



SHIPs Provide Critical Services to Medicare Beneficiaries in Florida
In Florida, the SHIP Program is known as SHINE (Serving Health Insurance Needs of Elders)

SHIPs in Florida provide a network of free, unbiased, reliable, and personalized health benefits information.

- In Florida, SHIPs help Medicare beneficiaries make choices among a vast array of options that include an average of more than 20 prescription drug plans, 157 Medicare Advantage plans (including Special Needs Plans), as well as 25 insurance companies that offer 11 types of Medigap supplemental insurance policies in all 67 counties to offer approximately 14,740 plan choices statewide.
- In Florida, SHIP (also known as SHINE) volunteers also provide assistance with Medicare, Medicare Prescription Drug Plan choices, Medigap, Long-Term Care Insurance options, Medicare claims and appeals, billing issues, fraud and abuse, and enrollment into financial assistance programs to assist low-income beneficiaries with the costs associated with Medicare.
- In Florida, client contacts have increased by 40%, or 69,557 since 2010. In 2016, the Florida SHIP (SHINE) Program had 175,766 client contacts. Increases have ranged from 5-49% a year.

SHIPs in Florida provide community educational efforts and enrollment events.

- In Florida, SHIP hosted 69 enrollment events and 2,540 outreach events and activities to assist Medicare beneficiaries and their families in 2016.

SHIPs in Florida provided assistance to beneficiaries in greatest need, including those with disabilities and those facing language and cultural barriers.

- In Florida, 44% of SHIP contacts served beneficiaries with incomes below 150% of federal poverty level in 2016. Total served 175,766, with 77,794 below 150% of federal poverty level.
- In Florida, 18%, of SHIP contacts served beneficiaries with disabilities in 2016. Total served 175,766 with 32,258 receiving or applying for Social Security Disability or Medicare Disability.
- In Florida, 8% of SHIP contacts served beneficiaries that speak English as a second language in 2016. Total served 175,766 and 14,455 reported English as a second language

SHIPs provide critical resources and expertise to federal partners.

- The Social Security Administration, CMS, 1-800-Medicare, Medicare Advantage plans, Medicare Part D prescription drug plans, local and state agencies, and Congressional representatives and staff refer beneficiaries to SHINE. They include SHINE in their websites, publications, and correspondence to beneficiaries as the source of assistance when individuals need one-on-one assistance.
- In Florida, 20% client contacts were referred from federal partners. Total served 175,766 and 35,294 were referred from federal partners

Defunding SHIPs would harm Medicare beneficiaries in Florida.

- Defunding SHIPs would mean 4,161,936 beneficiaries in Florida and 57 million beneficiaries nationwide would no longer have access to free, unbiased, personalized Medicare counseling services.
- Defunding SHIPs would mean elimination of resources to recruit, train and organize volunteers that are crucial to SHIPs reach and one-on-one efforts. In Florida, 510 volunteers gave 71,505 hours to serve beneficiaries through SHIP in 2016. SHINE volunteers donated time valued over \$1,623,163.50 to helping Medicare beneficiaries (volunteer time valued at \$22.70 per hour in 2016) in 2016.