

# Evaluating the Impact and Utility of Medicare Assistance Program (MAP) Training among Roseman University of Health Science Graduates

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## Background

The Medicare Assistance Program (MAP) is a federally funded state-allocated initiative that encompasses Nevada’s State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP), and the Medicare Improvements for Patients Providers Act (MIPPA).

In 2016 Roseman University of Health Sciences (RUHS) in partnership with MAP (formerly SHIP) launched an on-campus Medicare Call Center to provide Medicare Beneficiaries with unbiased personalized counseling. Robust training approved by NV MAP is provided to health sciences students and healthcare professionals to become certified MAP counselors.

The significance of the MAP training is underscored by the complexity of Medicare and the role it plays in the healthcare industry. There is no current empirical research that investigates the long-term effectiveness and impact on graduates’ professional careers. This study aims to highlight the longitudinal impact of MAP training on the professional practices and careers of RUHS graduates.

## Objective

Primary objectives were to determine the frequency and context in which graduates utilized MAP training after graduation and to examine graduates’ perspectives regarding the relevance and applicability of the MAP training in practice.

Secondary objectives were to identify the types of practices that make use of the MAP training after graduation; assessing the frequency and methods by which graduates apply the knowledge gained from the MAP training at their current sites; and surveying graduates’ perspective whether all Roseman Pharmacy students should complete MAP training.

## Methods

An IRB approved electronic survey was sent out to graduates of RUHS who completed their MAP counselor certification while enrolled as student pharmacists. The survey was open for two weeks from 9/18/23 to 10/2/23

Descriptive and inferential statistics analysis were performed on data collected from surveys.

## Results

Surveys were emailed to 64 of the 75 Roseman Alumni who completed the MAP Certificate Training. After the two week survey window concluded 19 responses were collected (25% response rate). The majority of respondents allowed their MAP Counselor Certification to lapse after 1 - 2 years.

