



## Benefits of joining the network

- Access to the National SHIP Technical Assistance Center, which offers:
  - Resources (fliers, brochures, guidance documents)
  - Webinars
  - Trainings
  - Continuing education opportunities (CEH/CEU) administered through UW-Stevens Point Continuing Education, as funding allows
  - A Medigap comparison tool
- Comprehensive online Medicare training
- Live webinar trainings, including Medicare policy updates, outreach and assistance tips, and best practices
- Networking opportunities with other SHIP counselors and strengthened relationships with partner organizations
- The Complaint Tracking Module, an online portal to which select SHIP supervisors can request that Medicare part C and D plans resolve an issue

## Volunteer with us!

As a SHIP volunteer, you can make a difference in your community by helping people with Medicare understand their health care and save money.



Join the network to expand your Medicare knowledge and better serve Wisconsinites.

## Contact the State Health Insurance Assistance Program



Wisconsin Department of Health Services  
Bureau of Aging and Disability Resources



1 West Wilson Street  
PO Box 2659  
Madison, WI 53701-2659



dhsbadr@dhs.wisconsin.gov



<https://www.dhs.wisconsin.gov/benefit-specialists/shipvolunteer.htm>



608-266-2536

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WISCONSIN DEPARTMENT  
of HEALTH SERVICES

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# State Health Insurance Assistance Program (SHIP) Professional Volunteers



# SHIP

State Health Insurance Assistance Program

## What to consider

Serving as a SHIP volunteer and program representative includes some responsibilities that you should consider to ensure this is the right fit for you:

- **Conflic of interest:** SHIP representatives cannot have any real or perceived conflicts of interest that would impede their ability to provide unbiased information and assistance. All potential SHIP volunteers are screened for conflicts of interest and subject to a national criminal background check.
- **Reporting:** SHIP team members must report their Medicare-related counseling sessions and outreach activities on the SHIP Tracking and Reporting System (STARS) website. This site is intuitive, and training is provided.
- **Confidentiality:** SHIP counselors must honor client privacy and confidentiality rules.



## What is the State Health Insurance Assistance Program (SHIP)?



SHIP is a national program that offers one-on-one assistance, counseling, and education to Medicare beneficiaries, their families, and caregivers to help them make informed decisions about their care and benefits.



Navigating Medicare can be complicated, but SHIP can help by answering questions and providing personalized, unbiased guidance. SHIP is grant-funded; counselors don't sell anything and aren't affiliated with any private company or plan.



# SHIP

State Health Insurance Assistance Program



## Learn how to help your clients with Medicare

Professionals who serve people with Medicare can join the SHIP network to learn how to provide Medicare counseling and/or presentations for their clients. Learn about Medicare:

- Eligibility.
- Enrollment.
- Costs.
- Financial assistance.

Social workers, case manager, and clinic staff have become SHIP counselors to better help their clients who have Medicare. Inquire today to see if you can benefit from Medicare training!