

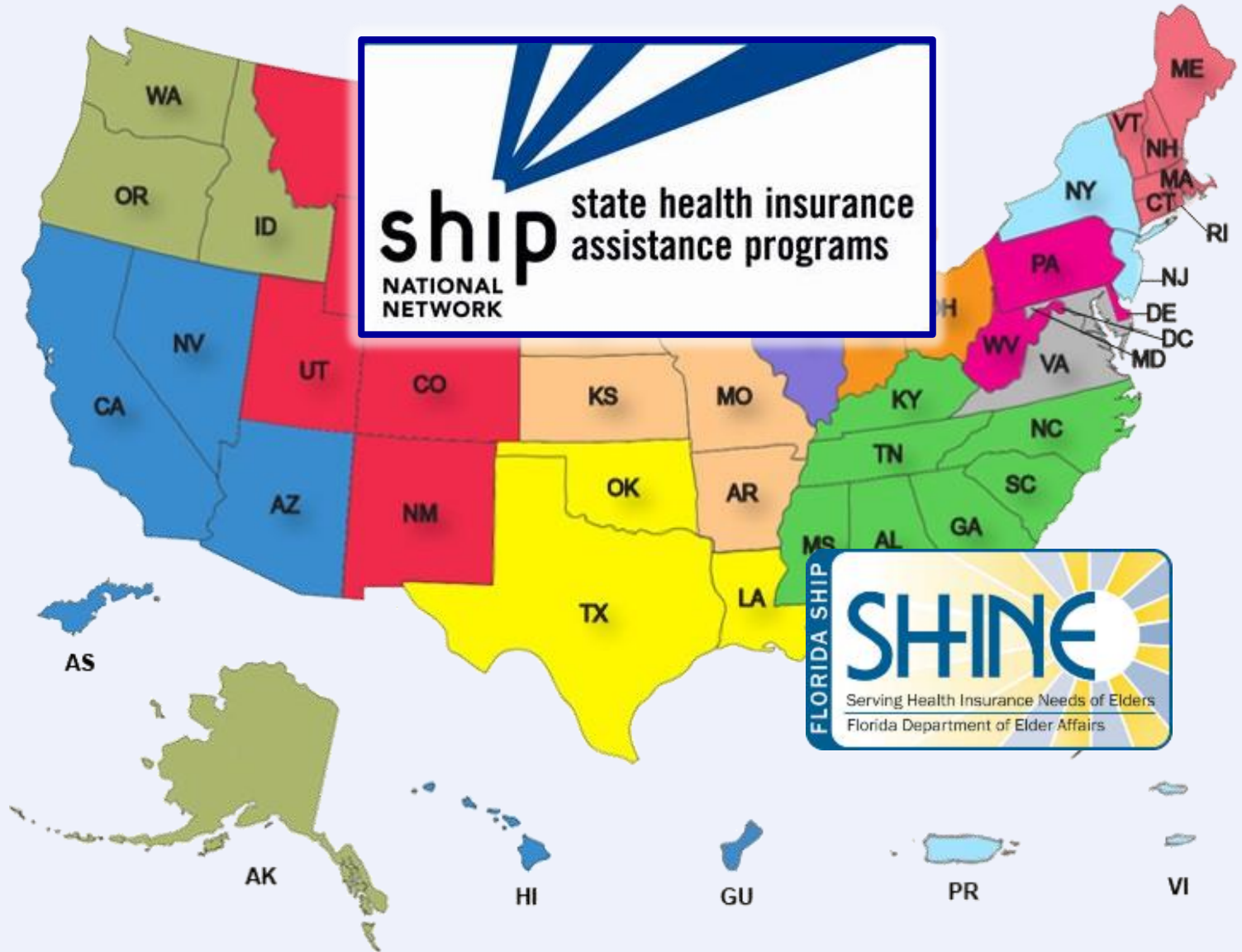
# SERVING HEALTH INSURANCE NEEDS OF ELDERS



