

Senior Echoes

Western Montana Area VI Agency on Aging

Serving Seniors in Western Montana

110 Main Street, #5, Polson, MT 59860

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

www.westernmontanaagingservices.org January 2012

State Abandons Small Local Non-Profits

By: Duane Lutke, Executive Director

The State of Montana, DPHHS, SLTC, Community Services Bureau has abandoned longstanding relationships with several local non-profits for provision of Medicaid Home and Community Based Services Case Management. Western Montana Area VI Agency on Aging, Inc. found its fourteen year relationship providing "Medicaid Waiver Case Management Services" to be one of twelve contractors abandoned in favor of a larger corporation that is part of a national chain of hospital and health care providers, under Benefis Health System. Six Area Agencies on Aging, two CAP agencies and a number of other local non-profits lost their longstanding contractual relationship, some as long as 26 years, for provision of case management services to Medicaid eligible clients throughout Montana as of January 1st. An estimated sixty team members and support staff lost their jobs throughout the state. Several hundred frail clients were given little notice that the organizations and teams they were used to, trusted and relied on for support for day to day living would be changing. Clients were not given opportunity to weigh in on the changes either before or after the fact by either DPHHS, Community Services Bureau, Home & Community Services nor as part of the procurement process by the Department of Administration's, State Procurement Bureau.

So, if you are wondering why most Area Agencies on Aging in Montana are no longer providing Medicaid clients Case Management Services, that keep them in a less restrictive and more economical setting than nursing homes, it's due to changes brought about by the recent proposals. Some non-profits have filed formal protests regarding the process resulting in their loss of provision of this service. Area VI did not formally protest, however we are lamenting the four staff we laid off and the message conveyed to our former clients.

Charlie Rehbein, Aging Services in Helena, has released the latest word that the Administration on Aging Budget Office is currently in the process of developing the FY12 apportionment for submission to Office of Management and Budget (OMB). Once reviewed by the HHS budget office and received by OMB, examiners at OMB have 20 days to approve it. After the approved apportionment is received, AoA will input into funds control system and would be able to make grants in early February. Once we get the final word we will be asking for modifications of current contracts.

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Bits and Pieces

The Area VI Agency on Aging has a 2003 Jazzy 1113 ATS power chair in good condition, candy apple red with tan seat, for sale. Model # 2904-24, flip back full length armrests, 50 amp 6 key PG VSI, auto 3 stage battery charger, 60" lapbelt and foot platform. Chair needs a new battery at a cost of approximately \$135.00. Asking \$2500.00 for chair as is. Contact us at 883-7284 or 1-800-266-4188 for more information or to see the chair. Original price of chair is estimated at about \$5900.00.

AFFORDABLE CARE ACT

In Montana, 6,075 people with Medicare have saved a total of \$3,511,260 on their prescriptions, for an average of \$578 per person and 77,937 people have received at least one free Medicare preventive benefit.

"Thanks to the Affordable Care Act, seniors and people with disabilities are getting cheaper prescription drugs and free preventive care," said CMS Administrator Donald M. Berwick, MD.

Under the Affordable Care Act, people with Medicare can receive many preventive services at no charge, including diabetes screening, some cancer screenings and help to quit smoking.

New Year's Trivia

The Times Square New Year's Eve Ball came about as a result of a ban on fireworks. The first ball, in 1907, was an illuminated 700-pound iron and wood ball adorned with one hundred 25-watt light bulbs. [Today](#), the round ball designed by Waterford Crystal, weighs 11,875-pounds, is 12 feet in diameter and is bedazzled with 2,668 Waterford crystals.

Due to wartime [restrictions](#), the New Year's Eve ball was not lowered in 1942 and 1943.

Throughout the year, visitors to Times Square in New York City write their New Year's wishes on pieces of official Times Square New Year's Eve [confetti](#). At the end of the year, the wishes are collected and added to the one ton of confetti that showers the crowd gathered in Times Square in celebration of the New Year.

The top three [destinations](#) in the United States to ring in the New Year are Las Vegas, Disney World and New York City.

[Food](#) plays a big role in New Year's traditions. Eating black-eyed peas, ham or cabbage are thought to bring prosperity. However, stay away from bad luck foods like lobsters, because they move backwards, and chickens, because they scratch in reverse. It is believed that eating these on New Year's day might cause a reversal of fortune.

- In Colombia, Cuba and Puerto Rico families stuff a life-size male doll called Mr. Old Year with memories of the outgoing year and dress him in old clothes from each family member. At midnight he is set on fire - thus burning away the bad memories of the year.

