

CONTACT US:

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.

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through a grant from the
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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
State Health
Insurance
Assistance
Program

*giving you the knowledge
to make good decisions*

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