

FACT SHEET: Cape and Islands Regional SHINE Program

Barnstable County Department of Human Services

June 2017

PROGRAM DESCRIPTION

Serving the Health Insurance Needs of Everyone (SHINE) provides free health insurance information, counseling, and assistance to Massachusetts residents with Medicare and their caregivers. SHINE is administered by the Massachusetts Executive Office of Elder Affairs in partnership with elder service agencies, councils on aging, and other public and private community-based organizations. SHINE is a State Health Insurance Assistance Program (SHIP) and is partially funded by the Centers for Medicare and Medicaid Services and Barnstable County.



PROGRAM HIGHLIGHTS

In 2016, 67 highly trained volunteer SHINE counselors provided free Medicare enrollment services to over 7,500 residents at 25 host locations throughout Cape Cod and the Islands. The regional SHINE program partners with 14 towns in Barnstable County.

HEALTH AND HUMAN SERVICES SIGNIFICANCE

The SHINE Program assists elders and individuals with disabilities in understanding their Medicare and MassHealth benefits and other health insurance options. The SHINE program ensures that Massachusetts residents with Medicare and their caregivers have access to accurate, unbiased and up-to-date information about their health care options. This is a critical regional program that provides elders and individuals with disabilities a local resource for assistance with the ever-changing complexities of private and public health insurance.

SHINE COUNSELORS

A SHINE Counselor is trained and certified by the Massachusetts Executive Office of Elder Affairs in the various options available to Medicare beneficiaries—including Medicare Parts A & B, Medicare Advantage (Part C), Medicare prescription drug coverage (Part D), Medigap, Prescription Advantage, MassHealth, and other programs that help people with limited resources pay for health care costs. SHINE Counselors help Medicare beneficiaries and their caregivers navigate the complex health insurance system and can explain Medicare options and how Medicare works in everyday language. SHINE Counselors can compare the costs and benefits of Medicare and other health insurance options and help enroll in a health insurance program.

PROGRAM FUNDING

The Cape and Islands Regional SHINE program is made possible with funding from the Centers for Medicare and Medicaid State Health Insurance Assistance Program (SHIP) through the Massachusetts Executive Office of Elder Affairs, Barnstable County Department of Human Services, and Cape Cod Healthcare Community Benefits Program.

CONTACT

For more information, contact the Cape and Islands Regional SHINE Office at 508-375-6762 or SHINE@barnstablecounty.org.

To schedule a free confidential SHINE appointment, call one of these locations:

- Aquinnah Wampanoag Elders...508-645-9265
- Barnstable Senior Services508-862-4750
- Bourne Council on Aging.....508-759-0600
- Brewster Council on Aging508-896-2737
- Chatham Council on Aging.....508-945-5190
- Dennis Council on Aging508-385-5067
- Edgartown Council on Aging508-627-4368
- Eastham Council on Aging508-255-6164
- Falmouth Council on Aging508-540-0196
- Harbor Community Health Ctr. ...508-778-0300
- Harwich Council on Aging508-430-7550
- Mashpee Council on Aging508-539-1440
- Mashpee Wampanoag Elders ...508-477-0208
- Oak Bluffs Council on Aging.....508-693-4509
- Orleans Council on Aging.....508-255-6333
- Provincetown Council on Aging.508-487-7080
- Nantucket Council on Aging508-228-4490
- Sandwich Council on Aging.....508-888-4737
- Tisbury Council on Aging.....508-696-4205
- Truro Council on Aging.....508-487-2462
- Up Island Council on Aging508-693-2896
- Vineyard Health Care Access....508-696-0020
- Yarmouth Council on Aging508-394-7606