

**STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES
AGING AND DISABILITY SERVICES DIVISION
FACT SHEET**

STATE HEALTH INSURANCE ASSISTANCE PROGRAM

PURPOSE

Nevada's State Health Insurance Assistance Program (SHIP) program provides information, counseling and assistance services to Medicare beneficiaries, their families and others. Advisors provide information on: Medicare benefits, including Part A, B, C, and Part D Prescription Drug Coverage; Medicare supplemental insurance; long-term care insurance; Advantage Plans; Medicare Savings Plans; related health insurance; beneficiary rights; and grievance/appeal procedures. Referrals to other community resources are made as needed.

AUTHORITY

Department of Health and Human Services (DHHS), Administration on Community Living (ACL) and Centers for Medicare & Medicaid Services (CMS), Section 4360 Omnibus Budget Reconciliation Act (OBRA) of 1990 (Public Law 101-508); Office of Acquisitions and Grants Management 45 CFR 92.23

TARGET POPULATION

- Medicare Beneficiaries
- New participants of Medicare

SERVICES

SHIP utilizes volunteers and partners to provide counseling via a forty (40) hour per week toll-free help line and face-to-face counseling sessions in various partnering organizations such as critical pathways, senior centers and mental health settings. Staff and volunteers assist individuals new to Medicare and Medicare beneficiaries with all aspects of their health coverage. They conduct educational presentations and provide information at senior fairs and community events. There are currently 45 SHIP volunteers located throughout the state.

Every year during Medicare's annual enrollment period, beneficiaries can access certified counselors to explain and provide them options on any Medicare related and prescription drug benefits being offered through Medicare, Social Security, the State of Nevada and Medicaid in an unbiased manner. The Division web site (www.nvaging.net) was developed with linkages to the Centers for Medicare and Medicaid Services (CMS) (www.medicare.gov) and other sites that provide services and information. In 2012, Nevada SHIP became accessible to the public via <http://nevadaship.com/>.

FUNDING SOURCE

The program is funded through a federal continuation grant from the Administration on Community Living (ACL) and Independent Living Grant funds.

PROGRAM POLICIES AND PROCEDURES

Eligibility for this program is any Medicare beneficiary, family member or caregiver assisting with Medicare health benefits, and any individual accessing Medicare for the first time.

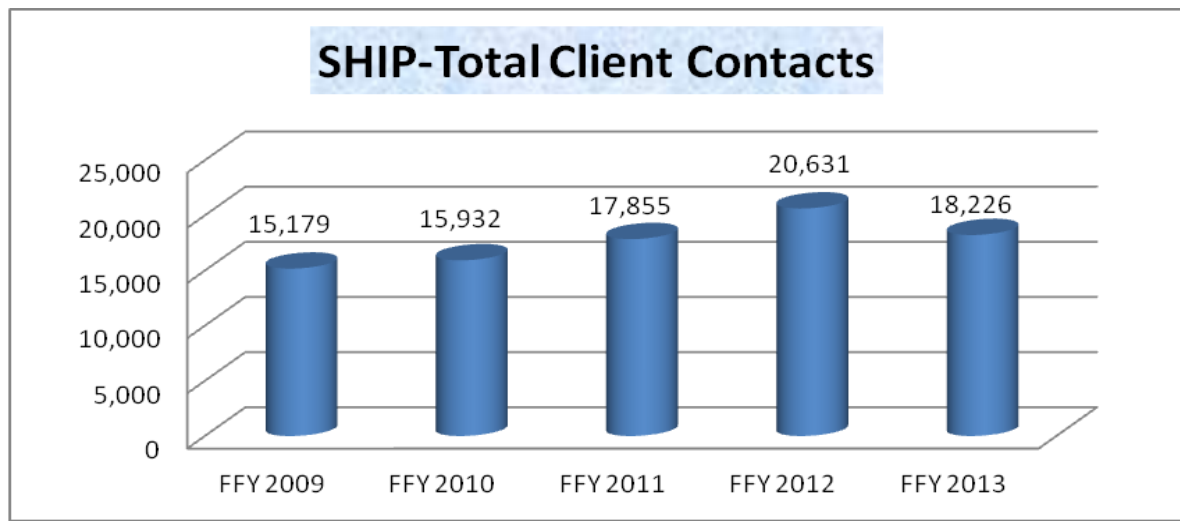
HISTORY

In July 1998 the State Health Insurance Advisory Program (SHIP) was transferred to the Aging and Disability Services Division from the Division of Insurance. In 1999 the SHIP program developed a special project entitled, Project NEON (Nevada Elders on the Net), which provided computers and equipment to twenty senior and community service organizations to give seniors access to Medicare information on the Internet.

SERVICE TREND ANALYSIS

Number Served by Program

There has been a 11.66% decrease in client contacts from Federal Fiscal Year (FFY) 2012 to FFY 2013 due to loss of volunteer counselors and increased time for substantial contacts when helping beneficiaries. *Note: FFY is from October 1 – September 30 each year.*



WAIT LIST

There is no wait list for this service

DATA COLLECTION METHODOLOGY

The total client contacts are reported in the National Performance Report based within a date range using the *SHIPTalk* web based database managed and provided by CMS.

COST

There is no charge to consumers for this service

MISCELLANEOUS

As of July 2014, there are 62 volunteers assisting the program and Nevada SHIP is ranked 20th in the nation out of 54 SHIP's.

FOR INFORMATION

SHIP Hotline: 1-800-307-4444 or visit <http://nevadaship.com/>