

SENIOR ECHOES

Western Montana Area VI Agency on Aging

Serving residents of Lake, Lincoln, Mineral, Sanders Counties and The CS&K Tribes

110 Main Street, #5 Polson, MT 59860

406-883-7284 or 1-800-551-3191

June, 2011



MEDICARE'S PREVENTIVE SERVICES

Now is the time to get the most out of your Medicare. The best way to stay healthy is to live a healthy lifestyle. You can live a healthy lifestyle and prevent disease by exercising, eating well, keeping a healthy weight and not smoking. Medicare now pays for many preventive services to keep you healthy. In addition to your "Welcome to Medicare" physical exam you are now able to receive the following preventive services if you are on Medicare:

- Yearly Wellness Exam
- Cardiovascular Screening, covers tests for cholesterol, lipid and triglyceride levels.
- Breast Cancer Screening
- Cervical and Vaginal Cancer Screening
- Colorectal Cancer Screening
- Prostate Cancer Screening
- Shots for Flu, Pneumococcal, Hepatitis B
- Bone Mass Measurements
- Diabetes Screening, Supplies and Self Management Training
- Medical Nutrition Therapy
- Glaucoma Tests
- Tobacco Use Cessation Counseling
- HIV Screening

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These services may have limits on how often you can get them and there may be a small co-payment for some of them. Call our office at 883-7284 or 1-800-266-4188 for more information.

BITS AND PIECES

WATCH OUT FOR MOSQUITOES!!!

Flooding, rainfall and standing water may cause a significant increase in mosquito numbers this year. Mosquitoes are capable of transmitting diseases and viruses to humans. It is hard to predict if there will be a significant increase in West Nile or other viruses but conditions are certainly higher than average. Most people who become infected with West Nile have no symptoms or develop a low grade fever, headache or muscle aches. Usually, no treatment is necessary but in rare cases someone may develop symptoms of encephalitis or meningitis. Mosquitoes are most active at dusk and dawn. If you must be out at those times be sure to wear long sleeves and pants and use insect repellent. Try to remove all standing water around your home. Make sure your window screens are in good repair. The best defense against mosquito bites is good offense.

Did You Know....

Honey helps you fall asleep?
Spinach improves your mood?
Celery can lower your blood pressure?
Seasoning your meat with rosemary could reduce your risk of cancer?
Using olive oil may help relieve arthritis pain?
Nuts are one of the best remedies for heart health?
Magnesium rich foods may reduce painful headaches?

Patriotic Places

There are thirty places nationwide with "liberty" in their name. The most populous one is Liberty, [Missouri](#) (26,232). Iowa has more of these places than any other state: four (Libertyville, New Liberty, North Liberty and West Liberty).

Eleven places have "independence" in their name. The most populous of these is Independence, [Missouri](#), with 113,288 residents.

Five places adopted the name "freedom." Freedom, [California](#), with 6,000 residents, has the largest population among these.

There is one place named "patriot" — Patriot, [Indiana](#), with a population of 202.

And what could be more fitting than spending the day in a place called "America"? There are five such places in the country, with the most populous being American Fork, [Utah](#), with 21,941 residents.

No More Paper Statements from Social Security

In an effort to save money Social Security will no longer mail paper statements estimating your future social security benefit amount. They plan to make the statements available on line, possibly by the end of this year. Keep your old statements to use them to compare when you start looking on line. Watch for more updated information as it is released.

The newsletter is now available electronically. If you would like to receive it via e-mail please contact me at kneeley@area6aging.org

You may also want to check out our website at www.area6aging.org

Western Montana Area VI Agency on Aging Foster Grandparent Program

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1-800-266-4188 or 406-883-7284
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cherylw@area6aging.org
Tax I.D. # 81-0345779



The FOSTER GRANDPARENT PROGRAM Needs YOU!

Foster Grandparents provide love and wisdom for at-risk children and youth in community sites such as child care centers, preschools and schools. They complement the work of staff by helping children build self-esteem, social, behavioral and academic skills but we can't do it without community help. There are three ways that you and/or your organization can ensure that this great program continues to be a success.

SPONSOR A FOSTER GRANDPARENT - The Foster Grandparent Program is a part of the National Senior Service Corps, a network of federally-supported programs. We need local "in-kind" donations in cash and/or services in order to continue the grant every year. Due to the economic downturn, we are short in donations this year. Because of federal budget cutbacks made to our program this year we must cut some of our service. To maintain the program, would you and your organization consider making a donation to the program or sponsoring a Foster Grandparent for a year with a cash donation?

