

What do SHIIP-SMP Volunteers do?

Trained volunteers assist thousands of Iowans each year through one-on-one Medicare counseling sessions, and community education efforts. Volunteers are hosted at hospitals, clinics, and partner organizations in almost every county across the state. Together, SHIIP-SMP services save Iowans millions of dollars every year.

SHIIP-SMP Counselor Responsibilities

- **Individual Counseling:** Have direct conversations with beneficiaries about their unique situations, and help them make informed decisions to meet their Medicare needs.
- **Help understand their Medicare benefits and compare options**
- **Identify and access opportunities for financial assistance**
- **Protect against Medicare fraud and abuse**

“As new participants in the Medicare program, my wife and I felt that the SHIIP counselor was THE best and most trusted source of information of all the choices we could have selected.”

SHIIP-SMP Volunteer Counselor Expectations

- Complete new volunteer certification through online training and mentorship.
- Have access to e-mail and internet, and a working computer.
- Pass criminal background check.
- Be 21 years of age or older.

Preference is given to applicants who are retired or only working part-time.

Volunteer placement is dependent on an application and interview as well as available openings at local SHIIP-SMP host sites.



What is SHIIP?

Senior Health Insurance Information Program (SHIIP) is a free, objective and confidential service offered through the state of Iowa to help people sort through confusing information about Medicare and health insurance.

What is SMP?

Each year Medicare loses billions of dollars due to Medicare fraud, errors, and abuse. The Senior Medicare Patrol (SMP) for Iowa works in collaboration with SHIIP to provide outreach and education to promote awareness of Medicare fraud prevention and detection.

SHIIP-SMP volunteer counselors help individuals detect and report possible Medicare fraud, errors, and abuse. During individual counseling sessions, volunteers provide resources for consumers to protect themselves from healthcare scams.

Free.
Objective.
Confidential.

1-800-351-4664
www.shiip.iowa.gov

SHIIP is a service of the State of Iowa. It does not sell or promote any insurance companies, policies or agents.



What resources are provided to SHIP-SMP volunteers?

To ensure SHIP-SMP volunteers have the knowledge and information needed to do counseling and community outreach, they are provided education and ongoing support, including:

- New volunteer training and mentor program.
- Annual update training and certification.
- A volunteer support line and referral network with subject experts.

“It may be a steep learning curve at first, but the program has excellent training and excellent resources for the volunteers.” - C. HINTON

How to Apply

Sign up online at:
shiip.iowa.gov/get-involved

Email us with questions at:
shiiprecruit@iid.iowa.gov



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A service of the State of Iowa Insurance Division



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Become a SHIP-SMP Volunteer

Help Iowans understand Medicare and prevent fraud.

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