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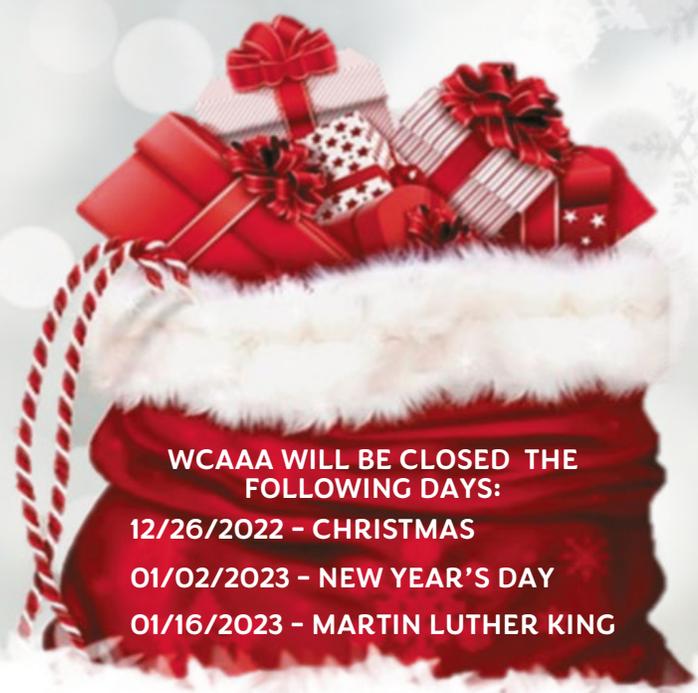
INSIDER

Western Connecticut Area Agency on Aging

DEC. 2022 - JAN. 2023



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WCAAA WILL BE CLOSED THE FOLLOWING DAYS:
12/26/2022 - CHRISTMAS
01/02/2023 - NEW YEAR'S DAY
01/16/2023 - MARTIN LUTHER KING

We wish you a safe, warm and happy holiday season full of memories to last!



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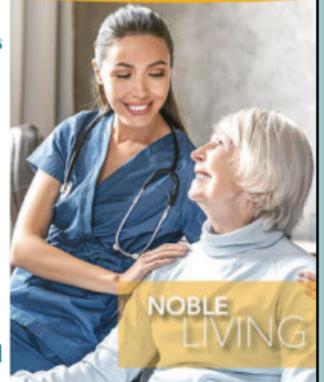


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Western CT Area Agency on Aging

06-5310

SOCIAL SECURITY BENEFITS INCREASE IN 2023

Approximately 70 million Americans will see a 8.7% increase in their Social Security benefits and Supplemental Security Income (SSI) payments in 2023. On average, Social Security benefits will increase by more than \$140 per month starting in January.

Federal benefit rates increase when the cost-of-living rises, as measured by the Department of Labor's Consumer Price Index (CPI-W). The CPI-W rises when inflation increases, leading to a higher cost-of-living. This change means prices for goods and services, on average, are higher. The cost-of-living adjustment (COLA) helps to offset these costs.

We will mail COLA notices throughout the month of December to retirement, survivors, and disability beneficiaries, SSI recipients, and representative payees. But if you want to know your new benefit amount sooner, you can securely obtain your Social Security COLA notice online using the Message Center in your personal [my Social Security account](#). You can access this information in early December, prior to receiving the mailed notice. Benefit amounts will not be available before December. Since you will receive the COLA notice online or in the mail, you don't need to contact us to get your new benefit amount.

If you prefer to access your COLA notice online and not receive the mailed notice, you can log in to your personal [my Social Security account](#) to opt out by changing your Preferences in the Message Center. You can update your preferences to opt out of the mailed COLA notice, and any other notices that are available online.

Did you know you can receive a text or email alert when there is a new message waiting for you? That way, you always know when we have something important for you – like your COLA notice. If you don't have an account yet, you must create one by November 15, 2022 to receive the 2023 COLA notice online.

“Medicare premiums are going down and Social Security benefits are going up in 2023, which will give seniors more peace of mind and breathing room. This year's substantial Social Security cost-of-living adjustment is the first time in over a decade that Medicare premiums are not rising and shows that we can provide more support to older Americans who count on the benefits they have earned,” Acting Commissioner Kilolo Kijakazi said.