HOLD A FUNDRAISER FOR THE FOSTER GRANDPARENT PROGRAM - If you can't make a direct donation to the Program, would you consider hosting a fundraising event and sharing the proceeds with the Foster Grandparent program? It can be anything that your organization likes to do. . . car wash, bake sale, benefit dinner, bingo, auction, golf or fishing tournament etc. We would love to hear your ideas.

MAKE A MEMORIAL DONATION

Special people deserve special gifts. Why not remember a special person in your life by making a donation to the Foster Grandparent Program in their honor. In the spirit of giving, consider sharing your commitment to improving the lives of children and seniors in your community with a Memorial Donation. All memorials will be listed in this newsletter.

We sincerely hope that you will consider helping us to serve these valued western Montana communities and children. Any amount donated would be very much appreciated. To learn more on how you can aid the program please call us at 1-800-266-4188 or 406-883-7284. Thank you for your time and consideration.

**We have immediate openings for Foster Grandparent volunteers in Arlee, Polson, Hamilton, Stevensville, Superior, and Flathead County
Call us today for an application!**

AN EQUAL OPPORTUNITY EMPLOYER
SERVING SENIOR CITIZENS OF FLATHEAD, LAKE, LINCOLN, MINERAL, RAVALLI,
SANDERS COUNTIES AND THE FLATHEAD RESERVATION



'care share

Keeping a watch for Medicare fraud is good public policy

At a time when everyone in Washington is talking about the need to cut government expenditures while protecting vital programs, such as Medicare, there's a nationwide campaign to remind people on Medicare that there is something they can do on both fronts.

That something is be alert to the various possibilities of Medicare fraud.

Fraudulent enterprises rob billions of dollars from Medicare each year, dollars that come out of taxpayer pockets and that are necessary to provide legitimate medical services to deserving recipients.

Examples of Medicare Fraud:

- A health-care provider billing Medicare for services that were never delivered.
- A supplier billing Medicare for equipment that is never received.
- Someone using another person's Medicare card to get medical care or equipment.
- A person billing Medicare for home medical equipment after it has been returned.
- An insurance agent engaging in questionable practices, such as forging paperwork and switching a clients' plan without their knowledge.

The official U.S. government site devoted to Medicare fraud suggests that anyone who suspects they or Medicare is being charged improperly should take a few steps before filing a fraud report. First contact the provider and ask for an explanation. Many errors can be corrected with a call to the doctor, hospital or other provider of supplier. Double check dates on which service is claimed and be alert to double billing. Two bills are sometimes legitimate, such as when one bill covers the cost of an X-ray and a second bill covers the charge for reading the X-ray.

There are also proactive things people can do to protect against Medicare fraud or abuse such as:

- Walk away if approached in parking lots, shopping centers, or other public areas by someone offering free services, groceries, transportation, or other items in exchange for your Medicare number.
- Hang up the phone if someone calls claiming to be conducting a health survey and asks for your Medicare number.
- Don't give your information to telephone marketers who claim to be from Medicare or Social Security and ask for payment over the phone or Internet.
- Do not sign any paperwork until you have a trusted advisor confirm the product will meet your needs.
- Check medical bills, summary notices, explanations of benefits, and credit reports for irregularities.
- Be on the lookout for high pressure sales tactics: When selling Medicare products, agents cannot collect your contact information unless they have your permission, sell policies door-to-door, or send unsolicited emails.

Medicare recipients and family members who help them with their bills can do themselves and the nation a service by being alert.

CAREGIVER NEWS

Caregiver Tips for Traveling

Traveling long distances with a person you're caring for may still be quite enjoyable. Plan ahead for a trip by gathering important documents: insurance cards, passports, your physician's phone number, refills on medications and a copy of medical records in case the person you're caring for needs to see a physician while away. Make sure you keep track of all the documents and medications. Packing them in carry-on bags so they will not get lost en route is a good idea. Remember to bring sufficient funds or a credit card with you in case you must change your plans suddenly and return home. Also, you may want to bring along a brief letter from your physician to the airline or hotel to expedite a change in plans.

When traveling, try to follow the routine that is followed at home. Even minor changes in routine can be distressing to your loved one, and may cause unexpected delays in the delivery of care. Be sure to allow plenty of time for everything. Plan for rest periods throughout the day. For example, if you are taking a tour by bus, you may want to remain in the bus so the person can take a nap instead of visiting all the sights.

