



Volunteer Navigator Job Outline

Purpose:

To advocate for, inform, educate and assist consumers on Medicare and related health information and insurance issues so consumers can make timely, informed decisions and access resources to meet their needs.

Navigator requirements:

- Ability to relate well to people with a sensitive and caring attitude.
- Ability to attend 2 days of training for new volunteers.
- Ability to attend an annual day of refresher training.
- Ability to meet with beneficiaries and gather and enter statistical information as required for state reporting?
- Ability to refrain from endorsing or recommending an individual insurance company, policy or agent.
- Ability to keep all information confidential.

Responsibilities:

- Provide Medicare and Medicare Health Insurance navigating services without conflict of interest.
- Conduct individual navigation session with Medicare beneficiaries or their families.
- Screen beneficiaries for eligibility in the “Extra Help” program.
- Help beneficiaries apply for the “Extra Help” program via the internet.
- Distribute SHIINE materials in navigator’s community.
- Refer beneficiary to the appropriate resources or programs as needed.

Report to:

- Regional Coordinator

Time requirements:

- After attending SHIINE trainings, navigators are asked to make a one year commitment to the SHIINE program and the Medicare beneficiaries in South Dakota.

VOLUNTEER REIMBURSEMENT POLICY – 07/09

SHIINE volunteers may request reimbursement for mileage to and from a beneficiary's home or meeting place, designated volunteer site, Health Fair or presentation as assigned by the regional coordinator.

Other expenses that were occurred on behalf of a beneficiary that a volunteer may request a reimbursement for include:

- Long-distance telephone calls
- Postage
- Paper
- Copies
- Envelopes

Requests must be submitted in writing with all receipts attached. Mileage will be reimbursed at the Federal rate.

SHIINE will reimburse for meal and lodging expenses occurred during required training and educational updates. Meals will be reimbursed at the State rate per diem rate for breakfast, lunch and dinner. No alcoholic beverages or snacks will be reimbursed for.

Approved SHIINE training materials, brochures, publications and marketing items will be provided to SHIINE volunteers at no cost to them.

SHIINE is a federally funded program through the Centers for Medicare Medicaid Services and is administered by the South Dakota Department Services Division of Adult Services and Aging.

SHIINE Regional Coordinators:

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