

# Area Agency on Aging, Region One

---

Programs and Services





## 24-Hour Senior *HELP LINE*

- The 24-Hour Senior *HELP LINE* is the information and assistance program and the central intake for the Area Agency on Aging, Region One.
- Taking over 50,000 calls each year, the 24-Hour Senior *HELP LINE Information and Assistance Specialists* connect callers with programs and resources to meet their needs.
- 24-Hour Senior *HELP LINE* @ 602-264-4357

# The Senior Adult Independent Living (SAIL) Program

- The Senior Adult Independent Living (SAIL) program provides case management and services to seniors and adults with disabilities who live in the community and need assistance with their activities of daily living. SAIL provides home delivered meals, personal care, housekeeping, and the option to attend adult day health care centers to those who qualify.





## Long-Term Care Ombudsman Program

---

- The long-term care ombudsman program provides advocacy for residents in assisted living and skilled nursing facilities. This program also provides education on assisted living, memory care, and skilled nursing facilities for those looking for placement options.



## Caring Circles

- Caring Circles volunteers provide companionship to seniors 60 years and older to reduce social isolation.

## elderSHOP

- elderSHOP provides grocery shopping and grocery home delivery to seniors 60 years and older.



## Legal Assistance

- Our legal assistance program provides legal assistance and legal resources to seniors.



ELDER ABUSE  
ISN'T ALWAYS  
EASY TO SEE.

Together, we can tackle elder abuse.  
World Elder Abuse Awareness Day | June 15

602-264-4357 / [aaaphx.org](http://aaaphx.org)



AREA AGENCY ON AGING  
REGION ONE, INCORPORATED

## DOVES

Doves provides domestic  
violence prevention  
counseling to victims of late  
life domestic violence.



# ElderVention Clinical Services Programs

---

- **ElderVention** - provides in-home and virtual counseling for homebound seniors.
- **EMPOWER**- an in-home program to prevent elder mistreatment by empowering seniors to build skills in five key life areas.
- **Hoarding Therapy Program** - provides therapy and support groups for seniors who would like support around hoarding behavior.
- **RX Matters** - provides education on medication misuse/abuse and medication disposal envelopes so that seniors can safely dispose of their medication.

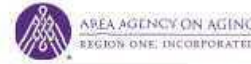




## Family Caregiver Support

- Care Coordination/Case Management
- Respite Services
  - Respite Agency Model
  - Friends & Neighbors
  - Adult Day Health Care
- Caregiver Support Groups & Forums
- Kinship Care (Grandparents Raising Grandchildren)

# Trialta



[aaaphx.org/trualta](http://aaaphx.org/trualta)

## Access free training and resources to help you build skills and confidence to provide care at home.

Trialta is an online platform designed to help families build skills to manage care at home for their aging loved ones. Improve confidence, reduce stress and prevent burnout by learning care skills. Once you are registered, you have unlimited access to their articles and tips about caring for your loved one.



***"This was wonderful. My husband and I danced and we had a good time singing these oldies but goodies. I will highly recommend these to anyone who's husband or wife has Alzheimer's."***

- Pat from "Alzheimer's Music Connect"

Trialta is really easy to use. All you will need to start is a computer, tablet, or smartphone. With lessons ranging from 5 minutes to 2 hours, Trialta makes it easy for you to fit caregiver training in whenever it works for you.



# Q&A

# Additional Resources

---

- Area Agency on Aging Regions in Arizona:  
<https://arizonaaging.org/area-agencies/>
- Area Agency on Aging Regions Across the United States:  
<https://eldercare.acl.gov/Public/Index.aspx>
- Area Agency on Aging, Region One's Resource Guide:  
<https://drive.google.com/file/d/1yps9U99OZ1oRgJJ-w3jD9Tj3YAFoDp5Y/view>



# Area Agency on Aging Region One SHIP & SMP Program Overview



# Navigating Medicare

## Medicare can be complicated – SHIP can help!

- **10,000 people turn 65 every day**
  - **Many are lost and don't know what to do**
- **Over 1/3 of Medicare-eligible individuals say that Medicare is difficult to understand. SHIP can help!**
- **Did you know that SHIP was an available program that could help Medicare beneficiaries?**

