



**SHIBA Helpline** is a statewide network of trained volunteer advisors who offer free assistance to residents. SHIBA advisors are trained to help residents of all ages and backgrounds with questions about health insurance, health care access and prescription drug plans. Advisors have up-to-date information on most health care insurance programs. They can answer questions and help with problems or fraud.

We provide SHIBA Helpline service to the residents of Cowlitz, Wahkiakum or Lewis Counties. We invite you to look inside this brochure for more important details.



**SHIBA Helpline  
is hosted locally by:**

**Lower Columbia CAP**  
1526 Commerce  
Longview WA 98632  
360-425-3430, Ext. 304  
800-383-2101, Ext. 304  
[www.lowercolumbiacap.org](http://www.lowercolumbiacap.org)

Statewide SHIBA Helpline  
800-562-6900



# Free Assistance To Help Answer Questions About Health Insurance



Plus information about free health insurance for children:



**Washington Apple  
Health for Children**



The **SHIBA Helpline** is a free and confidential service sponsored by the Washington State *Office of Insurance Commissioner*. SHIBA Helpline volunteer advisors are impartial, they have no affiliation with any insurance company or product, and they are not selling anything.

Advisors are available to meet with residents either in person or by telephone. Appointments are scheduled in private cubicles at Lower Columbia CAP in downtown Longview.

To schedule an appointment with a local SHIBA advisor, please call 360-425-3430 Ext. 304. Lewis County? Call 800-383-2101, Ext. 304, or statewide 1-800-562-6900.

### SHIBA Helpline Can Help You:

- √ Find health insurance
- √ Understand your rights
- √ Assist with enrollment
- √ Understand Medicare Part D
  - √ Process bills
- √ Evaluate and compare plans
- √ File complaints/appeals
- √ Report Medicare or Medicaid fraud



## Free Health Insurance for Children

### “Washington Apple Health for Kids”

The **Washington Apple Health for Kids** health insurance program provides **medical, dental, vision and mental health benefits** to children under age 19 through the Medicaid and S-CHIP programs. This is affordable health insurance offered by the Department of Social and Health Services (DSHS) for children in Washington State.

- The insurance is free or low-cost depending on a family’s gross monthly income
- The insurance is available to citizens and non-citizen children
- There are no deductibles or co-pays

A family’s gross monthly income and number of qualifying children are the determining factors whether they qualify for the coverage – and at which level of coverage:

**For lowest income families, the coverage is free.** This coverage is Medicaid and can be used in addition to any private health insurance your child has.

**For families with a slightly higher monthly income, the monthly cost is just \$20 per child, and a \$40 per month family maximum.** *This low-cost program cannot be used in addition to any private health insurance your child may have.*

**Families earning a higher monthly income receive coverage for just a monthly cost of \$30 per child, with a \$60 per month family maximum.** *This low-cost program cannot be used in addition to any private health insurance your child may have.*

**Who to contact:** For more details or to determine if your family qualifies, please call the local **SHIBA Helpline** office at Lower Columbia CAP, 360-425-3430, extension 304.