

Alabama SMP Volunteer Application

Note: To ensure the safety of our clients, volunteers, and the communities we serve, applicants for certain volunteer positions will be asked to consent to a background check. If the position for which you apply requires a background check, we will ask you to complete a separate form to authorize one.

Contact Inforr	mation			
Applicant name:				
Address:				
City/Town		State	Zip code	
Primary phone: ()	StateOther ph	one: (
Email address:				
Best method and	time to reach you:			
Relationship:				
Primary phone:	()	 Oth	er phone: ()
Applicant Info	rmation			
		than English? Pleas	e list language(s):	
2. Please tell us a	bout your work expe	erience, including paid	and volunteer posit	ions.
work experiences additional space, A. Organization: City/State:	(paid or volunteer) to please attach anoth	that relate in any way i	to the SMP voluntee	
Years:	to			
Role:	Paid employee	Volunteer	Other	
				
-				
Years:	to			
Role:	Paid employee	Volunteer	Other	
C. Organization:				
_				
· —				
Type of work:				
Years:	to			
Role:	Paid employee	 Volunteer	Other	

3. Please des volunteer.	scribe any skil	ls or experien	ce that would	enable you to	perform the	duties of an SI	MP
4. Do you have any medical conditions that may affect your ability to function as an SMP volunteer, or do you require any special accommodations that the SMP coordinator of volunteers should be aware of? Yes No If yes, please describe:							
5. Are you lie	censed and ab	le to drive an	automobile?	Yes	N	lo	
a copy of your driver's license and proof of insurance. We will collect this information at a later point in the screening process. 6. Certain conflicts between personal interests and the interests of the SMP program may exist, and could prevent a person from serving as an SMP volunteer. One example is that of a licensed health insurance agent. Some conflicts of interest, however, can be addressed in other ways and may not prevent someone from serving with the SMP program. If you have a business or other personal interest that may create a conflict, please describe it here so we can discuss it fully during your interview.							
	the SMP Pou learn abou	rogram at the SMP pro	ogram?				
2. Please tel	l us why you v	vould like to b	ecome an SM	P volunteer?	_		
3. Please indicate the days and times that you are usually available.							
	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning							
Afternoon							
Evening							

Authorization and Certification

Authorization and	certification		
-	•	this application is true, complete, and acc	
knowledge. I also author	orize the Alabama Si	MP to contact the references named belo	ow with regard to my
application to become	an SMP volunteer. I	also authorize the persons referenced to	provide information in
connection with my ap	plication, and releas	se them from any liability in regard to it.	
	•	Date:	
References			
Please provide three re	eferences, including a	at least one professional or work referen	ce, that are not related
•		out your qualifications (if the reference is	
co-worker, please note	the organization for	r which she or he works).	
, ,	J	•	
A. Name (first, last):			-
Phone number: () -	How long known?	
			
			_
B. Name (first, last):			-
Phone number: () -	How long known?	
C. Name (first, last):			-
Phone number: ()	How long known?	
Relationship:			_

Alabama SMP Volunteer Self Assessment

Directions: The following are categories of jobs that SMP volunteers perform. Use this list to rank the top three categories in terms of your interest in working in this category (rank your top interest No. 1, your second interest No. 2, etc.) Then make a few notes about the reasons that each of these categories is among your top three in terms of interest. For example, do you have past experience in paid or volunteer work in one of these categories? What strengths do you bring to work in one of these areas? Share you completed list with your coordinator of volunteers.

My Top 3 Choices (Rank # 1, 2, and 3)	Work Category	Reason for Interest (e.g., My Past Experience or Strengths in this Category)
	Distributing information	
	Assisting with administration	
	Staffing exhibits	
	Making group presentations	
	Counseling	
	Handling complex issues and referrals	4
	Other	



Alabama SMP Volunteer Roles

Standard volunteer roles include, but may not be limited to, the following:

1. Distributing information (Orientation Training)

This role involves transporting and disseminating SMP (hard copy) information to sites and events; the role may also include reading or presenting prepared copy or performing scripted activities for outreach. This role does not involve engaging beneficiaries in individual discussions about personal information or situations. Any beneficiary requests for information or assistance that a volunteer receives while serving in this role are deferred to volunteers or staff who are qualified to handle simple inquiries and/or provide one-on-one counseling.

2. Assisting with administration (Orientation Training)

This role involves assisting the SMP through administrative work such as copying, filing, data entry and placing outbound phone calls in support of SMP activities (e.g., to reserve training space, confirm attendance at training, etc.). This role does not permit taking inbound phone calls or fielding questions from the public. Any requests for information or assistance that a volunteer receives while serving in this role are deferred to volunteers or staff who are qualified to handle simple inquiries and/or provide one-on-one counseling.

3. Staffing exhibits (Orientation and Foundations Training)

This role involves staffing information kiosks or exhibits at events. Volunteers who serve in this role are limited to providing general information about the SMP and Medicare/Medicaid fraud and abuse and do not engage in discussions of personal information or situations other than to answer simple inquiries. Requests for counseling are deferred to qualified SMP counselors.

4. Making group presentations (Orientation, Foundations and Group Education Training)
This role involves giving substantive presentations on SMP topics to audiences, and offering an opportunity for interaction with audience members. Group presentations include delivery of more complex information and/or opportunity for Q & A with the audience. Volunteers who serve in this role are limited to providing general information regarding the SMP and Medicare/Medicaid fraud and abuse and do not engage in discussions of personal information or situations other than to answer simple inquiries. Requests for counseling are deferred to qualified SMP counselors.

5. Counseling (Orientation, Foundations, and Counselor Training)

The counseling role involves direct discussion with beneficiaries about their individual situations and may include review of personal identifying information that includes Medicare Summary Notices (MSNs), Medicare cards, billing statements, medical records, and other related financial and health documents. When a volunteer who serves in this role determines that a beneficiary's case must be sent to a volunteer or staff person qualified to handle complex issues and possible referrals for investigation, she or he may receive and confidentially transmit the beneficiary's documents. Counseling discussions may occur either in-person or via telephone and may occur in locations other than SMP offices.

6. Other roles

Other volunteer roles may be created from time to time and as needed in the SMP.