Jeffrey S. Bragg  
Secretary, Department of Elder Affairs



Anne M. Chansler  
Statewide Program Director



In all 50 states and U.S. territories





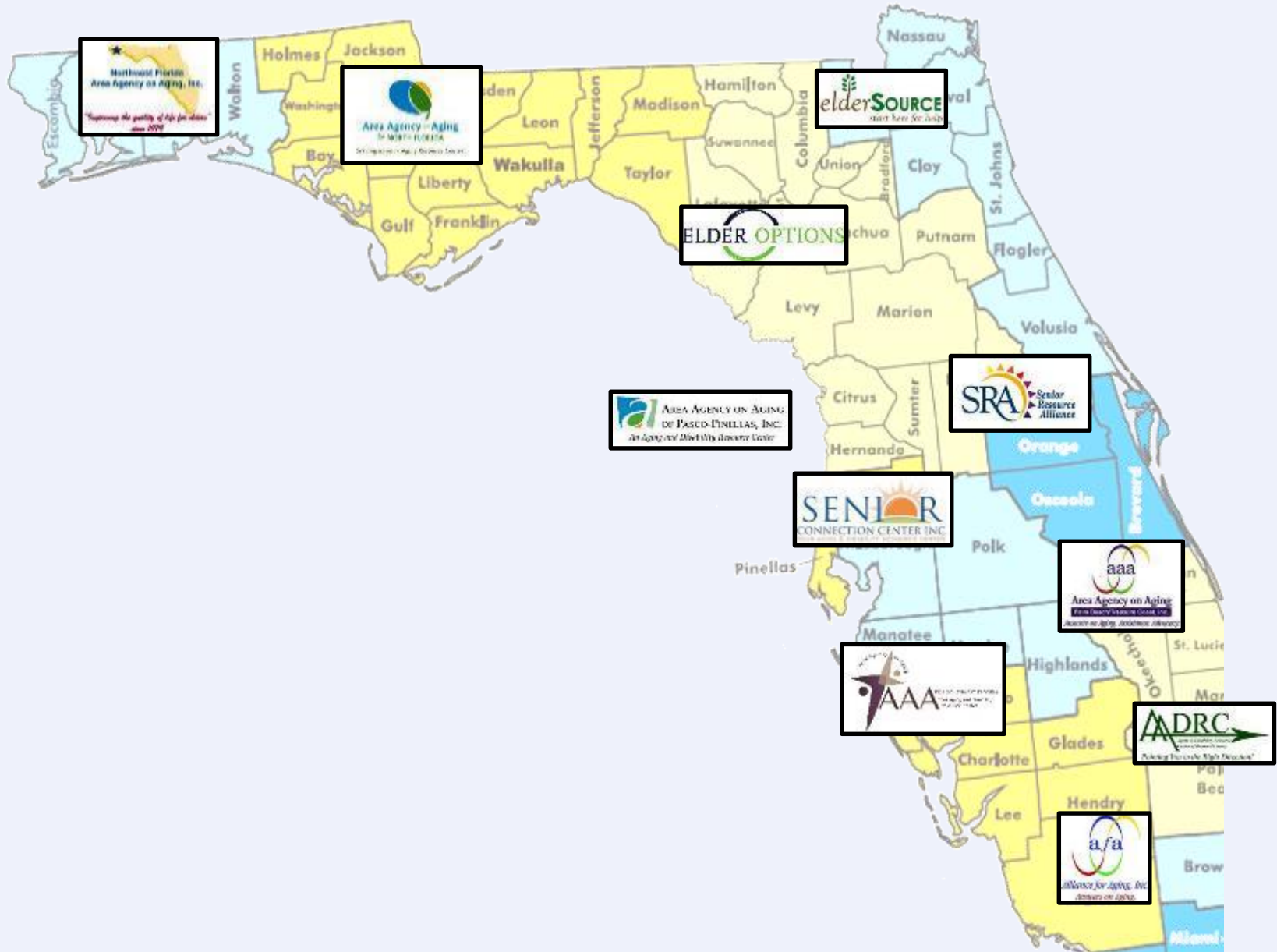
## **Mission**

**To help Florida's elders remain healthy, safe, and independent.