

Memorandum of Agreement



The goal of Alaska's Medicare Information Office is to educate, counsel and empower Alaskans to make informed Medicare-related decisions and is funded through two projects:

The State Health Insurance Assistance Program (SHIP) project: recruits and trains volunteers to provide one-on-one counseling for Medicare beneficiaries and provide public and media outreach to educate the public about Medicare and how it works.

The Senior Medicare Patrol (SMP) project: implements a statewide plan in Alaska that recruits and trains volunteer Alaskans to provide presentations to seniors about how to prevent, detect and report Medicare fraud, errors, waste or abuse.

As a SHIP/SMP counselor I agree to:

- maintain confidentiality of client information including names, health information and Medicare numbers according to HIPAA
- assist clients in understanding Medicare through answering questions and problem solving, individual counseling sessions and group outreach events
- not engage in private insurance counseling or financial planning assistance including application completion and distribution of information for profit
- arrange and speak to a group of seniors about Medicare fraud at least once a quarter
- refer suspected cases of error, fraud, abuse and waste to the Medicare Information Office
- assist the Medicare Information Office in sharing information through my local senior center, community, tribal, health or other local agencies, the radio, TV, newspapers and other media
- enter client contact and public outreach events on the SHIPTalk data-entry system
- join the listserv <http://list.state.ak.us/soalists/medicare.information/jl.htm>
- and spread accurate, authoritative information about Medicare to the community
- participate in Medicare training opportunities and update teleconferences or webinars
- contribute ideas on trends and ways to educate Alaskans about Medicare and prevent Medicare Fraud

The Medicare Information Office will:

- provide program management and leadership in reaching Alaska's SMP and SHIP goals
- provide online, teleconference, CD and webinar-based training
- provide assistance, supervision and mentoring to the counselor by phone, email or face-to-face
- provide counselors sample news releases and other media about Medicare
- enter data on AoA's SMARTFACTS web-based management tracking and reporting system
- assign counseling cases to local counselors as appropriate to their level of expertise
- assist in organizing outreach events, enrollment sites and public education seminars
- handle referrals from counselors to answer questions and assist with resolution of specific problems

Counselor's Name (please print) _____ Signature _____

Email Address _____ Phone _____ Date _____

SHIP/SMP Program Manager's Name Judith Bendersky Signature _____

Email Address: Judith.bendersky@alaska.gov Phone: 907-269-3680 or 1-800-478-6065

Confidentiality Policy of the Medicare Information Office consistent with HIPAA

I, _____ serving as a SHIP and/or SMP volunteer for the State of Alaska, Dept of HHS, Medicare Information Office, have taken an oath of confidentiality and agree to the following:

In my position as a volunteer for the Medicare Information Office, I promise to protect the identity and confidentiality of any person I speak to or counsel. I will never disclose information about a client, family or provider without the written consent of the person involved. If information needs to be exchanged with Medicare Information Office staff it will be on a need-to-know basis and only include the facts and never involve gossip or hearsay. At no time will I discuss a client, family or healthcare provider in public or private conversations.

The Health Insurance Portability and Accountability Act's (HIPAA) "Minimum Necessary" portion of the Privacy Notice supports the above statements.

Signature of Volunteer

Printed Name of Volunteer

Date