Inter-Tribal Council of Arizona, Inc.
Area Agency on Aging, Region 8
State Health Insurance Program Refresher Training
April 17 & 18, 2019
9:00 A.M. – 3:00 P.M.

Public Benefits Outreach Project
Training Description

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 host a free 10 Hour In-service Training on Medicare, Arizona Health Care Cost Containment System (AHCCCS), Social Security and other benefits for volunteers and paraprofessionals who assist elders and people with disabilities in tribal community.

When: April 17 & 18, 2019
Time: 9am – 3pm
Where: Inter-Tribal Council of Arizona – Conference Room 2
2214 North Central Avenue, Suite 100
Phoenix Arizona

What: Topics of discussion:

- Up to date information on 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

- Senior Medicare Patrol – Healthcare Fraud and Abuse
- Indian Health Services
- Social Security
- Veterans Benefit
- Medicaid – AHCCCS
- ALTC Eligibility

Who: Training is offered to individuals & paraprofessional that 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. So many changes happen every year that affect elders in our communities, keeping them aware of benefits, that could potentially help pay for medical costs and daily living expenses is vital information. Benefits such as Medicare and Medicaid contribute to Indian Health Services revenue, potentially leading to expanded services, which helps the entire community.

If you are interested in attending, please fill out the attached Training Registration Form and return by due date. Individuals who are looking to become State certified volunteers are subject to take an online test. Please read counselors description, more information will be provided at the training.
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 on a monthly basis

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. Comply with 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 for-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. Individuals are subject to take and online test. Communication skills are recommended.
Registration Form

1. Biographical Information

<table>
<thead>
<tr>
<th>First Name</th>
<th>Middle</th>
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<th>Address</th>
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<thead>
<tr>
<th>Work / Home Phone Number</th>
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<table>
<thead>
<tr>
<th>Employer</th>
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2. Race / Ethnicity Please Check all that apply
   - Native American
   - Native Hawaiian / Pacific Islander
   - African American
   - Hispanic
   - Asian
   - White

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)

Signature: ___________________________________________________

4. Registration Information: You can send your registration forms by emailing to Stephanie.Barehand@itcaonline.com or Fax to (602) 258—4825

5. Registration Deadline: April 12, 2019
   Registration is limited to 16 individuals

*If you are interested in becoming a State Certified Volunteer, be prepared to take an online test for State certification.*
### AGENDA

**Wednesday April 17, 2019**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>9:00 A.M.</td>
<td>Introductions</td>
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<tr>
<td>9:05 A.M.</td>
<td>PBO Program Overview – SHIP/SMP Program</td>
</tr>
<tr>
<td>9:35 A.M.</td>
<td>Medicare Updates 2019</td>
</tr>
<tr>
<td>10:35 A.M.</td>
<td>Break</td>
</tr>
<tr>
<td>10:45 A.M.</td>
<td>Social Security – Kimberly Yellow Robe</td>
</tr>
<tr>
<td>12:00 P.M.</td>
<td>Lunch (on your own)</td>
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<tr>
<td>1:00 P.M.</td>
<td>Arizona Long Term Care Services (ALTCS) – TBD</td>
</tr>
<tr>
<td>2:00 P.M.</td>
<td>Break</td>
</tr>
<tr>
<td>2:10 P.M.</td>
<td>Arizona Health Care Cost Containment System – TBD</td>
</tr>
<tr>
<td>3:00 P.M.</td>
<td>Adjourn</td>
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**Thursday April 18, 2019**

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<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>9:00 A.M.</td>
<td>Federal Veterans Affair Benefit – HoMana Pawiki / Michael Core</td>
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<td>10:15 A.M.</td>
<td>Break</td>
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<tr>
<td>10:30 A.M.</td>
<td>State Veterans Affair Benefit – Michael E. Core / Mike Klier</td>
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<tr>
<td>11:30 A.M.</td>
<td>Lunch (on your own)</td>
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<tr>
<td>1:00 P.M.</td>
<td>Indian Health Services – Brian Zah</td>
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<tr>
<td>2:15 P.M.</td>
<td>Break</td>
</tr>
<tr>
<td>2:30 P.M.</td>
<td>Medicare Fraud Errors and Abuse Updates</td>
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<tr>
<td>3:00 P.M.</td>
<td>Evaluations /Adjourn</td>
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*Stephanie Barehand, PBO/LIS Specialist  Phone: (602) 258-4822 Email:Stephanie.Barehand@itcaonline.com*

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