



### SPECIAL THANKS TO:

WSB-TV, Channel 2

Georgia Area Agencies on Aging

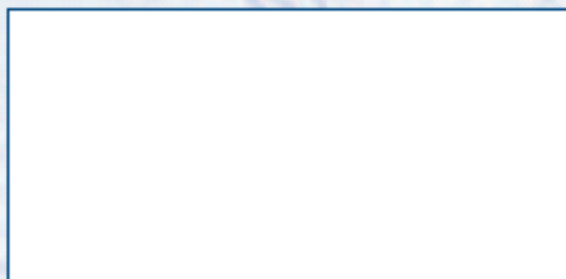
GeorgiaCares Program

Medicare 2 Seniors Planning Committee

Centers for Medicare  
and Medicaid Services

Social Security Administration

Layout & Design provided by the Atlanta Regional Commission



## INFORMATION TO FAMILIES



RESOURCE INFORMATION  
&  
HELPFUL TELEPHONE  
NUMBERS



### ARE YOU LOOKING FOR ANSWERS ABOUT:

- Medicare?
- Medicaid?
- Health Insurance?
- Prescription Assistance?
- Long-Term Care Insurance?

THE GEORGIA CARES PROGRAM CAN HELP.

To learn more, turn this page...

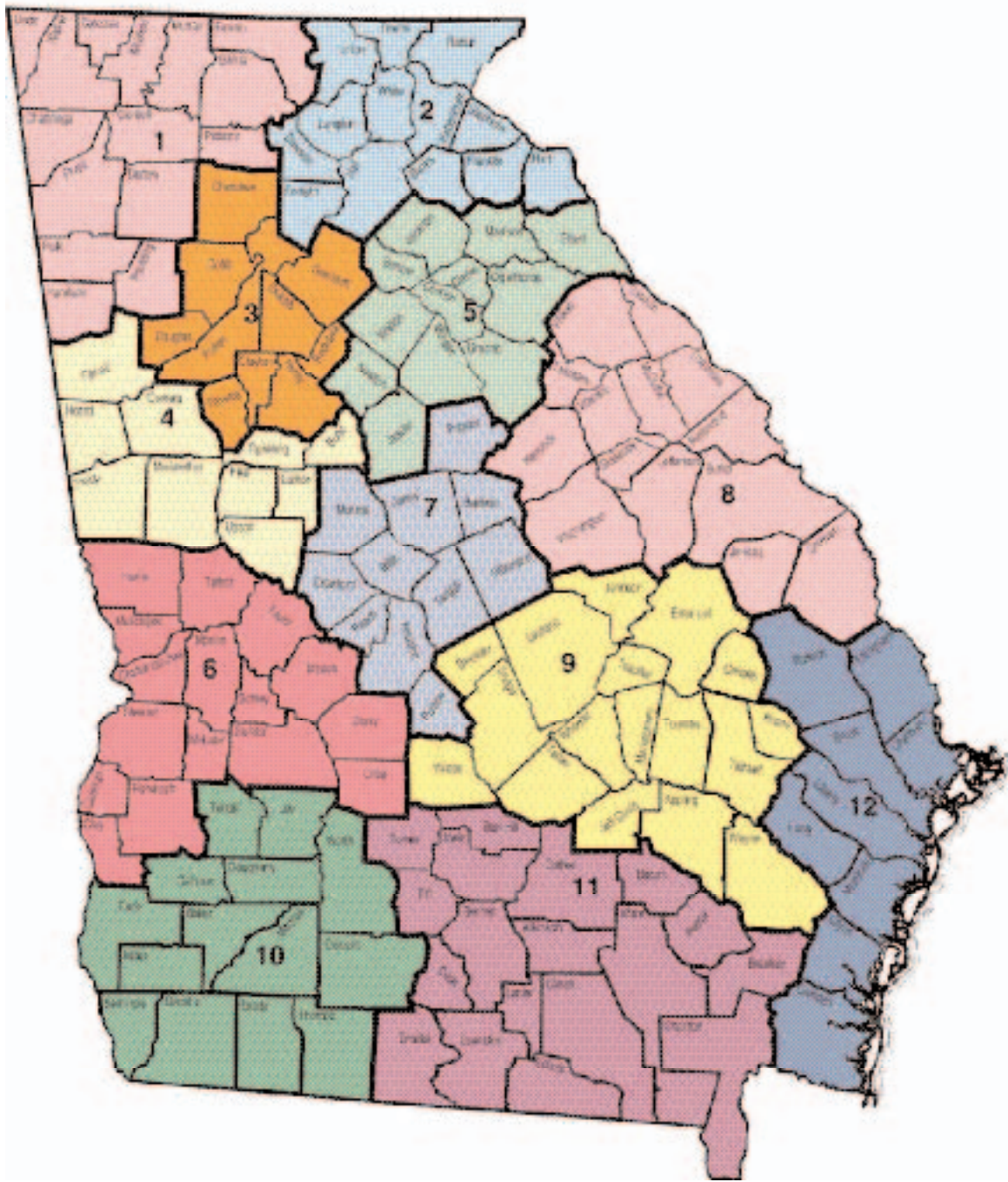
### ARE YOU LOOKING FOR INFORMATION ABOUT SERVICES FOR OLDER ADULTS AND CAREGIVERS SUCH AS:

