



SHINE Partnerships

SHINE partners with a wide variety of organizations, including state and municipal agencies, senior centers, and libraries.

As a SHINE partner, you can support program outreach by distributing educational materials or displaying informative fliers at your location. Partners also assist by connecting their own clients or consumers who may benefit from SHINE services to the Program and may even complete the training to provide counseling services. SHINE partners can host presentations, trainings, and counseling sessions. Partners can also help to grow our SHINE network by recruiting SHINE volunteers and other partners.

In return, SHINE will publicize its partnership with your organization and provide education for your staff about SHINE, Medicare, and other benefit programs. SHINE counselors will provide your clients or consumers with Medicare and health insurance information in person or over the phone. SHINE can also offer your organization public presentations on a variety of Medicare topics.

Senior Medicare Patrol

The Senior Medicare Patrol (SMP) Program empowers seniors to prevent fraud.

Protect, Detect, and Report

PROTECT Protect yourself from Medicare errors, fraud, and abuse. Protecting your personal information is the best defense.

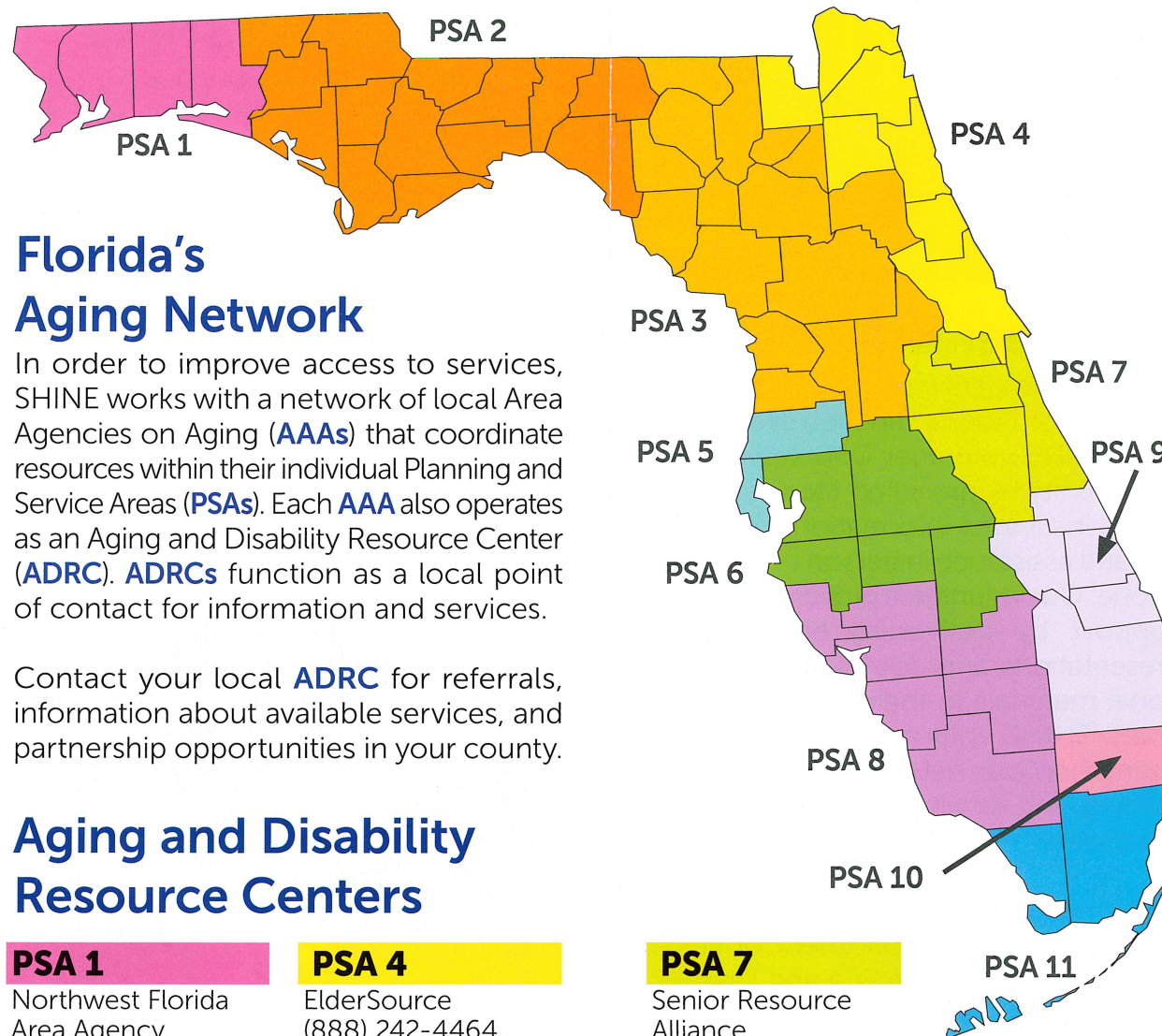
DETECT Learn to detect potential errors, fraud, and abuse. Even when you do everything right, there is a chance that you could be a target of Medicare fraud.

