

## Medigap Helpline - Part D Volunteer (SHIP) Role Description

- Job Title:** Medigap Helpline - Part D Volunteer (SHIP)
- Location:** State of Wisconsin (Remote)  
Board on Aging and Long Term Care – Medigap Helpline
- Supervisor:** Medigap Helpline Lead Counselor – Alyssa Kulpa  
Medigap Helpline Supervisor – Nick Lutes
- SHIP & BOALTC Missions:** SHIP is your local State Health Insurance Assistance Program. SHIP provides unbiased help to Medicare beneficiaries, their families, and caregivers. Whether you are new to Medicare, reviewing Medicare plan options, or have questions on how to use your Medicare, SHIP can help.

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 and Medicare beneficiaries, to inform those consumers of their rights, and to educate the public at large about health care systems, Medicare and long-term care.

- Part D Volunteer Responsibilities:**
- Receive Plan Finder review forms from Medigap Helpline staff and enter prescriptions into the Medicare.gov 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 guidance, and Wisconsin SHIP and aging program information. Including an optional Basic SHIP training certification to enhance Medicare knowledge.

**Time**

**Commitment:**

**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 & SHIPta Center Trainings



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