



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.

In the beginning...	Midway through...	Toward the end...
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.

Topic or Skill
SHIBA counseling process <ul style="list-style-type: none"> - Scheduling - Length of appointments - Questions to ask (see SHIBA Counseling Guidance created February 2012) - Responding to upset or angry people - Reporting concerns (such as suicide threats, abuse)

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

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