**

## **Vision**

**All Floridians aging with dignity, purpose, and independence.**

# Aging and Disability Resource Centers



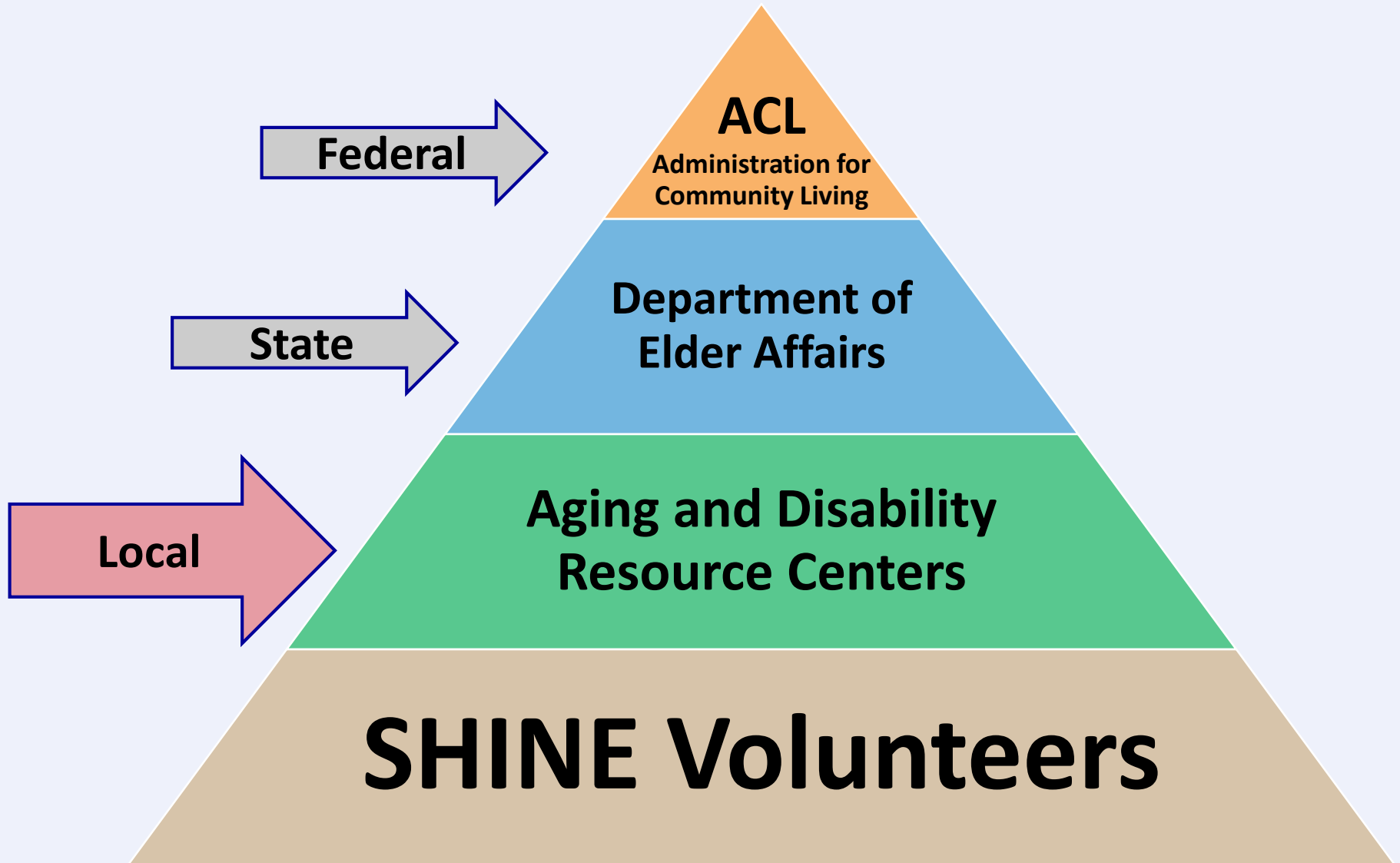




## **Mission**

To provide free and unbiased health insurance counseling through a dedicated network of volunteers, empowering Florida seniors to make informed healthcare choices.

