

# Resources, services and information for residents of Massachusetts:

<u>CAREGIVER RESOURCES</u>	<u>DISABILITY RESOURCES</u>
<p>Counseling, training, and respite support, among other services, for family caregivers</p> <p><b>Website:</b> 800ageinfo.com</p> <p><b>Tel:</b> 1-800ageinfo (1-800 243-4636) or local Aging Services Access Point (ASAP)</p>	<p>Information on services for persons with disabilities.</p> <p><b>Websites:</b></p> <ul style="list-style-type: none"> <li>• <a href="http://massoptions.org">massoptions.org</a></li> <li>• <a href="http://800ageinfo.com">800ageinfo.com</a></li> <li>• <a href="http://massdil.org">massdil.org</a></li> </ul> <p><b>Tel:</b> 1-844-422-6277 or 1-800-243-4636</p>
<u>EMPLOYMENT</u>	<u>FUEL/HEAT</u>
<p><b>Senior Community Service Employment Program (SCSEP Program)</b> - Assistance to older adults seeking training and employment.</p> <p><b>Website:</b> 800ageinfo.com <b>Tel:</b> 1-800ageinfo (1-800 243-4636)</p> <p><b>One Stop Career Centers</b> - Comprehensive array of services for all job seekers.</p> <p><b>Website:</b> <a href="http://mass.gov/lwd/employment-services">mass.gov/lwd/employment-services</a></p>	<p><b>Low Income Home Energy Assistance Program (LIHEAP)</b> - program provides fuel assistance subsidy to owners and renters based on income guidelines.</p> <p><b>Website:</b> <a href="http://mass.gov/hed/community/energy">mass.gov/hed/community/energy</a> <b>Tel:</b> 1- 800-632-8175</p>
<u>GENERAL INFORMATION</u>	
<p><b>MASS 211</b> - direction to health, human services and emergency resources for all, including families and veterans.</p> <p><b>Website:</b> <a href="http://mass211.org">mass211.org</a> <b>Tel:</b> Dial 211</p>	<p><b>Commonwealth of Massachusetts</b> <b>EXECUTIVE OFFICE ELDER AFFAIRS</b> (Executive Office of Health and Human Services)</p> <p><b>Website:</b> 800AGEINFO or <a href="http://mass.gov/elders">mass.gov/elders</a> <b>Tel:</b> 1-800ageinfo (1-800 243-4636)</p>

## HEALTH AND INSURANCE

**Medicare** - health insurance program for people age 65 and older and those individuals with disabilities.

**Website:** medicare.gov

**Tel:** 1-800-medicare (1-800-633-4227)

**MassHealth (Medicaid)** - state-managed federal program of income and category-based health insurance.

**Website:** mass.gov/eohhs

**Tel:** 1-800-841-2900

**SHINE (Serving Health Insurance Needs Of Everyone)** – no cost health insurance counseling for eligible Medicare recipients of all ages.

**Website:** 800ageinfo.com

**Tel:** 1-800ageinfo (1-800-243-4636, Select 3)

**HealthConnector** – online portal for health insurance marketplace, Masshealth and dental insurance.

Guidance for residents on coverage options.

**Website:** mahealthconnector.org

**Tel:** 1-877-623-6765

**Prescription Advantage** - state program to assist individuals with aspects of Part D coverage.

**Website:** 800ageinfo.com

**Tel:** 1-800ageinfo (1-800-243-4636)

**Pharmacy Outreach Program (Massachusetts College of Pharmacy and Health Services)** - drugs and manufacturer programs.

**Website:** mcphs.edu/pharmacy outreach

**Tel:** 1-866-633-1617

**Mass Dental Society** - guide to sources of no and low cost dental care.

**Website:** massdental.org

**Tel:** 1-800-342-8747 answers to questions and direction regarding prescription

**Medicare Advocacy Project** – no cost legal representation in appealing improper denials of Medicare coverage, late enrollment penalties and more.

