Insurance Counseling, VICAP and Medicare Part D

Available 24/7

No

Other Eligibility Criteria

Serves residents of any ages who are eligible for or receiving Medicare.

Intake Process

Counseling is provided by telephone and in person. Chesapeake, Norfolk, Portsmouth and Virginia Beach: call 757-222-4524. Leave a message and a counselor will contact you to schedule an appointment. Franklin, Suffolk, Isle of Wight, and Southampton Counties: call 757-925-4255. Leave a message and a counselor will contact you to schedule an appointment.

Provider Refer

No

Residency Requirements

Senior Services' coverage area.

Self Refer

Yes

Senior Services of Southeastern Virginia

http://www.ssseva.org/

Main

(757) 222-4524

2551 Eltham Avenue

Suite Q

23513 VA

United States

Monday: 8:30 am-4:30 pm

Tuesday: 8:30 am-4:30 pm

Wednesday: 8:30 am-4:30 pm

Thursday: 8:30 am-4:30 pm

Friday: 8:30 am-4:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken
English

The Virginia Insurance Counseling and Assistance Program (VICAP) is a confidential counseling service offered at no cost to individuals who are currently receiving or are about to enroll in Medicare. VICAP Benefits Counselors educate and assist individuals with understanding Medicare, Medicare Part D, Medicaid, and Medicare claims. They provide information and assistance to individuals so that they can make informed decisions regarding Medicare supplements and long-term care insurance. VICAP Benefits Counselors also provide assistance in resolving complicated medical insurance billing and patient rights issues.

VICAP Benefits Counselors and volunteers have received specialized training in health benefits and insurance. Counselors and volunteers are not connected with any insurance company and are not licensed to sell insurance

Counseling can be provided by telephone or in-person. Counseling appointments during Medicare Part D open enrollment (October 15-December 7 annually) will primarily be offered by telephone or video (Zoom/Teams) due to high volumes.

Service Area(s)
Chesapeake City

,

Franklin City

,

Isle of Wight County

,

Norfolk City

,

Portsmouth City

,

Southampton County

,

Suffolk City

,

Virginia Beach City
Email
services@ssseva.org