



Statewide Health Insurance Benefits Advisors (SHIBA)

SHIBA mission statement

SHIBA provides free, unbiased information about health care coverage and access to help improve the lives of all Washington state residents. We cultivate community commitment through partnership, service, and volunteering.

What we do

- With a Medicare emphasis, provide **free, unbiased** information about health care coverage & access
- We train volunteers to **confidentially** counsel consumers in their own communities about:
 - Government programs
 - Accessing the Exchange
 - Prescription plan review
 - Private insurance
- 16 sponsoring agencies serving all counties
- Manage 225 volunteers statewide

Federal grant – Medicare outreach & counseling

- Proud network of 54 SHIPs nationwide – 14,500 counselors (57% volunteer)
- Grass root partner
- Three main objectives:
 - Personalized counseling help
 - Community outreach
 - Provide trained & supported counselors (volunteer & paid)
- Performance measures – statewide and county
 - Includes: number of contacts, events, low-income, disabled, quick contacts & substantial counseling, counseling hours

We serve everyone, but target

- People of all ages and backgrounds
- People with disabilities & specific diseases
- Seniors and pre-retirees
- Dual eligibles with Medicaid
- People with mental health needs
- Ethnic & multilingual populations
- Uninsured people
- Rural populations
- People with low income

Ways we help consumers

- Assess health coverage needs
- Determine general eligibility for programs
- Evaluate and compare policies/programs
- Make referrals to other agencies and programs
- Collect and report possible fraud complaints

Our resource limits

- We can't recommend a health insurance plan, company or agent
- We don't help with solving medical billing issues
- We are not case workers, but we:
 - Do provide enrollment help
 - Speak with 1-800-Medicare on clients' behalf
 - Enter Medicare complaints on clients' behalf

SHIBA facts

During 2020, we:

- Assisted 94,000+ consumers with 1:1 counseling
- Conducted 2,400+ outreach events statewide
- Educated 108,000+ consumers statewide



Community outreach

- Happy birthday events for folks turning age 65
- Statewide Medicare enrollment clinics & events
- Community college classes on Medicare

Find SHIBA events where you are! Go online to:

www.insurance.wa.gov/shiba-events-calendar



Consumer testimonials

"Excellent service. Had all my questions answered AND they back to me almost immediately."

"Really appreciated the expert advice I received!"

*"Roses and rah rahs to SHIBA.
What a relief to have someone
actually in my corner."*



