

What is SHIBA?

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

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

SHIBA is funded in part by a federal grant from the Administration for Community Living.

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

SHIBA counselors help

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

How to contact SHIBA

- Call the SHIBA counselor site in your County listed on the other side of this brochure.
- Visit SHIBA's website: oregonshiba.org
Counselors offer one-on-one counseling at community centers.

The website contains detailed information on Medicare programs and counseling opportunities.

Volunteer opportunities

SHIBA's success is built on a statewide network of trained volunteer counselors. 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 800-722-4134 or visit our website for a volunteer counselor application.

Contact information

SHIBA Program

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

Se habla español

Toll-free message line: 800-722-4134

TTY: 711 or 800-735-2900

Fax: 503-947-7092

Email: shiba.oregon@oregon.gov

Website: oregonshiba.org



LOCAL HELP FOR PEOPLE WITH MEDICARE



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Free Help with Medicare Information and Prescription Drug Plans



SHIBA

Senior Health
Insurance Benefits
Assistance
State of Oregon

SHIBA volunteer sites

Baker County

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

Benton County

RSVP of Linn, Benton, and
Lincoln Counties
Cascades West Council of Governments
541-812-0849

Clackamas County

Clackamas County Social Service
Program/Volunteer Connection
503-655-8269 (closed Fridays)

Clatsop County

nwsds.org
NorthWest Senior & Disability Services
503-861-4200
800-442-8614 (toll-free)

Columbia County

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

Coos County

coastcommunityhealth.org
Coast Community Health Center
541-347-2529, ext. 114

Crook County

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

Curry County

Curry County RSVP
541-247-3280
888-811-1521 (toll-free)

Deschutes County

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

RSVP/Community Volunteer Network
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

Lincoln County

RSVP of Linn, Benton, and
Lincoln Counties
Cascades West Council of Governments
541-574-2684

Linn County

RSVP of Linn, Benton, and
Lincoln Counties
Cascades West Council of Governments
541-812-0849

Malheur County

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

Marion County

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

multco.us
Aging & Disability Services Division
503-988-3646

Polk County

nwsds.org
NorthWest Senior & Disability Services
503-831-0581
866-582-7458 (toll-free)

Sherman County

(see Wasco County)
541-298-4101

Tillamook County

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

Wheeler County

(see Wasco County)
541-298-4101

Yamhill County

nwsds.org
NorthWest Senior & Disability Services
503-472-9441
866-333-7218 (toll-free)