



TALKING POINTS about Iowa's Medicare Resource

What is SHIIP?

- SHIIP stands for The Senior Health Insurance Information Program (SHIIP) and is part of SHIIP-SMP.
- SMP stands for Senior Medical Patrol, a Medicare insurance fraud mitigation program.
- SHIIP-SMP offers free, objective, and confidential services through the state of Iowa Insurance Division.
- SHIIP-SMP is funded through the state and federal grants.
- Through SHIIP-SMP's trained and certified volunteer counselors, thousands of Iowans are assisted annually.
- If they qualify, counselors can help Iowans who struggle to pay their Medicare and health insurance bills find financial support.
- SHIIP-SMP counselors inform, educate and assist consumers on Medicare and related health insurance issues so they can make informed decisions and avoid the risk of fraud.

Who should know about SHIIP-SMP?

- SHIIP-SMP works with Iowans who are about to turn 65, or are 65 and older.
- SHIIP also counsels Iowans who are under 65 and on Medicare because of a disability.
- SHIIP-SMP also supports those who work with or care for older Iowans such as caregivers, relatives or friends.

How do SHIIP-SMP volunteers work?

- SHIIP works through local sponsoring organizations that recruit volunteer counselors to provide individualized counseling. Volunteers receive extensive, up-to-date training annually.
- Through one-on-one appointments, counselors explain Medicare benefits, options and rights, and compare and evaluate Medicare and other health insurance plans.
- SHIIP does not sell, promote nor endorse particular companies, products or agents.
- Volunteer counselors can help organize medical bills and audit Medicare statements, especially when fraud is suspected. If billing errors are found, counselors can assist with appeals.
- Counselors can help beneficiaries apply for programs that help with Medicare costs and Medicare drug plans.

Where can I go to learn more?

- Local community organizations partner with SHIIP-SMP to host certified, trained volunteers who provide free individualized Medicare insurance counseling. Call 1-800-351-4664 to connect with a counselor.
- Through presentations in their community, volunteers also provide education on Medicare and Medicare fraud.
- SHIIP-SMP is active on Facebook. Follow at facebook.com/shiip-smp-iowa
- The SHIIP-SMP website is a great resource. Visit ship.iowa.gov to find in-depth information on the Medicare insurance system, and to learn more about Medicare fraud.

SHIIP-SMP // IOWA INSURANCE DIVISION

1963 Bell Avenue, Suite 100, Des Moines, Iowa 50315 // Phone: 1-800-351-4664 (TTY 1-800-735-2942) // Fax: (515) 654-6500 // Email: shiip@iid.iowa.gov
www.shiip.iowa.gov // SHIIP-SMP is a service of the State of Iowa. It does not sell or promote any insurance companies, policies or agents.



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