

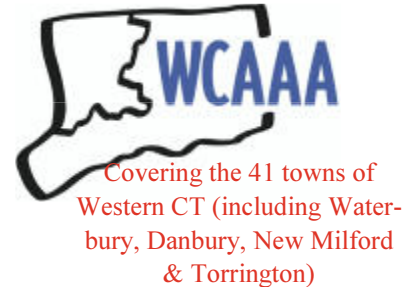


AUGUST – SEPTEMBER 2021

**MEDICARE ANNUAL ENROLLMENT
OCTOBER 15 - DECEMBER 7**

**MAKE INFORMED MEDICARE DECISIONS
YOUR LOCAL CHOICES COUNSELORS ARE LOCATED AT**

WESTERN CT AREA AGENCY ON AGING



A local CHOICES counselor can:

- Help you compare your Medicare health or drug plan with other Medicare choices
- Help you sign up for a new plan • Help you avoid high-pressure sales tactics

CHOICES Counselors **DO NOT** sell health insurance or recommend one plan over the other. They provide **FREE UNBIASED COUNSELING** to give options to help you make an informed decision about your own Medicare health and drug plan

\$\$\$\$\$ LAST YEAR WE SAVED OUR CLIENTS HUNDREDS AND IN SOME CASES THOUSANDS OF DOLLARS WITH A BENEFITS CHECK UP \$\$\$\$\$

FOR MORE INFORMATION CALL YOUR LOCAL CHOICES COUNSELOR TODAY TO SCHEDULE A BENEFITS CHECK UP

203-757-5449 or 1-800-994-9422

This project was supported, in part by grant numbers 90SAPG0068, 2003CTMIAA and 2003CTMISH 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.



**WWW.WCAAA.ORG
203-757-5449
INFO@WCAAA.ORG**

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203-758-1372

This Space
is Available





MEDICARE OPEN ENROLLMENT PERIOD BEGINS OCTOBER 15, 2021 AND ENDS ON DECEMBER 07, 2021

CHECKLIST OF ITEMS TO BRING TO OPEN ENROLLMENT

(contact us to schedule an appointment with a certified CHOICES Counselor at: 203-757-5449 Ext. 134)

- Create an online *Medicare.gov* account **prior** to your appointment (*see information to your right*)
- Medicare card, with effective dates for Part A or Part B



- Date of birth
- Zip code
- List of medicines that includes dosage, how many times per day, & quantity (30, 60, 90 day supply)
- Name and address of preferred pharmacy
- Name of your current Medicare plan (if applicable)
- Gray Connect Card, and/or Medicaid (Husky) card.



HOW TO CREATE AN ONLINE MEDICARE.GOV ACCOUNT

WHY CREATE THE ACCOUNT: When you create an account, you can:

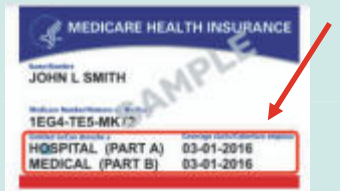
- Build a better drug list. We'll make suggestions based on prescriptions you filled within the last 12 months.
- Modify your drug list and save changes.
- Compare benefits and costs in your current plan to other plans available in your area.
- See prices based on any help you get with drug costs.

If you want access to personalized information and features, and/or to enroll in the plan of your choice, you'll need to create an online medicare.gov account.

HOW TO CREATE THE ACCOUNT: Visit *Medicare.gov/plan-compare* and click "Log in or Create Account."

YOU WILL NEED:

1. Medicare Number – You can find this on your red, white, and blue Medicare card. If you're new to Medicare and don't have your card yet, you can get your Medicare Number by logging into your Social Security account at *socialsecurity.gov/myaccount*, or on the letter you get from Social Security after you enroll.
2. Last name
3. Date of birth
4. Current address with ZIP code or city
5. Part A or Part B coverage start date – You can find this on your Medicare card.



Once you add this information and select "Next," you can create a username and password and use your new Medicare account. **Remember** to keep your username and password in a safe place to protect your privacy.

FORGOT YOUR USERNAME OR PASSWORD?