Western Montana Area VI Agency on Aging Foster Grandparent Program

Cheryl Ann Weatherell, Director

110 Main Street, Suite 5

Polson, Mt 59860

1-800-266-4188 or 406-883-7284

Fax 406-883-7363



FOSTER GRANDPARENT VOLUNTEERS NEEDED NOW !

Foster Grandparents provide love and wisdom for 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. Foster Grandparents must be 55 years of age or over, meet income eligibility requirements, be physically able to work with children and be willing to serve a minimum of 15 hours a week. Foster Grandparents receive a small, non-taxable stipend of \$2.65 per hour, which by Federal law does not effect rent calculations or other benefits. Other program benefits include travel reimbursement, recognition events, training, and a meal at some volunteer sites. Most importantly, Foster Grandparents receive the satisfaction of knowing they made a difference in the life of a child. **Prior experience is not required. . . only a big heart!** **Contact us today! 883-7284 or 1-800-266-4188 We have immediate openings for Foster Grandparent volunteers in Arlee and Charlo. Call us today!**

MEMORIAL DONATIONS

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.

FOSTER GRANDPARENT NEWS

The weather cooperated nicely for 60 Foster Grandparent volunteers, their spouses, friends and their sponsoring schools to attend the annual volunteer recognition luncheon on November 3rd. The Polson Elks Lodge graciously donated the use of their facility for this event and we thank them. We also thank First Interstate Bank, Whitefish Credit Union, First Security Bank of Thompson Falls, Jackie M's of Polson, and The Terrace Flowers and Gifts of Polson for sponsoring the luncheon and recognition ceremony. Jo Durand of Polson prepared the most scrumptious meal for us. We really appreciate and love Jo's wonderful talent with food.

Presidential Service Awards for volunteer time served were awarded to volunteers and all were recognized for the hours they have donated to serve at-risk children in our area. Everyone had a great time and wonderful food.

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



'care share

RECENT FRAUD ATTEMPTS IN MONTANA

The Montana Senior Medicare Patrol would like to alert you to some things that have occurred recently in "our safe rural place".

A Great Falls man was awakened at 7 A.M. by a phone caller who said he was calling to get information for a new type of Medicare card to replace his old one. Still half asleep, the man gave the caller the information, then later realized he had been a victim of identity theft. **THERE IS NO NEW TYPE OF MEDICARE CARD, AND MEDICARE WILL NEVER CALL YOU TO ASK FOR YOUR INFORMATION.**

A Missoula doctor's office received, via fax, a false order for medical supplies which claimed the patient had requested the items listed. Luckily the office staff thought the fax looked suspicious, even though it had correct information about both the patient and doctor. When contacted, the patient had never called the company, as they claimed she had. Had the order gone through, Medicare would have been charged for unnecessary and probably never delivered medical equipment and supplies. **BENEFICIARIES SHOULD ALWAYS CHECK THEIR MEDICARE SUMMARY NOTICES** for erroneous charges, as busy doctor's staffs can't catch everything. Fraud in durable medical equipment and supplies is a growing industry.

A Mission Valley woman got a phone call supposedly from her nephew saying he was in Peru for a friend's wedding and he'd had a car accident, and asked her to wire \$4200 to Peru. He asked them not to mention it to his Mom as she'd just worry and he'd explain it to her later. After wiring \$4200 via Western Union, the woman began to be suspicious. It was too late to get that money back. The scam artist called asking her to send an additional \$2,700 but by then they had communicated with the nephew and of course he knew nothing about it and was not even in Peru. The scam artist had known just enough information about the family to fool the woman.

We all like to feel that we are not in the target zone for the scam artists, but unfortunately they can find us here in Montana, too. If you are suspicious, or a victim of a scam, contact the Senior Medicare Patrol at 1-800-551-3191.

Montana's 10 Senior Medicare Patrol organizations work on ways to prevent, detect, and report health care fraud, errors, and abuse. If you are interested in becoming an SMP volunteer please call **Jane at 883-7284**. We will provide training.

CAREGIVER NOTES

Caregivers Lifeline

At some point we've heard the phrase "I've fallen and I can't get up." This keynote phrase first appeared in an advertisement for a service to help elderly or infirm people get emergency help without having to get to the phone. Today, a number of companies offer the Personal Emergency Response System (PERS), which can be a tremendous help to caregivers and loved ones.

