



## **Community Advocate Senior Medicare Patrol Volunteer**

### **Purpose:**

To empower and assist Medicare beneficiaries and their families to prevent, detect, and report health care fraud, error and abuse. Community advocate volunteers serve this purpose by supporting the SMP program in a variety of ways, including administrative work, distributing information, and working with the media.

### **SMP Volunteers serving as a Community Advocate may participate in some or all of the following activities:**

- Distributing information to local community sites such as senior buildings, libraries, municipal buildings
- Completing administrative tasks such as filing, data entry, and scheduling outreach events
- Participating in media outreach efforts
- Working with staff or other volunteers on a variety of SMP-related projects as needed

### **Orientation/Training:**

SMP volunteers serving in this role:

- Receive orientation about the Illinois SMP program and about their local host agency
- Are encouraged to complete the SMP Foundations Training, but it is not a requirement

### **Benefits of serving as an SMP Volunteer:**

SMP Volunteers are an integral part of a national effort to reduce health care fraud. By serving as a Community Advocate, SMP volunteers have access to professional development opportunities that grow their knowledge of the Medicare program as well as enhance their skills, if that is desired. As an SMP volunteer, you are also contributing to the well-being of Medicare beneficiaries and the community as a whole!

### **Responsibilities/Requirements:**

- Complete administrative tasks by deadlines determined by volunteer and their local SMP coordinator.
- Transport and disseminate hard copy SMP-approved materials to predetermined sites
- Valid driver's license and automobile insurance (if driving)
- Ability to communicate openly with staff and other volunteers

- This is a flexible position! Community Advocate volunteers work with their local SMP coordinator to determine what projects they will participate in.

**Qualifications:**

- Good written communication skills
- Basic proficiency in Microsoft programs, specifically Microsoft Word and Excel
- Ability to work in an office setting in a professional manner with people from diverse backgrounds

**Time Commitment:**

The SMP program offers flexibility to its volunteers. There is no hourly or weekly requirement, however SMP volunteers are asked to commit to serving for at least one year.

**Limitations:**

Volunteers serving as a Community Advocates may not engage beneficiaries in group or individual discussions about Medicare fraud, error, or abuse or personal information or situations. These volunteers defer all questions regarding these topics to the Illinois SMP Hotline at AgeOptions (800)699-9043.

**Supervision and Location:**

SMP Volunteers report to the local SMP coordinator or, when appropriate, to the statewide SMP Volunteer Specialist. Most community advocate volunteers serve at their local SMP site, but volunteers who distribute information travel to sites throughout their local community.

**Reporting:**

SMP Volunteers will be informed by their SMP coordinator if they have any reporting responsibilities. Typically, community advocate volunteers are asked to report

**Contact Information:**

Volunteers are always encouraged to contact their local SMP coordinator for support. Volunteers are also welcome to contact the statewide Volunteer Specialist with any questions or concerns at AgeOptions (800)699-9043.