

## New Hampshire ServiceLink Resource Center

*A Program of the New Hampshire Department of Health and Human Services,  
Bureau of Elderly and Adult Services, Funded by CMS*



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### What Is a SHIP?

*The State Health Insurance Assistance Program, or SHIP, is a Federal grant program that helps States enhance and support a network of local programs, staff, and volunteers. Through one-on-one personalized counseling, education, and outreach, this network of resources provides accurate and objective information and assistance to Medicare beneficiaries and their families. This allows the recipients to better understand and utilize their Medicare benefits.*

*SHIPs help beneficiaries identify and understand programs and plans, including Medicare prescription drug coverage, Medicare Advantage plans, Medicare supplemental insurance policies, Medicare Savings Programs, long-term care insurance and financing, and other public and private health insurance coverage options. SHIPs also assist eligible participants in enrolling in these programs and plans.*

*ServiceLink is a community-based, supportive referral and information resource center for independent living and healthy aging. ServiceLink has more than 50 volunteers statewide. If you are interested in volunteering, please call 1-866-634-9412.*

### PROGRAM AT A GLANCE

#### SHIP Name:

New Hampshire ServiceLink Resource Center

#### SHIP Director:

Ms. Karol Dermon  
603-271-4925

#### State Program Phone Number:

1-866-634-9412

#### Program Address:

New Hampshire Department of Health and Human Services  
Bureau of Elderly and Adult Services  
129 Pleasant Street, Gov. Hugh  
Gallen State Office Park  
Concord, New Hampshire 03301-3857

#### SHIP Web Address:

[www.servicelink.org](http://www.servicelink.org)

**State Hosting Agency/Location Within the Agency:** Primary SHIP offices are regionally located in every county of New Hampshire. Several satellite offices also are available for people who live in the smaller, rural areas.

#### Approximate Number of Beneficiaries Served for Grant Year 2007

(April 1, 2007–March 30, 2008): 20,449

**Number of Beneficiaries Served per 1,000 Beneficiaries in State for Grant Year 2007**  
(April 1, 2007–March 30, 2008): 109.8



A ServiceLink counselor advises a Medicare beneficiary



LOCAL HELP FOR PEOPLE WITH MEDICARE

Profile information maintained by the  
SHIP Resource Center  
Phone: 1-800-253-7154  
E-mail: [SHIPResourcecenter@air.org](mailto:SHIPResourcecenter@air.org)

## BIOGRAPHY OF SERVICELINK DIRECTOR MS. KAROL DERMON

Ms. Dermon, SHIP Director, is a program specialist with the New Hampshire Department of Health and Human Services, Bureau of Elderly and Adult Services. Besides the SHIP program, Ms. Dermon manages the Senior Medicare Patrol Project, a Federal grant program sponsored by the Administration on Aging (AoA).

Previously, Ms. Dermon worked for more than 25 years with the State's leading health insurance carrier. She has a degree in behavioral health.

## SERVICELINK HIGHLIGHT

New Hampshire ServiceLink is the State's Senior Medicare Patrol Project contractor, which helps people with Medicare learn about health care fraud, how to protect against it, and how to identify and report potential fraudulent billing errors. ServiceLink is also a 2003 grantee of the Aging and Disability Resource Center, sponsored by the Centers for Medicare & Medicaid Services and AoA.

## LOCAL SERVICELINK CONTACTS

### Belknap County

67 Water Street, Suite 105  
Laconia, NH 03246  
Fax: 603-528-6945

### Grafton County

#### Lebanon

P.O. Box 433  
10 Campbell Street  
Lebanon, NH 03766  
Local Line: 603-448-1558  
Fax: 603-448-6920

#### Littleton

Mt. Eustis Commons  
262 Cottage Street, Suite G-61  
Littleton, NH 03561  
Local Line: 603-444-4498  
Fax: 603-444-0379

### Rockingham County

#### Seacoast

270 West Road, Unit 1A  
Portsmouth, NH 03801  
Local Line: 603-334-6594  
Fax: 603-334-6596

#### Salem

287 Lawrence Road  
Salem, NH 03079  
Local Line: 603-893-9769  
Fax: 603-893-1339  
Fax: 603-644-2361

### Carroll County

P.O. Box 420  
448 White Mountain Highway  
Chocorua, NH 03817  
Local Line: 603-323-9394  
Fax: 603-323-7508

### Hillsborough County

#### Manchester

555 Auburn Street  
Manchester, NH 03103  
Local Line: 603-644-2240

#### Nashua

70 Temple Street  
Nashua, NH 03064  
Local Line: 603-598-4709  
Fax: 603-598-8491

### Coos County

610 Sullivan Street, Suite 6  
Berlin, NH 03570  
Local Line: 603-752-6407  
Fax: 603-752-1824

### Merrimack County

P.O. Box 1016  
2 Industrial Park Drive  
Concord, NH 03302  
Local Line: 603-228-6625  
Fax: 603-228-6623

### Monadnock Region

105 Castle Street  
Keene, NH 03431  
Local Line: 603-528-6945  
Fax: 603-352-8822

### Strafford County

1 Wakefield Street, Suite 306  
Rochester, NH 03867  
Local Line: 603-332-7398  
Fax: 603-335-8010

### Sullivan County

1 Pleasant Street, Suite 105  
Claremont, NH 03743  
Local Line: 603-542-5177  
Fax: 603-542-2640

### Special Populations Served

People with Medicare, people living with disabilities and/or chronic illnesses, and their families and caregivers.

We're on the Web!

[www.SHIPtalk.org](http://www.SHIPtalk.org)

Local Help for People  
With Medicare

## PARTNER ORGANIZATIONS

- ◆ Bureau of Behavioral Health
- ◆ Community Action Programs
- ◆ Disability Rights Center
- ◆ Division of Developmental Disabilities
- ◆ Granite State Independent Living
- ◆ New England Deaf and Hard of Hearing
- ◆ NH AARP
- ◆ NH Aging Services Coalition
- ◆ NH Association of Senior Centers
- ◆ NH Board of Pharmacies
- ◆ NH Health & Human Services Medicaid District Offices
- ◆ NH Hospital Association
- ◆ NH Housing Finance Authority
- ◆ NH Legal Assistance
- ◆ NH Local Welfare Administrators Association
- ◆ NH Medical Society
- ◆ NH Medication Bridge Program
- ◆ Social Security Administration