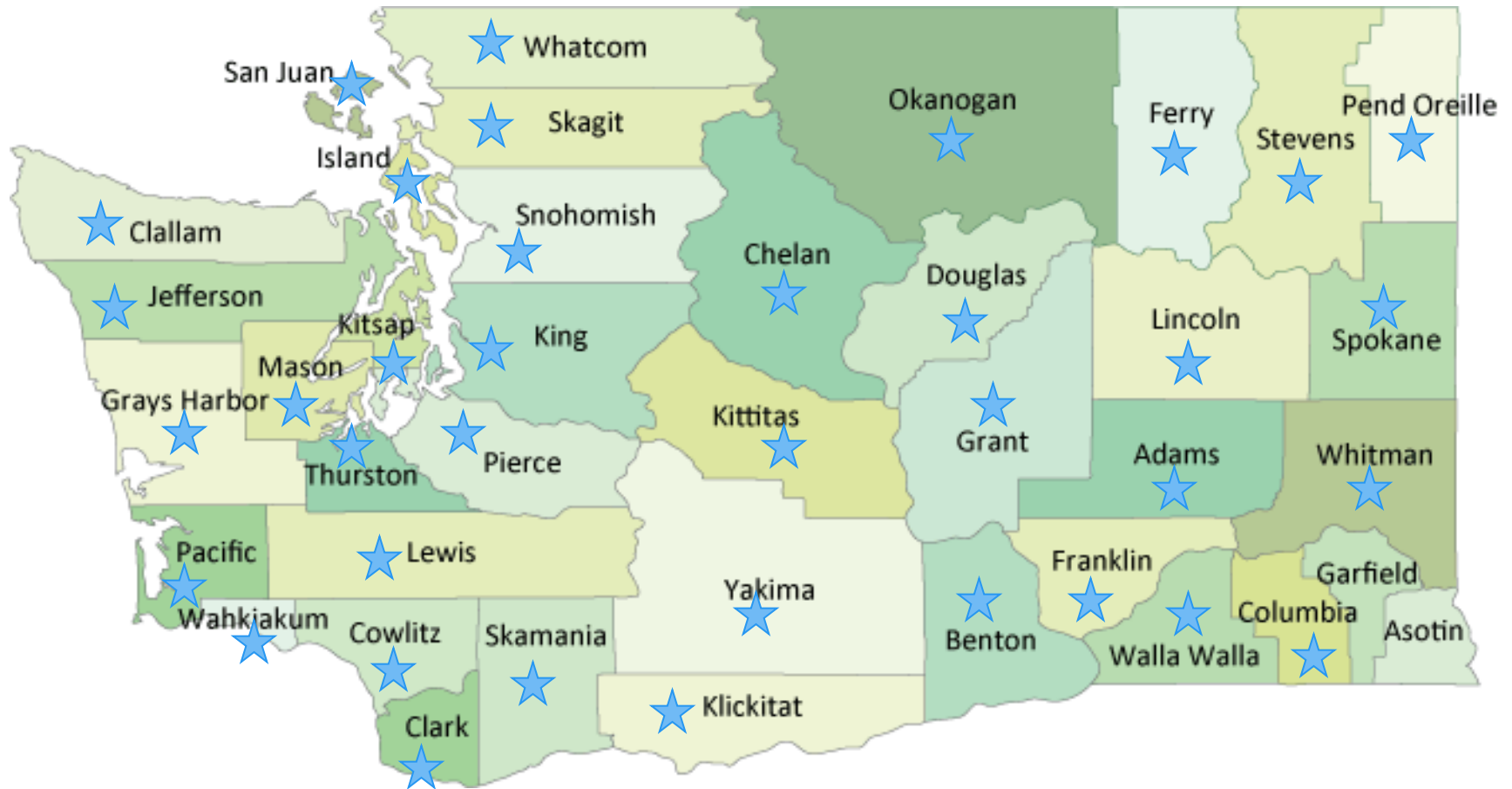
Our volunteer training

- We cover Medicare & options for people under age 65
- We provide training 10 months/year
- We provide volunteers with access to:
 - Professional staff support
 - Volunteer-only website
 - Training materials
 - Public presentations
 - Publications
 - Outreach materials
- Volunteer must take an online certification exam before working with clients

Types of counseling we offer

- Medicare Open Enrollment (Part D & Medicare Advantage)
- Medicare Supplement (Medigap) plans
- How Medicare works with other programs
- How to get help paying for Medicare
- Social Security's role in Medicare
- Options for people under age 65

Our sponsors



Note: Star doesn't represent actual location

Our roles

- Program manager
- Regional training consultant supervisor
- Regional training consultants
- Complaints specialist
- Curriculum writer
- Contracts & grants coordinator
- Statewide outreach & volunteer coordinator mentor
- Communications coordinator
- Administrative support and management analyst
- Volunteer coordinators
- Volunteers

Want to join our team?

Volunteer opportunities:

- Public speaking
- Outreach
- Counseling
- Topic specialties
- Administrative
- Research
- Internet/computing



How to contact us

Phone:

Toll free: 1-800-562-6900

TDD: 360-586-0241

TDD Relay: 1-800-833-6384

The web:

www.insurance.wa.gov/shiba

Need help with other insurance questions?

The Office of the Insurance Commissioner can also help you with questions, information and complaints about all types of insurance, such as:

- Homeowner
- Auto
- Life
- Annuities
- Health
- And more!

Call our Insurance Consumer Hotline:

1-800-562-6900

On the web at: www.insurance.wa.gov