



## Medicare Insurance Counseling Volunteer Position Description

**Providing unbiased assistance to Medicare beneficiaries, not only at the beginning of their Medicare enrollment, but all throughout the rest of their lives, is a very important part of what we do here at VPAS. Our volunteers help beneficiaries understand a very complicated healthcare insurance system.**

Program Description	<p>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. Trained and certified volunteer counselors assist anyone receiving Medicare benefits, to help them understand and compare their benefits with other Medicare plans and other types of health insurance.</p> <p>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.</p>
What will I be responsible for?	<p>Volunteer insurance counselors, depending on the level of training and certification received, can assist beneficiaries with initial enrollment into Medicare by helping them understand their options, choose and compare plans, add drug and supplemental plans, and help them to complete some portions of the enrollment online if so desired.</p> <p>The need for volunteers is year-round but increases dramatically during the annual Medicare Open Enrollment Period (OEP) from October 15 through December 7 each year. This is when persons who are already on Medicare have the once a year opportunity to review and make changes to their drug plans for the upcoming year.</p> <p>The need may also exist for a volunteer to assist with data entry, phone calls and appointment scheduling instead of becoming a counselor.</p>
What is my time commitment?	Volunteers determine their availability. Medicare insurance counseling sessions take place during regular business hours and can be done by phone, Zoom or in person. Depending on the topic to be discussed, sessions may last anywhere from 1-2 hours per client.
What skills or abilities do I need?	Volunteers should enjoy working with people, particularly older adults or persons with disabilities, have good computer and communication skills, and be able to discuss very complicated topics in layman's terms.
What will VPAS require of me before I begin to volunteer?	<p>You will need to complete the following forms after your orientation, and before you begin training:</p> <ul style="list-style-type: none"> <li>• VPAS' VICAP Volunteer Application</li> <li>• Confidentiality Agreement</li> <li>• Photo Release Form</li> <li>• Criminal Background Check</li> </ul>
What training is required?	We will provide an orientation to the mission vision of VPAS and the programs offered in the community. Volunteers will receive training specific to the VICAP program and all aspects of Medicare benefits. Additional training on data entry in one or more software applications may be required. All volunteer counselors must pass a certification exam annually specific to the level of counseling they wish to perform.

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](mailto:pam@vpas.info) for further assistance. Additional information about VPAS can be found at [www.vpas.info](http://www.vpas.info)