



Volunteer Position: SHIP/MIPPA Counselor

State Health Insurance Assistance Program (SHIP)

Medicare Improvements for Patients and Providers Act (MIPPA)

Revised: December 2024

General Responsibilities: Help accomplish the SHIP mission by providing individual counseling, education, and advocacy on behalf of clients that include Medicare beneficiaries and their caregivers.

Essential Volunteer Functions: (Reasonable accommodations will be provided, if necessary, for individuals with disabilities who can perform the essential job functions.)

- Provide information and assistance with issues related to Medicare and related insurances, including Medicaid, prescription drug coverage, and supplemental health insurance.
- Meet with clients in person at a SHIP location, over the phone, or virtually.
- Assist clients by:
 - Assessing client's needs and making appropriate referrals.
 - Providing informational materials.
 - Screening for eligibility for health benefits assistance.
 - Comparing prescription or health plans.
 - Advocating on behalf of clients to resolve billing problems or benefits eligibility.

Knowledge, Skills, Abilities, and Qualifications:

- Commitment to the organization's missions and goals.
- Ability to maintain confidential information regarding all aspects of client, volunteer, employee and agency information.
- Ability and willingness to learn information related to health care benefits.
- Ability to work independently or as part of a team.
- Ability to listen, identify client issues, and problem solve.
- Computer literacy, including familiarity with the internet.
- Ability to communicate effectively and establish good relationships with staff, clients, volunteers and vendors.
- Ability to represent the Agency in a professional manner.
- Must be able to adjust priorities to meet deadlines in a timely manner.
- Ability to meet department standards with regard to job knowledge, client focus, initiative, productivity, communication, teamwork and attendance.

Measures:

- Stellar customer service as observed by client feedback.
- Accurate information and satisfaction of coordinator regarding quality of work.

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- Maintain knowledge of Medicare as measured by continuing education.

Working Conditions:

- Parts of this position may be done from the volunteer's own home. If needed, volunteers will use their personal phone and computer.
- Mental requirements include the ability to handle varying levels of stress.
- If using TCOA office space, the work environment is a typical office setting. Safe work practices regarding office equipment, avoiding trips/falls and fire regulations are required.
- Sensory requirements include exposure to uniform temperatures, conversational noise levels and everyday office activities.

Benefits: SHIP Counselors receive an orientation and training on the basics of Medicare and Medicare fraud. They also receive training on counseling skills, available local services, and triage procedures. All SHIP Team Members have the satisfaction of participating in a national effort to educate Medicare beneficiaries, their caregivers, and the general public about health care.

Health Insurance Portability and Accountability Act (HIPAA)

All volunteers who have access to protected health information or personally identifiable information, are required by the HIPAA Privacy & Security Rule to receive training to ensure an understanding and knowledge of the Privacy & Security Rule that corresponds to their duties. Training on the requirements of the HIPAA Privacy & Security Rule and the policies and procedures is a prerequisite for this position. Volunteers who violate the requirements of the HIPAA Privacy & Security Rule will be subject to discipline up to and including termination of their volunteer role.

Reports to: Local SHIP Coordinator

Work Location: Varies

Base work schedule: Schedules are flexible. The coordinator works with each volunteer to determine the number of hours the volunteer works each month, and to schedule the work accordingly. Because of the training SHIP Counselors receive, they are asked to commit to a minimum of one year.

Volunteer Signature

Date

TCOA is an Equal Opportunity Employer

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