



INSIDER

Western Connecticut Area Agency on Aging

JUNE – JULY 2021

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JUNE 23, 2021

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This fair is for **people turning 65** or joining Medicare because of a disability. Learn about Medicare - and all its parts - to assist you in your initial enrollment decisions. **There is no cost to attend.** Join us online for any length of time!

Get **trusted, unbiased Medicare education** to help you make Medicare choices that best meet your needs.

There will be **national expert presenters** on Medicare eligibility, enrollment, and coverage options. Chat with exhibitors from your state health insurance assistance programs (SHIP) for **answers to your individual questions.**

This project was supported, in part, by grant number 90SATC0002 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.



State Health Insurance Assistance Programs (SHIPs) are in all 50 states, Washington DC, Puerto Rico, and the U.S. Virgin Islands. Connecticut's SHIP is called CHOICES.

Reach us at 1-800-994-9422 or at <https://portal.ct.gov/ADS-CHOICES>



 www.shiphelp.org -or- www.shiptacenter.org

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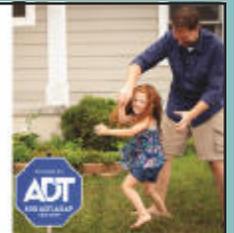


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GOVERNOR LAMONT IMPLEMENTS FREE WEEKEND BUS SERVICE DURING SUMMER MONTHS IN CT AS PART OF ONGOING COVID-19 RECOVERY EFFORTS



FROM PRESS RELEASE 3/30/2021.....

Governor Ned Lamont today announced that as part of his administration’s ongoing efforts to help the state recover from the economic impacts of the COVID-19 pandemic, he is directing CTtransit to provide free, statewide bus service to all customers every weekend this summer beginning Memorial Day weekend and lasting through Labor Day.

The governor said that offering free bus service during the weekends will encourage people in CT to visit locally owned, small businesses and help support the economy in those communities that have been most heavily impacted by the pandemic, particularly within the state’s largest cities. “To help support our economic recovery from the pandemic, I want to make Connecticut’s many attractions and businesses reachable by as many of our residents as possible, and implementing free weekend bus service this summer – the busiest time of tourism season – will help facilitate

that,” **Governor Lamont said.** “I thank Connecticut’s Congressional delegation for advocating on behalf of our state to ensure that we receive the resources needed to help recover from this pandemic.” Approximately 20 percent of residents in cities such as New Britain and Waterbury, and around 30 percent of residents in Hartford and New Haven do not own cars and rely on transit, among other transportation options, for mobility.

“Our ability to attract weekend riders through a free weekend-ride program gives our state and our residents an additional boost towards returning to normal,” **Connecticut Transportation Commissioner Joe Giulietti said.** The Connecticut Department of Transportation will use up to \$3 million that the state received from the federal Coronavirus Aid, Relief, and Economic Security Act – also known as the CARES Act – for the service, including accommodating for social distancing on the routes. It will include bus rides on all systems operated by CTtransit. Additionally, the department will work with transit districts outside of the CTtransit system to provide the opportunity to partake in the free weekend program.

In addition to Saturdays and Sundays, the free service will also include:

- *The Memorial Day holiday on Monday, May 31, 2021,*
- *The observed Independence Day holiday on Monday, July 5, 2021, and*
- *The Labor Day holiday on Monday, September 6, 2021.*



Please also remember that although many COVID-19 safety restrictions are being relaxed during the month of May, indoor mask wearing will still be required, which means, yes, you still need to mask-up when riding public transit.

Submitted by: April Chaplin, MSHS-NW CT Regional Mobility Manager/ Ombudswoman with The Kennedy Center, Inc.
Sources: CT Governor Ned Lamont’s press release on March 30, 2021 - [HTTPS://portal.ct.gov/Office-of-the-Governor/News/Press-Releases/2021/03-2021/Governor-Lamont-Implements-Free-Weekend-Bus-Service-During-Summer-Months](https://portal.ct.gov/Office-of-the-Governor/News/Press-Releases/2021/03-2021/Governor-Lamont-Implements-Free-Weekend-Bus-Service-During-Summer-Months)

To learn more about routes and destinations offered by CTtransit, visit www.cttransit.com.