Remember the person who is at risk of wandering when at home, may also do so in an unfamiliar place. If this is the case with your loved one, try using an identity bracelet or necklace that clearly explains that she has an illness. Put a card with the name and address of the hotel where you are staying in the person's pocket. You may want to carry a recent photo of the person in case they get lost.

Traveling may also make the person more anxious. Bring along an anti-anxiety medicine just in case.

Toileting is an issue that requires some forethought when you are traveling. If you are driving, stop at the rest-area toilets every couple of hours. If the person needs assistance in the bathroom and you may be in there for a while, bring along an "OCCUPIED" sign for the washroom door. Have on hand a full change of clothing. Be sure to keep the way to the toilet well lighted in hotel rooms, and keep a light turned at night in the bathroom.

A few more travel tips to keep in mind: If you are traveling by car, never leave your loved one alone in the car. Try to bring along a relative or friend to share in the driving. And if you are traveling by plane, you may want to notify the airline ahead of time, so you can ask for any assistance.

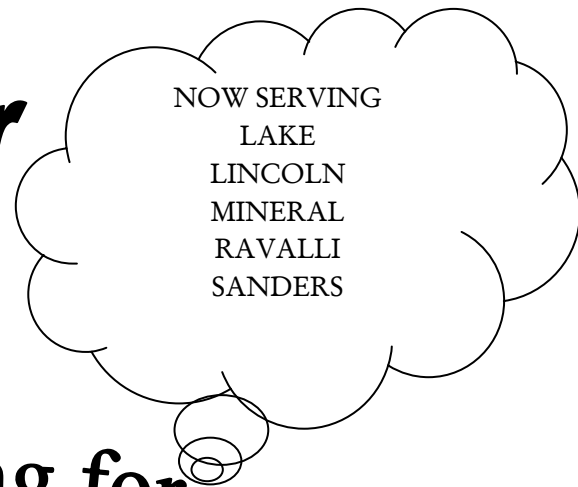
Adapted from The Caregiver Magazine

Submitted by:

Joyce Schmitz, Ombudsman
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RSVP Volunteer Center

Lead With Experience



Looking for Very Special Volunteers



We are expanding our Friendly Visitor Program so we can serve more family caregivers and older seniors living alone.

Are you one of those special people who is willing to stop in and share an hour just visiting. There are a lot of people who would so like to have a little company once in a while.

There will be training (to help you understand the needs of these clients and how you can make a difference in their life).

We are currently compiling a list of volunteers willing to help in this special job. If you are interested or would like to learn more by attending a training, please call your local office.

Want to get Involved and Make a Difference?

883-7284 (Lake, Sanders) 363-1102 (Ravalli) 822-4800 (Mineral) 281-4490 (Lincoln)

VISIT OUR WEBSITE

WWW.RSVP Montana.org

NOTES FROM THE LONG TERM CARE OMBUDSMAN

IN CASE OF AN EMERGENCY.....

A nursing home, assisted living or other long-term care facility should have a comprehensive emergency plan in place just like a family should, so that people can be protected and supported in times of crisis. A nursing home, by federal law, is required to have evacuation plans in the event of a natural or man-made disaster. The facility is required to “tailor its disaster plan to its geographic location and the types of residents it serves.” It must also review the evacuation plan, train new employees in emergency procedures and hold drills and periodic review with staff. Other types of facilities may or may not be required by state law to have a comprehensive plan in place. Consumers – including resident and their families – should inquire about the facility’s emergency preparedness and evacuation plans. Here are some questions to ask or to discuss at the long-term care facility.

The Plan: What is the facility’s emergency plan for evacuation and for “sheltering in place”?

Staffing Concerns: Are there enough staff to carry out the evacuation plan during **all** shifts? What training has the staff had for emergency evacuations?

Coordination With Other Resources: Are there contracts in place with transportation and other facilities to provide for displaced residents? How is the plan coordinated with community resources? City? County? State emergency management?

Resident Information:

How does the facility discuss the plan with the residents? How will residents be identified in an evacuation? How will information about the resident and supplies such as medications be transported? Will these go with the resident or separately?

Role of the Family:

How and when will family members be notified about evacuation plans? How can family members be helpful in an emergency situation? Can family members meet the residents at a designated location and/or should they come to the facility to assist? If family members live out of town, what is the phone number to call off-site to get information? Family members have the right to evacuate their loved one on their own if they choose.