If you have an existing account, but forgot the username or password, click "Trouble logging in?" under the username box on the log in page. You'll need this information:

1. Medicare Number
2. Last name
3. Date of birth



If you don't have computer access or need assistance creating this account, contact us at least 3 days prior to your scheduled appointment and we will help you. Our phone number is: 203-757-5449 EXT. 134

This project was supported, in part by grant numbers 90SAPG0068, 2003CTMIAA and 2003CTMISH 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.

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Western CT Area Agency on Aging

06-5310

City of Waterbury Awarded \$4 Million Federal Grant to Address Health Literacy and Increase Access to Primary Care

On Monday, June 21, 2021, the City of Waterbury was awarded a \$4 million federal grant from the Office of Public Health and Science and the Office of Minority Health at the US Department of Health and Human Services to fund Advancing Health Literacy for Improved Health Outcomes. The focus of the two-year grant is to increase health literacy, improve COVID-19 vaccination rates and access to primary care in underserved urban and rural communities across the nation. The City of Waterbury was one of only 30 such awards made to cities nationally.

Building upon successful relationships with partners involved in the COVID-19 Vaccine Equity Partners Response, this grant will support mobile primary care services and linkage to medical home for adults and children in communities hard-hit by COVID-19. Community Health Workers will be employed to improve COVID-19 and routine vaccination rates, assist with navigation of health insurance and promote uptake of the Unite Us electronic platform to enhance case management. In addition, health and social service providers will be coached on effective communication skills and cultural competence to assure their patients are informed participants in their own health field. Fixed-site Community Health Information Hubs will be situated in areas of the City where residents are disproportionately impacted by poor health outcomes. Residents will be able to obtain COVID and other adult vaccinations, health screenings and referrals to a medical home at the Health Information Hubs.

The Project will be implemented by the City of Waterbury Department of Public Health. In addition to the Waterbury Health Department, the project is founded on the expertise of an existing infrastructure of community partners, including the Center for Human Development, Grace Baptist Church, Greater Waterbury Health Partnership (GWHP), Hispanic Coalition of Greater Waterbury, Madre Latina Inc., New Opportunities Inc., St. Mary's Hospital, Waterbury Senior Center and Western CT Area Agency on Aging who will provide community health workers and community hubs to assist residents. **Western Connecticut Area Agency on Aging** will seek to hire 1 bilingual Information & Benefit Specialist to provide community outreach to seniors and persons with disabilities and provide person-centered approach to each client served by helping them navigate these connect to these community resources. **Western CT Area Agency on Aging** is already utilizing the Unite Us platform for live-time referrals to care and the proposed bi-lingual Information and Benefit Specialist will be assigned as the primary point of contact handle referrals though this grant, collaborate with our community partners and outreach and education in the community.



SHIP National
Technical Assistance Center: 877-839-2675 | www.shiptacenter.org
info@shiptacenter.org



SMP National
Resource Center: 877-808-2468 |

www.smpresource.org
info@smpresource.org



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www.medicareinteractive.org
The Medicare Rights Center is the author of portions of the content in these materials but is not responsible for any content not authored by the Medicare Rights Center. This document was supported, in part, by grant numbers 90SATC0002 and 90MPRC0002 from the Administration for Community Living (ACL), 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.

Submitted by Amanda Halle—WCAAA Staff | Source: <https://www.shiptacenter.org/about-medicare/blog/troubleshooting-medicare-coverage-problems>

www.shiptacenter.org/about-medicare/blog/troubleshooting-medicare-coverage-problems

Learn Medicare Coverage Rules: Before getting a service, check to make sure Medicare covers it and if there are any steps you must take to receive it. If Original Medicare or your Medicare Advantage Plan does not cover a service, it may be because you did not follow coverage rules. To learn about **Original Medicare's coverage of a needed service**, call 1-800-MEDICARE, visit www.medicare.gov, read the relevant sections of your *Medicare & You* handbook, and/or speak with your provider. To learn about how your **Medicare Advantage Plan covers a needed service**, call your plan, read your plan's benefits handbook and/or speak with your provider.

KNOW WHO TO CONTACT FOR ASSISTANCE WHEN ISSUES ARISE

State Health Insurance Assistance Prog. (SHIP): Contact your SHIP for personalized counseling around your Medicare.

1-800-MEDICARE: Contact Medicare to learn about coverage rules, to find health care providers and suppliers in your area that participate in Medicare, to request a replacement Medicare card, and to learn about Medigaps in your state.

