



About us

Statewide Health Insurance Benefits Advisors (SHIBA)

Who we are

SHIBA is part of the Washington State Office of the Insurance Commissioner's consumer protection services. We provide free, unbiased and confidential help with Medicare and health care choices.

One of 54 state health insurance programs (SHIP) in the U.S., SHIBA was the very first program in the nation. We've been in operation since 1979. We're the only SHIP that serves all ages.

Our team's an education and referral system

We're made up of:

- Community volunteer advisors
- Local sponsoring agencies
- Office of the Insurance Commissioner staff
- Other government agencies and community partners

How our volunteer advisors help consumers

- Assess health care coverage needs
- Determine general eligibility for health care coverage programs
- Evaluate and compare health plans and programs
- Provide enrollment help with Medicare
- Speak with 1-800 Medicare on clients' behalf
- Make referrals to other agencies and programs
- Collect and report possible fraud complaints

Who we serve

- All ages and backgrounds
- People with disabilities and specific diseases
- Seniors and pre-retirees
- Ethnic and multilingual populations
- Uninsured people
- Rural populations
- People with low income

SHIBA is a free, unbiased service of the:



Our mission

SHIBA provides free, unbiased information about health care coverage and access to help improve the lives of all Washington state residents. We cultivate community commitment through partnership, service and volunteering.

Let us help you!

1-800-562-6900 (statewide)

www.insurance.wa.gov/shiba

SHIBA facts

108,000+
Consumers we
educate statewide

94,000+
Consumers we assist
with one-on-one
counseling

250+
Training sessions we
provide to our
volunteer advisors

2,400+
Outreach events
we hold in
communities across
the state

19
Sponsor agencies
that serve all
counties

400+
Volunteers we
manage statewide



LOCAL HELP FOR PEOPLE WITH MEDICARE

This project was supported, in part by grant number 90SAPG0012-02, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201.

SHIBA is a free, unbiased service of the:

