



Delaware Medicare Assistance Bureau “DMAB” PROGRAM POLICIES AND PROCEDURES

In order to make the program run smoothly and reduce confusion, the staff of Delaware Medicare Assistance Bureau, DMAB, has developed some administrative policies and procedures for you, the volunteer health insurance counselor, to follow. As always, if you have any questions along the way, don't hesitate to call us on the DMAB toll-free hotline 1-800-336-9500.

1. Show up when scheduled.

It is important to show up at the counseling site when you are scheduled because your scheduled counseling session times will be posted at the site, as well as advertised by the DMAB office in various media. Medicare beneficiaries will come and expect you to be there when you are scheduled!

2. Stay the entire time you are scheduled.

Some Medicare beneficiaries will not be able to come in at the start of your scheduled session. They might come in during the last hour, so, it is important for you to stay the entire session time.

3. What to do if you are sick and cannot come in when scheduled.

If you cannot make it to the site when you are scheduled, please notify the volunteer coordinator at the DMAB office, and the site liaison at the counseling site as soon as you know you will not be able to make the scheduled session. This procedure is very important because the DMAB staff will try to find another counselor to fill in for you. The site liaisons need to be notified so they can inform the Medicare beneficiaries that a replacement is being arranged or that the session is canceled. In this case, Medicare beneficiaries who need assistance right away will be referred to another site or told to call the DMAB hotline for immediate assistance.

If you have scheduled appointments for that day, call the Medicare beneficiary(s) as soon as possible before the appointment to reschedule. If you are too sick to do this, the DMAB office will be happy to assist you.

4. Completing the Counseling Report Forms.

A Counselor Report Form should be fully completed for each counseling session and contact. This is important should a DMAB or Insurance Department staff member need to become involved or the client needs to be contacted or sent materials. Also, this is very important because the DMAB office

will maintain complete computer records of every session to assess the program's effectiveness, and to pinpoint problem areas we can help you with at future training sessions. Also, the DMAB office will be using this information to send monthly reports to the Centers for Medicare & Medicaid (CMS) for them to assess the problems of beneficiaries and the success of the program. If you have trouble completing the form, call the DMAB office for assistance at any time.

5. How to send in the Counseling Report Forms.

The DMAB office will provide you with a supply of pre-addressed postage paid envelopes for you to send the Counseling Report Forms to the DMAB office. These forms should be sent in as soon as possible after the counseling sessions, but **no later than the 5th day of the following month**. Please try to conserve these envelopes to help us control expenses.

6. What to do when someone wants to schedule an appointment.

If someone wants to schedule an appointment for counseling with you, try to schedule the appointment within your regularly scheduled counseling session. If it is not convenient for the client, it is your option to schedule it outside the session. Schedule the appointment to take place at the site if possible. First, check with the site liaison to see when the site is available. Then contact the client with the time and place to meet. About an hour should be scheduled for the session.

7. How to get reimbursed for mileage.

If you wish, the DMAB program will reimburse you for your mileage to and from the counseling sites and when on DMAB business at the rate of 40 cents per mile. To get reimbursed, simply complete a Mileage Certification Form and send it to the DMAB office with the Counseling Report Forms. A check made payable to you will be sent to you.

9. What to do when you run out of supplies.

Supplies, such as the program forms, which include:

- Counseling Report Forms
- Mileage Reimbursement Forms
- Pre-stamped envelopes

and the client informational guides/brochures and shopping aides, which include:

- The Medicare & You Handbook
- Delaware Medicare Supplement Insurance Shopper's Guide
- Choosing a Medigap Policy: A Guide to Health Insurance for People with Medicare
- Financial Assistance for Seniors and People with Medicare

- DMAB Rack card

Guides/brochures will be provided to you by the DMAB Office. Some will be provided in bulk following the training. The DMAB staff will be providing you with information on access to supplies.

If, at any time, you receive a request from a client for information guides/brochures you do not have, you can refer them to the DMAB office. However, we would like to encourage the counselors to distribute materials whenever possible. When receiving requests for guides/brochures other than those listed above, i.e. Guide to Services for Older Delawareans, refer them to the proper publishing agency.

Most participating DMAB counseling sites will have copiers available for the counselor's use. If your site is one of them, it may be possible for you to make copies of DMAB materials for use in counseling. Always check with the site liaison first, and please, use the copier for official DMAB counseling business only to help the sites control their costs. If the site charges for the copies, the client should pay for these.