WHAT PEOPLE SHOULD KNOW:

- This CT state-wide FREE SUMMER WEEKEND SERVICE will follow the transit agency’s regular service hours on Saturdays & Sundays every weekend beginning Monday, May 31, 2021 & conclude on Labor Day, Monday, Sept. 6, 2021.
- Monday, July 5, 2021, will also be honored as a FREE SERVICE day because it is Independence Day.
- Paratransit service will also be FREE during these free weekend service hours as paratransit must follow the fixed route schedules. Please be mindful of this when reserving your trips for these weekend reservations which are promising to be busy!

For help navigating schedules and availability visit <https://www.cttransit.com/>, contact your local transit agency or your regional Mobility Manger.

- ⇒ Greater Waterbury Area, call NET (Northeast Bus Company) @ (203) 756-5550 <http://www.northeastbus.com/>
- ⇒ Greater Danbury Area, call HARTransit @ (203) 744-4070 <https://www.hartransit.com/>

Please note, for those of who you have access to and are able to use public transit, this is a great time to take advantage of The Kennedy Center’s Mobility Services FREE Travel Training Program to learn how to use public transportation safely and independently! Please call (203) 365-8522, x 2950 for further information!

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Western CT Area Agency on Aging

06-5310

CONFUSED ABOUT MEDICARE BILLING? SMP IS HERE TO ASSIST!

I was billed for a service I didn't receive. What do I do?

- Contact the health care provider or the company that issued the bill.
- Contact your state's Senior Medicare Patrol.



Senior Medicare Patrol (SMP), a service here at WCAAA, gets many telephone calls on Medicare bills that beneficiaries find hard to understand.

They are of 2 types.

- First are “balanced billing” cases where a beneficiary is either on Medicaid/Husky C or the Medicare Savings Program (MSP).
- The second are unreasonable co-payment bills received from a Provider such as a Doctor or Durable Medical Equipment Company (DME). These second type of cases may involve: Medigap/Supplemental plans with those on original Medicare, Medicare Advantage plans, or if a beneficiary has neither and chooses to directly pay the 20% out-of-pocket (OOP) costs that Medicare does not pay.

Many times, SMP easily resolves these cases as simple errors. These bills are quickly corrected. It could be beneficiaries did not realize they must give Providers the Connecticut gray CONNECT CARD with their client ID number to ensure the appropriate program is billed. However, a small percentage of cases may be considered abuse, i.e., an attempt by the Provider to take advantage of beneficiaries of Medicare through improper or unjustified billing.

Please call with any questions ... 1-800-994-SMP educates the public on how to protect, detect, and report this abuse. All Providers who accept Medicare (also called Medicare assignment) have a contract with Medicare or your insurance provider. These contracts include a clause that prohibits “balanced billing,” meaning they have agreed to accept Medicare’s negotiated rate, including your deductible and/or co-payments ... as payments in full! Disputed bills with additional added costs should never be sent to debt collectors without resolving all questions you may have. This is where Senior Medicare Patrol is here to help! First to understand if a mistake was made, and second to act as a mediator to understand the issue and then assist in a positive outcome with the Provider or billing department. Please call with any questions ... 1-800-994- 9422 or 203-757-5449, ext. 127. Audrey Cole, Senior Medicare Patrol, Coordinator.

Submitted by: Audrey Cole - WCAAA Staff

Source: smpresource.org

SMP CONSUMER FRAUD ALERT: COVID-19

As the number of people and communities affected by the COVID-19 pandemic grows, so do the scams associated with it. Scammers use public health emergencies as opportunities for new fraud schemes, and because older adults are at greater risk for serious illness from COVID-19, they may target older populations.

It’s important to remember that although the Centers for Disease Control and Prevention (CDC) and other public health officials may contact you if they believe you may have been exposed to the virus, they will not need to ask you for insurance or financial information.

Scammers rapidly alter their tactics and adapt their schemes to the changing landscape, and we anticipate that they will leverage the COVID-19 vaccine to prey on unsuspecting beneficiaries. **Be vigilant and protect yourself from potential fraud concerning COVID-19 vaccines and treatments.**



Here are things you need to know about the COVID-19 vaccine:

- You will **not** need to pay anything out-of-pocket to get the vaccine during this public health emergency.
- You **cannot** pay to put your name on a list to get the vaccine.
- You **cannot** pay to get early access to the vaccine.
- Be cautious of door-to-door visitors – especially those that are unsolicited or come without notice.
- No one from Medicare or the Health Department will contact you.
- No one from a vaccine distribution site or health care payer, like a private insurance company, will call you asking for your Medicare number, Social Security number, or your credit card or bank account information to sign you up to get the vaccine.
- Photos of COVID-19 vaccination cards **should not** be shared on social media. Posting content that includes your date of birth, health care details or other personally identifiable information can be used to steal your identity.



