



## SHIBA Internship (Shadowing) Experience

The SHIBA internship should be a pleasant and rewarding experience for both the certified counselor (mentor) and the counselor-in-training (mentee). It is helpful for both parties to have an understanding of the process and what topics and skills should be covered.

### The Process

The internship is, at minimum, 10 hours. The length may be longer if the SHIBA coordinator, mentor, and/or mentee feel more hours are needed.

<b>In the beginning...</b>	<b>Midway through...</b>	<b>Toward the end...</b>
The mentee mostly shadows the mentor during one-on-one counseling. The mentee is welcome to contribute if comfortable.	The mentor and mentee take a team approach to one-on-one counseling.	The mentee leads the one-on-one counseling. The mentor is present to assist the mentee, as needed, and offer support.

### Topics and Skills

The internship experience is designed to help prepare mentees to become certified and meet with people on their own. During the internship, either through one-on-one counseling appointments or during down time (waiting, canceled appointment, etc.), the following topics and skills should be covered.

<b>Topic or Skill</b>
SHIBA counseling process <ul style="list-style-type: none"> <li>- Scheduling</li> <li>- Length of appointments</li> <li>- Questions to ask (see SHIBA Counseling Guidance)</li> <li>- Responding to upset or angry people</li> <li>- Reporting concerns (such as suicide threats, abuse)</li> </ul>

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<b>Topic or Skill (Continued)</b>
<p>SHIBA reporting</p> <ul style="list-style-type: none"> <li>- Recording Beneficiary contacts in STARS</li> <li>- Recording Limited Income Subsidy/Extra Help applications</li> <li>- Recording Medicare fraud, waste, and abuse education</li> <li>- Recording Public Outreach in STARS</li> <li>- Monthly report of volunteer hours (timecards may be used)</li> </ul>
<p>Enrollment periods, deadlines, and late penalties</p> <ul style="list-style-type: none"> <li>- Enrollment time frames for Medicare, Medigap, Medicare Advantage, and Medicare Prescription Drug Coverage</li> <li>- How to avoid a late penalty</li> <li>- How late penalties are calculated</li> </ul>
<p>Medicare enrollment</p> <ul style="list-style-type: none"> <li>- How to enroll in Medicare</li> <li>- Rules about delaying enrollment</li> </ul>
<p>Original Medicare (Parts A and B)</p> <ul style="list-style-type: none"> <li>- How coverage works</li> <li>- Limitations of coverage</li> </ul>
<p>Medicare preventive services</p> <ul style="list-style-type: none"> <li>- What services are available</li> <li>- When services are available</li> <li>- Cost of services</li> </ul>
<p>Medigap</p> <ul style="list-style-type: none"> <li>- Plan options</li> <li>- How plans work</li> <li>- Enrollment rules</li> <li>- Time frame for people with End Stage Renal Disease to enroll</li> <li>- Guaranteed Issue situations</li> <li>- Things to be careful of, such as enticing pricing</li> <li>- Checking with doctor(s) about insurance(s) accepted</li> </ul>
<p>Medicare Advantage (Part C)</p> <ul style="list-style-type: none"> <li>- Plan options</li> <li>- How plans work</li> <li>- Enrollment rules</li> <li>- Exclusion of people with End Stage Renal Disease at time of application</li> <li>- Things to be careful of, such as a low monthly premium yet high co-pays</li> <li>- Checking with doctor(s) about insurance(s) accepted</li> </ul>

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<p>Medicare Prescription Drug Coverage (Part D)</p> <ul style="list-style-type: none"> <li>- How coverage works</li> <li>- How to use the Plan Finder Tool on Medicare’s website</li> <li>- Things to be careful of, such as drug restrictions and pharmacy exclusions</li> <li>- Options for those in the Medicare Part D coverage gap/donut hole who do not have limited income and resources</li> </ul>
<p>Low Income Subsidy(LIS)/Extra Help eligibility</p> <ul style="list-style-type: none"> <li>- Who may be eligible</li> <li>- Levels of Extra Help</li> <li>- How to complete an application for Extra Help through Benefits Checkup</li> </ul>
<p>Medicaid and Medicare Savings Program eligibility</p> <ul style="list-style-type: none"> <li>- Who may be eligible</li> <li>- Levels of help</li> <li>- How to make a referral for these programs</li> </ul>
<p>Medicare fraud, waste, error, abuse</p> <ul style="list-style-type: none"> <li>- What it is</li> <li>- How to keep safe from it</li> <li>- How to detect it</li> <li>- How to report it</li> </ul>
<p>How to file an appeal (Medicare, Medicare Advantage or Prescription Drug)</p> <ul style="list-style-type: none"> <li>- Where to find appeal information</li> <li>- Where to locate the steps of an appeal</li> </ul>
<p>Long Term Care insurance</p> <ul style="list-style-type: none"> <li>- How to locate information about it</li> <li>- Who people can contact for further help</li> </ul>
<p>Commonly used resources, including websites</p> <ul style="list-style-type: none"> <li>- Oregon SHIBA</li> <li>- Medicare</li> <li>- Social Security</li> <li>- Oregon Division of Financial Regulation (DFR)</li> <li>- Aging and Disability Resource Connection</li> <li>- Oregon Health Plan</li> <li>- Needy Meds</li> <li>- Rx Assist</li> <li>- Oregon Prescription Drug Program</li> <li>- Rx Outreach</li> <li>- Agent Online Locator Tool</li> </ul>