



Community Educator Senior Medicare Patrol Volunteer

Purpose:

To empower and assist Medicare beneficiaries and their families to prevent, detect, and report health care fraud, error and abuse. Community educator volunteers serve this purpose by educating beneficiaries in a variety of ways, including group presentations, exhibiting at community events, and even one-on-one counseling.

SMP Volunteers serving as a Community Educator may participate in some or all of the following activities:

- Give group presentations to Medicare beneficiaries and/or their caregivers
- Staff exhibits at community events, such as senior health fairs
- Provide individual counseling about how to prevent, detect, and report health care fraud

Orientation/Training:

SMP Volunteers serving in this role:

- Complete the SMP Foundations Training online
- Complete additional trainings as necessary (e.g., Counselor Training)
- Receive orientation about the Illinois SMP program and about their local host agency

Benefits of serving as an SMP Volunteer:

SMP Volunteers serve as an integral part of a national effort to reduce health care fraud by educating Medicare beneficiaries, their families, and the general public. Community Educator volunteers have access to professional development opportunities that will grow their knowledge of the Medicare program as well as enhance their skills such as communication and interpersonal skills. Volunteering as a Community Educator will also allow you to meet new people from diverse backgrounds who share an interest in protecting the Medicare program. As an SMP volunteer, you are contributing to the well-being of Medicare beneficiaries and the community as a whole!

Responsibilities/Requirements:

- Present the SMP-approved message to older adults, people with disabilities, and their caregivers in a professional manner using educational materials provided. Local SMP coordinators work with volunteers to ensure they are comfortable with the materials and have outreach opportunities.
- Complete SMP Foundations training as well as any role-specific trainings required

- Consent to criminal records and personal references check once every five years
- Valid driver's license and automobile insurance (if driving)
- Transport exhibit or presentation materials to and from location of event (accommodations may be made)

Qualifications:

- Good oral communication and public speaking skills
- Ability and willingness to learn and share information related to the Medicare program and the ways to prevent, detect, and report health care fraud within it
- Ability to work and get along with people from diverse backgrounds
- Ability to travel to presentation sites throughout the community

Time Commitment:

The SMP program offers flexibility to its volunteers. SMP volunteers and their volunteer coordinator agree upon a number of presentations or events they would like to complete (for example, four presentations per year). Because of the amount of training required, SMP volunteers are asked to serve a minimum of one year.

Limitations:

Volunteers serving as a Community Educator may from time to time come into contact with confidential personal information. Volunteers should adhere to confidentiality and data security procedures outlined in the IL SMP handbook. Volunteers are limited to providing general information about SMP and related topics and defer complicated SMP cases and issues to the SMP Hotline at AgeOptions (800)699-9043. Community Educators cannot have a current, active license to sell insurance (life, health, medical, etc.) and may not volunteer while running for political office.

Supervision and Location:

SMP Volunteers report to the local SMP coordinator or, when appropriate, to the statewide SMP Volunteer Specialist. Depending on the type of activity being performed, volunteers may serve out of local SMP agency or provide educational presentations at community sites that are local to you, such as senior housing buildings, libraries, churches, etc.

Reporting:

SMP Volunteers must be in contact with their SMP coordinator before providing any SMP activities. Volunteers are also responsible for reporting details of their activity, such as number of individuals who attended their presentations.

Contact Information:

Volunteers are always encouraged to contact their local SMP coordinator for support. Volunteers are also welcome to contact the statewide Volunteer Specialist with any questions or concerns at AgeOptions (800)699-9043.