# SHINE Program Structure





# Who does SHINE serve?



- Diverse groups of people
- Medicare beneficiaries and caregivers
- Those with disabilities
- Low-income
- Rural residents
- Non-English speaking
- **Veterans and Families**



**Counseling and  
assistance**

**Outreach and  
Educational  
presentations**



**How Does SHINE Provide Service?**

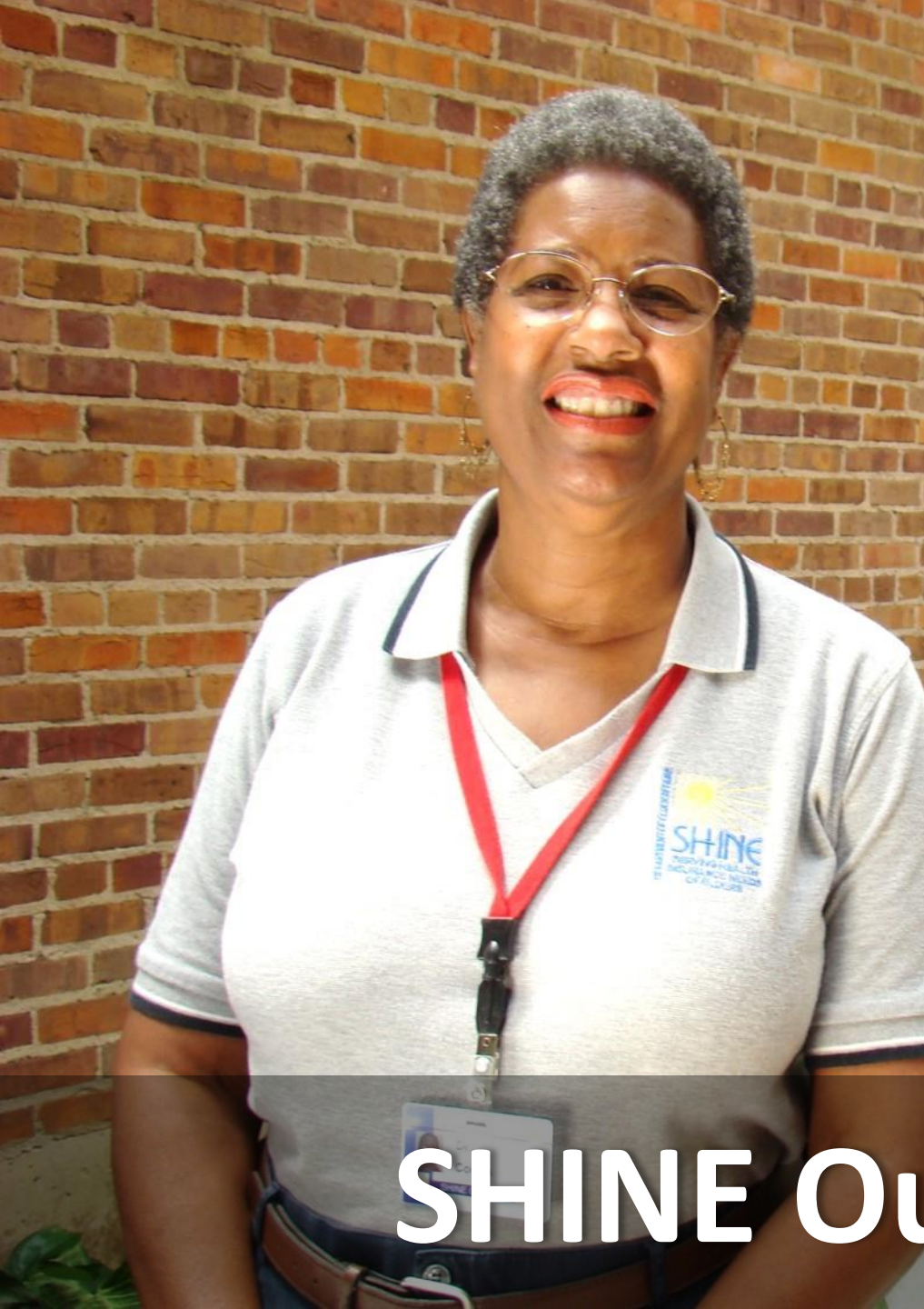


# Counseling and Assistance

*free, unbiased, confidential*

---

- Medicare options
- Plan comparisons
- Paperwork
- Applying for financial assistance
- Medicare enrollment
- Billing situations
- Appeals and grievance resolution



