



Volunteer Orientation Packet



HELPING MEDICARE
BENEFICIARIES IN YOUR
COMMUNITY UNDERSTAND
AND PROTECT THEIR BENEFITS.

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Español (Spanish) -ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.800.305.9673 (TTY: 711).Deutsch (German) -ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1.800.305.9673 (TTY: 711).



Orientation to SHIINE

- Familiarize yourself with the contents of this Orientation Packet, the Volunteer Handbook, and the SHIINE manual.



Mark Your Calendar

- Mark your calendar and plan to attend the Medicare Basics and the SHIINE Volunteer Recertification Training in your area.
- Your Regional Coordinator will be scheduling mentoring opportunities and further orientation.



Explore Online

- Locate the SHIINE Treasure Hunt activities in this packet. Try to locate each item that is listed to become familiar with SHIINE's resources.



Complete Training

- SHIINE requires volunteers to be adequately trained to fulfill their roles within the SHIINE program. Discuss the training necessary to be qualified to take on the volunteer roles you are interested in with your Regional Coordinator.
- Start training right away, you can find more details in the Treasure Hunt activities in this packet.

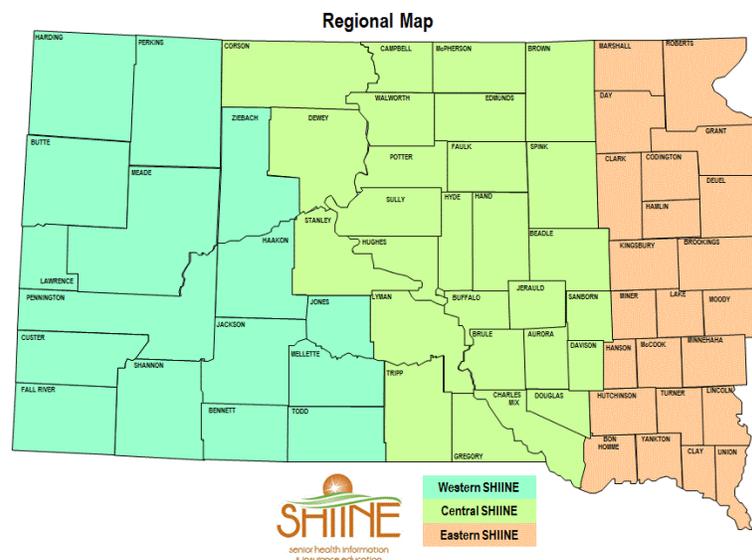
WHAT IS SHIINE?

Senior Health Information and Insurance Education (SHIINE) is a federally funded program through the Administration for Community Living (ACL) and is administered by the South Dakota Department of Human Services.

SHIINE empowers and assists Medicare beneficiaries, their families, and caregivers by providing free, in depth, one-on-one insurance counseling and assistance and educating them on how to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

SHIINE has staff and trained volunteer counselors available statewide to assist people, free of charge, who need help understanding their Medicare benefits and reporting concerns of fraud, waste and abuse. SHIINE is not affiliated with any company that sells or distributes a product or service. SHIINE is committed to providing free, confidential and unbiased information to Medicare beneficiaries.

SHIINE has three regional offices in South Dakota:

