



**SHICK counseling is free, unbiased, confidential and available to anyone with questions about Medicare.**

**Trained counselors are available statewide to assist with:**

- Claims and appeals
- Fraud
- Prescription drug plans
- Medicare Advantage plans
- Supplemental Insurance (Medigap)
- Employer group plans as supplemental insurance
- Medicaid
- Other health insurance options
- Long-term care options
- Medicare Savings Programs
- Extra Help with prescription drug plans



## Contact Us

**503 S. Kansas Avenue  
Topeka, KS 66603  
785-296-4986  
1-800-432-3535  
[www.kdads.ks.gov](http://www.kdads.ks.gov)**

This publication is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award grant numbers 90MPPG0081, 90SAPG0161, and 2401KSMISH by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

*The Kansas Department for Aging and Disability Services (KDADS) does not discriminate on the basis of race, color, national origin, sex, age or disability. If you believe you have been discriminated against by either KDADS or a KDADS-funded program, please contact KDADS to receive additional information on filing a complaint: 1-800-432-3535 (voice); 1-800-766-3777 (TTY).*

# SHICK VOLUNTEER OPPORTUNITIES

**Senior Health Insurance  
Counseling for Kansas**



## Senior Health Insurance Counseling for Kansas (SHICK)

SHICK is a free, unbiased and confidential program that employs trained community volunteers to answer questions about Medicare and other insurance issues.

Our volunteer counselors do not work for any insurance company. Their goal is to educate and assist the public in making informed decisions about their health care options.

### SHICK is Looking for a Few Good People

The ideal SHICK counselor has:

- The ability to work with others
- A caring, confident attitude
- The ability to understand healthcare information and options
- A willingness to stay up-to-date with changing regulations
- Familiarity with computers and the Internet
- Good communication skills
- Strong organizational skills
- Time to commit to multiple ongoing projects

### SHICK Has Many Volunteer Opportunities *Perhaps one is right for you!*

#### The Medicare Grants program operates with six standard volunteer roles:

- Distributing information
- Assisting with administration\*
- Staffing exhibits\*
- Making group presentations\*
- Counseling\*
- Handling complex issues and referrals\*

*\*These roles are identified as “positions of trust” and require a more demanding screening process. A position of trust is one in which a volunteer has access to another person’s protected personal, health care or financial information.*

## SHICK Volunteers Receive:

### Training

SHICK volunteers receive training on Medicare, Medicare Prescription Drug Insurance, Medicare Supplemental Insurance, Long-term Care Insurance and other health insurance subjects that concern Kansans. Training is offered locally and online. Volunteers must complete an application and interview process and pass a background check before being allowed to complete SHICK training.

### Support

Volunteers are supported by staff at the state and local levels. Regional SHICK coordinators provide assistance, office space and equipment, supplies and training support to volunteers in their areas.

### Satisfaction

Health insurance options can be confusing. Our SHICK volunteers help Medicare beneficiaries, caregivers and others understand their choices, access the benefits available to them and find programs to help pay for medications and other services.



**If you would like more information about SHICK  
volunteer opportunities, please contact the  
SHICK Hotline at 1-800-860-5260  
or visit <https://www.kdads.ks.gov/SHICK>.**

**We'll put you in touch with a SHICK coordinator in your area.**

