

Role Synopsis

Administrative Support: Volunteers who provide administrative support handle tasks such as copying, general filing, and making outbound phone calls in support of SHIP/SMP activities, for example, locating and reserving training space, confirming participant attendance, etc. Volunteers who provide administrative support may perform other tasks as mutually agreed.

Certified Medicare Counselor: SHIP/SMP counselors discuss individual situations with beneficiaries and/or their caregivers and may review Medicare Summary Notices (MSN), billing statements, medical records, and other related financial and health documents. Counselors also educate beneficiaries about health care / health care fraud, errors, and abuse/enrollment in a Part D Prescription Drug Plan. Counselors listen carefully to the beneficiary's or caregiver's account of a situation and determine how best to guide them through the situation.

Exhibitor: Volunteers who staff exhibits are limited to providing general information about the SHIP/SMP program and health care, health care fraud, errors, and abuse in Medicare and Medicaid. They do not engage in discussions of personal information or specific situations. They defer requests for counseling to paid staff or volunteers who are qualified as counselors.

Information Distributor: SHIP/SMP information distributors deliver and disseminate hard copy education and information materials. Volunteers whose role is to distribute information do not engage beneficiaries in individual discussions about personal information or situations. Instead they defer questions about specific cases to paid staff or volunteers who are qualified as counselors.

Presenter: SHIP/SMP presenters will present using SHIP/SMP -approved materials and scripts to audiences that consist of Medicare beneficiaries, their caregivers, and/or other members of the public who want to gain awareness of the SHIP/SMP program. Presentations also include an opportunity for Q & A with the audience about covered topics and information.

Complex Interactions Specialist: SHIP & SMP volunteers who handle complex interactions assist Medicare beneficiaries or their caregivers in resolving more complicated Medicare problems. This type of interaction can be considered advanced-level counseling, and it often involves multiple meetings or communications over time. Some examples include assisting beneficiaries or their caregivers with complex eligibility and enrollment issues, denials of claims, and appeals.

Coordinator of Volunteers: The coordinator of volunteers (CoV) is responsible for managing the involvement of volunteers throughout the Medicare Information Office SHIP & SMP (MIO). Working with staff, volunteers, and sub-contractors, the coordinator of volunteers will lead in the development and maintenance of a volunteer program that meets the current and future needs of the MIO and provides a quality volunteering experience for MIO volunteers.