# How Your State Health Insurance Assistance Program (SHIP) Can Help You



**Local**



**Unbiased**



**Confidential**



**Knowledgeable**



**In-person or virtual**



# You can count on SHIP to help with

- **Understanding Medicare choices (OM vs Medicare Advantage vs Employer)**
- **Comparing plans**
- **Understanding coverage and costs**
- **Paying for Medicare and prescriptions – MSP / Extra Help**
- **Troubleshooting billing issues**
- **Help with appeals**
- **making decisions during Open Enrollment**
- **Medicare Advantage Open Enrollment, General Enrollment Period, Special Enrollment Period**



# Medicare's Open Enrollment Period



Open Enrollment runs October 15 through December 7 and is the time of year when you can make certain changes to your Medicare coverage. The last change you make will take effect on January 1. Take action during Open Enrollment to make sure your coverage will meet your needs in 2024.

## Making changes during Open Enrollment

The changes you can make include:

- ✓ Joining a new Medicare Advantage Plan or stand-alone Part D prescription drug plan
- ✓ Switching from Original Medicare to Medicare Advantage
- ✓ Switching from Medicare Advantage to Original Medicare (with or without a Part D plan)

# Medicare Coverage Options

## Original Medicare

- Nationwide Coverage
- No referrals needed
- Does NOT cover: Dental, Vision, Hearing

### Part A

Covers: hospital (inpatient), skilled nursing facility, hospice, home health care, other  
Premium (monthly): \$0 (if 40 work credits)  
Deductible: \$1,600 per Benefit Period

### Part B (80%)

Covers: outpatient services (doctor visits, DME, lab work, therapy, some preventive services, ambulance transport, ER visits, medications administered via injection, other)  
Premium (monthly): \$164.90  
Deductible (yearly): \$226 per year  
Coinsurance: 20% on all services, all year, no limit

### Optional Supplement/Medigap\* (private insurance)

Covers (depends on pre-defined plan): various deductibles, copayments, coinsurance for Parts A and B  
Premium (monthly): Starting at \$120 for a “G Plan” for a 65-year-old

### Part D (private insurance)

Covers: prescribed medications  
Premium (monthly): \$5.40 - \$166.20. Median is \$41.45; cost may be lower with LIS.  
Deductible (yearly): \$0-\$505 per year  
Copayment: depends on plan

## Medicare Advantage Plan

also known as Part C  
(private insurance)  
(HMO or PPO)

- Countywide Coverage: HMO
- Nationwide coverage: PPO
- Referrals needed for the HMO
- MIGHT cover LIMITED: Dental, Vision, Hearing and other additional benefits

### Combines A+B+D

Part B Premium (monthly): \$164.90  
ADDITIONAL Premium (monthly): \$0 for most HMOs | \$118 at most per month for PPOs  
Copayments: set fees for all Part A and B services and Part D medications  
Maximum-Out-Of-Pocket Limit (yearly): depends on plan (Part B Premium, Additional Premium, and medication copayments do not count towards the MOOP)

### Part A

Covers: hospital (inpatient), skilled nursing facility, hospice, home health care, other

### Part B

Covers: outpatient services (DME, lab work, therapy, some preventive services, ambulance transport, ER visits, medications administered via injection, other)

### Part D

Covers: prescribed medications  
Deductible (yearly): \$0-\$505 per year  
Copayment: depends on plan

# SHIP and SMP CAN HELP



**Help is available:** You can also call your **State Health Insurance Assistance Program (SHIP)** for help comparing plans or using Plan Finder. Contact the Area Agency on Aging Region One and ask to speak to a SHIP Benefits Assistance Counselor. 602-280-1059

## Senior Medicare Patrol (SMP)

### Be aware of people trying to steal your medical identity.

During Medicare's Open Enrollment Period you may receive more soliciting phone calls. Some may be legitimate calls from your plan. However, scammers may take advantage of the Open Enrollment Period to try to steal your personal and/or medical identity information.



Medical identity theft happens when someone steals your personal information and uses it to get medical treatment or equipment and bills your insurance for it. For example, someone may use your name, Medicare number, and birth date to get medical equipment and then bill your Medicare for it.

