

## Questions about Medicare and your insurance options?

Let SHIP guide you to the answer! 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 their families. Services include free counseling and assistance via telephone and face-to-face interactive sessions plus public education presentations and programs. If you want to know more about the SHIP program in your area, or locate a local SHIP counselor, please visit <https://www.shiphelp.org/> or contact your state agency as listed below:

### ALABAMA

State Health Insurance Assistance Program (SHIP)

Toll-free: 1-800-AGE-LINE  
1-800-243-5463

[alabamaageline.gov](http://alabamaageline.gov)

### ARKANSAS

Senior Health Insurance Information Program (SHIIP)

Toll-free: 1-800-224-6330

[insurance.arkansas.gov/consumer-services/senior-health/](http://insurance.arkansas.gov/consumer-services/senior-health/)

### CONNECTICUT

CHOICES

Toll-free: 1-800-994-9422 in state

[portal.ct.gov/ads/programs-and-services/choices](http://portal.ct.gov/ads/programs-and-services/choices)

### FLORIDA

SHINE (Serving Health Insurance Needs of Elders)

Toll-free: 1-800-96-ELDER  
1-800-963-5337

<https://www.floridashine.org/>

### IDAHO

Senior Health Insurance Benefits Advisors (SHIBA)

Toll-free: 1-800-247-4422

[doi.idaho.gov/SHIBA](http://doi.idaho.gov/SHIBA)

### IOWA

Senior Health Insurance Information Program (SHIIP)

Toll-free: 1-800-351-4664

[ship.iowa.gov](http://ship.iowa.gov)

e-mail: [ship@iid.iowa.gov](mailto:ship@iid.iowa.gov)

### LOUISIANA

Senior Health Insurance Information Program (SHIIP)

Toll-free: 1-800-259-5300

<https://www.lidi.la.gov/consumers/senior-health-shiip>

### MASSACHUSETTS

Serving Health Information Needs of Everyone (SHINE)

Toll-free: 1-800-243-4636

[www.mass.gov/](http://www.mass.gov/) TIP: on webpage type SHINE in search bar, then click "search"

### ALASKA

Alaska State Health Insurance Assistance Program (SHIP)

Toll-free: (800) 478-6065 in state  
[health.alaska.gov](http://health.alaska.gov)

### CALIFORNIA

Health Insurance Counseling & Advocacy Program (HICAP)

Toll-free: 1-800-434-0222 in state

[www.aging.ca.gov](http://www.aging.ca.gov)

### DELAWARE

Delaware Medicare Assistance Bureau (DMAB)

Toll-free: 1-800-336-9500 in state

[insurance.delaware.gov/divisions/dmab/](http://insurance.delaware.gov/divisions/dmab/)

### GEORGIA

Georgia State Health Insurance Assistance Program (SHIP)

Toll-free: 1-866-522-4464

[aging.georgia.gov/georgia-ship](http://aging.georgia.gov/georgia-ship)

### ILLINOIS

Senior Health Insurance Program (SHIP)

Toll-free: 1-800-252-8966

[laging.illinois.gov/ship](http://laging.illinois.gov/ship)

e-mail: [aging.ship@illinois.gov](mailto:aging.ship@illinois.gov)

### KANSAS

Senior Health Insurance Counseling for Kansas (SHICK)

Toll-free: 1-800-860-5260

[www.kdads.ks.gov/services-programs/aging/](http://www.kdads.ks.gov/services-programs/aging/)

### MAINE

Maine State Health Insurance Assistance Program (SHIP)

Toll-free: 1-800-262-2232

[www.maine.gov/dhhs/](http://www.maine.gov/dhhs/)

TIP: on webpage type SHIP in search bar, then click "search"

### MICHIGAN

Michigan State Health Insurance Assistance Program (SHIP).

