



WCAAA

INSIDER

Western Connecticut Area Agency on Aging

AUGUST – SEPTEMBER 2022

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2023 MEDICARE OPEN ENROLLMENT

*Is Right Around the Corner and
You Need to be Prepared!*

**WCAAA is HERE to help you
navigate & understand
your options.**

We are just a phone call away:
203-757-5449



More on
Page 7

**The WCAAA office will be closed on
Monday September 05, 2022 in observance of Labor Day.**



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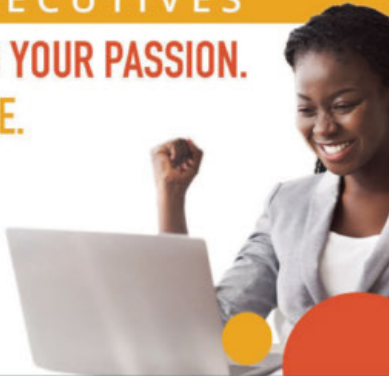
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MEET THE BRASS TEAM



BRASS is a collaboration of The City of Waterbury, Connecticut Community Foundation, & Western CT Area Agency on Aging

working together to engage Waterbury residents ages 60+, by offering a range of opportunities and programs to help our city become a great place to grow old.

The BRASS Team

Mira Levasseur
Interim Wtby. Municipal Agent for the Elderly & Wtby. Senior Center Director

Gisela Medina - BRASS Program Coordinator

Irma Colon - BRASS Information & Benefits Specialist.

Do you need help voicing your concerns? Let Mira be your advocate. Call here at The Waterbury Senior Center: 203-574-6746

Are you interested in attending social events, wellness, fitness, arts, music, and technology classes for FREE? You can reach Gisela at the Waterbury Senior Center (203) 574-6746. You can also contact her via e-mail at: Gmedi-na@wcaa.org

If you have difficulty accessing important benefit information, contact Irma. She will meet one-on-one with clients to do a benefits checkup or help fill out applications, as well as find programs that can help pay for medications, health care, food, utilities, & more. Contact her at WCAAA 203-757-5449 X 168 or at the Waterbury Senior Center (203) 574-6746 or Icolon@wcaa.org



WESTERN CT AREA AGENCY ON AGING
An Aging and Disability Resource Center



LIVE WELL

WANT TO JOIN US FOR A LIVE WELL WORKSHOP?

We have free, six-week Live Well telephone workshops starting up every month for chronic pain, diabetes (in English and Spanish) & chronic conditions.

Books & other materials will be mailed out and are yours to keep. You can connect to the weekly one-hour groups calls on any kind of phone from the comfort of your own home!

For more information, contact Debby Horowitz, Live Well Regional Coordinator, at dhowitz@wcaa.org or 203-757-5449 x 125.

Live Well Participants Tell Us Their Thoughts



"I'm glad I attended the six week Live Well with Chronic Conditions workshop. It made me change my thoughts and rearrange my daily activities. I even spent more time getting house projects complete! I enjoyed sharing thoughts with others in the group and hearing how they cope with their daily life situations. I came away with good feelings and was happy to get different perspectives and ideas on a healthy life. I will refer often to the "Living a Healthy Life with Chronic Conditions" book which I received. Thank you!" L.K., Southbury



"I want to thank the leader for her knowledge and manner of presenting the information regarding diabetes. She was non-threatening and encouraging, especially making sure everyone participated. I learned the importance of label reading, ingredients in meal planning, and portion control. Taking charge of our action plans resulted in more positive activity planning, and thinking positive was certainly a plus! The book we received is a treasure of information, for which I am grateful." -A.C., Waterbury



"I enjoyed the Live Well with Diabetes classes very much. My brain needs all the nourishment I can give it. I learned so much, and the gift card will nourish my body. Thank you very much!" -C.N., Torrington



"The Live Well workshop provided me with new tools for resolving many of the issues and emotions presented by living with chronic pain. Of most importance to me was the emotional support provided to all class members, reminding and empowering us to take control of a part of our lives that seemed out of reach. I personally am once again finding a positive and hopeful attitude not only for today, but the future as well." -J.G., Waterbury

*Take Control
Feel Better | Energize | Live | Enjoy*



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my Social Security How to Create an Online Account

You can create a personal *my* Social Security account to access your *Social Security Statement*, check your earnings, and get your benefit estimates.

