



INSIDER

Western Connecticut Area Agency on Aging

FEB. - MAR. 2022

INSIDE THIS ISSUE:

Transportation Updates	3
WCAAA Receives CCF Grant	5
WCAAA 2023 Grants & Contracts	5
Frauds, Scams & Deceits	6
What Can you do at SMPRESOURCE.ORG?	6
Medicare Marketing Violations	6
Dear Marci: Medicare Costs in 2022	7
Medicare Advantage Open Enrollment Period Ends	7
What is CHOICES?	7
Events Coming Up	8
A New Way to Reach DSS	9
Learn about CTWiZ	9
Veteran's Corner	10

SPREADING KINDNESS DURING THE SEASON



Above: RSC Supervisor Deb Kaszas and RSC Rosemary Bonaguide pose with some of the holiday cards.

The pandemic has changed the lives of everyone, but most drastically that of our elderly population. Not only were they more prone to become infected, but also had to deal with high levels of depression and anxiety that came along with the stricter lockdown rules due to the pandemic.

United Way of Greater Waterbury volunteers, including students from many local schools, created more than 400 holiday cards to be given to seniors this season. The colorful and imaginative cards were distributed by WCAAA staff, bringing cheer and warming the hearts of many elders.

Thank you, United Way, for partnering with us on this fun project!



The WCAAA office will be closed on **February 21, 2022** in observance of President's Day

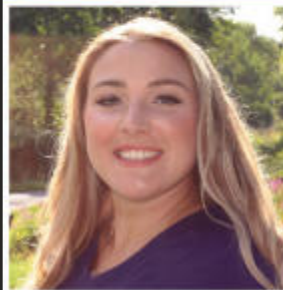


WWW.WCAAA.ORG
203-757-5449
INFO@WCAAA.ORG

SUPPORT OUR ADVERTISERS!



Noble LIVING: The Gold Standard



Autumn Cockroft
Director of Nursing

"Noble residents are filled with such wisdom; it's inspiring. My team and I feel the best part of our job is encouraging residents to live every day to the fullest."

Learn more about how you or a loved one can live every day to the fullest. Contact us today to begin enjoying the Gold Standard of Noble Living.

Senior Living Rehabilitation Skilled Nursing Memory Care

17 Cobble Road, Salisbury, CT

(860) 435-9851 www.noblehorizons.org



A nonprofit organization

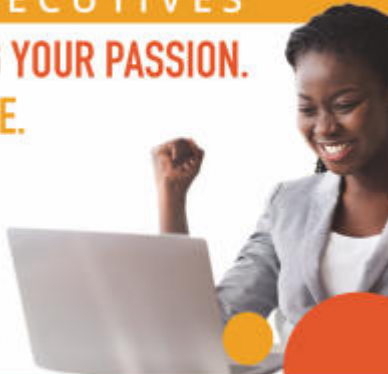


WE'RE HIRING

AD SALES EXECUTIVES

**BE YOURSELF. BRING YOUR PASSION.
WORK WITH PURPOSE.**

- Paid Training
- Some Travel
- Work-Life Balance
- Full-Time with Benefits
- Serve Your Community



Contact us at careers@4lpi.com
www.4lpi.com/careers

FREE AD DESIGN

WITH PURCHASE OF THIS SPACE



CALL 800.477.4574

ADT-Monitored Home Security

Get 24-Hour Protection
From a Name You Can Trust

- Burglary
- Flood Detection
- Fire Safety
- Carbon Monoxide



Authorized
Provider

SafeStreets

1-855-225-4251



MICHAEL BRODERICK III ATTORNEY AT LAW

- Wills, Trusts, Probate
- Elder Law, T19, Medicaid
- Real Estate Closings, Refinances,

BRODERICK LAW FIRM, LLC

750 STRAITS TURNPIKE, SUITE 2A | PO BOX 375 | MIDDLEBURY, CT 06762
203-758-1372

This Space
is Available



Ad info. 1-800-477-4574 • Publication Support 1-800-888-4574 • www.lpicommunities.com

