



# Statewide Health Insurance Benefits Advisors (SHIBA)

# SHIBA mission statement

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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

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- 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

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- 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

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- 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

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- 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

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- 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

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During 2020, we:

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





# Community outreach

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- 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](http://www.insurance.wa.gov/shiba-events-calendar)



# Consumer testimonials

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*"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

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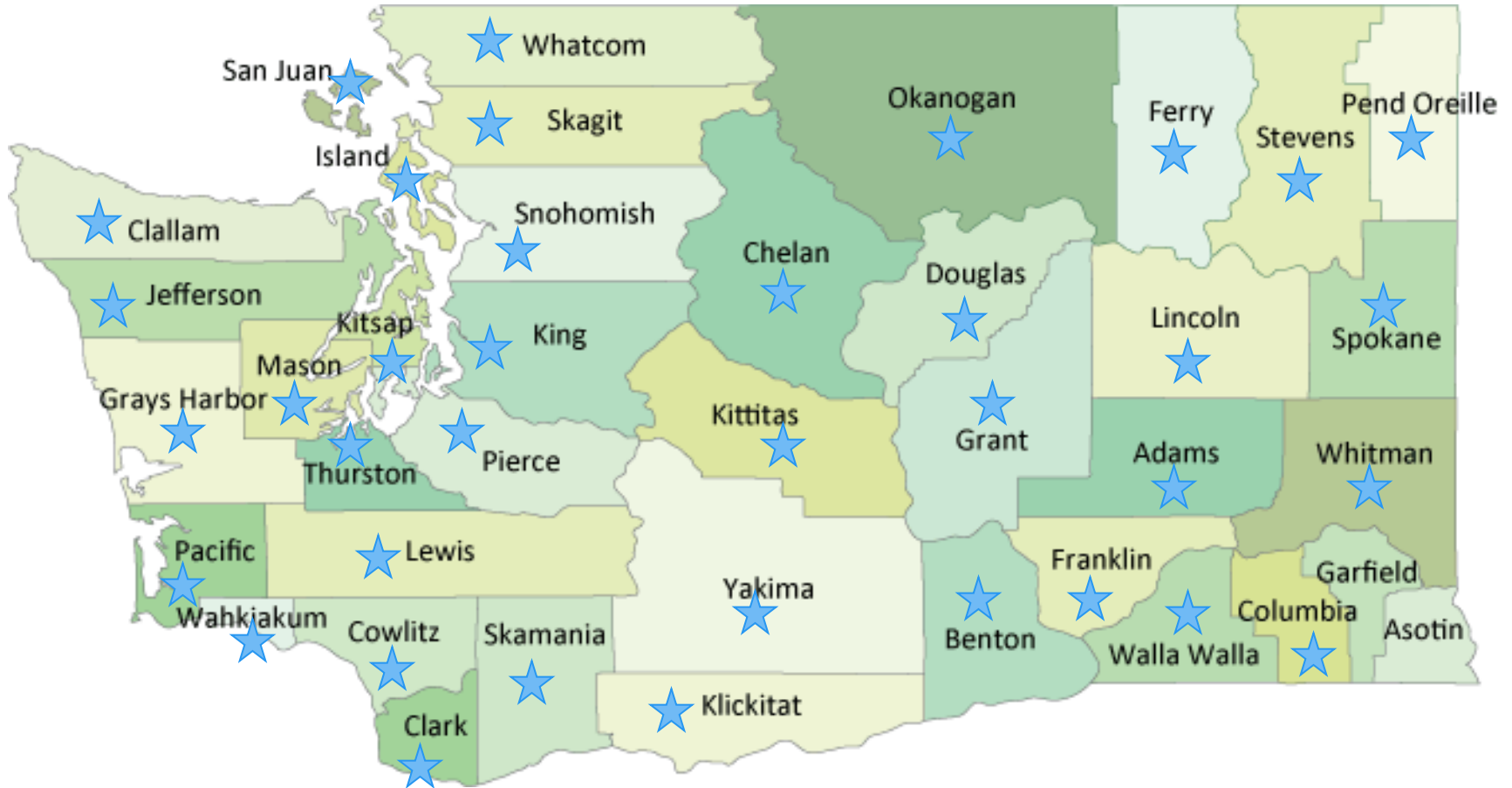
- We cover Medicare & options for people under age 65
- We provide training 10 months/year
- We provide volunteers with access to:
  - Professional staff support
  - Volunteer-only website
  - Training materials
  - Public presentations
  - Publications
  - Outreach materials
- Volunteer must take an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

# Types of counseling we offer

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- 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

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- 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?

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## Volunteer opportunities:

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



# How to contact us

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## **Phone:**

Toll free: 1-800-562-6900

TDD: 360-586-0241

TDD Relay: 1-800-833-6384

## **The web:**

[www.insurance.wa.gov/shiba](http://www.insurance.wa.gov/shiba)



# Need help with other insurance questions?

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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](http://www.insurance.wa.gov)