



# Medicare

Beneficiary Services: 1-800-MEDICARE (1-800-633-4227)  
TTY/TDD: 1-877-486-2048

<Date>

Dear <Name>,

You are receiving this letter because you contacted a Medicare customer service representative on <Date> to reset your MyMedicare.gov password. If you didn't make this request or believe that you got this letter in error, contact Medicare at 1-800-633-4227 immediately.

For security reasons, you'll enter a one-time password the next time you sign in to MyMedicare.gov. Please follow the instructions below to sign in to your MyMedicare.gov account.

To sign in to MyMedicare.gov:

1. Go to MyMedicare.gov.
2. In the **Username** field, enter your Medicare number without dashes.
3. In the **Password** field, enter this temporary password: <password>
4. After you sign in, you'll be asked to change your temporary password to a different password of your choice, which you will use along with your username every time you sign in to your MyMedicare.gov account.
5. If you forget your username or password, click the **Trouble Signing In?** link on the MyMedicare.gov welcome page. You'll be guided through the process to recover your username and reset your password.

If you have any Medicare questions, visit Medicare.gov or MyMedicare.gov, or you can call us at 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can also contact a Medicare customer service representative using the live chat feature on the MyMedicare.gov welcome page.

Sincerely,

Centers for Medicare & Medicaid Services