

# 2024 CHOICES New Team Member Trainings

**CHOICES, Connecticut's State Health Insurance Assistance Program (SHIP), is accepting applications for our 2024 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 Department of Aging and Disability Services State Unit on Aging in Partnership with Connecticut'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, self-paced videos, three virtual live training days, 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.

**Expectations of CHOICES Team Members:** willing to learn, compare and explain various Medicare options, provide enrollment assistance through the Medicare Planfinder tool, assist low-to-modest income beneficiaries to apply for cost assistance programs, report your work monthly and attend two update trainings a year. *Please note individuals who may have a conflict of interest such as insurance agents are unable to participate.*

**If you would like to make a positive difference in the lives of Connecticut's Medicare Beneficiaries, contact your CHOICES Regional Coordinator to begin the process.**



## **Fall Training:**

Orientation: September 3rd, 9 am - 11:30 am

Ten self-paced training modules & short assessments 9/4-9/25

Virtual Training Dates: 9/26, 10/1, 10/8, 9 am - 2 pm

Application Deadline: August 20th, 2024

## To Register, Contact the AAA Regional Coordinator who serves your town:

### Senior Resources Agency on Aging

Regional Coordinator: Laura Crews - [ljcrews@seniorresourcesec.org](mailto:ljcrews@seniorresourcesec.org)

**Towns Served:** Ashford, Bozrah, Brooklyn, Canterbury, Chaplin, Chester, Clinton, Colchester, Columbia, Coventry, Cromwell, Deep River, Durham, East Haddam, East Hampton, East Lyme, Eastford, Essex, Franklin, Griswold, Groton, Haddam, Hampton, Killingly, Killingworth, Lebanon, Ledyard, Lisbon, Lyme, Mansfield, Middlefield, Middletown, Montville, New London, North Stonington, Norwich, Old Lyme, Old Saybrook, Plainfield, Pomfret, Portland, Preston, Putnam, Salem, Scotland, Sprague, Sterling, Stonington, Thompson, Union, Voluntown, Waterford, Westbrook, Willington, Windham and Woodstock.

### North Central Area Agency on Aging

Regional Coordinator: Urania Reyes - [urania.reyes@ncaaact.org](mailto:urania.reyes@ncaaact.org)

**Towns Served:** Andover, Avon, Berlin, Bloomfield, Bolton, Bristol, Burlington, Canton, East Granby, East Hartford, East Windsor, Ellington, Enfield, Farmington, Glastonbury, Granby, Hartford, Hartland, Hebron, Manchester, Marlborough, New Britain, Newington, Plainville, Plymouth, Rocky Hill, Simsbury, Somers, South Windsor, Southington, Stafford, Suffield, Tolland, Vernon, West Hartford, Wethersfield, Windsor and Windsor Locks.

### Agency on Aging of South Central CT

Regional Coordinator: Leslie Pruitt - [lpruitt@aoascc.org](mailto:lpruitt@aoascc.org)

**Towns Served:** Ansonia, Bethany, Branford, Derby, East Haven, Guilford, Hamden, Madison, Milford, New Haven, North Branford, North Haven, Orange, Oxford, Seymour, Shelton, Wallingford, West Haven and Woodbridge.

### Southwestern CT Agency on Aging

Regional Coordinator: Katie Wheeler - [kwheeler@swcaa.org](mailto:kwheeler@swcaa.org)

**Towns Served:** Bridgeport, Darien, Easton, Fairfield, Greenwich, Monroe, New Canaan, Norwalk, Stamford, Stratford, Trumbull, Weston, Westport and Wilton.

### Western CT Area Agency on Aging

Regional Coordinator: Kiara Carchi - [kcarchi@wcaaa.org](mailto:kcarchi@wcaaa.org)

**Towns Served:** Barkhamsted, Beacon Falls, Bethel, Bethlehem, Bridgewater, Brookfield, Canaan, Cheshire, Colebrook, Cornwall, Danbury, Goshen, Harwinton, Kent, Litchfield, Middlebury, Morris, Naugatuck, New Fairfield, New Hartford, New Milford, Newtown, Norfolk, North Canaan, Prospect, Redding, Ridgefield, Roxbury, Salisbury, Sharon, Sherman, Southbury, Thomaston, Torrington, Warren, Washington, Waterbury, Watertown, Winchester, Wolcott and Woodbury.