



Call us today!
1-800-562-6900

Visit us online
www.insurance.wa.gov/shiba



About our program

A free service of the Washington State Office of the Insurance Commissioner, SHIBA volunteers provide unbiased and confidential Medicare counseling and outreach services.

One of 54 state health insurance programs (SHIP) in the U.S., SHIBA was the very first program in the nation. We've been in operation since 1979.

Our 400 volunteers are located across the state. We contract/partner statewide with local non-profit organizations to provide outreach and counseling services to serve all 39 Washington state counties.

SHIBA does not sell/endorse insurance products or conduct market research, and is not affiliated with any insurance companies.

Our mission

SHIBA provides free, unbiased information about health care coverage and access to help improve the lives of all Washington state residents. We cultivate community commitment through partnership, service and volunteering.



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You can make a difference!

Become a SHIBA volunteer!

Statewide Health Insurance Benefits Advisors (SHIBA)

Why volunteer for SHIBA?

Whether you're in between jobs, looking to start a new career or are already employed, and you need knowledge of Medicare to be successful, come volunteer with SHIBA! By volunteering with us, you'll gain valuable knowledge to enhance your resume and show potential or existing employers you're proactive.

We'll provide you with the most current information that'll help you with those difficult client cases.

Benefits of professionals who volunteer:

- Network with new people
- Develop new skills
- Sharpen and retain old skills
- Expand your horizons and explore new opportunities
- Help others in need
- Demonstrates workplace and advocacy skills

How SHIBA volunteers help others

- Assess Medicare coverage needs
- Determine general eligibility for health care coverage programs
- Evaluate and compare health plans and programs
- Provide Medicare enrollment help
- Speak with 1-800-MEDICARE on clients' behalf
- Make referrals to other agencies/ programs
- Collect and report possible fraud complaints
- Make public presentations to local groups
- Provide clerical support
- Participate in outreach activities

Who can volunteer?

Becoming a SHIBA volunteer is beneficial for anyone working with Medicare on a regular basis. And if you speak another language in addition to English - that's a bonus!

Note: We can't take anyone who has any interest in an insurance company, other than as a policyholder.

What's required?

You don't have to know Medicare - we'll train you. You just need to have a passion for helping others and want to learn!



To learn more about how you can become a SHIBA volunteer, check us out at www.insurance.wa.gov/shiba