

Help someone. Protect their choices.

Medicare support starts with permission.

**1**

Let them lead

Ask what help they want. Keep their priorities and decisions at the center.

**2**

Confirm permission

Ask Medicare or the plan what authorization it needs before discussing another person's information.

**3**

Protect their Medicare number

Treat it like a credit card. Do not share it with unexpected callers or trade it for gifts.

**4**

Pause and verify

If a call feels suspicious, hang up. Call the number on the member card or 1-800-MEDICARE. Review notices for services never received.

General education • Medicare.gov • Reviewed September 2026

Prepare for a conversation
finwell.health/learn/guides/helping-someone-safely



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