

Become a Registered HICAP Medicare Counselor

The success of HICAP is achieved through energetic, self-driven and responsible volunteer counselors who are dedicated to making a difference in their community. HICAP volunteers are highly trained to help Medicare beneficiaries understand their rights and options through one-on-one counseling and community education.

How Registered HICAP Counselors Make a Difference in their Communities

Medicare has always been confusing. This is your opportunity to receive extensive training to learn Medicare and become a HICAP Volunteer Counselor. Many older adults qualify for Medicare services and assistance programs locally, imagine changing someone's life because of the counseling you are able to provide to them. Registered HICAP Counselors provide unbiased Medicare counseling during confidential counseling sessions. Counseling sessions are conducted in person, by phone, or web-based.

HICAP counselors do not sell, recommend, or endorse any insurance product, agent, insurance company, or health plan.

How to become a Registered HICAP Counselor?

HICAP volunteer counselors receive an extensive Initial Training to learn the ins and outs of Medicare, benefits and coverage options, government programs that assist with Medicare costs, Medicare appeals and grievances, and other common Medicare issues. To prepare volunteers for one-on-one counseling sessions in the community, volunteers will count with the assistance of seasoned registered counselors for **10-hours** of hands-on case mentoring. During this phase, trainees are supported and their skills strengthened. Following completion of Initial Training and mentoring, volunteers are registered by the California Department of Aging to serve as HICAP Medicare Counselors.

Maintaining Registration

Once registered, volunteers are required to commit to a minimum of **forty service hours a year**. HICAP also requires a minimum of **twelve hours** of continuing education annually to maintain registration. To fulfill this requirement, volunteer counselors will be assigned to online webinars, and in person monthly meetings.

Are You Ready to Start a Meaningful Volunteer Experience with HICAP?

We are always in need of passionate volunteers all throughout Humboldt and Del Norte Counties. This program requires volunteers that are computer savvy, like to explain complex topics, and enjoy interacting with others to resolve problems. If you are interested in volunteering and start making a difference in your community, please fill out the form below to request more information and a volunteer application. We are also in need of bilingual volunteers to assist Medicare beneficiaries with Limited English Proficiency. If you speak another language, please indicate this when you contact us.

Please note: Applicants who have an active license to sell insurance, or who receive gifts, compensation, or other financial gain from insurers, are not eligible to volunteer with HICAP.

Volunteer Application Request Form

Please complete the following fields to receive more information about volunteering to become a registered HICAP Medicare Counselor.

*** Full Name**

*** Email**

*** Phone**

*** City**

Other Languages Spoken

How did you hear about this volunteer opportunity?

- Resource/Health Fair
- Presentation
- Flyer
- Newsletter
- Friend/Family

To receive a copy of your submission, please fill out your email address below and send us your response.

Email Address