

## What is SHIBA?

The Senior Health Insurance Benefits Assistance program uses certified volunteer counselors to help people with Medicare make health insurance decisions.

Our program saves Medicare beneficiaries money by making sure they receive all possible benefits.

SHIBA is funded by a federal grant from the Centers for Medicare & Medicaid Services.

Free services are available to people with Medicare, their family members, caregivers, and advocates.

## SHIBA volunteers can help you

- Select a Medicare prescription drug plan
- Find out if you are receiving all possible benefits
- Compare supplemental health insurance policies
- Evaluate your need for long-term care insurance
- File an appeal or insurance complaint

## How to contact SHIBA

- Call the SHIBA volunteer site in your area listed on the other side of this brochure.
- Visit SHIBA's website: [www.oregonshiba.org](http://www.oregonshiba.org)  
Volunteers offer one-on-one counseling at community centers or in private homes.

The website contains detailed information on Medicare programs, and volunteer opportunities.

## Volunteer opportunities

SHIBA's success is built on a statewide network of trained volunteers. A good volunteer candidate:

- Enjoys helping others, is dependable, compassionate, and has good communication skills.
- Holds skills navigating a computer.
- Protects client confidentiality and has no conflict of interest.
- Completes training requirements and maintains proficiency.

Call 1-800-722-4134 or visit our website for a volunteer application.

## Contact information

### SHIBA Program

350 Winter St. NE, Rm. 330  
P.O. Box 14480  
Salem, Oregon 97309-0405

### Se habla español

Toll-free message line: 800-722-4134

Fax: 503-947-7092

E-mail: [shiba.oregon@state.or.us](mailto:shiba.oregon@state.or.us)

Website: [www.oregonshiba.org](http://www.oregonshiba.org)



LOCAL HELP FOR PEOPLE WITH MEDICARE



This publication was produced by the State of Oregon with financial assistance through a grant from the Centers for Medicare & Medicaid Services, the federal Medicare agency.

# Free Help with Medicare Information and Prescription Drug Plans



# SHIBA

Senior Health  
Insurance Benefits  
Assistance  
*State of Oregon*

# SHIBA volunteer sites

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## **Baker County**

SHIBA Central Office  
800-722-4134 (toll-free)

## **Benton County**

[www.csc.gen.or.us/rsvp.htm](http://www.csc.gen.or.us/rsvp.htm)  
Benton County RSVP  
541-812-0849

## **Clackamas County**

[www.co.clackamas.or.us](http://www.co.clackamas.or.us)  
Clackamas County Social Service  
Program/Volunteer Connection  
503-655-8269 (closed Fridays)

## **Clatsop County**

[www.nwsds.org](http://www.nwsds.org)  
NorthWest Senior & Disability Services  
503-861-4202  
800-442-8614 (toll-free)

## **Columbia County**

Washington County Disability,  
Aging & Veteran Services  
971-225-3838 (message)

## **Coos County**

Bandon Community Health Clinic  
541-329-0488, ext. 4

## **Crook County**

(see Deschutes County)  
877-704-4567 (toll-free)

## **Curry County**

[http://co.curry.or.us/rsvp/website/home\\_page.htm](http://co.curry.or.us/rsvp/website/home_page.htm)  
Curry County RSVP  
541-247-3280  
888-811-1521 (toll-free)

## **Deschutes County**

[www.councilonaging.org](http://www.councilonaging.org)  
Central Oregon Council on Aging  
541-678-5483  
877-704-4567 (toll-free)

## **Douglas County**

Douglas County RSVP/United  
Community Action Network  
541-492-2102  
Reedsport 541-271-9700

## **Gilliam County**

(see Wasco County)  
541-298-4101

## **Grant County**

SHIBA Central Office  
800-722-4134 (toll-free)

## **Harney County**

Harney County Senior Center  
& Community Services  
541-573-6024

## **Hood River County**

(see Wasco County)  
541-298-4101

## **Jackson County**

[www.retirement.org/rvmcs](http://www.retirement.org/rvmcs)  
Rogue Valley Manor Community  
Services RSVP  
541-857-7780

## **Jefferson County**

(see Deschutes County)  
877-704-4567 (toll-free)

## **Josephine County**

Josephine County RSVP/United  
Community Action Network  
541-956-4472

## **Klamath County**

Klamath Basin Senior Citizens Center  
541-883-7171

## **Lake County**

SHIBA Central Office  
800-722-4134 (toll-free)

## **Lane County**

Willamalane Adult Activity Center  
541-736-4421  
Campbell Senior Center  
541-682-5318

## **Lincoln County**

Lincoln County RSVP/Oregon  
Cascades West Council of Governments  
541-574-2684

## **Linn County**

[www.csc.gen.or.us/rsvp.htm](http://www.csc.gen.or.us/rsvp.htm)  
Linn County RSVP  
541-812-0849

## **Malheur County**

SHIBA Central Office  
800-722-4134 (toll-free)

## **Marion County**

[www.nwsds.org](http://www.nwsds.org)  
NorthWest Senior & Disability Services  
503-304-3479 (message)  
800-469-8772 (toll-free)

## **Morrow County**

(see Umatilla County)  
541-667-3507

## **Multnomah County**

[www.multco.us](http://www.multco.us)  
Aging & Disability Services Division  
503-988-3646

## **Polk County**

[www.nwsds.org](http://www.nwsds.org)  
NorthWest Senior & Disability Services  
503-831-0581  
866-582-7458 (toll-free)

## **Sherman County**

(see Wasco County)  
541-298-4101

## **Tillamook County**

[www.nwsds.org](http://www.nwsds.org)  
NorthWest Senior & Disability Services  
503-815-2062  
800-584-9712 ext. 2062 (toll-free)

## **Umatilla County**

Good Shepherd Medical Center  
541-667-3507

## **Union County**

SHIBA Central Office  
800-722-4134 (toll-free)

## **Wallowa County**

SHIBA Central Office  
800-722-4134 (toll-free)

## **Wasco County**

Mid-Columbia Council of Governments  
Area Agency on Aging (AAA)  
541-298-4101  
800-831-8217 (toll-free)

## **Washington County**

Disability, Aging & Veteran Services  
503-846-3094 (message)

## **Wheeler County**

(see Wasco County)  
541-298-4101

## **Yamhill County**

[www.nwsds.org](http://www.nwsds.org)  
NorthWest Senior & Disability Services  
503-472-9441  
866-333-7218 (toll-free)