If you receive benefits, you can also:

- Get your benefit verification letter.
- Change your address and phone number.
- Start or change your direct deposit.
- Request a replacement Medicare card.
- Get a replacement SSA-1099 or SSA-1042S for tax season.
- Opt out of notices available online.

Even if you do not currently receive benefits, you can:

- Check the status of your application or appeal.
- Get a benefit verification letter stating that you:
 - Never received Social Security benefits, Supplemental Security Income (SSI), or Medicare...
 - Received benefits in the past, but do not currently receive them (The letter includes the date your benefits stopped and how much you received that year.)
 - Applied for benefits but haven't received a decision yet.

In most states, you can request a replacement Social Security card online using your personal *my* Social Security account if you meet certain requirements.

Create your personal *my* Social Security account

We modernized how you sign up for a personal *my* Social Security account. Instead of creating a username and password that can only be used with Social Security, all new *my* Social Security customers will now create a credential with our credential partner Login.gov. This provides an alternative method for people to access *my* Social Security.

To create a personal *my* Social Security account, you must be at least 18 years old and have a:

- Valid email address.
- Social Security number (SSN).
- U.S. mailing address¹ (includes military addresses, APO/FPO/DPO, AE, AP, or AA).

Once you have a valid email address, you are ready to create your personal *my* Social Security account. When you visit www.ssa.gov/myaccount, select the "Create an Account" button.

Please note, if you already have a Login.gov or ID.me account, you can select the appropriate button to sign in with either one and access your personal *my* Social Security account. If you have previously verified your identity with Login.gov or ID.me, you do not need to verify your identity again with us.

If you don't have a Login.gov or ID.me account, select the "Create an Account" link to start this one-time registration process. If you create a new Login.gov credential, we will still complete the identity verification part, so you will need to provide some personal information to us. You will also receive an activation code from us to complete the process.

Using your activation code to finish creating your *my* Social Security account

You will receive an activation code to complete the process of creating your personal *my* Social Security account. You only have to do this part once. You are given the option to select whether to receive your activation code by postal mail, text message, or automated voice phone call if we can verify at least one of these options.

¹ Customers who have a foreign address can register and sign in with ID.me to access *my* Social Security. Select "Sign In with ID.me" to do so.

If you receive your activation code via text message or phone call, you can finish creating your account right away. If you receive your code by mail you will need to go to www.ssa.gov/myaccount and select "Finish Setting Up Your Account" after receiving the code. After successfully creating your account, you are redirected to the *my* Social Security Teams of Service screen prior to accessing your account

Frequently
Accessed Online
Services
www.ssa.gov

Get Your Benefit Verification Letter

You can *instantly* view, print, or save your official Benefit Verification Letter to show proof you do or do not receive benefits.

www.ssa.gov/myaccount/proof-of-benefits.html



Get Copy of Your SSA-1099 Tax Form

You can *instantly* view, print, or save a copy of your SSA-1099 or SSA-1042S if it was lost or you did not receive it.

www.ssa.gov/myaccount/replacement-SSA-1099.html



Get Your Social Security Statement

You can *instantly* view, print, or save a copy of your *Social Security Statement*. Your *Statement* shows your estimated future benefits based on your actual earnings history and is a great way to plan for your future.

www.ssa.gov/myaccount/statement.html



Change Your Address

If you are receiving Social Security benefits or are enrolled in Medicare, you can change your address and phone number.

www.ssa.gov/myaccount/change-of-address.html



Set Up or Change Direct Deposit

You can set up or change your direct deposit if you already receive Social Security benefits and you have a bank account.

www.ssa.gov/myaccount/direct-deposit.html



Check Status of Your Application or Appeal

You can *instantly* check the status of your application for Social Security benefits or Supplemental Security Income (SSI), or the status of your pending reconsideration or hearing request.

www.ssa.gov/myaccount/application-status.html



Request Replacement Social Security Number Card

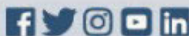
You can request a replacement Social Security number (SSN) card if it was lost or stolen. If you're only requesting a replacement card, and no other changes, using your personal *my* Social Security account is a good option. Keep in mind that in many cases, even if you lost your card, you may not need a replacement. In most cases, simply knowing your SSN is enough. But if you do need a replacement, we make it easy.