The COVID-19 vaccine must be administered at **NO COST** to recipients.

OIG.HHS.GOV

Source: https://www.smpresource.org/Handler.ashx?Item_ID=F27C608F-711D-4FF4-A87B-EBE61FE52890

HOW SOCIAL SECURITY & MEDICARE WORK TOGETHER: A COMPLEX RELATIONSHIP



Social Security and Medicare are two separate national programs, administered through the Federal Government which provide retirement benefits for older adults and those on disability. Social Security is run by the Social Security Administration and Medicare is run by the Centers for Medicare and Medicaid Services. While these two organizations are quite separate, they work closely together. Most individuals who receive social security benefits also receive Medicare benefits. As a result, confusion can arise for beneficiaries because it can be difficult to determine which agency is responsible for which benefit. The purpose of this article is to provide a brief overview of the roles of each of these organizations when it comes to administering retirement benefits for older Americans and those on disability.

SOCIAL SECURITY ADMINISTRATION



The Social Security Administration (SSA) determines eligibility for retirement, disability, and survivor benefits. This is in addition to Supplemental Security Income benefits based upon disability or age. In addition, this agency determines eligibility for Medicare Parts A and B, handles enrollments into Medicare, collects the Part A and B premiums usually from the individual's monthly social security benefit, and determines Part A and B late enrollment penalties. For those individuals where the state is paying their Medicare premium, it is the SSA who coordinates and collects the premium from the state.

CENTERS FOR MEDICARE AND MEDICAID SERVICES



The Centers for Medicare and Medicaid Services (CMS) is responsible for enrollments into Medicare Advantage plans and Prescription Drug plans (PDP), after enrolling in Original Medicare Parts A and B through SSA. There are specific enrollment periods when Medicare beneficiaries can enroll and disenroll into these plans. If a Medicare beneficiary is on Low Income Subsidy (LIS) and has not selected a PDP, CMS can assign that individual to a PDP. CMS is also responsible for collecting premiums from those individuals whose Part A and B premium are not being deducted from the social security benefit.

To provide these retirement and Medicare benefits, there is a large exchange of information between the Social Security Administration and the Centers for Medicare and Medicaid Services. The complexity of the exchange can sometimes result in hiccups in the system. For example, both the SSA and CMS names must match, no middle name used by one and not the other. If additional agencies are required to get involved, which is particularly true for low-income individuals, this may further increase the chances that a problem may arise such as a delay in benefits to the beneficiary. For individuals who are experiencing such delays or issues with their benefits, it is important to seek assistance to help solve the problem.

For assistance, contact the CHOICES department at WCAA at 1-800-994-9422 or 1-203-757-5449 ext. 134.

Submitted by: Amanda Halle - WCAA Staff | Sources: Social Security Administration (ssa.gov), Centers for Medicare and Medicaid Services (medicare.gov), Issues at the Intersection of Social Security and Medicare, by Trinh Phan and Georgia Burke, Chapter Summary, October 2019, National Center on Law & Elder Rights

SOCIAL SECURITY ONLINE SERVICES



Today, you can apply for retirement, disability, and Medicare benefits online, check the status of an application or appeal, request a replacement Social Security card (in most areas), print a benefit verification letter, and more – from anywhere and from any of your devices!

Creating a *my Social Security* account will give you access to many of the online services. Quick. Secure. Easy.

POPULAR ONLINE SERVICES

Review Your Information

- View Your Latest Statement
- Review Your Earnings History
- Estimate Retirement Benefits
- Check Application Status

Apply for Benefits

- Apply for Retirement Benefits
- Apply for Disability Benefits
- Apply for Medicare Benefits
- Appeal a Decision

Manage Your Account

- Change Your Address
- Set Up or Change Direct Deposit
- Print Proof of Benefits
- Print Your 1099

Find Help and Answers

- Review Our FAQs
- Request a Replacement Social Security Card
- Request a Replacement Medicare Card

Sources: <https://www.ssa.gov/onlineservices/>

Who do I contact - Social Security or Medicare?



Social Security offers retirement, disability, and survivors benefits. Medicare provides health insurance. Because these services are often related, you may not know which agency to contact for help. The chart below can help you quickly figure out where to go. Please share this chart with family and friends.

