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NEWS RELEASE

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**IDAHO DEPARTMENT OF INSURANCE CHANGES SHIBA
REGIONAL BOUNDARIES**

BOISE ID (May 5, 2014) – The Idaho Department of Insurance has changed the regional boundaries served by its Senior Health Insurance Benefits Advisors (SHIBA) office to more evenly distribute the number of coordinators among Medicare eligible beneficiaries and provide better service throughout the state.

“This change will allow our staff to specialize and continue to offer superior customer service,” says Department Director Bill Deal. “The new boundaries will enable SHIBA staff to reach larger numbers of clients and will be a more efficient use of resources.”

The Department will add one coordinator each to the Coeur d’Alene and Pocatello offices. Medicare beneficiaries currently being served by the Twin Falls office will be served by the Treasure Valley or Eastern Idaho regions. The Twin Falls office will close as of May 30, 2014.

Medicare beneficiaries are encouraged to use the SHIBA call center, 800-247-4422. Call center personnel can schedule individual counseling appointments, provide basic Medicare counseling and refer beneficiaries to appropriate resources.

SHIBA is part of a network of state health insurance programs across the United States, funded in part by the Centers for Medicare and Medicaid Services, and is part of the Idaho Department of Insurance. SHIBA coordinators and volunteers offer free and unbiased information, counseling and assistance regarding Medicare.

About the Department of Insurance

The Idaho Department of Insurance has been regulating the business of insurance in Idaho since 1901. The mission of the Department is to equitably, effectively and efficiently administer the Idaho Insurance Code and the International Fire Code. For more information, visit www.doi.idaho.gov.

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