



SHIP

State Health Insurance
Assistance Program

Navigating Medicare

ASK SHIP

YOUR MONTHLY MEDICARE Q&A

January, 2025

Q: I was recently helped by a fantastic SHIP Counselor. She was able to help me with all of my Medicare questions during Open Enrollment. I am recently retired and looking for a volunteer opportunity. Does SHIP accept new volunteers?

A: Yes! SHIP is always accepting new counselors to assist people with Medicare!

So, what is SHIP and what do SHIP counselors do to help?

SHIP, the State Health Insurance Assistance Program, is a free and impartial health insurance counseling program for people with Medicare. SHIP does NOT sell insurance. SHIP is provided by the Administration for Community Living and the Indiana Department of Insurance. All of our services are free and impartial.

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, public speaking, publications, videos and more.

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

SHIP has more than 100 sites throughout Indiana and offers its volunteers choices on how they would like to help.

Personal Counseling includes 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, by phone, or virtually.

Our Special Events and Presentations aim to educate through presentations, virtual presentations, health fairs, and other events geared toward Medicare recipients.

To become a SHIP counselor, you must:

- Complete a 30-hour training either virtually or in-person
- Complete volunteer shadowing
- Have a desire to help Medicare Beneficiaries in your community.
- Participate in regular local in-service or virtual training sessions (usually two half-day sessions per year)
- NOT be affiliated with any insurance product, agency, company or service
- Be willing to assure complete confidentiality to every client
- Complete required paperwork documenting each client contact

To read more or even apply to become a SHIP Counselor, visit www.in.gov/ship/become-a-ship-volunteer.

If you are interested in becoming a SHIP volunteer, or have questions related to Medicare, call SHIP at (800) 452-4800 or online at www.medicare.in.gov. You can also follow us on Facebook, Twitter, LinkedIn, and YouTube.