



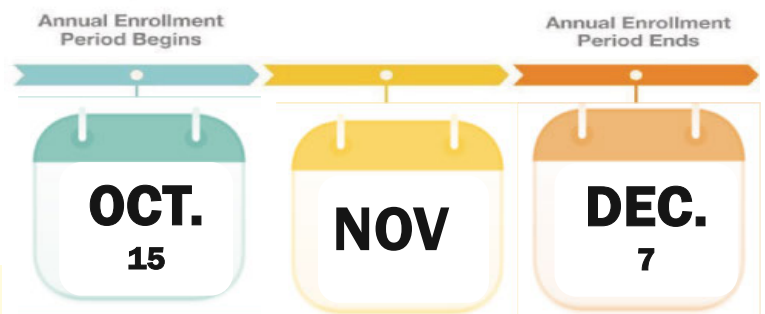
2023 MEDICARE OPEN ENROLLMENT IS HERE!



SHIP
State Health Insurance Assistance Program

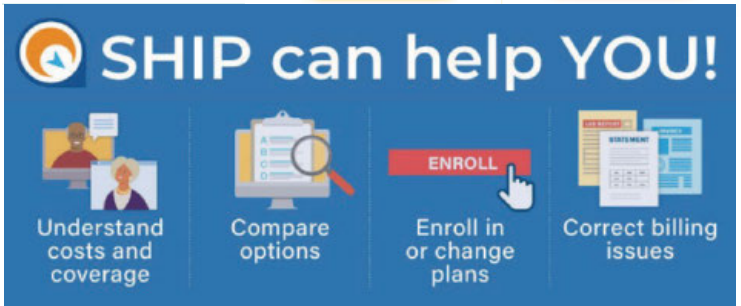
Make sure to review your plan every year during Open Enrollment.

October 15 - December 7

Medicare plans change each year. Plans may change:

- Monthly Premiums,
- covered drugs (yes, prescriptions that may be covered right now, may not be covered in 2023,
- Preferred pharmacies change
- Providers Network lists change
- Copayments and Deductible amounts also change.



SHIP can help YOU!


- Understand costs and coverage
- Compare options
- ENROLL in or change plans
- Correct billing issues

WHAT CHANGES CAN BE DONE DURING OPEN ENROLLMENT PERIOD?

- Join a new Medicare Advantage Plan or Prescription Drug Plan (PDP)
- Change Prescription Drug Plan to another Prescription Drug Plan
- Switch from Original Medicare to a Medicare Advantage Plan
- Switch from a Medicare Advantage Plan to Original Medicare (with or without Part D plan)
- Change from Medicare Advantage to another Medicare Advantage

Note: If you leave a Medicare Advantage Plan to join Original Medicare, you may also be able to purchase a Medigap policy. These policies help with out-of-pocket costs & only work with Original Medicare. Contact (SHIP) to learn about your state-specific Medigap rights and options.

Contact your local SHIP Counselor
SHIP counseling services are confidential and free of charge.

In Connecticut, when it comes to Medicare

Call us now to speak with a Certified CHOICES Counselor; we:

- Are not affiliated with any insurance company; therefore the information you receive from us is unbiased.
- Can help you with plan comparisons, so you can make an informed decision.

- Can help you enroll in the plan of your choice, based on your needs.
 - Can conduct eligibility screenings from state and local programs, to help you save money & receive the benefits that you may be entitled to receive.
- Local: (203) 757-5449 | In State Toll Free: 1800- 994-9422**

CHOICES is the official State Health Insurance Program (SHIP) for CT.
Certified CHOICES Counselors provide free, unbiased information & enrollment assistance.

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.



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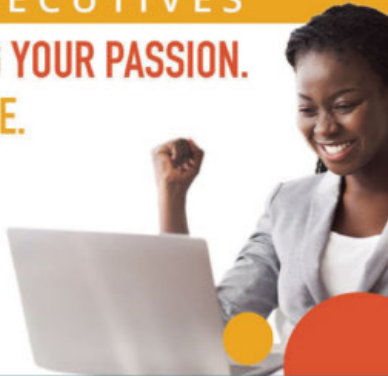
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Western CT Area Agency on Aging

06-5310

Urinary Incontinence in Older Adults

Urinary incontinence means a person leaks urine by accident; this is also known as overactive bladder. It is more common in older people, especially women; **however, incontinence can often be stopped or controlled.**

What happens in the body to cause bladder control problems? During urination, muscles in the bladder tighten to move urine into the tube-shaped urethra and the muscles around the urethra relax and let the urine pass out of the body. When the muscles in and around the bladder don't work the way they should, urine can leak, resulting in urinary incontinence.

