

Listed below are selected links and contact information for the State Medicaid plans. This information should be used to contact SHIP or Medicaid offices within individual states. It is recommended that the beneficiary contact their local SHIP (State Health Insurance Assistance Program) office for counseling on health care options for the plans that have been found to be beneficial to that individual.

State	State Health Insurance Program Name and Contact #	Medicaid Program Name	Contact Information
Alabama	Alabama Department of Senior Services 1-800-243-5463 or 1-800-AGELINE (334) 353-9636	Alabama Medicaid Agency	1-800-362-1504 501 Dexter Avenue Montgomery, AL 36104 http://www.medicaid.state.al.us/
Alaska	Alaska SeniorCare/Medicare Information and Referral Office 1-800-478-6065 In-State Calls Only (907) 269-3680	Alaska Medicaid State Program Division of Public Assistance; Dept. of Health & Social Services	(907) 465-5833 350 Main St., Suite 414 Juneau, Alaska 99811 http://www.hss.state.ak.us/dhcs/Medicaid/
Arizona	Arizona State Health Insurance Assistance Program (800) 432-4040 (602) 542-6446	Arizona Medicaid Arizona Health Care Cost Containment System (AHCCCS)	602-417-4000 In-state outside Maricopa County: 1-800-654-8713 Out of state: 1-800-523-0231 801 E. Jefferson Street Phoenix, AZ 85034 http://www.ahcccs.state.az.us/site/
Arkansas	State Health Insurance Program of Arkansas (800) 224-6330 (501) 371-2785	ConnectCare Arkansas Medicaid Organization	In-state toll-free: (800) 457-4454 Local and out-of-state: (501) 376-2211 Donaghey Plaza South P. O. Box 1437, Slot S401 Little Rock, Arkansas 72203-1437 https://www.medicaid.state.ar.us/
California	Health Insurance Counseling and Advocacy Program (HICAP) of California 1-800-434-222 In-State Calls Only (916) 323-0581	Medi-Cal Dept. of Health Services	1-800-541-5555 EDS Attn: CSU P. O. Box 13029 Sacramento, CA 95813-4029 http://www.medi-cal.ca.gov/
Colorado	Colorado State Health Insurance Assistance Program (888) 696-7213 (800) 544-9181 (303) 894-7552	Colorado Medicaid Department of Health Care and Financing	Denver Metro area – 303-866-3513 Toll free – 1-800-221-3943 Department of Health Care Policy and Financing 1570 Grant Street Denver, Colorado 80203 http://www.chcpf.state.co.us/
Connecticut	CHOICES 1-800-994-9422 In-State Calls Only (860) 416-7206	Connecticut Medical Assistance Program Dept. of Social Services	1-800-842-1508 State of Connecticut Department of Social Services 25 Sigoumey Street Hartford, CT 06106-5033 www.ct.gov
Delaware	ELDERinfo 1-800-336-9500 In-State Calls Only (302) 739-6266	Diamond State Health Plan Dept. of Health & Social Services	1-800-372-2022 100 Sunnyside Road Smyrna, DE 19977 http://www.dhss.delaware.gov/dss/medicaid.htm
District of Columbia	Washington, DC Health Insurance Counseling Project (HICAP) 202-739-0668 202-973-1079 (TTY)	Medical Assistance Administration (MAA)	(202) 442-5988 825 North Capitol Street, NE 5 th Floor Washington, DC 20002 www.dc.gov and follow the Medicaid links
Florida	SHINE (Serving Health Insurance Needs of Elders) (800) 963-5337 (850) 414-2060	Florida Medicaid Agency for Health Care Administration (AHCA)	(888) 419-3456 Agency for Health Care Administration 2727 Mahan Drive Tallahassee, FL 32308 http://www.fchc.state.fl.us/Medicaid

Georgia	GeorgiaCares (800) 669-8387 (404) 657-5334	Georgia Families Georgia Department of Community Health	800-766-4456 (toll-free) (404) 657-5468 Main Office: 2 Peachtree Street Atlanta, GA 30303 Office of Rural Health Services 502 Seventh Street South Cordele, GA 31015 www.georgia.gov and follow the Medicaid links.
