



FAMILY CAREGIVER ALLIANCE®
National Center on Caregiving

Published on *Family Caregiver Alliance* (<https://www.caregiver.org>)

Kentucky State Health Insurance Assistance Program (SHIP)

Assists individuals and families with eligibility questions and problems related to Medicare, including prescription drug coverage under Medicare Part D, managed care, long-term care planning, health insurance and other health care issues.

Website:

<http://chfs.ky.gov/dail/ship.htm>

Phone:

Within Kentucky, call: (877) 293-7447

Outside Kentucky see website for local contact information

Caregiver Eligibility:

Anyone

Care Recipient Eligibility:

Medicare beneficiary

<http://chfs.ky.gov/dail/ship.htm>

Source URL: <https://www.caregiver.org/kentucky-state-health-insurance-assistance-program-ship>

About SHIIP

The
**Seniors'
Health
Insurance**



Information Program (SHIIP)

counsels Medicare beneficiaries and caregivers about Medicare, Medicare supplements, Medicare Advantage, Medicare Part D, and long-term care insurance. The counselors on our toll-free line offer free and unbiased information regarding Medicare health care products. We also help people recognize and prevent Medicare billing errors and possible fraud and abuse through our NC SMP Program.

Since the program's creation in 1986, SHIIP has become a role model for other states and has received two national awards for "innovative" and "exemplary" service.

855-408-1212 (toll free) Monday thru Friday from 8am to 5pm.

🏠 Staff Staff

TCAD Staff

To report problems with the Commission's portion of the state site or to offer suggestions for improvement, including suggestions or requests for links to other sites or resources, email Lee Enss at lee.enss@tn.gov.

All link requests must be submitted to lee.enss@tn.gov. Link requests sent to other staff members will be dismissed without review. Likewise, requested links to sites with a for-profit nature will not be approved.

For comments, questions, or concerns pertaining to Commission administration and programs, please contact Kathy Zamata, Deputy Director, at either 615-741-2056 (our main line) or kathy.zamata@tn.gov.

Administration

Jim Shulman
Executive Director
615-532-4543
jim.shulman@tn.gov

Kathy Zamata
Deputy Director
615-253-4315
kathy.zamata@tn.gov

Cindy Warf
Executive Administrative Assistant 2
615-253-4423
cindy.warf@tn.gov

Communication and Public Relations

Ryan Ellis
Director of Communications & Legislative Affairs
615-253-4083
ryan.j.ellis@tn.gov

Fiscal

Sheryl Smith

Budget Analyst Director
615-253-4432
sheryl.smith@tn.gov

Home and Community Based Services

Tabitha Satterfield
Aging Program Director: Caregiver Support
615-253-4417
tabitha.satterfield@tn.gov

Legal

Laura Brown
General Counsel
615-253-4392
laura.brown@tn.gov

Long-Term Care Ombudsman

Lauren Meeker
State LTC Ombudsman
615-837-5112
lauren.meeker@tn.gov

Nutrition

Lacey Russell
Aging Nutrition Program Director
615-253-4161
lacey.russell@tn.gov

Public Guardianship

James Holmes
State Public Guardian Coordinator
615-253-3967
james.holmes@tn.gov

State Health Insurance Assistance Program (SHIP)

Shannon Jones
Aging Program Director: TN SHIP
615-741-7703
shannon.jones@tn.gov

Sidney Schuttrow
State SHIP Volunteer Program Coordinator
615-741-1585
sidney.schuttrow@tn.gov

Website (TCAD portion only)

Lee Enss
Information Technician and Web Content Strategist
615-253-4516
lee.enss@tn.gov

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Contact Us

If you have a question or need more information, please contact us at the Virginia Division for the Aging (VDA).



You can order free copies of [Publications](#) (in limited quantities) from VDA by downloading them. Or, you may choose to download the [VDA Publication Request Form](#) (in .doc format), complete it and returning it to VDA by fax or mail. You may also request publications by VDA via telephone, e-mail or mail, using the information shown below.