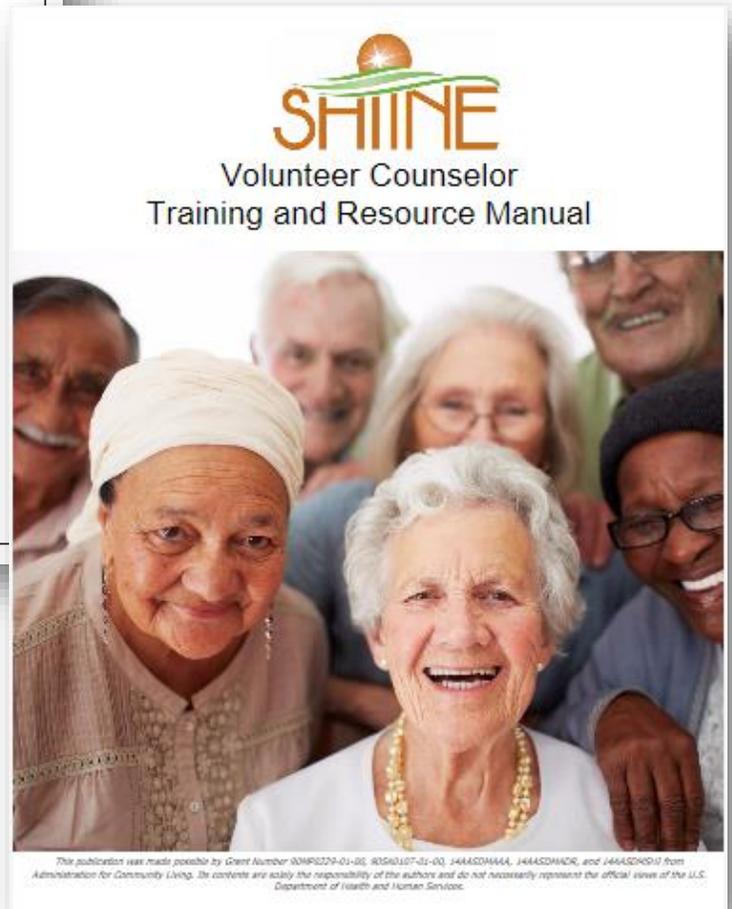
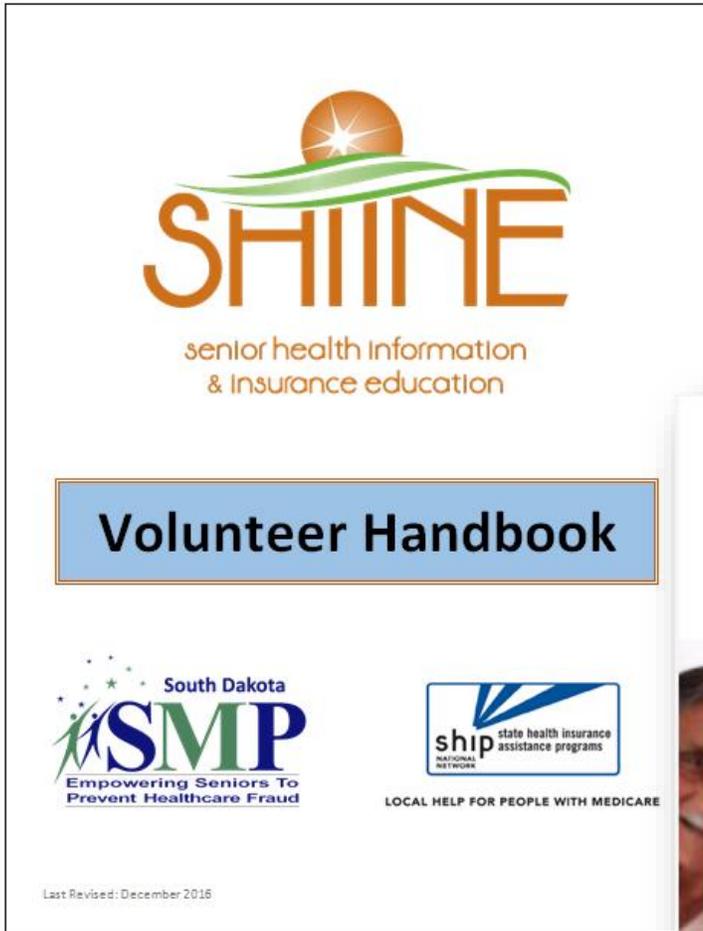


WESTERN SOUTH DAKOTA
 2200 N Maple, Suite 104
 (in the Rushmore Mall)
 Rapid City, SD 57701
 1-877-286-9072
 WesternOffice@SHIINE.net

CENTRAL SOUTH DAKOTA
 2520 E Franklin Street
 Pierre, SD 57501
 1-877-331-4834
 CentralOffice@SHIINE.net

EASTERN SOUTH DAKOTA
 2500 West 46th Street, Suite 101
 Sioux Falls, SD 57105
 1-800-536-8197
 EasternOffice@SHIINE.net

Every SHIINE volunteer receives a copy of the Volunteer Handbook. Read through this handbook to become educated on the volunteer policies, roles, rights and responsibilities.