Incontinence can happen for many reasons, including urinary tract infections, vaginal infection or irritation, or constipation. Some medications can cause bladder control problems that last a short time. When incontinence lasts longer, it may be due to:

Weak bladder or pelvic floor muscles | Overactive bladder muscles | Diseases such as arthritis that may make it difficult to get to the bathroom in time | Pelvic organ prolapse, which is when pelvic organs shift out of their normal place into the vagina or anus, this may cause urine to leak | Damage to nerves that control the bladder from diseases such as multiple sclerosis, diabetes, or Parkinson's disease |

Most incontinence in **men** is related to the prostate gland. Male incontinence may be caused by:

Prostatitis, a painful inflammation of the prostate gland | Injury or damage to nerves or muscles from surgery | An enlarged prostate gland, which can lead to benign prostate hyperplasia, a condition in which the prostate grows as men age |

Types of urinary incontinence

- ⇒ **Stress incontinence:** urine leaks as pressure is put on the bladder, such as during exercise, coughing, sneezing, laughing, or lifting heavy objects. It's the most common type of bladder control problem in younger and middle-aged women. It also may begin later, around the time of menopause.
- ⇒ **Urge incontinence:** Sudden need to urinate and cannot be hold long enough to get to the toilet. It may be a problem for people who have diabetes, Alzheimer's disease, Parkinson's disease, multiple sclerosis, or stroke.
- ⇒ **Overflow incontinence:** Small amounts of urine leak from a bladder that is always full. A man can have trouble emptying his bladder if an enlarged prostate is blocking the urethra. Diabetes and spinal cord injuries can also cause this type of incontinence.
- ⇒ **Functional incontinence** occurs in many older people who have normal bladder control. They just have a problem getting to the toilet because of arthritis or other disorders that make it hard to move quickly.

Behavioral and lifestyle changes

Changing your lifestyle may help with bladder problems. Losing weight, quitting smoking and alcohol, choosing water instead of other drinks, and limiting drinks before bedtime can help with some bladder problems. Even after treatment, some people still leak urine from time to time. There are bladder control products and other solutions, including disposable briefs or underwear, furniture pads, and urine deodorizing pills that may help.

Treating and managing urinary incontinence

The choice of treatment depends on the type of bladder control problem you have, how serious it is, and what best fits your lifestyle.

Your doctor may suggest you try the following:

Medical treatments

- **Medications** that come in a pill, liquid, or patch may be prescribed to help with bladder control problems. However, some medications for overactive bladder have been associated with a higher risk of cognitive decline in adults over age 65. Talk with your doctor about what medications, if any, would work best for you.
- **Vaginal estrogen cream** may help relieve urge or stress incontinence. A low dose of estrogen cream is applied directly to the vaginal walls and urethral tissue.
- **Medical devices** may also be used to manage urinary incontinence, such as a catheter that drains urine from your bladder; a urethral insert that helps prevent leakage; and a vaginal pessary ring that provides pressure to lessen leakage.
- **Electrical nerve stimulation** sends mild electric currents to the nerves around the bladder that help control urination and your bladder's reflexes.
- **Surgery** can sometimes improve or cure incontinence if it is caused by a change in the position of the bladder or blockage due to an enlarged prostate.

