



# Tennessee's State Health Insurance Assistance Program (SHIP)

The **Tennessee State Health Insurance Assistance Program** is a statewide program that provides **free and objective counseling and assistance** to persons with questions or problems regarding Medicare and other related health insurances. In Tennessee, **SHIP** operates through the state's nine **Area Agencies on Aging & Disability (AAADs)**. These agencies offer a variety of services besides **SHIP**, all aimed at helping persons who are elderly and/or have disabilities to live better lives.

**SHIP** is funded by the **Centers for Medicare and Medicaid Services (CMS)**, an agency of the federal government under the **Department of Health & Human Services**. Every state, plus Washington, D.C. and two U.S. territories, has a **SHIP**.

We work to give accurate and helpful information. When we are not able to answer a question or solve a problem, we refer to other agencies and resources. We do our best to give consumers the help that they need.

**Get Your Medicare Questions Answered!**  
**Tennessee's State Health Insurance Assistance Program**  
**1-877-801-0044 (Toll-Free)**

## **MEDICARE**

Eligibility – Enrollment – Coverages – Billing – Medicare Advantage

## **MEDICARE SUPPLEMENT OR MEDIGAP INSURANCE**

10 Standard Plans – Enrollment Deadlines – Rights

## **MEDICARE & OTHER INSURANCE**

Employee Plans – Retiree Plans – VA – TRICARE for Life

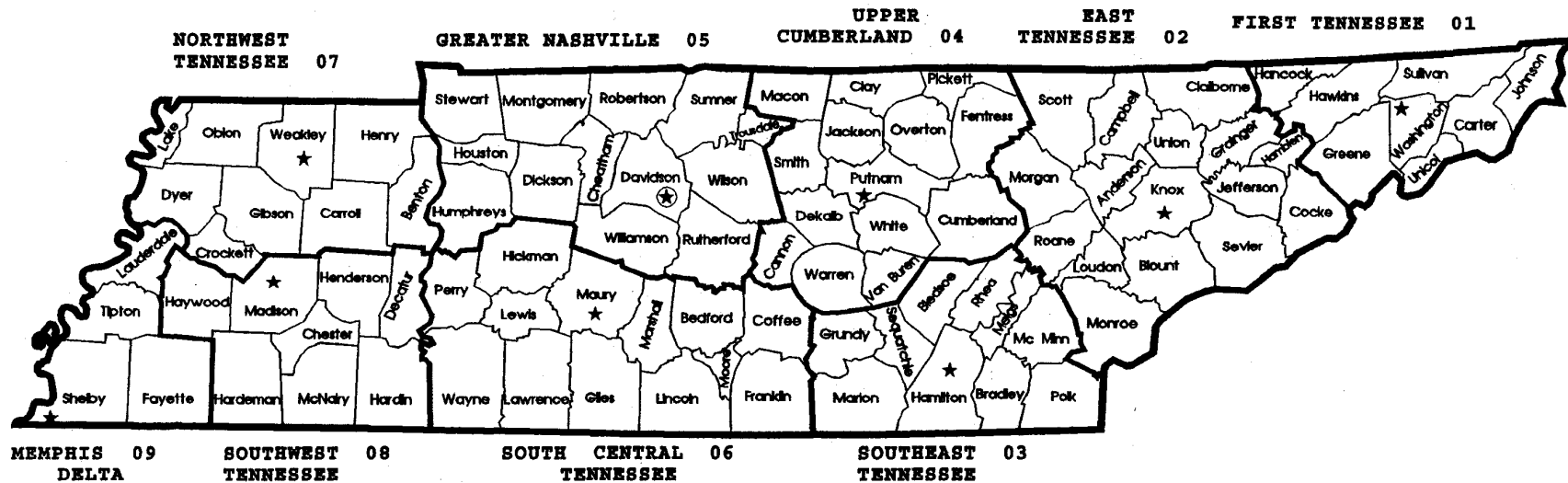
## **MEDICARE & MEDICAID/TENNCARE**

Staying in TennCare – Spend Down Medicaid – Grace Period

## **LONG-TERM CARE**

Buying Private LTC Insurance – Reverse Mortgage Information  
Nursing Home Medicaid

# TENNESSEE AREA AGENCIES ON AGING AND DISABILITY



**01 FIRST TENNESSEE AAAD**  
 First TN Dev. District  
 207 North Boone Street  
 Suite 800  
 Johnson City, TN 37604-5699  
 423-928-0224 FAX: 928-5209

**02 EAST TENNESSEE AAAD**  
 East TN Human Resource Agency  
 9111 Cross Park Drive  
 Suite D100  
 Knoxville, TN 37923-4517  
 865-691-2551 ext. 216  
 FAX: 531-7216

**03 SOUTHEAST TENNESSEE AAAD**  
 Southeast TN Dev. District  
 535 Chestnut Street  
 Suite 300 (37402-4949)  
 PO Box 4757  
 Chattanooga, TN 37405-0757  
 423-266-5781 FAX: 267-7705

**04 Upper Cumberland AAAD**  
 Upper Cumberland Dev. District  
 1225 South Willow Avenue  
 Cookeville, TN 38506-4194  
 931-432-4111 FAX: 432-6010

**05 GREATER NASHVILLE AAAD**  
 Greater Nashville Regional  
 Council  
 501 Union Street, 6th Floor  
 Nashville, TN 37219-1705  
 615-862-8828 FAX: 862-8840

**06 South Central TN AAAD**  
 South Central TN Dev. District  
 815 South Main St. (38401-3307)  
 PO Box 1346  
 Columbia, TN 38402-1346  
 931-381-2040 FAX: 381-2053

**07 NORTHWEST AAAD**  
 Northwest Dev. District  
 124 Weldon Drive (38237-1308)  
 PO Box 963  
 Martin, TN 38237-0963  
 731-587-4213 FAX: 588-5833

**08 SOUTHWEST AAAD**  
 Southwest TN Dev. District  
 Southwest TN Area Agency on  
 Aging and Disability  
 27 Conrad Drive, Suite 150  
 Jackson, TN 38305-2850  
 731-668-6403 FAX: 668-6421

**09 DELTA AAAD**  
 Aging Commission of the  
 Mid-south  
 2670 Union Avenue Extended  
 Suite 1000  
 Memphis, TN 38112-4416  
 901-324-6333 FAX: 327-7755