SHIBA facts

100,000+
Consumers we educate statewide

58,000+
Consumers we assist with one-on-one counseling

240+
Training sessions we provide to our volunteer advisors

2,400+
Outreach events we hold in communities across the state

20
Sponsor agencies that serve all counties

400
Volunteers we manage statewide

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.

Let us help you! Call SHIBA in your local community

www.insurance.wa.gov/shiba
1-800-562-6900 (statewide)

About us

Statewide Health Insurance Benefits Advisors (SHIBA)

SHIBA is a free, unbiased service of the:

Washington State
Office of the
Insurance Commissioner

ship state health insurance assistance programs
NATIONAL NETWORK
LOCAL HELP FOR PEOPLE WITH MEDICARE

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Who we are

SHIBA is part of the Washington State Office of the Insurance Commissioner's consumer protection services. We provide free, unbiased and confidential help with Medicare and health care choices.

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. We're the only SHIP that serves all ages.

Our team's an education and referral system

We're made up of:

- Community volunteer advisors
- Local sponsoring agencies
- Office of the Insurance Commissioner staff
- Other government agencies and community partners

How our volunteer advisors help consumers

- Assess health care coverage needs
- Determine general eligibility for health care coverage programs
- Evaluate and compare health plans and programs
- Provide enrollment help with Medicare
- Speak with 1-800 Medicare on clients' behalf
- Make referrals to other agencies and programs
- Collect and report possible fraud complaints

Who we serve

- All ages and backgrounds
- People with disabilities and specific diseases
- Seniors and pre-retirees
- Ethnic and multilingual populations
- Uninsured people
- Rural populations
- People with low income