www.ssa.gov/myaccount/replacement-card.html



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SSA.gov



Social Security Administration

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April 2022 (Recycle prior editions)

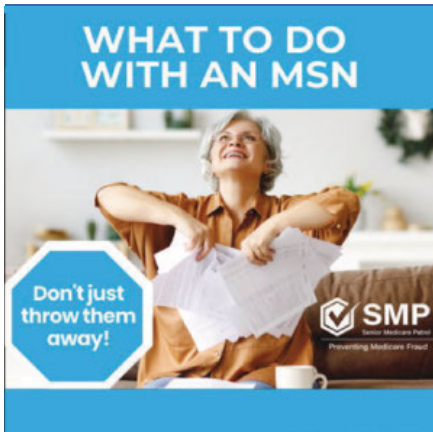
my Social Security — How to Create an Online Account
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THE SENIOR MEDICARE PATROL IS EXPANDING!



- Review*
- Online at Medicare.gov
 - Mailed version
- Identify*
- Claims you didn't receive
 - Providers you didn't see
- Resolve*
- Call the provider
 - Call the SMP

Here at the *Western CT Area Agency on Aging (WCAAA)*, SMP has been so vigilant by successfully handling billing errors and possible fraud cases that our program is now expanding and going statewide!

WHAT DOES THIS MEAN?

We will of course continue our work in the 41 towns we normally cover. But now, all statewide cases known as SMP *“Complex Interactions”* from all our sister area agencies on agency in Connecticut will refer their cases to our office here at *WCAAA*.

WHAT TYPES OF CASES DOES SMP HANDLE?

Complicated ones, known as *Complex Interactions*.

Never throw away your **MSN (Medicare Summary Notice)** or an **EOB (Explanation of Benefits)** if you have a separate private insurance plan (known as **Medicare Advantage**). SMP must look at what was paid out on your behalf and MSNs and EOBs are the *primary documents reviewed* to determine fraud or errors in billing. In north-western Connecticut these are some of our notable cases: beneficiary received a box of braces she never ordered but Medicare was bill and she received a \$1000 co-payment bill; several hospitals billed beneficiaries incorrectly when Medicare denied payment because of hospital coding errors; ambulance services billing beneficiaries directly because Medicare deemed it not “medically necessary” or “medically reasonable;” and Medicare Advantage plans promising dental re-imbursements in their plans and then never paying up. And one of the most common billing disputes reported to SMP are Providers billing beneficiaries directly even though our clients were in the federal **QMB (Qualified Medicare Beneficiary) Medicare Savings Program (MSP)**. These cases are usually quickly resolved as either 1) a new Provider was never given the **Connecticut grey CONNECT card** to properly bill the state, or 2) the Provider did not take Medicare or Medicaid and was never asked beforehand whether they accept either by the beneficiary. SMP works on all types of cases, some easily resolved, but many may take months to eventually close. At a minimum, if it is not an error in billing and not fraud, we educate Medicare beneficiaries in understanding why a bill may be valid. So if you have a question about a questionable bill ... or suspect possible Medicare fraud ...

PLEASE CALL A SENIOR MEDICARE PATROL COUNSELOR AT WCAAA AT 1-800-994-9422.

WHAT IS A “COMPLEX INTERACTION?”

When someone first contacts Senior Medicare Patrol with a complaint, *“Complex Interaction Specialists”* help you report claims of suspected errors (e.g., billing), fraud and abuse ... and support and assist beneficiaries until final resolution of the case. SMP *Complex Interaction Specialists* collect information and perform extensive research to determine how to proceed with each individualized case. Our next year will be an exciting one, as Senior Medicare Patrol will be assisting and resolving cases throughout Connecticut, and ensuring that Medicare beneficiaries know where to turn if they have a complaint about a billing error or suspect they may have been a victim of fraud.

Submitted by Audrey Cole, SMP Coordinator

PLEASE CALL 1-800-994-9422 WITH YOUR MEDICARE QUESTION OR COMPLAINT.

RECEIVE AN UNEXPECTED CALL?

Ask for their name and call them back!

Do not give out personal information to someone who calls you.

Here are the phone numbers to verify:

MEDICARE
1-800-633-4227

SOCIAL SECURITY
ADMINISTRATION
1-800-772-1213

IRS
(INTERNAL REVENUE
SERVICE)
1-800-829-1040



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2023 MEDICARE OPEN ENROLLMENT



Medicare plans change each year – know your costs and benefits for 2023!
CHOICES Counselors provide free, unbiased information and enrollment assistance.

