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### **Government's Medicare Help Line Not Working**

Meanwhile, a survey released Oct. 23 found that seniors using the federal government's 1-800-Medicare help line are 80 percent more likely to have had a difficult time dealing with Medicare compared with those using another resource.

The survey by 65 Incorporated, a new online Medicare enrollment information service based in Milwaukee, also found that seniors who have used a government resource of any kind are 35 percent more likely to have had a difficult time dealing with Medicare than those who have not received their Medicare information from the government. In addition, 30 percent of the more than 850 survey respondents age 65 and older who said they understood all or most of Medicare could not identify their Medicare coverage types, according to a release from the company. The study also found that 30 percent of respondents who get information from paid member associations are dissatisfied, as are 20 percent of those obtaining information from insurance agents.

"Our study is true validation for launching 65 Incorporated," Diane Omdahl, co-founder of the company said in a release. Omdahl is author of the *Beacon Guide to Medicare Service Delivery*. "Releasing our findings in conjunction with the launch of 65 Incorporated and Medicare open enrollment aims to raise awareness about the clarity that millions of Americans need when enrolling or making plan changes," she said. Medicare's open enrollment period is from Oct. 15 through Dec. 7.