Each system has slightly different features, but they operate on the same principle. The handheld remote has a radio transmitter. When the button is pushed, it connects with a companion unit that is tied into a land line phone. The signal comes up at a facility, and trained staff dispatch appropriate assistance.

This type of system requires patient cooperation. Your loved one must be able to understand the purpose of it and how to use it. If your loved one has trouble acclimating to "gadgets" or has trouble learning new tasks, this system may be too much of a challenge for them. However, because of its simplicity, someone with mild learning hurdles can be successful in using it.

For caregivers, knowing that their loved one has autonomy in moving about the home while still being able to call for help can be a stress reliever.

The company you select will have different service options and commensurate pricing. When selecting a company, caregivers can "build" a plan that meets their needs.

Before calling and researching, do a little "dreaming" about the ideal plan. You may know your budget limitations, but don't cut costs unnecessarily. Make a list of the various options that will put your mind at rest. Examples of options are:

- Prescription reminders

- Nationwide and local service

- Advanced options on the companion unit (like automatic dialing)

- Two-way voice communication

CONSIDER YOURSELF AND OTHERS

If you have more than one family member who would benefit from a PERS, inquire about discounts as well as service options. You may need more than one land line for each unit, which will change your costs. Discuss the possibilities with your phone provider since some land lines can be set up for outgoing calls only.

CAREGIVERS WITH HEALTH CONCERNS MAY WANT TO CONSIDER A PERS DEVICE

As a caregiver, if your loved one is unable to help in an emergency, you can consider a PERS for your own use. Some units are programmable to notify a specific party such as a family member or local 911, bypassing the telecare provider. If your loved one is able to communicate in an emergency situation, they can activate their own unit and get help if you need it. However, it's important to factor in how your loved one responds under stress.

EVERYONE CAN BENEFIT

These systems have diverse applications. Loved ones who are homebound on temporary disability but not qualified for nursing services can feel comfortable when home alone. If your loved one is chronically ill and has a gap in companion or nursing care, the PERS will help caregivers over the time between shifts.

For those managing long-distance caregiving, the system can offer peace of mind between phone calls. The system works well in tandem with other resources such as geriatric or other professional caregivers. In addition, professional caregivers can reinforce how valuable the system is to your loved one.

Caregivers spend a great deal of energy caring for their loved ones. It may take time and research to find a company that will provide the service and concern that matches your own.

Contact our office for more information about who to contact at 1-800-266-4188 or 883-7284.

RSVP

Volunteer Center

Lead With Experience

NOW SERVING
LAKE
LINCOLN
MINERAL
RAVALLI
SANDERS
FLATHEAD RESERVATION

Coupons for Military Families

Military Commissaries overseas accept manufacturer coupons up to 6 months past the expiration date.

Office Locations:

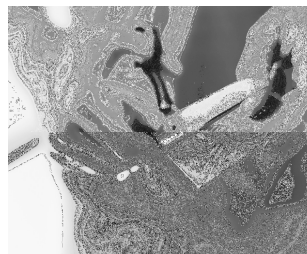
Hamilton-310 Old Corvallis Rd.
Ste 200

Superior - 102 River Street

Polson-110 Main Street, Suite #5



During the month of January RSVP will be collecting coupons to send to military families stationed on overseas bases



Look for drop boxes at the RSVP offices in Hamilton, Polson, Superior, and Libby and at senior centers and grocery stores around town

LONG TERM CARE OMBUDSMAN NEWS

Resident Council in the Long Term Care Setting

A Resident Council is:

- ◆ An organized group of residents that concerns themselves with the welfare of all residents within the facility.
- ◆ A group that protects all residents' rights
- ◆ A group that creates opportunity for all residents to participate in matters that affect their daily lives.
- ◆ A group that fulfills the residents social needs.
- ◆ The 1987 Nursing Home Reform Act guarantees residents the important right to establish a council within the facility to improve facility-wide services.

Under Federal Code 42 CFR sec. 483.15(c) the facility must provide:

- ◆ Private space to meet in
- ◆ Staff/visitors can only attend when invited by the resident council
- ◆ A formal grievance process for complaints to be acted upon by the facility
- ◆ A staff member to provide assistance upon request
- ◆ The facility must listen to the views and act upon grievances and recommendations of the council concerning proposed policy and operation decisions affecting resident care and life in the facility

What Do Resident Councils Do?

