



PAT QUINN
Governor
MICHAEL T. McRAITH
Director

Illinois Department of Insurance

NEWS

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CONTACTS:
Anjali Julka (312) 814-0093
Louis G. Pukelis (312) 814-0778

Illinois Department of Insurance Announces Free, One-on-One Medicare Counseling Services

***Volunteers provide help with Medicare options in
northwestern Cook County; pre-registration is required***

CHICAGO – Governor Pat Quinn and the Illinois Department of Insurance announce free, one-on-one counseling services in northwestern Cook County to help educate Medicare-eligible individuals and their caregivers about available insurance options. The Department's Senior Health Insurance Program (SHIP) is conducting a series of counseling sessions statewide to assist Medicare-eligible individuals with the Medicare open enrollment season, which runs from November 15th through December 31st.

Governor Pat Quinn recently proclaimed the week of November 15 through November 19 as SHIP week to recognize the program's volunteers and the nearly 300,000 hours of free counseling provided to Illinois' Medicare beneficiaries.

Appointments are available on a first-come, first-served basis at the Palatine Township Senior Center in northwest suburban Palatine. SHIP volunteers are also available year-round to answer Medicare questions. For a list of SHIP volunteers in your area please visit the SHIP website at <http://insurance.illinois.gov/SHIP> or call SHIP toll-free at (800) 548-9034.

The SHIP session in Palatine is scheduled as follows:

**November 23
10 a.m. - 2 p.m.
Palatine Township Senior Center
505 S. Quentin Road
Palatine, IL 60067**

Through its staff and a network of hundreds of trained volunteers in more than 180 sites throughout the State, SHIP assists Illinoisans who have questions about or problems with:

- Medicare
- Medicare supplemental insurance

- Medicare Advantage Plans (HMO, PPO, and PFFS)
- Medicare claims and appeals
- Prescription drug coverage through Medicare and other sources
- Long term care insurance

Every SHIP office is volunteer-based and supported by local sponsoring organizations. In 2009 alone, SHIP volunteers provided over 54,000 hours of counseling, responded to more than 37,000 telephone calls, and saved Medicare beneficiaries an estimated \$16.2 million.

For more information about SHIP, including information about SHIP volunteers in your area, please visit the [SHIP Web site](#) or call the SHIP toll-free hotline at (800) 548-9034. You can also visit the Department of Insurance's Web site at www.insurance.illinois.gov or call our toll-free hotline at (866) 445-5364.

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