Topic	Social Security	Medicare	Resources
How do I report a death?	X		Contact your local Social Security Office or call 1-800-772-1213 (TTY 1-800-325-0778)
How can I check Medicare eligibility?	X		www.ssa.gov/benefits/medicare
What does Medicare cover?		X	www.medicare.gov/what-medicare-covers
How do I sign up for Hospital Insurance? (Part A)	X		www.ssa.gov/benefits/medicare
How do I sign up for Medical Insurance? (Part B)	X		www.ssa.gov/benefits/medicare
How do I apply for Extra Help with Medicare Prescription drug coverage? (Part D)	X		www.ssa.gov/benefits/medicare/prescriptionhelp
How can I check the status of Medicare Part A or B claims?		X	www.mymedicare.gov
Where do I find forms for filing a Medicare appeal or let someone speak with Medicare on my behalf?		X	www.medicare.gov/claims-appeals/how-do-i-file-an-appeal
How to appeal an income-related monthly adjustment amount decision? <i>for people who pay a higher Part B or D premium, if their income is over a certain amount</i>	X		www.ssa.gov/benefits/disability/appeal.html
How can I request a replacement Medicare card online?	X		www.ssa.gov/myaccount
If I already get benefits or have Medicare, how do I report a change of address or phone number?	X		www.ssa.gov/myaccount
What do Medicare health and prescription drug plans in my area cost, and what services do they offer?		X	www.medicare.gov/plan-compare
Which doctors, health care providers, and suppliers participate in Medicare?		X	www.medicare.gov/forms-help-resources/find-compare-doctors-hospitals-other-providers
Where do I find publications about Medicare?	X	X	www.ssa.gov/pubs/?topic=Medicare www.medicare.gov/publications
Where can I find out more about a Medicare prescription drug plan (Part D) and enroll?		X	www.medicare.gov/drug-coverage-part-d/how-to-get-prescription-drug-coverage
Where can I find a Medicare Supplement Insurance (Medigap) policy in my area?		X	www.medicare.gov/medigap-supplemental-insurance-plans



Source: <https://www.ssa.gov/benefits/assets/materials/medicare/medicare-flyer.pdf>

THE AREA PLAN FOR WESTERN CT AREA AGENCY ON AGING (FY 2021-2024)

Every 3-4 years the Administration on Community Living require that our State Unit on Aging and five Area Agencies on Aging to draft a new Area Plan on Aging. The Older Americans Act (OAA) requires that Area Agencies on Aging (AAA) develop and submit an Area Plan to the State Unit on Aging (SUA) every two, three or four years. Connecticut's SUA requires the submission of a Plan every three years beginning October 1, 2021. Area Plans must describe how the AAAs like WCAAA will provide for a comprehensive and coordinated system of services for older adults and how the Area Agency on Aging (AAA) will comply with the requirements of the Older American's Act.

In terms of the State Plan on Aging, the federal Administration for Community Living (ACL) requests that we focus on four specific areas. The areas are as follows: OAA Core Programs, ACL Discretionary Grants & Other Funding Sources, Participant-Directed/Person-Centered Planning, and Elder Justice. Additionally, we are encouraged by ACL to focus on its Five Pillars:

1. SUPPORTING FAMILIES AND CAREGIVERS
2. PROTECTING RIGHTS AND PREVENTING ABUSE
3. CONNECTING PEOPLE TO RESOURCES
4. EXPANDING EMPLOYMENT OPPORTUNITIES
5. STRENGTHENING THE AGING AND DISABILITY NETWORKS

To complement the guidance and technical support we receive from Administration on Aging and our State Unit on Aging, each AAA must provide comprehensive process to develop the plan involving consumer and provider input. This process involves a multi-pronged approach to research, analyze and strategize and most importantly seek input from diverse stakeholders. Therefore, our Area Plan must support the following these primary goals, objectives and measures:

- 1. Long-Term Services & Supports: Empower older adults to reside in the community setting of their choice,**
- 2. Healthy Aging: Provide older adults with prevention and wellness opportunities,**
- 3. Elder Rights: Protect elder rights and well-being and prevent elder abuse, fraud, neglect and exploitation.**

We look forward to working with our vast and growing network of consumers, providers and stakeholders in Connecticut to fully realize the goals outlined in this State Plan on Aging for FFY 2021 through FFY 2024 and to support people living longer, healthier lives.

