



WHAT IS SHINE?

SHINE (**S**erving **H**ealth **I**nsurance **N**eeds of **E**lders) is a free program of the FLORIDA DEPARTMENT OF ELDER AFFAIRS. SHINE VOLUNTEER COUNSELORS help seniors and individuals with disabilities, their families and caregivers navigate the often difficult path of health insurance. SHINE counselors provide information and guidance on topics that include Medicare/Medicaid, long-term care insurance, supplemental insurance, prescription drug assistance and Medicare fraud. SHINE volunteers provide free, unbiased up to date information to help seniors make informed decisions about their health care options. Funded through a grant from the Centers for Medicare & Medicaid Services, the SHINE program offers confidential health insurance and prescription assistance counseling to Florida seniors at no cost.

SHINE volunteers assist clients in person at counseling sites, or by telephone, and in some cases, home visits for homebound clients. Additionally, SHINE volunteers are able to provide information through community outreach, educational presentations and Medicare enrollment events, and will refer clients to additional local resources through the Elder Helpline. By calling the Florida Elder Helpline toll-free at 1-800-96-ELDER (1-800-963-5337) or by visiting online at FloridaSHINE.org, the public will learn more about local SHINE events and where to meet with a SHINE volunteer in the local community.

FREE UNBIASED MEDICARE INFORMATION AND COUNSELING BY TRAINED SHINE VOLUNTEERS

CALL THE ELDER HELPLINE AT 1-800-96ELDER OR 1-800-963-5337 AND

ASK FOR THE SHINE SITE NEAREST YOU

Or visit online at www.floridaSHINE.org and click on your county.



MISSION STATEMENT: SHINE IS COMMITTED TO PROVIDING FREE AND UNBIASED HEALTH INSURANCE COUNSELING THROUGH A DEDICATED NETWORK OF VOLUNTEERS, EMPOWERING FLORIDA SENIORS TO MAKE INFORMED HEALTHCARE CHOICES.

CREATE A LINK TO WWW.FLORIDASHINE.ORG

HOW TO FIND A SHINE SITE NEAR ME....[CLICK ON THIS LINK](#)

I AM TURNING 65 AND DON'T KNOW HOW TO SELECT A MEDICARE SUPPLEMENT...[CLICK ON LINK](#)

I AM DISABLED AND CANNOT WORK....[CLICK ON LINK](#)

HOW TO REPORT MEDICARE FRAUD....[CLICK ON THIS LINK](#)

I NEED INFORMATION ON LONG TERM CARE....[CLICK ON THIS LINK](#)

I WANT TO VOLUNTEER FOR SHINE....[CLICK ON THIS LINK](#)

CONTACT SHINE....[CLICK ON THIS LINK](#)

CAN YOU ANSWER YES TO ONE OF THE FOLLOWING STATEMENTS?

- **I AM 65 YEARS OF AGE OR OLDER.**
- **I AM UNDER 65, BUT I HAVE CERTAIN DISABILITIES.**
- **I HAVE END-STAGE RENAL DISEASE (ESRD)**

IF SO, YOU ARE LIKELY ELIGIBLE FOR MEDICARE BENEFITS AND THE SHINE PROGRAM CAN HELP.

SHINE volunteers provide valuable information to Medicare beneficiaries, their representatives, the disabled, community groups and more.

SHINE volunteers offer counseling on:

- **Medicare Eligibility and Enrollment**
 - **Medicare Health Plan Choices**
 - **Medicare coverage issues and appeals**
 - **Supplemental Policies**
 - **Long-term Care Options**
 - **Prescription Assistance**
 - **Medicaid for dual-eligibles**
 - **Employer or Military Coverage issues**
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DID YOU KNOW?

- **You can apply for Medicare three (3) months before your 65th birthday.**
 - **You can enroll in Medicare through the Social Security Administration.**
 - **You may be eligible for Extra Help to pay Part D plan costs if you have limited income and resources.**
 - **You may access an array of Medicare-covered preventative services, like mammograms, colon cancer screening, diabetes screening, flu shot, glaucoma test, HIV screening, Pap test, prostate cancer screening, smoking cessation counseling, and much more.**
 - **You can actively prevent Medicare Fraud by learning how to read your Medicare Summary Notice.**
 - **You can get help understanding your rights and options from a SHINE volunteer counselor.**
 - **You can find the best supplement and prescription drug plans for your situation by consulting a SHINE volunteer counselor.**
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TO VOLUNTEER FOR SHINE (this for the volunteer tab)

If you enjoy interacting with people, learning new things and are willing to fill a serious need by volunteering, the SHINE program may have the perfect opportunity for you.

Here's how you can get started:

- Contact SHINE to request a volunteer packet and application
- Or click on this application form [\(link here\)](#)
- Complete required training on Medicare basics
- Commit to providing unbiased, confidential advice
- Be available to dedicate 16 hours each month to SHINE

In addition to saving Florida's seniors millions of dollars, dedicated SHINE volunteers have brought peace of mind to elders who are uncertain or confused about their options. Contact SHINE today and ask about becoming a volunteer.

HOW DO I CONTACT SHINE?

1-800-96ELDER

(1-800-963-5337)

FLORIDASHINE.ORG

(for the Medicare tab)

REVISED 2011 DATES for MEDICARE ENROLLMENT

Annual Election Period

Also known as *Part D Prescription Plan Enrollment*

October 15 thru December 7

Coverage begins January 1, 2012.

During this time beneficiaries may make changes to
Medicare Advantage or prescription drug plans for the following year (2012).

**Call SHINE to find a site near you and to schedule time with a
volunteer counselor.**

HOW DO I CONTACT SHINE?

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(1-800-963-5337)

FLORIDASHINE.ORG

(Links to Local Resources tab)

Transportation....Looking for safe, reliable transportation all over Florida? www.SafeandMobileSeniors.org/FindaRide.htm

SENIOR MEDICARE PATROL – call 866-357-6677 to register
Stop Health Care Fraud Training- Jan 30 and 31 – 10 AM to 4 PM both days

SHINE VOLUNTEER TRAINING – call 352-692-5264 to register
Orientation: Feb. 7 from 10 AM- 11 AM
Training: Feb. 21-23 from 9:30 AM to 4 PM each day.

SHINE PRESENTATIONS SKILLS TRAINING – call 352-692-5264 to register
March 1 from 10 AM to 4 PM

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