Western CT Area Agency on Aging

06-5310



KNOW HOW TO GO NW CT - RIDING THE RAIL

When many of us chat about public transportation and when I communicate with myriad populations within northwest communities, I realize how socially programmed we have become to instantly contemplate, “busses” or Dial-a-ride. Woefully, we are unintentionally overlooking an alternative for more extensive trips and adventure on a sometimes, more apt and more suitable mode---**THE RAIL!!**

The Waterbury Branch Line, often referred to as the WBL, is 27 miles of single-track rail lines coursing through six stations in Ansonia, Beacon Falls, Derby, Naugatuck, Seymour, and Waterbury. Part of the MTA, Metro-North Railroad stretches from Waterbury to Bridgeport and is slated for major enhancements and accompaniments, including more trains beginning in June, 2022. So what does this mean for passengers?? The Federal Infrastructure bill has awarded the state of CT with \$5.38 billion over the next five years, of which, \$1.3 billion has been designated for enriching public bus and rail. (See full Press Release @ <https://portal.ct.gov/Office-of-the-Governor/News/Press-Releases/2021/11-2021/Governor-Lamont-Highlights-Major-Upgrades-Coming-to-Waterbury-Branch-of-the-New-Haven-Line>) Other savvy, vital investments committed to are collaring the foremost thoroughfare and lane bottlenecks; protecting our drivers, cyclists and pedestrians on our streets; restoring our senior bridges; shrinking our transportation carbon emissions and erecting community accessible electric vehicle charging stations.

Currently, eight inbound and seven outbound trains run daily during the week and two busses supplement the train service in the afternoon during peak commuter hours. Six trains run in each direction on the weekend, approximately three hours apart. Under the new rail plan, according to an MTA release, 11 weekday trains will run in each direction!! Though a weekend service plan and schedules have not yet been announced, running times will remain at the set speed of 60 mph and it promises to be an exciting time to ride the rail!



Reduced-Fare Program:

Individuals with qualifying disabilities who have the required identification can travel on the Long Island Rail Road and Metro-North Railroad for half fare. Reduced-fare benefits are available for all single-ticket purchases at all times except during certain morning peak periods (*LIRR trains scheduled to arrive at New York City terminals between 6 and 10 a.m. on weekdays and MNR trains arriving at Grand Central Terminal between 5 and 10 a.m. weekdays or departing GCT between 5:30 and 9 a.m. weekdays*). Because they represent a significant discount, there is no reduced-fare program for multiple-trip commutation tickets.

To pay reduced fare, you must present one of the following forms of identification (ID):

- Reduced-Fare MetroCard (which does not need to have any value when used for ID purposes)
- Paratransit card (Access-A-Ride, Able-Ride, or Suffolk County Accessible Transportation-SCAT. Except Metro-North, which does not accept a Paratransit card as a form of ID for paying reduced fare.)
- MTA Reduced-Fare ID card (issued prior to 1995)
- Medicare Card (Medicaid Card is not valid for reduced fare)

Passenger Rail Service In Connecticut is Supported by CTDOT & Consists of Three Main & Three Branch Lines



The **New Haven Line**, operated by Metro-North, runs between New Haven and Grand Central Terminal in NYC. This line has three branch lines that extend to *New Canaan, Danbury and Waterbury*.
New Haven Line (www.mta.info/mnr)



Shore Line East operates along the shore between New London and New Haven, with some through service to Stamford and connections to the New Haven Line.
Shore Line East (www.shorelineeast.com)



The **Hartford Line** operates between Springfield & New Haven connecting with New Haven Line & Amtrak Northeast Corridor service.
Hartford Line (www.hartfordline.com) | Amtrak (www.amtrak.com)

Submitted by: April Chaplin, NW CT Mobility Manager | The Kennedy Center | achaplin@kennedyctr.org | Phone number: (475) 298-3103

**AVAILABLE FOR
A LIMITED TIME!**

ADVERTISE HERE NOW!

Contact **Bill Humphreys**
to place an ad today!
bhumphreys@4Lpi.com
or **(800) 477-4574 x6634**

Thrive
Locally

SUPPORT OUR ADVERTISERS!



