

YOUR TURN!
#1

Currently, who is the ideal volunteer for your program? What are you looking for right now? What characteristics and talents are most valued in your program?

What gaps do you need the volunteers to fill? What do you need them to do for your program?

What new or additional volunteer characteristics could improve your volunteer program?

How could this change improve your service to your priority populations?

FOCUS QUESTIONS

1. This is not a bake sale type of volunteer position. What attracted you to doing this type of volunteer work?
2. What kept you engaged, especially during the pandemic, as a volunteer for this program?
3. What outreach efforts are needed to re-engage inactive volunteers?
4. What are effective strategies to attract, and retain, new volunteers? Are there additional opportunities that could/ should be offered to volunteers? If yes, please share.

Volunteer Levels

Associate Level 1 Volunteer (Administrative/ Marketing Assistant, Information Distributor)

- SMP Foundations Training
- SMP Communications Training
- SMP Privacy & Confidentiality
- Person-centered approach training
- Customer service training
- Cultural humility

Associate Level 2 Volunteer (Presenter, Exhibitor)

- All training requirements for Associate Level 1, as well as
- Successful completion of SHIP TA Center Level 1: Medicare Basics
- Successful completion of SHIP TA Center Level 2: Medicare Coverage Rules
- SMP Group Education Training (does it include STARS/documentation)
- Safety Training

Certified Level Volunteer (Counselor)

- All training requirements for Associate Levels 1 and 2, as well as
- Successful completion of SHIP TA Center Level 3: Appeals and Penalties
- Successful completion of SHIP TA Center Level 4: Other Insurance and Assistance Programs
- Successful completion of SHIP TA Center Special Topics
- Successful completion of New Mexico ADRC-SHIP Exam
- CMS Unique ID Training
- SHIP TA Center STARS Training
- SMP Counselor Training

Required Shadowing (3 months post training)

YOUR TURN!
#2

What type of recruitment has worked for your program?

What were instrumental factors in your recruitment success?

What were the challenges to successful recruitment?

When did you know it was time to pivot?



Dear Stan,

Before becoming Medicare eligible, I was pleased my primary care doctor practiced preventive medicine. She ordered vaccines to prevent COVID, pneumonia and shingles and ordered mammograms, echo cardiograms and other tests to keep me healthy.

Now that I am on Medicare, will Medicare pay for preventive services for me?

*Natalia
Albuquerque*

Report Medicare Related Fraud by calling the New Mexico Senior Medicare Patrol (SMP) at

1-800-432-2080

The SMP will provide you with the information you need to PREVENT, DETECT and REPORT Medicare fraud, errors, and abuse.

Dear Natalia,

Medicare does pay for a variety of preventive medical services for both women and men. Now that you are on Medicare, you can have a “Welcome to Medicare” preventive visit. This is not a physical exam but an opportunity for you to get up-to-date on important screenings and shots and to talk to your health care provider about family history and how to remain healthy. Preventive medicine helps individuals by detecting health problems early. Examples of services include:

- Exams
- Vaccines

- Lab tests
- Screenings
- Counseling and Education

Screenings for women include mammograms for breast cancer detection and cervical and vaginal cancer. Men’s screenings for prostate cancer are provided.

There are numerous screenings for both women and men. Examples include: colorectal cancer, cardiovascular disease, depression, obesity, lung cancer and diabetes. Medicare also offers yearly wellness visits, alcohol and drug

(Continued on page 2)

counseling and vaccines for COVID, pneumonia and shingles.

For a complete list go to **GOOGLE** and do a search for '**Your Guide to Medicare Preventive Screenings**'. This publication explains the various preventive services in Medicare and tells you when and how often you can be tested or screened for various diseases.

Original Medicare and Medicare Advantage will cover most of these tests for \$0 copay if your medical provider accepts Medicare assignment. Before obtaining these services check with your doctor about what you need and call Medicare at **1-800-633-4227** to make sure that the services will be paid for.

Your doctor may order tests that Medicare does not cover and he or she may recommend that you have tests more or less often than Medicare covers them. If you get a service that Medicare does not cover and you think it should, you **may appeal the decision**. To file an appeal, follow the instructions on your "**Medicare Summary Notice**" (MSN).

For more information on submitting an appeal, visit www.Medicare.gov/appeals, or call Medicare at **1-800-633-4227**. TTY users can call **1-877-486-2048**.

Stan

New Mexico SHIP SMP Counselor
New Mexico Aging and Disability
Resource Center (ADRC)
1-800-432-2080

***** Why Ask Stan? *****

The newsletter recently won a 1st place award in the New Mexico Press Women journalism contest in the category Informational Columns. The judges wrote that the newsletter was "Well researched and well sourced advice with actionable information. This piece is accessible and provides a public service for an audience that may include elderly, vulnerable people who are seeking reliable, vetted information."

So if you want to get award-winning, free, unbiased, expert information and assistance from a peer, **Ask Stan!**

SHIP & SMP Program Volunteering: Learn more about Medicare and ways to better serve the public by contacting us about available SHIP SMP volunteer opportunities at **1-800-432-2080. We provide training on Medicare content, and can work with your schedule. We can serve more people together!**



SHIP

State Health Insurance
Assistance Program



SMP

Senior Medicare Patrol

Preventing Medicare Fraud

YOUR TURN!
#3

How could your community benefit from a pivot in your program?

What would the pros and cons be?

How would you know it was time to take the leap?

Where would most of the challenges exist?

How would you measure the success of your efforts?