Volunteers in the counselor role receive a copy of the Volunteer Counselor Training and Resource Manual as a Medicare information resource and counseling guide to use while they assist Medicare Beneficiaries in their community.



SHIINE VOLUNTEER TRAININGS

TRAINING REQUIREMENTS

SHIINE’s training requirements depend on the volunteer role.

		Training						Annual SHIINE Recertification Training
		Orientation	Medicare Basics & Data System Training	Foundations	Group Education	Counselor	Complex Issues & Referrals	
Volunteer Role	Distributing information	X						
	Assisting with administration	X						
	Staffing exhibits	X	X	X	X*	X**		X
	Making group presentations	X	X	X	X	X**		X
	Counseling	X	X	X		X		X
	Handling complex issues	X	X	X		X	X	X
	Other Roles	X	X	TBD	TBD	TBD	TBD	X

* For the staffing exhibits role, Chapter 1 of the Group Education Training Manual and the Appendices are recommended.

** For the staffing exhibits and making group presentations roles, Chapter 1 of the Counselor Training Manual and the Appendices are recommended.

MEDICARE BASICS TRAINING

This training is held each year in the spring. Talk to your Regional Coordinator about the training locations and dates for this year.

The Medicare Basics Training provides a very detailed overview of Medicare, familiarizes you with the SHIINE staff and introduces you to the SHIINE volunteer experience and the resources available to help you succeed. The Data System Training is also included in this introductory training for SHIINE.

ANNUAL SHIINE RECERTIFICATION TRAINING

This training is held each year in the fall. Talk to your Regional Coordinator about the training locations and dates for this year.

The SHIINE Recertification Training provides a review on Medicare and updates on changes associated with SHIINE. Every volunteer completes an assessment to become certified. Volunteers with roles that require this training must attend this training and be certified each year to ensure their knowledge is current and that SHIINE services are consistent across the state.



VOLUNTEER EXPENSE REIMBURSEMENT

SHIINE Volunteers are reimbursed for expenses that accrue during the scope of their volunteer work, such as mileage and office supplies. Documentation is necessary for the program to reimburse volunteers; a sample reimbursement form is shown below. For expenses other than mileage, receipts are required in order to process the reimbursement form. Prior approval is required to be reimbursed for purchases over \$50.00. You may request these forms from your regional coordinator or a printable version is available on the SHIINE website.



Volunteer Reimbursement Form

Name _____ Date _____

Address _____
 Street City State Zip Code

Phone _____ Email _____

Mileage Reimbursement Form:

- Federal Mileage Rate (2018) – .545 per mile
- Please use page 2 for additional reimbursement requests if not enough lines are provided below.
- If this is a mileage reimbursement only (no receipts), you can email this form to your Regional SHIINE Office.

Date	Purpose of Trip	Destination	# of Miles	\$ Amount
Example: 10/20	Open Enrollment	"Anytown" Senior Center	20 x .545	\$ 10.90
				\$
				\$
				\$
				\$

(Include amount from page 2) Subtotal \$ _____

Expense Reimbursement Form:

- Receipts are required for ALL items in order to be reimbursed.
- Please make purchase SEPARATE from personal items.
- Prior approval is required for expense reimbursements over \$50.00.

Date	Description of Item	Purpose	Total Cost
Example: 10/20	Ink Cartridge	Printing Supplies	\$31.80

(Include amount from page 2) Subtotal \$ _____

Volunteer Signature _____

Grand Total \$ _____

Eastern South Dakota
 2500 West 48th Street, Suite 101
 Sioux Falls, SD 57105
 1-800-538-B197
 easternoffice@shiine.net

Send to your Regional SHIINE Office:
Central South Dakota
 2520 E Franklin Street Suite 201
 Pierre, SD 57501
 1-877-331-4834
 centraloffice@shiine.net

Western South Dakota
 2200 N Maple Suite 104 Rushmore Mall
 Rapid City, SD 57701
 1-877-286-9072
 westernoffice@shiine.net

NEW VOLUNTEER TREASURE HUNT

Start exploring the websites SHIINE volunteers frequently use. This treasure hunt will familiarize you with terminology, resources and tools available to you as a volunteer.

