***Arizona State Health Insurance Assistance Program***

The Public Benefit Outreach Project (PBO) is a State Health Insurance Program (SHIP) that provides free Medicare counseling service to beneficiaries by utilizing volunteer counselors. The PBO Project will be conducting a ***free*** 10 hour SHIP Refresher In-service training on updated information 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, January 12, 2016 – Wednesday, January 13, 2016

Inter Tribal Council of Arizona, Inc. Conference Room 2

2214 N Central Ave, Phoenix, Arizona 85013

**What**: Topics of discussion:

* Medicare updates on:
  + Part A – Hospital Insurance
  + Part B – Medicare Insurance
  + Part C – Medicare Advantage
  + Part D- Prescription Drug Coverage
  + Preventative Services
  + Medicare and End Stage
  + Rights and Appeals
* Healthcare Fraud and Abuse
* Medicaid (AHCCCS)
* Affordable Care Act Updates

**Who**: 10 Hour SHIP Refresher In-Service Training is offered to volunteers whom 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. For more information you can contact Stephanie Barehand Public Benefit Program Specialist, Inter Tribal Council of Arizona Inc., Area on Aging, Region 8.

***Arizona State Health Insurance Assistance Program***

**Counselor Job Description**

**Purpose:** To provide update and accurate 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:
   1. Medicare Parts A & B
   2. Medicare Part D
   3. Medicare Part C: Medicare Advantage
   4. Medigap
   5. Appeals
   6. ESRD and Disability
   7. Medicaid
   8. Long Term Care
2. Complete 16 hours of Mentoring
3. Complete 10 hours of In-service training annually.
4. 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.
5. Provide counseling services in a local Senior Center or similar venue per agreement with assigning Coordinator.
6. Provide all Service without conflict of interest of bias toward a fix – profit entity.
7. Maintain the confidentiality of client information, respecting their right to privacy and dignity.
8. Assess needs of clients for information and assistance.
9. Provide objective information on Medicare, Medicaid, Medicare Advantage, Medigap, Appeals, ESRD and Disability, and Long Term Care application.
10. Counsel and assist clients in filing claims, appeals, cost sharing application, disenrollment forms, and Arizona Long Term Care application
11. 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. Communication skills are a must.

Registration Form

1. Biographical Information

First Name Middle Last

Address State Zip Code

Work / Home Phone Number Email Address

Employer Title

1. 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
2. **Counselor’s Role and Responsibility (Signature Required for Processing)**

I have read and agree to the Counselor Job Description and Guidelines

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. **Registration Deadline** : January 8, 2016

Registration is limited to 20 volunteers, staff and professionals

Mail or Fax Registration to:

Inter Tribal Council of Arizona, Inc. Phone: 602-258-4822

Stephanie Barehand Fax: 602-258-4825

2214 North Central Ave. Suite 100 Email: Stephanie.Barehand@itcaonline.com

Phoenix, Arizona 85004

**AGENDA**

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| Tuesday, January 12, 2016 | |
| 9:00 A.M. | Introductions |
| 9:15 A.M.  10:00 A.M.  10:30 A.M.  10:45 A.M | PBO Program Overview – SHIP/SMP Program  Medicare Updates  Break  AHCCCS – Bonnie Talakte |
| 12:00 P.M.  1:00 P.M.  2:30P.M.  3:00 P.M.  4:30 P.M. | Lunch (on your own)  ALTC – Melissa Arzabal  Break  Social Security – Kimberly Yellowrobe  Adjourn |

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| Tuesday, January 13, 2016 | |
| 9:00 A.M. | Review of Day One |
| 9:15 A.M.  10:45 A.M.  11 A.M. | VA Benefit – HoMana Pawiki / Kuauhtemoc Rodriguez  Break  VA Benefit – Michael E. Core / Mike Klier |
| 12:00 P.M.  1:00 P.M.  2:30P.M.  3:00 P.M.  4:30 P.M. | Lunch (on your own)  Indian Health Services – Brain Zah  Break  ACA Update – Verna Johnson  Evaluation / Reward  Adjourn |