

Considering volunteering with Nebraska SHIP/SMP?

NEBRASKA SHIP

Local help for Nebraskans
with Medicare



SHIP

State Health Insurance
Assistance Program



SMP

Senior Medicare Patrol

This guide is designed to introduce potential volunteers to SHIP/SMP, our training program, volunteer responsibilities and requirements along with explaining the wide range of volunteer activities available.

1-800-234-7119

Who We Are

- In 1990, the Centers for Medicare & Medicaid (CMS) developed a model volunteer training program for states to counsel Americans about health insurance and related topics.
 - These programs became known as State Health Insurance Assistance Programs (SHIP) and now operate in all 50 states, Washington D.C., the Virgin Islands, Puerto Rico and Guam. Each of the 54 programs has a unique name and structure, but all serve the same purpose: to offer free, objective, local health insurance counseling to individuals and/or their representatives with Medicare.
 - The Nebraska Department of Insurance received an initial grant in 1992 to create the Nebraska SHIP.
 - Coordinated within the Nebraska Department of Insurance.
 - Contracts with many of Nebraska's Area Agencies on Aging and non-profits.
 - SHIP has a statewide network of over 250 volunteer counselors. Volunteers are an integral part of our service model.
 - In 2015 Nebraska SHIP was awarded the Senior Medicare Patrol (SMP) grant in addition to the SHIP grant.
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Our Mission

Nebraska SHIP/SMP educates people about Medicare and detecting Medicare fraud, empowering Nebraskans with Medicare to make informed decision about health insurance while protecting themselves from fraud.

Our Services

Medicare Education

- Free education regarding Medicare, related insurances, fraud prevention and detection.

Outreach

- Public presentations, information booths, brochure distribution.

Counseling

- Confidential and unbiased counseling offered face-to-face, virtually, and by phone.

Resources

- SHIP/SMP toll free hotline, website, educational materials, trainings, and classes.

SHIP/SMP Volunteer Opportunities

The Nebraska SHIP/SMP offers multiple volunteer opportunities. This allows you to choose the areas that interest you the most. Training is tailored to your specific topics of interest. As you progress in SHIP/SMP Volunteering, you are welcome to train in additional topics. Topics include:

Fraud Presentations and Outreach:

Become a SHIP/SMP Fraud Warrior, assist in gathering information and submitting reports.

Host Medicare Fraud Bingo.

Provide presentations to public groups and organizations.

Provide one-on-one education.

Public Speaking:

Provide *Welcome to Medicare* classes in-person and online.

Manage informational booths providing information to groups such as retirees or businesses providing information for their employees.

Office Support/Data Entry:

Assist in answering multi-line phone system.

Schedule appointments.

Entering data in program reporting system.

Brochure Distribution:

Connect with community partners and build new relationships to display SHIP/SMP resources.

Medicare Counseling:

Provide one-on-one counseling specific to topics of interest, including: Medicare Part D, Medicare Advantage, or Fraud.

Overall Comprehensive Medicare Counseling which could include information on all topics Medicare related.

"Each client presents a unique situation, and by the end of the appointment I provide tailored information for the client to make the decision that best fits their need. It's a deep sense of satisfaction providing unbiased guidance regarding Medicare and relieving clients of worry, anxiety, and/or confusion." - Julie—Omaha

SHIP/SMP Volunteer Requirements

SHIP/SMP Volunteer Qualifications and Requirements:

- Licensed insurance agents or employees of an insurance/broker company are not able to volunteer with SHIP/SMP. Verification will be completed by the SHIP/SMP office.
- You must pass a federal background check completed by the SHIP/SMP office.
- You must possess basic computer skills, be able to navigate online resources and have an active email account.
- You must successfully complete the Initial Volunteer Training(s) specific to your topic(s) of interest. Also:
 - If acting as a Fraud Warrior, participate in 6 events within 12 months.
 - If providing public speaking, staffing a SHIP/SMP booth, or distributing SHIP/SMP resources, complete a minimum of 6 events within 12 months.
 - If providing direct counseling, you must be willing to meet with people face-to-face, virtually, or via phone at a minimum of 24 times in 12 months. Meetings should be provided in a secure location to ensure safety and confidentiality.
 - If providing office support and/or data entry, complete 24 hours of service in 12 months.
- Complete all program required data documentation online (Client Contact forms and Public Activity and Media forms).
- Successfully complete required SHIP/SMP update trainings and annual re-certification and evaluation.
- Maintain confidentiality and provide information in an unbiased manner, refraining from providing personal opinions or advice.
- Comply with any region specific requirements or other requirements as necessary.

“My clients are always so appreciative when I am able to save them some money on their prescriptions. It gives me such a good feeling to be able to help them save money.” –Donna R.

Midland Region