



Medicare Basics

Seniors' Health Insurance Information Program
North Carolina Department of Insurance
Mike Causey, Commissioner

1-855-408-1212 • www.ncshiip.com

What is SHIIP?

Seniors' Health Insurance Information Program (SHIIP) is a consumer information division of the North Carolina Department of Insurance that assists people with Medicare, Medicare Part D, Medicare supplements, Medicare Advantage, and long-term care insurance questions. We also help citizens recognize and prevent Medicare billing errors and possible fraud and abuse through our NC Senior Medicare Patrol (NCSMP) Program.

How does SHIIP work?

SHIIP provides education and assistance to North Carolinians in three ways:

- by operating a nationwide toll-free consumer information phone line Monday through Friday from 8 a.m. until 5 p.m.
- by training volunteers to counsel Medicare beneficiaries within their community about Medicare, Medicare Part D, Medicare supplements, Medicare Advantage and long-term care insurance, and
- by creating educational materials for consumers' use including the Medicare Supplement Comparison Guide and featuring a Medicare Supplement Premium Comparison Database on our Web site (www.ncshiip.com).

When was SHIIP established?

The program was founded in 1986 by the Department of Insurance in direct response to the growing concerns about health insurance for the more than one million Medicare beneficiaries in North Carolina. Numerous insurance companies sell Medicare supplements, Medicare Advantage, long-term care insurance and other medical insurance products to people in North Carolina. Because there are so many companies, and because the Medicare system is so complex, SHIIP was founded to provide people who are eligible for Medicare with an objective information service.

How do North Carolinians contact SHIIP?

You can contact SHIIP by dialing the nationwide toll-free consumer number, **1-855-408-1212**, visiting the SHIIP Web site, www.ncshiip.com, or e-mailing ncshiip@ncdoi.gov. Trained SHIIP Volunteer Counselors are available in all 100 counties of North Carolina and are coordinated through an existing human service agency such as the Council on Aging, senior centers or the Cooperative Extension offices. If your problem is too complex to handle over the phone, you will need to contact your local SHIIP Coordinator for a one-on-one appointment with a SHIIP Volunteer Counselor.

Can I get more information about SHIIP?

Yes! Contact SHIIP nationwide at **1-855-408-1212** or **(919) 807-6900**, visit www.ncshiip.com or e-mail ncshiip@ncdoi.gov for further information and ask for more details on the Seniors' Health Insurance Information Program and how it can help you.

In Transylvania County, contact SHIIP at 828.884.3109