## Results

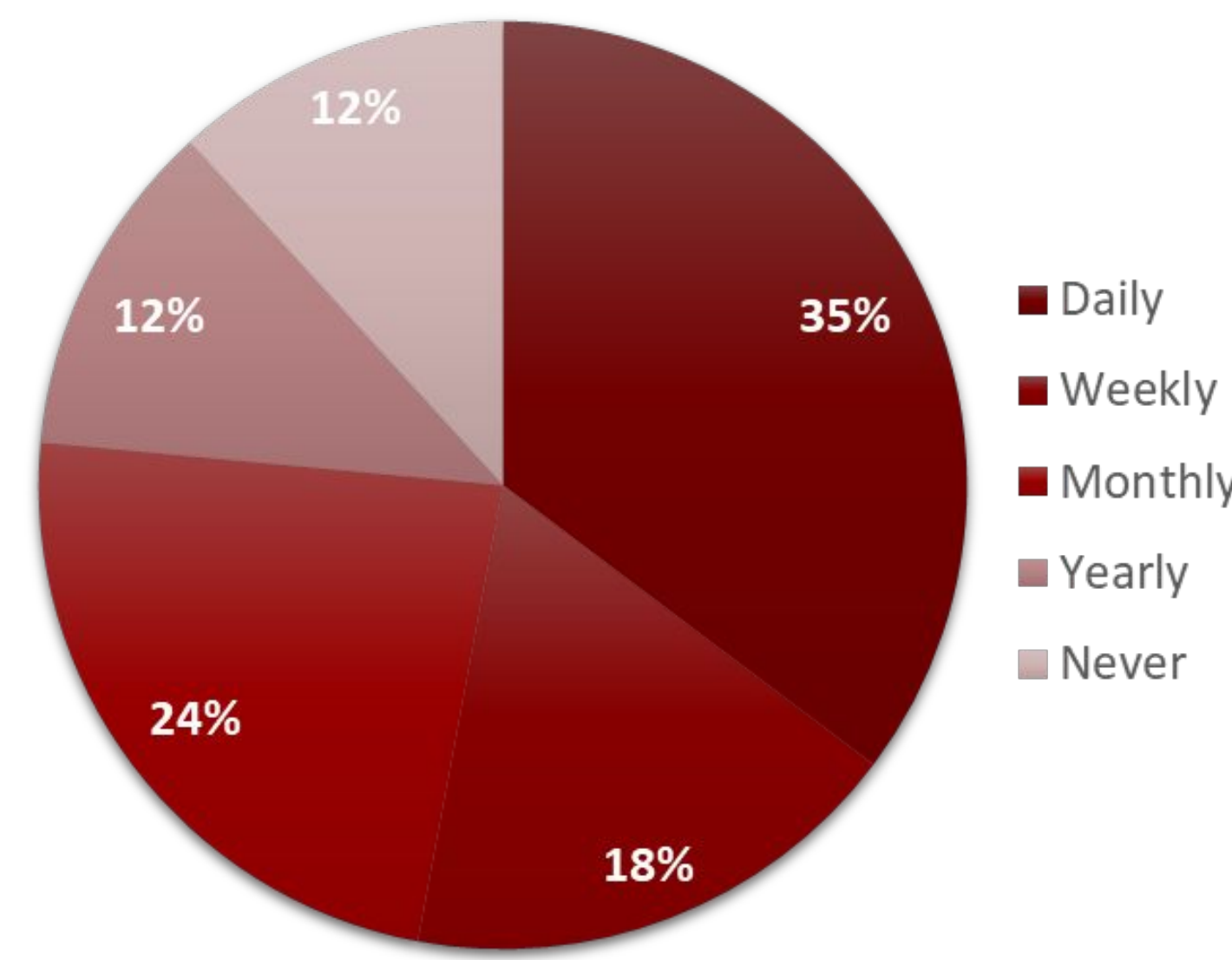


Figure 1. MAP knowledge usage frequency