**SUPPORT THE
ADVERTISERS**
*that Support
our Community!*



Ad info. 1-800-477-4574 • Publication Support 1-800-888-4574 • www.lpcommunities.com

Western CT Area Agency on Aging

06-5310



WCAAA RECEIVES GRANT FROM CONNECTICUT COMMUNITY FOUNDATION



The Western Connecticut Area Agency on Aging is happy to announce that we received a grant of \$30,859 from the Connecticut Community Foundation to continue *Expanding Evidence-Based Health Programs in Waterbury* for a fifth year. We will again be offering our suite of three different workshops—Live Well with Diabetes (in both English and Spanish), Live Well with Chronic Conditions and Live Well with Chronic Pain—to older adults in Waterbury and beyond. This generous grant includes volunteer leader stipends, books, CD's and gift cards for participants who complete a diabetes workshop.

Our diverse and dedicated cadre of Live Well leaders kept up their momentum throughout 2021, facilitating 24 of the free six-week workshops. We had 23 of them via the Telephone Toolkit option and one Zoom Chronic Pain workshop. We finished the year with a completion rate of 81%, well above the national average of 72%.

Throughout 2022, we will continue to collaborate with senior centers, faith communities, hospitals, clinics, housing sites, New Opportunities, the Greater Waterbury Health Partnership (GWHP), the State Department of Public Health and the State Unit on Aging. We are very grateful to the Foundation for their continued generous support!



If you would like to learn some ways to get healthier in 2022, you're welcome to participate in one of our upcoming workshops! Please contact Debby Horowitz, Live Well Regional Coordinator, at dhorowitz@wcaaa.org or 203-757-5449 x 125 or visit www.wcaaa.org.

Submitted by: Debby Horowitz - WCAAA Staff

WCAAA 2023 Grants & Contracts

Nationally, Agencies on Aging receive federal funding through the Older America's Act which is to finance social and nutrition services in designated service areas. Those funds are awarded through a legal request for proposal (RFP) process. In Connecticut, Agencies on Aging utilize the federal fiscal year in awarding most funds. Therefore, it is usual that federal Older American Act funds are awarded for the period of October 1 through September 30th of any given year. State funds are generally awarded and must be spent in accordance with the state fiscal year, which is July 1st through June 30th. The WCAAA Board of Directors may entertain requests for funding outside of those two fiscal years. Such letters of requests should be addressed to the WCAAA executive director.

GRANTS PROCESS

Applications are posted by January | All applications are due by March | Applications are reviewed by WCAAA | Advisory Council during May & June | Alzheimer's Aid Grant awards are announced by June | Title III-B, D, E Grant awards are announced by August.

For more information or to be added to the "RFP email list", contact Jose Carchi Maposito at mis@WCAAA.org or 203-757-5449 ext.170.



FFY2023 Request for Proposal - Title III-B, D, E

Grant Period: October 1, 2022 - September 30, 2023

Application Deadline: March 14, 2022 - 4:00p.m. (no extensions)

RFP Notice Application Instructions found here: <https://wcaaa.org/grants-contracts>

SFY2023 Request for Proposal - State Alzheimer's Aid Grants

Grant Period: State Fiscal Year - July 1, 2022 - June 30, 2023

Application Deadline: March 7, 2022 - 4p.m. (no extensions)

RFP Notice Application Instructions found here: <https://wcaaa.org/grants-contracts>

FROM THE SENIOR MEDICARE PATROL (SMP)



FRAUDS, SCAMS, DECEITS!

It never ends ... thieves attempting to get confidential information by stealing millions of dollars from private bank accounts and Medicare. Senior Medicare Patrol (SMP) assists in shutting down one scammer and five other new ones pop up! Beware of any calls where the word “Medicare” is spoken. Medicare, Social Security, and the Internal Revenue Service (IRS) never call you to get personal information ... but if they do ... *you will always receive a letter first*. Always make sure your telephone numbers are on the federal “DO NOT CALL” list. During open enrollment periods for Medicare and separate Medicare Advantage plans, there is a huge increase in *Imposter Scams* ... where criminals are impersonating federal or state agencies and claiming to be calling on behalf of legitimate government entities. *Please do not become a victim!* Medicare never calls to update your information or give you a new card! If someone

attempts to collect your personal information ... *please just hang up!* If you have Caller ID or are able to get information regarding the caller ... please call SMP and report any information you were able to obtain! Senior Medicare Patrol will then report this information to the appropriate authorities.

