

SHIBA counseling resources with links

We've created this list for volunteers as a reference for counseling clients. Be sure to work within SHIBA's scope when counseling, try to find the answer if you can and consult with a volunteer coordinator or SHIBA regional training consultant if you need help.

Counseling reminders

If you have a client case you need help with, and you do not have access to assistance from your volunteer coordinator or more experienced volunteers or mentors, please enter a beneficiary contact (BC) with as much information as possible and send the BC number to SHIBA@oic.wa.gov with a request for staff to contact the client.

If the need is urgent (see the following for what we consider urgent), ask the client to call 1-800-562-6900 and tell the hotline staff that it is urgent.

Urgent calls are defined as:

- Will soon run out of or are out of prescriptions.
- Unable to access needed medical care due to insurance/coverage problem.
- Has a short deadline to make a decision and running out of time.
(When we get close to the end of OEP, we will send these callers to 1-800-MEDICARE for help.)

If the client has a complaint, please follow the Advising Complaint Process and Checklist (<https://www.insurance.wa.gov/media/6905>), posted on My SHIBA.

Note: Items highlighted in gray are OK to share with clients.

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Counseling resources

Agency phone numbers and web addresses

- **Cross Agency Desk Aid:** State government agencies and what they do.
www.dshs.wa.gov/sites/default/files/ESA/csd/documents/Cross%20Agency%20Desk%20Aid%202021.5.pdf
- **Language Link Services:** Phone interpreter for non-English speaking clients.
www.insurance.wa.gov/language-link-services
- **Public Employees Benefits Board (PEBB):** Employee and retiree benefits
www.hca.wa.gov/employee-retiree-benefits/retirees
- **Resource Referral Guide:** List of agencies or resources to refer clients to.
www.insurance.wa.gov/media/8777
- **SHIBA and PEBB: Counseling roles:** Ways SHIBA can assist PEBB retirees on Medicare
www.insurance.wa.gov/media/6116

Dental resources

- **DentistLink:** Getting connected with a Washington state dentist whether you have insurance or not.
<https://dentistlink.org>

Enrolling in Medicare using the Special Enrollment Period

(Delayed Medicare because they have active employer coverage, now retiring.)

- **How to Apply for Medicare Part B During Your Special Enrollment Period:** Instructions from the Social Security Administration.
<https://www.ssa.gov/pubs/EN-05-10012.pdf>

Help paying for Medicare: Extra Help, Medicare Savings Program, Medicaid

- **Medicare Help Rainbow Chart:** Screen clients for programs based on household size, monthly income and resources.
www.insurance.wa.gov/media/5711
- **Get Help Paying for Medicare:** Information on programs that may help clients save on Medicare.
www.insurance.wa.gov/media/1590

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SHIBA counseling resources with links

- ❑ **Medicare's Limited Income NET Program (LINET):** Urgent Help for people new to Extra Help who are not in a drug plan yet.
www.insurance.wa.gov/media/6065
- ❑ **Washington Connection:** Link to Medicare Savings Program Application Portal, Washington State Department of Social & Health Services (DSHS).
<https://www.washingtonconnection.org/home/>
- ❑ **Extra Help With Medicare Prescription Drug Plan Costs:** Link to the Social Security Administration Extra Help Application Portal.
<https://secure.ssa.gov/i1020/start>

Letters clients may ask about

- ❑ **Guide to consumer mailings from CMS:** Guide to letter colors.
<https://www.cms.gov/Medicare/Prescription-Drug-Coverage/LimitedIncomeandResources/Downloads/Consumer-Mailings.pdf>

Long-term care

- ❑ **Community Living Connections (CLC):** Questions about long-term care services and support options
<https://washingtoncommunitylivingconnections.org/consite/connect/>

Medicare Part D

- ❑ **Medicare Part D stand-alone prescription drug plans:** List of Washington state Part D Plans. *Updated annually. Watch for an update in September or October.*
<https://www.insurance.wa.gov/sites/default/files/documents/2022-medicare-standalone-drug-plans.pdf>
- ❑ **Medicare Plan Finder Worksheet:** Help for clients to make an informed decision about Medicare and drug costs.
www.insurance.wa.gov/media/8042

Medicare Advantage and Part D enrollment periods

- ❑ **Medicare.gov: Joining a health or drug plan:** When can I join, switch or drop a plan?
www.medicare.gov/sign-up-change-plans/joining-a-health-or-drug-plan

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Medicare Advantage Plans

- **Medicare Advantage and Special Needs Plans (SNPs):** Washington plans listed by county. *Updated annually. Watch for new lists in September or October.*
www.insurance.wa.gov/2022-medicare-advantage-and-special-needs-plans-snps
- **Medicare Advantage plans:** What clients need to know before they buy a Medicare Advantage plan:
www.insurance.wa.gov/media/1805
- **Comparing Medigaps and Medicare Advantage plans:** Chart comparing the difference between Medicare Advantage and Original Medicare with a Medigap.
www.insurance.wa.gov/media/1808
- **What is a Medigap Plan and why should I buy it?:** OIC website brief comparison of Medigap and Medicare Advantage plans.
<https://www.insurance.wa.gov/what-medigap-plan-and-why-should-i-buy-it>

Medigaps, AKA Medicare Supplement insurance

- **Approved Medicare Supplement (Medigap) plans:** A list of Washington state plans and prices for clients. *Updated quarterly. Watch for new versions in October, January, April and July.*
www.insurance.wa.gov/media/1807
- **What you need to know about Medigaps (Medicare Supplement) plans:** Booklet with info about buying and switching plans specific to WA state.
www.insurance.wa.gov/media/8737

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New to Medicare

- **Medicare & You 2022:** Official U.S. government Medicare handbook.
www.medicare.gov/Pubs/pdf/10050-medicare-and-you.pdf
- **Medicare hospital insurance Part A and B covered services:** Chart of what Medicare Parts A & B cover and cost.
www.insurance.wa.gov/media/10536
- **Your Medicare Initial Enrollment Period:** Graphic of the 7-month Medicare Initial Enrollment Period
www.insurance.wa.gov/media/8300
- **Your Medicare coverage choices:** Graphic of Medicare Choices for Original Medicare or Medicare Advantage
www.insurance.wa.gov/media/1598

Prescription resources

- **Prescription Drug Assistance Foundation:** Help finding or managing a program for medicine.
Rod Shutt covers western WA.
Kelly Armstrong covers eastern WA.
<https://prescriptiondrugassistance.org/>