

## **Insurance Counseling, VICAP and Medicare Part D**

Age Requirements

60+

Available 24/7

No

Other Eligibility Criteria

Individuals age 60 years and older, residing in service area.

Family

No

Intake Contact

Mary Parham

Intake Contact Email

[info@seniorsfirst.info](mailto:info@seniorsfirst.info)

Intake Process

Call for an appointment.

Provider Refer

Yes

Self Refer

Yes

Seniors First, The Shenandoah Area Agency on Aging

<https://seniorsfirst.info/>

Main

(540) 635-7141

207 Mosby Lane

22630 VA

United States

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-4:00 pm

Saturday: Closed

Sunday: Closed

Fee Structure

## No Fee

The Virginia Insurance Counseling and Assistance Program (VICAP) offers health insurance counseling assistance to seniors, their families and caregivers. VICAP educates, assists and counsels older consumers on health benefits programs, Medicare, medical bill paying and long-term care insurance. If you have received a letter from your Medicare prescription drug coverage company and have questions, please call VICAP for a free appointment.

Specific assistance includes explaining insurance benefits and helping to understand, file or resolve Medicare claims; comparing Medicare supplemental policies, managed care plans (HMOs) and other coverage choices; and exploring long term care insurance needs and comparing policies. Assistance is provided by telephone or in person.

Seniors First, The Shenandoah Area Agency on Aging (SAAA) also provides a speaker on Medicare topics to local groups and organizations. There is no fee for either service.

Languages: recruits are volunteer interpreters as needed. Often a family member of the client can provide language assistance.)

## Service Area(s)

Clarke County

,

Frederick County

,

Page County

,

Shenandoah County

,

Warren County

,

Winchester City

Email

[info@seniorsfirst.info](mailto:info@seniorsfirst.info)