

## Find out more!

Apply online or learn more at [www.in.gov/ship/become-a-ship-volunteer](http://www.in.gov/ship/become-a-ship-volunteer), or call us at (800) 452-4800, TTY (866) 846-0139.

Follow and learn from SHIP on social media.



## State Health Insurance Assistance Program

The State Health Insurance Assistance Program (SHIP) is a free and impartial counseling program for people with Medicare. SHIP is provided by the Administration for Community Living and the Indiana Department of Insurance.

We are part of a federal network of State Health Insurance Assistance Programs located in every state. All of our services are free.

SHIP is not affiliated with any insurance company or agency and does not sell insurance. We are staffed by a crew of volunteer counselors who have completed intensive training to offer objective assistance in complete confidence.



# VOLUNTEER with SHIP



### Navigating Medicare

The State Health Insurance Assistance Program (SHIP) provides free, impartial health insurance information for people with Medicare.

(800) 452-4800  
TTY (866) 846-0139  
[www.medicare.in.gov](http://www.medicare.in.gov)

# What is SHIP?

SHIP is a statewide network of trained volunteers who educate and assist people with Medicare with questions about health insurance and Medicare.

SHIP provides consumers with free, impartial and confidential health insurance counseling regarding Medicare, Medicare supplement insurance, Medicare Advantage Plans, Long Term Care Plans, and finding help with prescription costs. SHIP counselors can assist with low income assistance applications, as well as referrals to other similar programs.

SHIP wants to help people with Medicare, including people under 65 with disabilities, get more value from their health insurance dollars.






# What do SHIP Counselors do?

SHIP offers gratifying volunteer opportunities for hundreds of people across Indiana. We provide services through many channels: seminars, local community training, one-on-one counseling, virtual counseling, public speaking, social media, publications, videos and more.

SHIP is driven by volunteers who are committed to helping people with Medicare determine the best healthcare choices for their individual situations and to be good consumers of Medicare, Medicare Advantage, Medigap, Part D drug coverage, long term care financing, and low income assistance programs.

Our Trained SHIP volunteers:

-  Assist through an 800 help line, virtually, or at local sites in most Indiana counties.
-  Offer one-on-one health insurance counseling for people with Medicare.
-  Present on related topics in local communities throughout the state.

# YOU have choices!

SHIP offers its volunteers choices on how they would like to volunteer.

**Personal Counseling** - Direct discussion with Medicare beneficiaries about their individual situations, and may include review of personal information, such as Medicare Summary Notices, billing statements, and other related financial and health documents. This can take place on-site, virtually, or by phone.

**Special Events/Presentations** - Educate through presentations, health fairs, and other events geared toward Medicare beneficiaries.

**Administrative Support Aide** - This role involves such work as copying, filing, data entry, scheduling appointments, and placing phone calls in support of SHIP activities. Volunteers who work in this role do not field questions from the public.