What Is An Ombudsman?

An ombudsman or "ombuddy" is a person who responds to the concerns of elderly persons or disabled adults who live in long-term care facilities.

An ombudsman can help residents understand and exercise their rights to good care. Ombudsmen are impartial mediators when they look into situations of concerns to residents, and if grounds for a complaint are found, ombudsmen may supply information, suggest solutions, and encourage action or changes on behalf of the residents.

In Montana, the Department of Public Health and Human Services/Senior and Long Term Care Division employs two state long term care ombudsmen, who are responsible for coordinating local certified LTC professionals , field staff and volunteers, and for providing ombudsman services throughout the state.

HOME CARE SERVICES

Things to consider and questions to ask

Home care services range from medical care to help with daily household chores. If you're considering home care services, ask these questions to choose the best provider for your needs.

[By Mayo Clinic staff](#)

If you're recovering from surgery or need long term care for a chronic illness — or you have a loved one facing a similar situation — you may be interested in home care services. Home care services range from skilled care provided by nurses or therapists to household support, such as cleaning, cooking and running errands. Whether you're planning to enlist the help of a home care services agency or hire a personal home health aide, knowing what questions to ask can help ensure that you receive quality assistance.

Qualifications

If you're considering a home care services agency:

- Is the agency licensed by the state? Most states — but not all — require agencies to be licensed and reviewed regularly. Reviews may be available on request through your state health department.
- Is the agency certified by Medicare to meet federal requirements for health and safety? If not, ask why.
- What type of employee screening is done? Can the agency provide references? Ask for a list of doctors, hospital discharge planners or other professionals who have experience with the agency, as well as a list of former clients. Ask doctors, family and friends for agency recommendations.

Is the agency accredited by a governing agency such as The Joint Commission, an independent group that evaluates and accredits health care organizations and programs that voluntarily request review? If so, ask to see the results of the most recent survey.

If you're considering a home health aide:

- What are the aide's credentials? Make sure you're comfortable with the aide's training and experience. Can the aide provide references? Take time to check the aide's references thoroughly. Ask doctors, family and friends for home health aide recommendations.

Quality of care

If you're considering a home care services agency:

- How does the agency hire and train caregivers? Does the agency provide continuing education?
- Are the caregivers licensed and insured?
- How closely does the agency's supervisor evaluate the quality of home care?
- Does the agency have a quality improvement program?

Do the agency's employees seem friendly and helpful? Make sure you feel comfortable with the agency's representatives.

If you're considering a home health aide:

- Does the home health aide have a positive attitude?

Are you and your loved one comfortable with the home health aide?

Costs

If you're considering a home care services agency:

- How does the agency handle expenses and billing? Ask for literature explaining all services and fees, as well as detailed explanations of all the costs associated with home care.
- Will agency fees be covered by health insurance or Medicare? Find out what arrangements are in place for specific health insurance plans.

What resources does the agency provide for financial assistance, if needed? For instance, is a payment plan available?

If you're considering a home health aide:

- Does the aide require payment for sick days, vacation days or holidays? If so, clarify how many sick and vacation days are allowed, as well as which days are considered holidays.

Understanding services

Whether you're considering a home care services agency or a home health aide, you might ask these questions about services:

- Will you receive a written care plan before service begins? The care plan should include details about medical equipment and specific care needs, contain input from your or your loved one's doctor, and be updated frequently.
- Will you receive a list of the rights and responsibilities of all parties involved? This is sometimes known as a patient's bill of rights.
- Will you or your loved one be referred to dietitians, counselors, therapists or other specialists, if needed?
- Will the agency work directly with you or your loved one, family members and health care providers?
- Must you identify a primary family caregiver? If so, what's required of that person?
- Are there any limits on the types of tasks performed? If so, what are the limits?
- When will service be provided? Is care available round-the-clock, if necessary?
- What procedures are in place for emergencies? Ask how the agency or home health aide will deliver services in the event of a power failure or natural disaster.
- How are problems addressed and resolved? Whom can you or another family member contact with requests, questions or complaints?
- When can services begin?

Monitor your home care services

After you've found a home care services provider, monitor the situation. If you're concerned about the care or services provided, discuss it promptly with the agency or home health aide. If necessary, involve your doctor or your loved one's doctor as well.

Learn About Long-Term Care

What is long-term care and will I need it? Where can I find long-term care services? Are there things I should do now to plan ahead?

