



POSITION DESCRIPTION

Position Title Open Enrollment VICAP Counselor

Supervisor Regional Director

Organization Summary

Valley Program for Aging Services (VPAS) is the designated Area Agency on Aging for Planning District 6, providing a wide range of in-home and community-based services and information & referral for individuals 60 years and older and their caregivers. These services help support individuals to live independently in their home for as long as possible.

Purpose of the Position:

The Open Enrollment VICAP Counselor will work during the annual Open Enrollment Period to help Medicare beneficiaries evaluate prescription drug coverage for the coming year with the goal of finding the most affordable and complete coverage. The Counselor will provide information on both Prescription Drug Plans (PDPs) and Medicare Advantage (MA) plans. They also screen individuals for eligibility for various cost savings programs. All work will be done in compliance with VPAS and Department for Aging and Rehabilitative Services (DARS) policies and procedures.

Essential Tasks

The following Essential Tasks are responsibilities of the VICAP Counselor within the Virginia Insurance Counseling and Assistance Program state contract and the VPAS policy expectations of this position. Failure to follow VPAS policies may result in disciplinary action, including separation of employment.

a. VICAP Medicare Insurance Counseling

- a. Satisfactorily complete certification training conducted under the auspices of VICAP.
- b. Provide Medicare health insurance counseling services without conflict of interest and in compliance with VICAP regulations.
- c. Handle client information in the strictest confidence.
- d. Conduct individual Medicare insurance counseling sessions in person and/or by telephone.
- e. Assess client needs for information and assistance.
- f. Provide referrals to appropriate resources.

- g. Provide information to individuals regarding their Medicare benefits.
- h. Navigate government websites to perform plan comparisons and enrollments for individuals with Medicare.
- i. Complete VICAP Intake form and send to Administrative Specialist for data entry into PeerPlace and STARS, maintaining a paperless system.
- j. Organize LPC communications regarding VICAP trainings, program changes, and Medicare updates for future reference.
- k. Other duties as directed by the Regional Director.

I have received, reviewed, and understand the expectations of the Open Enrollment VICAP Counselor position.

Open Enrollment VICAP Counselor Date

Regional Director Date

Effective: _____

Revised: 8/19/21