SMP Volunteer Screening Process

Application

Phone Interview *

Background Checks (2-Parts)
- 1. Criminal Records Check
- 2. Calling References (3)

Training
- Online Training on SMP Overview, Medicare Basics, & Fraud Issues
- * Additional training for specific roles (giving presentations, one-on-one counseling, and complex issues)

Pass Assessment
- Open-book, 50 questions (Additional assessment required for Counselor Training)

Volunteer Agreement (3-Parts) **
- Mutual agreement on time commitment & role
- Confidentiality and Conflict of Interest Agreement
- Driver’s Information (Driver’s license & Insurance)

Acceptance Letter

* Volunteers with roles that will have no client contact or access to sensitive information will complete the application and phone interview and then skip to the Volunteer Agreement. If their role ever changes, they will need to complete the other screening steps.

** All SMP Volunteers must complete a Volunteer Agreement.