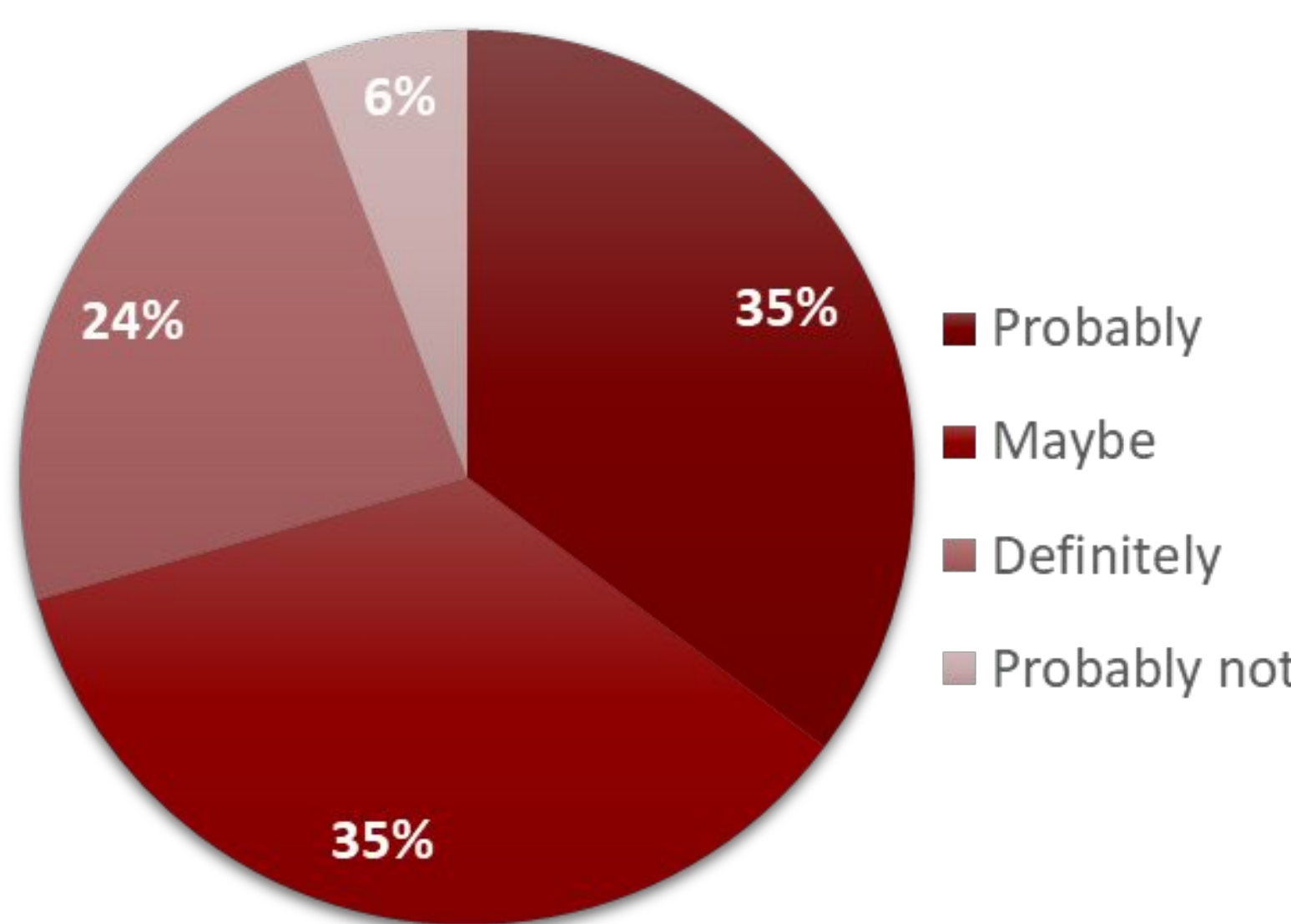


Figure 2. Is MAP training essential for pharmacy students?