## Locations

- Health Fairs
- Community Events
- Senior Centers

## Activity

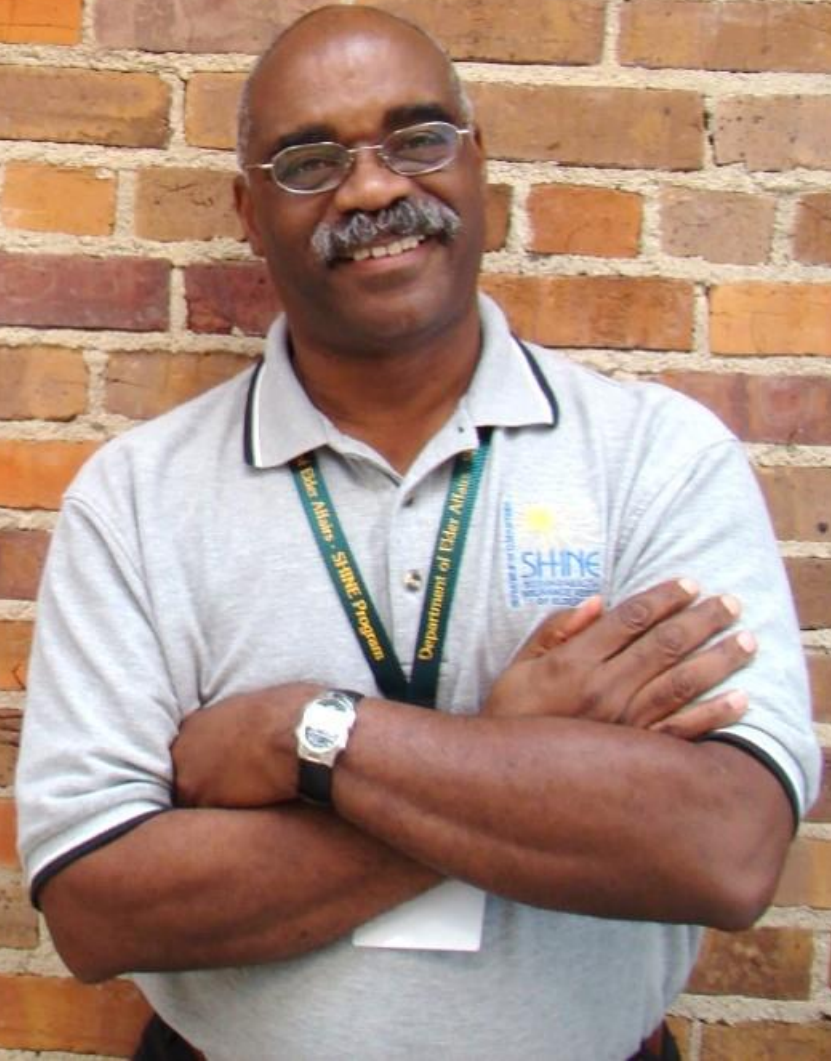
- Presentations
- Distribute materials
- Medicare Counseling
- Recruitment
- Develop partnerships

