

# What is



# SHIIP

Your local  
Senior Health  
Insurance  
Information  
Program  
For questions  
regarding Medicare

Call Senior Health Insurance  
Information Program (SHIIP)

1-800-224-6330

## Help for yourself or your loved ones

- **Considering making coverage changes during Medicare's Annual Election Period (Open Enrollment)?** Contact your SHIIP for one-on-one assistance with reviewing health or prescription drug plan options.
- **Worried about the out-of-pocket costs associated with Medicare?** Contact your SHIIP to find out about assistance programs you or your loved one might be eligible for.
- **Unsure about Medicare's eligibility criteria?** SHIIPs can help you understand the guidelines.
- **Wondering what Medicare does and doesn't cover?** Medicare can be complicated. Contact your SHIIP for answers.
- **Confused about who pays first, Medicare or another insurance?** SHIIPs can explain how Medicare works with supplemental policies, retiree coverage, Medicaid, and other insurers.
- **Uncertain of yours or your loved one's rights, under Medicare?** Contact your SHIIP for assistance.

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**VISIT OUR WEBSITE:**

<https://insurance.arkansas.gov/pages/consumer-services/senior-health/>

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LOCAL HELP FOR PEOPLE WITH MEDICARE

## **FREE AND UNBIASED Medicare Counseling**

### **State Health Insurance Information Assistance Programs (SHIIPs)**

provide local, in-depth, and objective insurance counseling and assistance to Medicare-eligible individuals, their families, and caregivers.

Arkansas Senior Health Insurance Information Program (SHIIP) is part of a national network of programs that offer free, confidential help with Medicare. Congress funded SHIIPs since 1990 through the Centers for Medicare & Medicaid Services (CMS) and Administration for Community Living to help navigate an increasingly complex health care system.

**Trusted, one-on-one  
counseling and assistance.**

Each year, the Arkansas SHIIP program, through its dedicated staff, partners and volunteers, provides invaluable service to Arkansas' communities, including:

- Helping Medicare recipients compare prescription drug insurance during the annual prescription drug plan period
- Connecting with Medicare recipients who have limited incomes to help them save money on health care costs
- Educating the community about health insurance issues

If an organization would like to host a SHIIP speaker to discuss Medicare and related topics, call to schedule 1-800-224-6330.

SHIIP Counselors provide confidential information about Medicare health Coverage and healthcare choices.

SHIIP Counselors help Medicare individuals review and compare plans: Medicare Drug Coverage, Medicare Advantage Plans, and Medicare Supplement Insurance (Medigap).

SHIIP Counselors will assist enrolling you in the Medicare Drug Coverage (D), and Medicare Advantage Plan of your choice.

SHIIP Counselors are trained in assist with Medicare billing problems.