REPORT If you suspect that you have been a victim of Medicare fraud, report it immediately. Contact a SHINE SMP volunteer at 1-800-96-ELDER.

MIPPA Program

Paying for Medicare can be costly, but it doesn't have to be. The MIPPA (Medicare Improvements for Patients & Providers Act) Program may be able to help you. Benefits are available for qualified Medicare beneficiaries to help them save money on the following:

- Monthly Part D Drug Plan premiums;
- Co-pays for prescriptions;
- Monthly Medicare Part B premiums;
- Co-pays for Medicare services and visits; and
- Medicare deductibles.



Florida's Aging Network

In order to improve access to services, SHINE works with a network of local Area Agencies on Aging (**AAAs**) that coordinate resources within their individual Planning and Service Areas (**PSAs**). Each **AAA** also operates as an Aging and Disability Resource Center (**ADRC**). **ADRCs** function as a local point of contact for information and services.

Contact your local **ADRC** for referrals, information about available services, and partnership opportunities in your county.

Aging and Disability Resource Centers

PSA 1

Northwest Florida Area Agency on Aging
(866) 531-8011

PSA 4

ElderSource
(888) 242-4464

PSA 5

Area Agency on Aging of Pasco-Pinellas
(727) 217-8111

PSA 6

Senior Connection Center
(800) 336-2226

PSA 7

Senior Resource Alliance
(800) 936-2372

PSA 8

Area Agency on Aging for Southwest Florida
(866) 413-5337

PSA 9

Area Agency on Aging of Palm Beach/Treasure Coast
(866) 684-5885

PSA 10

Aging and Disability Resource Center of Broward County
(954) 745-9779

PSA 11

Alliance for Aging
(305) 671-6356

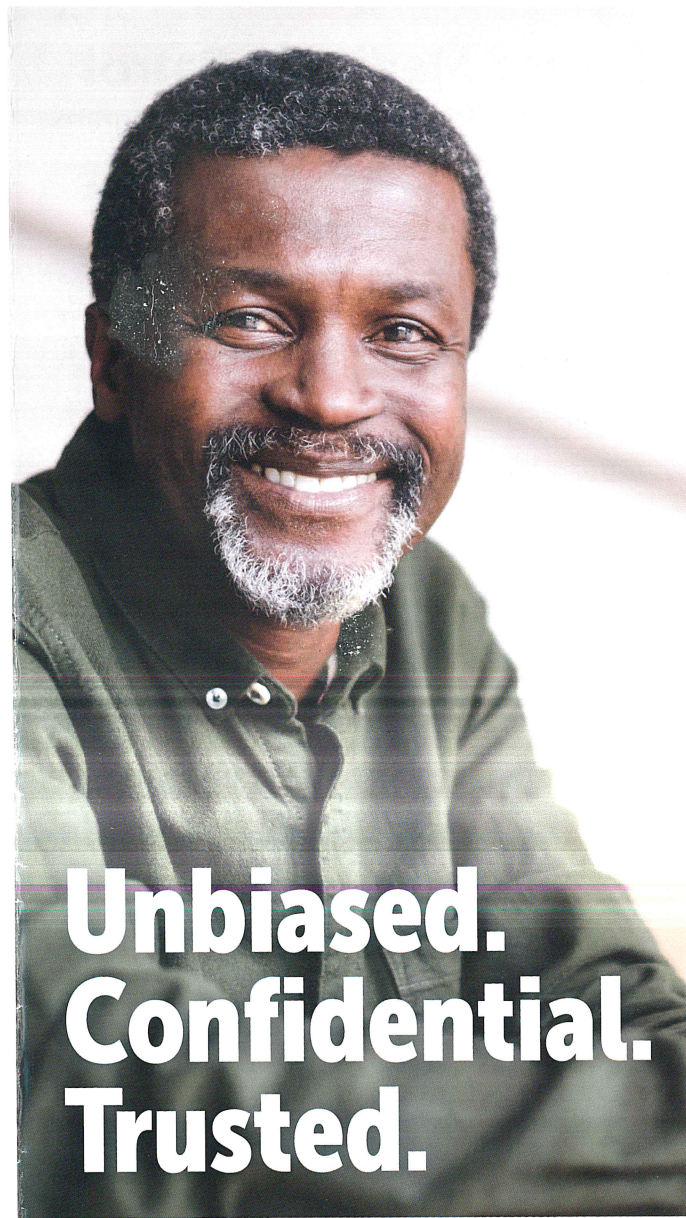


Where to Find SHINE

Follow us on social media to keep up with the latest news. On the SHINE website, you can submit a volunteer application; complete orientation; and find counseling sites, upcoming events, and Program fact sheets. Call us at the toll-free Elder Helpline or drop us an email.

FloridaShine.org
1-800-96-ELDER
(1-800-963-5337)

information@elderaffairs.org



Unbiased. Confidential. Trusted.



**Serving Health Insurance
Needs of Elders**

