



## Volunteer training

SHIP screens, trains, and certifies all volunteers in Medicare, so you don't need a background in health insurance to get involved. **All you need is integrity, a willingness to learn, and a desire to help others.**

Volunteers are provided education and ongoing support, including:

- New volunteer training and certification.
- Annual updates training.
- Mentorship.
- Support from Medicare experts.

Initial training includes about 12 hours of online, self-paced modules and 15 hours of live webinar trainings. Medicare updates training can be about 12 hours a year.

## Volunteer with us!

You know your community best. That's why we want your help to support your friends and neighbors as they enroll in Medicare for the first time, review plan options, or troubleshoot problems.

Ideal volunteers have:

-  Good communication skills.
-  A willingness to stay up to date with changing information.
-  The ability to understand and explain health care information.
-  The ability to work with others and have a caring and confident attitude.

## Contact the State Health Insurance Assistance Program (SHIP)

-  Wisconsin Department of Health Services  
Bureau of Aging and Disability Resources
-  201 E. Washington Ave.  
Madison, WI 53703
-  dhsbadr@dhs.wisconsin.gov
-  <https://www.dhs.wisconsin.gov/benefit-specialists/shipvolunteer.htm>
-  608-266-2536

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WISCONSIN DEPARTMENT  
of HEALTH SERVICES



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# Make a Difference



## as a SHIP Medicare Volunteer

Help others navigate Medicare with Wisconsin's State Health Insurance Assistance Program (SHIP).



**SHIP**  
State Health Insurance  
Assistance Program



## What do SHIP volunteers do?

As a SHIP volunteer, you can:

- Give back to your community.
- Stay engaged and connected.
- Sharpen and build your skills.

**Trained volunteers help Wisconsinites to understand their Medicare benefits and options!**

Potential volunteer roles include:

- Providing one-on-one counseling.
- Speaking to groups (scripts provided).
- Providing office support and data entry.

In-person and virtual roles may be available.



**SHIP**  
State Health Insurance  
Assistance Program

## What is the State Health Insurance Assistance Program (SHIP)?



SHIP is a national program that offers one-on-one assistance, counseling, and education to Medicare beneficiaries to help them make informed decisions about their care and benefits.



Navigating Medicare is complicated, but SHIP can help by answering questions and providing personalized guidance to those who need it. SHIP is grant-funded; counselors don't sell anything and aren't affiliated with any private company or plan.



## SHIP Medicare counseling services

State Health Insurance Assistance Program (SHIP) counselors provide one-on-one, unbiased, and confidential guidance to help clients:

- Understand costs and coverage.
- Compare options.
- Enroll in Medicare.

