

Questions about Medicare and your insurance options?

Let SHIP guide you to the answer! The State Health Insurance Assistance Program, or SHIP, is a national program that offers one-on-one counseling and assistance to people with Medicare and their families. Services include free counseling and assistance via telephone and face-to-face interactive sessions and public education presentations and programs. If you want to know more about the SHIP program in your area, or locate a local SHIP counselor, please contact your state agency as listed below:

ALABAMA

State Health Insurance Assistance Program (SHIP)
PH: (334)-242-5743
Toll-free: 1-800-AGELINE
<http://www.alabamaageline.gov>
8:00am - 5:00pm (Central)

ARKANSAS

Senior Health Insurance Information Program (SHIIP)
PH: (501) 371-2782
Toll-free: (800) 224-6330
<http://insurance.arkansas.gov/seniors/homepage.htm>
e-mail: insurance.shiip@arkansas.gov

CONNECTICUT

CHOICES
PH: (860) 424-5274
Toll-free: (800) 994-9422 in state only
www.ct.gov/agingservices

FLORIDA

SHINE (Serving Health Insurance Needs of Elders)
PH: (850) 414-2060
Toll-free: (800) 963-5337
<http://www.floridaSHINE.org>
e-mail: information@elderaffairs.org

IDAHO

Senior Health Insurance Benefits Advisors (SHIBA)
Toll-free: (800) 247-4422
www.doi.idaho.gov

IOWA

Senior Health Insurance Information Program (SHIIP)
PH: (515) 281-5705
Toll-free: (800) 351-4664
www.therightcalliowa.gov
e-mail: shiip@iid.iowa.gov

LOUISIANA

Senior Health Insurance Information Program (SHIIP)
PH: (225) 342-5301
Toll-free: (800) 259-5301 in state only
www.lidi.state.la.us
8:00am - 4:30pm

MASSACHUSETTS

Serving Health Information Needs of Elders (SHINE)
PH: (617) 727-7750
Toll-free: (800) 243-4636 in state only
www.mass.gov/elders
9am - 5pm M-F

ALASKA

Alaska State Health Insurance Assistance Program (SHIP)
PH: (907) 269-3680
Toll-free: (800) 478-6065 in state only
medicare.alaska.gov
9:00 AM to 5:00 PM, Monday thru Friday

CALIFORNIA

Health Insurance Counseling & Advocacy Program (HICAP)
Toll-free: (800) 434-0222 in state only
www.aging.ca.gov
e-mail: hicap@aging.ca.gov
9:00 a.m. - 4:00 p.m.

DELAWARE

ELDERinfo
PH: (302) 674-7364
Toll-free: (800) 336-9500 in state only
<http://delawareinsurance.gov/departments/elder/eld>
e-mail: elderinfo@state.de.us
8:00am - 4:30pm

GEORGIA

GeorgiaCares
Toll-free: (800) 669-8387
www.dhr.georgia.gov

ILLINOIS

Senior Health Insurance Program (SHIP)
PH: (217) 785-9021
Toll-free: (800) 548-9034 in state only
www.idfpr.com
e-mail: SHIP@idfpr.com
8:00am - 5:00pm M-F

KANSAS

Senior Health Insurance Counseling for Kansas (SHICK)
PH: (316) 337-7386
Toll-free: (800) 860-5260
www.agingkansas.org/SHICK/shick_index.html

MAINE

Maine State Health Insurance Assistance Program (SHIP)
PH: (207) 621-0087
Toll-free: (877) 353-3771 in state only
www.maine.gov/dhhs/beas
8:00 a.m. - 4:30 p.m. (EST)

MICHIGAN

MMAP Inc.
PH: (517) 886-1242
Toll-free: (800) 803-7174
www.mymmap.org
8:00am -5:00pm

ARIZONA

Arizona State Health Insurance Assistance Program (SHIP)
PH: (602) 542-6595
Toll-free: (800) 432-4040
<http://www.azdes.gov/aaa/programs/ship/default.asp>
8:00am - 4:00 pm Monday - Friday

COLORADO

Senior Health Insurance Assistance Program (SHIP)
PH: 303-629-4940
Toll-free: (888) 696-7213
www.dora.state.co.us/insurance/senior/senior.htm
e-mail: ship@dora.state.co.us

DISTRICT OF COLUMBIA

Health Insurance Counseling Project (HICP)
PH: (202) 739-0668
<http://www.law.gwu.edu/Academics/Clinical+Programs/The+Health+Insurance+Counseling+Project/About+Us.htm>

HAWAII

Sage PLUS
PH: (808) 586-7299
Toll-free: (888) 875-9229
<http://hawaii.gov/health/eoa/>
e-mail: eoaa@doh.hawaii.gov
Monday - Friday 8:00 a.m. - 4:00 p.m.

INDIANA

State Health Insurance Assistance Program (SHIP)
PH: (765) 608-2318
Toll-free: (800) 452-4800 in state only
www.medicare.in.gov
8 AM to 4:30 PM

KENTUCKY

State Health Insurance Assistance Program (SHIP)
PH: (502) 564-6930
Toll-free: (877) 293-7447
<http://www.chfs.ky.gov/agencies/os/dail/ship.htm>
8:00am - 4:30pm

MARYLAND

Senior Health Insurance Assistance Program (SHIP)
PH: (410) 767-1100
Toll-free: (800) 243-3425 in state only
www.mdoa.state.md.us

MINNESOTA

Minnesota State Health Insurance Assistance Program/ Senior LinkAge Line
Toll-free: (800) 333-2433
www.mnaging.org and www.minnesotahelp.info
e-mail: senior_linkage@state.mn.us
8:00 am - 4:30 pm Monday - Friday