January 2023 marks when other changes will happen based on the increase in the national average wage index. For example, the maximum amount of earnings subject to Social Security payroll tax in 2023 will be higher. The retirement earnings test exempt amount will also change in 2023.

To receive courtesy notifications, choose email or text under “Message Center Preferences”

Source: https://blog.ssa.gov/social-security-benefits-increase-in-2023/?utm_medium=email&utm_source=govdelivery

Why Create *my Social Security* online account?

Create your personal *my Social Security* account today and Be among the first to know!

It's quick! Your personal *my Social Security* account gives you immediate access to important information and tools, putting you in control of your time!

It's secure: We're committed to using the best technologies available to protect your personal information; extra security measures keep you safe and secure.

It's easy: We make signing up for your personal *my Social Security* account convenient so you can skip the trip!

A free and secure *my Social Security* account provides personalized tools for everyone, whether you receive benefits or not. You can use your account to request a replacement Social Security card, check the status of an application, estimate future benefits, or manage the benefits you already receive.

What can you do with a *my Social Security* account?

• Request a replacement Social Security card
If you are not receiving benefits:

- Get personalized retirement benefit estimates
- Get estimates for spouse's benefits
- Get proof that you do not receive benefits
- Check your application status
- Get your *Social Security Statement*

If you are receiving benefits:

- Set up or change direct deposit
- Get a Social Security 1099 (SSA-1099) form
- Opt out of mailed notices for those available online
- Print a benefit verification letter
- Change your address

Source: https://www.ssa.gov/myaccount/?gclid=CjwKCAiAjs2bBhACEiwALTBWZQNT7UOgmzmEcHXzHohtio0A-jmtqszymOq7zaxcV0-35BOfDIKKxBoC75IQAvD_BwE



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AGING IN PLACE, AGING AT HOME...

"The stairs are getting so hard to climb." | "Since my wife died, I just open a can of soup for dinner" | "I've lived here 40 years. No other place will seem like home."

These are common issues for older people. You may share the often-heard wish — "I want to stay in my own home!" The good news is that with the right help you might be able to do just that. Staying in your own home as you get older is called "aging in place." This article contains suggestions to help you find the help you need to continue to live independently.

PLAN AHEAD	The first step is to think about the kinds of help you might want and need... One way to begin planning is to look at the health condition, that you or your spouse might have. Talk with your doctor about how these health problems could make it hard for someone to get around or take care of him- or herself in the future.
Meals	Worried that you might not be eating nutritious meals or tired of eating alone? Sometimes you could have a potluck dinner with a group of friends. Find out if meals are served at a nearby senior center or house of worship. Meal delivery programs are also available, they bring hot meals into your home, contact your local Area Agency on Aging to learn.
Money management.	Volunteers & financial counselors can help. Your local Area Agency on Aging, can help you understand insurance forms and complete applications. If you use a computer, you could pay your bills online. Some billing companies offer auto pay options. Be careful to avoid money scams. Never give sensitive information to someone on the phone or in response to an email. Always check all bills, including utility bills, for charges you do not recognize.
Health care	Do you forget to take your medicine? Devices are available to remind you when it's time for your next dose. Have you just gotten out of the hospital & still need nursing care at home for a short time? The hospital discharge planner can help you make arrangements, & Medicare might pay for a home health aide to come to your home. If you can't remember your doctor's recommendations try to have someone go with you or ask the doctor to put recommendations in writing.
Getting around at home and in town	Are you having trouble walking? Perhaps a walker would help. If you need more, think about getting an electric chair or scooter. These are sometimes covered by Medicare. Do you need someone to go with you to the doctor or shopping? Volunteer escort services may be available. If you are no longer driving a car, find out if there are free or low-cost public transportation and taxis in your area. To learn about resources in your community, contact Eldercare Locator at 800-677-1116 or https://eldercare.acl.gov , or your local Area Agency on Aging.
Safety concerns.	Are you worried about crime in your neighborhood, physical abuse, or losing money as a result of a scam? Talk to the staff at your local Area Agency on Aging. If you live alone, are you afraid of becoming sick with no one around to help? You might want to get an emergency alert system. You just push a special button that you wear, and emergency medical personnel are called. There is typically a monthly fee for this service.
Housing concerns	Would a few changes make your home easier and safer to live in? Think about things like a ramp at the front door, grab bars in the tub or shower, nonskid floors, more comfortable handles on doors or faucets, and better insulation. Sound expensive? You might be able to get help paying for these changes. Check with your local Area Agency on Aging, state housing finance agency, welfare department, community development groups, or the federal government.
Be prepared for a medical emergency	If you were to suddenly become sick and unable to speak for yourself, you probably would want someone who knows you well to decide on your medical care. To make sure this happens, think about giving someone you trust permission to discuss your health care with your doctor and make necessary decisions. Learn about health care advance directives. Talk with your doctor about whether you should get a medical alert ID bracelet or necklace.

