


**EARLIER REFERRAL
GIVES MORE
OPPORTUNITY
TO PROVIDE
COMPREHENSIVE
CARE.** 

*In August 2010, The
New England Journal of
Medicine published an
article showing that*

*“terminally ill patients who
received palliative comfort
care services lived nearly
three months longer and
enjoyed an improved quality
of life compared to those who
didn't receive the attention of
a palliative care team.”*

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Regency SouthernCare
Hospice Services



Regency SouthernCare
Hospice Services

**BENEFITS OF
EARLIER ADMISSION
TO HOSPICE CARE**



www.regencysoutherncarehospice.com

BENEFITS

of choosing hospice earlier

Nearly all patients are able to receive hospice care as soon as their doctor and hospice physician believe that they most likely have 6 months or less to live.

When pain and other symptoms are effectively controlled, people not only feel better, they have a potential to live longer.

BOTH PATIENT AND FAMILY:

- Control of the situation.
- Achieve identified goals.
- Achieve peace with pending death.
- Have closure and say good-bye with everyone together.
- Become knowledgeable and comfortable with the dying process.
- Expert assistance and time to prepare for funeral and financial matters.
- Save on costs of medication, equipment and supplies.

PATIENT:

- Effective medication, pain and symptom management results in less discomfort and fewer emergency hospitalizations over longer periods of time.
- Decreased stress levels positively affects quality and length of life.
- Comprehensive care that incorporates mind, body and spirit.
- Reduction in unnecessary and frequent re-admissions to hospital / ER visits.
- Reduces stress of traveling back and forth to hospital.
- Help with focusing on and developing personal goals before death.
- Decision to involve supportive experts eases worry.
- Preparation and coordination of advanced directives.
- Full emotional and psychological support.

OUR SATISFACTION SURVEYS SHOW

60% OF PATIENTS

SAID THEY WOULD HAVE LIKED TO HAVE BEEN REFERRED EARLIER.

FAMILY:

- Positive emotions about the opportunity to improve the quality of life of their loved one.
- Learn to become an expert in assisting in care for patient resulting in feeling good about their contribution to their loved one's final months.
- Develop relationship with bereavement counselor earlier.
- Able to observe their loved one in a more comfortable state during a difficult time.

EARLIER ADMISSION
ALLOWS US TO BUILD
LONGER RELATIONSHIPS
AND IMPROVE CARE.

When **Life** matters most.



TOOLS FOR RELEASING STRESS

Walking in the park	Hiking	Walking at twilight or early morning
Having a manicure	Singing	Watching the sunrise or sunset
Being with children	Playing tennis	Making small house repairs
Sharing with a friend	Praying	Going to an outdoor market
Watching a movie	Painting	Taking leisurely, warm baths
Crying at a movie	Volunteering	Buying yourself flowers
Writing your story	Exercising	Getting out of town for a short time
Listening to favorite music	Traveling	Deep breathing for relaxation
Buying favorite music	Planting flowers	Trying out a new restaurant
Writing in a journal	Golfing	Reading something inspirational
Sleeping or napping	Yoga	Spending time with family
Watching television	Bird watching	Eating a favorite dinner by candlelight
Knitting or crocheting	Doing aerobics	Watching a fire in the fireplace
Reading a good book	Going fishing	Giving a hug (you get one back)
Playing the piano	Baking bread	Listening to the radio
Sitting in the backyard	Sewing	Trying out a new recipe
Cleaning the house	Dancing	Cleaning the car
Browsing in a bookstore	Laughing	Playing softball
Buying a book	Flying a kite	Doing genealogy
Reading a mystery	Bowling	Having a massage
Taking photographs	Meditating	Going to a football game
Going for a drive	Going hunting	Going to the symphony
Collecting coins	Quilting	Visiting with a neighbor
Playing with a pet	Playing cards	Playing an instrument in a band
Going to the beach	Holding a baby	Singing with a group
Going to the mountains	Gardening	Pouring out feelings on a tape recorder (then erase)
Buying new clothes	Building models	Doing crossword puzzles
Collecting antiques	Reading poetry	Talking with a trusted friend
Working with clay	Writing letters	Playing on the computer
Decorating a cake	Having a picnic	Starting an herb garden
Arranging flowers	Walking the dog	Saying "I can" to yourself
Browsing in a store	Shopping	Stretching your body (like a cat)
Visualizing a pleasant situation		

Providing quality

Senior Care

North Region

Brown's Health and Rehab
Administrator: Tammy Royal
226 S. College St
Statesboro, GA 30458
Phone: 912-764-9631
Fax: 912-764-8384

Bryant Health and Rehab
Administrator: Sam Askew
134 6th St SE
Cochran, GA 31014
Phone: 478-934-7682
Fax: 478-934-4801

Countryside Health Center
Administrator: Tom Williams
233 Carrollton St
Buchanan, GA 30113
Phone: 770-646-3861
Fax: 770-646-3601

Crossview Care Center
Administrator: Betsy Taunton
402 E. Bay St
Pineview, GA 31071
Phone: 229-624-2437
Fax: 229-624-2715

Pinehill Nursing Center
Administrator:
712 Patterson St
Byromville, GA 31007
Phone: 478-433-5711
Fax: 478-433-4016

Pleasantview Nursing Center
Administrator: Carla Collins
475 Washington St
Metter, GA 30439
Phone: 912-685-2168
Fax: 912-685-3939

Providence Health Care of Thomaston
Administrator: Donna Ramey
1011 S. Green St
Thomaston, GA 30286
Phone: 706-647-6693
Fax: 706-648-9255

Southland Health and Rehab
Administrator: Latitia Hughes
606 Simmons St
Dublin, GA 31021
Phone: 478-272-1666
Fax: 478-275-2146

South Region

Altamaha Health Center
Administrator: Deborah Sapp
1311 W. Cherry St
Jesup, GA 31545
Phone: 912-427-7792
Fax: 912-530-3425

Clinch Health Center
Administrator: Debra Morgan
390 N. Sweat St
Homerville, GA 31634
Phone: 912-487-5328
Fax: 912-487-2460

Folkston Park Care and Rehab
Administrator: Glen Wright
36261 Okefenokee Dr
Folkston, GA 31527
Phone: 912-496-7396
Fax: 912-496-2087

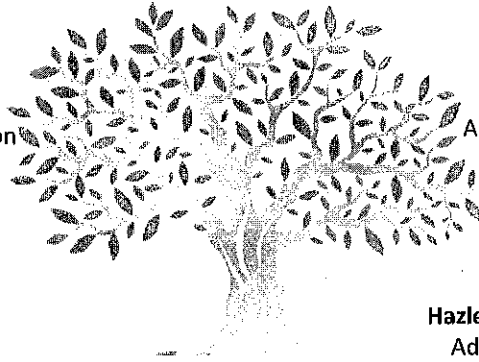
Glenwood Health Care
Administrator: Lori Hughes
41 N. Fifth St
Glenwood, GA 30445
Phone: 912-523-5102
Fax: 912-523-2182

Hazlehurst Court Care and Rehab
Administrator: Cindy Graham
180 Burketts Ferry Rd
Hazlehurst, GA 31539
Phone: 912-375-3677
Fax: 912-375-9974

