

# Important Local Contacts

- Monroe County Public Health Department ..... 585-753-2991
- Monroe County Department of Social Services ..... 585-753-6298
- Monroe County Office for the Aging ..... 585-753-6280

## U.S. GOVERNMENT AGENCIES

- Federal Information Center (for all locations) ..... 1-800-333-4636
- Health Care Fraud Hot Line (Inspector General) ..... 1-202-418-3300
- Internal Revenue Service - Information Line ..... 1-800-829-1040
- Lawyers' Fund for Client Protection ..... 1-518-434-1935
- New York State Only ..... 1-800-442-3863
- Medicare Hot Line ..... 1-800-633-4227
- Social Security Administration Hot Line ..... 1-800-772-1213
- TTY ..... 1-800-325-0778
- Veterans' Affairs, Department of ..... 1-800-827-1000

## TOLL-FREE HELPLINES & OTHER IMPORTANT NUMBERS

- AARP ..... 1-202-434-2277
- Alliance for Aging Research ..... 1-202-293-2856
- Alzheimer's Association ..... 1-800-272-3900



# Contact Mark regarding this or other legislative matters:

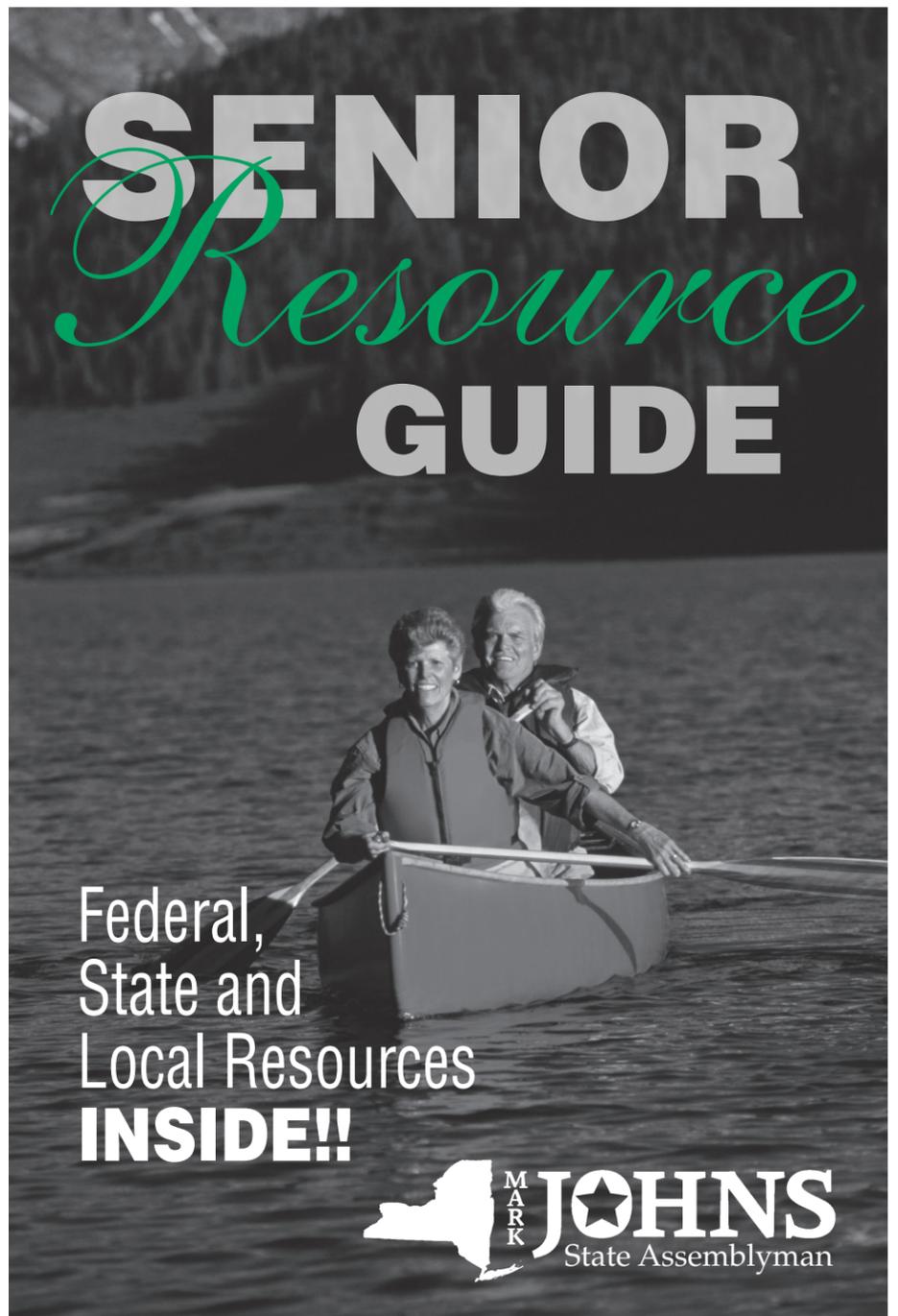
268 Fairport Village Landing, Fairport, NY 14450 • 585-223-9130  
 Room 549 LOB, Albany, NY 12248 • 518-455-5784 • johnsm@assembly.state.ny.us

