What is SHIBA?

The Senior Health Insurance Benefits Assistance (SHIBA) program is a program that offers free, objective, and local one-on-one health insurance counseling and assistance to people with Medicare and their families. Certified counselors help people make informed decisions about their health insurance.

SHIBA counselors and volunteers:
- Provide information about Medicare, including what health and prescription drug plans are available.
- Help with Medicare appeals and complaints.
- Educate how to protect, detect, and report Medicare fraud, waste, and abuse.

What is Medicare?

Medicare is the federal health insurance program for people who are 65 or older, certain younger people with disabilities, and people with end-stage renal disease.

The parts of Medicare

Original Medicare
- Part A: Hospital coverage
- Part B: Medical coverage
- Part D: Prescription drug coverage
- Medicare supplement coverage (Medigap)

Medicare Advantage
- Part C: Medicare Advantage

OR

Medicare Advantage can also include:
- Retiree benefits (e.g., PERS)
- COBRA (in some cases)
- Tricare for Life/CHAMP VA
- Medicaid
- IHS (Indian Health Services)

SHIBA by the numbers*

184 active volunteers
31 grantee sites
6 state staff
23,530 volunteer hours
20,200 one-on-one counseling sessions
755 outreach and education events

*July 1, 2019 to June 30, 2020

County Enrollment County Enrollment
Baker 5,071 Lake 2,252
Benton 17,033 Lane 88,495
Clackamas 85,379 Lincoln 16,611
Clatsop 10,504 Linn 29,567
Columbia 12,023 Malheur 6,243
Coos 20,379 Marion 65,203
Crook 7,091 Morrow 2,189
Curry 9,247 Multnomah 127,596
Deschutes 45,126 Polk 18,277
Douglas 34,086 Sherman 529
Gilliam 547 Tillamook 8,215
Grant 2,286 Umatilla 14,533
Harney 1,991 Union 6,429
Hood River 4,333 Wallowa 2,466
Jackson 57,215 Wasco 6,411
Jefferson 5,441 Washington 89,755
Josephine 26,614 Wheeler 492
Klamath 17,673 Yamhill 21,528

In 2020, there are 868,860 Oregonians with Medicare