



A FOLLOW UP WITH SHIIP DIRECTOR VICKI DUFRENE

EXPLORING A PARTNERSHIP WITH SHIIP

I hope the time you spent with me during the webinar learning about SHIIP partner opportunities peaked your interest and you would like to further explore the possibility of having your staff train to become SHIIP Medicare Counselors and having your agency or facility become a SHIIP Partner.

There are many benefits your staff and facility will gain by becoming SHIIP counselors and partners.

- The reward of knowing you are helping Medicare patients in your local community get the care they need and get the most out of their Medicare benefits in order to save them time and money.
- Medicare beneficiaries may find the assistance they can receive at your facility an incentive to have as much of their healthcare needs provided with you as possible.
- Providing these services would build patient loyalty and word of mouth referrals that can improve your facility's patronage and therefore your bottom line.

WHAT HAPPENS NEXT?

- The first step is to contact me, SHIIP Director Vicki Dufrene, at 225-219-7731 or vicki.dufrene@ldi.la.gov
- After our initial conversation, I may want to set up an in-person or virtual tour of your agency or facility so I can get more insight into what you do and how you would be able to work Medicare counseling into your agency or facility's day-to-day operation.
- If all parties are in agreement in moving forward, we can determine the best way for training to commence for your staff. Depending on their current knowledge and experience in working with Medicare, it may take the form of an online training at their own pace, or a more extensive face-to-face one or two day training session.

Whether you are sold or still not sure, I encourage you to simply reach out to me and start a conversation and let's see where it leads.

I hope to hear from you soon,

Vicki Dufrene, Director
Senior Health Insurance Information Program
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