

SHIBA volunteer role description

Medicare outreach/exhibitor

SHIBA mission statement

The Statewide Health Insurance Benefits Advisors (SHIBA) provides free, unbiased information about health care coverage and access to help improve the lives of all Washington state residents. We cultivate community commitment through partnership, service and volunteering.

Purpose

Help accomplish SHIBA's mission by transporting and distributing SHIBA information to sites and events and/or providing outreach by staffing resource tables or exhibits at events throughout the community. Outreach may be in-person or through a variety of electronic platforms such as social media or email.

- Empower, educate and assist Medicare-eligible people, their families and caregivers through objective outreach, counseling and training to make informed health insurance decisions that optimize access to care and benefits.
- Educate and assist Medicare beneficiaries, their families and caregivers to prevent, detect and report health care fraud, error and abuse through outreach, counseling and education.

Role duties

SHIBA Medicare outreach/exhibitor volunteers transport, deliver and distribute hard copy education and information materials to:

- Senior residential facilities, including senior apartment buildings and residential care facilities.
- Senior centers and community centers.
- Health care providers, including hospitals and clinics.

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- Agencies that serve Medicare and Medicaid beneficiaries and their caregivers.
- Health fair and senior fair booths or kiosks.
- Libraries.
- Pharmacies.

SHIBA Medicare outreach/exhibitor volunteers provide general information about the SHIBA program and health care/health care fraud, errors and abuse at events by:

- Staffing information kiosks or exhibits at events such as health fairs and enrollment events.
- Distributing written information about the SHIBA program and its services.
- Distributing written information about health care benefits/preventing and identifying health care fraud, errors and abuse.
- Answering general questions about the SHIBA program and its services.

SHIBA Medicare outreach/exhibitor volunteers provide general information via a variety of electronic distribution options such as social media, email, fax and other platforms as requested.

Limitations

Volunteers who staff exhibits and distribute information are limited to providing general information about the SHIBA program and health care fraud, errors and abuse. They do not engage in discussions of personal information or specific situations. A volunteer in this role is a Medicare counselor or defers requests for counseling to paid staff or volunteers who are qualified as Medicare counselors.

Supervision

Volunteers report to the local program coordinator or volunteer coordinator and, when appropriate, to the statewide program coordinator.

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Location

Volunteers who staff exhibits and distribute information work at locations throughout the community.

These may be:

- Senior centers and community centers.
- Health fairs and senior fairs.
- Medicare education events.
- Civic or faith-based organization meetings.
- Health care provider meetings.
- Local law enforcement officials meetings.
- Libraries.
- Universities and colleges.
- Pharmacies

SHIBA Medicare outreach/exhibitors may also identify other audiences and locations where outreach could occur.

Time commitment

SHIBA volunteer schedules are flexible. The local volunteer coordinator works with each volunteer to determine the number of hours the volunteer works each month, and to schedule assignments accordingly. Because of the training SHIBA outreach/exhibitors receive, they are asked to commit to a minimum of one year.

Qualifications

- Good oral communication and organization skills.
- Ability to transport and carry education and information materials to outreach events.
- Valid driver's license or alternate means of transportation.
- If driving, auto (or other vehicle) insurance.
- Ability and willingness to learn and share information related to health care including preventing, detecting and reporting health care fraud, errors and abuse.

Benefits

SHIBA Medicare outreach/exhibitors receive training on the basics of Medicare benefits, Medicare fraud, errors, abuse and current scams. All SHIBA volunteers have the satisfaction of participating in a national effort to educate Medicare beneficiaries, their caregivers and the general public about health care benefits and health care fraud, errors and abuse. SHIBA offers volunteer appreciation events to recognize volunteers for their contributions to the program.

Application process

- Complete Volunteer Application, including signing a Confidentiality Agreement.
- Participate in an interview including reference checks.
- Pass a national-level criminal background check.

Training and certification

- Complete SHIP TA Center Online SHIP Counselor Training Level One and Level Two and pass related assessments.
- Complete SMP Foundations Training and pass related assessments.
- Regular attendance and review of continuing education either in-person or electronically offered nine times per year.
- Receive a badge and certificate to be able to provide Medicare outreach or staff exhibits.

Evaluation/measures

This activity is measured by the number of exhibits the volunteer staffs, the number of people who visit the exhibit and the number of education and information materials (e.g., brochures and fact sheets) taken by those attending the event.