WHAT CAN YOU DO AT SMPRESOURCE.ORG?

MEDICARE MARKETING VIOLATIONS & ENROLLMENT FRAUD:

Unlike Original Medicare, Medicare Part C and Part D are administered, marketed, and sold by private insurance companies. The Centers for Medicare & Medicaid Services (CMS) have guidelines for marketing Medicare Part C and Part D insurance that protect beneficiaries from manipulative and deceptive sales and enrollment tactics. Plan sponsors and their representatives, including agents and brokers, must follow strict guidelines when they wish to market to beneficiaries. A fundamental principle is that marketing cannot be conducted under the guise of education.

Agents selling Medicare plans cannot claim to be coming from or sent by Medicare. If you would like to talk to someone about being approached by an insurance agent & feel it wasn't done in the right way, contact the Senior Medicare Patrol 1-800-994-9422

To read full article visit: <https://www.smpresource.org/Content/Medicare-Fraud/Fraud-Schemes/Medicare-Marketing-Violations-and-Enrollment-Fraud.aspx>

Submitted by: Audrey Cole - WCAA Staff SOURCES: <https://www.medicarefaq.com/faqs/get-on-the-medicare-do-not-call-list/> | <https://www.consumer.ftc.gov/blog/2021/10/avoid-marketing-scams-during-2022-medicare-open-enrollment> | <https://www.smpresource.org/Content/Medicare-Fraud/Fraud-Schemes/Medicare-Marketing-Violations-and-Enrollment-Fraud.aspx>

MEDICARE COSTS IN 2022

Dear Marci: *I am working on my budget for the new year and wondering what my Medicare costs will be in 2022?*
-Emma (San Jose, CA)

Dear Emma: Your Medicare coverage and costs can change each year, so it is important to understand and review your benefits. Here is an overview of new costs in 2022.

Part A (Hospital insurance)

Part A premium is Free if you've worked 10 years or more | \$274 per month if you've worked 7.5 to 10 years | \$499 per month if you've worked fewer than 7.5 years

Part A hospital deductible: \$1,556 each benefit period

Part A hospital coinsurance: \$0 for the first 60 days of inpatient care each benefit period | \$389 per day for days 61-90 each benefit period | \$778 per lifetime reserve day after day 90 in a benefit period (You have 60 lifetime reserve days that can only be used once. They're not renewable.)

Skilled nursing facility insurance: \$0 for the first 20 days of inpatient care each benefit period | \$194.50 per day for days 21-100 each benefit period

Part B (Medical insurance)

Part B premium: \$170.10

If your annual income is higher than \$91,000 for an individual (\$182,000 for a couple), you will pay a higher Part B premium

Part B deductible: \$233 per year | Part B coinsurance: 20% for most services Part B covers

Part D (Prescription drug coverage):

National average Part D premium: \$33.37 per month | Part D maximum deductible: \$480 per year | Coverage gap begins: \$4,430 | Catastrophic coverage begins: \$7,050

NOTE: if you have a Medigap policy, your budgeting may look a little different. You pay a monthly premium for the Medigap policy, which in turn pays part or all of certain costs after Original Medicare pays. For example, a Medigap policy can cover the cost of your Part B coinsurance or inpatient hospital deductible. Medigap premiums vary throughout the country, but in general they range from \$100 to \$300 per month.

If you have a Medicare Advantage Plan your plan administers your Medicare coverage. Remember that most people with Medicare, whether they have Original Medicare or a Medicare Advantage Plan, pay the Part B monthly premium. Some people with a Medicare Advantage Plan may also pay an additional monthly premium for that plan.

If you have the same Medicare Advantage Plan in 2022 as you did in 2021, your plan should have sent you an **Annual Notice of Change (ANOC)** or **Evidence of Coverage (EOC)** notice explaining any changes for the coming year. Review this notice to understand your plan's costs, covered services, and rules. Contact your plan if you did not receive these documents in the fall or want another copy. If you chose a new Medicare Advantage Plan, you should get an EOC for the new plan and you can review that document to understand the costs associated with the plan for 2022.