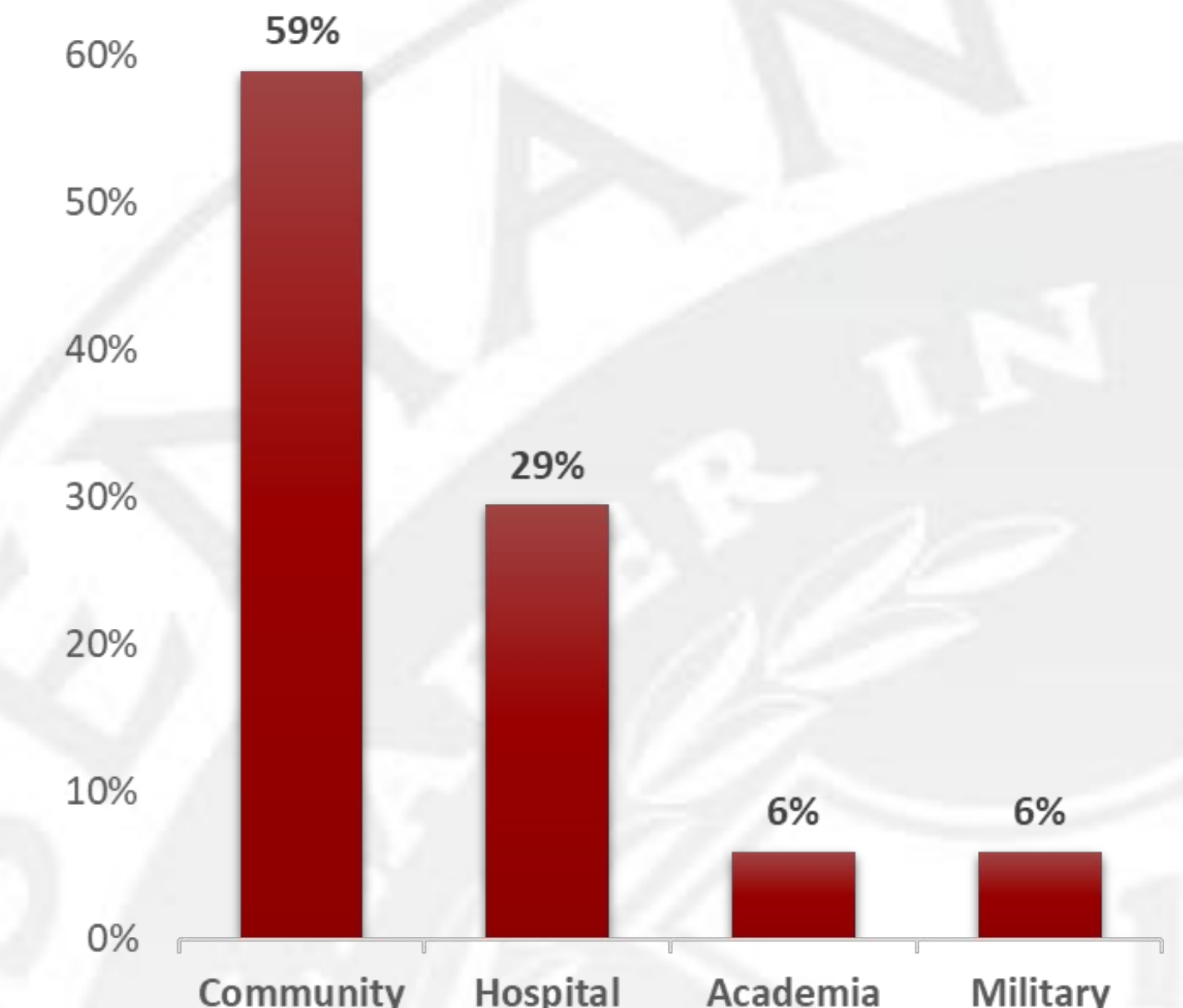


Figure 3. Primary practice settings

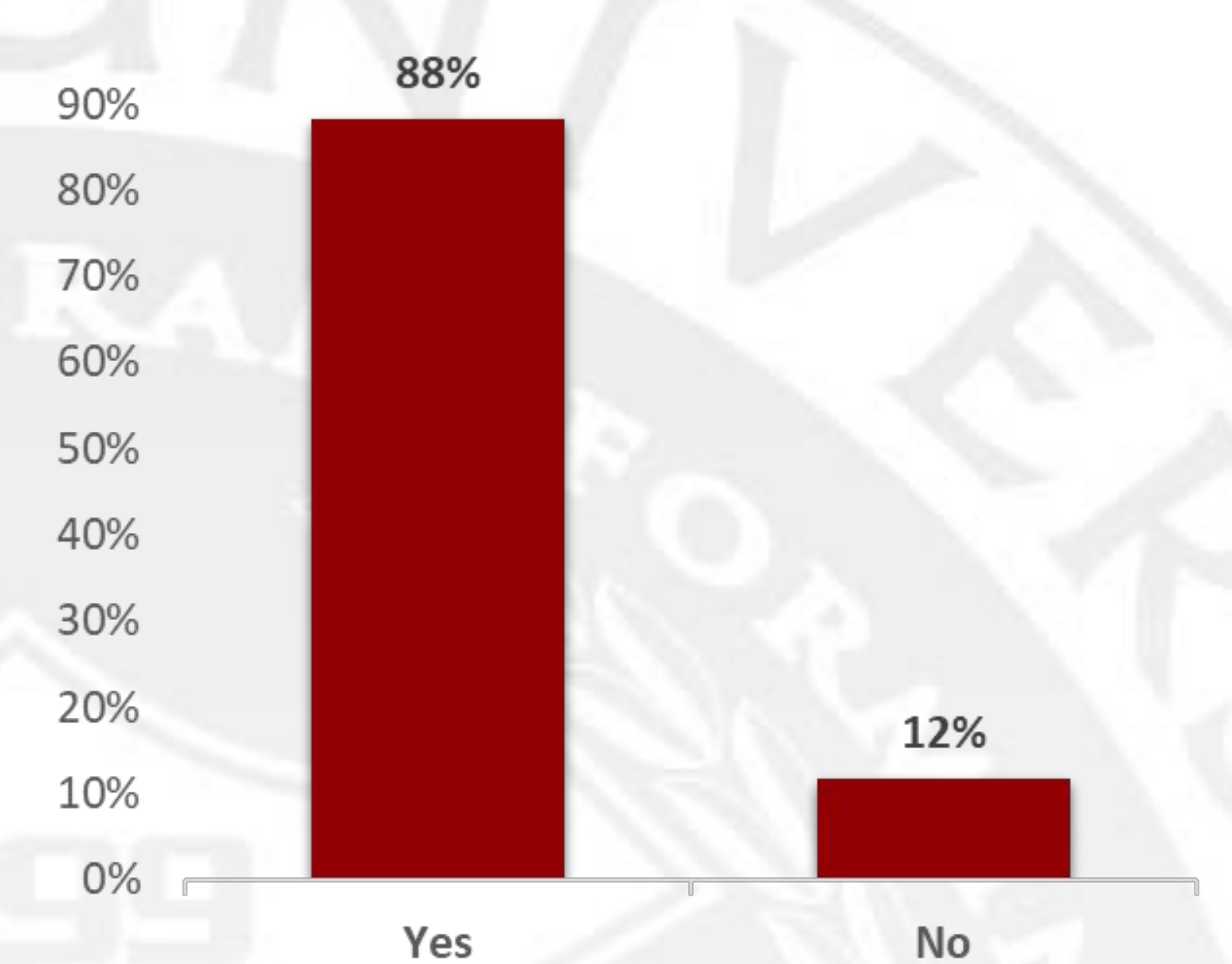


Figure 4. Would students from all health professions benefit from SHIP/MAP training?

