

HICAP VOLUNTEER COUNSELOR

JOB SUMMARY

HICAP Volunteer Counselors assist Medicare beneficiaries with Medicare and related health insurance issues. Through individual counseling, informal advocacy, and the Program promotion, HICAP Volunteer Counselors support the independence of persons making choices which affect their health and financial well being.

- **Counseling:** Provide individual counseling to Medicare beneficiaries regarding Medicare coverage, claims and appeals, Medicare supplemental insurance, Medicare + Choice Health Maintenance Organizations (HMO'S), long-term care and dual eligibility (Medicare with Medi-Cal)
- **Advocacy:** Ensure that client's rights under Medicare and related health insurance are upheld and make referrals to professional staff when appropriate.
- **Record Keeping:** Complete client Intake forms accurately and submit time sheets to the Program Manager on a monthly basis.
- **Promotion:** Promote community awareness of HICAP services.

COUNSELOR QUALIFICATIONS

- Patience, good listening skills and enjoy working with Medicare beneficiaries.
- Interest in and aptitude for working with Medicare and health insurance issues and ability to communicate complex information clearly and effectively.
- Willingness to comply with all administrative policies and procedures established by the HICAP and abide by a contract that assures client confidentiality.
- Ability to be objective and unbiased and to refrain from recommending specific health insurance plans.
- Willingness to volunteer 10-12 hours per month. This includes counseling hours and continuing education. As the initial training and continuing education meet State HICAP requirements, attendance at all trainings is mandatory.

NOTE: INDIVIDUALS WHO SELL INSURANCE, OR WHO RECEIVE COMPENSATION OR OTHER FINANCIAL GAIN FROM INSURERS OR HEALTH CARE PROVIDERS WILL NOT BE CONSIDERED FOR TRAINING AS HICAP VOLUNTEER COUNSELORS.