



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:

- Alabama: State Health Insurance Assistance Program (SHIP)
- Alaska: Department of Health and Human Services
- Arizona: State Health Insurance Assistance Program (SHIP)
- Arkansas: Senior Health Insurance Information Program (SHIIP)
- Delaware: Medicare Assistance Bureau (DMAB)
- District of Columbia: Health Insurance Counseling Project (HICP)
- Florida: Serving Health Insurance Needs of Elders (SHINE)
- Georgia: GeorgiaCares - State Health Insurance Assistance Program (SHIP)
- Hawaii: State Health Insurance Assistance 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 Program (SHIP)
- Massachusetts: Serving Health Insurance Needs of Everyone (SHINE)
- Minnesota: State Health Insurance Assistance Program (SHIP)
- Mississippi: State Health Insurance Assistance Program (SHIP)
- Missouri: CLAIM, State Health Insurance Assistance Program (SHIP)
- Montana: State Health and Insurance Assistance Program (SHIP)
- New Hampshire: State Health Insurance Assistance Program (SHIP) – ServiceLink Resource Center
- New Mexico: ADRC – State Health Insurance Assistance Program (SHIP)
- Nevada: State Health Insurance Assistance Program (SHIP)
- North Carolina: Seniors' Health Insurance and Information Program (SHIP)
- North Dakota: State Health Insurance Counseling Program (SHIC)
- Ohio: Ohio Senior Insurance Information Program (OSHIIP)
- Oklahoma: Senior Health Insurance Counseling Program (SHIP)
- Oregon: Senior Health Insurance Benefits Assistance (SHIBA)
- Pennsylvania: Pennsylvania Medicare Education and Decision Insight - PA MEDI
- Rhode Island: Senior Health Insurance Program (SHIP)
- South Carolina: State Health Insurance Assistance Program (SHIP)
- South Dakota: Senior Health Information and Insurance Education (SHIINE)
- Texas: Health Information, Counseling and Advocacy Program (HICAP)
- Utah: State Health Insurance Assistance Program (SHIP)
- West Virginia: State Health Insurance Assistance Program (SHIP)



- 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.

Method	Alabama Alabama State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-800-243-5463
TTY	711
WRITE	RSA Tower, 201 Monroe St, Ste 350 Montgomery, AL 36104
WEBSITE	http://www.alabamaageline.gov/

Method	Alaska Alaska Department of Health and Human Services – Contact Information
CALL	1-800-478-6065
TTY	711
WRITE	550 W 7 th Ave, Ste 1230 Anchorage, AK 99501
WEBSITE	http://dhss.alaska.gov/pages/default.aspx



Method	Arizona Arizona State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-800-432-4040
TTY	711
WRITE	1789 W Jefferson St (Site Code 950A) Phoenix, AZ 85007
WEBSITE	https://des.az.gov/services/older-adults/medicare-assistance

Method	Arkansas Arkansas Senior Health Insurance Information Program (SHIIP) – Contact Information
CALL	1-800-224-6330
TTY	711
WRITE	1200 W 3 rd St Little Rock, AR 72201-1904
WEBSITE	https://insurance.arkansas.gov/pages/consumer-services/senior-health/

Method	Delaware Delaware Medicare Assistance Bureau (DMAB) – Contact Information
CALL	1-800-336-9500
TTY	711
WRITE	1351 West North St, Ste 101 Dover, DE 19904
WEBSITE	https://insurance.delaware.gov/divisions/dmab/



Method	District of Columbia Health Insurance Counseling Project (HICP) – Contact Information
CALL	1-202-727-8370
TTY	711
WRITE	500 K St NE Washington, D.C. 20002
WEBSITE	https://dcoa.dc.gov/service/dc-state-health-insurance-assistance-program-ship

Method	Florida Serving Health Insurance Needs of Elders (SHINE) – Contact Information
CALL	1-800-963-5337
TTY	1-800-955-8770
WRITE	4040 Esplanade Way, Ste 270 Tallahassee, FL 32399-7000
WEBSITE	https://floridashine.org/

Method	Georgia GeorgiaCares - State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-866-552-4464
TTY	711
WRITE	2 Peachtree St NW, 33 rd Fl Atlanta, GA 30303
WEBSITE	https://www.mygeorgiacares.org/



Method	Hawaii Hawaii State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-888-875-9229
TTY	711
WRITE	Executive Office on Aging, Hawaii State Department of Health, No. 1 Capitol District, 250 S Hotel St, Ste 406 Honolulu, HI 96813
WEBSITE	https://www.hawaiiiship.org/

Method	Illinois Senior Health Insurance Program (SHIP) – Contact Information
CALL	1-800-252-8966
TTY	711
WRITE	One Natural Resources Way, Ste 100 Springfield, IL 62702-1271
WEBSITE	https://www2.illinois.gov/aging/ship/Pages/default.aspx

Method	Indiana State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-800-452-4800
TTY	1-866-846-0139
WRITE	311 W Washington St, Ste 300 Indianapolis, IN 46204-2787
WEBSITE	https://www.in.gov/idoi/2495.htm



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

Method	Kentucky State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-877-293-7447
TTY	711
WRITE	275 E Main St, 3E-E Frankfort, KY 40621
WEBSITE	https://chfs.ky.gov/agencies/dail/pages/ship.aspx

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



Method	Maryland State Health Insurance Program (SHIP) – Contact Information
CALL	1-800-243-3425
TTY	711
WRITE	301 W Preston St, Ste 1007 Baltimore, MD 21201
WEBSITE	https://.aging.maryland.gov/Pages/state-health-insurance-program.aspx

