



## Volunteering 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.



## Contacting SHINE at ElderSource

10688 Old St. Augustine Road  
Jacksonville, FL 32257

1-888-242-4464

1-904-391-6600  **ElderSource**  
*start here for help*

*Se Habla Español*

Fax: 904-391-6601

Email: [info@myeldersource.org](mailto:info@myeldersource.org)

**MYELDERSOURCE.ORG**



## Visit SHINE Online

Like us on Facebook 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.

**FLORIDASHINE.ORG**



**ELDERAFFAIRS.ORG**



**KNOW YOUR RIGHTS**  
Serving Health Insurance Needs Of Elders



**CONFIDENTIAL**

**TRUSTED**

Contact us for free, unbiased health insurance counseling.

## 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.

# Senior Medicare Patrol

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

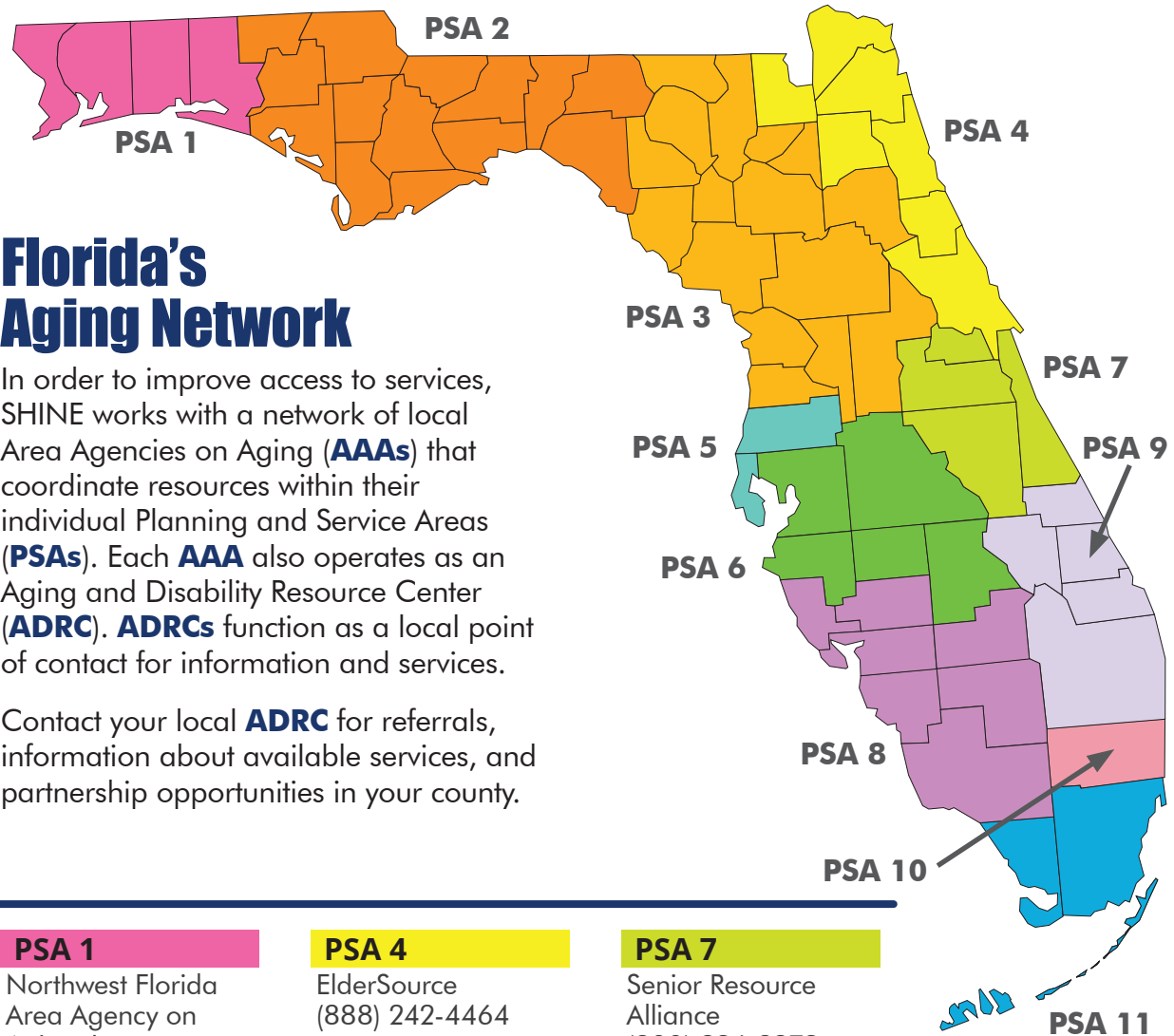
- Monthly Part D Drug Plan premiums;
- Co-pays for prescriptions;
- Monthly Medicare Part B premiums;
- Co-pays for Medicare services and visits; and
- Medicare deductibles.

# Partnership Opportunities

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.



# 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.

<p><b>PSA 1</b> Northwest Florida Area Agency on Aging, Inc. (866) 531-8011</p>	<p><b>PSA 4</b> ElderSource (888) 242-4464</p>	<p><b>PSA 7</b> Senior Resource Alliance (800) 936-2372</p>
<p><b>PSA 2</b> Area Agency on Aging for North Florida, Inc. (866) 467-4624</p>	<p><b>PSA 5</b> Area Agency on Aging of Pasco-Pinellas, Inc. (727) 217-8111</p>	<p><b>PSA 8</b> Area Agency on Aging for Southwest Florida (866) 413-5337</p>
<p><b>PSA 3</b> Elder Options (800) 262-2243</p>	<p><b>PSA 6</b> Senior Connection Center, Inc. (800) 336-2226</p>	<p><b>PSA 9</b> Area Agency on Aging of Palm Beach/Treasure Coast (866) 684-5885</p>
		<p><b>PSA 10</b> Aging and Disability Resource Center of Broward County, Inc. (954) 745-9779</p>
		<p><b>PSA 11</b> Alliance for Aging, Inc. (305) 670-6500</p>