



FAQs: Becoming a *Delaware Medicare Assistance Bureau* Counselor

The following are the most frequently asked questions about being and becoming a volunteer counselor for the Delaware Medicare Assistance Bureau (DMAB):

What do the counselors do?

The Delaware Medicare Assistance Bureau, DMAB, depends on our counselors to assist Medicare beneficiaries with their health insurance needs. All of our counselors are volunteers. The services provided by the counselors are free of charge to the public. Our counselors are not paid. A large number of beneficiaries request a meeting with a counselor so they can find out about their various Medicare options and which of these options are best suited for them. It is the job of the volunteer to work through any issue(s) with the beneficiary by looking at the coverage the beneficiary needs and the finances that they can utilize to pay for the coverage. All issues that are discussed at a session are issues that our counselors have been trained to discuss. The counselors can always turn to the DMAB staff for help if they have difficulty assisting a beneficiary.

What's involved in the process of providing assistance to Medicare beneficiaries?

A counselor chooses one of our designated sites located throughout Delaware, usually one closest to their home or work. They commit themselves to be available during a certain block of time. When a consumer contacts the DMAB office, we pass on the Medicare beneficiaries name and phone number to the counselor who makes their own scheduling arrangements. On the date of a scheduled appointment, our counselor goes to the site they have chosen and meets with the beneficiary. They sit down and discuss the problems or issues with which the beneficiary is having difficulty. The counselor explains in detail what the beneficiary's options are and assists in finding coverage, if they can.

How do I learn the information?

All of our volunteer counselors are trained by DMAB staff and receive a comprehensive manual. Training sessions are held throughout the year. In addition to the introductory training sessions, our counselors receive continued training sessions to keep them up-to-date with any changes.

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Where would I work?

The DMAB office currently provides counseling at many sites throughout the state of Delaware. We have counselors at senior centers, libraries, and health care facilities. Our counselors must choose a site with which we are connected to hold scheduled meetings.

What hours would I work?

All of our counselors set their own hours. Some volunteers provide counseling two days a week, one day a week, or every other week. Our counselors volunteer their time and choose their hours at their leisure. The DMAB office appreciates that when the hours are agreed upon that the counselor attempt to keep that schedule.

If you have any additional questions please do not hesitate to call DMAB at 1-800-336-9500.