Method	Massachusetts Serving Health Insurance Needs of Everyone (SHINE) – Contact Information
CALL	1-800-243-4636
TTY	1-800-439-2370
WRITE	One Ashburton Pl, 5 th Fl Boston, MA 02108
WEBSITE	https://www.mass.gov/health-insurance-counseling

Method	Minnesota Minnesota State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-800-333-2433
TTY	711
WRITE	Minnesota Board on Aging P.O. Box 64976 St. Paul, MN 55164
WEBSITE	https://mn.gov/board-on-aging/direct-services/senior-linkage-line



Method	Mississippi State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-601-359-4500
TTY	711
WRITE	200 S Lamar St Jackson, MS 39201
WEBSITE	http://www.mdhs.ms.gov/adults-seniors/services-for-seniors/state-health-insurance-assistance-program/

Method	Missouri CLAIM, State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-800-390-3330
TTY	711
WRITE	1105 Lakeview Ave Columbia, MO 65201
WEBSITE	http://missouriclaim.org/

Method	Montana Montana State Health and Insurance Assistance Program (SHIP) – Contact Information
CALL	1-800-551-3191
TTY	711
WRITE	1100 N Last Chance Gulch, 4 th Fl Helena, MT 59601
WEBSITE	https://dphhs.mt.gov/SLTC/aging/SHIP.aspx



Method	New Hampshire New Hampshire State Health Insurance Assistance Program (SHIP) – ServiceLink Resource Center – Contact Information
CALL	1-866-634-9412
TTY	711
WRITE	N/A
WEBSITE	http://www.servicelink.nh.gov/medicare/index.htm

Method	New Mexico New Mexico ADRC – State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-800-432-2080
TTY	1-505-476-4937
WRITE	2550 Cerillos Rd Santa Fe, NM 87505
WEBSITE	http://www.nmaging.state.nm.us/

Method	Nevada State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-800-307-4444
TTY	711
WRITE	3416 Goni Rd, Ste D-132 Carson City, NV 89706
WEBSITE	http://adsd.nv.gov/Programs/Seniors/SHIP/SHIP_Prog/



Method	North Carolina Seniors' Health Insurance and Information Program (SHIIP) – Contact Information
CALL	1-855-408-1212
TTY	711
WRITE	Albemarle Building, 325 N Salisbury St Raleigh, NC 27603
WEBSITE	https://www.ncdoi.gov/consumers/medicare-and-seniors-healthinsurance-information-program-shiip

Method	North Dakota State Health Insurance Counseling Program (SHIC) – Contact Information
CALL	1-888-575-6611
TTY	1-800-366-6888
WRITE	600 E Boulevard Ave Bismarck, ND 58505-0320
WEBSITE	https://www.insurance.nd.gov/shic-medicare

Method	Ohio Ohio Senior Insurance Information Program (OSHIIP) – Contact Information
CALL	1-800-686-1578
TTY	711
WRITE	50 W Town St, Ste 300 Columbus, OH 43215
WEBSITE	https://insurance.ohio.gov/wps/portal/gov/odi/consumers/medicare



Method	Oklahoma Senior Health Insurance Counseling Program (SHIP) – Contact Information
CALL	1-800-763-2828
TTY	711
WRITE	400 NE 50 th St Oklahoma City, OK 73105
WEBSITE	https://www.oid.ok.gov/consumers/information-for-seniors/senior-healthinsurance-counseling-program-ship/

Method	Oregon Senior Health Insurance Benefits Assistance (SHIBA) – Contact Information
CALL	1-800-722-4134
TTY	711
WRITE	P.O. Box 14480 Salem, OR 97309
WEBSITE	http://www.oregonshiba.org

Method	Pennsylvania Pennsylvania Medicare Education and Decision Insight – PA MEDI – Contact Information
CALL	1-800-783-7067
TTY	711
WRITE	555 Walnut St, 5th Fl Harrisburg, PA 17101-1919
WEBSITE	https://www.aging.pa.gov/aging-services/medicare-counseling/Pages/default.aspx



Method	Rhode Island Senior Health Insurance Program (SHIP) – Contact Information
CALL	1-401-462-3000
TTY	1-401-462-0740
WRITE	25 Howard Ave, Bldg 57 Cranston, RI 02920
WEBSITE	http://oha.ri.gov/

Method	South Carolina State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-800-868-9095
TTY	711
WRITE	1301 Gervais St, Ste 350 Columbia, SC 29201
WEBSITE	http://aging.sc.gov/

Method	South Dakota Senior Health Information and Insurance Education (SHIINE) – Contact Information
CALL	Eastern South Dakota: 877-331-4834 Central South Dakota: 877-331-4834 Western South Dakota: 877-286-9072
TTY	711
WRITE	700 Governors Dr Pierre, SD 57501-2291
WEBSITE	http://shiine.net/



Method	Texas Texas Health Information, Counseling and Advocacy Program (HICAP) – Contact Information
CALL	1-800-252-9240
TTY	711
WRITE	701 W 51 st St, MC: W275 Austin, TX 78751
WEBSITE	https://hhs.texas.gov/services/health/medicare

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

Method	West Virginia State Health Insurance Assistance Program (SHIP) – Contact Information
CALL	1-877-987-4463
TTY	711
WRITE	1900 Kanawha Blvd E Charleston, WV 25305
WEBSITE	http://www.wvship.org



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