



2022 CHOICES New Team Member Trainings

CHOICES, Connecticut’s State Health Insurance Assistance Program (SHIP), is accepting applications for our 2022 New Team Member Training sessions. CHOICES is part of a national network of SHIP agencies that offers free, confidential counseling, education and assistance to Medicare beneficiaries, their caregivers and the general public. CHOICES is administered by the Dept. of Aging and Disability Services State Unit on Aging in partnership with CT’s five Area Agencies on Aging and the Center for Medicare Advocacy, Inc.

CHOICES New Team Member Trainings are free for volunteers and \$125 for in-kind (paid) professionals. Training participants will complete an orientation session, 5 full days of training, sign the CHOICES Memorandum of Understanding, and take an online certification exam. Training topics include: Medicare Parts A, B, C and D, Medigap, eligibility, coverage, costs, appeals, coordination of benefits, transitions from other insurance, and cost assistance programs for low-income beneficiaries, including MSP, LIS and Medicaid. Training manuals will be provided.

CHOICES Team Member roles include: Counselor, Open Enrollment Counselor, Information Distributor, Administrative Support, Exhibitor, and Presenter. If you would like to make a positive difference in the lives of Connecticut’s Medicare beneficiaries, contact your CHOICES Regional Coordinator. ***Individuals who may have a conflict of interest such as insurance agents or brokers are unable to participate in the trainings.***

****Registration, Screening and Approval by Regional Coordinator Required to Attend Training****

****ALL 2022 SESSIONS WILL BE VIRTUAL****

HOST AGENCIES	DATES AND REGISTRATION INFO
Southwestern CT Area Agency on Aging (SWCAA) & Western CT Area Agency on Aging (WCAAA)	ORIENTATION: March 8, 9am-12pm TRAINING DATES: March 22, 24, 29, 31, April 5; 9am-4pm CONTACTS: <ul style="list-style-type: none"> Claire Volain (SWCAA) at 203-814-3639 or cvolain@swcaa.org Carlyn Mueller (WCAAA) at 203-757-5449 x126 or cmmueller@wcaaa.org
North Central Area Agency on Aging (NCAAA) & Senior Resources Agency on Aging	ORIENTATION: May 24, 9am-12pm TRAINING DATES: June 7, 9, 14, 16, and 21; 9am-4pm CONTACTS: <ul style="list-style-type: none"> Urania Reyes Rivera (NCAAA) at 860-724-6443 x277 or urania.reyes@ncaaact.org Laura Crews (Senior Resources) at 860-887-3561 or lcrews@seniorresourcesec.org
Senior Resources Agency on Aging & Agency on Aging of South Central CT (AoASCC)	ORIENTATION: Aug 30, 9am-12pm TRAINING DATES: Sept 13, 15, 20, 22, and 27; 9am-4pm CONTACTS: <ul style="list-style-type: none"> Laura Crews (Senior Resources) at 860-887-3561 or lcrews@seniorresourcesec.org Leslie Pruitt (AoASCC) at 203-785-8533 x3165 or lpruitt@aoascc.org