

# SHIBA volunteer role description

## Medicare presenter

### 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 providing substantive presentations to groups in the community.

- Empower, educate and assist Medicare-eligible individuals, their families and caregivers through objective outreach, counseling and training so they can make informed health insurance decisions to 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 presenters make 5 to 60 minute presentations using SHIBA-approved materials and scripts. The audiences include Medicare beneficiaries, their caregivers and/or other members of the public who want to learn more about the SHIBA program, Medicare topics and the national effort to educate Medicare beneficiaries on how to prevent, detect and report fraud, errors and abuse in the health care system. SHIBA presentations also include an opportunity for Q & A with the audience about covered topics and information.

## ***SHIBA volunteer role description – Medicare presenter***

### **Limitations**

---

SHIBA Medicare presenter volunteers are almost always certified Medicare counselors.

If a volunteer is not a certified Medicare counselor, then volunteers who make presentations are limited to providing general information about the SHIBA program, Medicare and fraud, errors and abuse and related topics. They do not engage beneficiaries in individual discussions about personal information or situations other than to answer basic questions. They defer requests for counseling to paid staff or volunteers who are certified Medicare counselors.

### **Supervision**

---

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

### **Location**

---

Volunteers who make group presentations work at locations throughout the community.

These presentations may take place at:

- Senior centers and community centers.
- Health fairs and senior fairs.
- Medicare education events.
- Meetings of civic or faith-based organizations.
- Meetings of health care providers.
- Meetings of local law enforcement officials.
- Libraries.
- Universities and colleges.

SHIBA Medicare presenters may also identify other audiences and locations where in depth presentations may be appropriate.

## ***SHIBA volunteer role description – Medicare presenter***

### **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. Due to the training SHIBA Medicare presenters receive, we ask presenters to commit to a minimum of one year.

### **Qualifications**

---

- Good oral communication and public speaking skills.
- Ability and willingness to learn and share information related to health care benefits, preventing, detecting and reporting health care fraud, errors and abuse.
- Ability to work and get along well with others from diverse backgrounds.
- Ability to operate audiovisual equipment (e.g., Power Point program, laptop, and projector).
- Ability to travel to presentation sites throughout the community.
- Valid driver's license or alternate means of transportation.
- If driving, auto (or other vehicle) insurance.

### **Benefits**

---

SHIBA Medicare presenters receive training on the basics of Medicare benefits, Medicare fraud, errors, abuse and current scams. They also receive training on making group presentations and presentation skills. 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.

## *SHIBA volunteer role description – Medicare presenter*

### **Training and certification**

---

- Complete SHIP TA Center Online SHIP Counselor Training Level One and Level Two and pass related assessments.
- Complete SMP Foundations and SMP Group Presentations Training and pass related assessments.
- Participate in Presenter Mentoring/Training, and be approved as ready to make SHIBA Medicare presentations.
- Regular attendance/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 presentations.

### **Evaluation/measures**

---

This activity is measured by the number of presentations the volunteer gives, the attendance numbers and an evaluation of the presenter's effectiveness in conveying information about SHIBA topics and program goals.