Life Care Center
Administrator: Marcy Matthews
176 Lincoln Ave
Fitzgerald, GA 31750
Phone: 229-423-5621
Fax: 229-423-8723

Lumber City Nursing and Rehab
Administrator: Natasha Barthwell
93 HWY 19
Lumber City, GA 31549
Phone: 912-363-2484
Fax: 912-363-8181

Tattnall Health Care
Administrator: Jenean Coe
142 Memorial Dr
Reidsville, GA 30453
Phone: 912-557-4345
Fax: 912-557-3019



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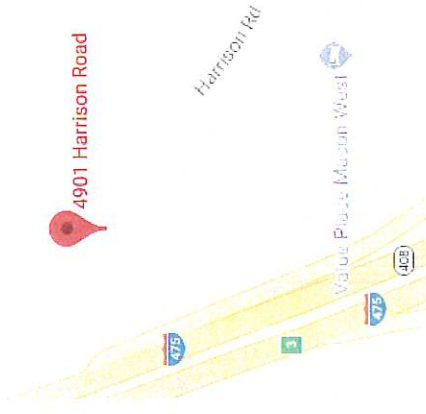
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- Emergency Alert System
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- Laundry & Linen Services



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- Scheduled Activities
- Beauty Parlor
- Pet-Friendly Environment
- Scheduled Transportation
- Outdoor Porches



Our Services:

- Highly-Trained Staff
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- Medication Management
- Memory Care
- Physical Therapy
- Rehabilitation
- Custom Dietary Plans
- Emergency Call System
- Care Coordination



Understanding Medicaid



A Handbook About
Medicaid Services
in Georgia



A Publication of
The Georgia Department of Community Health

www.dch.ga.gov

TANF - Temporary Assistance for Needy Families

TDD - Telecommunications Device for People who are Deaf

TTY - Telephone Typewriter for People who are Deaf

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How to Get More Information about Medicaid

Contact the DFCS office in your county to apply for Medicaid, to check on your application or to change any information about yourself and your family. To contact DFCS, look in your local phone book under "Family and Children Services" (usually in the blue county government pages).

To locate the Right from the Start Medicaid office nearest you, call 1-800-809-7276.

To contact the county public health department to apply for Medicaid for pregnant women, look in your local phone book under "Health" or "Public Health" (in the blue county government pages) or call 404-657-2700.

To contact the Social Security Administration office in your area to apply for SSI or to report any changes in your address or circumstances, call 1-800-772-1213.

If you do not have your card with you and a medical provider or pharmacist needs to verify that you are eligible for Medicaid, ask him or her to call the Provider Contact Center at 1-866-766-4456. The Provider Contact Center will tell the provider whether or not you are eligible for the services.

If you are eligible for Medicaid but have not received your Medicaid card, call the Member Contact Center to order a new one. The telephone number is 1-866-211-0950 (Monday - Friday, 7:00 a.m. to 7:00 p.m.). If you need to get medical services right away, you can request an emergency card at the DFCS office in your county.

What is Medicaid?

Medicaid is a medical assistance program that helps many people who can't afford medical care pay for some or all of their medical bills.

Good health is important to everyone. There are many factors that contribute to your health. Some activities contribute to good health such as eating a balanced diet, wearing your seat belt, getting immunizations and flu shots. Others hurt your health like smoking, excessive alcohol use and overeating.

If you can't afford to pay for medical care right now, Medicaid may be able to help you get the care that you need to get healthy - and stay healthy.

If you have applied for and met the eligibility requirements to be approved for Medicaid, you will receive a plastic Medicaid card in the mail.

Show your Medicaid card to your doctor, dentist, pharmacist, or at the hospital or clinic when you go for medical services. Make sure they will accept Medicaid as payment for services.

If you have other insurance that may cover some or all of your medical care, tell your Medicaid provider about the other insurance. You **MUST** show your Medicare or other insurance card to your Medicaid provider when you go in for medical care.

After you have received your medical care, the Medicaid program will pay the doctor, clinic or other provider for your care for all your Medicaid covered services.

About this Handbook...

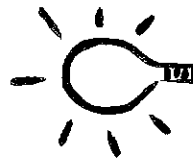
Sometimes, the Medicaid program and its rules may seem hard to understand. This handbook will help you understand how the Medicaid program works, and whether the program can help you and your family.

If you think you or your family members may be eligible for Medicaid, this handbook will explain how to apply for Medicaid and how to get medical services after you have been approved.

Although every state has a Medicaid program, each state's program is different. This handbook explains how Medicaid works in Georgia.



Look for this telephone symbol to find telephone numbers that will help you get more information about Medicaid. Write down the names and numbers of your caseworker, your doctor and your pharmacy on the inside front cover of this handbook so that you'll have them when you need them!



Look for this light bulb to find ideas and helpful hints about applying for Medicaid and using Medicaid services.

Do I get to choose the health plan I want?

Yes. You will have a choice between at least two health plans in your area. Health plans that work with Georgia Families are:

Amerigroup Community Care

Phone: 1-800-600-4441

TDD/TTY: 1-800-855-2880

Web site: <http://www.myamerigroupcorp.com>

Peach State Health Plan

Phone: 1-800-704-1484

Fax: 1-800-716-2809

Georgia Relay Services Voice: 1-800-255-0135

Georgia Relay Services TDD/TTY: 1-800-255-0056

Web site: <http://www.pshpgeorgia.com>

WellCare

Phone: 1-866-231-1821

TDD/TTY: 1-877-247-6272

Web site: <http://www.wellcare.com>

Who should not enroll?

These Medicaid members will not enroll in Georgia Families:

- Members who can get Medicare
- People who are blind
- People with disabilities
- Children in foster care
- Children with special health care needs

Please note: Georgia Families is only for members already enrolled in Medicaid or PeachCare for Kids™. If you want to apply for Medicaid or PeachCare for Kids™, call or visit your county DFCS office.

Will my benefits change?

No. You will get the same Medicaid or PeachCare for Kids™ benefits and services that you get now. The only difference is that now you will get these health care services through a health plan.

Will I still have to pay premiums to PeachCare for Kids™?

Yes. If you have a child in PeachCare for Kids™, you must continue to pay your monthly premium directly to PeachCare for Kids™.



Who Is Eligible for Medicaid in Georgia?

Many groups of people are covered by Medicaid. Even within these groups, though, certain requirements must be met. These may include your age; whether you are pregnant, disabled, blind, or aged; your income and assets, and whether you are a U.S. citizen or a qualified immigrant. Non-qualified immigrants, unlawfully admitted or undocumented immigrants may be eligible for emergency assistance only.

When you apply for Medicaid, the requirements listed above will be taken into account before a decision is made.

Your child may be eligible for coverage if he or she is a U.S. citizen or a lawfully admitted immigrant, even if you are not. Eligibility for children is based on the child's status, not the parent's; however, the parent's income is counted towards the income limit.

In general, you should apply for Medicaid if your income is low and you match one of the descriptions below:



You think you are pregnant

You are a child or teenager

You are age 65 or older

You are legally blind

You are have a disability

You need nursing home care.



