

SHIBA VOLUNTEER POLICIES

The Senior Health Insurance Benefits Assistance program (SHIBA) will provide information and assistance to Medicare beneficiaries through a statewide network of certified volunteers. Volunteers will be trained in Medicare Parts A and B, Medicare supplemental insurance (Medigap), Medicare Advantage, Medicare Part D, Medicare Fraud & Abuse, long term care insurance, and other related issues. Volunteers will work under the supervision of a Volunteer Coordinator, who is appointed by SHIBA's local sponsoring organization.

Services

SHIBA volunteers shall provide:

- Accurate and objective health insurance information and counseling services to the client according to SHIBA guidelines.
- Individual assistance at specified sites, by telephone or in the client's home.
- Assessment of clients' resources and needs related to health care and health insurance.
- Client referral to appropriate resources as needed.

Volunteer Commitment

SHIBA volunteers must:

- Successfully complete SHIBA Volunteer Application, screening process, volunteer training and required internship.
- Sign a SHIBA Confidentiality and Conflict of Interest Statement.
- Complete Client Contact form via the internet (SHIPTalk website) or paper for every client contact.
- Attend SHIBA volunteer meetings.
- Agree to a minimum number of service hours (subject to demand for service).
- Adopt the SHIBA program name and logo.

Ethics and Conflict of Interest

According to the Federal Volunteer Protection Act, SHIBA volunteers are protected from civil liability for injuries or damage to the person or property of others, subject to the following general conditions:

- The volunteer is working on a state agency task assigned by an authorized agency supervisor.
- The volunteer limits her/her actions to the duties assigned.
- The volunteer adheres to the duties outlined in the Volunteer Job Description, and these volunteer policies.
- The volunteer performs assigned tasks in good faith, and does not act recklessly or with the intent to inflict harm to others.