RESOURCES TO HELP YOU AGE IN PLACE

Reach out to people you know. Family, friends, and neighbors are the biggest source of help. Talk with those close to you about the best way to get what you need. If you are physically able, think about trading services with a friend or neighbor.

Look into Federal Government sources. The federal government offers many resources for seniors. Longtermcare.gov, from the Administration for Community Living, is a good place to start.

Eldercare Locator: 800-677-1116 | eldercarelocator@n4a.org | <https://eldercare.acl.gov>

Centers for Medicare & Medicaid Services: 800-633-4227 | 877-486-2048 (TTY) | <https://www.cms.gov> | www.medicare.gov

USAgging: 202-872-0888 | info@uasging.org | www.usaging.org

Department of Housing and Urban Development: 202-708-1112 | 202-708-1455 (TTY) | <https://www.hud.gov/>

Low Income Home Energy Assistance Program: National Energy Assistance Referral Hotline (NEAR): 866-674-6327 | energyassistance@ncat.org | <https://liheapch.acf.hhs.gov/help>

National Resource Center on Supportive Housing and Home Modifications: 213-740-1364

U.S. Department of Veterans Affairs (VA): If you are eligible for benefits from the VA, you might be able to receive medical care in your home. In some areas, they offer homemaker/ home health aide services, adult day health care, and hospice. To learn more, visit www.va.gov. Call the VA Health Care Benefits number, **877-222-8387** or contact the VA medical center nearest you.

TO READ FULL ARTICLE PLEASE VISIT: <https://www.nia.nih.gov/health/aging-place-growing-older-home>,

Submitted by: Deb Kaszas—WCAAA Staff

YOU MAY BE ABLE TO LOWER THE COST OF YOUR PRESCRIPTION DRUGS

You may be eligible for the Part D Low-Income Subsidy Program (LIS), also known as Extra Help. This Federal program helps pay for a Medicare beneficiary's out of pocket expenses for their prescription drug coverage including premiums (up to \$36.27 for CT), deductibles, and coinsurances. To benefit from this program, one must enroll in a Part D prescription drug plan and your drugs must be on the plan's formulary (list of drugs covered by your plan). Depending upon one's income and assets, a beneficiary could be eligible for either full extra-help or partial extra-help. The difference between the two is the amount of monetary assistance you will receive to help pay for the coverage.

EXAMPLES OF COST SAVINGS ON FULL EXTRA HELP PART D LOW-INCOME SUBSIDY

Type of Financial Assistance Program	Monthly Premium	Generic Drug Cost	Brand Name Drug Cost
Full Medicaid (Husky C)	\$0	\$1.45	\$4.30
Medicare Savings Program	\$0 if under \$36.27	\$4.15	\$10.35
Husky C -receiving Home & Community-Based services; OR Institutionalized	\$0	\$0	\$0

An additional benefit of Extra Help is that it eliminates the Part D late enrollment penalty if you did not enroll in a prescription drug plan when you were first eligible for Medicare. LIS also provides a Special Enrollment Period (SEP) which permits beneficiaries to change plans once a quarter except for the 4th quarter when they can change during Annual Open Enrollment Period (October 15-December 7) and the plan will go into effect January 1 of the upcoming new year. If you enroll in the Medicare Savings program, you are automatically enrolled into LIS.

