



Whatcom Alliance for Health Advancement Volunteer Opportunity: SMP Public Relations Specialist

The **Statewide Health Insurance Benefits Advisors (SHIBA)** is a statewide network of trained volunteers who educate, assist and advocate for consumers about their rights and options regarding Medicare health insurance and health care access. A program of the Washington Office of the Insurance Commissioner, SHIBA volunteers provides free, unbiased, and confidential advising. [SHIBA](#) is Washington State's [Senior Medicare Patrol \(www.smpresource.org\)](#) project. SHIBA-SMP volunteers help clients prevent, detect and report Medicare and Medicaid fraud and abuse.

Locally SHIBA is sponsored by the nonprofit Whatcom Alliance for Health Advancement.

Purpose/Position Description

To empower and assist Medicare beneficiaries and their caregivers to prevent, detect and report health care fraud, error, and abuse by educating them on SMP topics through substantive presentations to groups in the community and staffing of information kiosks and exhibits at events.

Responsibilities

Make 5 to 30 minute presentations using SMP-approved materials and scripts to audiences that consist of Medicare beneficiaries, their caregivers, and/or other members of the public who want to gain awareness of the SMP program and the national effort to prevent, detect, and report fraud, error, and abuse in the health care system. Group presentations also include an opportunity for Q & A with the audience about covered topics and information. These presentations may take place at:

- Senior centers and community centers
- Health fairs and senior fairs
- Medicare education events
- Meetings of civic or faith-based organizations
- Meetings of health care providers
- Meetings of local law enforcement officials
- Libraries
- Universities and colleges

Provide general information about the SMP and health care fraud, error, and abuse at events by:

- Transporting kiosk materials and supplies to events
- Distributing written information about the SMP program and its services
- Distributing written information about preventing and identifying health care fraud, error, and abuse
- Answering general questions about the SMP program and its services
- Responding to simple inquiries

Qualifications

- Good oral communication and public speaking skills
- Ability and willingness to learn and share information related to preventing, detecting, and reporting health care billing mistakes, fraud, and abuse
- Ability to work and get along well with others from diverse backgrounds
- Ability to operate audiovisual equipment (e.g., Power Point program, laptop, and projector)
- Ability to travel to presentation sites throughout the community
- Valid driver's license
- Automobile (or other vehicle) Insurance

Time Commitment

Availability to volunteer requires a **minimum of eight or more hours per month**, on average 2-4 hours a week. This includes outreach events, continuing education, and volunteer meetings that take place each 4th Wednesday of the month. Attendance at 18-hours of initial basic training is mandatory as well as on-going training and annual review classes. Because of the training volunteers who counsel receive, they are asked to commit to a **minimum of one year** of service.

Location

Volunteers who will be stationed at their local SHIBA host organization, the Whatcom Alliance for Health Advancement office. Volunteers may be also presenting and staffing events at various locations throughout in Whatcom County.

Supervision

SMP Public Relations Specialists report to their local SHIBA coordinator.

On Site-Supervision

SHIBA Counselor Volunteers typically work independently and report their activities to their coordinator.

Orientation/Training

All SHIBA volunteers receive 18-hour basic training on Medicare health insurance, prescription drug, and healthcare access options. SMP volunteers receive orientation about the Washington SMP program and foundations training on the basics of Medicare fraud, error, and abuse.

Benefits

SMP Public Relations Specialists will:

- Participate in a national effort to educate Medicare beneficiaries, their caregivers, and the general public about health care fraud, error, and abuse
- Enhance their communication and interpersonal skills
- Interact with diverse group of people
- Receive recognition for their contributions to the program
- Make a contribution to the well-being of Medicare beneficiaries and the community as a whole

Contact

Volunteers are always encouraged to contact their local SHIBA coordinator for support. For full consideration for this position, please review and sign volunteer agreement, and request a SHIBA volunteer application. Contact the SHIBA program coordinator at 360-788-6534 or email waha@hinet.org

Volunteer Agreement

I acknowledge that I have read the above volunteer description and agree that it defines the position as it currently exists. I also understand that the above is intended to describe the general content of and requirements for performance of this position. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

SMP Volunteers do not accept gratuities in return for the services they provide.

Volunteer Signature: _____

Date: _____