

HICAP Volunteer Counselor Job Description

Job Summary

The HICAP counselor, under the supervision of the local Program Manager (or Volunteer Coordinators), counsels Medicare beneficiary clients and provides Medicare and related health insurance information to consumers and their advocates. These activities are related to the following HICAP objectives:

- Inform the public and all interested parties about the issues associated with Medicare and related health insurance plans and products;
- Assist Medicare beneficiaries with information about their benefits, health claims and insurance problems through direct counseling and informal advocacy; and
- Support the independence of people making choices that affect their health and financial well-being.

Specific Duties

- Counseling – Provide individual counseling and informational services to Medicare beneficiaries, their advocates and individuals imminent of Medicare eligibility regarding Medicare billing claims and problems, Medicare supplement insurance, Medicare Advantage Plans and prescription drug plans, long-term care insurance, and other related health insurance plans and products.
- Advocacy – Assist consumers to ensure that their rights under Medicare and other applicable federal and California laws or regulations are upheld, make referrals to legal services and/or other agencies, and provide other interventions as needed.
- Record Keeping – Maintain accurate records on all client contacts and services provided, perform computer input of client/counseling data into the CDA HICAP database, and provide any other data/information as requested by the Program Manager or Volunteer Coordinator.
- Community Education and Outreach (optional) – Participate in outreach events on behalf of CHCR including attending health and resource fairs, educational presentations or workshops, and other community events where Medicare beneficiaries or their caregivers may frequent.
- Program publicity and promotion (optional) – Promote Center for Health Care Rights and the HICAP program in your community to spread the word about the free counseling services and educational workshops offered.

Specific Requirements

- Service Location – The HICAP counselor will provide HICAP services from a designated or approved service site, such as a hospital, library, senior center, etc.
- Confidentiality and Conflict of Interest – The protection of a client's right to privacy is mandated by State and federal law. All counselors must abide by an agreement that

assures client and program confidentiality and assures compliance with conflict of interest directives.

- Time Commitment – All counselors must agree to a length of service commitment of at least one year and provide a minimum of 40 hours of counseling/service in a 12-month calendar year period in order to maintain registered status. Counselors must also agree to annually participate in a minimum of 12-hours of continuing education on an annual calendar year basis.

Qualifications

- Interest in people and in assisting people to maintain independence.
- Interest and aptitude in the areas of Medicare, related health insurance, and senior and disability issues.
- Ability to communicate clearly and effectively.
- Ability to clearly document details and information on computerized and paper forms and to summarize case scenarios.
- Ability and willingness to comply with all policies and procedures established by the local HICAP and CDA.
- Ability to be objective and unbiased.
- Ability to provide counseling and information which will assist clients in making informed choices and to refrain from recommending health insurance plans to clients.

NOTE: Generally, persons who are employed may not be accepted as volunteer counselors as they must be able to make appointments at specific dates and times during regular business hours.

MAJOR RESTRICTION: Individuals who sell insurance, or who receive gifts, compensation, or other financial gain from insurers will not be considered for HICAP Counselor positions.