



The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. Here is a list of the State Health Insurance Assistance Programs in each state we serve:

- Arizona: State Health Insurance Assistance Program (SHIP)
- Arkansas: Senior Health Insurance Information Program (SHIIP)
- Delaware: Medicare Assistance Bureau
- Georgia: GeorgiaCares SHIP
- Hawaii: State Health Insurance Program (SHIP)
- Illinois: Senior Health Insurance Program (SHIP)
- Indiana: State Health Insurance Assistance Program (SHIP)
- Kansas: Senior Health Insurance Counseling for Kansas (SHICK)
- Kentucky: State Health Insurance Assistance Program (SHIP)
- Louisiana: Senior Health Insurance Information Program (SHIP)
- Maryland: State Health Insurance Assistance Program (SHIP)
- Minnesota: State Health Insurance Assistance Program/Senior LinkAge Line
- Mississippi: State Health Insurance Assistance Program (SHIP)
- Montana: State Health Insurance Assistance Program (SHIP)
- New Mexico: ADRC-SHIP
- Nevada: State Health Insurance Assistance Program (SHIP)
- North Carolina: Seniors' Health Insurance Assistance Program (SHIP)
- North Dakota: State Health Insurance Counseling (SHIC)
- Ohio: Ohio Senior Health Insurance Information Program (OSHIIP)
- Pennsylvania: APPRISE
- Rhode Island: Senior Health Insurance Program (SHIP)
- South Carolina: I-CARE Insurance Counseling Assistance and Referrals for Elders
- South Dakota: Senior Health Information & Insurance Education (SHIINE)
- Texas: Health Information, Counseling and Advocacy Program (HICAP)
- Utah: Senior Health Insurance Assistance Program (SHIP)
- Washington, D.C.: Health Insurance Counseling Project (HICP)
- Wyoming: State Health Insurance Information Program (WSHIIP)

SHIP is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give free local health insurance counseling to people with Medicare.

SHIP counselors can help you with your Medicare questions or problems. They can help you understand your Medicare rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your Medicare bills. SHIP counselors can also help you understand your Medicare plan choices and answer questions about switching plans.

<b>Method</b>	<b>Arizona State Health Insurance Assistance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-800-432-4040
<b>TTY</b>	711
<b>WRITE</b>	Division of Aging and Adult Services Arizona Department of Economic Security 1789 West Jefferson, Site Code 950A Phoenix, AZ 85007
<b>WEBSITE</b>	<a href="http://www.azdez.gov/daas/ship">www.azdez.gov/daas/ship</a>

<b>Method</b>	<b>Arkansas Senior Health Insurance Information Program (SHIIP) – Contact Information</b>
<b>CALL</b>	1-800-224-6330
<b>TTY</b>	711
<b>WRITE</b>	1200 West Third Street Little Rock, AR 72201-1904
<b>WEBSITE</b>	<a href="http://www.insurance.arkansas.gov/pages/consumer-services/senior-health/">www.insurance.arkansas.gov/pages/consumer-services/senior-health/</a>

<b>Method</b>	<b>Delaware Medicare Assistance Bureau – Contact Information</b>
<b>CALL</b>	1-800-336-9500
<b>TTY</b>	711
<b>WRITE</b>	1351 West North St. Suite 101 Dover, DE 19904
<b>WEBSITE</b>	<a href="https://insurance.delaware.gov/divisions/dmab/">https://insurance.delaware.gov/divisions/dmab/</a>

<b>Method</b>	<b>GeorgiaCares SHIP – Contact Information</b>
<b>CALL</b>	1-866-552-4464 (option 4)
<b>TTY</b>	711
<b>WRITE</b>	2 Peachtree Street, NW, 33 <sup>rd</sup> Floor Atlanta, GA 30303
<b>WEBSITE</b>	<a href="http://www.mygeorgiacares.org/">www.mygeorgiacares.org/</a>

<b>Method</b>	<b>Hawaii State Health Insurance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-888-875-9229
<b>TTY</b>	711 1-866-810-4379 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
<b>WRITE</b>	250 S. Hotel Street, Suite 406 Honolulu, HI 96813
<b>WEBSITE</b>	<a href="http://www.hawaiiship.org">www.hawaiiship.org</a>

<b>Method</b>	<b>Illinois Senior Health Insurance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-800-252-8966
<b>TTY</b>	711 1-888-206-1327 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
<b>WRITE</b>	One Natural Resources Way, Suite 100 Springfield, IL 62702
<b>WEBSITE</b>	<a href="https://www2.illinois.gov/aging/ship/Pages/default.aspx">https://www2.illinois.gov/aging/ship/Pages/default.aspx</a>

