



Navigating  
Medicare

# MMAP, Inc.

Michigan Medicare/Medicaid Assistance Program

## Team Member Job Descriptions: MMAP Counselor

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### **Position Description:**

To educate, counsel, and advocate 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:**

- Provide information about, and assistance with, issues related to Medicare, Medicaid, supplemental health insurance, and long-term care insurance. These issues include, but are not limited to, eligibility and enrollment, covered services and items, prescription drug assistance, Medicare fraud and abuse, appeal procedures, and help for low-income persons
- Provide one-on-one counseling sessions in person, by phone, at a specified MMAP location, during special enrollment events, or in clients' homes
- Assess clients' need(s), provide information and resource materials, and make referrals to appropriate agencies and community resources
- Advocate on behalf of client(s) to establish or restore eligibility for public and private health benefit programs, and to resolve billing problems or claims denials
- Comply with MMAP policies and guidelines for counselors, including those for confidentiality and documentation of counseling services

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**Desired Qualifications:**

- Good written and oral communication skills
- Ability to listen, identify client issues, and problem solve
- Willingness to advocate on behalf of beneficiaries
- Ability to get along well with others
- Proficient with the computer and the internet
- Good organizational skills
- 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
- 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