**Tel:** 617-603-1578 or 617-603-1600 (under 60)

**Senior Helpline:** 800-342-5297 (60+)

## INCOME/SUPPORT

**Social Security** - retirement benefits paid to seniors and those with disabilities based on lifetime contributions to system and government additions.

**Website:** ssa.gov

**Tel:** 1-800-772-1213

**Supplemental Security Income (SSI)** - government income for low income, blind and disabled individuals.

**Website:** ssa.gov

**Tel:** 1-800-772-1213

**Social Security Disability Income (SSDI)**- government benefits for workers who are unable to work because of a medical condition.

**Website:** ssa.gov

**Tel:** 1-800-772-1213

**Department of Transitional Assistance (DTA)** - financial assistance to individuals and families based on income and assets.

**Website:** mass.gov/eohhs

**Tel:** 1-800-249-2007

## HOUSING

**Housing Authorities** - local agencies responsible for low cost housing in state.

**Website:** mass.gov/hed/economic

**Shelters** - emergency housing for individuals and families.

**Contact:** local housing authority and/or local police departments for sources

<u>NUTRITION AND MEALS</u>	<u>SENIOR SERVICES</u>
<p><b>Supplemental Nutrition Assistance Program (SNAP program)/Electronic Benefit Transfer (EBT program)</b> - providing assistance to low income individuals and families for nutritional needs.  <b>Website:</b> mass.gov/snap  <b>Tel:</b> 1-866-950-FOOD (1-866-950-3663)</p> <p><b>Elderly Nutrition Program</b> –various programs, including Meals-on-Wheels, are available statewide.  <b>Website:</b> 800ageinfo.com  <b>Tel:</b> 1-800ageinfo (1-800-243-4636)</p> <p><b>Food Pantries</b> – resources for free food for low income individuals and families  <b>Website:</b> foodpantries.org/st/massachusetts</p>	<p><b>800AGEINFO</b> - information and services for elders and their families.  <b>Website:</b> 800ageinfo.com  <b>Tel:</b> 1-800ageinfo (1-800-243-4636)</p> <p><b>MassOptions</b> - referral service for elders, and individuals with disabilities  <b>Website:</b> massoptions.org  <b>Tel:</b> 1-844-422-6277</p> <p><b>Aging Services Access Points (ASAPs)</b> - regional network of non-profit agencies administering certain elder services.  <b>Website:</b> 800ageinfo.com  <b>Tel:</b> 1-800ageinfo (1-800-243-4636)</p> <p><b>Councils On Aging</b> - community-based agencies offering a variety of services day-to-day services and programs for older adults.  <b>Website:</b> 800ageinfo.com or mcoaonline.com  <b>Tel:</b> 1-800ageinfo (1-800-243-4636)</p>
<u>TAXES &amp; LEGAL</u>	<u>TELEPHONE</u>
<p><b>Tax Assistance</b> - free tax preparation assistance for all low-moderate income individuals regardless of age.  <b>Tel:</b> 1-888-OURAARP (1-888-687-2277)</p> <p><b>Legal Aid</b> - assists seniors and low income individuals with legal matters.  <b>Website:</b> masslegalhelp.org</p>	<p><b>Lifeline</b> – federal program providing discount on phone service for qualifying low-income consumers.  <b>Website:</b> lifelinesupport.org</p> <p><b>Contact:</b> local phone company for additional information</p>
<u>TRANSPORTATION</u>	<u>VETERANS</u>
<p><b>Taxi and transportation services</b> – transportation vouchers and van transportation available for seniors.  <b>Website:</b> mcoaonline.com</p> <p><b>Contact:</b> local area Council On Aging (COA)/Senior Centers for additional information specific to local communities</p>	<p><b>Veteran's Administration</b> - information regarding services and benefits for veterans.  <b>Website:</b> mass.gov/veterans  <b>Tel:</b> 1-800-827-1000</p>