



Call us today!
1-800-562-6900

Visit us online
www.insurance.wa.gov/shiba



About our program

A free service of the Washington State Office of the Insurance Commissioner, SHIBA volunteers provide unbiased and confidential Medicare counseling and outreach services.

One of 54 state health insurance programs (SHIP) in the U.S., SHIBA was the very first program in the nation. We've been in operation since 1979.

Our 400 volunteers are located across the state. We contract/partner statewide with local non-profit organizations to provide outreach and counseling services to serve all 39 Washington state counties.

SHIBA does not sell/endorse insurance products or conduct market research, and is not affiliated with any insurance companies.

Our mission

SHIBA provides free, unbiased information about health care coverage and access to help improve the lives of all Washington state residents. We cultivate community commitment through partnership, service and volunteering.



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You can make a difference!

Become a SHIBA volunteer!

Statewide Health Insurance Benefits Advisors (SHIBA)

Why volunteer for SHIBA?

You can make a difference in the life of a senior citizen or someone with a disability.

Not only does volunteering offer vital help to people in need and the community, but the benefits can be even greater for the volunteer as it:

- Connects you to others.
- Helps reduce stress and combats depression.
- Keeps you mentally stimulated and provides a sense of purpose.
- Is good for your overall physical health, which prolongs your life.
- Helps get you out of the house and involved in your community.
- Brings fun and fulfillment to your life.

"I feel our health insurance system is not at all user friendly. I also feel that as we age and try to work our way through all the challenges of daily life, any extra help and information is needed and appreciated. I also enjoy meeting and serving people."

Steven, SHIBA volunteer

How SHIBA volunteers help others

- Assess Medicare coverage needs
- Determine general eligibility for health care coverage programs
- Evaluate and compare health plans and programs
- Provide Medicare enrollment help
- Speak with 1-800-MEDICARE on clients' behalf
- Make referrals to other agencies/ programs
- Collect and report possible fraud complaints
- Make public presentations to local groups
- Provide clerical support
- Participate in outreach activities

Who can volunteer?

If you're retired or getting ready to retire and looking for new ways to stay active, becoming a SHIBA volunteer could be for you! And if you speak another language in addition to English - that's a bonus!

Note: We can't take anyone who has any interest in an insurance company, other than as a policyholder.

What's required?

You don't have to know Medicare - we'll teach you by providing you with training. You just need to have a passion for helping others and want to learn!



To learn more about how you can become a SHIBA volunteer, check us out at www.insurance.wa.gov/shiba