

SHIIP AND THE MEDICARE OPEN ENROLLMENT PERIOD

Melinda Munden, NC Department of Insurance

September 15, 2017

What is SHIP

- Consumer service division within the NC Department of Insurance;
- An **information** program for Medicare beneficiaries; and
- Founded in 1986 in direct response to growing concerns and questions about Medicare and related health insurance products.

SHIP's Mission

- To assist Medicare beneficiaries and their families in understanding their choices of insurance products and services available;
- To provide free unbiased and factual health insurance information; and
- To serve as a clearinghouse for consumer publications (CMS & NAIC).

Methods of Providing Services

- Initial and ongoing training of Volunteer Counselors in all 100 counties throughout the state;
- Operation of a toll-free consumer line (855-408-1212);
- SHIP website, www.ncship.com; and
- Development and distribution of educational materials.

Staff and Volunteer Network

- SHIP currently employs 27 paid staff members;
- SHIP currently partners with 117 county sites and coordinators; and
- SHIP supports 972 volunteers statewide

SHIP in Local Communities

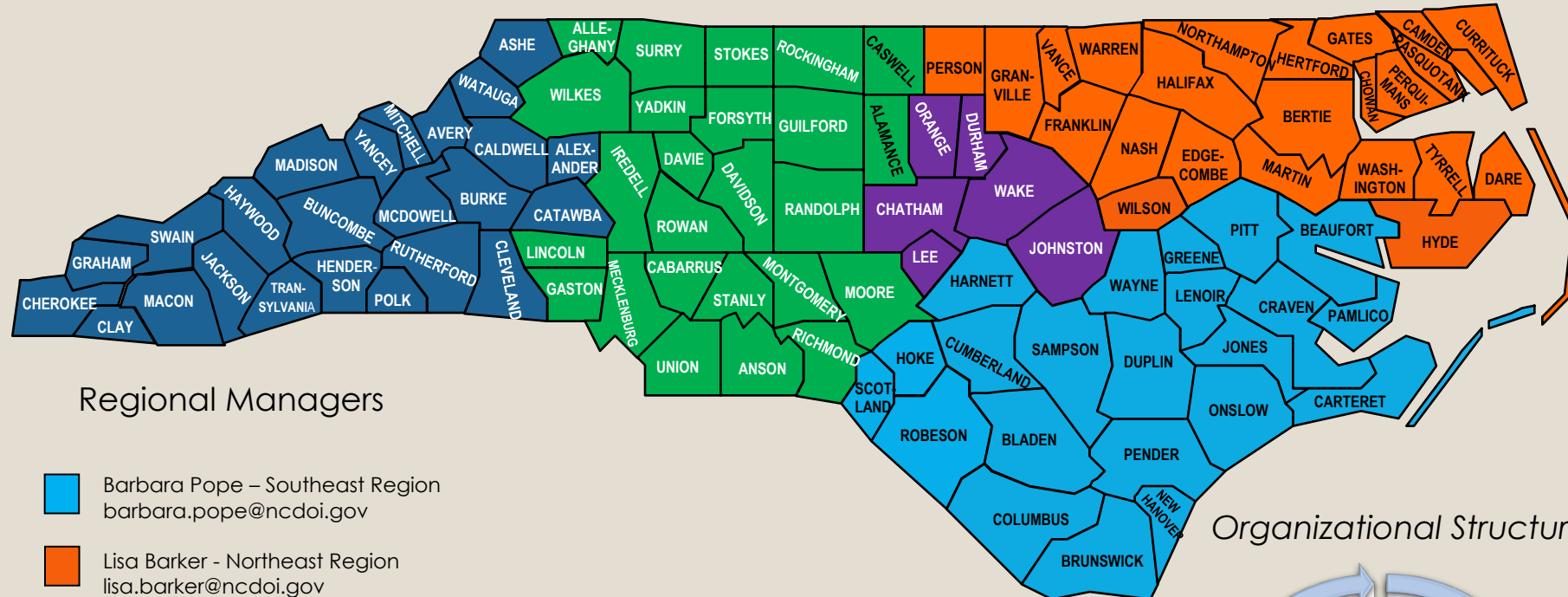
- Coordinated through existing human service agency (i.e. senior center, Cooperative Extension, Department on Aging, Parks and Rec.);
- At least one site is located in all 100 counties; and
- Agencies receive grant dollars to support SHIP services within their respective county.

Seniors' Health Insurance Information Program






325 Salisbury Street, Raleigh, NC 27603 Phone: 855-408-1212

A consumer information division of the North Carolina Department of Insurance.

