



Medigap Helpline – Part D Volunteer Role Description

Volunteer Role: Medigap Helpline – Part D Volunteer

Options for Outreach Role: Information Distributor, Medicare Minute, and/or Exhibitor

Location: Wisconsin (Remote)

Board on Aging and Long Term Care (BOALTC) Mission: The mission of the Board on Aging and Long Term Care is to advocate for the interests of the state's long term care consumers, to inform those consumers of their rights, and to educate the public at large about health care systems and long term care.

State Health Insurance Assistance Program (SHIP) Mission: SHIP provides unbiased help to Medicare beneficiaries, their families, and caregivers.

Part D Volunteer Responsibilities:

- Receive Plan Finder forms from Medigap Helpline staff and enter prescriptions into the online Medicare Plan Finder tool.
- Run Plan Finder and save plan options to email back to Medigap Helpline staff to distribute to callers.
- Attend required onboarding and yearly Open Enrollment update training.
- Keep all client information confidential.
- Complete required reporting/data entry.

Part D Volunteer Benefits:

- State Health Insurance Assistance Program (SHIP) Medicare volunteers empower, educate, and assist Medicare-eligible individuals, their families, and caregivers through objective outreach, counseling, and training to make informed health insurance decisions that optimize access to care and benefits.
- SHIP team members are advocates whose front-line experiences contribute to policy change.
- Medigap Helpline Part D (SHIP) Volunteers receive training on the basics of Medicare benefits, Medicare Open Enrollment training and guidance, and



SHIP

State Health Insurance
Assistance Program

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Wisconsin SHIP and aging program information. Including an optional Basic SHIP training certification to enhance Medicare knowledge.

Training Commitment:

- Onboarding Meeting: 1-2 Hours
- Yearly update training for Open Enrollment: 1-2 Hours
- Optional SHIP Training: Basic SHIP Certification

Volunteer Commitment:

- Medicare Open Enrollment (October 15 – December 7): 2-4+ hours per week

Required Qualifications:

- Own a personal computer with internet access and is confident in using it with some guidance. Including:
 - Sending emails
 - Adding attachments to emails
 - Saving documents to folders
 - Navigating websites (Medicare.gov)
- Ability to request assistance as needed
- Passion for helping others

Additional Training Available:

- Basic SHIP Counselor Certification
- SHIP TA Center Trainings



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