If you are interested in providing input on how we can support our seniors and caregivers to achieve these Area plan goals, please complete and submit the Community and Consumer Needs Survey. **You can access the survey simply by visiting our website at: www.wcaaa.org. You can also access our website by scanning this QR code with your mobile device's camera.**



Submitted by: Michael Hebert, WCAAA Executive Director



LIVE ASSISTANCE
General information, directory assistance and technical support for VA.gov

VA HEALTH CARE
Eligibility, enrollment, locations and COVID-19

COMMUNITY HEALTH CARE
MISSION Act eligibility, copayments

NATIONAL CEMETERIES
Burial benefits, interment scheduling and headstone/Veteran marker

VETERANS CRISIS LINE
Immediate connection to caring, qualified responders

DEBT MANAGEMENT
Debt details, payment options and debtor rights

FACILITY LOCATOR
Locations of medical centers, benefits offices or cemeteries

BENEFITS ASSISTANCE
Information about a variety of VA benefits

HOMELESS VETERANS LINE
Information and support for homeless and at-risk callers

COVID-19 INFORMATION
Frequently asked questions and live assistance for COVID-related questions

You have questions. VA has answers!
Call VA today at 1-800-MyVA411(1-800-698-2411). The number to call when you don't know who to call.

You only need to remember **one number** for information on **VA care, benefits, and services** or to speak to a **live agent** for assistance!
1-800-MyVA411 serves all members of the Veteran and service member community seeking information or assistance.

Call for helpful information on:

- * COVID-19 general information and updates
- * Health care eligibility and enrollment
- * VA benefits, such as disability, compensation & pension, education programs, caregiver support, insurance, home loans, & burial headstones and markers, among others

- * The nearest VA medical centers, benefits offices, or cemeteries to Veterans
- * Directory assistance and connection to all VA contact centers and VA Medical Centers
- * Technical support for VA.gov
- * Debt and payment options
- * Immediate transfer to the Veterans Crisis Line or the National Call Center for Homeless Veterans

Will I be able to speak to a live agent? Yes! When you call **1-800-MyVA411** and press **0**, you will reach a live agent for immediate assistance or connection to the right VA experts.

SOURCES: 1-800-MYVA411: <https://blogs.va.gov/VAntage/82379/1-800-myva411/> Author: Kiran Dhillon.

Using VA Virtual Health Tools for COVID-19 Prevention and Response

COVID-19 CAUSING YOU CONCERN? VA Virtual Tools Are Always an Option. With VA's virtual care tools, you can continue to access high quality VA care safely from home.

- Get COVID-19 Test Results/Vaccine Records Online
 - Veteran Resources for COVID-19
- Using Remote Patient Monitoring-Home Telehealth for COVID-19 Care
- Annie Messages Can Advise you About COVID-19 and Help you Cope During the Pandemic
- Get a My HealthVet Premium Account Online to Access VA Care from Home
 - VA Prescription Refills and COVID-19

Video or Telephone Appointments: To set up a VA Video Connect or phone appointment, send your provider a secure message on My HealthVet or call your local VA facility. Visit mobile.va.gov/app/va-video-connect.

Rx Refills: Request prescription refills / order / ship medications to your home using My HealthVet or the Rx Refill mobile app. Download the app at mobile.va.gov/app/rx-refill.

Text Message Reminders: Annie's coronavirus Precautions protocol sends you automated text messages with information about COVID-19, helps you monitor for symptoms, and can assist you if you need to contact your VA facility for care. Enroll at mobile.va.gov/annie.

Secure Messaging: With My HealthVet, VA's online patient portal, you can send online secure messages to your VA health care team to ask them nonurgent health questions. Register at myhealth.va.gov.

Home Telehealth: For Veterans recommended for home isolation or quarantine, your provider may use remote monitoring devices to assess your condition while you are at home. Learn more about home telehealth at telehealth.va.gov/type/home.

If you are experiencing symptoms of COVID-19, contact your VA facility as soon as possible. Visit va.gov/find-locations for contact information and operating hours for your VA facility.

VA | U.S. Department of Veterans Affairs

For the most up-to-date information on COVID-19, please visit cdc.gov/coronavirus | va.gov/coronavirus

Sources: VA Virtual Tools: <https://connectedcare.va.gov/whats-new/technology/protect-yourself-covid-19-virtual-tools>

EVENTS

WCAAA's Live Well Summer 2021 Telephone Workshops

Even though we are still unable to gather in person for Live Well workshops, our dedicated leaders are continuing to provide support and education for people with long-term health conditions. We are offering a new, approved delivery model of our popular self-management education programs during this time of social distancing. Our Live Well workshops provide information and practical skills that build self-confidence and help participants assume an active role in managing one or more chronic conditions. Caregivers and loved ones are welcome to participate. All workshops are still FREE!