Contact the Western CT Area Agency on Aging today to speak with a Certified CHOICES Counselor
Local (203) 757-5449
In State Toll Free: (800) 994-9422

In Connecticut, when it comes to Medicare

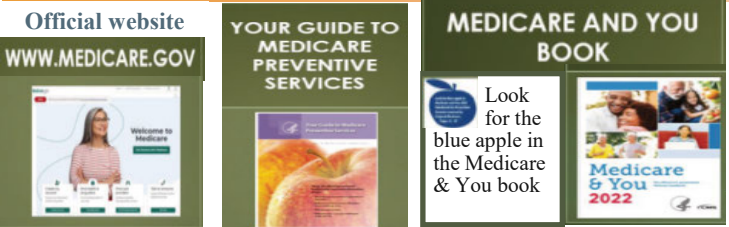
You Have CHOICES



This project was supported, in part by grant number 90SAPG0068 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.

Learn About Preventive Services You May Be Eligible to Receive

Preventive services are designed to keep you healthy. Medicare Part B covers many preventive services such as exams, shots, lab tests and screenings with no cost-sharing provided you meet the eligibility requirements. The following resources will help you understand the importance of preventive services & review eligibility requirements



PREVENTIVE HEALTH IS IMPORTANT EVEN IF YOU DON'T FEEL SICK!

Call the CHOICES department at WCAAA at 1-203.757.5449 or 1 800.994.9422 to have a Certified CHOICES Counselor review those preventive services with you.

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.

2022 CHOICES New Team Member Trainings

CHOICES, Connecticut's State Health Insurance Assistance Program (SHIP), is accepting applications for our 2022 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 & Disability Services State Unit on Aging in partnership with CT's five Area Agencies on Aging & 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 take an online certification exam.

TRAINING TOPICS INCLUDE: Medicare Parts A, B, C and D, Medigap, eligibility, coverage, costs, appeals, coordination of benefits, 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, Open Enrollment Counselor, Information Distributor, Administrative Support, Exhibitor, & 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 or brokers are unable to participate in the trainings.

****Registration, Screening and Approval by Regional Coordinator Required to Attend Training****

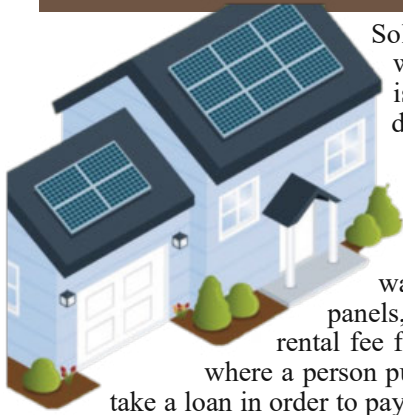
****ALL 2022 SESSIONS WILL BE VIRTUAL****

HOST AGENCIES	DATES AND REGISTRATION INFO
Senior Resources Agency on Aging & Agency on Aging of South Central CT (AoASCC)	ORIENTATION: Aug 30, 9am-12pm
	TRAINING DATES: Sept 13, 15, 20, 22, and 27; 9am-4pm
	CONTACTS: Laura Crews (Senior Resources) at 860-887-3561 or ljcrows@seniorresourcesec.org Leslie Pruitt (AoASCC) at 203-785-8533 x3165 or lpruitt@aoascc.org



This project was supported, in part by grant number 90SAPG0068, 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.

SOLAR PANEL SCAM ALERT! DON'T GET SWINDLED



Solar Energy is **not** free! There are sales agents telling people that we can install your solar panels for free. What they really mean is that the company will install your solar panels for no money down.

WCAAA is experiencing calls coming from those in the community stating they were told they were getting solar energy for free, when they are actually being misled by salesmen telling them that installation is free. Solar energy has several different ways of working. In some cases, the Solar company installs the panels, but retains ownership of the system and the consumer pays a rental fee for the system each month. There are also ownership programs, where a person purchases the system. This can be expensive and may need one to take a loan in order to pay for ownership of the system. They are then making payments on the loan and for the electricity until it is paid off.

