

East Texas Area Agency on Aging Service Definitions

PLEASE NOTE: All services are based on eligibility and contingent on available funds.

Service	Definition
Benefits Counseling	<p>Counseling or representation services provided by a certified benefits counselor to Medicare beneficiaries, family members, caregivers, or others working on behalf of an eligible person. An eligible person is one of the following:</p> <p>Assistance activities include the following:</p> <ul style="list-style-type: none"> • Advice or Counseling: A recommendation involving Medicare benefits and related topics made to an eligible person regarding a course of conduct, or how to proceed in a matter. May be given by phone or in person. • Document Preparation: One-on-one assistance given to an eligible person which helps in the preparation of documents related to Medicare and other public entitlements, or health and long-term care insurance. • Representation: Advocacy on behalf of an eligible person in protesting or complaining about a procedure or seeking special considerations by appealing an administrative decision related to Medicare benefits.
Congregate Meals	A hot or other appropriate meal served to an older person in a congregate setting.
Emergency Response	Services for an older person who is homebound or frail to establish an automatic monitoring system which links to emergency medical services when the person's life or safety is in jeopardy. Emergency Response System (ERS) services include the installation of the individual monitoring unit, key lockbox, training associated with the use of the system, periodic checking to ensure that the unit is functioning properly, equipment maintenance calls, response to an emergency call by a medical professional, para-professional or volunteer, and follow up with the older person.
Health Maintenance	Provision of dental services or hearing aides.
Home Delivered Meals	Five hot, cold, or frozen meals delivered each week to a person who is eligible at their place of residence.
Homemaker	Temporary services to assist an older person with tasks such as light housekeeping, meal preparation, escort tasks, and shopping assistance.
Income Support	One time utility bill support.
Personal Assistance	Temporary Services to assist an older person with tasks such as bathing, dressing, grooming, toileting, and ambulating.
Residential Repair	Services consisting of <u>minor</u> repairs or modifications of a dwelling occupied by an older person that is essential for the health and safety of the older person. Not Cosmetic.
Respite In-Home	Temporary services for an eligible dependent care recipient for the relief of a caregiver provided in the eligible caregiver's home or the home of the care recipient while the primary caregiver is unavailable or needs relief. In addition to supervision, services may include the same activities as Homemaker and Personal Assistance.