

## **Testimonial Transcript: SHIP Volunteer Yolanda Mugica**

The gratitude you get from your client is just priceless. It's priceless, and you go home and you're not even touching ground.

Volunteers come from all walks of life, and you do not have to have any health insurance background. That's so important - you don't. I was taught everything I needed to know, and there's always the resources that we go to. There's always that information that we research for each client, because even though the information is general and the same, each client is individual. And so we gather the information that would make them feel comfortable in making choices. A lot of people do assume that they're going to come in and you're going to choose a plan for them. And they think that they're going to enroll that day with you. No. We provide information so that we'll help them make informed decisions.

And then the training - the in-service training that follows – every month to this day I attend in-service training, and I'm so thankful for that. A lot of people say, “once a month?” It's not like a work-related training where you have to go to meetings. It's different. It's open. It's comfortable. And you get updates on all the information that is changing out there, which is crucial to your serving your clients. And the classes are free. I mean, my gosh, there's people that would have to pay to be trained in learning all this information. It's free. How can you pass up that?

That gratitude that you receive from each client, it's just so priceless. And again, if you feel just for an instant, just in a thought, “this sounds interesting,” then it's for you. Sounds interesting? It's for you.

Medicare, I believe, is now going to be ever-changing, so be part of that change, and be prepared for yourself and for your family and your community.

State Health Insurance Assistance Programs. Available in your area. Local, unbiased, and trusted Medicare help. Visit [www.shiptacenter.org](http://www.shiptacenter.org) for more information. Depending on your area, the SHIP program may also be known by one of these names.

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