<b>Method</b>	<b>Indiana State Health Insurance Assistance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-800-452-4800
<b>TTY</b>	711 1-866-846-0139 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
<b>WRITE</b>	311 W Washington St, Ste 300 Indianapolis, IN 46204-2787
<b>WEBSITE</b>	<a href="https://www.in.gov/idoi/2495.htm">https://www.in.gov/idoi/2495.htm</a>

<b>Method</b>	<b>Senior Health Insurance Counseling for Kansas (SHICK) – Contact Information</b>
<b>CALL</b>	1-800-860-5260
<b>TTY</b>	711
<b>WRITE</b>	New England Building 503 South Kansas Topeka, KS 66603-3404
<b>WEBSITE</b>	<a href="http://www.kdads.ks.gov/commissions/commission-on-aging/medicare-programs/shick">http://www.kdads.ks.gov/commissions/commission-on-aging/medicare-programs/shick</a>

<b>Method</b>	<b>Kentucky State Health Insurance Assistance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-877-293-7447 (option 2)
<b>TTY</b>	711
<b>WRITE</b>	275 E. Main Street, 3E-E Frankfort, KY 40621
<b>WEBSITE</b>	<a href="http://www.chfs.ky.gov/agencies/dail/pages/ship.aspx">www.chfs.ky.gov/agencies/dail/pages/ship.aspx</a>

<b>Method</b>	<b>Louisiana Senior Health Insurance Information Program (SHIIP) – Contact Information</b>
<b>CALL</b>	1-800-259-5300
<b>TTY</b>	711
<b>WRITE</b>	1702 N. Third Street P.O. Box 94214 Baton Rouge, LA 70802
<b>WEBSITE</b>	<a href="http://www.ldi.la.gov/consumers/senior-health-shiip">www.ldi.la.gov/consumers/senior-health-shiip</a>

<b>Method</b>	<b>Maryland State Health Insurance Assistance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-800-243-3425
<b>TTY</b>	711
<b>WRITE</b>	301 West Preston Street, Ste 1007 Baltimore, MD 21201
<b>WEBSITE</b>	<a href="http://www.aging.maryland.gov/Pages/state-health-insurance-program.aspx">www.aging.maryland.gov/Pages/state-health-insurance-program.aspx</a>

<b>Method</b>	<b>Minnesota State Health Insurance Assistance Program/Senior LinkAge Line – Contact Information</b>
<b>CALL</b>	1-800-333-2433
<b>TTY</b>	711
<b>WRITE</b>	P.O. Box 64976 St. Paul, MN 55164-0976
<b>WEBSITE</b>	<a href="http://www.mnaging.org/Advisor/SLL/SLL_SHIP.aspx">http://www.mnaging.org/Advisor/SLL/SLL_SHIP.aspx</a>

<b>Method</b>	<b>Mississippi State Health Insurance Assistance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-844-822-4622
<b>TTY</b>	711
<b>WRITE</b>	200 S Lamar St Jackson, MS 39201
<b>WEBSITE</b>	<a href="http://www.mdhs.ms.gov/adults-seniors/services-for-seniors/state-health-insurance-assistance-program/">http://www.mdhs.ms.gov/adults-seniors/services-for-seniors/state-health-insurance-assistance-program/</a>

<b>Method</b>	<b>Montana State Health and Insurance Assistance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-800-551-3191
<b>TTY</b>	711
<b>WRITE</b>	1100 North Last Chance Gulch, 4 <sup>th</sup> Floor Helena, MT 59601
<b>WEBSITE</b>	<a href="https://dphhs.mt.gov/sltc/aging/ship.aspx">https://dphhs.mt.gov/sltc/aging/ship.aspx</a>

<b>Method</b>	<b>New Mexico ADRC-SHIP – Contact Information</b>
<b>CALL</b>	1-800-432-2080
<b>TTY</b>	711
<b>WRITE</b>	P.O. Box 27118 Santa Fe, NM 87502-7118
<b>WEBSITE</b>	<a href="http://www.nmaging.state.nm.us/adrc.aspx">http://www.nmaging.state.nm.us/adrc.aspx</a>

<b>Method</b>	<b>Nevada State Health Insurance Assistance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-800-307-4444
<b>TTY</b>	711
<b>WRITE</b>	3416 Goni Road Carson City, NV 89706
<b>WEBSITE</b>	<a href="https://nevadaadrc.com/services-and-programs/medicare/state-health-insurance-assistance-program-ship">https://nevadaadrc.com/services-and-programs/medicare/state-health-insurance-assistance-program-ship</a>

<b>Method</b>	<b>North Carolina Seniors' Health Insurance Information Program (SHIIP) – Contact Information</b>
<b>CALL</b>	1-855-408-1212
<b>TTY</b>	711
<b>WRITE</b>	Albemarle Building 325 N Salisbury St Raleigh, NC 27603
<b>WEBSITE</b>	<a href="http://www.ncdoi.com/SHIIP/Default.aspx">http://www.ncdoi.com/SHIIP/Default.aspx</a>