Please see the next page for more details.

Should You Apply for Medicaid?

When you apply for Medicaid, your application will be carefully reviewed by a qualified Medicaid Eligibility Specialist. In general, you should apply for Medicaid if you match the descriptions below:

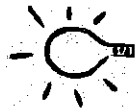
US Citizen or Qualified Immigrant Pregnant Women:

Apply for Medicaid if you think you are pregnant. If you are on Medicaid when your child is born, both you and your child will be covered. You may be covered for another 60 days after your child's birth. Your child may be covered for up to one year.



Children and Teenagers:

Apply for Medicaid if you are the parent or guardian of a child who is 18 years old or younger and your family's income is low, or if your child is sick enough to need nursing home care but could stay home with good quality care at home. If you are a teenager living on your own, you may apply for Medicaid on your own behalf.



If you or someone in your family needs health care, you should apply for Medicaid even if you are not sure whether you qualify. Some income and assets do not count against you. For example, owning your home will not stop you from getting Medicaid.

Every group has its own income limits, which increase on a regular basis. For example, in 2010 the monthly income level for a pregnant woman with one child is \$3,052 and \$3,675 for a pregnant woman with two children. Apply and have a qualified Medicaid Eligibility Specialist evaluate your situation.

Frequently Asked Questions



Choices for a Healthy Life

What is Georgia Families?

Georgia Families is a program just for members in Medicaid and PeachCare for Kids™. Medicaid and PeachCare for Kids™ members will enroll in Georgia Families to choose a health plan and to choose a primary care physician. If you don't enroll, a health plan and primary care physician will be chosen for you.

What is a health plan?

A health plan is a group of doctors, nurses, hospitals and other health care providers who give the members of the plan all of the health services that they need. As a member of a health plan, you won't have to look for doctors or other providers yourself. Your health plan will have all the health care professionals you need.

What is a Primary Care Physician?

A primary care physician is the person you will go to for regular checkups and other basic health care services. Over time, your primary care physician will get to know you and your health care needs. Your primary care physician will also refer you to specialists and other health care providers if you need more specialized health care.

Who should enroll?

Most Medicaid and all PeachCare for Kids™ members must enroll in a Georgia Families health plan to continue getting health care services.

What if my Medicaid is cut off or if it is not meeting my medical needs properly?

If you get a notice saying your Medicaid will end or that a service will not be covered and you think it is a mistake, ask for a fair hearing right away. It is important to ask for the hearing within 10 days from the date on the notice if you want to keep on getting services while you appeal. Call or write your DFCS office to ask for the hearing. If you call DFCS, follow up in writing within 15 days.

You can ask for a fair hearing if something goes wrong with your Medicaid, even if you did not get a notice about it. At the fair hearing, an independent person will take information from you and Medicaid and make a decision about your case.

When can I go to the Emergency Room?

If you really believe the situation is an emergency and you have to get care immediately, go to the emergency room right away. However, Medicaid tries to make sure that you have a doctor of your own through your primary care provider. Part of the reason is to keep you from having to use the hospital emergency room when it is not necessary. Your own doctor can keep your medical record up-to-date and make sure you get complete care. The doctor has someone available to talk to you at night and on weekends or holidays.

If you or your child becomes sick or injured, most of the time it is best to try to reach the doctor by telephone for advice.



**PeachCare
for Kids**

If you apply for Medicaid for your children and learn they are not eligible, ask about PeachCare for Kids™ or call 877-427-3224 (toll-free) for information. You can also apply for PeachCare for Kids™ online at www.peachcare.org. For example, in 2010 the monthly income level for young children is \$3,586 for a family of three and \$4,314 for a family of four.

Aged, Blind or Disabled People:

Apply if you are **aged** (65 years old or older), **blind** or **disabled**, and have low income and few resources (such as bank accounts, real property or other items that can be sold for cash).

Apply if you are terminally ill and want to receive hospice services.

Apply if you are aged, blind or disabled; live in a nursing home, and have low income and limited assets.

Apply if you are aged, blind or disabled and need nursing home care but can stay at home with special community care services.

Apply if you are eligible for Medicare and have low income and limited assets.

Some Other Situations:

Apply if you are eligible for or leaving Temporary Assistance for Needy Families (TANF) and need health care coverage.

Apply if you are a family with children under 18 and have very low or no income and few assets. (You do not have to be receiving TANF.)

Apply if you are a woman with breast or cervical cancer.

Apply if your income is higher than the limits and you have medical bills you owe (and you are pregnant, under 18 or over 65, blind or disabled).

How to Apply for Medicaid

Anyone who applies for Medicaid can do so in person (by going to the local DFCS, public health department or Social Security office), or by requesting forms to be mailed to you that you can fill out at home. There are several different ways to apply for Medicaid.

You can contact DFCS in your county. The DFCS office will take your application or help you find other places to apply, such as schools, hospitals or community centers near your home. You can visit the Web sites of the Georgia DCH, the Georgia Health Partnership or DHS, as well. Right from the Start Medicaid outreach project has workers available to take applications early in the morning, in the evenings and on weekends.

If you think you are **pregnant**, contact your county public health department, primary health care center or hospital. (Call the Georgia Division of Public Health at 404-657-2700 to find out where to apply in your county). If you are pregnant and eligible, you can get a Medicaid certification form on the same day that you apply. You can get prenatal care for yourself and your baby immediately.

If you are **aged** (65 years old or older), **blind** or **have a disability**, apply for the SSI program by contacting your local Social Security office. If you are approved for supplemental income, you will automatically receive Medicaid. You may also apply for Medicaid at the DFCS office, but you will not be able to apply for supplemental income there. (Call 1-800-772-1213 or go to www.ssa.gov to find the closest Social Security office). People who are deaf or hard of hearing may call the Social Security Administration toll-free TTY number at 1-800-325-0778 between 7 a.m. and 7 p.m., Monday through Friday.

FULLARD REVIEW PROCESS (continued)

1. Go to the Web Portal, www.mmis.georgia.gov.
2. Click on the Provider Information Tab
3. In the bottom right of the page, find the box titled Documents and Forms
4. Click on the View Full List option
5. Now find the document titled "Authorization for Use and Disclosure." This is the form with instructions about how and where to send your request for a review.

Note: If you do not have Internet access, you may call the Contact Center at 770-325-2331 or 1-866-211-0950 and ask them to send you the "Authorization for Use and Disclosure" form. This process takes a bit longer. If you use the Internet to get to the Web Portal you'll get the form on the same day.

Q: Should I check anything before I send in my request?

A: Yes. Please check the following:

1. Was I an active member on the date the service was rendered? If you were, and you gave the provider the Medicaid details, you can request a Fullard Review. If you weren't, contact DFCS to see if you qualify for coverage.
2. Did you receive retro-coverage for the date of service? If you did, and went back and gave the provider the retro-coverage details, you can request a Fullard Review.
3. Were you assigned to Amerigroup, WellCare or Peach-
State? If you were, then you need to ask one of the agencies listed above about the questions you have on your bill. Please do not send your billing questions to Medicaid as they will be returned, and you will be directed to the appropriate agency. See page 31 for CMO contact information.