- Health Services?
- Housing?
- Educational Opportunities?
- Transportation?
- Nutrition?
- Financial Resources?
- Legal Issues?
- Volunteer & Employment Opportunities?

YOUR LOCAL AREA AGENCY ON AGING CAN CONNECT YOU TO INFORMATION AND HELPFUL RESOURCES.

To learn more, turn this page...

## DEPARTMENT OF HUMAN RESOURCES SERVICE AREAS



## AREA AGENCIES ON AGING... GATEWAYS TO COMMUNITY RESOURCES

Area Agencies on Aging (AAAs) were established under the Older Americans Act in 1973 to respond to the needs of adults aged 60 and older in every community across the country. Georgia is divided into 12 AAAs, each serving a different part of the state. Call your AAA to learn more about services in your community:

- |                                |  |
|--------------------------------|--|
| 1. Northwest Georgia           | 706-802-5506 or toll free 1-800-759-2963 |
| 2. Legacy Link                 | 770-538-2650 or toll free 1-800-845-LINK |
| 3. Atlanta Regional Commission | 404-463-3333 or toll free 1-800-676-2433 |
| 4. Southern Crescent           | 706-675-6721 or toll free 1-866-854-5652 |
| 5. Northeast Georgia           | 706-583-2547 or toll free 1-800-474-7540 |
| 6. Lower Chattahoochee         | 706-256-2900 or toll free 1-800-615-4379 |
| 7. Middle Georgia              | 478-751-6466 or toll free 1-888-548-1456 |
| 8. Central Savannah River Area | 706-210-2018 or toll free 1-888-922-4464 |
| 9. Heart of Georgia Altamaha   | 912-367-3648 or toll free 1-888-367-9913 |
| 10. Southwest Georgia          | 229-432-1124 or toll free 1-800-282-6612 |
| 11. Southeast Georgia          | 912-285-6097 or toll free 1-888-732-4464 |
| 12. Coastal Georgia            | Toll free 1-800-580-6860                 |

**Eldercare Locator**  
Connecting to services nationwide

**1-800-677-1116**  
[www.eldercare.gov](http://www.eldercare.gov)

**Georgia Department of Human Resources**  
Division of Aging Services

**404-657-5258**  
[www.dhr.georgia.gov](http://www.dhr.georgia.gov)

## HELPFUL TELEPHONE NUMBERS AND WEBSITES

### Medicare Related Numbers:

#### Medicare

1-800-MEDICARE (1-800-633-4227)

General Medicare and prescription drug assistance program information available 24 hours a day, seven days a week. To compare information on nursing homes, home health agencies and dialysis facilities in Georgia, visit [www.medicare.gov](http://www.medicare.gov) and go to Nursing Home Compare, Home Health Compare or Dialysis Facility Compare. For information on prescription drug discount programs, visit the Prescription Drug and Other Assistance Programs section at [www.medicare.gov](http://www.medicare.gov).

1-800-633-4227

[www.medicare.gov](http://www.medicare.gov)

#### GeorgiaCares

Georgia's State Health Insurance Assistance Program (SHIP) for Medicare beneficiaries and their caregivers. Also, this program offers prescription assistance counseling.

1-800-669-8387/ TTY/TDD 1-877-486-2048

#### Medicare Part A Intermediary

Hospital inpatient/hospital outpatient charges  
Skilled nursing facilities

BlueCross and BlueShield of Georgia

1-800-322-3380/ TDD 1-877-910-8154

[www.georgiamedicare.com](http://www.georgiamedicare.com)

#### Regional Intermediary:

Home Health and Hospice claims

Palmetto Government Benefits Administrators

1-800-583-2236/ TDD 1-803-935-0147

[www.palmettogba.com](http://www.palmettogba.com)

#### Medicare Part A Intermediary

Some skilled nursing facilities and hospital claims

Mutual of Omaha Insurance Company

1-877-647-6528

[www.mutualmedicare.com/beneficiaries](http://www.mutualmedicare.com/beneficiaries)

#### Medicare Part B Carrier

Doctor's Charges

Cahaba Government Benefit Administrators

1-800-727-0827/ TDD Relay Service 1-800-255-0056

[www.gamedicare.com](http://www.gamedicare.com)

#### Durable Medical Equipment Regional Carrier

Wheelchairs, walkers, hospital beds, etc.