Some people qualify for Extra Help automatically while others need to apply.

YOU'LL GET EXTRA HELP AUTOMATICALLY IF YOU GET:

- ⇒ Full Medicaid coverage (Husky C)
- ⇒ Help from your state paying your Part B premiums through the Medicare Savings Program
- ⇒ Supplemental Security Income (SSI) benefits from Social Security
- ⇒ You'll get a letter about your Extra Help. It tells you things like how much you'll pay, and your new Medicare drug plan, if you don't have one already.

HOW TO APPLY FOR LIS?

- ◇ • Go online to: www.ssa.gov/extrahelp
- ◇ • Call Social Security at 1-800-772-1213 to apply over the phone or to request an application
- ◇ • Apply at your local Social Security office.

Please note that those Medicare beneficiaries who are enrolled in the Medicare Savings Program are automatically enrolled in LIS with the addition of having their Medicare Part B premium covered by the State which for 2023 will be \$164.90/month. In reviewing 2019 enrollment data on Part D LIS and Medicare Savings programs, the Kaiser Family Foundation found that of the 1.6 million Medicare beneficiaries enrolled in the Part D Low-Income Subsidy, 1.1 million beneficiaries were not enrolled in the Medicare Savings Program but were eligible. Therefore, this group was not benefiting from the addition of having their Part B premium covered.

Please contact the CHOICES Department at WCAA at 203-757-5449 EXT 134 to find out if you might be eligible for either LIS or the Medicare Savings Program.

Submitted by: Amanda Halle, WCAA - Staff

Sources: Medicare: www.Medicare.gov/basics/costs/help/drug-costs

Kaiser Family Foundation: <https://www.kff.org/medicare/issue-brief/help-with-medicare-premium-and-cost-sharing-assistance-varies-by-state/>
 NCOA National Council on Aging: Webinar entitled, Medicare 2023: Changes Affecting Low-Income Beneficiaries, October 31, 2022, Brandy Bauer and Ann Kayrish.



Beware **Medicare Marketing Frauds & Scams**



Medicare Annual Enrollment Period (AEP) has begun!

October 15th to December 7th, 2022 is when Medicare beneficiaries can join, switch, or drop a plan

This is the time when you may receive tons of mailings, texts, and email solicitations urging you to reply. These are NOT from Medicare! They are from private insurance companies (or their agents & brokers)

Some of these private insurers have come under criticism for allegedly aggressive and misleading sales tactics and failing to provide adequate coverage for beneficiaries

In 2021 Senior Medicare Patrol (SMP) saw a 21% increase in marketing complaints over the prior year

<https://www.smpresource.org/News/20221017/567/Be-Aware-of-Misleading-Marketing-Tactics.aspx>

Medicare has conducted “Secret Shopping”

by calling numbers associated with tv ads, mailings, newspaper ads and internet searches and discovered some agents were not complying with current regulation and unduly pressuring beneficiaries, as well as failing to provide accurate or enough information to assist a beneficiary in making an informed enrollment decision

<https://www.documentcloud.org/documents/23168640-cms-memo-101922-medicare-advantage-marketing>

The key is for Medicare beneficiaries to educate themselves before enrolling in any Medicare Advantage plan

Please contact Medicare.gov or 1-800-Medicare to get information on all options in your area during Medicare’s AEP or call your local CT Area Agency on Aging at 1-800-994-9422

Senior Medicare Patrol (SMP) provides information needed to *PROTECT* you from Medicare fraud, errors, or abuse; *DETECT* potential fraud, errors, or abuse; and *REPORT* your concerns

Paid for 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 and Disability Services



New Fairfield Senior Center

Western CT Area Agency on Aging (WCAAA) has long recognized the important role Senior Centers play in communities by serving as a vital resource for older adults. Starting with this issue, the agency will highlight a Senior Center from one of the 41 towns in the agency's catchment area. We are pleased to kick off this series by highlighting the New Fairfield Senior Center.

