

FACT SHEET: Cape and Islands Regional SHINE Program

Barnstable County Department of Human Services

July 2021

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 2020, due to the pandemic, the SHINE Program successfully pivoted to remote counseling. Our 50 highly trained volunteer SHINE counselors continued providing free Medicare enrollment services to over 5,641 residents. As we transition back to an “in person” counseling option, we will once again utilize our 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 Services	508-862-4750
Bourne Council on Aging	508-759-0600
Brewster Council on Aging	508-896-2737
Chatham Council on Aging.....	508-945-5190
Dennis Council on Aging	508-385-5067
Edgartown Council on Aging	508-627-4368
Eastham Council on Aging	508-255-6164
Falmouth Council on Aging	508-540-0196
Harbor Community Health Ctr. ...	508-778-0300
Harwich Council on Aging	508-430-7550
Mashpee Council on Aging	508-539-1440
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 Aging	508-228-4490
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 Aging	508-693-2896
Vineyard Health Care Access	508-696-0020
Yarmouth Council on Aging	508-394-7606