



A program of the Panhandle Regional Planning Commission  
Funded by the Texas Health and Human Services Commission

# Medicare Benefits Counseling

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## Eligibility

- Medicare Beneficiaries of any age
- Age 60 or older for Legal Assistance
- Reside in the Texas Panhandle
- No income or asset limits

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## Additional Resources

### Medicare

1-800-633-4227  
Medicare.gov

### State Benefits

Texas Health and Human Services  
2-1-1, Option 2  
YourTexasBenefits.com

### Legal Assistance

Texas Legal Services Center  
800-622-2520, Option 3  
TLSC.org

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## Contact

### Terrie Campbell

Benefits Counseling Program  
Specialist  
806-331-2227

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## Overview

The Medicare Benefits Counseling program helps Medicare Beneficiaries understand their Medicare options.

Our Certified Benefits Counselors provide unbiased guidance on Medicare plans, coverage, and rights to ensure beneficiaries are empowered to make informed decisions about their healthcare. They are also trained to prepare Advance Directives to help you prepare for the future.

The Benefits Counseling program also provides education on Medicare, low-income assistance programs, and relevant legal topics including the prevention of Medicare fraud and abuse with the Senior Medicare Patrol.

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## Key Services

### Medicare Guidance

Information on Medicare-related topics, guidance for those New to Medicare, and comparisons of Part D Prescription Drug Plans and Medicare Advantage Plans. Includes support with Medicare appeals or grievances for denied claims or services.

*Note: Does not include enrollment in Medicare Part A, Part B, or Medigap (Supplemental Insurance).*

### Application Assistance

Assistance applying for programs that help lower Medicare costs, such as Extra Help for prescription medications and Medicare Savings Programs (MSPs) for other Medicare costs including the Part B premium.

*Note: Does not include assistance with applying for Social Security Disability or Medicaid in a Long-Term Care Facility.*

### Legal Assistance

Assistance with the preparation of Qualified Income Trusts to help individuals to qualify for Medicaid long-term care services and Advance Directives including a Medical Power of Attorney, Directive to Physicians, and Out-Of-Hospital DNR.

*Note: Does not include assistance with preparing a durable or financial Power of Attorney, Wills, or Transfer on Death Deeds.*