AN INTERVIEW WITH THE NEW FAIRFIELD SENIOR CENTER DIRECTOR

A couple of weeks ago, I spoke with Kathy Hull, director of the New Fairfield Senior Center and some of the members to learn more about the center. The center is located at 33 Route 37 in a beautiful building of more than 9,000 square feet overlooking Ball Pond Brook. The building also houses the town's Social Services department and has a community room upstairs where town board and commission meetings are held and served as a vaccination clinic for the public during the pandemic.

The New Fairfield Senior Center is open Monday – Thursday from 9 AM – 4 PM and on Friday from 9 AM – 3 PM. Currently, the center has 1985 members of which approximately one third are considered, “active” members. Approximately 75 members use the center daily depending upon the activities offered. There is no membership fee or residency requirement to join the center. The center has two full-time staff, the director, Kathy Hull and the program coordinator, Janet Capozzola, a part-time administrator, Deirdre Bresha and a number of volunteers.



Upon walking into this light-filled building, one can tell immediately that this is a “happening” place by the hustle and bustle of activity. Kathy and her staff's boundless energy and enthusiasm for the center and its members is palpable. On any given day there is an average of 5-10 ...

...activities available to the center's members ranging from Hot Dog bingo, Zumba, Tai Chi, Kayaking, to French language class, Investment club, Quilting, Special Topic lecture, a Men's breakfast club, Women's Book Club, just to name a few.



SMP PRESENTATION



BINGO

Then, there are auditions for an upcoming play, written and directed by a center member. If one likes to travel, the center organizes day trips to local and regional historical sites, Broadway shows in New York City and if you are the adventurer type, you can sign up for a “bucket list” trip to countries like Spain or Ireland. The most popular programs are the exercise classes, monthly bingo and special events.



HALLOWEEN COSTUMES

Members can also avail themselves of the curbside pick-up of bag lunches on Mondays and Wednesday which covers lunch for 4 days of the week.

When I asked how the center fared during the pandemic, Kathy said, “the center was closed on March 13, 2020 and reopened June 7, 2021. The staff (Deirdre, Janet and I) reported as usual. We stayed in touch with members the whole time posting videos on the website, daily e-mails, zoom presentations and classes, and phone calls. Initially, we set many folks up with vaccine appointments which meant creating email accounts for many. Eventually the town used our building as a vaccine clinic for the public.”

In closing, when I asked Kathy what she was most proud of, her reply was, “I'm most proud of the environment that has been created here. We greet all our members warmly and we attempt to assist them in any way we can.

That comes back to us. We have kind and happy participants who enjoy being here together.” Based upon comments provided to me by center members, Kathy has good reason to be proud of the center.

HERE IS WHAT THE SENIOR CENTER MEMBERS SAY...

“People here are great, exercise classes are wonderful. The atmosphere is welcoming and I now volunteer here.” RF, member

“We have the best center in the area because we have the best director, period!” DG, member

“Kathy and her staff are very helpful to us seniors and our son who has health issues.” JH, member

“I like the senior center because I like the socialization. I have developed good friends here.” S, member

“The center is the best thing that ever happened to me.” BD, member

To learn more about the New Fairfield Senior Center Visit:

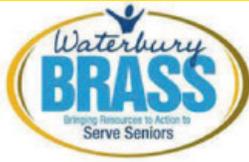
www.newfairfieldseniorcenter.com/

This interview was prepared and conducted by:

Amanda Halle, - WCAAA Staff

ATTENTION SENIOR CENTER DIRECTORS:

Do you have a special project in mind that you need funding for at your center? If so, consider applying for a Title IIIB grants here at WCAAA. Each year WCAAA accepts applications from Senior Centers for Title IIIB grants. For more information about how to apply, please visit, <https://wcaaa.org/grants-contracts> www.wcaaa.org & click on grants.



What is Waterbury BRASS? is a collaboration of organizations and individuals working together to engage residents age 60+, offer a range of opportunities & programs, and help Waterbury, CT become a great place to grow older.

Waterbury BRASS includes: Program sites

around the city including the Waterbury Senior Center, neighborhood sites & major cultural & recreational organizations.

A BRASS Program Coordinator who collaborates with staff at each location to offer programs focusing on fitness, health, recreation, lifelong learning, technology, culture and artistic expression, socializing and more. Most programs are free of charge.

