

## Territory's VI SHIP Office Ranked Among Top 10 Nationwide

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For Immediate Release No. 028-12

April 16, 2012

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~ Ranking Reflects Service and Outreach to Beneficiaries ~

Lieutenant Governor Gregory R. Francis is pleased to announce that the Virgin Islands State Health Insurance Program (VISHIP) is now nationally ranked among the top ten of states and territories that provide benefits counseling and assistance to people with Medicare. VI SHIP is a program federally funded by the Centers for Medicare and Medicaid Services and locally administered by the Office of the Lieutenant Governor.

Medicare is a key component of the healthcare reforms made possible through the passage of the Patient Protection and Affordable Care Act. The ranking reflects VI SHIP's continuous effort to improve the ways that it serves the territory's Medicare beneficiaries and Medicare eligible population. Areas that VI SHIP has been nationally ranked include number of client contacts, service to the non-English speaking population in languages other than English and marketing. The program also received a performance award for achievement in providing service to Medicare beneficiaries in 2009.

Lt. Governor Francis praised the dedication of the VI SHIP director, Rena Sarauw, and her staff in fulfilling the goals of the VI SHIP program. "I am proud of the outstanding customer service that VISHIP provides to our residents," stated Lt. Governor Francis. "Through their efforts, we have been able to educate more Virgin Islanders about the Medicare program and increase the program's enrollment," he continued.

For more information about VISHIP, contact VISHIP Director/Medicare Coordinator Rena Sarauw at (340)772-7368.

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