What if I'm not eligible for Medicaid?

Children under 19 who are not eligible for Medicaid may be eligible for PeachCare for Kids™. This program has most of the same benefits as Medicaid. Call 1-877-GA-PEACH (1-877-427-3224) or go to the Web site www.peachcare.org for more information.

What if I get a bill from a health care provider?

If you get a bill from a doctor, hospital or other provider you think Medicaid should have paid, call 770-325-2331 or 1-866-211-0950 or write to the Member Enrollment Unit, GHP, P.O. Box 105200 Tucker, GA 30085 and ask for a "Fullard" review. The Member Contact Center will investigate to see whether Medicaid should have paid the bill. It will send you a letter of the findings.

FULLARD REVIEW PROCESS

Q: What is a Fullard Review and why might I want one?

A: You can request a Fullard Review if you believe you are getting bills for services that Medicaid should have paid. In a review, bills are submitted and considered. You and the provider will be sent copies of the final outcome of the review.

Q: Who can request a Fullard Review?

A: You, your authorized representatives who are listed on your record or the Payee/Other Spouse or Parent who are on your record.

Q: What steps should I take to request a Fullard Review? **A:** It's very simple.



Telephone Numbers and Web Sites:

To locate your county DFCS office, look in the blue pages of your telephone book for Department of Human Services, Family and Children Services, or log on to www.dfcs.dhr.state.ga.gov, look on the left and click on a county office.

You may find a Medicaid application at the following Web sites:

DFCS: www.dfcs.dhr.georgia.gov; DCH: www.dch.ga.gov; DHR: www.dhr.georgia.gov; and Georgia Health Partnership: www.ghp.georgia.gov and click on the member information tab.

To locate a county health department, call: 404-657-2700 or log onto the Public Health Web site at: www.health.state.ga.us. Go to the counties and districts tab.

To locate a Social Security Administration office near you, call: 1-800-772-1213 or log on to www.ssa.gov.

For questions about Right from the Start Medicaid, call: 770-325-2331 or 1-800-809-7276.

For questions about your Medicaid card or to learn more about Georgia Medicaid, call: 1-866-211-0950 or log onto the Internet. The Web site address is www.mmis.georgia.gov.

To learn more about Georgia Families, call 1-888-423-6765 or log onto the Internet and go to: www.georgia-families.com.

What Documents are Needed to Apply for Medicaid?



When you apply for Medicaid, the application process will move along more quickly if you have information about yourself and your children handy. You may not need all of the items on this list, but these are the kinds of documents that will help:

- Your original or a certified copy of your birth certificate or other proof of identity and citizenship
- ID cards issued by federal, state or local government agencies or entities either containing a picture or identifying information, such as name, date of birth, sex, height, eye color and address to document identity
- Your social security number, if you have one
- Paycheck stubs or payroll records forms covering at least the last four weeks
- Letters or forms that show your income from Social Security, SSI, Veterans Administration, retirement, pensions, unemployment, worker's compensation, child support or any and all sources of income
- Current health insurance policies, health insurance cards or other health insurance information
- Life insurance policies
- Recent bank statements or bank books
- Information about property you own (such as land, or stocks and bonds)

If you have any trouble finding this type of information, ask your Medicaid Eligibility Specialist for help.



Questions and Answers About the Georgia Medicaid Program

What if I lose my card?

If you lose your Medicaid card, call the Member Contact Center to get a new one. You can reach a representative at 770-325-2337 or 1-866-211-0950 (toll free), Monday through Friday, from 7:00 a.m. until 7:00 p.m. You may also contact your local county DFCS Medicaid Eligibility Specialist or log onto www.mmis.georgia.gov.

What if I need services while I'm away from Georgia?

If you need medical services while you're in another state, the doctor or hospital treating you must call the Provider Contact Center at 1-800-766-4456 (toll free) to get prior approval before providing services or the Georgia Families CMO provider line, if you are enrolled (see page 31). (If you are in an emergency situation and are taken to a hospital emergency room, prior approval is not required.)

What if I move to a new address in Georgia?

If you move, let your Medicaid Eligibility Specialist at DFCS know your new address immediately, so that you can continue to receive important information about your Medicaid benefits. Note: If you receive SSI, contact the Social Security Administration instead of DFCS to report your new address.

Your Responsibilities

You are responsible for providing true and complete information about your circumstances, including your income, the size of your family, your current address and other information that helps Medicaid decide whether or not you continue to be eligible for services.

You are responsible for reporting changes in your circumstances. If your income, resources, living arrangements, family size or other circumstances change, they could affect your eligibility. It is your responsibility to let your DFCS Medicaid Eligibility Specialist know, or if you receive SSI, the Social Security Administration know about these changes within 10 days of the change.

If you have health or dental insurance coverage, you must give the State of Georgia the rights to these payments. Report all health insurance coverage plans when you apply for Medicaid. These might include private health insurance, Medicare, the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS), car or home insurance. You also need to report whether you receive any money from an injury received in an accident.

You also must report when any coverage changes. When you apply for Medicaid, your right to any payment made by a health plan is automatically given to Medicaid. Health care providers usually get these payments and then Medicaid pays them based on how much the health plan paid. However, if a health plan pays you for a service, you cannot keep the money. You are responsible for giving the money to Medicaid. Contact your Medicaid Eligibility Specialist to learn how you can give the money to Medicaid.

What Happens After You Apply for Medicaid?

This section describes the process for DFCS. If you apply for SSI through the Social Security Administration, the process is somewhat different.

Once you complete an application for Medicaid, a Medicaid Eligibility Specialist will interview you and review your application. The Medicaid Eligibility Specialist will make sure that all of the needed information has been provided.

If you have medical bills from the past three months that you were not able to pay, let your Medicaid Eligibility Specialist know about them when you apply. If you are eligible for Medicaid, it is possible that the program may pay for some of these bills, even if you were not enrolled in Medicaid at that time.



You will find out whether or not you are eligible for Medicaid within 45 days after you apply. A letter will come for you in the mail telling you whether or not you are eligible. (If you have a disability and your disability has to be determined, the process may take up to 60 days).

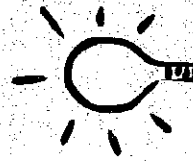
If you are eligible for Medicaid, you will receive a plastic Medicaid card in the mail. Because we will be mailing information to you about your Medicaid coverage, it is very important that you let your DFCS Medicaid Eligibility Specialist (or the Social Security Administration, if you receive SSI) know your new address when you move. (More details about the card are provided on page 15).

Please carry your Medicaid card with you at all times, in your purse or wallet, so you will have it with you when you need to show it to a doctor or pharmacist to receive services or prescriptions.

If you are enrolled in a Georgia Families Care Management Organization, you will also need to carry your Georgia Families health insurance card with you. Your doctor, pharmacist or other medical care provider will need to see this card as well as your Medicaid card.

Since your personal situation may change – for example, if you get a different job or if your family size changes – the Medicaid program will review your situation from time to time to make sure that you are still eligible.

If your situation changes, you must call your DFCS Medicaid Eligibility Specialist or the Social Security Administration office as soon as you know about any changes.