- ◆ Welcome and support new residents
- ◆ Maintain independence and control over daily life
- ◆ Act upon concerns and complaints
- ◆ Build effective communication with staff
- ◆ Provide residents a voice without reservation
- ◆ Give the facility feedback to improve quality care for the residents

What can the Local Long Term Care Ombudsman do for the council?

- ◆ Help and support in creating and maintaining the resident council
- ◆ Protect the residents' rights
- ◆ Resolve problems with the residents' direction
- ◆ Provide information and resources to the residents, families and facility staff.

MEDICARE PRESCRIPTION DRUG PLAN INFORMATION

- ◆ **Medicare Prescription Drug Benefit.** If you are enrolled in Medicare Part A and/or Part B, you can get Medicare prescription drug coverage, also known as Part D. If you have creditable drug coverage through your employer or your spouse's employer you may not need to enroll in a Medicare plan. If you do not have creditable coverage and do not enroll when you are first eligible you will be charged a late enrollment penalty when you do choose a plan. If you want to enroll you must pick Medicare drug coverage that works with your Medicare health coverage. If you are in Original Medicare you will need to enroll in a stand-alone prescription drug plan (PDP). If you prefer to enroll in a Medicare Advantage plan, which is an HMO or PPO, you will get drug coverage as part of the benefits package. Financial assistance may be available for either plan for people with low incomes.
- ◆ **Medicare Extra Help with drug plans.** You may be eligible for Extra Help paying your Part D plan premium, co-payments and deductibles if your monthly income is below \$1361.00 (\$1838.00 for couples) and assets are below \$12,640.00 (\$25,260 for couples) in 2012. Assets do not include your home and car. **Even if your income and assets are above the limit you may still qualify because certain types of income and assets may not be counted.** You can apply for Extra Help at any time by calling a SHIP counselor at 1-800-551-3191 or on line at www.ssa.gov
- ◆ **Medicaid.** If your monthly income is below the Medicaid limit, you may be eligible for full drug coverage from Medicaid. **If you have both Medicare and Medicaid, you must enroll in the Medicare drug benefit.** You will automatically receive Extra Help paying for the Part D plan and will not need to apply for it.
- ◆ **Medicare Savings Program.** If your income is too high for Medicaid, there are also other government programs that help pay for your Medicare Part A or B premiums, coinsurance and deductibles. **If you are enrolled in a Medicare Savings Program or receive supplemental security income, you also automatically qualify for Extra help paying for Part D.** You do not have to apply for this benefit.
- ◆ **State sponsored prescription drug assistance programs.** Big Sky RX is the assistance program available in Montana and will pay your Part D premium up to \$36.02 each month if your income is less than \$21,740.00 (\$29,420.00 for couples). Assets are not considered.
- ◆ **Veterans benefits.** If you are a veteran, you may be able to receive prescription drugs prescribed by a VA doctor and filled at VA facilities. There is generally a small co-pay for each 30 day supply. Veterans can also enroll in a Medicare Part D plan and get their prescriptions through a local pharmacy for a small co-payment without losing their VA benefit. The veteran would have to pay the plan premium unless he or she qualified for prescription assistance.
- ◆ **You may enroll in a Part D plan any time if you are on Medicare and :**
 - Qualify for Big Sky RX. You may only use this option once a year.**
 - Qualify for Extra Help. You may use this option at any time.**
 - Want to change to a 5 star rated plan. You may only use this option once a year.**

Talk to your local SHIP counselor at 1-800-551-3191 or 883-7284 for more details on these or other Medicare issues.

Part D Prescription Drug Plan Grievances, Exceptions, and Appeals

Grievances, exceptions, and appeals are ways that Medicare has set up for you to try to solve problems with your Part D plan. For example, your pharmacy might tell you that your plan will not pay for the drug your doctor ordered for you. Or they might tell you that a prescription will cost more than you can afford to pay.

There are specific ways to solve different kinds of problems. In this section, we'll talk about some of these problems, and how you can solve them.

GRIEVANCE: You can file a grievance if you get poor customer service from your plan

If you are unhappy with the customer service your Part D plan gave you, you can file what is called a grievance. A grievance is a complaint about the customer service that your plan has given you or about how your plan operates. You file grievances with your plan. Grievances are only about the customer service your plan gives you.

EXCEPTION: You can ask for an exception if your plan won't pay for one of your prescriptions, or if your plan asks you to pay more than you can afford.

With an exception, your plan gives you special permission to have a prescription drug covered that your plan would not normally cover. You would ask your plan for this exception.

