



## **VOLUNTEER OPPORTUNITIES**

*Take a stand against Medicare errors,  
fraud and abuse*

*Join the team that empowers seniors to become  
actively engaged healthcare consumers*

### **You can make a difference in the fight for quality healthcare!**

The Massachusetts Senior Medicare Patrol (SMP) Program trains volunteers to provide Medicare and Medicaid beneficiaries education and guidance to prevent, detect and report healthcare errors fraud and abuse.

#### **SMP Counselors**

Provide one-on-one counseling and guidance to healthcare consumers, respond to and refer inquiries about healthcare errors, fraud and abuse to the Massachusetts SMP Program office. SMP counselors are trained to identify deceptive marketing tactics, scams, abuse and fraud and to make appropriate referrals.

#### **SMP Case Researchers**

Assist SMP staff in researching complaints of healthcare errors, fraud and abuse and reporting complaints to the appropriate agencies for further investigation.

#### **SMP Community Educators**

Assist with the delivery of the SMP Program message and the dissemination of program brochures, personal healthcare journals and other promotional item by representing the Massachusetts Senior Medicare Patrol Program at community events, health fairs and other opportunities that provide a forum to spread the SMP message.

#### **SMP Program Ambassadors**

Identify and cultivate potential relationships that help the Massachusetts SMP Program broaden its reach and visibility across the state.

#### **SMP Administrative Support Team Members**

Provide administrative and clerical support to the Massachusetts SMP Program office. Activities include, but are not limited to data entry, outreach event preparation, assistance with mailings, assistance with outreach/marketing campaigns and participation in ongoing projects.

**If you have a skill that you would like to share please call us.**

**Together we can make a difference!**

**For more information about becoming an SMP Program Volunteer,  
please call the MA SMP Program at 800-892-0890 or visit [www.MASMP.org](http://www.MASMP.org).**