When you apply for Supplemental Security Income or Medicaid, let DFCS know about any medical bills from the last three months. It's possible that Medicaid may help pay for some of them.

Your Rights and Responsibilities

Once you are eligible for Medicaid, you have certain rights, but you also have some responsibilities that go with those rights. Be aware of your rights and responsibilities:

Your Rights

You have the right to apply for any medical assistance program of your choice.

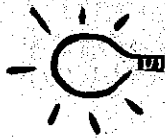
You have the right to timely and adequate notice. You must receive notice in writing before Medicaid takes any action to end your eligibility.

You have the right to a fair hearing if you disagree with a decision regarding your Medicaid eligibility or if you feel that Medicaid has not served your medical needs properly. To request a hearing, contact your county DFCS office within 10 days of the date on the notice about eligibility or services.

You have a right to fair treatment. Medicaid cannot deny you eligibility or benefits based on your race, age, sex, disability, national origin, or political or religious beliefs. To report eligibility or provider discrimination, call the Georgia Department of Community Health's Office of Constituent Services at 404-656-4496. You may also call the Office of Civil Rights at 404-562-7886; or 404-331-2867 (TDD).

What's Not Covered?

Some services are not covered by Medicaid. These include: services that are not medically necessary, private duty nursing, medical services and care given by a responsible relative or member of your household, cosmetic surgery, experimental items and chiropractic services, among others. If you're not sure, ask your provider!



If you are not sure whether a service is covered or not, ask your medical care provider (listed on your Medicaid card) or call the Member Contact Center (at 770-325-2331 or 1-866-211-0950 (toll-free), or call your Georgia Families CMO if you are enrolled in one. (See page 31 for CMO phone numbers).

How Does Medicaid Work?

Once you are eligible for Medicaid, there are different ways that you can receive medical services. You may participate in Georgia Families or receive services from any provider who accepts Medicaid payments. Each of these is described below.

Georgia Families

Georgia Families is a managed care program that delivers health care service to members of PeachCare for Kids™ and some Medicaid members. The program is a partnership between the DCH and private care management organizations (CMOs). By providing a choice of health plans, Georgia Families allows members to select a health care plan that fits their needs. You will be given an opportunity to choose a plan servicing your area, as well as a primary care doctor. If you do not choose, you will be assigned one.

Children enrolled in PeachCare for Kids™ and Medicaid, pregnant women and women with breast or cervical cancer on Medicaid are eligible to participate in Georgia Families.

Members will continue to maintain eligibility and enrollment through Medicaid or PeachCare for Kids™.

Not everyone may participate in Georgia Families.

Medicaid members not eligible for Georgia Families are those who are:

- Eligible for Medicare
- Presumptively eligible pregnant women
- Members of a federally recognized Indian tribe
- Children in foster care

- Children enrolled in the Georgia Pediatric Program (GAPP), Children's Medical Services (CMS) and Multi-Agency Team for Children (MATCH)
- Nursing home patients and
- Members enrolled under group health plans for whom DCH provides payment of premiums, deductibles, coinsurance and other cost sharing

Other Medical Care Providers Who Accept Medicaid

If you do not belong to Georgia Families, you will not be assigned to a doctor or organization for your health care.

When you need a checkup or any medical care that is covered by the program, you can present your Medicaid card and other insurance card to any doctor, dentist, pharmacist or clinic that accepts Medicaid. After you receive your medical care and other health insurance policies have been billed, the Medicaid program will pay the doctor or clinic directly for all covered services.

Medical Care Providers Who Do Not Accept Medicaid

If you receive services from a medical care provider who does not accept Medicaid, then Medicaid will not pay for the services. If you still want to receive services from a provider who does not accept Medicaid, you will be responsible for the cost of that care.

Some other services and items covered by Medicaid include:

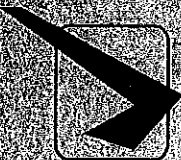
- Case management
- Diagnostic, screening and preventive services
- Laboratory services
- Medicare premiums, deductibles and coinsurance
- Mental health clinic services
- New Options Waiver
- Comprehensive Supports Waiver Program
- Community Care Services Program
- Independent Care Waiver Program
- Nurse midwife and nurse practitioner services
- Nurse visits in the home after delivery of the baby
- Orthotics and prosthetics (artificial limbs and replacement devices)
- Podiatry services
- Psychological services (for people under the age of 21)
- Therapy services (physical, occupational and speech)
- Rural Health Clinic and Federally Qualified Health Center services
- Childbirth education classes
- Birthing center services
- Dialysis and services for end-stage renal (kidney) disease
- Durable medical equipment

- Medical equipment and supplies prescribed by a doctor for use in your home (such as wheelchairs, crutches or walkers)
- Exams, immunizations (shots), and treatments for children (see box below)
- Family planning services (such as exams, drugs, treatment and counseling)
- Home health services ordered by a doctor and received in your home (such as part-time nursing, physical therapy or home health aides)
- Hospice care services provided by a Medicaid hospice provider
- Vision care for children (limited services for adults)
- Hearing services for children

About Co-Payments

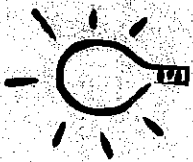
Depending on your Medicaid category, you may have to make a small **co-payment** when you receive your medical care, but Medicaid will pay most or all of the bill. You cannot be denied service because you are not able to pay the co-payment. However, your provider may bill you for the co-payment amount.

Doctors, hospitals or other health care providers enrolled in the Medicaid program must accept Medicaid as payment in full, except for co-payment amounts.



Check Out Health Check!

Medicaid pays for most medical services that children need. The Georgia program that provides checkups and immunizations for children under 21 is called Health Check. Ask your doctor about it!



Healthy Ideas

- Before you visit the doctor, dentist or pharmacist, write down your questions so that you won't forget to ask them. Or, take a friend or relative along to help.
- If your doctor or dentist writes you a prescription for medicine to make you feel better, fill the prescription and follow your doctor's instructions even if you start feeling better right away. Ask your doctor or pharmacist if you have any questions about taking your medicine.
- For your safety, make sure your doctor is aware of all medications that you are currently taking.
- If you can't make it to an appointment with your doctor or dentist, call to cancel and reschedule the appointment as soon as you know so you will have another appointment on the doctor's schedule.

What Does Medicaid Pay For?



It's always a good idea to ask your doctor or pharmacist whether the specific service or item you need is covered by Medicaid. There are some limits to these services and some may require you or your doctor to get permission from Medicaid first. (This is called prior approval). Generally, Medicaid covers the following services:

- Doctor and nurse office visits (when you visit a doctor or nurse for checkups, lab tests, exams, or treatment)
- Prescription drugs
- Inpatient hospital services (room and board, drugs, lab tests and other services when you have to stay in the hospital)
- Outpatient hospital services you receive in a hospital even though you do not stay in the hospital overnight
- Nursing facilities (nursing homes)
- Emergency ambulance services
- Preventive dental care, fillings and oral surgery for children
- Certain emergency dental care for adults
- Non-emergency transportation (to get to and from medical appointments)

Need a Ride?



