

**SHICK counseling is free, unbiased, confidential and available to anyone with questions about Medicare.**

**Trained counselors are available statewide to assist with:**

- Claims and appeals
- Fraud
- Prescription drug plans
- Medicare Advantage plans
- Supplemental Insurance (Medigap)
- Employer group plans as supplemental insurance
- Medicaid
- Other health insurance options
- Long-term care options
- Medicare Savings Programs
- Extra Help with prescription drug plans



## Contact Us

**503 S. Kansas Avenue  
Topeka, KS 66603  
785-296-4986  
1-800-432-3535  
[www.kdads.ks.gov](http://www.kdads.ks.gov)**

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*The Kansas Department for Aging and Disability Services (KDADS) does not discriminate on the basis of race, color, national origin, sex, age or disability. If you believe you have been discriminated against by either KDADS or a KDADS-funded program, please contact KDADS to receive additional information on filing a complaint: 1-800-432-3535 (voice); 1-800-766-3777 (TTY).*

# SENIOR HEALTH INSURANCE COUNSELING FOR KANSAS

**Helping Consumers  
Make Informed  
Decisions**



## Senior Health Insurance Counseling for Kansas (SHICK)

People with Medicare often have questions about health insurance but frequently they have limited resources to obtain objective information.

To address these needs, Congress created the State Health Insurance Assistance Programs (SHIPs). There is a SHIP in every state as well as Guam, Puerto Rico, the Virgin Islands and the District of Columbia. Senior Health Insurance Counseling for Kansas (SHICK) is the SHIP in Kansas, and is administered by the Kansas Department for Aging and Disability Services.

SHICK is a free, unbiased and confidential program that employs trained community counselors to answer questions about Medicare and other insurance issues.

### Mission

SHICK educates the public and assists consumers on topics related to Medicare and health insurance so they can make informed decisions.

## One-on-One Counseling

SHICK counselors receive training on all aspects of Medicare and other health insurance topics that concern Kansans. Counselors are available to meet with consumers for personalized counseling sessions, help with problems and questions, and provide support during the decision-making process. SHICK counselors will not recommend policies, companies or agents but will provide free, unbiased answers to the questions of consumers, their family members, and other caregivers.

The goal of our counselors is to educate and assist the public in making informed decisions about their health care options.

### Information and Education

An important role of the SHICK program is to provide outreach and education regarding health insurance options, benefits and choices. SHICK counselors and staff are available at the local, regional and statewide level. Counselors participate in a variety of outreach activities, including media awareness, public presentations and enrollment events.



## SHICK Agencies

### Central Plains Area Agency on Aging

Wichita, 855-200-2372  
or 316-660-7298  
<https://www.cpaaa.org>

### East Central Kansas Area Agency on Aging

Ottawa, 800-633-5621 or 785-242-7200  
<https://eckaaa.org>

### Jayhawk Area Agency on Aging

Topeka, 800-798-1366 or 785-235-1367  
<https://www.jhawkaaa.org>

### North Central Flint Hills Area Agency on Aging

Manhattan, 800-432-2703 or 785-776-9294  
<https://www.ncfhaaa.com>

### Northeast Kansas Area Agency on Aging

Hiawatha, 800-883-2549 or 785-742-7152  
<https://nekaaa.org>

### Northwest Kansas Area Agency on Aging

Hays, 800-432-7422 or 785-628-8204  
<https://nwkaaa.com>

### K-State Research & Extension - Sedgwick County

Wichita, 316-660-0126 or 316-660-0117  
<https://www.sedgwick.k-state.edu/aging-medicare/>

### Senior Resource Center for Douglas County

Lawrence, 785-727-7872; [medicare@yoursrc.org](mailto:medicare@yoursrc.org)  
<https://yoursrc.org>

### South Central Kansas Area Agency on Aging

Arkansas City, 800-362-0264 or 620-442-0268  
<https://www.sckaaa.org>

### Southeast Kansas Area Agency on Aging

Chanute, 800-794-2440 or 620-431-2980  
<https://www.sekaaa.com>

### Southwest Kansas Area Agency on Aging

Dodge City, 800-742-9531 or 620-225-8230  
<https://www.swkaaa.org>

### Wyandotte/Leavenworth Area Agency on Aging

Kansas City, 888-661-1444 or 913-573-8531  
<https://www.wycokck.org/Departments/Area-Agency-on-Aging>

## Questions About Medicare?

Call 1-800-860-5260

A SHICK counselor will be happy to help.

<https://www.kdads.ks.gov/SHICK>