APPEAL: You can make an appeal if you ask your plan for an exception to cover a drug or lower your costs and the plan says no.

An appeal is a way for you to challenge a plan's decision about your drug coverage. You can make an appeal if the plan says no when you ask for an exception.

There are five steps to the appeals process. You must follow the steps in order, but you might not have to go through all five steps. You might receive a decision in your favor before then.

Call 883-7284 or 1-800-551-3191 for more information on any of these options or the appeal process.

AARP TAX-Aide Overview and Information Access

AARP Tax-Aide is the nation's largest free, volunteer-run tax assistance and preparation service. It is available to taxpayers with low to moderate income, with special attention to those age 60 and older. The services are available from February to mid April and you do not have to be an AARP member to get assistance. Volunteers are trained to assist with the 1040 tax form and schedules A, B, C-EZ, E and EIC. If your tax return is more complex you should get paid assistance.

You can get the AARP tax assistance at the following locations:

- Polson Senior Center, 883-4735
- St. Ignatius Senior Center, 745-4462
- Mission Valley Senior Center in Ronan, 676-2371
- Libby Senior Center, 293-7222
- Hot Springs Senior Center, 741-2344
- Thompson Falls Senior Center, 871-7246

You can also go to www.aarp.org/applications/VMISLocator/searchTaxAideLocations.action and enter your county or zip code to find other locations.

SANDERS COUNTY RESOURCES

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

INFORMATION AND ASSISTANCE

Tammy Walston-Area VI Agency I & A Coordinator 800-551-3191 or 883-7284
Nancy Jo Howarth-Sanders County I & A Technician 800-551-3191 or 847-2767

LONG TERM CARE OMBUDSMAN

Tom Sweely-Assistant State Long Term Care Ombudsman, Helena, MT 800-332-2272
Vanessa Fitchett-Regional Ombudsman, Polson, MT 741-5400 or 800-551-3191

CAREGIVER SUPPORT GROUPS

Joyce Schmitz-Area VI Agency Coordinator 800-551-3191 or 883-7284

CASE MANAGEMENT

Spectrum Medical, Inc, 145 Southlake Crest, Suite 3, Polson, MT 883-0246
Spectrum Medical, Inc, 1825 Highway 93 S, Suite F, Kalispell, MT 752-0580

HEALTH SERVICES

Bull River Medical Clinic-1027 Hwy. 200 W, Noxon, MT 59853 847-2100 or 847-8780
Clark Fork Valley Hospital & Family Practice-Kruger Road, Plains, MT 826-4800
Thompson Falls Family Medicine & Physical Therapy, 120 Pond St, Thompson Falls, MT 827-4442
Hot Springs Family Medicine & Physical Therapy, 209 Main St, Hot Springs, MT 741-3602
Dr. Randy J. Lovell, D.O., 907 Main, Thompson Falls, MT 827-4307

HOSPITAL/HOME HEALTH/HOSPICE

Addus Healthcare (serving Sanders County) 826-1025
A Plus Health Care (serving Sanders County) 755-4968
Clark Fork Valley Hospital, 110 Kruger Rd, Plains, MT —Dr. Gregory Hanson, 826-3601 or 826-4800
Home Health & Hospice-Shirley Pablo 826-4873
Clark Fork Valley Home Health & Hospice - Lisa Talcott, social worker 826-4873
Respite—Sanders County Council on Aging 800-246-5899 or 741-2343
Personal Touch Home Care, Kalispell 1-800-344-5979 or 758-5422

LICENSED NURSING HOMES

Clark Fork Valley Nursing Home—10 Kruger Rd, Plains, MT 59859 800-826-3601 or 826-4873
Dr. Gregory Hanson, Administrator
Evergreen Health & Rehabilitation—600 1st Ave N, Hot Springs, MT 59845 741-2992
Jeanette Carr, Administrator

LICENSED ADULT FOSTER CARE/PERSONAL CARE HOMES (Assisted Living)

Cherry Hills Assisted Living, 214 Church, Thompson Falls, MT 827-1272

PUBLIC HEALTH

Sanders County Public Health Department—Cindy Morgan 827-6931

SANDERS COUNTY COUNCIL ON AGING

Jackie Burgess, Director ,PO Box 339, Hot Springs, MT 59845 800-246-5899 or 741-2343

TRANSPORTATION

Sanders County Public Transportation, Erin Goble, Coordinator 800-246-5899 or 741-2346
CSKT Transit, Pablo—serving all residents of Flathead Reservation 675-2700 ext 1030 or 1360