Georgia Medicaid has agreements with several companies to arrange non-emergency transportation to and from medical appointments. Each company covers different regions of the state. Call the company for your area for help with transportation. You must call at least three days before your appointment to schedule transportation. Each company has a toll-free telephone number to schedule transportation services, and is available weekdays (Monday-Friday) from 7 a.m. to 6 p.m. If you have a question, comment or complaint about a company, call the Member Contact Center toll free at 1-866-211-0950. Here are the numbers to call:

North
Southeastrans, Inc - Toll free 1-866-388-9844 Local 678-510-4555
Banks, Barrow, Bartow, Catoosa, Chattooga, Cherokee, Clarke, Cobb, Dade, Dawson, Douglas, Elbert, Fannin, Floyd, Forsyth, Franklin, Gilmer, Gordon, Greene, Gwinnett, Habersham, Hall, Haralson, Hart, Jackson, Lumpkin, Madison, Morgan, Murray, Newton, Oglethorpe, Oconee, Paulding, Pickens, Polk, Rabun, Rockdale, Stephens, Towns, Union, Walker, Walton, White and Whitfield

Atlanta
Southeastrans, Inc. - 404-209-4000
Fulton and Dekalb

Central
Southeastrans - Toll free 1-866-991-6701 Local 404-305-3535
Baldwin, Bibb, Bleckley Butts, Carroll, Clayton, Coweta, Crawford, Dodge, Fayette, Hancock, Heard, Henry, Houston, Jasper, Johnson, Jones, Lamar, Laurens, Meriwether, Monroe, Montgomery, Peach, Pike, Pulaski, Putnam, Spalding, Telfair, Treutlen, Troup, Twiggs, Upson, Washington, Wheeler, Wilcox and Wilkeson

East
LogistiCare - Toll free 1-888-224-7988
Appling, Atkinson, Bacon, Brantley, Bryan, Burke, Bulloch, Camden, Candler, Charlton, Chatham, Clinch, Coffee, Columbia, Effingham, Emanuel, Evans, Glascock, Glynn, Jeff Davis, Jefferson, Jenkins, Liberty, Lincoln, Long, McDuffie, McIntosh, Pierce, Richmond, Screven, Taliaferro, Tattnall, Toombs, Ware, Warren, Wayne and Wilkes

Southwest
Southwest Georgia Regional Development Center -
Toll free 1-866-443-0761
Baker, Ben Hill, Berrien, Brooks, Calhoun, Chattahoochee, Clay, Colquitt, Cook, Crisp, Decatur, Dooly, Dougherty, Early, Echols, Grady, Harris, Irwin, Lanier, Lee, Lowndes, Macon, Marion, Miller, Mitchell, Muscogee, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Talbot, Taylor, Terrell, Thomas, Tift, Turner, Webster and Worth

Your Medical Care Provider

After you are approved as a Medicaid member, you will receive a plastic identification card in the mail. One card will be mailed to each enrolled member in the family.

Your card will look like a credit card and will fit in your wallet, so you can carry it with you at all times in case of an emergency. You will need to show your member identification card before receiving medical care.

The card will have your name and your member identification number printed on the front.

GEORGIA DEPARTMENT OF COMMUNITY HEALTH

Member ID #: 123456789012

Member: Joe Q Public
Card Issuance Date: 12/01/02

Primary Care Physician:
Dr. Jane Q Public
285 Main Street
Suite 2859
Atlanta, GA 30303
Phone: (123) 123-1234 X1234

Plant: Georgia Better Health Care
After Hours: (123) 123-1234 X1234

How Your Provider Will Use the Card

Your provider will use your card to get information from the Medicaid system. This information is very important in making sure that Medicaid pays for the services you need.

Some of the things your provider can see by accessing the Medicaid system are:

- If you are eligible for services,
- If you have to pay a co-payment for services,
- If there are any limits on the services you can receive; and
- If you have other health insurance coverage.

Questions

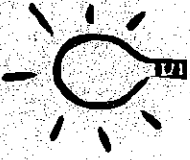
If you have questions about your card or how to use it, call the Member Contact Center at 770-325-2331 or toll free 1-866-211-0950.

Verify Eligibility at www.mmis.georgia.gov

If member is enrolled in a managed care plan, contact that plan for specific obtain filing and prior authorization information.

HP Enterprise Services	Member: Box 105200	Provider: Box 105201	Tucker, GA 30085	Prior Authorization: 1455 Lincoln Parkway, Suite 300 Atlanta, GA 30346
SXC, Inc	Rx BIN-001553	Rx PCN-GAM	SXC Rx Prior Auth 1-866-525-5827	
Mail Drug Claims to:	SXC Health Solutions, Inc.	P.O. Box 3214	Listle, IL 60532-8214	Rx Provider Help Line 1-866-525-5826

This card is for identification purposes only, and does not automatically guarantee eligibility for benefits and is non-transferable.



Things to Remember

Keep your card with you.

Your Medicaid card is for **your use only**. It is against the law for anyone else to use your card.

If your eligibility for Medicaid stops, do not throw your member identification card away. You may become eligible again in the future and may be able to use the same card to receive services.

Always show your card before receiving medical services. If you are a member of Georgia Families, you may be required to show your Medicaid and Georgia Families cards before you receive medical services.

Always get your card back after your visit is completed or your prescription is filled.

Abbreviations Used in this Booklet

CHAMPUS - Civilian Health and Medical Programs of the Uniformed Services

CMO - Care Management Organization

CMS - Children's Medical Services

DCH - Georgia Department of Community Health

DFCS - Division of Family and Children Services

DHS - Department of Human Services

GAPP - Georgia Pediatric Program

MATCH - Multi-Agency Team for Children Services

NET - NON-Emergency Transportation

SSI - Supplemental Security Income



Important Information

My Medicaid number (printed on Medicaid card):

My caseworker's name:

My caseworker's telephone number:

My county Division of Family and Children Services (DFCS) office (for reporting changes):

My county Social Security Administration office (if you receive Supplemental Security Income {SSI}):

My doctor's name:

My doctor's telephone number:

My pharmacy:

My pharmacy's telephone number:

River Edge Points of Entry Behavioral Health Services

Walk in Services
Monday to Friday
8:30 a.m. - 2:30 p.m.

5 Locations:

- ✓ 175 Emery Hwy, Macon
- ✓ 60 Blandy Way, Milledgeville
- ✓ 265 Boulevard NE, Atlanta
- ✓ 7741 Roswell Road, Sandy Springs
- ✓ 5600 Stonewall Tell, College Park

Centralized Scheduling:

478.803.7700 Central Georgia
404.665.8600 Fulton County

Walk in Services - 24/7/365:

Crisis Service Center
60 Blandy Way, Milledgeville
478.451.2797

Crisis Service Center at
River Edge Recovery Center
3575 Fulton Mill Road, Macon
478.803.8403 or 8420

Required Info at Every Intake

- **If have insurance:**

- Copies of all insurance cards (Medicaid, Medicare, or commercial)
- Picture ID
- Social Security Card
- Proof of Income/Lack of Income

If no income, must bring a Wage & Earning statement from the Ga Dept. of Labor

Individuals served are responsible to check with insurance company to make sure River Edge is In-Network & applicable deductibles have been satisfied.

