## **Accessing Services**

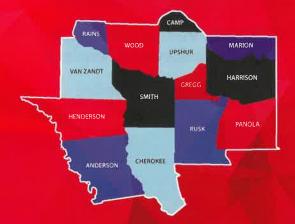
Phones are answered

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

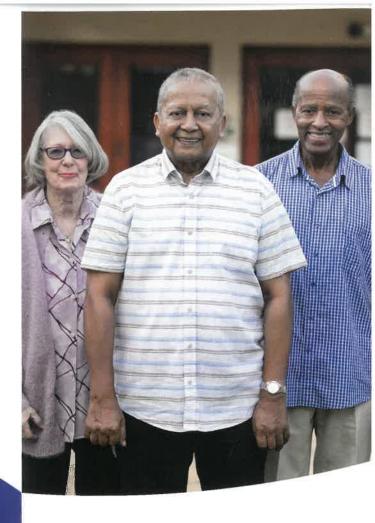
903-218-6500 (main) • 903-984-4482 (fax) 800-735-2989 (TDD)

www.EastTexasAAA.org

Social Media: East Texas AAA









Benefits Counseling

800-442-8845



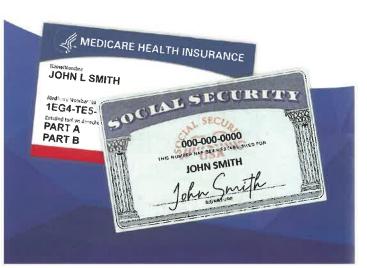
The Benefits Counseling Program is designed to answer questions and assist seniors who are 60 years of age and older, caregivers, and individuals receiving Medicare regardless of age.

### 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 referrrals to the agency that investigates and stops such illegal practices.



# Questions our Counselors will you help you answer...



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



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



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



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, Ql-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!