

## Insurance Counseling, VICAP and Medicare Part D

Available 24/7

No

Other Eligibility Criteria

Must have Medicare or just becoming eligible for Medicare. Must be a resident of Floyd, Giles, Montgomery, Pulaski Counties, Radford

Family

No

Intake Contact

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Intake Contact Email

[nrvaoo@nrvaoo.org](mailto:nrvaoa@nrvaoo.org)

Intake Process

Walk-ins and telephone referrals accepted. Written application/specific documents required for some services.

Provider Refer

Yes

Self Refer

Yes

New River Valley Agency on Aging

<https://www.nrvaoo.org>

<https://www.facebook.com/nrvaoo/>

Main

(540) 980-7720

Toll-Free

(866) 260-4417

44 Third Street NorthWest

24301 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-4:30 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Walk-ins acceptable but prefer appointments

Fee Structure

No Fee

Languages Spoken

English

Virginia Insurance Counseling and Assistance Program (VICAP) is a free counseling program for any individual regardless of age and who has Medicare. Or people just becoming eligible for Medicare. VICAP helps them understand Medicare, Medicaid, and medical bills. Assistance in deciding about Medicare Supplement Insurance or Medigap, Medicare Part D, and Private-fee-for-Service and/or Long Term Care insurance is also provided.

Counseling can be provided by telephone or in person. Counselors will assist eligible clients with filing insurance papers, understanding insurance policies, and Medicaid applications. Will also assist in helping with applications for Medicare Part D extra help.

VICAP is the local name for the national SHIP Program.

Service Area(s)

Floyd County

,

Giles County

,

Montgomery County

,

Pulaski County

,

Radford City

Email

[nrvaoo@nrvaoo.org](mailto:nrvaoa@nrvaoo.org)