Hawaii	PLUS (888) 875-9229 (808) 586-7299	Med-Quest Department of Human Services	Oahu 587-3540 Kapolei 692-7364 Hilo 933-0339 Kona 3274970 Maui 243-5780 Kauai 241-3575 Molokai 553-1758 Lanai 565-7102 STATE OF HAWAII. DEPARTMENT OF HUMAN SERVICES. http://www.med-quest.us/ Med-QUEST Division. P. O. Box 700190. Kapolei, Hawaii 96709-0190
Idaho	State Health Insurance Benefit Advisors (SHIBA) 1-800-247-4422 In-State Calls Only (208) 334-4350	Idaho Medicaid Medicaid Basic Medicaid Enhanced Medicaid Coordinated	Region 1 — (Benewah, Bonner, Boundary, Kootenai, Shoshone Counties) 1120 Ironwood Drive, Suite 102 Coeur d'Alene, ID 83814 208-769-1567 Region 2 — (Clearwater, Idaho, Latah, Lewis, Nez Perce Counties) 1118 "F" Street P.O. Drawer Lewiston, ID 83501 208-799-4430 Region 3 — (Adams, Canyon, Gem, Owyhee, Payette, Washington Counties) 3402 Franklin Road Caldwell, ID 83605-6932 208-455-7150 Region 4 — (Ada, Boise, Elmore, Valley Counties) 1720 Westgate Dr., Suite A Boise, Idaho 83704 208-334-0960 Region 5 — (Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka, Twin Falls Counties) 601 Pole Line Road, Suite 3 Twin Falls, ID 83301 208-736-3024 Region 6 — (Bannock, Bear Lake, Bingham, Caribou, Franklin, Oneida, Power Counties) 1070 Hilline Road Suite 260 Pocatello, ID 83201-2955 208-239-6260 Region 7 — (Bonneville, Butte, Clark, Custer, Fremont, Jefferson, Lemhi, Madison, Teton Counties) 150 Shoup Avenue, Suite 20 Idaho Falls, ID 83402 208-528-5750 24-hour Fraud Hotline: 1-866-635-7515 http://www.healthandwelfare.idaho.gov
Idaho continued			
Illinois	Senior Health Insurance Program of Illinois 1-800-548-9034 In-State Calls Only (217) 785-9021	Illinois Medicaid Illinois Department of Health & Family Services	1-800-447-4278 217-782-2570 201 South Grand Avenue East Springfield, Illinois 62763-0001 http://www.hfs.illinois.gov

Indiana	Indiana Senior Health Insurance Information Program 1(800) 452-4800 (317) 233-3475	Hoosier Healthwise Family and Social Services Agency (FSSA)	317-713-9627 1-800-457-9627 Regional Offices. Contact Customer Service http://www.indianamedicaid.com
Iowa	Senior Health Insurance Information Program (800) 351-4664 (515) 281-5705	Iowa Medicaid Dept. of Human Services	(515) 281-6899 or 1-800- 972-2017 County and City Offices: Contact the Field Support Number Above http://www.dhs.state.ia.us/
Kansas	Senior Health Insurance Counseling for Kansas (SHICK) (800) 860-5260 (316) 337-7386	Kansas Medicaid KS Health Policy Authority	1-800-792-4884 P.O. Box 3599 Topeka, KS 66601 http://www.khpa.ks.gov/MedicalAssistanceProgram
Kentucky	Kentucky State Health Insurance Assistance Program (877) 293-7447 (502) 564-7372	Kentucky Medicaid Cabinet for Health and Family Services	1-800-372-2973 Cabinet for Health and Family Services Office of the Secretary 275 East Main Street Frankfort, KY 40621 http://chfs.ky.gov/dms/
Louisiana	Louisiana Senior Health Insurance Information Program (800) 259-5301 (225) 342-5301	Louisiana Medicaid Bureau of Health Services Financing, Dept. of Health & Hospitals	1-888-342-6207 628 N. 4 th Street Baton Rouge, LA 70801 http://www.dhh.louisiana.gov/offices/?id=92
Maine	Maine Office of Elder Services (877) 353-3771 (207) 287-9234	MaineCare Department of Health and Human Services	1-800-977-6740 Office of MaineCare Services 442 Civic Center Drive 11 State House Station, Augusta, Maine 04333-0011 http://www.maine.gov/dhhs/bms/
Maryland	Maryland Senior Health Insurance Assistance Program (800) 243-3425 (410) 767-1100	Maryland Medicaid MD Department of Health & Mental Hygiene	1-800-977-738 Office of Health Services 201 West Preston Street Baltimore, Maryland 21201 www.dhmh.state.md.us/mma
