

How would you like to volunteer your time?

Anytime you discuss Medicare benefits, whether general or in-depth, it counts! These numbers are reported monthly to the State to show how our Certified Counselors are assisting Medicare beneficiaries.

Administrative

- We can always use help with data entry, and we have a workspace here in our office for you to use.
- We do a lot of mailings throughout the year if you would like to help print documents, stuff envelopes, or other related tasks.

Events / Presentations

- Do you know of any upcoming events that SHIP may not be aware of?
- Would you like to man a booth/table at an event?
- Do you plan on speaking to a group of people (church, office, senior center, etc.) about SHIP and/or general Medicare?
- We have plenty of brochures, handouts, or promotional items for you to use if you would like to do your own presentation.
- Our SHIP Staff can be present if you need us.

Counseling

- Would you like to call a few clients to provide one-on-one counseling? This can be done here in the office or in a secure location of your choice. We receive call lists daily of those in need of assistance with:
 - General Medicare questions
 - Completing applications for assistance programs
 - Doing plan comparisons for their insurance options

Thanks to our Certified Volunteers for all you do with the State Health Insurance Assistance Program and for our local Medicare beneficiaries!!

Tennessee SHIP Volunteer Standards

Level I

In-kind professionals and/or volunteers with limited time and limited knowledge on Medicare/Medicaid

- *One to two hour initial training required (program overview)
- *Attend quarterly updates, meetings and/or trainings as requested
- *Limited reporting required; no access to confidential information
- *Disseminate SHIP flyers, SMP brochures, and general Medicare information
- *Refer clients to SHIP/SMP for counseling
- *Office assistance
- *Suggested contribution of four hours of time monthly

Level II

In-kind professionals and/or volunteers with more time and a better understanding of Medicare/Medicaid

- *Four to six hour initial training required
- *Attend quarterly meetings, three hours update training per year
- *Reporting required per event; limited access to confidential information
- *Attend community events such as health fairs and presentations
- *Disseminate SHIP flyers, SMP brochures, and general Medicare information
- *Refer clients to SHIP/SMP for counseling
- *Minimum Contribution of four hours monthly
- *Recruit other volunteers

MIPPA Level

In-kind staff and/or volunteers working with LIS/MSP application assistance and Part D enrollment

- *Four to six hour initial training required
- *Pass the MIPPA Volunteer or In-Kind Staff Certification Exam
- *Attend at least 2-3 hours update training per year after initial training
- *Reporting required monthly per event and per person they discussed LIS/MSP/Part D
- *Attend community events such as health fairs and presentations
- *Disseminate SHIP flyers, SMP brochures, and general Medicare information
- *Assist with Medicare.gov/Plan Finder comparisons using the TN SHIP PDP worksheet and counsel of results
- *Assist with completing LIS/MSP applications
- *Refer clients to SHIP/SMP for counseling if not trained in subject matter
- *Suggested contribution of eight hours monthly
- *Recruit other volunteers

Level III (Certified)

Dedicated knowledgeable In-kind professionals and/or volunteers who are trained to counsel on multiple Medicare/Medicaid subjects

- *Eighteen hours initial training required
- *Participate in quarterly meetings, 12 hours update training per year required
- *Monthly reporting required



- *Provides one-on-one counseling and case work
- *Attend community events such as health fairs and presentations
- *Disseminate SHIP flyers, SMP brochures, and general Medicare information
- *Possible access to unique ID
- *Minimum contribution of four hours monthly
- *Recruit other volunteers