E-mail: aging@dars.virginia.gov

Toll-Free: 1-800-552-3402 (Nationwide)

Richmond/Henrico local: (804) 662-9333

If you have a hearing or speech impairment, use the free [Va Relay](#) telephone relay service by dialing **7-1-1**.

Fax:(804) 662-9354

Address:

Virginia Division for the Aging
1610 Forest Avenue, Suite 100
Henrico, VA 23229

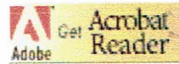
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The Virginia Division for the Aging provides content in several formats that require plug-ins, or separate browser components, to properly view. All required plug-ins (except the non-trial version of WinZip) are free to use.

The plug-ins used are:

Adobe Portable Document Format files (.pdf) - [Adobe Acrobat Reader](#)

Microsoft Word documents (.doc) - [Word Viewer](#)

Microsoft Excel spreadsheets (.xls) - [Excel Viewer](#)

Microsoft PowerPoint presentations (.ppt) - [PowerPoint Viewer](#)

WinZip files (.zip) - [WinZip](#)

Contact VDA | Web Policy

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Virginia Division for the Aging

of the Department for Aging and Rehabilitative Services

1610 Forest Avenue, Suite 100, Henrico, VA 23229

Phone (local): (804) 662-9333, Toll Free 1-800-552-3402 (Nationwide)

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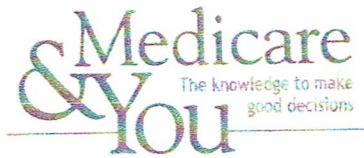
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What is SHIP?

SHIP, a program funded by the federal government, provides free, objective and confidential help to West Virginia Medicare beneficiaries and their families through one-on-one counseling and assistance via telephone. SHIP also offers public education presentations and media activities.



What services are provided and who provides them?

SHIP counselors are available to meet with beneficiaries and their families for personalized counseling sessions, to help with existing problems, and to provide support during their decision-making process. Additionally, counselors serve the general public by giving presentations, setting up informational displays at various venues, and participating in media events and interviews.

SHIP counselors are professionals who are employed by the West Virginia Bureau of Senior Services, the West Virginia Aging & Disability Resource Centers, and the County Aging Providers (senior centers). Counselors receive training on all aspects of Medicare and related programs, and regularly receive updated training. SHIP counselors do not recommend policies, companies, or insurance agents, but provide free, unbiased answers to the questions of consumers.

What information is provided?

Information about:

- Medicare eligibility & benefits
- Medicare prescription drug plans & Medicare savings plans
- Medicare Part D (prescriptions) coverage gap & formularies
- Medigap (Medicare supplemental) plans
- Medicare Advantage plans
- Long-term care insurance plans
- Limited Income Subsidy
- Durable medical equipment suppliers
- Preventive services
- Hospital, nursing home, & home health care comparisons
- Medicare fraud
- How to order a new Medicare card
- How to find a doctor

CONTACT US:

West Virginia SHIP is part of a national network of state health insurance assistance programs. SHIP receives financial assistance from the U.S. Centers for Medicare & Medicaid Services, the federal Medicare agency.



West Virginia SHIP has a Medicare Call Center staffed with counselors who are experts on Medicare issues. The Call Center hours are Monday - Friday, 8:30 - 5:00. The toll-free number is 1-877-987-4463.

West Virginia SHIP

1-877-987-4463

www.wvship.org

SHIP Medicare Call Center
West Virginia Bureau of Senior Services
Mailing address: 1900 Kanawha Blvd. East
Charleston, WV 25305
Location: Charleston Town Center,
3rd Level

SHIP regional coordinators are located in each of the state's four Aging & Disability Resource Centers:
Fairmont: 1-877-363-1595
Charleston: 1-866-981-2372
Petersburg: 1-800-296-5341
Princeton: 1-866-598-2372

There is also a SHIP Counselor in each of West Virginia's County Senior Centers.

This brochure is made possible by financial assistance through a grant from the Centers for Medicare & Medicaid Services.



West Virginia State Health Insurance Assistance Program

*giving you the knowledge
to make good decisions*
