



## FOR IMMEDIATE RELEASE

### Medigap Helpline Program 'Year in Review' & Closure of Disability Rights Wisconsin Part D Helpline

The Medigap Helpline Programs provide free telephone counseling services, public education, and training for professionals regarding Medicare-related insurance for individuals in Wisconsin. The Medigap Helpline is a part of the Wisconsin State Health Insurance Assistance Program.

In 2024, the Medigap Helpline program's insurance counselors provided one-on-one Medicare insurance-related counseling to **8,629 beneficiaries** across all 72 Wisconsin counties. The Medigap Helpline program also conducted outreach that contacted **13,677 Wisconsin residents and professionals** on Medicare-related insurance topics at a total of 57 unique events across Wisconsin. This outreach included informational booths, health/senior fairs, presentations, radio interviews, and collaboration with other local & state agencies.

In total, the Medigap Helpline program's eleven staff reached over 22,000 individuals across Wisconsin through our insurance counseling and outreach activities in 2024.

#### Disability Rights Wisconsin Part D Helpline Closure

Effective December 31, 2024, Disability Rights Wisconsin (DRW) has decided to retire its Medicare Part D Helpline. The Board on Aging and Long Term Care's **Medigap Part D and Prescription Drug Helpline (1-855-677-2783)** will continue to serve those with Medicare-related insurance questions and Medicare beneficiaries of all ages. We encourage any individuals previously receiving Medicare-related insurance assistance and information from the DRW Part D Helpline to contact the Medigap Part D and Prescription Drug Helpline.

For further questions or assistance about Medicare-related health insurance coverage in Wisconsin, contact the Medigap Helpline at **1-800-242-1060** to speak with a counselor.

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State Health Insurance  
Assistance Program

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**Navigating Medicare**

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