- Leading Age ..... 1-202-783-2242
- American Cancer Society Response Hot Line ..... 1-800-227-2345
- American Council of the Blind ..... 1-800-424-8666
- American Diabetes Association ..... 1-800-342-2383
- American Diabetes Foundation ..... 1-800-232-3472
- American Heart Association ..... 1-800-242-8721
- American Lung Association ..... 1-800-586-4872  
(Northeast New York)
- Arthritis Foundation Information Line ..... 1-800-283-7800
- US Equal Employment Opportunity Commission ..... 1-800-669-4000
- Medicare and Medicaid Services Hot line ..... 1-800-MEDICARE  
 ..... (1-800-633-4227)  
 ..... 1-877-486-2048 (TTY)
- National Cancer Institute ..... 1-800-422-6237
- National Caregiving Foundation ..... 1-800-930-1357
- National Center on Elder Abuse ..... 1-800-677-1116
- National Consumer Voice for ..... 1-202-332-2275  
 Long-Term Care
- National Committee to Preserve ..... 1-800-966-1935  
 Social Security / Medicare
- National Health Information Center ..... 1-800-336-4797
- National Hospice Organization ..... 1-800-658-8898
- National Institute on Aging ..... 1-800-222-2225
- Parkinson's Disease Foundation ..... 1-800-457-6676
- NYS Division of Veterans' Affairs ..... 1-888-VETS-NYS  
 ..... (1-888-838-7697)



# SENIOR *Resource* GUIDE

Federal,  
 State and  
 Local Resources  
**INSIDE!!**





### **New York State Office for the Aging (NYSOFA)**

Our State Office for the Aging has been at the forefront of special programs for New York's seniors.

### **On the Web**

NYSOFA hosts a number of Web sites designed to help New York's seniors and their families access information that is important to their independence. Find them on the Internet at [www.aging.ny.gov](http://www.aging.ny.gov).

### **Hot Line**

NYSOFA's toll-free Senior Citizens' Hot Line: 1-800-342-9871 - has operators working from 8 a.m. to 4 p.m., Monday through Friday.

### **Health Care Consumer Information & License Verification Service**

Consumer information on each of the professions and a license verification service is available on the Web at [www.op.nysed.gov](http://www.op.nysed.gov) or by calling the Office of the Professions at 518-474-3817.

### **Health Care Proxy**

The New York Health Care Proxy law allows people of all ages to designate an agent to make health care decisions on their behalf if they can no longer do so. Forms are available at local offices for the aging or call the Senior Citizens' Hot Line at 1-800-342-9871.

### **Hospital Patients' Rights**

Upon admission to the hospital, a patient should receive a copy of the Hospital Patient's Bill of Rights. This booklet is designed to help you understand what rights you have during your hospitalization regarding treatment and care.

