

If you would like to help
seniors and people with
disabilities in your
community who need
accurate information
about **Medicare** and
other insurance
issues...



SHIIP
Needs You!

Seniors' Health Insurance
Information Program
NC Department of Insurance
Mike Causey, Commissioner

The North Carolina Seniors' Health Insurance Information Program, or SHIIP, is a flagship program for the Department of Insurance. Recognized as a national model for seniors' information programs, and known to citizens across the state as a reliable resource for clear and unbiased information about Medicare and other issues, SHIIP has grown to serve all 100 counties of North Carolina with hundreds of volunteers since it began in 1986.

In order to offer this excellent service to Medicare beneficiaries and their families in North Carolina, SHIIP needs dedicated and caring volunteers. Can you help us? Do you have what it takes to join SHIIP's volunteer force?



"Volunteering with SHIIP enables me to help others make informed decisions about their Medicare coverage."

**Christal Curran
Pitt County Coordinator**

What does it take to be a SHIIP volunteer?

Volunteer Counselors must meet several requirements before being accepted into SHIIP training. You must:

- have the ability to get along well with others;
- have a sensitive and caring attitude;
- have good written and oral communication skills;
- have computer skills for counseling;
- not be an active insurance agent and not have an immediate family member who is an insurance agent;
- have the willingness to learn and the ability to retain information relevant to health insurance provisions and claims filing procedures;
- not have a criminal background.

What would I be responsible for as a Volunteer Counselor?

Volunteer Counselors are typically asked to:

- complete the SHIIP online Volunteer Basic Training course and become a "Certified" SHIIP Volunteer Counselor;
- attend quarterly follow-up meetings throughout the year, in locations that do not require much travel from your area;

"The seniors in my community need me, so I am glad to be able to help them."

**Thelma Lennon
Wake County Volunteer**



- provide 40 hours of volunteer service per calendar year. Volunteer service includes training, counseling, enrollment assistance and outreach activities;
- counsel clients and beneficiaries in your community. Counseling may include telephone calls, meeting with the clients face-to-face, researching a topic or issue, contacting outside parties such as providers and insurance companies with the client's permission, and assisting with claims filings;
- work with the County and/or Volunteer Coordinator in performing SHIIP outreach activities, such as health fairs and speaking engagements; and
- complete SHIIP Activity Report forms each time you participate in a counseling session or an outreach event.

SHIIP Volunteer Counselors are trained to be the go-to people for seniors and Medicare beneficiaries in their local communities. As a volunteer, you would be responsible for providing balanced, unbiased and accurate information to those who seek SHIIP's help. SHIIP Volunteers and staff never recommend or promote one product over another, nor do they degrade any products or policies. They simply offer the client guidance and information with which he or she can make an informed decision.

Could I be held liable or sued in my role as a SHIIP volunteer?

A SHIIP Volunteer Counselor enjoys the same level of legal protection as would any other state employee. In the event a Volunteer Counselor was sued in his or her role with SHIIP, the Department of Insurance would provide a defense and would be liable for the first \$500,000 in damages.



“Volunteering is just one way of giving back to my community.”

Dot Robertson
Franklin County Volunteer

SHIIP prides itself on offering excellent services to Medicare beneficiaries, senior citizens and families across North Carolina, and we couldn't do it without our wonderful group of volunteers. They are truly some of the best in the nation. Don't you want to join us? Check out the contact information on this page to learn how you can apply to become a SHIIP Volunteer Counselor.

**Make a difference.
Join SHIIP today.**

**Contact SHIIP for information about becoming
a certified volunteer...**

**North Carolina Department of Insurance
Seniors' Health Insurance Information Program
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