

SHINE (Serving the Health Insurance Needs of Everyone)

Fact Sheet

Free health insurance information, counseling and assistance for people with Medicare of all ages, and their caregivers.

Services

SHINE is administered by the Massachusetts Executive Office of Aging and Independence (AGE) in partnership with elder service agencies, Councils on Aging, Independent Living Centers and other community-based organizations.

Certified SHINE counselors help people navigate the complex Medicare insurance system. SHINE counselors, volunteers and in-kind (who counsel as part of their job), are trained and certified in the various health insurance options available to Medicare beneficiaries of all ages living in Massachusetts including:

- Medicare Part A and Part B
- Medicare Advantage Plans (Part C)
- Medicare Supplement (Medigap Plans)
- Medicare Prescription Drug Coverage (Part D plans also known as PDP)
- MassHealth (also known as Medicaid)
- Medicare Saving Programs
- Other programs and resources that help pay for health care costs

SHINE counselors can:

Screen for eligibility and help access applications for cost-saving programs such as:

- MassHealth
- Medicare Savings Programs
- Explain the enrollment process and timelines for Medicare and Medicare-related plans

Help people apply for or access applications for:

- Medicare Savings Programs that help pay Medicare premiums and
- include Extra Help/LIS Program that helps pay for Part D medications
- MassHealth One Care or Senior Care Options plans (SCO)
- Help identify and access resources to apply for other cost-savings programs

Cost

This program is an affiliate of the National SHIP (State Health Insurance Assistance Program) funded by the Administration for Community Living and provides the SHINE service at no cost to Massachusetts residents and their families with or eligible for Medicare.

Contact Us

Visit us online at agespan.org

Phone and Email: 1-800-892-0890 or email info@agespan.org.

Headquarters and mailing office:

280 Merrimack Street, Suite 400 Lawrence, MA 01843

Regional office: Danvers, MA