WWW.SHIINE.NET

This is the official website for the SHIINE program.

- Find the contact information for your regional coordinator.
- Request a volunteer login by emailing volunteercoordinator@shiine.net. Your login id will be the first letter of your first name and your full last name, for example, Jane Doe's login id will be: jdoe. All passwords default to: shiine. You may change your password if you wish once you log in.
- Locate the Volunteer Reimbursement form you fill out when you have an expense for SHIINE to reimburse.
- If you have a friend who would like to become a SHIINE volunteer, find the Volunteer application.
- Find the South Dakota Consumer's Guide to Medicare Supplement Insurance Premiums.
- Watch the New Volunteer Orientation to SHIINE video located in the Volunteer page of the website.



WWW.MEDICARE.GOV

This is the official website for Medicare; it has many tools and is a great resource for additional information.

- Click on the box "Find health & drug plans." This is the primary tool SHIINE volunteers use to counsel Medicare beneficiaries during the Part D (prescription drug) plan Open Enrollment period, October 15 – December 7th.
 - Watch the short video on the right side called, "Step by step overview on how to complete a plan search."
 - Type your zip code in the General Search and enter information that is asked for along the way to get a feel for the entire process.
- Find Medicare "Costs at a Glance" for this year.
- Type "Skilled nursing facility" into the search bar to see what conditions need to be met before Medicare will cover a beneficiary's costs.

WWW.SOCIALSECURITY.GOV

This is the official website for the Social Security Administration; it has many tools and is a great resource for additional information.

- Locate how a beneficiary can change their address with Social Security and Medicare.
- Extra Help is a program that provides assistance for costs associated with Medicare Part D (prescription drug) plans; find where you go to help a beneficiary apply.

[HTTPS://ACL.ENTELLITRAK.COM/](https://acl.entellitrak.com/)

This is the website SHIINE uses to report all individuals served under the scope of the SHIINE program.

- Email your regional coordinator and request access if you haven't already received it. You will receive your log in credentials by email. Then you will be ready to report all your SHIINE activities into this easy to navigate data reporting system to be counted as work done by SHIINE for grant purposes.

WWW.SMPRESOURCE.ORG

This is the website SHIINE uses to gather information and provide training on Medicare fraud, waste and abuse.

- Locate the "Videos" link in the resources and links box, watch a few videos to get a better understanding about SHIINE's role as South Dakota's Senior Medicare Patrol.
- There are two online trainings you are required to complete on this website. Click on the tab on the top of the screen titled, "Resources for SMPs." On the left side of the screen you will see a list of these online trainings: "SMP Foundations" & "SMP Counselor." Click on the SMP Foundations link to begin your initial training. Complete all four chapters listed under "Access the SMP Foundations Training Online."
 - When you are finished with the training you can complete your assessment by clicking on the Online Assessments link on the left-hand side of the "Resources for SMPs." Begin by selecting "Get Started" for the SMP Foundations Training Assessment.
 - When you are finished with the SMP Foundations training and assessment, move on, following the same process, to complete the SMP Counselor training.



WWW.SHIPTACENTER.ORG

This is a website SHIINE uses to gather and share information and provide training on all aspects of Medicare.

- Click on the SHIP Login button in the upper right-hand corner of the page.

- Scroll down and click on “Submit request to be a registered user” Fill out the account sign up form with your “Role” being SHIP Counselor in training.
- After your request is accepted by SHIINE staff you will be notified by email and you can proceed with trainings on this site.
- Find the “Counselor Training” link at the top of the page.
- Once you are into the Online Training and Certification section of this website you may begin taking courses. These courses walk you through the basics of Medicare terminology all the way through the complex rules and idiosyncrasies of the Medicare program. The online trainings on this website are terrific in that they are short “easy to chew bites” of information. You can take these courses at your own pace and go back to courses even though you have completed them to refresh your knowledge. To acquire enough knowledge to become a SHIINE counselor you need to complete levels 1 & 2.
 - When you are finished with each course you can review the supplemental materials located as a link under each course video. You may also complete the course review to check your understanding of the material covered in each training.



