

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop 00-00-00
Baltimore, Maryland 21244-1850



Center for Medicare and Medicaid Innovation

[Date]

[Beneficiary Name]

[Beneficiary home address line 1]

[Beneficiary home address line 2]

Dear [Beneficiary Name]:

You may be eligible for free dementia care support through a new Medicare program called GUIDE (Guiding an Improved Dementia Experience). GUIDE helps people with Alzheimer’s disease or related dementia and their family caregivers get the support they need to stay safely in their homes.

GUIDE provides you with a dedicated care navigator who helps coordinate your care and connects you with local community resources, like home-delivered meals and medical transportation. Your family caregivers get personalized training in caring for someone with dementia and may be eligible for respite services, within a yearly allowance, to take a break when they need to. You can call your care navigator 24 hours a day with questions about your care, help to coordinate medical appointments, and talk about a personalized care plan based on what matters most to you.

Who can get GUIDE support: You are eligible for GUIDE if you have Medicare Parts A and B as your primary source of health insurance. You are not eligible if you are enrolled in Medicare Advantage, Hospice, or the Program for All Inclusive Care for the Elderly. You also must have Alzheimer’s disease or another type of dementia.

Your Medicare benefits stay the same. GUIDE is voluntary and doesn’t change your Medicare coverage, including supplemental or Medigap plans. You can still see any doctor, health care provider, or hospital that accepts Medicare.

How to get started: Contact a participating doctor or care team (listed at the end of this letter) → Learn more about what the GUIDE program offers, including if they provide telehealth or in-person services → Meet the care team and receive a comprehensive assessment → If you’re eligible, you’ll begin receiving GUIDE services. **There’s no cost to participate and no obligation to join.**

You have the right to get Medicare information in an accessible format, like in a language other than English, large print, Braille, or audio. You also have the right to file a complaint if you feel you’ve been discriminated against. Visit [Medicare.gov/about-us/accessibility-nondiscrimination-notice](https://www.medicare.gov/about-us/accessibility-nondiscrimination-notice), or call 1-800-MEDICARE (1-800-633-4227) for more information. TTY users can call 1-877-486-2048.

For caregivers: If you’re a caregiver who wants to speak to Medicare on behalf of someone with dementia, you may need to complete an “Authorization to Disclose Personal Health Information” form. Find it at [Medicare.gov/basics/forms-publications-mailings/forms/other](https://www.medicare.gov/basics/forms-publications-mailings/forms/other) or in your [Medicare.gov](https://www.medicare.gov) account under “Manage my representatives”.

The following doctors and care teams are currently providing GUIDE services to your area. For the most up-to-date list of participating providers and program details, check the official GUIDE website at [CMS.gov/priorities/innovation/innovation-models/guide](https://www.cms.gov/priorities/innovation/innovation-models/guide).

Participant #1 Name

Participant #1 Website

Participant #1 Phone Number

Participant #1 Email Address

Participant #2 Name

Participant #2 Website

Participant #2 Phone Number

Participant #2 Email Address

The Centers for Medicare & Medicaid Services (CMS), the federal agency that runs the Medicare program, and its contractors created this list in collaboration with organizations participating in the GUIDE program. This information should not be construed as an endorsement or advertisement by the U.S. Department of Health and Human Services of any organization or health care provider's services. Neither the U.S. Government nor CMS assumes any legal liability for the accuracy, completeness, or usefulness of any information shown here, or represents that the use of such information, product, or process wouldn't infringe on privately owned rights.