Older adults and their loved ones can find easy-to-understand answers to these and other questions at www.nihseniorhealth.gov/longtermcare/toc.html. "Long-Term Care" is the newest topic on NIH SeniorHealth, a health and wellness web site for older adults.

You may need long-term care if you can no longer perform everyday tasks by yourself. This might be because of ongoing illness, injury, disability or the aging process.

Most long-term care is provided at home by unpaid family members and friends. But sometimes care is given by paid caregivers, either at home or in a facility such as a nursing home or assisted-living facility.

"Today, approximately 10 million Americans need long-term services and supports," says Kathy Greenlee, assistant secretary for aging at the U.S. Administration on Aging, which helped develop the topic. "As America ages, that number is rising steadily. By 2020, it is expected that 15 million Americans will need some type of long-term care."

The best time to think about long-term care is long before you need it. An unexpected accident, illness or injury can change your needs, sometimes suddenly. Learn more about long-term care and other health topics for older adults at <http://NIHSeniorHealth.gov>.

Reprinted with permission from NIH News in Health

MINERAL COUNTY RESOURCES2009

Western MT Area VI Agency on Aging, Duane Lutke, Director - 1-800-551-3191 or 1-800-266-4188

MINERAL COUNTY SENIOR CITIZEN CENTERS/NUTRITIONAL MEALS

Alberton Senior Center, 701 Railroad Ave. 59820 - Tues. & Thurs Noon lunch 722-3372
ST. Regis Senior Center, 10 Tiger St. 59866 - Thurs. Noon 649-2421
Superior Senior Center, 611 5th St. Superior, 59872 - Every Wed at 5:30 822-3334

INFORMATION & REFERRAL

Beth Price, Mineral County Information & Assistance Technician/SHIP (State Health Insurance Program) Counselor for Medicare & Medicaid. 493-5829

LONG TERM CARE OMBUDSMAN

Kelly Morse, Interim State Long Term Care Ombudsman 800-332-2272
Regional Ombudsman, Vanessa Fitchett, Polson 883-7284
Local Mineral County Ombudsman, Julie White 741-3647

TRANSPORTATION

Mineral County Pioneer Council, Linda Bartell for schedule 649-7145
Road To Recovery (Cancer patients in treatment may find help here) 877-227-2345

HEALTH SERVICES (Hospitals & Clinics)

Mineral Community Hospital - Steve Carty, Administrator 822-4841 or 800-654-9173
Tamarack Medical Clinic, (PA - Chambers, PA - Townsley & DO - Houlahan) 822-4278

HOME HEALTH/HOSPICE

Area VI Case Management, John Freemole, Dir. (Medicaid Waiver) 883-7284 or 800-551-3191
Partners in Home Care/Home Health/Case Management/Hospice 888-729-8848 or 728-8848
Montana Home Health Hot Line 800-762-4618

HOMEMAKER & PERSONAL CARE SERVICES

Area VI Case Management, John Freemole, (Home & Community Based) 800-551-3191 or 883-7284
Partners in Home Care, Case Management & Personal Care Attendants 888-729-8848 or 728-8848
Home Care Services - Medicaid, Insurance & Private Pay (Personal Care Assistance) 543-1184
Home Care Services - Local Coordinator, Heidi Rideway 543-1134
Full Life Agency - Medicaid, Insurance & Private Pay (Personal Care Assistance) 406-293-9651
Superior Senior Center-Homemaker Services-for information call Wed or Fri 11:00-1:00 822-3334
Alberton Senior Center-Home Chore Services- Patty Saylor Tues & Thurs 722-3372

SENIOR FOOD DISTRIBUTION (Food Pantries)

Alberton Community Pantry, Laura Acker 722-1133
Commodity Supplemental Food - Program mgr.-Sherrill Christensen 678-4240
Food Bank Mgr. Marlene Adair Fri.10:00 to Noon and 1:00-3:00 pm 822-1950

LEGAL SERVICES

Montana Legal Services - Missoula 800-666-6899 or 543-8343
Senior Long Term Legal Services Developer, John McCrea, Helena 800-332-2272 or 444-7783

ADULT DAY CARE/RESPITE CARE

Mountain View Village - Contact person - Maxine Kesting 800-654-9173 or 822-3719
Mineral Community Hospital 800-654-9173 or 822-4841
Mineral County Pioneers - Providing Respite Care. Contact person, Linda Bartell 649-7145

