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Volunteer News

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SOCIAL MEDIA

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Volunteering with SMP



Every year the ND State Fair hosts a senior day and ND SMP is proud to participate. This event is a great opportunity for SMP to educate beneficiaries about Medicare fraud and scams. This year the ND SMP visited with over 120 attendees and sent them home with educational materials and other ND SMP goodies. This program is fortunate to have volunteers like Mary Carlson and Leslie Mowbray to help work the booth at these events.

SMP Volunteer Risk & Program Management

Community Inclusiveness

Policy: The SMP strives to develop a volunteer population that mirrors the diversity of the community in which it operates.

- Diversity allows the SMP to better understand the communities that they serve.
- Diversity creates a feeling of being welcome and comfortableness with beneficiaries.
- Having representation in the volunteer force creates opportunities for collaboration with new and diverse communities.

Source of Information: *SMP National Resource Center*. SMP Volunteer Program Management (Jan. 2023).

Diversity, Equity, Inclusion, & Accessibility

Diversity, equity, inclusion, and accessibility played a huge part in the creation of the *Your Guide to Medicare and Common Medicare Scams* handbook. ND SMP received input from a person with a cognitive disability, a person with a physical disability, a Medicare beneficiary, and a person whose primary language was not English. When writing the *Medicare Basics for American Indians* handbook, SMP received input from Tribal Liaisons and other tribal community members.

Food for Thought

Cookie Salad

Ingredients:

- 1 cup buttermilk.
- 1 package instant banana cream pudding
- 8 oz. carton Cool Whip
- 15 oz can mandarin oranges, drained
- 20 oz can pineapple tidbits
- 1/2 package Fudge Stripe cookies, broken up

Directions:

1. Whisk together buttermilk and instant pudding.
2. Fold in Cool Whip
3. Gradually add mandarin oranges and pineapple.
4. Refrigerate for 6 hours
5. Mix in crushed cookies just before serving.

Source: North Dakota Living Test Kitchen

Tip for preventing fraud: Medicare Advantage salespeople legally cannot cold call you unless you are already a customer of that plan.

Volunteer Spotlight

Lou Wagner has been a part of the ND SMP program since 2008. First as a regional volunteer coordinator covering the eastern part of the state, and more recently, continues to assist Medicare beneficiaries by volunteering for SMP. Lou knows the importance of scam awareness when it comes to Medicare fraud, and she shares that information with others. Lou worked as a nurse for over 25 years and understands the importance of correctly billing for services provided to beneficiaries. Lou enjoys spending time with her three daughters and their families. She has four grandchildren and tries to follow many of their activities. She volunteers for her church and helps make prayer quilts. Lou takes care of her health by working out at the YMCA. Volunteers like Lou are the backbone of community. Lou, you are a valued asset, and we thank you for your dedication to the SMP program!



Interested in becoming a Volunteer?

Interested in volunteering for ND SMP?
Call **833-818-0029** to find out how you
can be of service to your community.
SMP needs your help.

