

**SUGGESTED LANGUAGE FOR PLAN CUSTOMER SERVICE
SCRIPT RELATED TO ACTIVATION OF PREMIUM WITHHOLDING
FOR 2008 PLAN ENROLLMENT**

If a Medicare beneficiary who has made an initial request for premium withholding as their premium payment option or who is currently in premium withhold and has switched plans, then the following guidance may be provided.

IT HAS BEEN LESS THAN 3 MONTHS SINCE THE REQUEST FOR PREMIUM WITHHOLDING: It can take several months for premiums to start being deducted from SSA benefits. Do not send a payment check during this time. When the withdrawal begins, you'll see a deduction for the months during which you had coverage but the premium wasn't withheld from your check. This is a one-time occurrence and future deductions will be for one month of premiums.

PLAN SWITCH: If you switch plans, premiums from the old plan may still be deducted from your SSA benefits. As soon as the systems are updated, SSA will refund any premiums paid to the first plan. You should get this refund within 3 months after enrolling in a new plan. You do not need to do anything.