

## Testimonial Transcript: Donnie Owens

It allows me to learn a new skill also and I'm always in a learning mode. This allows me to learn medical terms, different healthcare programs, and to assist my mom, other family members, friends, and new friends. Because our seniors need to be educated on what the availability is for them. We have choices on our health care, and they should be aware of what those choices are.

Most seniors are not computer literate. They don't want to use it, they've never been on it, and if they don't want to use it, you're not gonna convince them that this is what they should do. Also, the rules changes, the plans changes and you always have to learn something new. So you have to roll with learning something new constantly. And they provide us with a lot of training, quite a bit of training so that we will be well informed to educate the beneficiaries that we serve.

I appreciate one-on-one contact with someone in front of me because sometimes people need to see what you're talking about. So we have the material with us, and they can see the material. There are some times when I'm on the phone; I have to print the three different plans that they would be interested in and mail it to them. And ask them to have a relative to assist them if I'm not conveying the message to their benefit where they understand fully.

I enjoy what I do and I want everyone to benefit for what I do the service I provide. I want them to benefit. I want them to be happy that they called and I answered the phone. I want them to feel that they have received what they called for. But being involved with this program will enlighten your knowledge as well. It'll make you feel like you've done something great. I've helped this person. [sigh] That feels good!

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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