Toll-free: 1-800-803-7174

[www.michigan.gov/mdhhs/adult-child-serv/adults-and-seniors/acls](http://www.michigan.gov/mdhhs/adult-child-serv/adults-and-seniors/acls)

### ARIZONA

Arizona State Health Insurance Assistance Program (SHIP)

Toll-free: (800) 432-4040  
[azship.org](http://azship.org)

### COLORADO

Senior Health Insurance Assistance Program (SHIP)

Toll-free: 1-888-696-7213

[doi.colorado.gov/insurance-products/health-insurance/senior-health-care-medicare](http://doi.colorado.gov/insurance-products/health-insurance/senior-health-care-medicare)

### DISTRICT OF COLUMBIA

DC Health Insurance Assistance Program (SHIP)

PH: (202) 727-8370

[dacl.dc.gov/services/health-insurance-counseling](http://dacl.dc.gov/services/health-insurance-counseling)

### HAWAII

Hawaii State Health Insurance Assistance Program (SHIP)

Toll-free: 1-888-875-9229

[www.hawaiiiship.org](http://www.hawaiiiship.org)

### INDIANA

State Health Insurance Assistance Program (SHIP)

Toll-free: 1-800-452-4800

[www.in.gov/ship](http://www.in.gov/ship)

### KENTUCKY

State Health Insurance Assistance Program (SHIP)

Toll-free: 1-877-293-7447

[www.chfs.ky.gov/agencies/dail/Pages/ship.aspx](http://www.chfs.ky.gov/agencies/dail/Pages/ship.aspx)

### MARYLAND

Senior Health Insurance Assistance Program (SHIP)

Toll-free: 1-800-243-3425

[aging.maryland.gov/pages/state-health-insurance-program.aspx](http://aging.maryland.gov/pages/state-health-insurance-program.aspx)

### MINNESOTA

Minnesota Senior LinkAge Line

Toll-free: 1-800-333-2433

[mn.gov/senior-linkage-line/](http://mn.gov/senior-linkage-line/)

e-mail: [senior.linkage@state.mn.us](mailto:senior.linkage@state.mn.us)

**MISSISSIPPI**

MS State Health Insurance Assistance Program (SHIP)  
Toll-free: 1-800-822-4622  
[www.mdhs.ms.gov/aging/finding-services-for-older-adults/](http://www.mdhs.ms.gov/aging/finding-services-for-older-adults/)

**NEBRASKA**

Nebraska Senior Health Insurance Assistance Program (SHIP)  
Toll-free: 1-800-234-7119  
[doi.nebraska.gov/Nebraska-ship-smp](http://doi.nebraska.gov/Nebraska-ship-smp)

**NEW JERSEY**

State Health Insurance Assistance Program (SHIP)  
PH: 1-800-792-8820  
[nj.gov/humanservices/doas/services/q-z/ship/](http://nj.gov/humanservices/doas/services/q-z/ship/)

**NORTH CAROLINA**

Seniors' Health Insurance Information Program (SHIIP)  
Toll-free: 1-800-408-1212  
[www.ncdoi.gov/consumers/medicare-and-seniors-health-insurance-information-program-shiip](http://www.ncdoi.gov/consumers/medicare-and-seniors-health-insurance-information-program-shiip)

**OKLAHOMA**

Senior Health Insurance Counseling Program (SHIP)  
Toll-free: 1-800-763-2828  
[www.oid.ok.gov/consumers/information-for-seniors](http://www.oid.ok.gov/consumers/information-for-seniors)

**RHODE ISLAND**

Senior Health Insurance Program (SHIP)  
Toll-free: 1-888-884-8721  
[oha.ri.gov/medicare](http://oha.ri.gov/medicare)

**TENNESSEE**

State Health Insurance Assistance Program (SHIP)  
Toll-free: 1-877-801-0044  
[www.tn.gov/disability-and-aging/disability-aging-programs/tn-ship](http://www.tn.gov/disability-and-aging/disability-aging-programs/tn-ship)

**VERMONT**

State Health Insurance Assistance Program (SHIP)  
Toll-free: 1-800-642-5119  
[asd.vermont.gov/services/ship](http://asd.vermont.gov/services/ship)

**WEST VIRGINIA**

State Health Insurance Assistance Program (SHIP)  
Toll-free: 1-877-987-4463  
[www.wvship.org](http://www.wvship.org)

**MISSOURI**

State Health Insurance Assistance Program (SHIP)  
Toll-free: 1-800-390-3330  
[www.missouriship.org](http://www.missouriship.org)

**NEVADA**

Nevada Medicare Assistance Program (MAP)  
Toll-free: 1-800-307-4444  
[www.nevadacareconnection.org/care-options/types-of-services/medicare-assistance-program-map](http://www.nevadacareconnection.org/care-options/types-of-services/medicare-assistance-program-map)

