

Testimonial Transcript: SHIP Client Mary Crandall

You shouldn't have to decide between food or medication that you have to have to be healthy and live. The Medicare counselors help you make that decision and get you the cheapest program, the program that works best for you. You know, turning 65 and being on a fixed income as you retire is a huge transition in your life. And then to have to make those decisions. Do I take the bus, or do I, you know, buy my groceries? Or do I take my medication, or do I go to the doctor? You know, that's wrong.

Before I turned 65 - several months before I turned 65 - I received so much information and materials in the mail. It was really frustrating and overwhelming, and I felt like throwing all the mail away. They just keep sending you all this stuff, and I was telling somebody how confusing it all was, and how I didn't know really what to do, and so they suggested I call a Medicare counselor, that it was a free service. They told me where it was and what number to call, and so I did, and they were so nice and helpful on the phone. They said to call back a couple months before I turned 65 and then they would help me at that time. Then when I did go in, she was so nice and so understanding. This was her field, and she knew it wasn't mine. So, you know, she was very, very kind. It is vitally important.

Number one, you have to have a Medicare counselor. You just have to. There are so many people that cannot pay for it, and then they are getting wrong information, possibly. They're making wrong decisions. They're not making decisions because they are so...feeling like I felt. It's so important. I felt much more confident in what I was about to do, the decision I was about to make.

State Health Insurance Assistance Programs. Available in your area. Local, unbiased, and trusted Medicare help. Visit www.shiptacenter.org for more information. Depending on your area, the SHIP program may also be known by one of these names.