CASE MANAGEMENT

Area VI Case Management, (Medicaid Waiver) John Freemole 883-7284 or 800-551-3191

LICENSED NURSING HOMES

Mineral Community Hospital - Steve Carty, Administrator 822-4841 or 800-654-9173

LICENSED PERSONAL CARE/ASSISTED LIVING & ADULT DAY CARE

Mountain View Village - Contact person Maxine Kesting 800-654-9173 or 822-3719

PUBLIC HEALTH

Mineral County Health Department - Sue Hazlett, Public Health Nurse 822-3564

MENTAL HEALTH/SUBSTANCE ABUSE

Choices for Change Counseling-Nancy Smith MSW, LCSW, LAC 822-5422

Mineral County Mental Health Center, Thomas Hodgetts - Director 532-9150

Mineral County Chemical Dependency Program Tuesday Counseling (Nancy Smith) 822-5422

Mental Health Emergencies (after hours) 542-1411

Western Montana Addiction Services/Turning Point 532-9150

SENIOR CITIZEN & COMMUNITY SUBSIDIZED HOUSING

Senior Housing Contact - Barbara Johnson, Human Resource Development, 822-4251

Edna Courts, Superior 822-4251

Riverside Apartments, Superior 822-4251

Eagle Apartments, Superior 822-4251

SOCIAL & HUMAN SERVICES

AARP Consumer Affairs Division (Complaints or questions re: telemarketing) 444-9405

AARP Safety Drivers Training - Floyd Web—Assistant State Coordinator 363-5322

Adult Protective Service Agents For Seniors at Risk - Don Thompson 329-1308

Alcoholics Anonymous 649-2684

Alzheimer's (National) Information & Referral 800-272-3900

American Cancer Society 800-422-6237

Brain Injury Association of Montana 800-241-6442

Citizen's Advocate in Helena (same as the Better Business Bureau) 800-332-2272

Compulsive Gamblers (National) Information & Referral 800-522-4700

Death/Dying Compassionate Friends (Last Monday of the month) - Charles Renner 406-777-7339

300 E Main Missoula, MT - Michele Valentio 721-3764

Discount Clothing/Second Hand Store (April 1st to Dec 24th) - Woman in Timber on Iron Mountain Rd. - Mrs. Ireland 822-4294

(Tue. 10:00-2:00 p.m. Fri. 10:00-2:00 p.m. - Odd Fellows Building) JoAnn Merseal 822-3180

Elder Abuse - Contact Don Thompson, Adult Protective Services 329-1308

Heart Association 800-242-8721

Human Resource Development Council-Lieap-Fuel Assistance, Weatherization, 822-4251

Lion's Club (eye glasses, recycling) Gary Chambers, Box 670, Superior 822-4050

Medic Alert/Phillips Lifeline 800-451-0525

Medicare Information 800-633-4227

Mineral County Helpline/Domestic Violence 866-794-2100 or 822-4202

Mineral County Office of Public Assistance, 305 Main Ave. Superior, MT 59872 822-4551

Montana Board of Housing 800-761-6264

MT Dept. of Commerce, Reverse Annuity Mortgage 800-761-6264

Montana Fair Housing Authority 542-2611 or 800-929-2611

Montech (Technology related assistive program for those with disabilities) 243-5751

Social Security - Local Office for Mineral County residents 542-1580

Social Security - National Toll Free Line - 7 am to 7 pm 800-772-1213

State Insurance Commissioner for Montana residents 800-332-6148

Summit Independent Living Center (Advocates for people with disabilities) Missoula 728-1630

Veterans Administration - general information 800-827-1000 or 442-6410

Veterans Affairs, 2501 Reserve St., Missoula 542-2501

Western Montana Area VI Agency on Aging
110 Main Street, #5
Polson, MT 59860

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1-800-551-3191 or 800-266-4188

Fax: 406-883-7363

Email: infoline@area6aging.org

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CHANGE SERVICE REQUESTED

God Bless America

VOLUNTEER OPPORTUNITIES

Senior Medicare Patrol (SMP) Helps with insurance billing forms	800-551-3191 or 883-7284
Foster Grandparent Program (FGP), Cheryl Weatherell, Dir	800-551-3191 or 883-7284
Retired Senior Volunteer Program (RSVP)	800-551-3191, 883-7284, or 363-1102
State Health Insurance Assistance Program (SHIP)	800-551-3191 or 649-2378
(Assists people over 60 with Medicare, Medicaid, and Supplemental Insurance)	