Medicare Advantage or Part D Plan: Contact your plan with questions about your plan's coverage rules and costs. You can also contact your plan to ask more about why it denied a service or to file a grievance about customer service or administrative errors.

Social Security Administration (SSA): Contact SSA for Part A and B enrollment and premium issues, address changes, or replacement Medicare cards.

Beneficiary and Family Centered Care—Quality Improvement Organization (BFCC-QIO): Contact the BFCC-QIO with complaints about the quality of your care. You can find your BFCC-QIO by visiting www.qioprogram.org/contact.

Senior Medicare Patrol (SMP): If you believe you may be experiencing Medicare fraud, call your SMP. If you believe you are experiencing fraud because of a mistake on your MSN or EOB, first contact your provider to check if they made a billing error.

TRANSPORTATION



The Connecticut Departments of Transportation and Energy and Environmental Protection are pleased to announce the **ParkConneCT** Pilot Program, a collaboration providing safe and reliable transportation within a 10 minute walk to **Hammonasset Beach, Silver Sands, Bluff Point, Fort Trumbull** and **Sleeping Giant** State Parks.

ParkConneCT will run through Labor Day weekend (9/6/2021). The Silver Sands Shuttle, Madison Shuttle and Clinton Trolley operate fare-free, 7 days a week through Labor Day. All other public buses statewide will operate without collecting fares on Saturdays, Sundays (if operating), Independence Day (observed 7/5/2021), and Labor Day as part of the **Weekend Wheels** program promotion. Connections to the parks listed above are available from nearby train stations, providing access to the parks on a regional basis.



Governor Ned Lamont announced **Weekend Wheels** – the fare-free **CT transit** bus service available to everyone in CT every weekend and summer holidays this summer, including all local transit district bus routes statewide, as part of his efforts to help the state and its residents recover from the

economic impacts of the COVID-19 pandemic. Supported with funding from the federal Coronavirus Aid, Relief, and Economic Security Act, aka CARES Act, customers are **NOT REQUIRED TO PAY ANY BUS FARES** on Saturdays and Sundays between Memorial Day weekend (5/31/2021) and Labor Day weekend (9/6/2021). Bus services in this promotion include all **CT transit** local routes, all routes operated by transit districts, and Americans with Disabilities Act (ADA) paratransit services.



KNOW HOW TO GO

MOBILITY RESOURCES FOR NORTHWEST CT

This transportation wordsearch was developed by the Northwest CT Regional Mobility Manager & Ombudswoman, April Chaplin from the *Kennedy Center*.

Words to Find

- ◇ ADA
- ◇ ADVANCE
- ◇ APPOINTMENT
- ◇ CANE
- ◇ CTDOT
- ◇ DIALARIDE
- ◇ DISABILITIES
- ◇ DRIVER
- ◇ FARE
- ◇ FTA
- ◇ GEER
- ◇ HART
- ◇ LIFT
- ◇ MEDICAL
- ◇ MOBILITY
- ◇ NET
- ◇ NWTD
- ◇ PARATRANSIT
- ◇ PARKCONNECT
- ◇ PASSENGER
- ◇ PCA
- ◇ PLANAHEAD
- ◇ RESERVE
- ◇ SENIOR
- ◇ SENSITIVITY
- ◇ TAXI
- ◇ TRAINING
- ◇ TRAVEL
- ◇ VAN
- ◇ WCAA
- ◇ WEEKENDWHEELS
- ◇ WHEELCHAIR





Senior Medicare Patrol

will be scheduling new training events for SMP team Volunteers in the coming months ... please call for an interview & orientation at 1-203-757-5449, ext. 127

Senior Medicare Patrol Volunteer Opportunities!!!

Call 1-203-757-5449, ext.127.

