



*My Health.  
My Medicare.*

**Centers for Medicare & Medicaid Services  
National Medicare Multi-Media & Education Campaign**

**In Your Community: Answers to Your Medicare Questions**

Many people have questions about Medicare and don't know where to start. You may have questions like:

- Is there someone who can explain Medicare to me?
- What are my health plan options?
- How do I enroll in a Medicare prescription drug plan?
- Is there a way to get help paying for a plan?
- What do I do if I am confused about a claim?

The good news is that there is a way to get answers to your questions right in your community. State Health Insurance Assistance Programs, or SHIP, is a state-based program that offers free, local, one-on-one counseling and assistance to people with Medicare and their families. Help is just a phone call away! "My local SHIP provided helpful information and I was able to make the right decision for my mother," said one caregiver. In 2008, SHIPs helped approximately 5.2 million families like this one.

Trained counselors help with a wide range of Medicare, Medicaid, and Medigap matters. In addition to answering the questions above, a counselor can help you: figure out long-term care insurance; resolve claims and billing problems; apply for the Medicare program that helps pay your prescription drug costs; and understand what to do if you suspect Medicare fraud and abuse.

To find the contact information of your local SHIP visit [www.medicare.gov](http://www.medicare.gov), click on Find Helpful Phone Numbers and Websites, choose Organization and select SHIP from the drop-down box; refer to the Medicare & You handbook; or call 1-800-MEDICARE.

Your local SHIP may go by a different name. It doesn't matter; they are still there to help you with your Medicare questions.

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