Massachusetts	Serving Health Information Needs of Elders (Shine) (800) AGE-INFO (243-4636) (617) 222-7436	MassHealth Department of Health and Human Services	1-800-841-2900 One Ashburton Place, 11 th Floor Boston, MA 02108 http://www.mass.gov
Michigan	Michigan Medicare/Medicaid Assistance Program (MMAAP) (800) 803-7174 (517) 886-1242	Michigan Medicaid Agency	1-800-642-3195 Regional Offices, contact Customer Service http://www.mdch.state.mi.us/msa/mdch_msa/m_sahome.HTM
Minnesota	Minnesota Senior LinkAge Line (800) 333-2433 (651) 431-2605	Minnesota Medicaid Minnesota Dept of Human Services	1-800-657-3739 Offices by County, Contact Customer Service http://www.dhs.state.mn.us
Mississippi	Mississippi Insurance Counseling and Assistance Program (MICAP) (800) 948-3090 (601) 359-4929	Division of Medicaid	1-800-421-2408 Regional offices, Contact Customer Service http://www.dom.state.ms.us/
Missouri	CLAIM Program of Missouri (800) 390-3330 (573) 817-8320	HealthNet Department of Social Services	1-800-392-2161 The State of Missouri MO HealthNet Division 615 Howerton Court P.O. Box 6500 Jefferson City, MO 65102-6500 http://www.dss.state.mo.us/

Montana	Senior and Long Term Care Division of Montana (800) 551-3191 (406) 444-7870	Montana Medicaid Department of Public Health and Human Services	1-800-362-8312 Offices by County, Contact Customer Service http://medicaidprovider.hhs.mt.gov/
Nebraska	Nebraska State Health Insurance Information Program (800) 234-7119 (402) 471-2201	Nebraska Medicaid Nebraska Department of Health and Human Services	1-800-430-3244 Regional offices, Contact Customer Service http://www.hhs.state.ne.us/med/medindex.htm
Nevada	State Health Insurance Advisory Program of Nevada (800) 307-4444 (702) 486-3796	Nevada Medicaid Division of Health Care Financing & Policy	1-800-992-0900 Four Regional Offices in Carson City, Las Vegas, Elko, and Reno. Contact Customer Service http://dhcfo.state.nv.us/
New Hampshire	New Hampshire ServiceLink (866) 634-9412	New Hampshire Medicaid Services	1-800-852-3345 x8166 Medicaid Program 129 Pleasant Street Concord, NH 03301-3857 http://www.dhhs.nh.gov/DHHS/MEDICAIDPROGRAM
New Jersey	New Jersey Department of Health and Senior Services (800) 792-8820 (609) 943-3378	New Jersey Medicaid Medical Assistance and Health Services	1-800-356-1561 PO Box 360 Trenton, NJ 08625-0360 http://www.state.nj.us/humanservices/dmahs
New Mexico	New Mexico Aging and Long-Term Services Department (800) 432-2080 (505) 476-4746	New Mexico Medicaid New Mexico Human Services Department	1-888-997-2583 NM Human Services Department Medical Assistance Division P.O. Box 2348 Santa Fe, NM 87504-2348 http://www.hsd.state.nm.us/mad/
New York	Health Insurance Information, Counseling & Assistance (HIICAP) (800) 701-0501 (518) 408-1696	New York Medicaid Department of Health	1-800-541-2831 Offices by County, Contact Customer Service http://www.health.state.ny.us/health_care/medicaid/index.htm
North Carolina	Senior's Health Insurance Information Program (SHIIP) (800) 443-9354 (919) 807-6900	North Carolina Medicaid Division of Medical Assistance	1-800-662-7030 Offices by County, Contact Customer Service http://www.dhhs.state.nc.us/dma/
North Dakota	North Dakota Insurance Department (888) 575-6611 (701) 328-9604	North Dakota Medicaid Agency Department of Human Services	(800) 472-2622 600 East Boulevard Avenue, Dept 325 Bismarck N.D. 58505-0250 http://www.nd.gov/dhs/services/medicalsev/medicaid/
Ohio	Ohio Senior Health Insurance Information Program (OSHIIP) 1-800-686-1578 (614) 644-3399	Ohio Medicaid The Ohio Department of Job and Family Services	1-800-324-8680 Offices by County, Contact Customer Service http://ifs.ohio.gov/ohp/