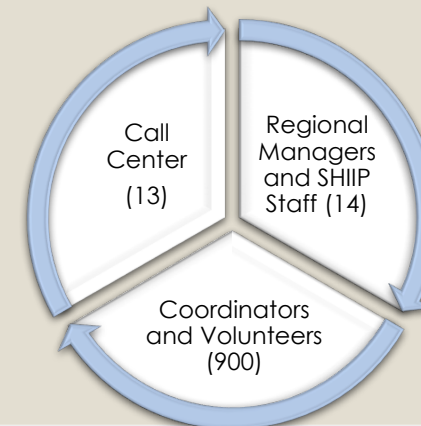
Director: Van Braxton



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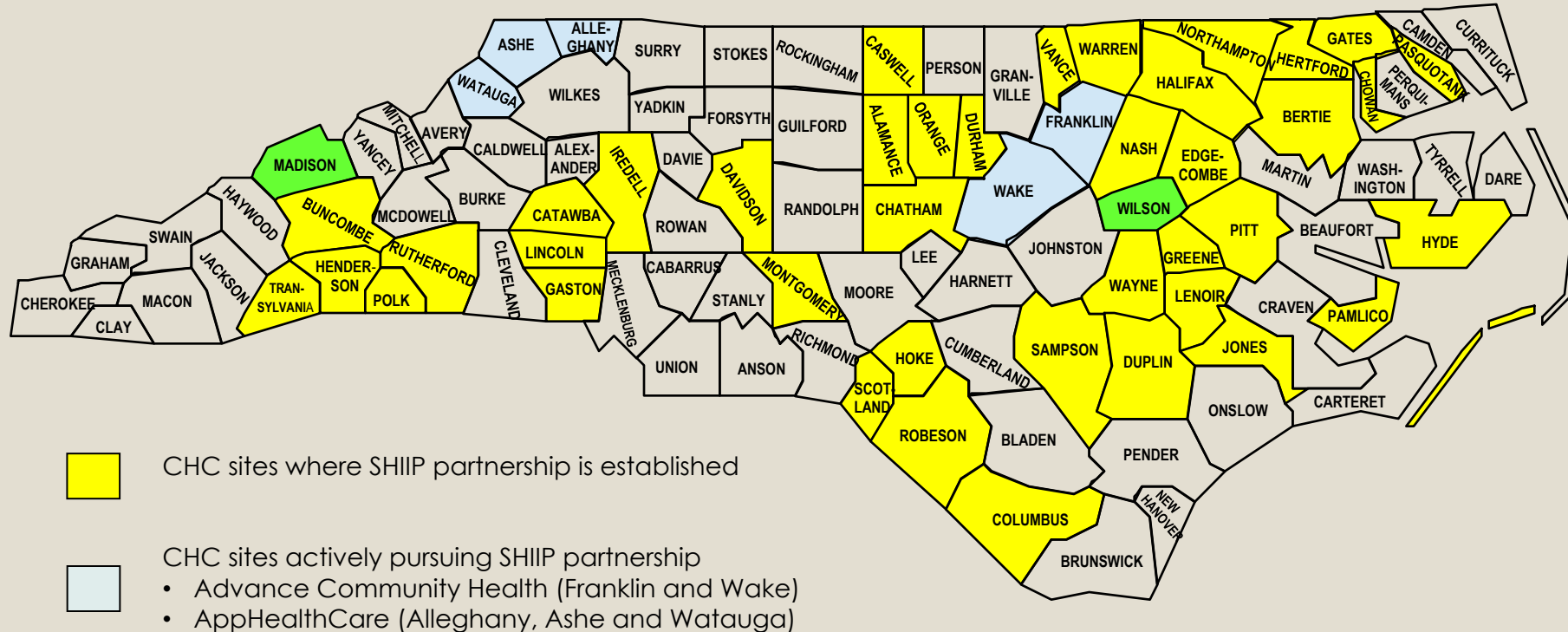
Organizational Structure



SHIP and Community Health Centers

- Mutually beneficial – serve similar demographics;
 - Aged, disabled, rural, underserved and low-income
- Provides additional referral resource for CHC patients and families; and
- Eligibility of financial assistance programs for Medicare beneficiaries (Extra Help and MSP) that can ultimately save CHC dollars.

Community Health Center/SHIIP Partnership



CHC sites where SHIIP partnership is established



CHC sites actively pursuing SHIIP partnership

- Advance Community Health (Franklin and Wake)
- AppHealthCare (Alleghany, Ashe and Watauga)



CHC site serving as SHIIP Coordinating site
Carolina Family Health Center and Hot Springs Health

Current CHC Partnerships

- Advance Community Health
- Blue Ridge Community Health Services
- Carolina Family Health Centers (Wilson CHC)
- Gaston Family Health Services
- Goshen Medical Center
- Greene County Health Care
- Hot Springs Health Program
- Kinston Community Health Center
- Lincoln Community Health Center
- OIC Family Medical Center
- Ocracoke Health Center
- Piedmont Health Services
- Roanoke Chowan Community Health Center
- Robeson Health Care
- Rural Health Group

2016 Results

- Counseled more than 105,000 Medicare beneficiaries;
- Served more than 21,000 Medicare beneficiaries with disabilities;
- Counseled more than 29,000 beneficiaries with incomes below 150% of federal poverty level; and
- Helped North Carolina Medicare beneficiaries save \$44.3 million.

Medicare Open Enrollment Period

- October 15 through December 7 annually;
- Review and compare Part D and Medicare Advantage options for upcoming year;
 - Premiums, formularies, tiers and copays can and do change annually
- Coverage begins January 1st of the following year.

Contact Information

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www.ncshiip.com