Immunosuppressive Drugs

Palmetto Government Benefit Administrators

1-800-583-2236/ TDD 1-800-223-1296

[www.palmettogba.com](http://www.palmettogba.com)

#### Quality Improvement Organization for Medicare

Medicare Patients Rights

gmcf

Part A Quality of Care Issues

Hospital Denial Notices

[www.gmcf.org](http://www.gmcf.org)

Patients Rights 1-800-982-0411

#### Medicare Enrollment

Medicare Replacement Cards

Social Security Administration

1-800-772-1213

[www.socialsecurity.gov](http://www.socialsecurity.gov)

#### Railroad Medicare

1-800-833-4455/ TDD 1-877-566-3572

[www.palmettogba.com](http://www.palmettogba.com)

#### Southeast Kidney Council

End-Stage Renal Disease (ESRD) Network

Patients and Family line 1-800-524-7139

[www.esrdnetwork6.org](http://www.esrdnetwork6.org)

#### State Health Benefit Plan

Georgia State Employees

1-800-483-6983

[www.healthygeorgia.com](http://www.healthygeorgia.com)

### Additional Helpful Telephone Numbers:

#### Office of Insurance Commissioner John W. Oxendine

1-800-656-2298

404-656-2070

[www.gainsurance.org](http://www.gainsurance.org)

#### Georgia Long-Term Care Ombudsman Program

1-888-454-5826

#### Georgia Senior Legal Hotline

1-888-257-9519

#### Georgia Department of Veterans Service

404-656-5933

[www.state.ga.us/dvs](http://www.state.ga.us/dvs)

#### U.S Department of Veterans Affairs

1-800-827-1000

[www.va.gov](http://www.va.gov)

#### Senior Adult Victims' Advocate Program (SAVA)

1-888-774-0152 (outside Atlanta)

404-657-5250

#### AARP Georgia

1-866-295-7281

[www.aarp.org/ga](http://www.aarp.org/ga)



Finding your way through the maze of health insurance and prescription coverage can be very confusing, but GeorgiaCares can help. GeorgiaCares is a program of Department of Human Resources, Division of Aging Services and is Georgia's State Health Insurance Assistance Program (SHIP).

#### GeorgiaCares provides information about:

- Low-cost prescription assistance programs
- Health insurance
- Managed care
- Long-term care insurance
- Medigap (medical supplemental) insurance
- Medicare savings plans (QMB, SLMB)
- Medicaid

#### GeorgiaCares can help you:

- Apply for low-cost prescription assistance programs
- Understand your rights as a Medicare Beneficiary
- Analyze your Medicare Summary Notice (MSN)
- Compare and evaluate health insurance and managed care plans
- Sort through medical bills and assist with filing medical claims
- Identify and report Medicare fraud, error and abuse

#### GeorgiaCares also provides:

- Assistance with complicated Medicare problems
- Referrals to other appropriate services
- Community education
- Counseling in person and by phone

For answers call GeorgiaCares at 1-800-669-8387

Whether you are an older adult or a caregiver concerned about the well-being and independence of an older adult, **Area Agencies on Aging (AAAs)** in Georgia are ready to help. The services available through local Area Agencies on Aging fall into five broad categories:

**Information, Consultation and Referral:** Georgia's Area Agencies on Aging can connect persons to such services as health-related programs, transportation, housing options, financial assistance and more. Callers can receive specific information about a service provider such as cost and areas served.

**Home and Community Based Care:** Area Agencies on Aging fund a variety of services provided at the community level that support the health, well-being and independence of older citizens and their caregivers.

**Nutritional Services:** Area Agencies on Aging fund programs that provide home-delivered meals (known as Meals on Wheels) as well as meals provided at senior centers or other designated sites.

**Elder Rights:** Area Agencies on Aging help protect the basic needs of the most vulnerable elderly through programs such as the Georgia Long-Term Care Ombudsman, elder abuse prevention and legal assistance services. Elderly Legal Assistance Programs (ELAP) provide legal advice and assistance in civil matters, housing, consumer problems, and benefits programs such as Medicare and Medicaid as well as information on advanced directives and living wills and other matters of concern to seniors.

**Senior Employment:** Area Agencies on Aging fund Senior Community Service Employment Programs that help low-income seniors age 55 and older obtain paid employment. Participants in this program develop marketable job skills while they are providing needed services to their community.

Contact your local Area Agency on Aging number listed in this brochure to learn more about services and programs in your area.