MISSISSIPPI

MS Insurance Counseling and Assistance Program (MICAP)
PH: (601) 359-4956
Toll-free: (800) 948-3090
http://www.mdhs.state.ms.us/aas_info.html#MICAP

NEBRASKA

Nebraska Senior Health Insurance Information Program (SHIIP)
PH: (402) 471-2201
Toll-free: (800) 234-7119
<http://www.doi.ne.gov/shiip>
e-mail: doi.shiip@nebraska.gov

NEW JERSEY

State Health Insurance Assistance Program (SHIP)
PH: (877) 222-3737
Toll-free: (800) 792-8820 in state only
www.state.nj.us/health/senior/ship.shtml
8:30am - 5:00pm

NORTH CAROLINA

Seniors' Health Insurance Information Program (SHIIP)
PH: (919) 807-6900
Toll-free: (800) 443-9354
www.ncshiip.com
e-mail: ncshiip@ncdoi.gov

OKLAHOMA

Senior Health Insurance Counseling Program (SHIP)
PH: (405) 521-6628
Toll-free: (800) 763-2828 in state only
www.oid.state.ok.us

RHODE ISLAND

Senior Health Insurance Program (SHIP)
PH: (401) 462-4444
<http://adrc.ohhs.ri.gov>

TENNESSEE

TN SHIP
PH: (615) 741-2056
Toll-free: (877) 801-0044
www.state.tn.us/comaging/
Monday - Friday 8:30 a.m. - 5:00 p.m

VERMONT

State Health Insurance Assistance Program (SHIP)
PH: (802) 748-5182
Toll-free: (800) 642-5119 in state only
www.medicarehelpvt.net
8:30 am - 4:30 pm Monday - Friday EST

WEST VIRGINIA

West Virginia State Health Insurance Assistance Program (WV SHIP)
PH: (304) 558-3317
Toll-free: (877) 987-4463
www.wvseniorservices.gov
8:30 a.m. - 5:00 p.m.

MISSOURI

CLAIM
PH: (573) 817-8320
Toll-free: (800) 390-3330
www.missouryclaim.org
e-mail: claim@primaris.org
9:00 a.m. to 4:00 p.m. CT

NEVADA

State Health Insurance Advisory Program (SHIP)
PH: (702) 486-3478
Toll-free: (800) 307-4444
nvaging.net
8am to 4pm Monday- Friday

NEW MEXICO

Benefits Counseling Program
PH: (505) 476-4799
Toll-free: (800) 432-2080 in state only
www.nmaging.state.nm.us
Monday - Friday 8:00am - 5:00pm MST

NORTH DAKOTA

State Health Insurance Counseling (SHIC)
PH: (701) 328-2440
Toll-free: (888) 575-6611
www.state.nd.us/ndins/
e-mail: ndshic@nd.gov
7:30am to 5pm CT

OREGON

Senior Health Insurance Benefits Assistance (SHIBA)
PH: (503) 378-2014
Toll-free: (800) 722-4134
www.oregonshiba.org
e-mail: shiba.oregon@state.or.us

SOUTH CAROLINA

(I-CARE) Insurance Counseling Assistance and Referrals for Elders
PH: (803) 734-9900
Toll-free: (800) 868-9095
www.aging.sc.gov
e-mail: askus@aging.sc.gov

TEXAS

Health Information Counseling and Advocacy Program (HICAP)
Toll-free: (800) 252-9240 in state only
www.dads.state.tx.us
8:00am-5:00pm

VIRGINIA

Virginia Insurance Counseling and Assistance Program (VICAP)
PH: (804) 662-9334
Toll-free: (800) 552-3402
www.vda.virginia.gov
e-mail: aging@vda.virginia.gov

WISCONSIN

Wisconsin SHIP (SHIP)
PH: (608) 267-3201
Toll-free: (800) 242-1060 or (866) 456-8211
<http://dhs.wisconsin.gov/aging/SHIP.htm>

MONTANA

Montana State Health Insurance Assistance Program (SHIP)
Toll-free: (800) 551-3191 in state only
www.dphhs.mt.gov
8:30 AM to 5:00 PM Monday thru Friday

NEW HAMPSHIRE

NH SHIP - ServiceLink Resource Center
Toll-free: (866) 634-9412
www.servicelink.org

NEW YORK

Health Insurance Information Counseling and Assistance Program (HIICAP)
Toll-free: (800) 701-0501
www.hiicap.state.ny.us
9:00 - 4:00 Monday - Friday

OHIO

Ohio Senior Health Insurance Information Program (OSHIIP)
PH: (614) 644-3458
Toll-free: (800) 686-1578
www.ohioinsurance.gov
e-mail: oshiipmail@ins.state.oh.us

PENNSYLVANIA

APPRISE
Toll-free: (800) 783-7067
<http://www.aging.state.pa.us>
e-mail: aging@state.pa.us
9:00a.m -4:00 p.m.

SOUTH DAKOTA

Senior Health Information & Insurance Education (SHIINE)
PH: (605) 333-3314
Toll-free: (800) 536-8197
www.shiine.net

UTAH

Senior Health Insurance Information Program (SHIP)
PH: (801) 538-3910
Toll-free: (800) 541-7735
http://www.hsdaas.utah.gov/insurance_programs.htm
e-mail: DAAS@utah.gov

WASHINGTON

Statewide Health Insurance Benefits Advisors (SHIBA) HelpLine
Toll-free: (800) 562-6900
www.insurance.wa.gov
e-mail: SHIBAHelpLine@oic.wa.gov
8 am - 5 pm Monday - Friday

WYOMING

Wyoming State Health Insurance Information Program (WSHIIP)
PH: (307) 856-6880
Toll-free: (800) 856-4398
www.wyoming seniors.com