



INDIANA SMP Volunteer Handbook (Excerpt)

SMP Volunteer Orientation and Training

Indiana SMP believes it is essential to develop volunteer knowledge and skills to best serve the SMP mission and the people of our communities effectively. Upon SMP accepting a volunteer into service, our aim is to explain, among other topics, the:

- Purpose and values of the SMP
- Nature and operation of the program or activity in which the volunteer will participate
- Purpose, duties, and requirements of the role the volunteer is accepting

With this in mind...

Within 3 months of accepting a volunteer role with Indiana SMP, individuals are required to complete *SMP Foundations Training* and pass the accompanying online assessment with a score of 75% or higher (open book) in order for IN SMP to continue to reimburse the assigned VHO for his/her SMP volunteer hours.

SMP Foundations Training is user-friendly and easily navigated online training that may be done “at your own pace” as long as it is completed within the required time frame. Those completing the online training should allow approximately 3-6 hours to complete the entire online course*. If a volunteer is unable to complete the course online, a printed version will be provided.

SMP Foundations is an easily navigated national online training program which provides a strong foundation of SMP knowledge in three main content areas:

- SMP Program
- Medicare Basics
- Medicare Fraud, Errors, and Abuse

Additional or alternative training may be customized appropriately and suggested or possibly required at a later date for individual volunteers depending on the SMP Volunteer Roles that he/she is assigned. Generally speaking, a higher level of training is required for volunteers who have access to confidential information or are performing more complex tasks on behalf of SMP. Your local VHO will provide you with specific information as it pertains to you.

*** Volunteers with existing knowledge of Medicare basics and/or volunteers who have been SHIP trained will likely be require much less time to complete the online course.**

SMP Training Program Descriptions

The SMP Resource Center and state SMP programs has a variety of training programs available in the SMP Resource Library (www.smpresource.org/resourcelibrary).

SMP Foundations Training:** This training provides SMP volunteers and staff with a foundation of knowledge in three main content areas including the SMP program, Medicare basics, and Medicare fraud and abuse. Both classroom and online training options are available. Participants should allow 3 to 5 hours to complete the entire online course. Indiana SMP requires all new SMP volunteers to complete SMP Foundations Training and pass the companion assessment with a score of no less than 75%. Training and assessment must be completed within 3 months of accepting SMP Volunteer position.

SMP Group Education Training: This training provides presenters of SMP group education sessions with the necessary skills and resources to deliver the SMP message consistently and effectively to Medicare beneficiaries, caregivers and other interested groups.

SMP Counselor Training: This training provides SMP counselors with the necessary skills and resources to handle one-on-one counseling sessions and simple inquiries consistently and effectively.

Complex Issues & Referrals Training: This training provides SMP staff and volunteers with the necessary skills and resources to handle complex issues and to know when and where a referral should be made.

SMP Data Reporting System Training: This training is for SMP staff and volunteers assigned to use the SMP data reporting system, the web-based, nationwide data management tool used by the SMPs to track and report activity related to simple inquiries, complex issues, outreach and education, and volunteer management.

In addition to the formal training programs for the various SMP volunteer roles, volunteers may receive on-the-job training through coaching and feedback of a supervisor or a veteran volunteer mentor. The SMP may also require attendance at periodic continuing education training programs to provide informational updates and/or additional skills training. The SMP encourages volunteers to build their skills through training while serving with the SMP.

**** Denotes IN SMP Required Training**