

## **Volunteer Role: SHIIP Team (Senior Health Insurance Information)**

### **What a Volunteer Can Expect:**

**Direct Supervisor:** René Tarquinio, Case Manager & SHIIP Co-Coordinator

**General Role Description:** A SHIIP volunteer will meet one-on-one with clients to provide helpful information regarding Medicare.

**Work Location:** In a SHIIP office at a predetermined Senior Center.

**Responsibilities and Duties:** Volunteer should have some knowledgeable about Medicare or be interested in learning more. The volunteer may provide advice about Medicare Part D, Medicare Supplements, Medicare Advantage and Long-Term Care insurance questions. They should be able to help clients recognize and prevent Medicare billing errors and possible fraud and abuse through the NC Senior Medicare Patrol Program. They will aid Medicare eligible seniors in navigating through Medicare benefits, prescriptions, and plans.

**Qualifications:** Volunteers in this role will complete an online course and will receive a certification that provides them with the knowledge to counsel clients. They are expected to keep all discussions confidential.

- Not be, or have an immediate family member who is an active insurance salesperson, except in rare instances that are approved at the discretion of the SHIIP Deputy Commissioner
- Have the willingness to learn and an ability to retain information relevant to health insurance provisions and claims filing procedures;
- It is also very important that a SHIIP Volunteer Counselor or Coordinator never promote or degrade one insurance product or policy over another. SHIIP prides itself on being factual and unbiased. That means that it provides the information and allows the client/beneficiary to make the decisions.

**Commitment Expected:** At least once a week. Must meet a minimum 40 hours per calendar year. Must also attend 4 quarterly meetings a year. Must be willing to dedicate more time around open enrollment (October-December).

**Training:** After completing the online course volunteers will shadow an experienced SHIIP counselor until they are ready to counsel on their own.

**Dress Code:** Volunteers will be issued a BSRI volunteer T-shirt upon their start date. However, for this volunteer role, volunteers may dress business casual or wear their volunteer t-shirt. Each volunteer will receive one free shirt, if a volunteer wishes to acquire more shirts, they can purchase them at the center for \$15.00.

#### **Recommended Skills:**

- *analytical*
- *flexibility*
- *problem Solving Skills*
- *knowledge of Medicare*
- *able to use or learn Google Calendar*
- *basic Computer skills*
- *confidentiality*

