

## SHIPs Mission



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The State Health Insurance Assistance Program is a nationwide consumer assistance program. The purpose of SHIP is to provide free and objective counseling to individuals about Medicare and all other related health insurances. SHIP counselors work with Medicare beneficiaries, family members, health care providers, and other advocates.



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### SOUTHEAST TENNESSEE AREA AGENCY ON AGING

#### SHIP Program

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**State Health Insurance  
Assistance Program**

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### State Health Insurance Assistance Program

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*Southeast Tennessee  
Area Agency on  
Aging & Disability*



A program providing  
information and  
assistance to  
Medicare recipients  
through the Southeast  
Tennessee Area  
Agency on Aging and  
Disability

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**Tel: 1-877-801-0044**

## What Is SHIP?

The **Tennessee State Health Insurance Assistance Program** is a statewide program that provides **free and objective counseling and**



A known and trusted resource about Medicare

**assistance** to persons with questions or problems regarding Medicare and other related health insurances. In Tennessee,

SHIP operates through the state's nine **Area Agency on Aging and Disability (AAADs)**.

SHIP originated in 1990 (*Section 4360 of the Omnibus Budget Reconciliation Act—OBRA; Public Law 101-508*). SHIP is funded by the **Centers for Medicare and Medicaid Services (CMS)**, an agency of the federal government under the **Department of Health & Human Services**. Currently, there are SHIPs in all 50 states plus Washington, D.C., Puerto Rico and the Virgin Islands.

## What Do SHIPs Offer?

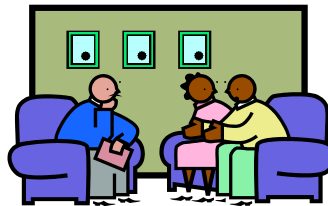
SHIPs help answer questions about Medicare, Medicare Supplement Insurance, Medicare Advantage, Medicaid, long term care insurance, prescription coverage and low-income assistance. The SHIP program is able to provide people tools and information to assist them in making decisions regarding their health care.

## What Services Are Provided?

As the number of people with Medicare who require informational assistance is continually growing, SHIPs play an important role in helping Medicare beneficiaries and others understand and navigate the **many changes and information related to Medicare**.

### SHIPs provide:

- **Consumer Guidance** (Evaluate your options, make referrals to appropriate agencies, helps people make informed decisions)
- **Information Counseling** (One-on-One or via telephone)
- **Community Outreach and Education** (Presentations, Health Fairs, Trainings, educational materials and information)
- **Consumer Protection** (Protect against fraud and abuse, assist with appeals and claims)



One-on-One counseling with a trained SHIP counselor

## Who Are SHIP Counselors?

SHIPs are primarily made up of a network of volunteers and counselors. Under the direction and support of a state program director as well as regional coordinators, SHIP counselors receive extensive training and continuous ongoing support. SHIP counselors are committed to offer people free and unbiased information about Medicare.

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**For More Information or to request educational materials and/or speaker**

**Please Call**

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**Volunteer Information & Opportunities**

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