

SHINE (Serving the Health Insurance Needs of Everyone)

What is SHINE?

The SHINE Program (**S**erving the **H**ealth **I**nsurance **N**eeds of **E**veryone) is a state health insurance assistance program that provides free health insurance information, counseling and assistance to Massachusetts residents with Medicare and their caregivers. The SHINE Program is administered by the Massachusetts Executive Office of Elder Affairs in partnership with elder service agencies, social service and community based agencies and Councils on Aging. The program is partially funded by the federal agency Centers for Medicare & Medicaid Services.

What is a SHINE Counselor?

A committed volunteer who is trained and certified by the Executive Office of Elder Affairs in many areas of health insurance, including Medicare Part A, Part B, and Part D; Medigap insurance, Medicare HMOs, retiree insurance plans, prescription drug programs, Medicaid, Medicare assistance programs (QMB, SLMB and QI), and other programs for people with limited resources.

How Can a SHINE Counselor Help Me?

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.

Where can I find a SHINE counselor?

SHINE Counselors are available throughout the state at local Councils on Aging, senior centers, elder service agencies, hospitals and other community based agencies. SHINE counselors are available to meet with individuals in person through one-on-one counseling, via telephone, email and through public education presentations. To schedule an appointment with a counselor call: 1-800-AGE-INFO (1-800-243-4636) and press 3 or contact your local Regional SHINE Program Office or senior center at:

[SHINE Telephone Directory by Town](#)   .

How Can I Become a SHINE Counselor or Have a Counselor Work at My Agency?

If you would like to volunteer for the SHINE Program, or are interested in recruiting a SHINE Counselor for your site, please contact your local regional SHINE Program Director at: 1-800-AGE-INFO (1-800-243-4636).