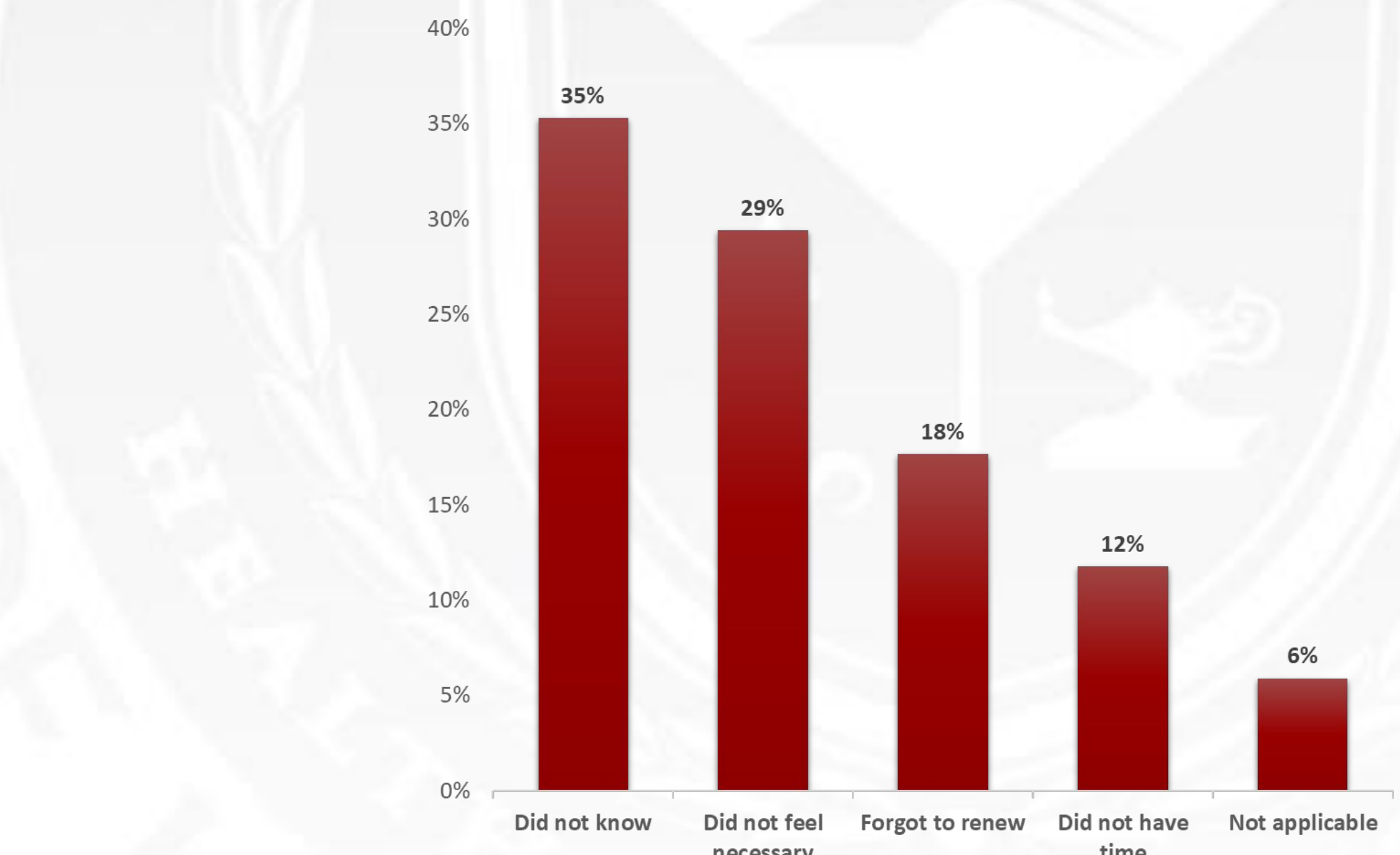


Figure 5. Reasons for not maintaining an active license

## Discussion

The majority of respondents (53%) frequently apply their MAP knowledge at their practice settings (35% daily and 18% weekly).

The results suggests that the MAP knowledge acquired as a student-pharmacists is most utilized in community settings, where pharmacists have increased interactions with patients.

Twenty-nine percent of participants reported working in a hospital setting and a smaller percentage work in other areas. These suggest that the MAP knowledge can also be useful in other non-community settings.

The majority of participants think that the MAP training is most likely essential for pharmacy students, and it can also be beneficial to students from other health professions.

Of note, the majority of participants did not maintain their active certification for longer than 1 year, either due to not knowing how to keep it active (35%) or not feeling that it was necessary (29 %).

## Conclusions

MAP training can be a valuable addition to the students’ professional knowledge.

Although pharmacists do not keep their certification active after graduation, the skills acquired from MAP training appear useful in pharmacy practices after certification has expired.

As a publicly available program in all states, other college of pharmacy or health profession schools may consider working collaboratively with their state SHIP/MAP office to provide their students training.

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## Disclosures

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