**NEW MEXICO**

NM ADRC – State Health Insurance Assistance Program (SHIP)  
Toll-free: 1-800-432-2080  
[aging.nm.gov/consumer-elder-rights/aging-disability-resource-center-adrc/ship](http://aging.nm.gov/consumer-elder-rights/aging-disability-resource-center-adrc/ship)

**NORTH DAKOTA**

State Health Insurance Counseling (SHIC) Program  
Toll-free: 1-888-575-6611  
[www.insurance.nd.gov/consumers/medicare](http://www.insurance.nd.gov/consumers/medicare)

**OREGON**

Senior Health Insurance Benefits Assistance (SHIBA)  
Toll-free: 1-800-722-4134  
[www.shiba.oregon.gov](http://www.shiba.oregon.gov)

**SOUTH CAROLINA**

State Health Insurance Assistance Program (SHIP)\*  
Toll-free: 1-800-868-9095  
[aging.sc.gov/programs-initiatives/medicare-and-medicare-fraud](http://aging.sc.gov/programs-initiatives/medicare-and-medicare-fraud)

\*also known as I-CARE

**TEXAS**

Health Information Counseling and Advocacy Program (HICAP)  
Toll-free: 1-800-252-9240  
[www.hhs.texas.gov/services/health/medicare](http://www.hhs.texas.gov/services/health/medicare)

**VIRGINIA**

Virginia Insurance Counseling and Assistance Program (VICAP)  
Toll-free: 1-800-552-3402  
[www.vda.virginia.gov/vicap.htm](http://www.vda.virginia.gov/vicap.htm)  
e-mail: [aginginfo@dars.virginia.gov](mailto:aginginfo@dars.virginia.gov)

**WISCONSIN**

State Health Insurance Assistance Program (SHIP)  
Toll-free: 1-800-242-1060  
[www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm](http://www.dhs.wisconsin.gov/benefit-specialists/medicare-counseling.htm)

**MONTANA**

Montana State Health Insurance Assistance Program (SHIP)  
Toll-free: 1-800-551-3191  
[dphhs.mt.gov/sltc/aging/ship](http://dphhs.mt.gov/sltc/aging/ship)

**NEW HAMPSHIRE**

NH State Health Insurance Assistance Program (SHIP)  
Toll-free: 1-866-634-9412  
[www.dhhs.nh.gov/programs-services/adult-aging-care/](http://www.dhhs.nh.gov/programs-services/adult-aging-care/)

**NEW YORK**

Health Insurance Information Counseling and Assistance Program (HIICAP)  
Toll-free: 1-800-701-0501  
[aging.ny.gov/](http://aging.ny.gov/)

**OHIO**

Ohio Senior Health Insurance Information Program (OSHIIP)  
Toll-free: 1-800-686-1578  
[insurance.ohio.gov/about-us-divisions/oshiip](http://insurance.ohio.gov/about-us-divisions/oshiip)

**PENNSYLVANIA**

PA Medicare Education and Decision Insight (PA MEDI)  
Toll-free: 1-800-783-7067  
[www.pa.gov/agencies/aging/aging-programs-and-services/pa-medicare-counseling](http://www.pa.gov/agencies/aging/aging-programs-and-services/pa-medicare-counseling)

**SOUTH DAKOTA**

Senior Health Information & Insurance Education (SHIINE)  
Toll-free: 1-800-536-8197  
[dhs.sd.gov/en/ttss/shiine](http://dhs.sd.gov/en/ttss/shiine)

**UTAH**

Senior Health Insurance Information Program (SHIP)  
Toll-free: 1-800-541-7735  
[daas.utah.gov/seniors/](http://daas.utah.gov/seniors/)

**WASHINGTON**

Statewide Health Insurance Benefits Advisors (SHIBA)  
Toll-free: 1-800-562-6900  
[www.insurance.wa.gov/insurance-resources/medicare](http://www.insurance.wa.gov/insurance-resources/medicare)

**WYOMING**

State Health Insurance Information Program (SHIP)  
Toll-free: 1-800-856-4398  
[www.wyomingseniors.com](http://www.wyomingseniors.com)