

State Health Insurance Assistance Program (SHIP)

ABOUT THE PROGRAM

What is SHIP?

The State Health Insurance Assistance Program (SHIP) is a free, federally funded program providing unbiased Medicare counseling. SHIP counselors can help Medicare beneficiaries make confident, informed decisions about their Medicare coverage.

WHO WE SERVE

SHIP Serves:

- Medicare beneficiaries who qualify by age (65+) or by disability
- Caregivers and family members supporting Medicare beneficiaries
- Case managers, social workers, and healthcare providers who want to better understand Medicare



OUR SERVICES

How We Help:

- **One-on-one Medicare Counseling:** Personalized guidance on Medicare options, rights, and coverage
- **Plan Comparison & Enrollment:** Help selecting Medicare Advantage, Supplement, and Part D plans
- **Appeals & Billing Assistance:** Support with denied claims, billing errors, and the appeals process
- **Cost-Saving Program Screening:** Help applying for Medicare Savings Programs and Extra Help
- **Community Education & Outreach:** Support for events serving Medicare beneficiaries, caregivers and community partners

CONNECT WITH US

SHIP Helpline: (202) 727-8370

Email: ship.dacl@dc.gov

HELPLINE HOURS

Mon, Tue, Wed & Fri: 9:00 am – 3:00 pm

Tuesday: 9:00 am – 2:00 pm

LIVE BOLDLY