A Municipal Agent to work directly with residents 60+, assess needs, make referrals for services, help resolve problems & act as an advocate.

An Information & Benefit Specialist to answer questions, speak to local groups and help residents access Medicare & related insurance, Medicaid, financial & other programs. The Specialist sees people at BRASS sites, other community locations and even in their own homes.

Membership is free for Waterbury residents age 60+ as well as residents of neighboring towns who are 60+. Membership includes a monthly newsletter and access to all our **BRASS program sites, which are:**

City of Waterbury Senior Center, Mount Olive A.M.E Zion Senior Center, YMCA of Greater Waterbury, Silas Bronson Library, Willow Plaza, Hispanic Coalition, Forever Young, Grace Baptist Church

For more information, please contact **Gisele Medina**, BRASS Program Coordinator at 203-574-6746 ext. 7407



You will learn:

- Practical ways to deal with pain and fatigue
- Better nutrition and exercise choices
- Better ways to talk to your doctor about your health
- Communication techniques to make your needs known
- How to make a step-by-step plan to improve your life!

FREE Live Well with Chronic Conditions ZOOM Workshop!

Are you an adult with an ongoing health condition such as arthritis, high blood pressure, heart disease, diabetes, or depression? Or do you care for someone who does? This workshop can help you be in control and feel better!

Dates: Fridays, Jan. 6 to Feb. 17, 2023,

| Time: 10 am to 12:30 pm

To register call: 860-496-6676 or email Carla at:

Carla.angevine@hhchealth.org

Participants need a tablet or computer. Books and CD's will be mailed out and are yours to keep!

Sponsored by the Department of Aging & Disability Services ~ State Unit on Aging, Connecticut Department of Public Health, the WCAAA, Hartford HealthCare Charlotte Hungerford Hospital & Torrington Area Health District.



FREE! Diabetes Telephone Workshop

FREE Diabetes Self-Management Telephone Workshop from Home!
Learn about diabetes & pre-diabetes

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

Free weekly one-hour group telephone call for 6 weeks with a trained Live Well Leader! Class size is limited, so register early!

Tuesdays from 6-7pm
January 10 – February 14, 2023
To register, call 203-757-5449 x 125 or email Debby at dhorowitz@wcaaa.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 & Prevention, Office of State, Tribal, Local & Territorial Support under grant DP13-105. **Generous support is also provided by the Connecticut Community Foundation.**



FREE! Chronic Pain Telephone Workshop

Join this FREE 6-week workshop and learn how to better manage your ongoing health condition!

Participants only need a phone, no other technology! Once a week, you just call our toll-free number to connect to the group call.

Wednesdays 10 - 11 am.
Jan. 11 – Feb. 15, 2023

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

Materials will be sent directly to participants at no cost and include *Living a Healthy Life with Chronic Pain*, a booklet of tips, and a relaxation CD.

You'll have a one-hour group phone call once a week for six weeks.

Class size is limited to six participants, so register early!



A MESSAGE FROM OUR SERVICE NAVIGATOR

Please do not be scared to report abuse, it is important for everyone to be safe. Often, these things are overlooked and sometimes unknown. Speak up, you matter! – **BEATRIZ TORRES, Service Navigator: 203-757-5449 ext. 120**

Department of Social Services Protective Services for The Elderly

Business Hours: In-State: 1-888-385-4225 | Out of State: 1-800-203-1234

After Hour Emergencies: In-State: 2-1-1 | Out of State: 1-800-203-1234

-**Abuse:** The willful infliction of physical pain or mental anguish or the willful deprivation by a caretaker of services, which are necessary to maintain physical and mental health.

- **Neglect:** The situation in which an elderly person is unable to take care of his or her needs or is being neglected by a caretaker responsible for providing services to maintain the person's physical or mental health.

- **Exploitation:** The act or process of taking advantage of an elderly person, whether for monetary or personal gain.

- **Abandonment:** Refers to the desertion or willful forsaking of an elderly person by a caretaker or the foregoing duties, or the withdrawal or neglect of duties and obligations owed an elderly person by a caretaker or another person.




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.



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.

NOTE:

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Thank you.