- **If do not have insurance:**

The contract that allows River Edge to offer services to the uninsured on a sliding fee scale based on income & family size requires we collect copies of:

- Picture ID
- Social Security card
- Proof of Income/Lack of Income:

If no income, must bring a Wage & Earning statement from the Ga. Dept. of Labor.

- Awards letters regarding any benefits: Social Security, Food Stamps, TANF, Child Support, etc.

- **If referred by one of the below**

- Probation Office or Parole Office
- Emergency Room or Hospital
- Department of Family & Children's Services (DFCS)
- Physician
- Any type of court (including Child Support, Mental Health, Drug, and Veteran's)

Please bring paperwork from that organization.

An authorization to release information to them will be completed at the first visit.

Please bring list of all current medications & supplements.

ALL CO-PAYS ARE DUE AT EVERY VISIT.



RIVEREDGE

BEHAVIORAL HEALTH

We Make Life Better.™



A MINISTRY OF
MIKADO BAPTIST CHURCH

NEXTSTEP
RECOVERY MINISTRIES

NEXT STEP MEN'S HOME

NEXT STEP RECOVERY MEETINGS

NEXT STEP COUNSELING SERVICES

REBUILDING
LIVES!



COMMUNITY PARTNERS

- BIBB COUNTY COURTS
- JONES COUNTY COURTS
- MONROE COUNTY COURTS
- PEACH COUNTY COURTS
- HOUSTON COUNTY COURTS
- CRAWFORD COUNTY COURTS
- GA. DEPT. OF HUMAN SERVICES
- MACON REENTRY COALITION
- US ATTORNEYS' OFFICE
- US PROBATION OFFICE
- GA. DEPT. OF COMMUNITY SUPERVISION
- GA. GOVERNOR'S OFFICE
- REFORMERS UNANIMOUS INTERNATIONAL
- MACON TRANSITIONAL CENTER
- PUBLIC DEFENDERS' OFFICE
- GOODWILL INDUSTRIES
- SALVATION ARMY
- LOAVES AND FISHES
- BEREAN BAPTIST CHURCH (MACON)
- GREENWOOD BAPTIST CHURCH (GRAY)
- FIRST BAPTIST CHURCH (GRAY)
- CHRISTY CAPITAL MANAGEMENT
- O'QUINN HVAC
- ON THE MARK GRAPHICS
- FREIGHTLINER (MACON)
- USAF CHAPLAINS
- BELK DEPT. STORES
- PHANTOM FIREWORKS

478.284.1422 NEXTSTEPMIN.ORG



MEN'S RECOVERY & DISCIPLESHIP HOME

An intense 12-month residential discipleship and mentorship home for men who are struggling with difficult strongholds, stubborn habits and other life crippling decisions. The program consists of two 6-month phases. Phase 1 occurs in our NEXT STEP Discipleship Home. Phase 1 provides intense study, group and individual counsel time and community volunteer work. Phase 2 occurs in our NEXT STEP Graduate Home. Phase 2 allows the men to work for pay while still in the program. During Phase 2 the men remain under the accountability of the program with regards to rules, studies and meeting attendance.

Cost:

Phase 1 requires the men to pay \$100 per month for food. Men will work fundraiser events to help defray other costs.

Phase 2 requires men to find employment and pay \$100 per week in addition to the \$100 per month for food.

Aftercare is available beyond the 12-month program

The Next Step Men's Home is a 501-c-3 nonprofit organization

478.284.1422

NEXTSTEPMIN.ORG



GROUP RECOVERY MEETINGS

Weekly recovery meetings for both men and women occur each Tuesday evening at 7PM at Mikado Baptist Church in Macon. This is a faith-based and Christ-centered program for people struggling with addictions, strongholds and other destructive life styles. There is no cost to attend.

This meeting is designed for the addict, the spouse, the parents and others concerned about the well being of their loved one. We offer educational tools for all involved.

COUNSELING SERVICES

- Addiction
- Marriage
- Depression
- Anxiety & Fear
- Cutting
- Sexual Confusion
- Pornography

Fees apply:

Debit & Credit Cards accepted

Insurance:

We are faith-based counseling service and do not accept medical insurance



Treatment Components:

Group Psycho-Education

- Clinical and medical education
- Focus on disease concept of addiction
- Management of symptoms of mental health disorders

Group Therapy

- Cognitive restructuring
- Building a healthy lifestyle
- Behavior modification
- Emotional regulation
- Personal boundaries and relationships

Family Therapy

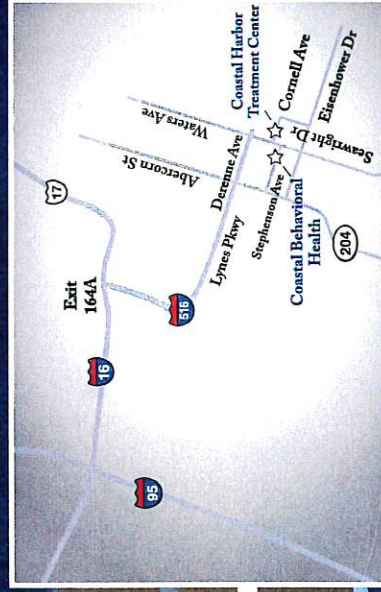
- Weekly multi-family group
- Talk about current issues, treatment, ideas and support
- Safe environment



At Coastal Behavioral, we are dedicated to providing you with the highest quality of service the minute you call our Admissions Office. No referral is necessary, and we are available 24 hours a day.

CoastalHarbor.com
(912) 354-3911

Coastal Behavioral Health
633 Stephenson Avenue
Savannah, GA 31405



Licensed by the State of Georgia Office of Regulatory Services. Accredited by The Joint Commission. Approved by the United States Centers for Medicare and Medicaid. Coastal Harbor Health System is a member of the NAADAC (Association for Addiction Professionals).

ADULT
Outpatient Services



The Next Step

The **Outpatient Programs** at **Coastal Behavioral Health** are specifically designed to meet the unique needs of adults, 18 and up, who are experiencing substance abuse problems, psychiatric symptoms and dual diagnosis of both conditions through Cognitive Behavioral Therapy (CBT) and psycho-education.

Our Outpatient Programs utilize evidence-based methodologies and provides comprehensive treatment targeting these disorders and is part of the continuum of care that Coastal Behavioral Health offers. It is available to clients who are in need of a counseling program but not in need of 24-hour continuous care.



The **Partial Hospitalization Program (PHP)** provides individuals who require a highly structured approach with a full day of therapy, while allowing them to return home in the evenings. For patients with chronic psychiatric conditions and/or substance abuse, the intensive PHP format is invaluable.

- Teaches coping life skills
- Provides a nursing component
- Comprehensive assessment upon admission
- Full-time RN is available throughout the program for minor medical needs and therapeutic groups
- Weekly sessions with psychiatrist
- Medication management, education and side effects management
- Hours: Monday–Friday, 9 am–3 pm

For those patients who do not require PHP's highly structured approach to therapy, the **Intensive Outpatient Program (IOP)** offers a less intensive outpatient treatment.