Submitted by: Debbie Kaszas - WCAAA Staff,
Source: <https://www.nia.nih.gov/health/urinary-incontinence-older-adults>

 National Institute on Aging

When to see a health care provider & what to expect

Talk to your health care provider if you have urinary incontinence or any signs of a bladder problem, such as:

- Needing to urinate more frequently or suddenly
- Cloudy urine
- Blood in the urine
- Pain while urinating
- Urinating eight or more times in one day
- Passing only small amounts of urine after strong urges to urinate
- Trouble starting or having a weak stream while urinating

Your doctor may recommend urodynamic testing and perform the following to try to figure out what might be causing your bladder problem:

- Ask about your symptoms and the medications you take.
- Take urine and blood samples.
- Examine the inside of your bladder using a cystoscope — a long, thin tube that slides up into the bladder through the urethra. This is usually done by a urinary specialist.
- Fill the bladder with warm fluid and use a cystoscope to check how much fluid your bladder can hold before leaking.
- Order or perform a bladder ultrasound to see if you are fully emptying your bladder with each void.
- Ask you to keep a daily diary of when you urinate and when you leak urine.
- Your primary care doctor may also send you to a urologist, a doctor who specializes in urinary tract problems.



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CELEBRATING SENIORS AND MAKING DREAMS COME TRUE

Twilight Wish is the first national organization to grant wishes to seniors in the USA. Now, seniors in nursing homes and living on their own would have a way to be honored and thanked and remembered for their contributions as the younger generations made their wishes come true.

What is Twilight Wish of CT? The mission of Connecticut's chapter of Twilight Wish strives to honor and enrich the lives of deserving seniors through intergenerational Twilight Wish celebrations.

Vision: To make the world a better place to age, one Twilight Wish at a time.

What They Do: Twilight Wish grants the wishes of low-income seniors who are 65 & older, or a resident of a nursing facility. Their income must be under 200% of the poverty level. To date they have granted over 4,500 wishes since their founding in 2003.

Tax ID: 73-16700600 (83% of expenses are for programs)

Types of Wishes: (Simple Needs) Examples include lift chairs, hearing aids, clothing and new appliances

(Celebrating a Life) Meaningful & nostalgic wishes granted for hospice patients, or seniors with limited life expectancies. Examples are family reunions, visits to hometowns, or a similar wish that brings joy to the recipient

(Living Life to the Fullest) Examples include riding a motorcycle again, meeting celebrities, or attending a baseball game.

(Veterans) One-third of wishes granted are for veterans. Veterans' wishes can fall into any of the other categories. Twilight Wish feels honored to honor and thank veterans for their service.

Get In Touch: Executive Director: Peter Stinson ~ peter@twilightwish.org | Website: www.twilightwish.org | Phone: (215) 230-8777 | fax (215) 230-8770 | Mailing address P.O. Box 1042, Doylestown, PA 18901

THIS IS HOW A TWILIGHT WISH COMES TRUE



Request A Twilight Wish

APPLY

REVIEW

FUNDING

CELEBRATE



Twilight Wish Granted!

Submitted by: Deb Kaszas - WCAA Staff
Source: www.twilightwish.org



USAC
Affordable
Connectivity Program

PAY LESS OR GET FREE INTERNET ACCESS

The Social Security Administration is getting the word out about the new Affordable Connectivity Program (ACP) that reduces the cost of getting online for people with limited income. **If your household income is 200% or less than the Federal Poverty Guidelines or someone in your household participates in**

certain government assistance programs like SNAP, Medicaid, Veterans' benefits, etc., you may be eligible for the benefits the ACP provides. Those benefits include:

- \$30 per month toward internet service for eligible households. Many local companies, including AT&T, Comcast, Frontier and Verizon offer internet service for \$30, making internet service free.
- \$75 per month for households on qualifying Tribal lands.
- Eligible households also can receive a one-time discount of up to \$100 toward purchasing a laptop, desktop computer, or tablet from participating providers.

You can take advantage of the discounts with confidence knowing that receiving ACP assistance does not affect your Social Security retirement, survivors, or disability benefits.