Oklahoma	Oklahoma Senior Health Insurance Counseling Program (SHICP) (800) 763-2828 (405) 521-6628	Oklahoma Medicaid OK Health Care Authority	1-800-522-0310 4545 N. Lincoln Blvd, Ste. 124 Oklahoma City, OK 73105 http://www.ohca.state.ok.us/
Oregon	Oregon Senior Health Insurance Benefits Assistance (SHIBA) 1-800-722-4134 In-State Calls Only (503) 947-7263	Oregon Health Plan Department of Medical Assistance Programs	1-800-527-5772 Division of Medical Assistance Programs Administrative Office 500 Summer Street NE Salem, OR 97301-1079 http://www.oregon.gov/DHS
Pennsylvania	APPRISE (800) 783-7067 (717) 783-8975	Pennsylvania Medicaid Office of Medical Assistance Programs(OMAP)	1-800-692-7462 Health & Welfare Building, Room 515 PO Box 2675 Harrisburg, PA 17105-2675 http://www.dpw.state.pa.us/omap/dpwomap.asp

Rhode Island	Rhode Island Senior Health Insurance Program No toll-free number (401) 462-0508	Rhode Island Medicaid Department of Human Services	1-800-984-8989 24 Commerce Street Pawtucket, Rhode Island 02860 http://www.dhs.state.ri.us/
South Carolina	Bureau of Senior Services of South Carolina (800) 868-9095 (803) 734-9902	South Carolina Medicaid South Carolina Department of Health and Human Services	1-888-549-0820 Department of Health and Human Services P.O. Box 8206 Columbia, SC 29202 http://www.dhhs.state.sc.us/dhhsnew/index.asp
South Dakota	Senior Health Information and Insurance Education (SHIINE) (800) 536-8197 (605) 333-3314	South Dakota Medicaid South Dakota Department of Social Services	1-800-452-7691 Regional offices, Contact Customer Service http://dss.sd.gov/
Tennessee	Tennessee Commission on Aging and Disability (TCAD) (877) 801-0044 (615) 741-2056	TennCare Bureau of TennCare	1-866-311-4287 310 Great Circle Road Nashville, TN 37243 http://www.state.tn.us/tenncare/
Texas	Department of Aging and Disabilities Services (DADS) (800) 252-9240 (512) 438-4205	Texas Medicaid Program Texas Health and Human Services Commission	1-877-541-7905 Texas Health and Human Services Commission Office of the Ombudsman, MC H-700 P.O. Box 85200 Austin, TX 78708-5200 http://www.hhsc.state.tx.us/medicaid
Utah	Aging and Adult Services (800) 541-7735 (801) 538-3910	Utah Medicaid Program Utah Department of Health	1-800-662-9651 Cannon Health Building 288 North 1460 West Salt Lake City http://hlunix.hl.state.ut.us/medicaid/
Vermont	Medicare Help VT (800) 642-5119 (802) 751-0428	Vermont Medicaid Department for Children and Families	1-800-250-8427 Offices by District, Contact Customer Service http://www.dsw.state.vt.us
Virginia	Virginia Insurance Counseling and Assistance Program (VICAP) (800) 552-3402 (804) 662-7050	Virginia Medicaid Dept. of Medical Assistance Services	804-786-7933 Offices by County, Contact Customer Service http://www.dss.state.va.us/benefit
Washington	Statewide Health Insurance Benefits Advisors 1-800-562-6900 (206) 389-2752	Washington Medicaid State Medical Assistance Administration	1-800-562-3022 Customer Service Center P.O. Box 45505 Olympia, WA 98504-5505 http://fortress.wa.gov/dshs/maa/
West Virginia	Bureau of Senior Services of West Virginia (877) 987-4463 (304) 558-2241 x17	Mountain Health Choices Bureau for Medical Services	304-558-1700 Offices by County, Contact Customer Service http://www.wvdhhr.org/bms/
Wisconsin	State Health Insurance Assistance Program of Wisconsin 1-888-701-1255	Wisconsin Medicaid Dept. of Health and Family Services	1-800-362-3002 Offices by County, Contact Customer Service http://dhfs.wisconsin.gov/medicaid1
Wyoming	State Health Insurance Information Program of Wyoming (800) 856-4398 (307) 856-6880	EqualityCare Wyoming Department of Health	307-777-7531 Office of Medicaid Qwest Building 6101 Yellowstone Rd, Ste 210 Cheyenne, WY 82002 http://wyequalitycare.acs-inc.com/