

Pathway to Medicare Counselor Certification

Initial or Recertification

Required Training and Checklist

Certified Medicare Counselor definition	Enjoy the training modules via webinar, archived webinar, or online http://dhss.alaska.gov/dsds/Pages/medicare/trainingcertification.aspx
<p>A Certified Medicare Counselor can accept referrals to assist people in their community to discuss if, how, when, and why to enroll in Medicare. They can assist a person with general and some specific questions, and provide authoritative advice or contact the SHIP or national Medicare call center for support and assistance.</p> <p>Counseling is a collaborative effort. State staff and 1-800-MEDICARE are available to support Master Counselors.</p> <p>Region X CMS Case Managers take referrals from the SHIP for unresolved cases needing elevation.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Medicare Counselor – Roles, Responsibilities and Data Entry – (Module A) <input type="checkbox"/> Pass Quiz #1 <input type="checkbox"/> Getting Started with Medicare (Module 0) <input type="checkbox"/> Pass Quiz #2 <input type="checkbox"/> Medigap (Medicare Supplement) (Module 3) <input type="checkbox"/> Pass Quiz #4 <input type="checkbox"/> Coordination of Benefits (Module 5) <input type="checkbox"/> Pass Quiz #5 <input type="checkbox"/> Medicare Part D –Prescription Drug Coverage (Module 9) <input type="checkbox"/> Pass Quiz #8 <input type="checkbox"/> Spend time on medicare.gov/find-a-plan doing five real or dummy scenarios <input type="checkbox"/> Medicare Fraud and Abuse Prevention (Module 10) <input type="checkbox"/> Pass Quiz #9 <input type="checkbox"/> Sign up for https://shipnpr.acl.gov and http://productordering.cms.hhs.gov <input type="checkbox"/> Interview with Medicare Info Office Staff (Q and A) by phone, in-person, facetime or gotomeeting <input type="checkbox"/> Co-counsel with other Certified Counselor and/or be mentored by a Certified Counselor for a minimum of 10 hours and a variety of at least 10 cases <input type="checkbox"/> Enter data into SHIPNPR.acl.gov on cases <input type="checkbox"/> RECEIVE CERTIFICATE and be called “Certified Medicare Counselor” <input type="checkbox"/> Get SHIP Unique ID for advanced service from 1-800-MEDICARE <input type="checkbox"/> Sign a Memorandum of Understanding that defines roles, confidentiality and collaboration

Master Medicare Counselor definition	<i>The Master Medicare Counselor does all of the Modules and Quizzes as a Certified Counselor, PLUS additional modules and quizzes. They also have 3 years of experience.</i>
<p>A Master Medicare Counselor is a Certified Medicare Counselor with at least three years of high volume counseling. Mastery includes accessing answers to complex questions, assisting with complex case management, and problem solving for clients.</p> <p>Mastery includes the ability to troubleshoot questions on all of the topic areas on all required training modules.</p> <p>Counseling is a collaborative effort. State staff and 1-800-MEDICARE are always available to support Master Counselors.</p> <p>Region X CMS Case Managers take referrals from the SHIP for unresolved cases needing elevation.</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Medicare Counselor – Roles, Responsibilities and Data Entry – (Module A) <input type="checkbox"/> Pass Quiz #1 <input type="checkbox"/> Getting Started with Medicare (Module 0) <input type="checkbox"/> Pass Quiz #2 <input type="checkbox"/> Medicare Rights & Protections <input type="checkbox"/> Pass Quiz #3 <input type="checkbox"/> Medigap (Medicare Supplement) (Module 3) <input type="checkbox"/> Pass Quiz #4 <input type="checkbox"/> Coordination of Benefits (Module 5) <input type="checkbox"/> Pass Quiz #5 <input type="checkbox"/> Medicare for People with End-Stage Renal Disease (ESRD) (Module 6) <input type="checkbox"/> Pass Quiz #6 <input type="checkbox"/> Medicare Preventive Services (Module 7) <input type="checkbox"/> Pass Quiz #7 <input type="checkbox"/> Medicare Part D –Prescription Drug Coverage (Module 9) <input type="checkbox"/> Pass Quiz #8 <input type="checkbox"/> Spend time on medicare.gov/find-a-plan doing five real or dummy scenarios <input type="checkbox"/> Medicare Fraud and Abuse Prevention (Module 10) <input type="checkbox"/> Pass Quiz #9 <input type="checkbox"/> Sign up for https://shipnpr.acl.gov and http://productordering.cms.hhs.gov <input type="checkbox"/> Medicare Advantage and Other Medicare Health Plans (Module 11) <input type="checkbox"/> Pass Quiz #10 <input type="checkbox"/> Medicaid and the Children’s Health Insurance Program (Module 12) <input type="checkbox"/> Pass Quiz #11 <input type="checkbox"/> Medicare and Other Programs for People with Disabilities (Module 13) <input type="checkbox"/> Pass Quiz #12 <input type="checkbox"/> Medicare & Tax-Favored Accounts: HRA, HSA, MSA, what the hey? <input type="checkbox"/> Pass Quiz #13 <input type="checkbox"/> Medicare Beneficiaries with Higher Incomes, IRMAA <input type="checkbox"/> Pass Quiz #14 <input type="checkbox"/> Interview with Medicare Info Office Staff (Q and A) by phone, in-person, facetime or gotomeeting <input type="checkbox"/> Co-counsel with other Certified Counselor and/or be mentored by a Certified Counselor for a minimum of 10 hours and a variety of at least 10 cases <input type="checkbox"/> Enter data into SHIPNPR.acl.gov on cases <input type="checkbox"/> RECEIVE CERTIFICATE and be called “Certified Master Medicare Counselor” <input type="checkbox"/> Get SHIP Unique ID for advanced service from 1-800-MEDICARE <input type="checkbox"/> Sign a Memorandum of Understanding that defines roles, confidentiality and collaboration
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