

Medicare Social Media Community Guidelines

Thank you for your interest in Medicare!

Here are a few things that we would like you to keep in mind when visiting, commenting or posting on one of our social media channels. Our social media pages are designed to share information about Medicare with you. Via our social media channels you can engage with our company and learn more about our social responsibilities.

We may link to another location or social account from one of our social media channels. Our linking to a non-Medicare website or social media account is not an endorsement of those properties or parent organizations; we only endorse our own content.

Unfortunately, we may have to pull a comment, or cannot respond. We encourage you to interact with our posts but we also want to let you know that there may be times when we have to remove your comment or are unable to respond. Below are some examples of circumstances in which a comment may be removed:

- **Your comment references a product:** Our Industry is highly regulated and your comment (about our product or another company's product) may not comply with all applicable regulations. Therefore, if you mention a specific product in your comment, we will remove the comment.
- **Your comment describes or references a side effect:** If your comment mentions an adverse event associated with a Medicare product, we may be required to contact you regarding it. You may contact us to report an adverse event by calling 1-800-509-0544 or email adverse.events@medicare.com. You may also report adverse events to the FDA directly by visiting www.fda.gov/medwatch or calling 1-800-FDA-1088. If you are located outside of the U.S., you may ask your health care provider for information on reporting adverse events or contact your local health authority.
- **Your comment contains Medical Advice:** Your health is important to us and unverified medical advice can be hazardous to your health. While some of our posts may mention health and specific disease states, if your comment contains medical advice we will remove it. We encourage you to speak with your physician about your health concerns.
- **Your comment contains any of the following:**
 - Abusive, harassing or profane language
 - Promotion/solicitation for third-party sites, initiatives or products
 - Information that is false, inaccurate or misleading
 - Product usage information
 - Inappropriate comments
- **Your comment is not on topic:** Off topic comments may be removed in order to facilitate discussion and avoid distractions.
- **Other Circumstances:** We did our best to outline the circumstances under which your comments may be removed. Despite that, there may be unforeseen circumstances under which we will remove your comment from our page. If you wish to inquire about this you can do so by emailing compliance@medicare.com.

Please know that we reserve the right to block or ban users who violate this policy.

We look forward to engaging with you on our social media platforms!

@medicare

@medicareinc

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