

Position: Volunteer Bilingual Benefits/SHIP Counselor

Primary Function:

To advise older adults of available benefits assistance programs and assist in completing desired applications that include but are not limited to: Benefits Access Applications, Medicare Part D, Medicare Savings Programs, Low-Income Subsidies, Medicaid, Supplemental Nutrition Assistance Program, Senior Exemption, Senior Freeze, etc.

Position Responsibilities:

- Provide monthly calendar of availability to Receptionist for benefits appointment scheduling.
- Objectively counsel older adults/Medicare beneficiaries, their caregivers or representatives who have issues and/or questions regarding Medicare, Medicare Supplement, Medicare managed care or other insurance and non-insurance/benefits related questions.
- Conduct individual benefits counseling sessions affording complete confidentiality to the client
- Assist with Medicare and other appeals claim filing
- Serve as an advocate for SHIP/benefits clients
- Must complete a client contact report for each counseling session, regularly report SHIP activities on SHIP Tracking and Reporting System (STARS) <https://stars.acl.gov>, and send required client data to Assistant Biller via email for CMIS data entry by the end of each month.
- Must provide health insurance counseling without conflict of interest.
 - Cannot be affiliated with the insurance industry or insurance claims filing business to the extent that serving as a SHIP volunteer could be used for personal and financial gain
- Cannot recommend a specific insurance company, agency, or policy
- Must attend ongoing education programs and/or meetings
- Talk to community groups about SHIP or information pertinent to senior health insurance issues, at own discretion

Qualifications:

- Must have and maintain an email address
- Must be able to navigate the Internet
- Must agree to a background check
- Must be able to meet with clients in an office setting
- Must satisfactorily complete the initial SHIP training and pass the certification exam
- Excellent communication and active listening skills
- Basic understanding and sensitivity to the needs of the older adult population
- Fluent in English and Spanish – fluency in reading, writing and speaking preferred