselor to help you. You can also chat with a counselor at [www.nmaging.state.nm.us](http://www.nmaging.state.nm.us).

Stan  
New Mexico SHIP SMP Counselor

### Open Enrollment Period

**October 15 thru December 7**

During the Open Enrollment Period you can join, switch or drop a Medicare Health plan.

For assistance and questions about your options during Open Enrollment, contact the **New Mexico State Health Insurance Assistance Program (SHIP) at 1-800-423-2080** and schedule a telephone appointment with a SHIP counselor.

SHIP is a national program that offers one-on-one assistance, unbiased counseling, and education to Medicare beneficiaries. SHIP services are delivered by the New Mexico Aging and Long-Term Services Department.

**SHIP & SMP Program Volunteering: Learn more about Medicare and ways to better serve the public by contacting us about available SHIP SMP volunteer opportunities at 1-800-432-2080. We provide training on Medicare content, & can work with your schedule. We can serve more people together!**



**SHIP**

State Health Insurance  
Assistance Program