### **Health Insurance Balanced Billing**

In New York State, a physician who doesn't accept a Medicare assignment cannot charge more than 5 percent above the Medicare-approved amount for covered services (this limit does

not apply to home or some office visits). For more information on this law, contact the Health Insurance Information, Counseling and Assistance Program (HIICAP) Hot Line at 1-800-701-0501.

### **Elderly Pharmaceutical Insurance Coverage (EPIC)**

Administered by the New York State Department of Health, EPIC helps many seniors cope with prescription drug costs. EPIC will work in conjunction with Medicare prescription coverage. For more information, call the EPIC Help Line at 1-800-332-3742.

### **Health Insurance Information, Counseling & Assistance Program (HIICAP)**

About 500 trained HIICAP counselors answer older New Yorker's questions about Medicare, Medicare Advantage programs (managed care), Medicare prescription drug coverage, Medigap and other health and long-term care insurance in local offices for the aging across the state. Counseling is also available through a toll-free HIICAP Hot Line at 1-800-701-0501. Call for an appointment to meet with a counselor. HIICAP information is also available on the Internet at [www.aging.ny.gov](http://www.aging.ny.gov).

### **Medicare**

Medicare provides health insurance for persons 65 and over, certain disabled persons and those in final stages of renal (kidney) disease. The Social Security Administration takes applications for Medicare and provides information (apply 3 months before your 65th birthday to avoid penalty). For information, call the Medicare Hot Line at 1-800-MEDICARE (1-800-633-4227) or TTY-TDD 1-877-486-2048.

### **Legal Assistance**

Seniors aged 60 and over may access the state's legal system by contacting their local office for the aging. Local offices provide counseling and assistance through legal service providers. Each office identifies services and legal issues that are of concern to seniors in their service area, working to increase access to legal assistance.

### **Consumer Issues**

Consumer fraud schemes are most often targeted at seniors. Seniors targeted by fraud should contact the New York State Attorney General's Consumer Hot Line at 1-800-771-7755 and also your county's district attorney, who will prosecute offenders.

### **Real Property Tax Credit**

The "Circuit Breaker," New York State's income tax credit program for eligible homeowners and renters, helps elderly and moderate-income homeowners and renters who pay a disproportionate amount of property taxes in relation to their household incomes. To inquire about this program and to find out if you are eligible, contact your County Office for the Aging.

### **Home Energy Assistance Program (HEAP)**

This program provides cash to help pay heating bills for low-income individuals and families. It is administered by local offices for the aging for people age 60 and over. You can begin applying for a HEAP grant in November each year. HEAP provides grants on a first-come, first-served basis until the funds provided for each heating season run out. For more information, contact your County Office for the Aging.

### **Access to Home**

The Division of Housing and Community Development provides grants that help keep seniors and those with disabilities in their homes by making modifications that will make it easier for them to access as well as move around their homes. For more information contact your county's community development office.

### **Personal Identification Card**

For seniors who no longer drive or have never driven, a non-driver photo identification card may be purchased from the Department of Motor Vehicles. Some local offices for the aging may also provide identification cards. Call your local office for the aging to ask if they have such a program.

### **Veterans' Health Care**

Veterans are eligible to receive medical care through the United States Department of Veterans' Affairs (VA) healthcare system, which maintains a network of medical facilities and community clinics across New York State. Long-term health care is offered to wartime veterans and certain eligible spouses at New York State Veterans' Homes.

### **Veterans' Property Tax Exemption**

Veterans may be eligible for a reduction in their real property tax. Your local assessor can assist in determining if you are eligible for such an exemption. For more information about these and other veterans benefits, contact your local veteran's representative or call toll-free, 1-888-VETS NYS (1-888-838-7697).



Contact Mark regarding this or other legislative matters:

585-223-9130 • [johnsm@assembly.state.ny.us](mailto:johnsm@assembly.state.ny.us)