



SHIIP Certificate Course

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NC DEPARTMENT OF
INSURANCE
SENIORS' HEALTH INSURANCE
INFORMATION PROGRAM



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SHIIP's Mission

To educate and assist consumers in making informed Medicare insurance decisions that optimize access to care and benefits;

Free, unbiased, comprehensive health insurance counseling;

Outreach presentations, distributing information, participating in health fairs, community events, etc.; and

Recruiting and training Volunteer and In-kind counselors to provide program services statewide.



Medicare

- Federal health insurance for people over 65 and some disabled
- Confusing
- Overwhelming
- Many moving parts



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NC SHIIP Framework

- North Carolina Department of Insurance

NCDOI



- Division of NCDOI
- Provide free unbiased health insurance information to Medicare beneficiaries

SHIIP



- Housed within human service agencies – Senior Center, Cooperative Ext., Dept. on Aging
- At least one site in each of NC's 100 counties
- Receive grant dollars to support SHIIP locally

Local Coordinating Site



- Appointed by each coordinating site agency

Certified SHIIP Coordinator



- Assist senior adults and individuals with disabilities in their community with questions regarding Medicare and Medicare-related products
- No conflict of interest

Certified SHIIP Volunteer



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Why Pharmacists?

- Trusted Resource to Seniors
- Ongoing Engagement
- Unbiased
- Holistic Approach



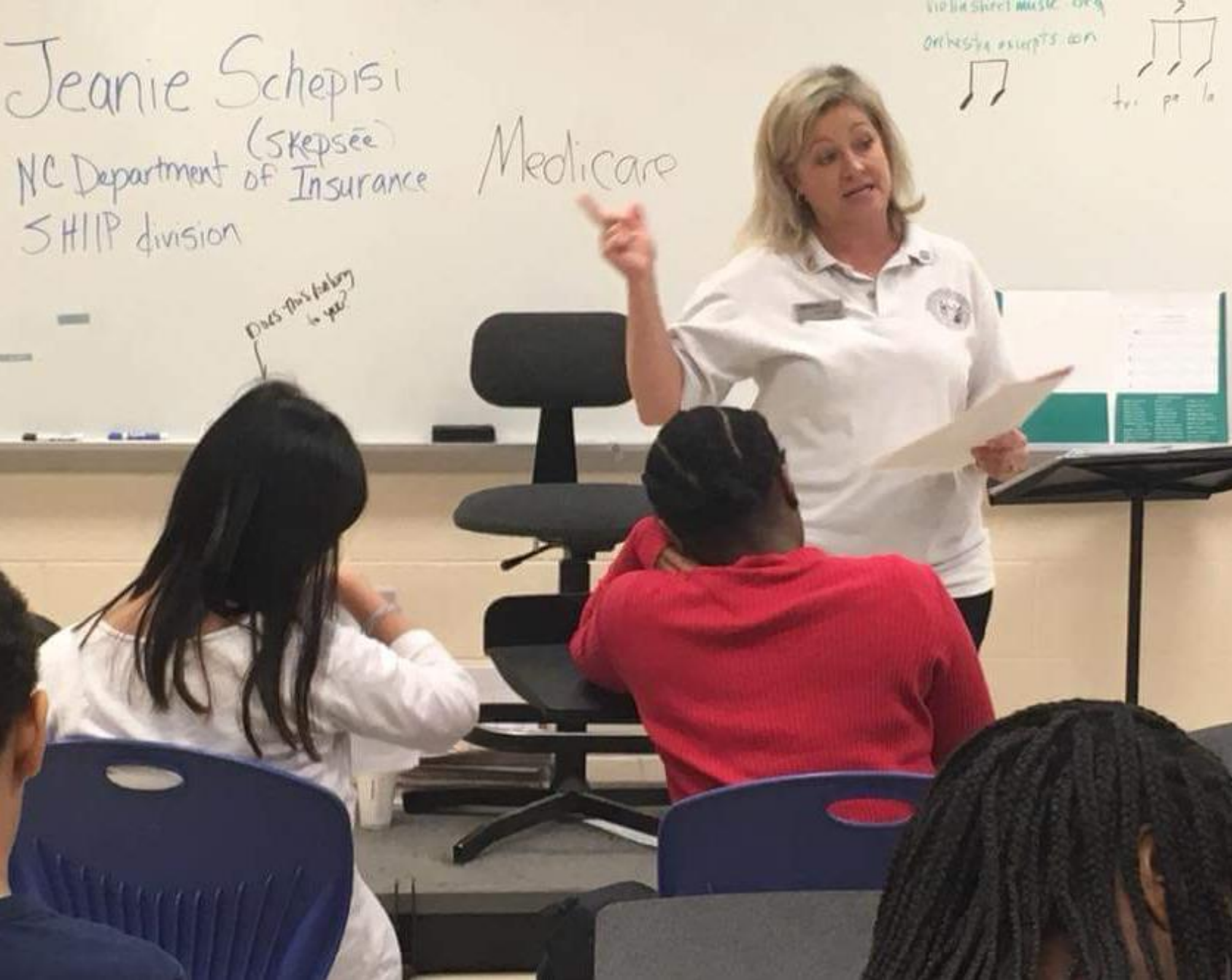


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Why SHIIP?

- Established Medicare training platform
- Easily incorporate into Longitudinal Patient Experience curriculum
- Build upon brand recognition
- Connection to community
- Enhance student experience and knowledge





SHIP Certificate Course

- Developed 16-week fall elective course at High Point University Fred Wilson School of Pharmacy
- Complete online National SHIP Training Program
- Leader-led classroom instruction
 - Case-based discussion; Medicare.gov utilization





Students then complete a minimum of 10 hours of open enrollment counseling and learn how to report the data.



“This class is a wealth of knowledge and an indescribable benefit to my PharmD. The patient population that is on Medicare is our largest demographic that we serve. To be able to help these individuals navigate the maze of Medicare is only going to help our profession become more trusted and valued.” Student Fall 2020

Outcomes 2018-2021

- 86 Students Certified
- 253 Clients Counseled
- \$172,000 in Savings!

I'm a SHIP Volunteer and
Helped Medicare Recipients Save

\$9,550

HIGH POINT UNIVERSITY
Fred Wilson School of Pharmacy

