

Hawaii State SMP



Dear Applicant:

Thank you for your interest in the SMP volunteer program. The contents of this application packet are designed to help answer common questions about the SMP program and to provide some information about what you can expect as a volunteer. SMP relies heavily on volunteers to accomplish its mission to educate and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, error, and abuse through outreach, counseling, and education. Because the work is important, the SMP takes seriously its responsibility to carefully select and place volunteers in positions that match up well with their background, skills, and interests.

Volunteers are essential to the work of the SMP program. They assist with administrative tasks, distribute information, staff information booths at outreach events, make presentations, help people who have questions about health care fraud and abuse, and much more. Without volunteers, the program could not function.

The SMP program has high standards for its paid staff and volunteers alike. We aim to provide timely and helpful information, and to answer questions accurately and objectively. To that end, the SMP provides thorough training and supervision for its volunteers. They receive orientation and training to enable them to carry out the tasks of their respective roles. Those whose work involves direct contact with Medicare beneficiaries through presentations and counseling receive intensive subject matter and skills training.

Beyond training, SMP volunteers can expect their designated supervisor, or “coordinator of volunteers,” to provide ongoing support that includes answering questions, providing constructive feedback and direction, and checking in. Supervisors in the SMP program strive to give support that relies on positive, constructive, and success-oriented guidance for volunteers as they work to fulfill the SMP program’s mission. We want them to have a positive and productive volunteer experience.

The work is challenging, interesting, and ultimately rewarding. Please take a few moments to review the other materials in this packet. If you decide that you want to apply for a volunteer position with the SMP program, complete the enclosed application form and return it to **250 South Hotel Street Suite, 406 Honolulu, Hawaii 96813 Attn: Laurie Paleka**. If you have any questions about the volunteer program or the application and screening process, please feel free to call me **Laurie Paleka 808- 586-7319, Toll Free 1-800-296-9422**. Thanks again for your interest. We look forward to hearing from you soon.

Laurie Paleka

SMP Assistant, Coordinator of Volunteers Senior Medicare Patrol (SMP Hawaii)

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SMP Standard Volunteer Roles

The SMP program operates with six standard volunteer roles. Information about the roles and the responsibilities connected with them are set forth in position descriptions. It is important to know that the screening process is more demanding for those roles identified as “positions of trust.” A position of trust is one in which a volunteer has access to another person’s protected personal, health care, or financial information. The six standard roles are:

- **Distributing information:** This role involves transporting and disseminating SMP information materials to sites and events, and may include presenting prepared copy or performing scripted activities for small groups. Volunteers who work in this role do not engage in discussions with others about personal information or situations. It is not considered to be a position of trust.
- **Assisting with administration:** This role involves such work as copying, filing, data entry, and placing outbound phone calls in support of SMP activity. Volunteers who work in this role do not take inbound phone calls or field questions from the public. It is not considered to be a position of trust.
- **Staffing exhibits:** This role involves staffing information kiosks or exhibits at events such as health fairs. Volunteers who staff exhibits provide general information about SMP to the public and answer simple inquiries. It is a position of trust.
- **Making group presentations:** This role involves giving substantive presentations on SMP topics to small and large groups, with the opportunity for interaction with the audience during time set aside for Q & A and discussion. It is a position of trust.
- **Counseling:** This role involves direct discussion with beneficiaries about their individual situations and may include review of personal information such as Medicare Summary Notices, billing statements and other related financial and health documents. It is a position of trust.
- **Handling complex issues and referrals:** This role involves in-depth interactions with beneficiaries who are reporting specific instances of health care fraud, error, and abuse. Volunteers who serve in this role may act on behalf of a beneficiary to correct an error or refer suspected fraud and abuse to appropriate authorities. It is a position of trust.

VRPM Policy 1.7, 1.8



About the SMP Volunteer Application & Screening

1. What are the steps in the application and screening process?

At a minimum, the process requires a completed application form, an interview, and three reference checks. Depending on the position, the screening process may also include a criminal records check, driving record check, and checks on education or employment background. Some applicants may be asked to provide a physician's certification of their ability to perform certain tasks. Others may be asked to verify that they have the necessary credentials to take on certain tasks.

Policies 3.36 to 3.45

2. Why are there so many steps in the process?

The SMP program takes seriously the safety of the program's beneficiaries and volunteers. Many of the people who use the program's services are in a vulnerable position due to illness, infirmity, and dependence. A thorough screening process enables the SMP to maintain a safe and productive community service program with trustworthy and reliable volunteers who do not present a risk of harm to themselves and others.

Policy.1.1

3. Who reviews my application form?

The Coordinator of Volunteers and anyone who participates in your interview will review your application form.

Policy 3.33 and 3.53

4. Why do you ask about conflicts of interest in the application form?

The program strives to provide objective and unbiased information and services involving Medicare and other health insurance programs. Objectivity is important to building trust with individuals and a reputation of trustworthiness in the community. To build a volunteer workforce that provides objective information and services, we ask applicants to declare if they have a financial, personal, or philosophical interest that may present a conflict with the SMP program's interest in maintaining its reputation for objectivity.

Policy 3.41

5. Why do you check references and conduct a criminal records check (for some positions)?

We check at least three personal and work references because they provide relevant information for the managers who make the acceptance and placement decisions. We check criminal records for all applicants for volunteer positions of trust (See SMP Standard Volunteer Roles hand-out). We will inform you of the screening steps required for the position for which you have applied, and conduct them only with your consent.
Policies 3.34, 3.37, 3.42, 3.45

6. What will you do with the sensitive personal information that I provide?

We will respect and protect any information that you give us in confidence. We will share the information only with people who have a need to know it. We destroy information such as Social Security and driver license numbers when we no longer need it in the screening process.

Policy 3.13

7. How will I learn if I have been accepted for placement as an SMP volunteer?

You will receive a letter that notifies you of our decision. If we accept you for placement, the letter will also inform you about orientation and training program for new volunteers.

Policy 3.50

8. How long does the screening process take?

The length of time may vary depending on our ability to schedule an interview, the availability of references to take calls and answer questions, and the response time of authorities who conduct driving record checks and criminal record checks. The process could take a few weeks. We will update you if the process takes longer than we expect.

Policy 3.50