



Jayhawk Area Agency on Aging, Inc. Senior Health Insurance Counseling for Kansas (SHICK) Volunteer Counselor Description

Department: Information

Reports to: OAA Program Supervisor & JAAA SHICK Coordinator

Summary: Senior Health Insurance Counseling for Kansas (SHICK) is a free program offering Kansans an opportunity to talk with trained, community volunteers and get answers to questions about Medicare and other insurance issues. SHICK counselors do not work for any insurance company. The goal is to educate and assist the public to make informed decisions on what's best for them. Volunteer SHICK Counselor is considered to be in a position of trust.

Time Commitment:

- ◇ 4 hours a week minimum. More hours available based on volunteer's availability and interest.

Essential Responsibilities:

- ◇ Maintain client confidentiality at all times
- ◇ Provide confidential individual health insurance counseling services without conflict of interest and in compliance with SHIP Security Plan Guidelines for safeguarding confidential beneficiary information.
- ◇ Provide information to the public regarding Medicare and other health insurance issues as outlined in the SHIP Minimum Requirements.
- ◇ Determine clients' needs; provide information, assistance and referrals as appropriate
- ◇ Complete and submit a SHICK Client Contact Form for each client contact
- ◇ Provide referrals to appropriate resources.
- ◇ Satisfactorily complete required training each year
- ◇ Conduct volunteer activities in compliance with the SHICK Volunteer Memorandum of Understanding
- ◇ Complete SHICK update training each year. (Required each year for Active Counselor status.)
- ◇ Read and sign the Memorandum of Understanding each year.
- ◇ Maintain frequent communication with coordinator.
- ◇ Complete client contact reports for each contact and complete the online Beneficiary contact report in STARS.
- ◇ Read SHICK listserv messages (coordinator will make these available to all trained counselors and partners who don't have Internet access).

Eligibility:

- ◇ Ability to work with others
- ◇ Sensitive, caring, confident attitude
- ◇ Ability to learn and retain information relevant to health insurance regulations and willingness to continually update knowledge about changing regulations
- ◇ Good written and oral communication skills
- ◇ Strong organizational skills
- ◇ Willingness to commit sufficient time to handle several ongoing projects at once
- ◇ Familiarity with the computer and the Internet

Application & Screening Process:

It is important to know that the screening process is more demanding for these SHICK roles identified as “positions of trust.” A position of trust is one in which a volunteer has access to another person’s protected personal, health care, or financial information.

- ◇ Complete the SHICK application and interview process
- ◇ Pass a background check
- ◇ Satisfactorily complete initial SHICK certification training.

Supports:

- ◇ Formal training on Medicare, Medicare Supplement Insurance, Long-Term Care and other health insurance subjects that concern older Kansans.
- ◇ On-going training and support from the JAAA SHICK Coordinator and state SHICK staff.

Benefits:

- ◇ Knowing that your skills and experience are contributing to the education and empowerment of older adults regarding Medicare and health insurance options.