



Nevada State Health Insurance Assistance Program

*A Program of the Nevada Aging and Disability Services Division,
Funded by ACL & State Tobacco Settlement Funds*

Table of Contents

What Is a SHIP?	1
Program At A Glance	1
Program update by Director, Ms. Wanda Brown	2
SHIP Highlight	2
Local SHIP Programs	2
Special Populations Served	2
Partner Organizations	2

What Is a SHIP?

The State Health Insurance Assistance Program, or SHIP, is a Federal grant program that helps States enhance and support a network of local programs, staff, and volunteers. Through one-on-one personalized counseling, education, and outreach, this network of resources provides accurate and objective information and assistance to Medicare beneficiaries and their families. This allows the recipients to better understand and utilize their Medicare benefits.

SHIPs help beneficiaries identify and understand programs and plans, including Medicare prescription drug coverage, Medicare Advantage plans, Medicare supplemental insurance policies, Medicare Savings Programs, long-term care insurance and other public and private health insurance coverage options. SHIPs also assist eligible participants in enrolling in these programs and plans.

PROGRAM AT A GLANCE

SHIP Name:

Nevada State Health Insurance Assistance Program

SHIP Director:

Ms. Wanda Brown

Program Phone Number:

1-800-307-4444

Program Address:

Nevada Aging & Disability Services Division
1860 East Sahara
Las Vegas, NV 89104

SHIP Web Address:

www.nvship.com

State Hosting Agency/Location Within the Agency: The Nevada State Health Insurance Assistance Program is administered and operated by the Nevada Aging & Disability Services Division.

In Grant Year 2011 (April 1, 2011–March 30, 2012), Nevada :

- ◆ Provided direct individual counseling services to 18,599 individuals
- ◆ Reached 17,999 persons through public presentations, booths and exhibits, and enrollment events
- ◆ 71,208 consumers accessing single point of entry Medicare and SHIP related program web sites showing information on program benefits.

*SHIP is a volunteer-based organization with more than 63 volunteers statewide. If you are interested in volunteering, please contact:
Marianne DeGenova,
SHIP Volunteer Coordinator at
702-486-3801.*



LOCAL HELP FOR PEOPLE WITH MEDICARE



Las Vegas Volunteers, Staff and the Program Director at a monthly meeting.

*Profile information maintained by the
SHIP Resource Center
Phone: 1-800-253-7154
E-mail: SHIPResourcecenter@air.org*

PROGRAM UPDATE FROM SHIP DIRECTOR MS. WANDA BROWN

The economic downturn in Nevada in recent years affected the program with the loss of some of our valued volunteers. They needed to use their skills in trying to obtain paid work to help sustain their living expenses. Our newest Volunteer Coordinator in Southern Nevada, Marianne DeGenova, wears many hats and has accomplished recruiting high level volunteers willing to take the challenge to become a SHIP Medicare Counselor and volunteer more hours to help with our program goals. In working with a new Training Coordinator, Sari Perlow, the training curriculum was revamped and shared with the coordinator in Northern Nevada to help trainees understand the material better so they continued on with the program rather than being overwhelmed by the material and dropping out. Medicare is complex and challenging but with five set training modules conducted on regular schedules and increased shadowing with seasoned volunteers or staff, SHIP has certified more Medicare counselors. It has been a great team effort as now most of our counseling staff are trainers! The SHIP team has become more cohesive statewide the past couple of years and it's resulting in staff, volunteer and beneficiary satisfaction. I am fortunate to work with and for these people. They help protect the integrity of SHIP being a safe haven for beneficiaries to receive local help when they need it.

Ms. Wanda Brown, program director of the Nevada State Health Insurance Assistance Program was appointed to Nevada SHIP in June 2011.

SHIP HIGHLIGHT

Nevada SHIP received the 2013 Elsie Connor Award for community support at the annual RSVP Volunteer luncheon in Reno.

LOCAL SHIP PROGRAMS

Statewide	800-307-4444
Las Vegas (S. NV)	702-486-3478
Reno (N. NV)	877-385-2345
Elko (Northeast NV)	877-861-1893



Volunteer Debbie at a Las Vegas health fair

We're on the Web!

www.nevadaship.com or www.nevadaadrc.com

NV SHIP is available to help you with your Medicare questions

NEVADA PARTNER ORGANIZATIONS

- ◆ AARP
- ◆ Access to Healthcare Network
- ◆ Boulder City Senior Center
- ◆ Carson City Health & Human Services (ADRC)
- ◆ Carson City Sr. Center
- ◆ Churchill County Senior Center (ADRC)
- ◆ City of Las Vegas
- ◆ City of Reno
- ◆ Clark County Senior Advocates
- ◆ Aging and Disability Services Division
- ◆ East Valley Family Services (ADRC)
- ◆ Hawthorne Share & Care Senior Center
- ◆ Health Insight
- ◆ Henderson Senior Center
- ◆ Housing Authority/Reno & Clark County
- ◆ Lyon County Human Services (ADRC)
- ◆ N NV Adult Mental Health Services
- ◆ NV Beneficiaries Coalition
- ◆ Nevada Cancer Institute
- ◆ NV Division of Insurance
- ◆ NV Division of Welfare and Supportive Services
- ◆ NV Senior Medicare Patrol
- ◆ Nevada Silver Haired Congress
- ◆ Nye County Health & Human Services
- ◆ Office of the Governor Consumer Health Assistance
- ◆ Pershing County Senior Center
- ◆ Rebuilding All Goals Efficiently (RAGE), (ADRC)
- ◆ Senior Law Project
- ◆ Senior & Disability Rx
- ◆ Social Security Administration
- ◆ Southern Nevada Health District
- ◆ Sunrise Health Hospitals
- ◆ The Continuum
- ◆ University of Nevada Co-Op Extension
- ◆ UNR Sanford Center for Aging/RSVP
- ◆ Valley Health System
- ◆ Washoe County Sr. Center (ADRC)

Special Populations Served

Nevada has led the nation in population growth for more than a decade, and Nevada's non-English speaking Hispanic population has skyrocketed. This is due to great expansion in the numbers of hospitality and services industry jobs.

Important outreach to the Hispanic community is achieved through multiple partnering organizations and bilingual SHIP staff and volunteers. Many of these individuals would not have accessed SHIP services without assistance in their native language. SHIP is always looking to recruit more bilingual volunteers.

Nevada SHIP also partners with Northern Nevada Adult Mental Health Services to assist their clients with mental illness and disabilities to manage their Medicare benefits.

Without these specialty partners, many consumers would be without valuable Medicare benefits to enrich their own lives and well-being.