



Division of Aging and Adult Services
Department of Community and Human Services
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Virginia Insurance Counseling and Assistance Program (VICAP)

Volunteer VICAP Counselor Job Description

Purpose of Position: To counsel individuals (or their caretakers) living in your community about their health insurance by providing information, assistance and referral services; more specifically, those 65 years of age or older or those with disabilities.

Responsibilities

- Satisfactorily complete certification training conducted under the auspices of VICAP
- Provide health insurance counseling services without conflict of interest and in compliance with VICAP regulations
- Conduct individual health insurance counseling sessions in person and/or by telephone
- Assess client's needs for information and/or assistance
- Provide referrals to appropriate resources
- Provide information about Medicare, Medicare Supplement (Medigap) and Medicaid health insurance and long-term care insurance
- Assist with Medicare and other health insurance claims filing
- Provide informal claims advocacy as necessary
- File reports with Local Program Coordinator as well as follow-up as necessary
- Handle client information in the strictest confidence
- Satisfactorily complete continuation training as required by VICAP

Desired Qualifications

- Comfortable working with numbers and basic math
- Ability to get along with older adults
- Sensitive, caring and patient attitude
- Willingness to learn and ability to retain information
- Access to transportation
- **NOT** a licensed insurance agent or consultant (requirement)

Time Commitment

- Minimum of two to four hours per week (if work is available)
- Minimum six (6) month commitment with possibility for indefinite continuation
- Seventeen hours of basic training over four sessions; additional hours of

independent study (varies by person)

- Six (6) hours of intermediate training in one session
- Six (6) hours of advanced training by invitation or qualification only

Benefits

- Opportunity to positively influence the lives of older adults
- Comprehensive training to prepare you for the job
- Opportunity to learn complexities of the health insurance system
- Access to high-quality resource material and experts at the state and federal level
- Some flexibility in timing and location of counseling