The SHINE Program

The SHINE (Serving Health Insurance Needs of Elders) Program provides Medicare and health insurance counseling and information from an unbiased source. SHINE's services are available to Medicare beneficiaries, their families, and caregivers.

SHINE counselors can do the following:

- Help you understand your Medicare benefits;
- Help you choose the Medicare Prescription Drug plan that best fits your needs;
- Answer your questions about Medigap, long-term care insurance policies, and other health insurance programs for seniors and individuals with disabilities;
- Assist you with your Medicare claims and appeals and other Medicare issues;
- Give you details about benefits available in your area and refer you to other helpful programs; and
- Offer educational presentations.

SHINE counselors are committed to helping you make informed choices regarding your Medicare benefits. Counselors are not affiliated with any insurance company and will not attempt to sell you insurance. All counseling records are strictly confidential.

Volunteer with SHINE

SHINE volunteers make a difference in the lives of Florida families every day. As a SHINE volunteer, you serve your community by providing Medicare and health insurance information, counseling, and assistance in person or over the phone. Our volunteers provide program support by delivering educational presentations and distributing promotional materials in their local communities. SHINE volunteers also work to strengthen our network by recruiting, training, and serving as leaders to other volunteers.

SHINE volunteers receive professional training from the Department of Elder Affairs and the local Aging and Disability Resource Center. Volunteering with SHINE provides an opportunity to learn new skills, meet new people, and gain knowledge about Medicare. Our volunteers experience the pride of being part of an award-winning team and the personal fulfillment of helping others.

To begin volunteering with SHINE, you will need to complete an application, participate in SHINE training, and agree to uphold the integrity of the SHINE program.