



Gaining Access: A Resource For Massachusetts Seniors

Massachusetts Senior Medicare Patrol (SMP) Program

SMP provides information and training on the importance of being engaged healthcare consumers to prevent healthcare errors, fraud and abuse. To schedule a free educational session for your community or agency on how to identify and report Medicare and Medicaid fraud and other deceptive marketing practices, contact 800-892-0890 or visit www.masmp.org.

Health Care For All (HCFA)

HCFA is a statewide advocacy organization that works to ensure that Massachusetts has a consumer-centered health care system that provides comprehensive, affordable, accessible, culturally competent, high quality care and consumer education for everyone. For free assistance in enrolling in health insurance programs, call 800-272-4232; for assistance resolving concerns or receiving information about the One Care program for individuals with disabilities, call the HelpLine One Care Ombudsman at 855-781-9898. Visit HCFA on the web at www.HCFAMA.org.

Kepro - Massachusetts' Quality Improvement Organization (QIO)

Kepro is the Beneficiary and Family Centered Care QIO (BFCC-QIO) responsible for conducting quality review of cases, appeals, and complaints for Medicare beneficiaries in Massachusetts. To appeal discharges and termination of Medicare covered services call 888-319-8452 or visit www.KeproQIO.com.

Massachusetts Attorney General's Office Elder Hotline

The Attorney General's Office Hotline serves Massachusetts' senior citizens as a resource for information and referral on a full range of concerns, including: debt and debt collection practices, health insurance, home improvement, landlord/tenant issues, long-term care insurance, scam awareness and telemarketing. In certain cases, the hotline can act as a dispute mediation/resolution service by contacting a business on behalf of an elder to reach a fair and mutually agreeable resolution. For more information or assistance, call 888-AG-ELDER (888-243-5337) • TTY: 617-727-4765 or visit www.mass.gov/AGO.

Massachusetts Department of Public Health (DPH)

DPH serves all people in the Commonwealth and promotes health and healthy communities through compassionate care, education and prevention by a variety of public health programs and services. For information about public health programs and services such as healthy aging and disability, licensure and inspection of health care facilities, assistance with and reporting concerns related to quality of care, call 617-624-6000 • TTY/TTD 617-624-6001 or visit www.mass.gov/dph.

Massachusetts Executive Office of Elder Affairs (EOEA)

EOEA develops and manages services for elders and adults with disabilities through a network of elder and disability agencies and programs. For more information, call 800-AGEINFO (800-243-4636) or visit www.800ageinfo.com. **To report elder abuse, neglect and/or financial exploitation, call 800-922-2275.**

MassHealth (Medicaid)

MassHealth provides comprehensive health insurance or help with paying for private health insurance to more than one million Massachusetts children, families, seniors and people with disabilities. For more information, call 800-841-2900 • TTY 800-497-4648 or visit www.mass.gov/masshealth.com.

One Care participants can call MassHealth at 800-841-2900 or the One Care Ombudsman at 855-781-9898 for help addressing concerns or conflicts that interfere with their enrollment or services.

Medicare

A health insurance program for people 65 or older, people under 65 with certain disabilities, or people of any age with End-Stage Renal Disease (ESRD). Call 800-MEDICARE (800-633-4227) • TTY/TTD 877-486-2048 or visit www.Medicare.gov.

For issues with a Medicare health or drug plan, contact Medicare at 800-MEDICARE (800-633-4227), your health plan, or call 617-565-1232. To arrange for a guest speaker on Medicare issues, or for more information on partnering with Medicare, call 617-565-1218.

Medicare Advocacy Project (MAP)

MAP provides statewide advice and free legal representation on Medicare and Medicare-related issues to Massachusetts elders and persons with disabilities. For assistance call 800-323-3205 or 617-371-1234. Visit MAP on the web at www.gbls.org.

Prescription Advantage (PA) - State's Prescription Assistance Program

PA is a state-sponsored prescription drug assistance program available to qualifying seniors and people with disabilities who are residents of Massachusetts. For more information or assistance, call 800-AGE-INFO (800 243-4636, Press 2) or visit www.800ageinfo.com.

Serving Health Insurance Needs of Everyone (SHINE)

Provides health benefits counseling for Medicare beneficiaries of all ages; multiple languages served. For more information or assistance, contact your local Council on Aging or call 800-AGE-INFO (800-243-4636, Press 3) or visit www.800ageinfo.com.

Social Security Administration (SSA)

SSA is responsible for the enrollment of eligible persons into Medicare Parts A and B; pays for monthly retirement and survivor benefits and makes payments under the Social Security Income Program (SSI). For more information, call 800-772-1213 • TTY 800-325-0778 or visit www.socialsecurity.gov.

Other Medication Assistance Programs*

Exception Form/Prior authorization from doctor - Ask your pharmacist

Low Income Subsidy (LIS) - Contact SSA

Limited Income Newly Eligible Transition (LINET) Program

MassMedline - 866-633-1617 • www.mcphs.edu/pharmacyoutreach • www.massresources.org

NeedyMeds Help Line - 978-865-4115 • www.needymeds.org

*See SHINE Counselor for assistance in applying for these programs.