



Medicare Counseling Volunteer Position Description

Program Description	Medicare Insurance Counseling is provided through the Virginia Insurance Counseling and Assistance Program (VICAP) at VPAS. VICAP is part of a nationwide network of health insurance assistance programs. Volunteer counselors assist anyone receiving Medicare benefits, help them understand and compare their benefits with other Medicare plans and other types of health insurance. VICAP counselors are not, and cannot be, associated with any insurance company and do not sell insurance products. Counseling is unbiased, confidential, and is offered by appointment in every region VPAS serves.
What will I be responsible for?	As a VICAP volunteer counselor, you will help Medicare beneficiaries understand their health insurance options. Depending on the training and certification, responsibilities may include: • Explaining Medicare benefits and coverage options • Comparing Medicare health and prescription drug plans. • Assisting with Medicare enrollment and annual plan reviews. • Providing one-on-one counseling in person, phone or Zoom. • Using Medicare resources and online tools to research coverage and answer client questions. VPAS welcomes volunteers interested in appointment scheduling, outreach, data entry, and technology support.
What is my time commitment?	Volunteers determine their availability. Volunteer opportunities are flexible and take place during regular business hours. Counseling appointments typically last 1-2 hours.
What skills or abilities do I need?	Volunteers should enjoy helping others, communicate well, and are patient and dependable. Volunteers should be comfortable using computers and technology, including navigating websites, using email, and learning web-based Medicare tools.
What will VPAS require of me before I begin to volunteer?	Before beginning training, volunteers will complete: • VPAS' VICAP Volunteer Application • Confidentiality Agreement • Photo Release Form • Criminal Background Check
What training is required?	VPAS provides orientation to the agency and its programs, comprehensive Medicare training, instruction on required software and ongoing support throughout the year. Volunteer counselors complete annual certification to ensure they provide accurate, high quality assistance to clients.

Do you have additional questions about the volunteer position or the application process and the documents you have received?

Please reach out to Pam Bennett, Administrative Services Coordinator at 540-949-7141 or pam@vpas.info for further assistance. Additional information about VPAS can be found at www.vpas.info