



JOB DESCRIPTION FOR VOLUNTEER SHIP/SMP COUNSELOR

CARROLL COUNTY BUREAU OF AGING AND DISABILITIES
SHIP (SENIOR HEALTH INSURANCE ASSISTANCE PROGRAM)
AND SMP (SENIOR MEDICARE PATROL)

Purpose of Position: To provide health insurance information, assistance and referral services to persons age 50 and older and to Medicare beneficiaries regardless of age.

Responsible to: Carroll County Bureau of Aging and Disabilities SHIP Coordinator

Responsibilities:

- ❖ Satisfactory completion of certification training conducted under the auspices of the Maryland Senior health Insurance Assistance Program
- ❖ Provides health insurance counseling services without conflict of interest and in compliance with Senior health Insurance Assistance Program regulations
- ❖ Conducts individual health insurance counseling sessions
- ❖ Assess client's need for information and/or assistance
- ❖ Provides referrals to appropriate resources
- ❖ Provides Medicare and supplemental health insurance information
- ❖ Assists with Medicare and other health insurance claims filing
- ❖ Provides informal claims advocacy as required
- ❖ Alert to possible fraud/abuse situations and follow-up procedures
- ❖ Files reports and provides follow-up as required
- ❖ Handles client information in strictest confidence
- ❖ Satisfactorily completes continuation training as required by the Senior Health Insurance Assistance Program

Desired Qualifications:

- ❖ Ability to get along with others
- ❖ Sensitive and caring attitude
- ❖ Willingness to learn about and an ability to retain information relevant to health insurance provisions and claims filing procedures
- ❖ Good written and oral communication skills

Time Commitment:

- ❖ At least one year with an agreed upon number of volunteer hours per month