



Job Description: Medicare Navigator

Title: Medicare Navigator

Description: Provides one-on-one assistance to help people navigate Medicare and related health insurance programs.

Supervisor: SHIP/SMP Coordinator

Time Commitment: _____

Responsibilities:

- ◆ Provides information about, and assistance with, issues related to Medicare, Medicaid, supplemental health insurance, long-term care insurance, fraud and abuse, and other health insurance topics
- ◆ Uses Internet-based programs to help clients compare Medicare health plan and drug plan options
- ◆ Provides one-on-one counseling in person, by phone, at specified SHIP/SMP locations, during special enrollment events, or in clients' homes
- ◆ Assesses clients' needs and makes referrals to appropriate community resources
- ◆ Advocates on behalf of clients to help them resolve problems with their public or private health benefits
- ◆ Complies with SHIP/SMP policies and guidelines for counselors, including those for confidentiality and documentation of SHIP/SMP activities on required forms
- ◆ Attends basic and update trainings as required

Desired Qualifications:

- ◆ Ability to listen, identify client issues, and problem-solving skills
- ◆ Willingness to advocate on behalf of people with Medicare
- ◆ Willingness to learn
- ◆ Good written and oral communication skills
- ◆ Strong organizational skills
- ◆ Confident using the computer and the Internet
- ◆ Access to the Internet and email
- ◆ Ability to get along well with others
- ◆ Sensitivity in working with vulnerable populations

Support Provided by the Colorado SHIP/SMP:

- ◆ Orientation to SHIP/SMP, including program site and staff
- ◆ Comprehensive initial training program, including resource manuals
- ◆ Regularly scheduled Medicare Navigators update trainings
- ◆ Mentoring by SHIP/SMP Coordinator and experienced Medicare Navigators
- ◆ Statewide network of team members to draw on for assistance with problem-solving, complex cases, and referrals



Developed by the Colorado SHIP/SMP and the Health Assistance Partnership