



Oregon Senior Health Insurance Benefits Assistance (SHIBA)

*A Program of the Oregon Department of Consumer and Business Services,
Funded by CMS*

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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 financing, and other public and private health insurance coverage options. SHIPs also assist eligible participants in enrolling in these programs and plans.

SHIBA's success is built on a statewide network of trained volunteers. A good volunteer candidate:

- *Enjoys helping others*
- *Is dependable, understanding, patient, and compassionate*
- *Has good communication skills*
- *Can protect client confidentiality*
- *Has no conflict of interest*
- *Wants to provide SHIBA services*

If this describes you, fill out our [online volunteer application](#), download a [PDF version](#), or call us at 800-722-4134 and ask for a SHIBA volunteer application.



LOCAL HELP FOR PEOPLE WITH MEDICARE

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

PROGRAM AT A GLANCE

SHIP Name:

Oregon Senior Health Insurance Benefits Assistance (SHIBA)

SHIP Director:

Ms. Lisa Emerson

Program Number:

1-800-722-4134

Program Address:

250 Church Street, SE., Suite 200
Salem, Oregon 97301

SHIP Web Address:

www.oregonshiba.org

State Hosting Agency/Location Within the Agency:

SHIBA is part of the Department of Consumer and Business Services, Oregon's largest business regulatory and consumer protection agency.

Approximate Number of Beneficiaries Served for Grant Year 2006

(April 1, 2006-March 30, 2007): 25,219

Number of Beneficiaries Served per 1,000 Beneficiaries in State for Grant Year 2006

(April 1, 2006-March 30, 2007): 47.2



SHIBA staff from left to right: Lisa Emerson, Program Manager; Dawn Shaw, Helpline Customer Service Representative; Cynthia Hylton, Field Officer/Trainer; Donna Delikat, Program Assistant; Carol Barnard, Field Officer/Trainer.

BIOGRAPHY OF SHIBA DIRECTOR Ms. LISA EMERSON

Ms. Emerson is the program manager of SHIBA. Her work experience includes more than 10 years with State Farm Mutual Insurance Companies as both an insurance claims and human resources professional in Salem and Portland, Oregon. Prior to joining SHIBA in 2005, Ms. Emerson was a senior human resources analyst for the State of Oregon in the Department of Consumer and Business Services. She received a B.A. degree in rhetoric and communication from the University of Oregon in 1990.

SHIBA HIGHLIGHT

SHIBA received the 2007 Governor's Outstanding Statewide Volunteer Program award. SHIBA garnered 1 of 7 volunteer awards announced August 28 by Oregon Volunteers, a State commission that promotes volunteerism.

The commission recognized SHIBA for volunteers' work in enrolling seniors and other Medicare beneficiaries in drug plans using Medicare's online plan comparison tool. Without volunteers, many seniors would not have been able to comprehend their plan choices or apply for the extra help that made coverage affordable.



SHIBA received the 2007 Governor's Outstanding Statewide Volunteer Program award

SHIBA operates with 4 State staff members, 22 local sponsors, and hundreds of volunteers. About 300 volunteers were recruited and trained in the months before enrollment in Medicare's prescription drug coverage began. Together, staff and volunteers logged nearly 23,500 hours through March 31, 2007, helping people understand and enroll in medical and prescription coverage.

LOCAL SHIBA PROGRAMS

The State SHIBA program currently has 21 SHIBA county sponsors that serve 31 of Oregon's 36 counties. The State SHIBA office staff serves the remaining five counties that do not currently have a local SHIBA county sponsor (Grant, Lake, Malheur, Morrow, and Umatilla counties). Please contact the SHIBA Helpline at 1-800-722-4134 for assistance. Callers to the Helpline will be prompted to enter their county zip code and will be routed to a local SHIBA county sponsoring organization or to the State office staff.

SELECTED PARTNER ORGANIZATIONS

- ◆ Area Agencies on Aging
- ◆ Community Services Consortium
- ◆ Congressional legislators
- ◆ Department of Justice
- ◆ National Alliance for Mental Illness
- ◆ Oregon AARP
- ◆ Oregon Insurance Division
- ◆ Oregon Prescription Drug Program
- ◆ Oregon Primary Care Association
- ◆ Oregon State Volunteer Program Coordinators Roundtable
- ◆ Retired Senior Volunteer Programs
- ◆ Seniors and People with Disabilities
- ◆ State legislators
- ◆ Senior Medicare Patrol Project Grant
- ◆ Social Security Administration

We're on the Web!
www.SHIPtalk.org

Local Help for
 People With Medicare