From the comfort of your own home, all you need is a telephone and one hour each week to be part of a small group. With our telephone workshops, books and an exercise or relaxation CD are mailed in a "toolkit" to your home. Weekly group calls with a leader and 4-6 others take place on WCAAA's toll free conference line. We offer three different phone workshops, which take place during the day or evening.

Live Well with Chronic Conditions topics include healthful eating, relaxation techniques, communicating with health professionals and loved ones, managing difficult emotions, problem solving, and more. Live Well with Diabetes workshops, in either English or Spanish, are for those with prediabetes or type 2 diabetes. This workshop focuses on blood sugar goals, healthful eating, preventing complications, sick day guidelines and setting small, achievable weekly action plans. Thanks to a generous donation from the Connecticut Community Foundation, those who complete this workshop receive a \$25 grocery gift card.

Live Well with Chronic Pain workshops help participants assume an active role in managing problems specific to chronic pain, including fatigue, frustration, and poor sleep. Topics include appropriate exercise for improving strength, flexibility, and endurance; pain management techniques; goal setting; and problem solving. New workshops are being scheduled monthly. **For more information, contact WCAAA's Live Well Regional Coordinator, Debby Horowitz at 203-757-5449 x125 or email dhorowitz@wcaaa.org.**

2021 CHOICES NEW TEAM MEMBER ONLINE TRAININGS

CHOICES, Connecticut's State Health Insurance Assistance Program (SHIP), is accepting applications for our 2021 New Team Member Training sessions. CHOICES is part of a national network of SHIP agencies that offers free, confidential counseling, education and assistance to Medicare beneficiaries, their caregivers, and the general public. CHOICES is administered by the Dept. of Aging and Disability Services State Unit on Aging in partnership with CT's five Area Agencies on Aging and the Center for Medicare Advocacy, Inc.

CHOICES New Team Member Trainings are free for volunteers and \$125 for in-kind (paid) professionals. Training participants will complete an orientation session, 5 full days of training, sign the CHOICES Memorandum of Understanding, and pass the online certification exam. Training topics include but are not limited to: Medicare Parts A, B, C and D, Medigap, eligibility, coverage, costs, coordination of benefits and transitions from other insurance, and cost assistance programs for low-income beneficiaries, including MSP, LIS and Medicaid. Training manuals will be provided.

CHOICES Team Member roles include: Counselor, Administrative Support, Open Enrollment Counselor, Outreach Counselor, and Presenter. If you would like to make a positive difference in the lives of Connecticut's Medicare beneficiaries, contact your CHOICES Regional Coordinator. **Individuals who may have a conflict of interest such as insurance agents, brokers and financial planners are unable to participate in the trainings.**

Registration & Approval by Regional Coordinator Required to Attend Training.

Due to the COVID-19 pandemic and to ensure the safety of everyone involved, all orientation and training sessions will all be provided online.

Host Agencies	Dates and Registration Info
North Central Area Agency on Aging (NCAAA) & Southwestern CT Area Agency on Aging (SWCAA) & Western CT Area Agency on Aging (WCAAA)	Orientation: June 4, 9am-12pm Training Dates: June 17, 22, 24, 29, and July 1; 9am-4pm For more information, contact: <ul style="list-style-type: none"> • Urania Reyes Rivera (NCAAA) at 860-724-6443 x277 or Urania.Reyes@ncaaa.org • Claire Volain (SWCAA) at 203-814-5686 or cvolain@swcaa.org • Melissa Torres (WCAAA) at 203-757-5449 x129 or mtorres@wcaaa.org
Senior Resources Agency on Aging & Agency on Aging of South-Central CT (AoASCC)	Orientation: August 31, 10am-1pm Training Dates: Sept 10, 14, 17, 21 and 24; 9am-4pm For more information, contact: <ul style="list-style-type: none"> • Laura Crews (Senior Resources) at 860-887-3561 or lcrews@seniorresources.org • Leslie Pruitt (AoASCC) at 203-785-8533 x3165 or lpruitt@aoascc.org



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WCAAA INSIDER

WCAAA Mission Statement

The mission of the Western Connecticut Area Agency on Aging, Inc., is to develop, manage and provide comprehensive services for seniors, caregivers and individuals with disabilities through person-centered planning in order to maintain their independence and quality of life.

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