

Accessing Services

Phones are answered
Monday through Friday
8:00am – 5:00pm
(closed for lunch 12:00pm – 1:00pm)

For in-depth or one-on-one counseling,
call to schedule an appointment
with one of our Benefits Counselors.

Serving 14 Counties

Anderson	Panola
Camp	Rains
Cherokee	Rusk
Gregg	Smith
Harrison	Upshur
Henderson	Van Zandt
Marion	Wood



Volunteer Opportunities

Make a difference working with
the Benefits Counseling Program

Useful Hotline Numbers

Consumer Protection
800-621-0508

Texas Health and Human
Services Commission (HHSC)
877-317-2121

Legal Hotline
800-622-2520

Medicare
800-633-4227

Medicare Fraud
800-447-8477

Social Security
800-772-1213



1501 Pentecost Road
Kilgore, Texas 75662

800-442-8845

903-218-6500 (main) • 903-984-4482 (fax)
800-735-2989 (TDD)

www.EastTexasAAA.org

Social Media: **East Texas AAA**



Funded by the Texas Health and Human Services Commission



**Benefits
Counseling**

800-442-8845

Questions our Counselors will help you answer...

1

How do I decide what type of health insurance I will need when I retire?

2

Do I qualify for any extra help paying premiums, co-pays and deductibles?

3

What is the difference between Medicare Advantage, Supplements and Original Medicare?

4

How do I address legal concerns I may have, including Advance Directives?

When Should You Enroll in Medicare?

Annual Election Period

October 15 through December 7

New to Medicare/Initial Enrollment?

Last 7 Months

3 Months Before Eligibility

The Month of Eligibility

3 Months After Eligibility

Awareness and Assistance Topics

Medicare

Low-Income Subsidy

(Extra Help with Medicare prescriptions)

Medicare Savings Programs

(QMB, SLMB, QI-1)

Long-Term Care Options

Social Security

Advance Directives

(to Physicians, Medical POA, etc.)

Administrative Appeals (Limited)

(Medicare, Medicaid and Social Security appeals)

Fraud and Abuse

Community Resources

Elderly Victims of Abuse, Exploitation and Neglect

Veteran's Benefits

For one-on-one counseling, individuals may call to schedule an appointment with one of our Benefits Counselors toll free at:

800-442-8845

Dedicated to serving East Texas,
One Senior at a Time!

What is the Benefits Counseling Program?

The Benefits Counseling Program is designed to answer questions and assist seniors who are 60 years of age and older, caregivers, and individuals receiving Medicare regardless of age.

What will it do for me?

Effective benefits counseling will result in improved financial circumstances and quality of life for the client. You will be provided information needed to make informed decisions about your benefits.

How do I protect myself from fraud?

Benefits Counselors will alert seniors to fraud and make the necessary referrals to the agency that investigates and stops such illegal practices.

