



Job Description: Medicare Part D Navigator

Title: Medicare Part D Navigator

Description: Provides one-on-one assistance to help people navigate Medicare prescription drug coverage.

Supervisor: SHIP/SMP Coordinator

Time Commitment: _____

Responsibilities:

- ◆ Provides information about, and assistance with, Medicare prescription drug coverage
- ◆ Uses Internet-based programs to help clients identify and compare prescription 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 make referrals to appropriate community resources
- ◆ Advocates on behalf of clients to help them resolve problems with their Medicare prescription drug coverage
- ◆ Complies with SHIP/SMP policies and guidelines for counselors, including those for confidentiality and documentation SHIP/SMP services 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
- ◆ Confidence using the computer and the Internet
- ◆ Access to the Internet and email
- ◆ Good written and oral communication skills
- ◆ Strong organizational skills
- ◆ Ability to get along well with others
- ◆ Sensitivity in working with vulnerable populations

Support Provided by Colorado SHIP/SMP:

- ◆ Orientation to SHIP/SMP, including program site and staff
- ◆ Comprehensive initial training program to prepare you for the job
- ◆ Regularly scheduled Medicare Navigators update trainings
- ◆ Mentoring by SHIP/SMP Coordinator and experienced Medicare Navigators
- ◆ Access to high quality resource material and experts at the state and federal levels



Developed by Colorado SHIP/SMP and the Health Assistance Partnership