<p>Administration & Distribution</p> <p>Participate in office projects, distribute SMP materials to senior centers, assemble supplies for community events and seek out volunteer opportunities for other volunteers.</p> 	<p>Presentations</p> <p>Promote the SMP program through presentations at local gatherings like clubs, support groups, retiree associations, or anywhere seniors gather.</p> 	<p>Community Events & Health Fairs</p> <p>Attend community events to distribute SMP materials, answer basic questions about SMP, and refer seniors to other resources.</p> 
<p>Complex Interactions</p> <p>Gather facts from beneficiaries, healthcare providers, insurance companies, & Medicare surrounding beneficiary issues to aid in problem solution.</p> 	<p>Connecticut SMP Empowering Seniors To Prevent Healthcare Fraud 1-800-994-9422</p>	<p>Individual Interactions</p> <p>Meet with beneficiaries to help them understand Medicare Summary Notices</p> 

This project was supported, in part by grant number 90MPPG0044, from the U.S. Administration for Community Living, Department of Health and Human Services and is administered by the CT Department of Aging & Disability Services



The SMP offers volunteers an opportunity to make an important difference in their communities to ensure that the Medicare program will be protected for future generations.

CONTACT YOUR LOCAL SENIOR MEDICARE PATROL NOW TO GET STARTED!

SMP SCAM WATCH: COVID-19 VACCINE SURVEY

Be on the Lookout for COVID-19 Survey Scams

- Legitimate surveys won't offer money, gifts, or any incentive to them.
- Legitimate surveys won't include urgency such as "you must take this survey in the next hour or it will expire."
- Check links by hovering over them. If they seem long and suspicious, don't click them.
- Check logos, language, and phone numbers. If anything seems "doctored" or does not match what you see on legitimate vaccine provider site, don't click any provided links.

Contact the SMP to report Medicare fraud, errors, or abuse at 877.808.2468 or at smpresource.org.

TELEHEALTH FRAUD

REPORT POTENTIAL TELEHEALTH FRAUD, ERRORS, OR ABUSE IF:

- You receive an unsolicited phone call from someone wanting to verify your pain symptoms
- You receive an unsolicited phone call from someone wanting to verify your family history of cancer.

Medicare will cover telehealth services that are performed via an interactive, two-way telecommunication system.



1800-994-9422
Supported by grant # 90MPPR0002 from ACL

WELCOME BACK SENIORS

Here is some excellent news; Waterbury Senior Center is open. The days and hours are Monday-Friday, 9 am-2 pm. Although things are not entirely back to normal, we are working harder to do so while keeping our members safe. As the BRASS information and benefits specialist, I am happy to announce I am resuming one on one appointments. Appointments are available only on Mondays and Thursdays

Mandates for one-on-one appointments

- *Wearing a mask is mandatory.
- *Unfortunately, no walk-ins at this time
- *Appointments will be limited to an hour.

Schedule an appointment with Paola Vargas



The phone number at the Western CT Area Agency on Aging: 203-757-5449 ext 168

The phone number at the Waterbury Senior Center: 203-574-6746

THANK YOU

The Naugatuck YMCA is providing FREE program to teach older adults how to work electronics, search the web, use cell phones, make family video calls and more!



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

SENIORS STAYING CONNECTED



MONDAY'S 1:00PM-2:00PM

TAKE THE DIFFICULTY OUT OF DEVICES

Seniors Staying Connected is a FREE program where Youth Leaders teach active older adults how to work electronics, search the web, use cell phones, make family video calls and more! Put the fun back into phones, take control of your devices. New iPad's* will be available to rent for FREE.

Learn more at our Welcome Center
(203) 729-9622

2021 CHOICES COUNSELOR TRAINING PROGRAM

August 31, September 10, 14, 17, 21, and 24, 2021
All classes will be virtual

CHOICES Counselor trainings are free for volunteers and \$125 for in-kind professionals. Participants will complete an orientation session, 5 full days of training and pass an online certification exam. Topics include Medicare Parts A, B, C and D, Medigap eligibility, coverage costs, coordination of benefits and transitions from other insurance, cost assistance program for low-income beneficiaries such as MSP, LIS, and Medicaid. Training manuals will be provided.

CHOICES 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 the Medicare beneficiaries in your community, contact Carlyn Mueller at 203-757-5449 Ext. 126. *Individuals who may have a conflict of interest such as insurance agents and brokers are unable to participate.* Registration and interview by your Regional Coordinator are required to attend training.

This project was supported, in part by grant number 90SAP0056, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 2021. 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 Administrations for Community Living policy



DIABETES: Es su vida: Vivala Bien



Nunca es tarde para controlar la diabetes y ser más saludable

Clases de Manejo Personal de la Diabetes

Estará ofreciendo 6 sesiones de información **GRATIS** los Miércoles y han sido efectivas en ayudar a las personas a ser más saludables. Las sesiones son en español.