This program is run by the Federal Communications Commission (FCC). You can visit the ACP website or the FCC or call 1-877-384-2575 to find out how to apply and to see if you qualify. Please do not contact Social Security with questions about the ACP. Hopefully, many people will take advantage of this new program and it will help to make high speed internet more affordable for many more households. To apply online visit: <https://www.affordableconnectivity.gov/>

Submitted by: Debby Horowitz - WCAA Staff | Source: The Social Security Administration

Medicare Open Enrollment

noun

Span of time from October 15 through December 7 when you can change your stand-alone prescription drug plan (Part D) and/or your Medicare health plan choice (Original Medicare or a Medicare Advantage plan) for the following year.

www.medicareinteractive.org

SMP RESOURCE.ORG
SUPPORTED BY GRANT # HHS-99999999-00000

Medicare Open Enrollment Begins ...

and during this time fraudsters & con-artists are out in force to confuse you into giving out your Medicare ID or switch you into a private health insurance plan that does not meet your overall health care needs. Please be sure the person you are speaking with and giving out your highly confidential information to ... is known to you and can be trusted. Scam artists masquerade as representatives of Medicare and some disreputable insurance agents switch you into private insurance

plans (known as Medicare Advantage) without your informed consent. *All these mailings you are receiving ... colorful postcards and official looking letters ... are not from Medicare!*

Please call a Senior Medicare Patrol (SMP) counselor to report any suspicious calls, texts, emails or mailings that you receive that are exerting undue pressure on you to give out your private medical information. Medicare requires all insurance agents to comply with specific communication and marketing guidelines when advertising, conducting home visits, or with direct mailings.

If you have asked an agent to stop calling you ... and they have not ... please call Senior Medicare Patrol at 1-203-757-5449 or 1-800-994-9422 if they ignore your request. Medicare needs to know about these violations.

Protect yourself from marketing violations and enrollment fraud

Medicare has rules about how plans can and cannot communicate with you to market their insurance products. Plans are allowed to send you mail and emails but are not allowed to call or visit you in person without your permission. Here are some red flags to watch out for:

- ◆ Anyone who tries to pressure you to join their plan
- ◆ Anyone who claims they represent or are calling on behalf of Medicare
- ◆ Anyone who claims you are missing out on entitled plan benefits
- ◆ Anyone threatening that you will lose your Medicare benefits unless you sign up for a certain plan

If you see any of these red flags or feel you may be experiencing Medicare fraud, errors, or abuse, you can contact your Senior Medicare Patrol (SMP). SMPs can teach you how to spot and protect yourself from potential Medicare fraud.

<https://www.medicareinteractive.org/>

MARKETING GUIDELINES:

Medicare puts strict protocols on what plans can and cannot do to market their offerings.

ADVERTISING: *Not Permitted*

- Communications that convey the false impression that the product is approved, endorsed, or authorized by Medicare or any other government agency
- Sending unsolicited text messages to beneficiaries, unless they provide a process to opt-out from receiving
- Making unsolicited phone calls or leaving unsolicited voicemails, unless the plan is contacting its members about plan business
- Communications that use the term "free" to describe a zero-dollar premium, reduction in premiums (including a Part B buy-down), reduction in deductibles or cost sharing, low-income subsidy (LIS), or cost sharing for individuals with dual eligibility

Direct Mail:

- Plans may not call prospective enrollees to confirm receipt of mailed information
- Plans may not allow contracted providers to send marketing material on their behalf
- Those enrolled in Medigap & original/traditional Medicare may receive mailings from those companies' Part C & D plans so long as beneficiaries have not opted-out from receiving those solicitations
- Plans may send unsolicited conventional mail such as postcards, self-mailers and reply cards

Home Visits:

- Initial contact is not permitted to be unsolicited or a cold call door-to-door contact
- Not permitted to represent they are/were sent from Medicare, Social Security, or Medicaid
- Beneficiary may request a visit to home or long-term care facility from a salesperson
- If appointment is pre-scheduled, may leave plan information if beneficiary is a "no-show"

Are you on Medicare & Looking to Save Money?

Did you know you can lower the costs of your drugs, Medicare premiums, deductibles, and co-payments **at no cost to you?**

Contact a Certified CHOICES counselor now and receive **FREE, unbiased, confidential, one-on-one benefits counseling** on all parts of Medicare.

CALL 1-203-757-5449 ext. 134 or 1-800-994-9422

WCAAA counselors serve 41 towns in Western, and NW Connecticut and they will screen you to learn if you are eligible for one of the many cost-assistance programs available to CT residents, as well as the many other services provided by the agency. You will also learn about some disease prevention services covered by Medicare- **all for free!**



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.

