

ARIZONA STATE HEALTH INSURANCE ASSISTANCE PROGRAM

COUNSELOR JOB DESCRIPTION

Purpose: To provide information, counseling and assistance to Medicare Beneficiaries, their families and caregivers with regard to Medicare, Medicare +Choice, Medigap, Appeals, ESRD, disability, and Long Term Care Insurance.

Reporting: The position reports to the local SHIP Coordinator through the Area Agency on Aging or the State Program Coordinator depending on location of service.

Responsibilities:

1. Complete initial training of 20 hours that covers:
 - a) Medicare Part A & B
 - b) Medicare +Choice
 - c) Medigap
 - d) Appeals
 - e) ESRD and disability
 - f) Long Term Care
2. Complete 16 hours of mentoring.
3. Complete 8 hours of in-service annually.
4. Comply with all pertinent rules and regulations set forth by the State Program, Area Agency on Aging or Local Coordinator.
5. Provide counseling services in a local Senior Center or similar venue per agreement with assigning Coordinator.
6. Provide all services without conflict of interest or bias towards an for-profit entity.
7. Maintain the confidentiality of client information, respecting their right to privacy and dignity.
8. Assess needs of clients for information and assistance.
9. Provide information on Medicare, Medicare +Choice, Medigap, Appeals, ESRD and Disability, and Long Term Care.
10. Counsel and assist clients in filing claims, appeals, Cost Sharing applications, disenrollment forms, and Arizona Long Term Care applications.
11. Provide reports as required by the program

Time Commitment: The counselor will determine their ability to serve and schedule hours of service with their coordinator.

Qualifications: Counselors need to have a sensitive and caring attitude, and a desire to help. They should be willing to learn complex Medicare information and continue to educate themselves on changes in the system. Communication skills are a must.