

Options Counseling: Assistance with planning for your long term care needs

Options Counseling is a free service that provides information needed to make informed decisions about long term care and where to receive it to people aged 60 or over and people of any age who have disabilities.

An Options Counselor can help you develop your own personal long term care plan and connect you to resources, services, and supports that may help you to remain independent in the community.

Service may be provided to individuals needing care immediately or to help people plan for the future. It is available to people in nursing facilities wishing to return to the community and to people in the community who want to make plans for care. The program is consumer directed and is designed to ensure that you retain control over the process.

If you are interested in learning more about Options Counseling or wish to meet with an Options Counselor, please contact Bristol Elder Services at (508) 675-2101 or the Southeast Center for Independent Living at (508) 679-9210.

Submitted by Bristol Elder Services

S.H.I.N.E

Serving the Health Insurance Needs of Everyone

Medicare Appeals

If you have Medicare, you have the right to appeal decisions you disagree with. All steps in the appeal process have specific time frames and other requirements. ***It is very important to pay attention to the time limits for appeals!***

Some appealable situations are:

- Medicare denies your request for a health care service, supply, or prescription
- Medicare denies payment for health care that you have already received
- Medicare stops covering services that you are receiving
- Medicare pays a different amount than you believe it should

For assistance with appeals, the Medicare Advocacy project (MAP) provides free advice and legal representation. MAP can assist anyone with Original Medicare or Medicare Advantage Plan, regardless of income. For assistance with MAP, call the Massachusetts Senior Legal Helpline at 866-778-0939.

For assistance with understanding and accessing your Medicare benefits, you can call your senior center and ask for a SHINE appointment. Trained SHINE volunteers offer free, confidential counseling on all aspects of Medicare and related health insurance programs. To schedule a SHINE appointment, call your local senior center at (508) 763-9557. For other SHINE related matters, call 1-800-AGE-INFO (1-800-243-4636), then press or say 3. Once you get the SHINE answering machine, leave your name and number. A volunteer will call you back, as soon as possible.

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