The pro of solar energy is that it may increase the value of your home. You may get tax benefits for opting to use this system, and if you have excess energy, it may be sold to the utility company. Cons are clean energy may depend upon where you live. The system may not work well in some areas. Secondly, it may take a while to pay off the loan, so the system could be expensive until it is paid in full.

Solar Energy is not a quick fix idea that you make over the phone. If an agent calls trying to sell you a free system, then if you have interest tell them to send you information on their system. Also, check on which are considered the best and most reliable systems. Finally, figure out how long it would take you to pay off the loan before you reap the benefits.

PLEASE DON'T COMMIT TO ANYTHING OVER THE PHONE WITHOUT DOING YOUR RESEARCH.

Submitted by: Darylle Willenbrock- WCAAA Staff

There are many references to where WCAAA obtained this information. Text is available under the Creative Commons Attribution-ShareAlike License 3.0

ATTENTION!



Starting July 16, **ANYONE** across the U.S. experiencing:

- ◇ a mental health,
- ◇ substance use or
- ◇ suicide crisis

can call or text 988 or chat with the Lifeline at **988lifeline.org** and be connected to trained crisis counselors for 24/7 free and confidential support.

YOUR HEALTHIEST SELF: EMOTIONAL WELLNESS CHECKLIST

Emotional wellness is the ability to successfully handle life's stresses and adapt to change and difficult times. Here are tips for improving your emotional health:

To develop a more positive mindset:

- Remember your good deeds.
- Forgive yourself.
- Practice gratitude. Create positive emotions by being thankful every day.
- Spend more time with your friends.
- Explore your beliefs about the meaning and purpose of life.
- Develop healthy physical habits.

To develop a more positive mindset:

- Remember your good deeds.
- Forgive yourself.
- Practice gratitude. Create positive emotions by being thankful every day.
- Spend more time with your friends.
- Explore your beliefs about the meaning and purpose of life.
- Develop healthy physical habits.

To get better quality sleep:

- Go to bed and get up each day at the same time.
- Sleep in a dark, quiet place.
- Exercise daily.
- Limit the use of electronics.
- Relax before bedtime.
- Avoid alcohol before bedtime and stimulants like caffeine or nicotine.
- Consult a health care professional if you have ongoing sleep problems.

To help manage your stress:

- Get enough sleep.
- Exercise regularly.
- Build a social support network.
- Set priorities.
- Show compassion for yourself.
- Try relaxation methods.
- Seek help.

To be more mindful:

- Take some deep breaths in through your nose to a count of 4, hold for 1 second and then exhale through the mouth to a count of 5. Repeat often.
- Enjoy a stroll, notice the sights around you.
- Practice mindful eating. Be aware of each bite and when you're full.
- Be aware of your body. Do a mental scan, bring your attention to how each part feels.
- Find mindfulness resources, including online programs.

To help cope with loss:

- Take care of yourself.
- Talk to a caring friend.
- Try not to make any major changes right away.
- Join a grief support group.
- Consider professional support.
- Talk to your doctor if you're having trouble with everyday activities.
- Be patient. Mourning takes time.

To build healthy support systems:

- Build strong relationships with your kids.
- Get active and share good habits with family and friends.
- If you're a family caregiver, ask for help from others.
- Join a group focused on a favorite hobby, such as reading, hiking, or painting.
- Take a class to learn something new.
- Volunteer for things you care about in your community, like a community garden, school, library, or place of worship.
- Travel to different places and meet new people.



National Institutes of Health

For other wellness topics, please visit www.nih.gov/welnesstoolkits





"It's Your Life...Live It Well"

Take Control

Feel Better

Energize

Live

Enjoy



FREE! Diabetes Telephone Workshop

FREE Diabetes Self-Management Telephone Workshop from Home!

Learn about diabetes & pre-diabetes including:

- What to eat
- Low and high blood sugar
- Guidelines for when you're sick
- Tips for dealing with stress
- How to set small and achievable goals

These are just some of the topics covered in a free weekly one-hour group telephone call for 6 weeks with a trained Live Well Leader!

Class size is limited, so register early!



Free books for all & a \$25 gift card for workshop completers!

Tuesdays from 6-7pm
September 6 – October 11, 2022

To register, call 203-757-5449 x 125 or email Debby at dhorowitz@wcaa.org



Live Well is an evidence based self-management workshop developed at Stanford University. This program is supported by funds made available for the Centers for Disease Control and Prevention, Office of State, Tribal, Local and Territorial Support under grant DP13-105. Generous support is also provided by the Connecticut Community Foundation.



