

SHIP FACT SHEET

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 to their families and caretakers.

Through one-on-one personalized counseling, education, and outreach, this network of resources provides accurate and objective information and assistance. This allows the recipients to better understand and utilize their Medicare benefits. SHIPs help beneficiaries identify and understand programs and plans, including Medicare prescription drug coverage, Medicare Advantage plans, Medicare supplemental insurance policies, Medicare Savings Programs, long-term care insurance and financing, and other public and private health insurance coverage options.

In Wisconsin, the SHIP is comprised of a centralized component and of a local component. The **centralized component** includes the following counseling resources:

- The **Medigap Helpline**, operated by the Board on Aging and Long Term Care. This is our primary Helpline through which counseling is provided on original Medicare, Medicare supplement insurance, employer-based coverage, Medicare Advantage, long term care insurance and related topics. **Toll free: 1-800-242-1060**
- The **Disability Drug Benefit Helpline**, operated by Disability Rights of Wisconsin. This Helpline is primarily for individuals under age 60, eligible for Medicare because of a disability. It offers assistance with Medicare Part D and related benefits. **Toll Free 1-800-926-4862 TTY / Texnet (toll free) 1-888-758-6049**
- The **Deaf and Hard of Hearing Benefit Specialist**, who provides benefits counseling to persons between the ages of 18 and 59, who are deaf and hard of hearing and who use sign language as their primary language. **Telephone/Videophone: 262-347-3045**
- **Wisconsin Judicare – Indian Law Office** provides health benefits counseling and legal services to tribal members statewide and supervises tribal benefit specialists. **Toll free: 1-800-472-1638**
- A **Medicare Trainer** housed in the Greater Wisconsin Agency on Aging Resources. The trainer provides outreach and education to professionals statewide as well as information, counseling and assistance to Medicare beneficiaries, their families and caretakers in southeastern Wisconsin. **Toll free: 1-877-333-0202 (or locally 262-432-7975)**

Wisconsin SHIP



State Health Insurance Assistance Program

The *local component* comprises the following benefit counseling services:

- The **Wisconsin Elderly Benefit Specialist Program**. This program helps Wisconsin seniors 60 and older access benefits programs, including Medicare and Medicaid. Elderly Benefit Specialists are located in every county and tribe at aging agencies or Aging and Disability Resource Centers (listed in the phone book under County or Tribal Government, Aging and Disability Resource Center, or Human Services). If you have access to the Internet, use this link to find the Elderly Benefit Specialist serving your county:

<http://dhs.wisconsin.gov/aging/Genage/BENSPECS.HTM>

- **SeniorLaw / Legal Action of Wisconsin, Inc.**, houses the Elderly Benefit Specialist program for Milwaukee County, and provides legal assistance for seniors over 60 who have had benefits or rights denied. **Local Phone: 1-414-278-1222**



Division of Long Term Care
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LOCAL HELP FOR PEOPLE WITH MEDICARE

The National SHIP Resource Center
www.shiptalk.org