Inter-Tribal Council of Arizona, Inc.
Area Agency on Aging, Region 8
State Health Insurance Program Initial 30 hour Training
Tuesday, March 21 – 23, 2017
9:00A.M. – 4:00 P.M.

The Public Benefit Outreach Project (PBO) is a State Health Insurance Program that provides free Medicare counseling service to beneficiaries by utilizing volunteer counselors. The PBO Project will be conducting a ***free*** 30 Hour Initial Training on Medicare, Arizona Health Care Cost Containment System (AHCCCS), Social Security and other Benefit for ***Volunteers*** who will be assisting elders and people with disabilities in our tribal community.

When and Where:

Tuesday, Mar 21 – 23, 2017 9am – 4pm
Inter-Tribal Council of Arizona -Conference Room 2

What: Topics of discussion:

- Medicare:
  - Part A – Hospital Insurance
  - Part B – Medicare Insurance
  - Part C – Advantage Plans
  - Part D- Prescription Drug Coverage
  - Medigap – Supplemental Insurance
  - Preventative Services
  - Medicare and End Stage
  - Rights and Appeals
  - Indian Health Services
  - Medicaid – AHCCCS
- Senior Medicare Patrol – Healthcare Fraud and Abuse

Who: 30 Hour Training is offered to volunteers. Roles and responsibilities are for individuals who work closely with elders and people with disabilities on a daily basis, or who would like to **volunteer** their time as counselors.

Why: As a certified SHIP counselor, you will be able to assist elders, caregivers and people with disabilities with benefits questions. Many elders in our communities are unaware of benefits, which could help them pay for medical costs and daily living expenses. In addition, benefits such as Medicare and Medicaid contribute to Indian Health Services revenue, potentially leading to expanded services, which helps the entire community.

To register for the training, please fill out the attached Training Registration Form and return as soon as possible. ***Individuals are subject to take an online test that must be passed with a score of 80% or better.*** For more information, you can contact Stephanie Barehand Public Benefits / Independent Living Support Specialist, Inter Tribal Council of Arizona Inc., Area on Aging, Region 8

Stephanie Barehand, Public Benefit Outreach Specialist Phone: (602) 258-4822 Email:Stephanie.Barehand@itcaonline.com
"This project was supported, in part by grant number 90SA0032 / 90MP0235, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy"

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Arizona State Health Insurance Assistance Program

Counselor Job Description

Purpose: To provide information, counseling, and assistance to Medicare Beneficiaries, their Families, and caregivers with regard to Medicare, Medicaid, Medicare Advantage, Medigap, Appeals, Fraud and Abuse, ESRD, disability, and Long Term Care Insurance.

Reporting: The position reports to the state SHIP Coordinator

Responsibilities:

1. Complete initial 30 hours of SHIP training that covers:
    a. Medicare Parts A & B
    b. Medicare Part D
    c. Medicare Part C: Medicare Advantage
    d. Medigap
    e. Appeals
    f. ESRD and Disability
    g. Medicaid
    h. Long Term Care
2. Complete 16 hours of Mentoring
3. Complete 10 hours of In-service training annually.
4. Complete online test, after account set up.
5. Comply with all pertinent rules and regulation set forth by the State Health Insurance Assistant Program (SHIP), Area Agency on Aging and the Local SHIP Coordinator.
6. Provide counseling services in a local Senior Center or similar venue per agreement with assigning Coordinator.
7. Provide all Service without conflict of interest of bias toward a fix – profit entity.
8. Maintain the confidentiality of client information, respecting their right to privacy and dignity.
9. Assess needs of clients for information and assistance.
10. Provide objective information on Medicare, Medicaid, Medicare Advantage, Medigap, Appeals, ESRD and Disability, and Long Term Care application.
11. Counsel and assist clients in filing claims, appeals, cost sharing application, disenrollment forms, and Arizona Long Term Care application
12. Provide reports as required, by the program

Time Commitment: The counselor will determine their ability to serve and schedule hours of service with their coordinator

Qualification: Counselors should be willing to learn complex Medicare information, and continue to educate themselves on the changes in the system. Individuals are subject to take and online test that must be passed with a score of 80% or better. Communication skills are recommended.

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Registration Form

1. Biographical Information

First Name | Middle | Last

Address | State | Zip Code

Work / Home Phone Number | Email Address

Employer | Title

2. Please Check all that apply
   - I work closely with Tribal Elders and People with disabilities
   - I would like to be a volunteer benefits counselor in my tribal community
   - I have been SHIP Certified and receiving my renewal training.
   - I am a New Volunteer and new to PBO Program

3. **Counselor's Role and Responsibility (Signature Required for Processing)**
   I have read and agree to the Counselor Job Description and Guidelines

   Signature: _____

4. **Registration Deadline** : March 17, 2017
   Registration is limited to 15 individuals

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AGENDA

Tuesday, March 21, 2017

9:00 A.M.	Welcome & Introductions	Stephanie Barehand
9:15 A.M	PBO Program Overview – SHIP/SMP Program	
10:00 A.M.	Video – Don't Get Sick After June	
11:00 A.M.	Break	
11:10 A.M	Understanding Medicare	
12:00 P.M	Lunch (on your own)	
1:00 P.M.	Medicare Advantage and Other Medicare Health Plans	Stephanie Barehand
2:00 A.M.	Break	
2:10 P.M.	Medicare Prescription Drug Coverage	
3:00P.M.	Medigap	
5:00 P.M.	End of Day 1	

Wednesday, March 22, 2017

9:00 A.M.	Overview of Day One	Stephanie Barehand
9:15 A.M.	Coordination of Benefits	
10:15 A.M.	Break	
10:30 A.M.	Medicare Preventative Services	
12:00 A.M	Lunch (on your own)	
1:00 P.M.	Medicaid and Children's Health Insurance Program	
2.00 P.M.	Medicare and End Stage Renal Disease	
3:00 P.M.	Break	
3:15 P.M.	Medicare Rights and Protections Prevention	
5:00P.M.	End Of Day 2 Training	

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Thursday, March 23, 2017

9:00 A.M.	Overview of Day 2	Stephanie Barehand
9:15 A.M.	Medicare and Other Programs for People w/Disabilities	
10:15 A.M.	Break	
11:00 A.M.	Medicare and Medicaid Fraud and Abuse	
12:00 P.M	Lunch (on your own)	
1:00 P.M	SMP Toolkits • SMP Foundation • SMP AIAN Outreach Training Evaluations – Q &A Session	
3:50 P.M		
4:00 P.M	End of Training – Award Certificates of Completion	

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