SANDERS COUNTY SENIOR CITIZEN CENTERS & NUTRITIONAL MEAL LOCATIONS

(Congregate & Home delivered meals. Call for days & times)

Camas Hot Springs Senior Center, 101 Main St, Hot Springs, MT 59845	741-2344
Hot Springs Tribal Center, Hot Springs, MT 59845	741-3265
Dixon Senior Center, 3rd St. W, Dixon, MT 59831	246-3310
Heron Senior Center, Railroad Ave., Heron, MT 59844	847-2520
Noxon Senior Center, 207 2nd St, Noxon, MT 59853	847-6000
Plains/Paradise Senior Center, 205 Meany St, Plains, MT 59859	826-3018
Thompson Falls Senior Center, 1191 Mt. Silcox Rd, Thompson Falls, MT 59873	827-3457
Trout Creek Senior Center, Larch Street, Trout Creek, MT 59874	827-4461

SENIOR CITIZEN & COMMUNITY SUBSIDIZED HOUSING

Mountain House– Thompson Falls	827-4663
Saleesh House, Thompson Falls	827-4663
Teddy Roosevelt House—Trout Creek	827-4663
Clark Fork Apartments– Plains	827-3606
Lions Manor—Thompson Falls	827-3115
Whispering Pines– Trout Creek	827-0543
Sanders County Housing Authority	847-2294

VOUNTEER OPPORTUNITIES

SMP (Preventing Medicare waste, fraud and abuse)	800-551-3191 or 883-7284
Foster Grandparent Program (FGP), Cheryl Weatherall, Director	800-551-3191 or 883-7284
State Health Insurance Assistance Program (SHIP)	800-551-3191 or 847-2767
RSVP (Retired Senior Volunteer Program)	800-551-3191 or 883-7284

SOCIAL AND HUMAN SERVICES

AARP Consumer Affairs Division (Complaints or questions re: telemarketing)	444-9405
AARP-State Director	441-2277
Adult Protective Services-Patti Martin	800-318-8865 or 827-8122
Alcohol & Drug Center-Plains	826-3604
Alcohol & Drug Services-Sanders County	827-4241
Cancer Network of Sanders County-Joyce Dougan,826-4278 or Nancy Jo Howarth	847-2767
Citizens Advocate –Helena	800-332-2272
Disabled American Veterans (DAV) - Free rides 0217	242-
Family Violence Hotline-Plains	800-265-0415 or 758-5433
Fuel Assistance-Community Action Partnership of NW Mt	800-344-5979 or 827-3472
Insurance Commissioner-State of Montana	800-332-6148
Medicaid Information	800-362-8312
Medicare Information	800-633-4227
Montana Home Health Hot Line	800-762-4618
Montana Veterans Continuing Care Center– Whitefish	406-892-3256
National Alzheimer's Information & Referral	800-272-3900
Office of Public Assistance	827-4395
Sanders County Coalition For Families-Elder Abuse	827-3218
Sanders County Community Development Corporation– Steve Simonson	827-6935
Sanders County Community Mental Health	827-4377
Social Security Administration-National toll free number	800-772-1213
Travel Free Rooms– Long Distance Vets-Spokane	800-274-6025
Veteran State Administration	800-827-1000
Veterans Administration-Fort Harrison general information	442-6410
Veterans Health and Benefits Service	877-222-8387

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Fax: 406-883-7363
Email: infoline@area6aging.org
Web Site: www.westernmontanaagingservices.org

NONPROFIT
CORPORATION
U.S. POSTAGE PAID
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PERMIT #268

CHANGE SERVICE REQUESTED

HAPPY NEW YEAR

Western Montana Area VI Agency on Aging

Aging Service Help line: 1-800-551-3191 or 406-883-7284 or 1-800-266-4188

Information & Assistance

Advance Directives, Attorney Referral, Caregiver Options, Estate Planning, Housing, Home Maintenance, In-home Services, Long Term Care Planning, Nutritional Meals, Retirement Issues, Reverse Mortgages, Transportation

Medicare/Supplemental Insurance, Commodity Supplemental Foods Program

Long Term Care Ombudsman Service

Ombudsman help residents of nursing homes, transitional care units and personal care facilities understand and exercise their rights to good care.

Volunteer Services

Preventing Medicare Fraud (SMP), State Health Insurance Program (SHIP), Foster Grandparent Program (FGP), Retired & Senior Volunteer Program (RSVP)