

**SHICK counseling is free, unbiased, confidential, and available to anyone with questions about Medicare.**

Trained counselors are available statewide to assist with:

- Medicare questions
- Medicare claims and appeals
- Medicare fraud
- Medicare Prescription Drug Plans
- Medicare Advantage plans
- Medicare Supplement Insurance (Medigap)
- Employer Group Plans as supplement insurance
- Medicaid
- Other health insurance options
- Long-Term Care options
- Medicare Savings Programs
- Extra Help with prescription drugs

To find a **SHICK** counselor in your area and to schedule a free, confidential counseling session with a trained, unbiased counselor in your area call **1-800-860-5260**.



This brochure is not a legal document. The official Medicare program provisions are contained in the relevant laws, regulations and rulings. The SHICK Program is funded by a grant from The Centers for Medicare and Medicaid Services, Washington, D.C.



New England Building  
503 S. Kansas Avenue  
Topeka, KS 66603  
1-800-432-3535  
[www.kdads.ks.gov](http://www.kdads.ks.gov)

*The Kansas Department for Aging and Disability Services (KDADS) does not discriminate on the basis of race, color, national origin, sex, age or disability. If you believe you have been discriminated against by either KDADS or a KDADS funded program, please contact KDADS to receive additional information on filing a complaint:*

1-800-432-3535 (voice); 1-800-766-3777(TTY).

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## SHICK Volunteer Opportunities



## Senior Health Insurance Counseling for Kansas (SHICK)

SHICK is a free, unbiased, and confidential program that uses trained, community volunteers to answer people's questions about Medicare and other insurance issues.

Our volunteer counselors do not work for any insurance company. Their goal is to educate and assist the public in making informed decisions about their health care options.

### SHICK is looking for a few good people!

The ideal SHICK counselor has

- the ability to work with others
- a caring, confident attitude
- the ability to understand health care information and options
- a willingness to stay up-to-date with changing regulations
- familiarity with computers and the internet
- good communication skills
- strong organizational skills
- time to commit to multiple ongoing projects

## SHICK has Many Volunteer Opportunities

*Perhaps one is right for you!*

**Medicare Part C/D Counselor** – Provides information and counseling about Medicare Advantage (Part C) and prescription drug plans (Part D) to members of the public.

**Comprehensive Medicare Counselor** – Provides information and counseling about Medicare Parts A, B, C, and D as well as other health insurance issues (for example Medigap, Long-Term Care, Medicare Savings Plans).

**Call Center Operator** (available only to volunteers in the Wichita, Lawrence, and Topeka areas) – Answers the statewide SHICK hotline and forwards callers to appropriate area coordinators for assistance.

**Office Assistant** – Provides administrative support including data entry and other clerical duties (generally has limited contact with the public).

## SHICK Volunteers get...

### Training

SHICK volunteers receive training on Medicare, Medicare Prescription Drug Insurance, Medicare Supplement Insurance, Long-Term Care Insurance, and other health insurance subjects that concern Kansans. Training is offered in local communities and there are also online options. Volunteers must complete an application and interview process and pass a background check before being allowed to complete SHICK training.

### Support

Volunteers are supported by staff at the state and local level. Regional SHICK Coordinators provide assistance, office space, and equipment, supplies, and training support to volunteers in their areas.

### Satisfaction

Health insurance options can be confusing. SHICK volunteers help Medicare beneficiaries, caregivers, and others understand their choices, access the benefits available to them, and find programs to help pay for medications and other services.

If you would like more information on SHICK volunteer opportunities, please contact the SHICK Call Center at **1-800-860-5260**.

We'll put you in touch with a SHICK Coordinator in your area.