I hope this helps with your budgeting!
-Marci

Dear Marci is a biweekly e-newsletter designed to keep you people with Medicare, social workers, health care providers and other professionals-in the loop about health care benefits, rights and options for older Americans and people with disabilities. "This information is republished with the permission from the Medicare Rights Center. For more info visit source www.medicarerights.org." On the internet: The URL is www.medicareinteractive.org.



DEADLINE APPROACHING:

Medicare Advantage Open Enrollment Period **ends March 31st, 2022**. If you are not happy with your Medicare Advantage plan, please contact the CHOICES Program at 203-757-5449 X 134 to learn more of the options available and the changes allowed to make during this time.

What Is CHOICES & How They Can Help You!

About Us: CHOICES is Connecticut's State Health Insurance Assistance Program (SHIP). SHIP agencies empower, educate, and assist Medicare-eligible individuals, their families, and caregivers through objective outreach, counseling, and training to make informed health insurance decisions that optimize access to care and benefits. CHOICES is a partnership between the state's 5 Area Agencies on Aging and the Center for Medicare Advocacy, Inc. It is administered by the Department of Aging and Disability Services.

CONTACT US

203-757-5449 x 134

ALL ASSISTANCE IS FREE & UNBIASED!



This project was supported, in part by grant number 90SAPG0068, 2103CT-MIAA and 2103CTMISH 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 and Disability Services State Unit on Aging in partnership with CT's five Area Agencies on Aging and the Center for Medicare Advocacy, Inc.

CHOICES New Team Member Trainings are free for volunteers and \$125 for in-kind (paid) professionals.

Training participants will complete an orientation session, 5 full days of training, sign the CHOICES Memorandum of Understanding, and 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, and Presenter. If you would like to make a positive difference in the lives of Connecticut's Medicare beneficiaries, contact your CHOICES Regional Coordinator. **Individuals who may have a conflict of interest such as insurance agents or brokers are unable to participate in the trainings.**

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

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



HOST AGENCIES	DATES AND REGISTRATION INFO
Southwestern CT Area Agency on Aging (SWCAA) & Western CT Area Agency on Aging (WCAAA)	Orientation: March 8, 9am-12pm Training Dates: March 22, 24, 29, 31, April 5; 9am-4pm Contacts: Claire Volain (SWCAA) at 203-814-3639 or cvolain@swcaa.org & Carlyn Mueller (WCAAA) at 203-757-5449 x126 or cmueller@wcaaa.org
North Central Area Agency on Aging (NCAAA) & Senior Resources Agency on Aging	Orientation: May 24, 9am-12pm Training Dates: June 7, 9, 14, 16, and 21; 9am-4pm Contacts: Urania Reyes Rivera (NCAAA) at 860-724-6443 x277 or urania.reyes@ncaaaact.org & Laura Crews (Senior Resources) at 860-887-3561 or ljcrews@seniorresourcesec.org
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 ljcrews@seniorresourcesec.org & Leslie Pruitt (AoASCC) at 203-785-8533 x3165 or lpruitt@aoascc.org

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. 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.



alzheimer's association FAMILY CONFERENCE

ALZHEIMER'S ASSOCIATION TO HOST VIRTUAL NEW ENGLAND FAMILY CAREGIVERS CONFERENCE

The Alzheimer's Association will host a free virtual educational conference for family caregivers and individuals living with dementia on **March 4th and 5th, 2022**. The conference will include "Life After a Diagnosis", featuring a panel of people living with dementia sharing their story. Programs over the two days include legal and financial planning, grief and loss, and a presentation by Dr. Jack Gesino on "Caregiving, Ambiguity and Finding the Tools To Thrive and Flourish." **For a full list of sessions, topics, and speakers, and to register for the event, visit alzfamilyconference.org, or call the Alzheimer's Association's 24/7 Helpline at 800-272-3900.**

Free Medicare Adult Education Class at EdAdvance on ZOOM, Wednesday, March 2, 2022, 5-7 PM:

