

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: Emma Whitehead, AmeriCorps Program Coordinator

Minimum Commitment: Six months

Contact: Maria Murphy, Resource Specialist/Volunteer Coordinator (406) 457-7376 or mmurphy@rmdc.net

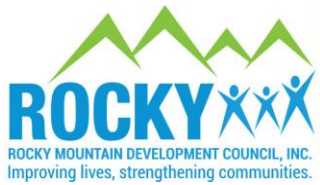
Program Overview: Area IV, part of Rocky Mountain Development Council, Inc. (Rocky), is a non-profit that assists seniors and persons with disabilities to make choices to preserve their independence and dignity. We manage programs such as Medicare Information and Counseling, Information and Assistance, 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: The Senior Medicare Patrol (SMP) works to prevent healthcare fraud, errors, and abuse through education and advocacy. The volunteer in this position will empower seniors in Montana to be more equipped to prevent, detect, and report Medicare fraud, errors and abuse. Not only will this save Medicare money, but this will also serve to protect Medicare beneficiaries from identity theft and personal financial loss.

SMP volunteers will receive training in order to provide education, outreach and advocacy services to Medicare beneficiaries, their families, and the general public. The volunteer may choose from a number of activities including:

- SMP information distribution
- Community Event outreach: attend community events to provide education and resources to others
- Simple Presentations: deliver short presentations on about Medicare fraud to members of your community
- One-on-one counseling: provide one-on-one counseling to Medicare beneficiaries by helping Medicare beneficiaries understand their MSNs, EOBs, and other documentation.
- Office Support: participate in various office projects (ex. Coordinating volunteer speaking engagements, distributing SMP mailings)
- Promotions: write articles for newsletters and create social media posts

We are looking for volunteers in Broadwater, Jefferson, and Lewis and Clark counties



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Key Responsibilities:

- Work closely with volunteer supervisor.
- Complete SMP Foundations Training in person, online or over the phone.
- Learn about and understand the Medicare system (no prior knowledge necessary).
- Distribute SMP information to groups or individuals and pass questions on to Resource Specialists with Area IV.
- Report time or other data as needed, to volunteer supervisor.
- Abide by Rocky volunteer policies.
- Complete other duties as decided and agreed upon by volunteer supervisor and volunteer.

Qualifications:

- Comfortable learning about Medicare.
- Depending on volunteer activities agreed upon, comfortable with writing and providing administrative support.
- Willingness to use personal vehicle that is reliable and properly insured (minimum of current liability insurance) if required by volunteer activities agreed upon.
- If necessary for volunteer activities, comfortable working with others.
- Must be 18 years of age or older.
- If presenting to a group or attending a health fair, volunteer may need to stand to enable everyone to hear. For presentations, this is unlikely to exceed fifteen minutes.
- Able to pass Criminal and Sex Offender background check.
- Able to pass Motor Vehicle Record Check if driving is required by SMP volunteer activities.

Commitment: After initial SMP Foundations Training, one to two hours a month will be needed at a minimum. Hours are flexible. We do ask that volunteers commit to at least 6 months of service and potentially assist in recruiting a replacement volunteer at the end of service.

Amount of Time: Minimum of two hours a month.

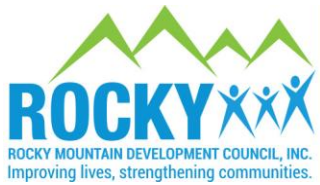
Time of Day: Flexible

Day of Week: Flexible

Benefits:

- Opportunity to obtain personal understanding and knowledge of the Medicare system.
- A chance to interact with members of the community and participate on a team that is working to preserve the Medicare system.

Location: Various sites around desired county (Broadwater, Jefferson or Lewis and Clark.)



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Goal of Position: Individuals on Medicare will less likely to experience identity theft or personal financial loss due to education received about healthcare fraud errors and abuse. Individuals will also know who to call (SMP) if they have questions regarding their Medicare insurance.

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

Signature of Volunteer

Date

Signature of Volunteer Supervisor

Date

Signature of Volunteer Coordinator

Date

*Position Description will be modified to match activities agreed upon by Volunteer Supervisor and Volunteer.