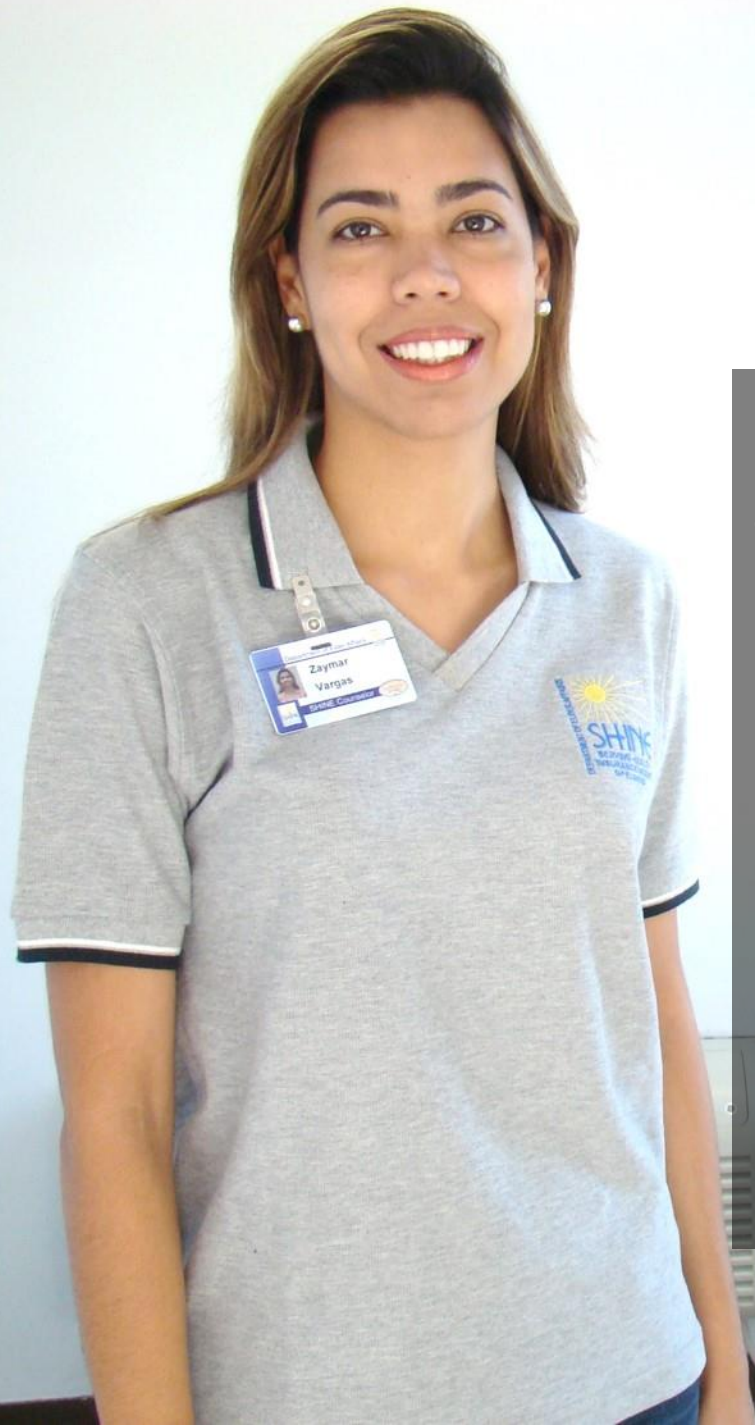
# SHINE Outreach

# SHINE Presentations

## Topics:

- The SHINE Program
- Medicare Basics
- Financial Assistance
- Coordination of Benefits
- Long Term Care Planning





## SHINE will not...

- Charge for any service
- Share your information
- Recommend any provider or insurance product
- Give legal advice
- Give medical advice
- Make decisions for you



- Diverse People
- Problem Solvers
- Helpers
- Communicators
- Computer Proficient
- Unbiased

Who are SHINE volunteers?



Make a Difference!



# What can SHINE do for Veterans and their Families

- Explain Medicare vs VA healthcare
- Explain Medicare Options and costs
- Why pay for Medicare?
- Explain TriCare for Life to Retirees
- Help apply for Medicaid and other Assistance Programs



# How to Contact SHINE



**Elder Helpline**  
**1-800-96-ELDER**  
**(1-800-963-5337)**



**[www.FloridaSHINE.org](http://www.FloridaSHINE.org)**

Contact the Local SHINE Program

Nick Ross

[ROSSN@AGINGRESOURCES.ORG](mailto:ROSSN@AGINGRESOURCES.ORG)

# Questions/Comments



# Thank you!