WCAAA is an equal opportunity employer | www.wcaaa.org

HOW TO CREATE AN ONLINE MEDICARE.GOV ACCOUNT?

WHY CREATE THE ACCOUNT? Because you will be able to:

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

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

HOW TO CREATE THE ACCOUNT: Visit [Medicare.gov/plan-compare](https://www.medicare.gov/plan-compare) and click "Log in or Create Account."

Medicare.gov

Explore your Medicare coverage options



Don't have Medicare Part A or B yet? Get started with Medicare.

Find Medicare health & drug plans

Use your account

Save time by logging in

- Get a summary of your current coverage
- Use your saved drugs & pharmacies to compare plan costs

Log In

Don't have an account? **Create one**

ZIP CODE

PLAN TYPE

Select a plan type

Next, you can add your drugs and pharmacies for personalized cost information. Need help picking a plan type?

Start

MEDICARE OPEN ENROLLMENT BEGINS OCT. 15 & ENDS DEC. 07, 2022

CHECKLIST OF ITEMS TO BRING TO OPEN ENROLLMENT (contact us to schedule an appointment with a **certified CHOICES Counselor** at: 203-757-5449 Ext. 134)

- Create an online [Medicare.gov](https://www.medicare.gov) account **prior** to your appointment (see information below)
- Medicare card, with effective dates for Part A or Part B
- Date of birth
- Zip code
- List of medicines that includes dosage, how many times per day, & quantity (30, 60, 90 day supply)
- Name and address of preferred pharmacy
- Name of your current Medicare plan (if applicable)
- Gray Connect Card, and/or Medicaid (Husky) card.



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TO CREATE YOUR MEDICARE.GOV ONLINE ACCOUNT YOU WILL NEED:

- Medicare Number – Found on your red, white, and blue Medicare card. You can also find this online at [socialsecurity.gov/myaccount](https://www.socialsecurity.gov/myaccount), or on the letter you get from Social Security after you enroll.
- Last name, date of birth, current address with ZIP code or city
- Part A or Part B coverage start date – You can find this on your Medicare card.

Once you add this information and select "Next," you can create a username and password and use your new Medicare account.

Remember to keep your username and password in a safe place to protect your privacy.

WHAT TO DO IF YOU FORGOT YOUR USERNAME OR PASSWORD?

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

Medicare Number, Last name and Date of birth

If you don't have computer access or need assistance creating this account, contact us at least 3 days prior to your scheduled appointment and we will help you.



CMS Product No. 12064 August 2020



A message from Medicare:

If you're in a Medicare Advantage Plan or other Medicare plan, your plan may have different rules. But, your plan must give you at least the same coverage as Original Medicare. Some services may only be covered in certain facilities or for patients with certain conditions.

Preventive services

Health care to prevent illness (like the flu) or detect it at an early stage, when treatment is most likely to work best. (see list of preventive and screening services to your right)

You pay nothing for most preventive services if you get the services from a health care provider who accepts

Stay up to date on your vaccines

It's especially important to stay up to date on your vaccines. Vaccines protect you from serious illness and can even keep you out of the hospital.

Talk with your doctor about which vaccines may be right for you, many of which Medicare covers:

- **COVID-19 vaccines and booster shots.** Staying up to date with your COVID-19 vaccines (including getting all **recommended boosters** when eligible) will keep you best protected from severe COVID-19 illness.
- **One flu shot per flu season.** The CDC recommends getting your flu shot by the end of October to stay protected throughout flu season.
- **Two different pneumococcal shots.** Medicare covers the first shot at any time and a different, second shot if it's given at least one year after the first shot.

Visit [Medicare.gov](https://www.medicare.gov) to see what other vaccines Medicare covers, and talk with your doctor about staying up to date on your vaccines.

Sincerely,

The Medicare Team

You can update your preferences or use our 1-click unsubscribe to stop receiving messages from the Medicare Team.



This message is paid for by the U.S. Department of Health and Human Services. It was created and distributed by the Centers for Medicare & Medicaid Services. You're receiving this message because you signed up for email updates from the Medicare Team.

