



# SHIBA

## Statewide Health Insurance Benefits Advisors

# HelpLine

Sponsored by the Washington State  
Office of the Insurance Commissioner

Draft 6/5/08

# Today

- About SHIBA
- Two Focus Areas for Medicare population:
  - Getting Ready for Medicare
  - Prescription Drug coverage, including Extra Help
- On-line tools to help people with Medicare:
  - CMS Prescription Drug Plan Finder
  - My Medicare.gov



# SHIBA HelpLine Mission Statement

SHIBA HelpLine 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.



# SHIBA HelpLine: Free and confidential



- Completely **free**
- **Impartial** and **objective**—no affiliation with any insurance company or product
- **Confidential**

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# SHIBA HelpLine: We help everyone

- **Accessible**—office in nearly every county
- Assistance for **all ages**, people with **disabilities**, and those who speak **languages** other than English





# SHIBA HelpLine: Ways We Can Help

- Assess health coverage needs
- Determine general eligibility for programs
- Educate about options and help compare policies/programs
- Report possible fraud
- Make referrals to other agencies and programs

# Getting Ready for Medicare

- People need to plan ahead
- SHIBA can educate consumers
- Presentations
- Counseling
- Printed and on-line materials



# Prescription Drug Coverage

- People should review coverage EVERY YEAR!
  - Cost
  - Coverage
  - Convenience
  - Customer Service
- We know people still aren't getting the extra help they could get

# Drug Plan Finder



- [www.medicare.gov](http://www.medicare.gov)
- Online resource to help people
  - Learn about Medicare prescription drug coverage
  - Compare available plans
  - Decide on a plan
  - Enroll in a plan
- Training on how to use it

# MyMedicare.gov

- View claim status (excluding Part D claims)
- View eligibility, entitlement and preventive services information
- View enrollment information including prescription drug plans
- View address of record with Medicare and Part B deductible status
- And more...

# Search Tools on [www.medicare.gov](http://www.medicare.gov)

- What you can look for:
  - Find out if you are eligible for Medicare & when you can enroll
  - Find out what Medicare Covers
  - Compare- Hospitals, Health Plans, Nursing Homes, Home Health Agencies & more
  - Find- Publications, Doctors, Phone Numbers, Medical Equipment Suppliers and more

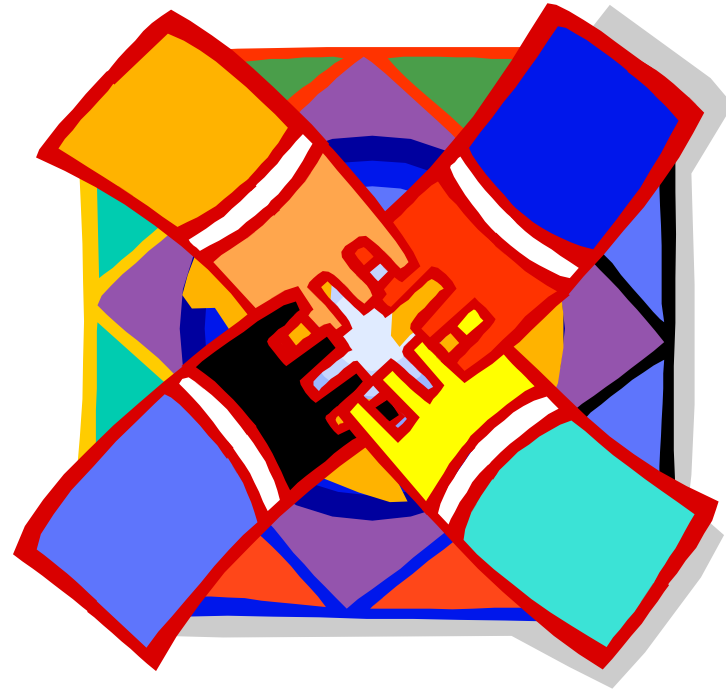


# SHIBA wants to partner with community agencies

## Together, we reach more people!

We can offer:

- Training
- Technical assistance
- Publications
- Presentations
- Others...





# Calling SHIBA HelpLine

You can:

- Be referred locally for counseling and assistance
- Get simple answers over the phone
- Get a SHIBA HelpLine speaker for your group
- Find out about becoming a volunteer



# SHIBA HelpLine Questions/Comments?

**1 (800) 562-6900**

**TDD: (360) 586-0241**

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