

## What is CHOICES?

CHOICES, Connecticut's State Health Insurance Assistance Program (SHIP) is part of a national network of programs that offer free confidential counseling, education and assistance to Medicare beneficiaries and their caregivers. CHOICES is a partnership between the CT State Department on Aging, the five Area Agencies on Aging, and The Center for Medicare Advocacy.

## Who should take the CHOICES New Counselor Training?

Individuals who would like to make a positive difference in the lives of Medicare beneficiaries. Interested applicants should have good listening skills, as well as, computer and internet skills.

## What do I need to do?

Every year, each of the five Area Agencies on Aging offers one CHOICES New Counselor Training in their area. A volunteer application must be completed prior to participating in the training. To obtain an application, you may contact your local Area Agency on Aging, download one from their website or call CHOICES. Participants must attend a mandatory orientation, as well as, all five training sessions. Additionally, you must pass the CHOICES certification exam and sign the CHOICES Memorandum of Understanding. You may also be subject to a background check.

## How much does the CHOICES Training Cost?

The training is free for volunteers. A \$125 fee is required for paid professionals. Insurance agents, brokers and financial planners are **not** eligible to take the training.

## What you will learn:

- Medicare Parts A, B, C & D
- Medigap (Medicare supplemental insurance)
- Medicaid (Title 19)
- Medicare Savings Programs
- Medicare Advantage Plans
- Medicare/Medicaid Fraud Abuse Detection and Prevention
- Enrollment and Disenrollment Information
- Medicare Rights
- Counselor Skills



## Training Dates & Locations



### Western CT Area Agency on Aging

84 Progress Lane, Waterbury

Contact: Magaly Bravo, [WCAAA](http://www.wcaaa.org)

203-757-5449 ext 120

Orientation: April 6, 10am

Training: April 13, 20, 27, May 4 and 11

9:30am – 3pm



### American Eagle Financial Credit Union

20 Western Blvd, Glastonbury

Contact: Cynthia Del Favero, [NCAAA](http://www.ncaaa.org)

860-724-6443 ext .251

Orientation: April 27, 9am

Training: May 4, 11, 18, 25, and June 1

9am – 3:30pm



### Middletown Senior Center

61 Durrant Terrace, Middletown

Contact: Laura Crews, [Senior Resources](http://www.seniorresources.org)

860-887-3561

Orientation: September 5, 10am

Training: September 12, 19, 26,

October 3 and 10

9am – 3pm

## Training Dates & Locations



### Southwestern CT Agency on Aging

1000 Lafayette Boulevard, Bridgeport

Contact: Sadie Padilla, [SWCAAA](http://www.swcaaa.org)

(203)333-9288

Orientation: June 6, 1pm

Training: June 8, 13, 15, 20, and 22

9:30am – 3:30 pm



### Agency on Aging of South Central CT

1 Long Wharf Drive, New Haven

Contact: Leslie Pruitt, [AASCC](http://www.aascc.org)

203-785-8533

Orientation: August 24 1pm

Training: September 7, 14, 21, 28 and

October 5

9:30 am – 3pm

These trainings are supported by the CT State Department on Aging with funding, in whole or in part, through a grant from the Administration on Community Living.



## CHOICES New Counselor Training

# 2017

**Become a Certified CHOICES  
Counselor!**

**All sessions are mandatory  
Training manuals are provided**

[www.ct.gov/agingservices](http://www.ct.gov/agingservices)



– Growing Older Together –