



Training and Technical Assistance for SHIPs

Login at shiphelp.org. Access is role-based.

Counselor Certification

- Online courses: over 20 Medicare courses, from basic to complex
- Online certification: use course-connected tests or build state-specific tests
- On-demand Medicare answers at medicarehelp@shiptacenter.org (share with counselors at your discretion)

Medigap Plan Finder

Conduct individualized searches for plans and prices based on gender, age, tobacco status, and more.

Profiles and Practices

Searchable by keyword or category. Updated by SHIP directors, and includes successful practices.

Publications

- Monthly Medicare Minute education packages in English and Spanish
- Monthly newsletters
- Periodic fact sheets

STARS Support

Serving SHIP and MIPPA grantees with a user manual, tip sheets, office hours, and STARS answers at stars@shiptacenter.org.

Team Member Management

- Manuals, articles, sample procedures, and checklists for complying with the national Volunteer Risk and Program Management (VRPM) policies
- Volunteer management answers at vrpm@shiptacenter.org

Webinars

We offer role-based webinars on all the topics above and more.





Promoting SHIPs Nationally

shiphelp.org

This website explains SHIP services to the public and is visited nearly a million times annually. Our secondary address, shiptacenter.org, redirects to shiphelp.org.

Locator

- Orange buttons at shiphelp.org open a regional SHIP locator
- Callers at **877- 839-2675** who need local help are automatically geo-routed to their SHIP

Blog

Monthly posts, based on the Medicare Minute topic of the month, explain the SHIP role in Medicare.

Google

We purchase Google ads to boost traffic to the SHIP locator.

Videos

- Short SHIP promotion and volunteer recruitment videos
- Volunteer and client testimonials

Facebook Page

- Educates the public about the benefits of getting SHIP help and volunteering for SHIP
- Periodic paid ads to boost traffic
- facebook.com/SHIPTACenter

YouTube Channel

- Houses all our videos about SHIP
- Periodic paid ads to boost traffic
- youtube.com/@SHIP-Help



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