MEDICARE PART B COVERS THE FOLLOWING PREVENTIVE & SCREENING SERVICES

Abdominal aortic aneurysm screening
Alcohol misuse screenings & counseling
Bone mass measurements (bone density)
Cardiovascular disease screenings
Cardiovascular disease (behavioral therapy)
Cervical & vaginal cancer screening
Colorectal cancer screenings
Multi-target stool DNA tests
Screening barium enemas
Screening colonoscopies
Screening fecal occult blood tests
Screening flexible sigmoidoscopies
Depression screenings
Diabetes screenings
Diabetes self-management training
Flu shots
Glaucoma tests
Hepatitis B shots
Hepatitis B Virus (HBV) infection screening
Hepatitis C screening test
HIV screening
Lung cancer screening
Mammograms (screening)
Nutrition therapy services
Obesity screenings & counseling
One-time "Welcome to Medicare" preventive visit
Pneumococcal shots
Prostate cancer screenings
Sexually transmitted infections screening & counseling
Shots: COVID-19 vaccines Flu shots Hepatitis B shots Pneumococcal shots
Tobacco use cessation counseling
Yearly "Wellness" visit

Source: <https://www.medicare.gov/what-medicare-covers/what-part-b-covers>



Live Well with Chronic Conditions

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

You can do this from the comfort of your own home!
All you need is a phone to join the one-hour group conference call with a Live Well Leader to learn about:

- Healthy eating, physical activity, and exercise
- Dealing with difficult emotions
- Decision-making and communications skills
- Working with healthcare providers
- Action Planning

Materials will be mailed to participants at no cost and include *Living a Healthy Life with Chronic Conditions*, an instruction booklet and relaxation and exercise CD's.

Class size is limited to six participants, **so register early!**
Take Control | Feel Better | Energize | Live | Enjoy


**Tuesdays
From 10-11 am
October 4- to
November 8, 2022**

For more information and to register,
**call 203-757-5449 x 125
or email
dhorowitz@wcaa.org**




Sponsored by the Western Connecticut Area Agency on Aging, CT Department of Aging and Disability Services -State Unit on Aging and Connecticut Department of Public Health. Generous support is also provided by the Connecticut Community Foundation.

The WCAA office will be closed on the following days:
November 11, 2022 in observance of Veteran's Day
November 24, 2022 in observance of Thanksgiving Day
November 25, 2022 - Day after Thanksgiving





FREE Live Well with Chronic Conditions 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!

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!

Dates: Thursdays, Oct. 6 –Nov. 10, 2022
Time: 10am–12pm for 6 weeks
**Place: Sullivan Senior Center
88 East Albert Street, Torrington**
**To Register: Call 860-496-6676 or email Carla at
carla.angevine@hhchealth.org**
Space is limited, so sign up now! Free books and prizes!

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



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!**
**Wednesdays from 7-8pm
October 5 – November 9, 2022**
**To register, call 203-757-5449 x 125
or email Debby at
dhorowitz@wcaa.org**

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




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. Generous support is also provided by the Connecticut Community Foundation.

More Live Well workshops are being offered each month! Here are two more:

In person Live Well with Chronic Conditions workshop at the Sullivan Senior Center on Thursdays, Oct. 6- Nov. 10 from 10am-12pm. Register with Carla at 860-496-6676 or Carla.Angevine@hhchealth.org


Live Well with Diabetes Phone Workshop on Wednesdays, Nov. 2- Dec. 7 from 10-11am. Register with Debby at 203-757-5449 x 125 or dhorowitz@wcaa.org.

UR COMMUNITY CARES IS LOOKING FOR VOLUNTEERS IN NORTHWEST CT!

As people are coming out of the hospital, recovering from surgery or they are less mobile due to aging, residents can safely connect with neighbors to provide assistance via their website www.URCommunityCares.org, allowing them to stay independent at home.

We are looking for volunteers age 15 and older, they are urged to sign up to help a neighbor, they can be in a group or individual enrollments; businesses can get involved and have volunteer days, high schools can have students volunteer together, churches can get their youth group involved. **For more information contact Michelle Puzzo, President at 860-430-4557.**

Visit our website at: www.urcommunitycares.org

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.

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Thank you.