<b>Method</b>	<b>North Dakota State Health Insurance Counseling Program (SHIC) – Contact Information</b>
<b>CALL</b>	1-888-575-6611
<b>TTY</b>	711 1-800-366-6888 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
<b>WRITE</b>	600 E Blvd Ave Bismarck, ND 58505
<b>WEBSITE</b>	<a href="http://www.nd.gov/ndins/shic">www.nd.gov/ndins/shic</a>

<b>Method</b>	<b>Ohio Senior Health Insurance Information Program (OSHIIP) – Contact Information</b>
<b>CALL</b>	1-800-686-1578
<b>TTY</b>	711 1-614-644-3745 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
<b>WRITE</b>	50 West Town Street, 3rd Floor, Suite 300 Columbus, OH 43215
<b>WEBSITE</b>	<a href="http://www.insurance.ohio.gov/Consumer/Pages/OSHIIP.aspx">http://www.insurance.ohio.gov/Consumer/Pages/OSHIIP.aspx</a>

<b>Method</b>	<b>Pennsylvania APPRISE – Contact Information</b>
<b>CALL</b>	1-800-783-7067
<b>TTY</b>	711
<b>WRITE</b>	555 Walnut Street, 5th Floor Harrisburg, PA 17101-1919
<b>WEBSITE</b>	<a href="https://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx">https://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx</a>

<b>Method</b>	<b>Rhode Island Senior Health Insurance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-888-884-8721
<b>TTY</b>	711
<b>WRITE</b>	57 Howard Ave Louis Pasteur Bld. 2nd Floor Cranston, RI 02920
<b>WEBSITE</b>	<a href="http://www.dea.ri.gov/insurance/">www.dea.ri.gov/insurance/</a>



<b>Method</b>	<b>South Carolina (I-CARE) Insurance Counseling Assistance and Referrals for Elders – Contact Information</b>
<b>CALL</b>	1-800-868-9095
<b>TTY</b>	711
<b>WRITE</b>	1301 Gervais Street, Suite 350 Columbia, SC 29201
<b>WEBSITE</b>	<a href="https://aging.sc.gov/programs-initiatives/medicare-and-medicare-fraud">https://aging.sc.gov/programs-initiatives/medicare-and-medicare-fraud</a>

<b>Method</b>	<b>South Dakota Senior Health Information &amp; Insurance Education (SHIINE) – Contact Information</b>
<b>CALL</b>	Central: 877-331-4834 East: 800-536-8197 West: 877-286-9072
<b>TTY</b>	711
<b>WRITE</b>	700 Governors Drive Pierre, SD 57501-2291
<b>WEBSITE</b>	<a href="http://www.shiine.net">www.shiine.net</a>

<b>Method</b>	<b>Texas Health Information, Counseling and Advocacy Program (HICAP) – Contact Information</b>
<b>CALL</b>	1-800-252-9240
<b>TTY</b>	711
<b>WRITE</b>	701 West 51st Street, MC: W275 Austin, TX 78751
<b>WEBSITE</b>	<a href="https://hhs.texas.gov/services/health/medicare">https://hhs.texas.gov/services/health/medicare</a>

<b>Method</b>	<b>Utah State Health Insurance Assistance Program (SHIP) – Contact Information</b>
<b>CALL</b>	1-800-541-7735
<b>TTY</b>	711
<b>WRITE</b>	195 North 1950 W Salt Lake City, UT 84116
<b>WEBSITE</b>	<a href="https://daas.utah.gov/seniors/#shiip">https://daas.utah.gov/seniors/#shiip</a>

<b>Method</b>	<b>Washington, D.C., Health Insurance Counseling Project (HICP) – Contact Information</b>
<b>CALL</b>	1-202-727-8370
<b>TTY</b>	711
<b>WRITE</b>	500 K Street, NE Washington, DC 20002
<b>WEBSITE</b>	<a href="http://www.dcoa.dc.gov/service/health-insurance-counseling">www.dcoa.dc.gov/service/health-insurance-counseling</a>

<b>Method</b>	<b>Wyoming State Health Insurance Information Program (WSHIIP) – Contact Information</b>
<b>CALL</b>	1-800-856-4398
<b>TTY</b>	711
<b>WRITE</b>	106 W Adams Ave Riverton, WY 82501
<b>WEBSITE</b>	<a href="http://www.wyomingseniors.com/services/wyoming-state-health-insurance-information-program">http://www.wyomingseniors.com/services/wyoming-state-health-insurance-information-program</a>