Comenzando el Miércoles

15 de septiembre—20 de octubre 2021
De 2:00PM – 3:00PM POR TELEFONO

Para más información o para registrarse, llame al
(203) 575-4276

- ¡Las Sesiones son interactivas y divertidas!
- ¡Tarjetas de Regalo para las personas que completan las 6 clases!
- ¡Aprenda información esencial que le ayudará a mejorar su salud!





1-800-994-9422

2021 Benefits Quick Guide (rev. 4/28/21)



Medicare Part A 2021 Premium, Deductibles & Co-pays			2021 Medicare Part B Premiums & Deductibles											
Part A Premium	(30-39 quarters) (< 30 quarters)	\$259 per month \$471 per month	PART B	\$148.50 per month										
Hospital Deductible	(per benefit period deductible)	\$1,484	<u>Those with annual incomes:</u> \$88,001-\$111,000 (single) or \$176,001-\$222,000 (married)		\$207.90 per month (2021) Part D (+ \$12.30 to premium 2021)									
Hospital Co-pays	Days 61-90	\$371 per day	\$111,001-\$138,000 (single) or \$222,001 - \$276,000 (married)		\$297 per month (2021) Part D (+ \$31.80 to premium 2021)									
Lifetime reserve	Days 91-150	\$742 per day	For those over these amounts...		Visit www.ssa.gov									
Skilled Nursing Facility Co-Pay	Days 21-100	\$ 185.50 per day	Part B Deductible	\$203 per year (2021)										
Medicare Savings Program (MSP) effective 3/21			SSA COLA (1/21) 1.3 % 2021 SSI \$794 (one) or \$1191 (couple)											
Program	Status	Income Limit	Status	Income Limit										
QMB (Q01) 211% FPL	Single	\$2,265 / mo	Couple	\$3,064/ mo										
SLMB (Q03) 231% FPL	Single	\$2,480 / mo	Couple	\$3,354 / mo										
ALMB (Q04) 246% FPL	Single	\$2,641 / mo	Couple	\$3,572 / mo										
Medicaid (Husky C) (for those 65+, blind or with a disability)	Single	\$995 (region A) \$885 (reg. B & C) Eff 1/21	Couple	\$1529 (reg. A) \$1420 (reg. B & C) Eff 1/21										
Husky A (160% FPL)	Caretakers w/ children < 19 years		For two	Magi: \$2,323 /mo										
If you qualify for MSP, you will automatically qualify for Extra Help and the lower co-pays for Part D														
Medicare Part D Low Income Subsidy (LIS) for 2021 LIS level 1 CO-PAYS FOR MEDICATIONS: \$3.70 - FORMULARY GENERIC DRUGS \$9.20 - FORMULARY BRAND NAME DRUGS LIS Level 2: Medicaid recipients up ≤ 100% FPL: \$1.30/\$4 Max \$17/mo - No cost sharing during Fed Emergency Medicaid Waiver/perm. SNF--no co-pays (LIS Level 3) 2021 CT LIS Benchmark Premium- \$35.16 2021 \$33.06 base premium to calculate penalty Partial Low Income Subsidy Max Income (1/13/21)/ Assets for Partial Subsidy (1/21)			Medicaid Expanded Benefits (3/21) HUSKY D <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #f1c40f;">Household size</th> <th style="background-color: #f1c40f;">MAGI Monthly Income (138%)</th> </tr> </thead> <tbody> <tr> <td style="background-color: #f1c40f;">1 person</td> <td style="background-color: #f1c40f;">\$1482</td> </tr> <tr> <td style="background-color: #f1c40f;">Couple</td> <td style="background-color: #f1c40f;">\$2,004</td> </tr> </tbody> </table> No asset limit restrictions Age 19-64 without Medicare without children. MAGI income. Apply at www.accesshealthct.com		Household size	MAGI Monthly Income (138%)	1 person	\$1482	Couple	\$2,004	CT Health Insurance Exchange Access Health CT Benefits Center- 1-855-805-4325 www.accesshealthct.com Special Enrollment May 1 – August 15, 2021			
Household size	MAGI Monthly Income (138%)													
1 person	\$1482													
Couple	\$2,004													