Sponsored by the Western Connecticut Area Agency on Aging, Connecticut State Unit on Aging & Connecticut Department of Public Health. Additional support is also provided by the Connecticut Community Foundation.

STUFFED PEPPERS

Stuffed peppers with ground beef and rice are topped with a seasoned tomato sauce.



Prep: 5 mins
Cook: 1hr 25 min
Total: 1hr 30mins
Servings: 6
Yield: 6 stuffed peppers

Ingredients

- ◇ 1 cup cold water
- ◇ ½ cup uncooked long grain white rice
- ◇ 1 tablespoon vegetable oil
- ◇ 1 pound ground beef
- ◇ 6 medium green bell peppers
- ◇ 16 ounces tomato sauce, divided
- ◇ 1 tablespoon Worcestershire sauce
- ◇ ¼ teaspoon garlic powder
- ◇ ¼ teaspoon onion powder
- ◇ salt and ground black pepper to taste
- ◇ 1 teaspoon Italian seasoning

1. Prepare the Rice and Beef

Cook rice until tender in a covered saucepan. Meanwhile, cook ground beef in a skillet until browned and crumbly.

2. Stuff the Peppers

Hollow the bell peppers by cutting off the tops and scooping out the seeds and membranes. Arrange the peppers in a single layer in a baking dish. Stuff the peppers with a prepared filling of rice, ground beef, tomato sauce, Worcestershire sauce, garlic powder, onion powder, salt, and pepper. Top each filled pepper with a mixture of tomato sauce and Italian seasoning.

3. Bake

Bake until the peppers are tender, basting with sauce every 15 minutes.

How Long to Cook Stuffed Peppers? These stuffed peppers use cooked ground beef, so they should be fully baked within an hour. You'll know they're done when the peppers are tender. The whole recipe, including prep time, should come together in about 90

Submitted by: Deb Kaszas - WCAA Staff
Resource: <https://www.allrecipes.com/recipe/16330/stuffed-peppers/>

Nutrition Facts | **Per Serving:** 248 calories; protein 16g; carbohydrates 25.6g; fat 9.4g; cholesterol 45.9mg; sodium 563.6mg

CITY OF WATERBURY

FARMERS' MARKET

ALL LOCATIONS ARE OPEN TO EVERY TYPE OF CUSTOMER AND EACH LOCATION ACCEPTS CASH, CREDIT/DEBIT, SNAP, AND FARMER'S MARKET NUTRITION PROGRAM COUPONS FOR SENIOR CITIZENS AND WIC HOUSEHOLDS.

BRASS CITY REGIONAL FOOD HUB

359 Mill Street,
Tuesday, Wednesday and Friday 9 a.m. - 1 p.m.,
Saturday 9:30 a.m. - 12:30 p.m. (nearly year-round)

*This location will remain open even when remote markets are taking place and we continue to welcome our customers to pre-order their deliveries/pickups, especially for baked goods and dairy items which have limited transportability to our remote locations.

WATERBURY SENIOR CENTER

1985 East Main Street,
Tuesdays July 12th - November 29th
from 10:00 a.m. - 11:30 a.m.

THE WATERBURY GREEN

1 W Main Street,
Thursdays July 14th - November 17th
from 9:00 a.m. - 1:00 p.m.

*Senior coupons can be redeemed until November 30, 2022

BRASS CITY HARVEST

OUR FUTURE IS GROWING

@brasscityharvest

QUESTIONS: CALL (203)-759-7171

WWW.BRASSCITYHARVESTWATERBURY.COM

HOMEBOUND & NEED A COVID 19 VACCINE?

HOMEBOUND COVID-19 VACCINATION PROGRAM

If you or someone you know is homebound and would like the COVID-19 vaccine, please register for a homebound vaccination by calling:

(203) 574-6780 ext. 4681

Waterbury 3-1-1 Hotline Information:

The City of Waterbury has an info line for people who may have general questions related to (COVID19): Call 3-1-1.

This is a non-emergency telephone number that Waterbury residents can dial for information regarding municipal services to the City of Waterbury.




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 HealtheVet 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 HealtheVet 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 HealtheVet, 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.



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 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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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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Thank you.