



Western MA Regional SHINE Program

Lorraine York-Edberg

LifePath Regional SHINE Program Director

LifePath's SHINE Program Serving Medicare Beneficiaries of all ages in Franklin County, most of Hampshire County, and parts of Hampden and Worcester Counties

SHINE

Serving the Health Information Needs of
Everyone...with Medicare

Administered by
Executive Office of Elder Affairs
of Massachusetts

*The State Health Insurance Counseling Program for
Medicare Beneficiaries of All Ages and Elders*

Regional SHINE Programs

- 13 Regional SHINE Program in Massachusetts - Sponsors (COAs or ASAPs)
 - One toll-free telephone number reroutes calls to local programs **(800-AGE-INFO) 1-800-243-4636**
 - Regional SHINE Directors coordinate:
 - volunteer recruitment and supervision *
 - local media events
 - local educational presentations and forums
 - strategic planning, evaluation and reporting
 - We work with the Program to help us serve and reach the underserved populations
- * We are always looking for counselors to work in organizations serving Medicare beneficiaries and the non-speaking English population

[Training and Supervision]

- New Counselor Training and Certification
 - 13 day training session with client cases and final exam
- Mentoring for new counselors
- Ongoing supervision and support from regional directors
- Mandatory use of intake forms and monthly reporting
- Mandatory attendance to monthly updating and training meetings
- Annual Recertification

How Can A SHINE Counselor Help Medicare Beneficiaries?

- Provide materials to help explain Medicare Parts A, B, C and D
- Provide Information about supplementing Medicare with Medigap Policies or purchasing a Medicare Advantage-Prescription Drug Plan
- Explain how Medicare and MassHealth work together to provide health care coverage

How Can SHINE Help Cont'd

- Explain possible options to beneficiaries in an acute medical situation when their current insurance is not adequate.
 - Need to see specialist outside of their HMO Network
 - Need better coverage for Part B Drugs
 - Medication changes – Non Formulary

How Can a SHINE Counselor Help Medicare Beneficiaries?

- Assist With Drug Plan Comparisons to educate and inform clients about the Drug plan that best meets their needs – with the least restrictions
- Provide helpful information about Programs that can help your clients save money
 - Low income Subsidy
 - Prescription Advantage
 - Medicare Savings programs

The Structure of LifePaths SHINE Program Con't

At the regional office SHINE counselors are available daily to answer questions in regards to Medicare related information

- By phone
- One-on-one counseling appointments
- Home visits if needed
- Through email

Who's Who...

SHINE Regional Director:

Lorraine York-Edberg

Regional Office SHINE Counselors:

**Terri Aitken, Dennis Gemme, Henry Hardy,
Bonnie Telega, Kate Wadleigh and Ronnie
Williams**

Need Help In Other Locations?

- Clients can make an appointment to meet with a SHINE counselor at any of our counseling locations .

or

- Call the Regional Office in Greenfield Monday through Friday to speak with a counselor over the phone.

Where Are We?

We have counselors available by appointment at the following locations:

- Amherst COA
- Athol Senior Center
- Bernardston and Northfield COA's
- Cooley Dickinson Hospital
- Cummington and Huntington COA's
- Erving COA
- Upper Pioneer Valley Veterans Office
- Hilltown Community Health Centers
- STAVROS-Amherst
- Easthampton COA
- LifePath
- Bay State Franklin Medical Center
- Greenfield COA
- Hadley COA
- Hatfield COA
- Northampton COA
- Pelham COA
- Shelburne Falls COA
- Southwick COA
- Westfield COA
- Williamsburg COA
- Elm Terrace Senior Housing
- Orange COA at the Armory
- Athol Memorial Hospital

Current Status Of Our SHINE Program at LifePath

- Currently have 41 SHINE Counselors over the four counties we serve
- We have 11 new SHINE Counselors recently trained to assist in our community.
- We meet with about 4000 one on one in our service area annually

[Questions?]

We're here to help!!

There are counselors available at the Regional Office

Monday- Friday from 9 am-3 pm

413-773-5555, 978-544-2259 or
800-732-4636

The Structure of the Western MA Regional SHINE Program

The SHINE Regional Office is located at:

101 Munson St., Suite 201

Greenfield, MA 01301

413-773-5555, 978-544-2259 or 800-
732-4636