

ROCKY MOUNTAIN DEVELOPMENT COUNCIL, INC.
P.O. Box 1717 | 200 South Cruse Avenue | Helena, MT 59624-1717
phone: 406.447.1680 | toll free: 800.356.6544 | fax: 406.447.1629

Senior Medicare Patrol **Volunteer Position Description**

Program Recruiting Volunteer: Area IV Agency on Aging (Area IV)

Position Supervised by: Area IV's Volunteer Coordinator

Minimum Commitment: 6 to 9 months.

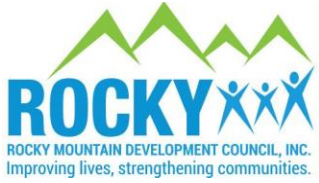
Contact: Claire Marshall at (406) 457-7376 or email cmarshall@rmdc.net

Program Overview: Area IV Agency on Aging, a program of Rocky Mountain Development Council, Inc. (Rocky), is a non-profit that assists seniors and persons with disabilities to make choices to preserve their independence and dignity. We manage programs such as Medicare Information and Counseling, Information and Assistance, Long-Term Care Ombudsman, and the Senior Medicare Patrol. We serve the six county area of Lewis and Clark, Broadwater, Jefferson, Meagher, Gallatin, and Park.

Position Overview: Montana SMP is a program that seeks to reduce the amount of money lost in the Medicare and Medicaid systems. SMP volunteers will receive training to provide education, advocacy and/or counseling services to Medicare/Medicaid beneficiaries, their families and the general public to reduce potential waste, fraud and abuse.

Specific duties for each different SMP job:

- 1. SMP Information Distribution:** Disseminating SMP information to sites and at events.
- 2. Administration:** Assisting the SMP through administrative work but does not interact with the public (varies upon location statewide).
- 3. Simple and In-Depth Presentations:** Giving presentations about SMP related topics, materials provided. For simple presentations, specific questions are referred to an SMP Counselor who is appropriately trained to respond to individual inquiries.
- 4. Counseling/Consults:** Engaging in direct discussion regarding individual situations with beneficiaries but do not collect information from consumers regarding personal information such as finances, SSNs or medical conditions.
- 5. Complex Issues and Referrals:** Engaging in in-depth interactions with beneficiaries to help resolve billing issues or waste, fraud and abuse complaints.
- 6. Organization of Bills:** Includes sorting bills and helping to teach the beneficiaries to track their medical appointments and subsequent bills utilizing healthcare journals and SMP envelopes.



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Qualifications:

- Willing to learn about Medicare and Medicaid. (No prior knowledge is necessary.)
- Willing to successfully complete initial training and continual training as needed.
- If interested in providing presentations, public speaking skills helpful but not required.
- Friendly.
- Excellent verbal and written communication skills.

Requirements:

- Ability to pass a Criminal Background and Sex Offender Check.
- Completion of volunteer application process at Rocky.
- Completion of necessary training.

Benefits:

- Opportunity to obtain personal understanding and knowledge of the Medicare system.
- Opportunities for interactions with members of the community.
- Participation on a team that is working to preserve the Medicare system.
- Monthly newsletter.

Commitment:

Job Starts: On-going

Schedule: Day(s) Varies, usually M-F

Minimum Commitment: 6 to 9 months

Job Ends: On-going

Time of Day: Flexible, between 9:00 – 5:00

Number of volunteers needed: 5 – 10

Location: Jackson Street Center; 648 N Jackson Street, Helena

Goal of Position: The goals of this position is to reduce the amount of money lost in the Medicare and Medicaid systems.

I have read the above volunteer position description and agree to perform these responsibilities (To be signed at orientation. Type or sign to agree).

Signature of Volunteer

Date

Signature of Volunteer Supervisor

Date

Signature of Volunteer Coordinator

Date