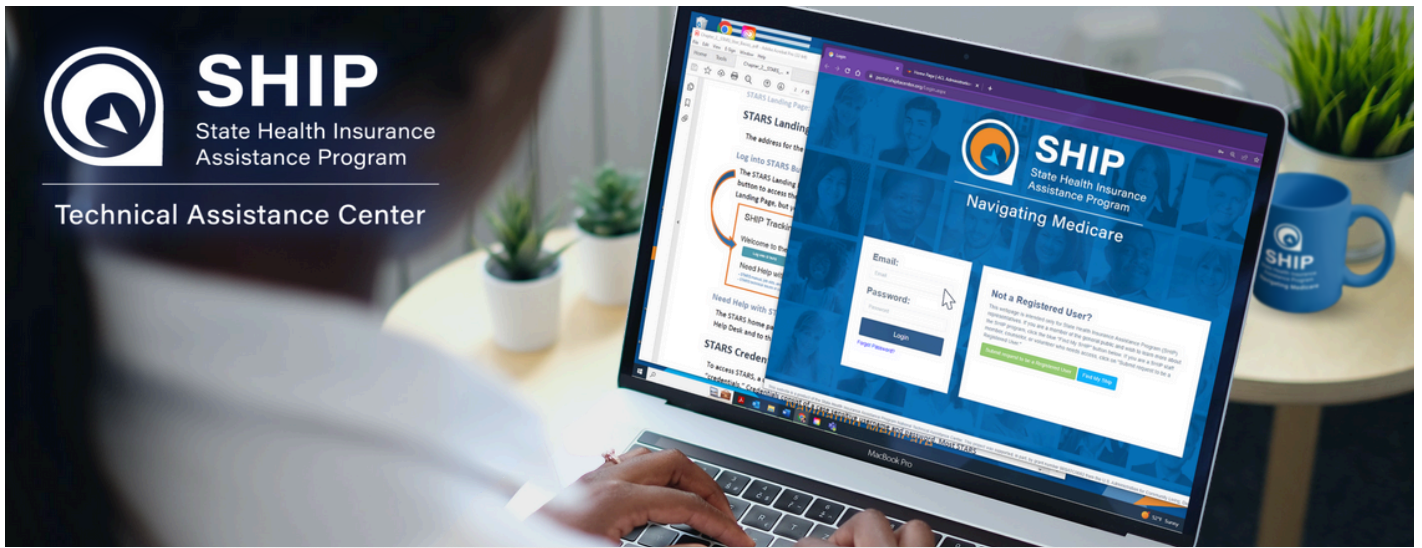




# SHIP

State Health Insurance Assistance Program

Technical Assistance Center



## Training and Technical Assistance for SHIPs

Login at [shiphelp.org](http://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](mailto: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](mailto: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](mailto: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](https://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](https://facebook.com/SHIPTACenter)

### YouTube Channel

- Houses all our videos about SHIP
- Periodic paid ads to boost traffic
- [youtube.com/@SHIP-Help](https://youtube.com/@SHIP-Help)



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