



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 reactivate your MyMedicare.gov account. 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, your username, password, and secret question have been reset. 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, create your temporary password using the following one-time password pattern:
 - The first letter of your first name
 - The last 4 digits of your Social Security number
 - The first letter of your last name
 - The 2 characters of your password suffix, which appears below

Sample One-Time Password:

Sample First Name: **John**

Sample Social Security number: 000-00-0000

Sample Last Name: **Public**

Sample Suffix: <Password Suffix>

Sample Password: **J0000P<Password Suffix>**



4. After you sign in, you'll be asked to create a username that's different from your Medicare number and a new password.
5. Use your newly created username and password each time you sign in to your MyMedicare.gov account.

6. 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/or reset your password.

Now that you're registered on MyMedicare.gov, which is a secure and personalized website, you can manage your personal information by using features that let you:

- Create and maintain a list of your favorite health care providers
- View claim statuses and your yearly deductible status
- Sign up to receive your Medicare Summary Notices (MSNs) electronically
- Access online forms, publications, and messages sent to you by the Centers for Medicare & Medicaid Services (CMS)
- View your preventive services and recording your medical history

For a complete list of available features, please visit [MyMedicare.gov](https://www.mymedicare.gov).

If you have any Medicare questions, visit [Medicare.gov](https://www.medicare.gov) or [MyMedicare.gov](https://www.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