Learn the fundamentals of Medicare & more. Taught by trained and experienced counselors from WCAAA. **Sign up here:** <https://ed-advance-foothills-adult-continuing-education.coursesform.com/course/medicare-and-senior-medicare-patrol-basics-online1>





MyDSS

MyDSS
An **exciting** new
mobile-friendly way
to reach DSS!

www.MyDSS.CT.Gov

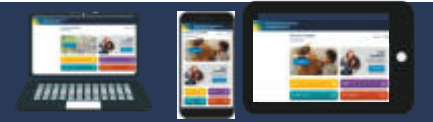
No need to download
an app. Scan this
code or open your
device browser and go to
www.MyDSS.CT.Gov



**Connecticut Department
of Social Services**

Making a Difference

**Access Anywhere, Anytime,
Any device!**



For technical support please call 877-874-1612

Features Include:

- ◆ Create a MyAccount with username and Password
- ◆ Link your MyAccount username to your DSS client ID number
- ◆ Check benefits status/details
- ◆ View/download a proof of benefits letter PDF
- ◆ Report a change of Address, income and assets, and people in your household
- ◆ Upload proofs, including pictures of documents, when reporting a change
- ◆ View/download your notices from DSS
- ◆ Request fair hearing

NEED A NEW COVID VACCINATION CARD OR ACCESS TO YOUR IMMUNIZATION RECORDS?

CT-WiZ is Here to Help!

The Connecticut Department of Public Health Immunization Program has created a secure website called the CT WiZ Immunization Information System. This database maintains immunization records for those vaccinated in Connecticut.

Through this site, individuals can access their full immunization record and/or their COVID-19 vaccine record either as hard copy or in a digital format which can be stored on a phone or as a QR code, also known as a SMART Health Card. Those organizations or venues that utilize the SMART Health Card app, such as an airport, can scan the QR code and verify your COVID-19 vaccination record. As required by Connecticut law, all information on this site is confidential.



THIS FREE SERVICE BENEFITS:

- Parent(s)/child's legal guardian who require access to immunization records needed for childcare, school or camp and
- Individuals who need access to their immunization records for college, employment and travel or,
- Anyone who was vaccinated in CT and has lost their COVID-19 Vaccination card
- Healthcare providers who need access to their patient's immunization record even if the patient has moved away from Connecticut or their doctor retires.

TO OBTAIN YOUR IMMUNIZATION RECORDS

- ◇ Go to the secure CT WiZ public portal, <https://portal.ct.gov/DPH/Immunizations/CT-WiZ-Access-My-Immunization-Record> or,
- ◇ Call the State Immunization Program at 860.509.7929 during business hours Monday-Friday, 8:30 AM – 4:30 PM and they will mail you a copy.

Submitted by: Amanda Halle, WCAA Staff

Source: <https://portal.ct.gov/DPH/Immunizations/CT-WiZ-Access-My-Immunization-Record>




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.



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>

STAND OUT

with a PREMIUM DIGITAL AD
on MYCOMMUNITYONLINE.COM



CONTACT US AT 800-477-4574

ADVERTISE HERE

to reach the
senior market



Call (800) 477-4574

NEVER MISS A NEWSLETTER!

Sign up to have our newsletter emailed
to you at www.mycommunityonline.com



Ad info. 1-800-477-4574 • Publication Support 1-800-888-4574 • www.lpicommunities.com

Western CT Area Agency on Aging

06-5310

Western CT Area Agency on Aging

84 Progress Lane, 2nd Floor

Waterbury, CT 06705

Change Service Requested

NON-PROFIT ORG
U.S. POSTAGE
PAID
PERMIT NO. 55
WATERBURY CT

We are Grateful to Our Veterans!

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.

DISCLAIMER:

The WCAAA reserves the right to reprint articles with permission and does not assume responsibility for validation of information.

We do not endorse or favor any advertiser and reserve the right to deny space to any parties whose ad or information is in conflict with our philosophies. Readers should check with the Dept. of Consumer Protection concerning advertisers.

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.

NOTE:

Please notify the Western Connecticut Area Agency on Aging (WCAAA) if you change your address or decide you do not wish to receive an issue of *WCAAA Insider*.

Thank you.