

<http://elderaffairs.state.fl.us/shine/docs/factsheet.pdf>

SHINE (Serving Health Insurance Needs of Elders)
1-800-963-5337

<http://www.floridashine.org>

Our Award-Winning SHINE Program Can Help You Understand Your Medicare and Other Health Insurance Choices

About SHINE

SHINE (Serving Health Insurance Needs of Elders) is a statewide, volunteer-based program offering free Medicare and health insurance education, counseling and assistance to people with Medicare and their families and caregivers. **SHINE** is funded through a grant from the

Centers for Medicare & Medicaid Services (CMS) and administered by the Florida Department of Elder Affairs. Our award-winning volunteers educate consumers and empower them to resolve problems and make informed decisions on health insurance issues.

SHINE

volunteers have assisted more than 600,000 people since the program's inception in 1993.

SERVICES

Volunteers in the **SHINE** program provide information, counseling and assistance on Medicare, Medicaid, Medicare supplemental insurance, long-term care insurance, prescription assistance and Medicare fraud. Counseling services are provided in person at counseling sites and via telephone. (The method varies by county.) Home visits can be arranged for homebound clients. In addition, **SHINE** has a strong community education and outreach component. Volunteers make educational presentations on Medicare and health insurance to a variety of community groups, and they disseminate information at hundreds of health and senior fairs throughout the state. Education and outreach activities focus on health promotion, beneficiary rights and consumer protection.

VOLUNTEERS

Approximately 400 volunteers throughout Florida provide **SHINE** services. **SHINE** volunteers have been honored with numerous awards, including the Davis Productivity Awards, J.C. Penney Community Service Awards, the State of Florida's Golden Choices Awards and the prestigious Beneficiary Services Award from the Centers for Medicare & Medicaid Services. Training and technical assistance are provided by the Department of Elder Affairs. Local support is provided by the Area Agencies on Aging and other local partners.

Mission Statement

To provide free and unbiased health insurance counseling through a dedicated network of volunteers, empowering Florida Seniors to make informed healthcare choices. **SHINE** (Serving Health Insurance Needs of Elders) is a program of the Florida Department of Elder Affairs, funded through a federal grant from the Centers for Medicare & Medicaid Services, and operated in partnership with the state's 11 Area Agencies on Aging.

VOLUNTEER OPPORTUNITIES

People from all backgrounds, with an interest in helping others and learning technical material, are encouraged to volunteer for the **SHINE** Program. A volunteer must be willing to donate a minimum of sixteen hours per month to the **SHINE** Program. Volunteers may perform a variety of functions, including individual counseling, education and outreach (community presentations, etc.) and supervision of local volunteer units. NOTE: Anyone holding an active insurance license in Florida (or with another clear conflict of interest) is not eligible to volunteer for **SHINE**.

COLLABORATIONS

The **SHINE** program maintains working relationships with all partners and stakeholders in the Medicare and health insurance fields, including the Centers for Medicare & Medicaid Services, the Agency for Persons with Disabilities, the Florida Department of Financial Services, the Medicare carriers and fiscal intermediaries, the Medicare Quality Improvement Organization, the Agency for Health Care Administration, the Department of Children & Family Services and the Social Security Administration.

FOR MORE INFORMATION:

To request **SHINE** services or inquire about volunteer opportunities with **SHINE** in your area, contact:

1-800-96-ELDER (1-800-963-5337)

The Florida Elder Helpline. For general information about **SHINE**, please contact:

The Florida Department of Elder Affairs
SHINE Program
4040 Esplanade Way, Suite 270
Tallahassee, FL 32399-7000
(850) 414-2000

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