

## CONTACT US:

West Virginia SHIP

1-877-987-4463

[www.wvship.org](http://www.wvship.org)

West Virginia Bureau of Senior Services  
Mailing address: 1900 Kanawha Blvd. East  
Charleston, WV 25305  
Location: Charleston Town Center,  
3<sup>rd</sup> Level

SHIP regional coordinators are located  
in each of the state's five  
Aging & Disability Resource Centers:  
Fairmont: 1-877-363-1595  
Charleston: 1-866-981-2372  
Petersburg: 1-800-296-5341  
Princeton: 1-866-598-2372  
Wheeling: 1-800-924-0088

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West Virginia SHIP is part of  
a national network of state  
health insurance assistance  
programs. SHIP receives  
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Medicare & Medicaid  
Services, the federal  
Medicare agency.



West Virginia SHIP has a  
toll-free number staffed with  
counselors who are experts on  
Medicare issues.  
Call 1-877-987-4463.  
[www.wvship.org](http://www.wvship.org)



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