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #f1c40f;">LIS ((1/21) Single (150%FPL)</td> <td style="background-color: #f1c40f;">\$1,630*- *Includes \$20 disregard</td> <td style="background-color: #f1c40f;">Assets under \$14,790* (1/21) *includes \$1500 burial</td> </tr> <tr> <td style="background-color: #f1c40f;">LIS Couples</td> <td style="background-color: #f1c40f;">\$2,198*-</td> <td style="background-color: #f1c40f;">Assets under \$29,520*(1/21)</td> </tr> </table>	LIS ((1/21) Single (150%FPL)	\$1,630*- *Includes \$20 disregard	Assets under \$14,790* (1/21) *includes \$1500 burial	LIS Couples	\$2,198*-	Assets under \$29,520*(1/21)	Supplemental Nutrition Assistance Program (SNAP)-eff 10/20 - updated in October Information below is for 60 years old+ or persons with a disability 15% Emerg Covid increase eff 1/9/21 thru June Single person income - \$1968/ mo (w/ Covid: max benefit \$234; min benefit \$16) Couple income – \$2,658/ mo (max benefit \$420; min benefit \$16) No asset limit EXCEPT for members whose gross income is more than income listed above (185% of the FPL). (asset limit over 185%: \$3,500)		DSS applications mailed to: DSS Connect Scanning Center P.O.Box 1320 Manchester, CT 06045-1320 New W-1LTC Medicaid LTSS - send to LTSS Application Centers Or apply online: www.connect.ct.gov Questions only DSS Benefits Line: 1-855-626-6632					
LIS ((1/21) Single (150%FPL)	\$1,630*- *Includes \$20 disregard	Assets under \$14,790* (1/21) *includes \$1500 burial												
LIS Couples	\$2,198*-	Assets under \$29,520*(1/21)												
Partial dual eligible pay deductible of \$92 then 15% copayment up to \$6,550 in 2021 then \$3.70/\$9.20			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #f1c40f;">2021 FPL</td> <td style="background-color: #f1c40f;"><u>Single</u></td> <td style="background-color: #f1c40f;"><u>Couple</u></td> </tr> <tr> <td style="background-color: #f1c40f;">100% FPL</td> <td style="background-color: #f1c40f;">\$1074</td> <td style="background-color: #f1c40f;">\$1,452</td> </tr> <tr> <td style="background-color: #f1c40f;">150% FPL</td> <td style="background-color: #f1c40f;">\$1611</td> <td style="background-color: #f1c40f;">\$2,178</td> </tr> </table>			2021 FPL	<u>Single</u>	<u>Couple</u>	100% FPL	\$1074	\$1,452	150% FPL	\$1611	\$2,178
2021 FPL	<u>Single</u>	<u>Couple</u>												
100% FPL	\$1074	\$1,452												
150% FPL	\$1611	\$2,178												
CT Energy Assistance Program (CEAP) 10/20			Accepting applications through June 15, 2021											
Household Size	60% state median income	*Vulnerable households receive a higher basic benefit: Vulnerable Households include a household member who is age 60+ or a person with a disability, or child under age 6. (basic benefit \$725 up to 100% FPG; \$190 for renters) Crisis Assistance for those unable to secure primary deliverable fuel may be eligible for up to additional \$710.												
1 person	\$37,645	UPDATES: Liquid asset requirements are eliminated for the rest of the program year												
2 people	\$49,228	Households with a member who is responsible for paying for heat and is receiving DSS cash or SNAP benefits are categorically eligible for CEAP. Last day to apply is June 15, 2021												
3 people	\$60,811	www.ct.gov/staywarm - (download & email/mail applications) 211												
4 people	\$72,394	Deliverable fuel deliveries extended to Thursday, May 20, 2021												
5 people	\$83,977													
6 people	\$95,560													

Supported by grants 1802CTMIDR/90SAPG068 from the U.S. Administration for Community Living, Department of Health & Human Services, Wash D.C.



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>

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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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CONTACT:

For questions, comments or suggestions, feel free to call us at: 203-757-5449 or 1-800-994-9422.

You can also visit our website at: www.wcaaa.org.

Items of interest, Medicare news, caregiver issues etc., are posted as updates.

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NOTE:

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Thank you.