



Navigating
Medicare

MMAP, Inc.

Michigan Medicare/Medicaid Assistance Program

MMAP Team Job Descriptions: Counselor Assistant

Position Description:

Description: To provide support to Michigan Medicare/Medicaid Assistance Program (MMAP) counselors in their work with, and on behalf of clients that include Medicare beneficiaries and their caregivers.

Supervisor: MMAP Coordinator

Time Commitment:

- A minimum of one year, and an average of 12 hours per month
- Orientation and four-day initial training

Responsibilities:

- Assist counselors by completing client intake forms and/or screening questionnaires
- Assist counselors by using internet-based search tools to compare Medicare health plan and drug plan options for clients
- Assist counselors by helping clients complete forms, including applications for prescription drug assistance and other public benefit programs
- Assist counselors in following up with clients after counseling sessions, such as mailing referral information, resource materials, forms, or an application
- Assist counselors with research to answer client questions or to prepare for claims advocacy
- Comply with MMAP policies and guidelines, including those for confidentiality and documentation of all MMAP related activities

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Desired Qualifications:

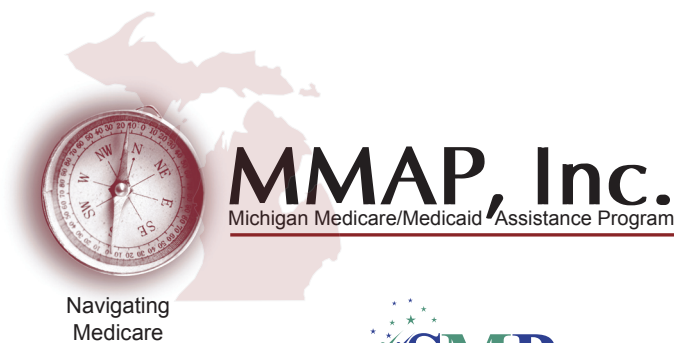
- Ability to work in a team
- Good organizational skills
- Proficiency with the computer and the internet
- Sensitive and caring attitude
- Willingness to learn

Support to be Provided:

- Orientation to MMAP and program site
- Comprehensive, informative and interactive initial training
- Regularly scheduled update training on new developments
- Resource manuals and access to online resource materials
- Mentoring by MMAP Coordinator and experienced MMAP Counselors
- Statewide network of MMAP team members to draw on for assistance with problem-solving, complex cases, and referrals

MMAP Mission

To educate, counsel, and empower Michigan's older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions.



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LOCAL HELP FOR PEOPLE WITH MEDICARE