

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 and exhibiting at community events.

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!

Community Educator Volunteers may participate in some or all of the following activities:

- Staffing an exhibit at an event such as a health fair and providing general information about SMP to the public and answer basic questions.
- Giving substantive presentations on SMP topics to small and large groups, with the opportunity for interaction with the audience during time set aside for Q & A and discussion.

Orientation/Training:

- Complete the SMP Foundations Training online
- Complete additional trainings as necessary
- Receive orientation about the Illinois SMP Program and about their local host agency

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 supervisor's work with volunteers to ensure they are comfortable with the materials and have outreach opportunities.
- Transport exhibit or presentation materials to and from location of event (accommodations may be made)
- 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)

Qualifications:

- Good oral communication and public speaking skills
- Ability and willingness to learn and share information related to Medicare fraud, errors and abuse and the ways to prevent, detect, and report 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 supervisor 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 and host at least two events per year

Limitations:

Volunteers serving as a Community Educator may not engage beneficiaries in group or individual discussions about Medicare fraud, error, or abuse or personal information or situations. These volunteers defer all questions regarding these topics to the Illinois SMP Hotline at AgeOptions (800) 699-9043.

Supervision and Location:

SMP Volunteers report to their local SMP supervisor or, when appropriate, to the statewide SMP Volunteer Coordinator. Depending on the type of activity being performed, volunteers may serve out of the 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 supervisor before providing any SMP activities. Volunteers may also be responsible for reporting details of their activity, such as number of individuals who attended their presentations. SMP Volunteers will be informed by their SMP supervisor if they have any reporting responsibilities.

Contact Information:

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