- Combines Cognitive Behavioral Therapy (CBT) with psycho-education
- Hours: Monday–Friday, 9 am–noon

The Outpatient Programs, including both the Partial Hospitalization Program and the Intensive Outpatient Program, offer immediate access to a safe, structured environment that enables the client to maintain work, home life and family relations. Aftercare groups are provided free of charge and ensure continuing success following the programs.



ADULT

Coastal Behavioral Health



COASTAL HARBOR HEALTH SYSTEM

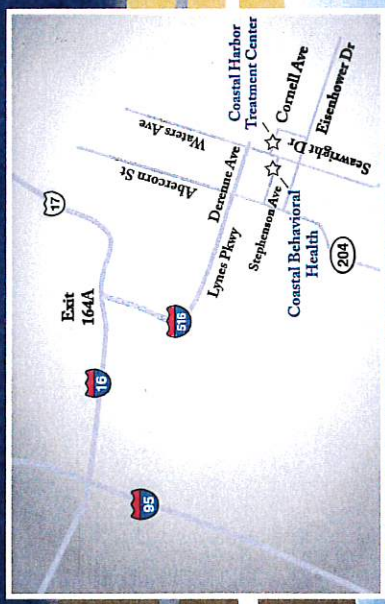


COASTAL BEHAVIORAL HEALTH
SAVANNAH, GA

At Coastal Behavioral, we are dedicated to providing you with the highest quality of service the minute you call our Admissions Office. No referral is necessary, and we are available 24 hours a day.

CoastalHarbor.com
(912) 354-3911

Coastal Behavioral Health
633 Stephenson Avenue
Savannah, GA 31405



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Coastal Behavioral Health is a 50-bed acute inpatient hospital for those individuals suffering from psychiatric problems or substance abuse.

It is **conveniently located in beautiful, historic Savannah, Georgia.**

Our facility is designed to help those in crisis that may need a safe and secure environment in which to begin their recovery. The following evidence-based therapeutic programs are rooted in a Cognitive Behavioral model and address specifically identified needs by our multi-disciplinary intake and treatment team:

- Return to Readiness for Active Duty Military and Veterans
- Medically Supervised Detoxification
- Co-Occurring Disorders Program
- General Psychiatric Program
- Intensive Outpatient and Partial Hospitalization Programs



Within these programs are specialty tracks that enhance the recovery process:

- EMDR for Military Patients
- AA/NA Groups
- Chemical Dependency Education
- Non-Pharmacological Pain Management
- Animal Assisted Therapy
- Seeking Safety
- Nutrition and Wellness
- Yoga
- Relapse Prevention



Every patient's course of treatment includes individual and group therapy, educational and process groups and comprehensive discharge planning.

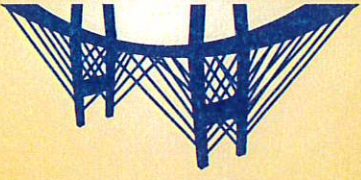
We are staffed by psychiatrists specializing in adult psychiatry and addiction medicine, psychiatric nurses, licensed therapists and recreational therapists. Regularly scheduled enhancement training builds staff competency.

Admissions

Call **(912) 354-3911** to speak with an Intake Counselor regarding an admission or to schedule a free assessment for a patient. Our Intake office is open 7 days a week, 24 hours a day, including holidays.

No physician referral is necessary. Patients come to us from a variety of referral sources that include but are not limited to hospitals, physician offices, nursing homes, mental health providers and family members.

Youth Acute Programs



COASTAL HARBOR HEALTH SYSTEM
COASTAL HARBOR TREATMENT CENTER • COASTAL BEHAVIORAL HEALTH
SAVANNAH, GA

www.coastalharbor.com

Our team is dedicated to providing you with the **highest quality of service** ... whenever you need it ... 24 hours a day.

For a **FREE** assessment or evaluation,

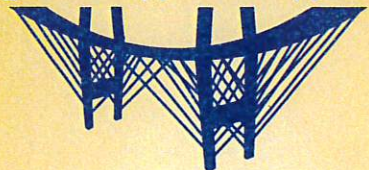
CALL 912-354-3911

or 844-657-2638 toll-free

No referral is necessary.

We are open 7 days a week,

24 hours a day, including holidays.



COASTAL HARBOR HEALTH SYSTEM

633 Stephenson Avenue • Savannah, GA 31405

1150 Cornell Avenue • Savannah, GA 31406

912-354-3911 • 844-657-2638 toll-free

Licensed by the State of Georgia Office of Regulatory Services. Accredited by The Joint Commission. Approved by the United States Centers for Medicare and Medicaid. Coastal Harbor Health System is a member of the NAADAC (Association for Addiction Professionals) 150576 7/15

Physicians are on the medical staff of Coastal Harbor Health System, but, with limited exceptions, are independent practitioners who are not employees or agents of Coastal Harbor Health System. The hospital shall not be liable for actions or treatments provided by physicians.

Model representations of real patients are shown. Actual patients cannot be divulged due to HIPAA regulations.

Program dedicated to children and adolescents in crisis

Coastal Harbor Treatment Center provides acute, inpatient programs that focus on stabilizing young people when they face a crisis situation that may include threatening or attempting to harm themselves and/or someone else. This is a specialized program for children and adolescents ages 4-17 who have difficulty performing simple functions due to behavioral and emotional disturbances.

AN ASSESSMENT SIGNS AND SYMPTOMS THAT MAY REQUIRE

- Physical or verbal aggression
- Severe depression
- Explosive outbursts
- Sleep and appetite disturbances
- Self-harming behaviors
- Debilitating anxiety
- Psychosis

ADMISSIONS

It's easy to get information, answers to your questions, a free referral and a face-to-face assessment with our specially trained counselors.

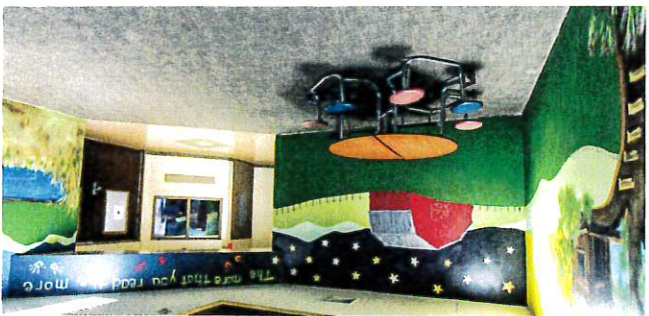
Call our office and we will help you through the next steps, including an appointment for an assessment and evaluation to obtain a complete psychiatric and physical history so that we can identify the potential causes of the current situation and assist the doctor in deciding if admission is warranted.

TREATMENT

Our experienced team of psychiatrists, nurses and mental health professionals will carefully determine what your child needs based on the information gathered from the patient's medical and social history, physical, psychiatric evaluation and educational, recreational and nursing assessments.

Our goal is to safely resolve the immediate crisis through therapeutic strategies that can include:

- Individual therapy
- Family therapy
- Recreation therapy
- Group therapy
- Aftercare planning



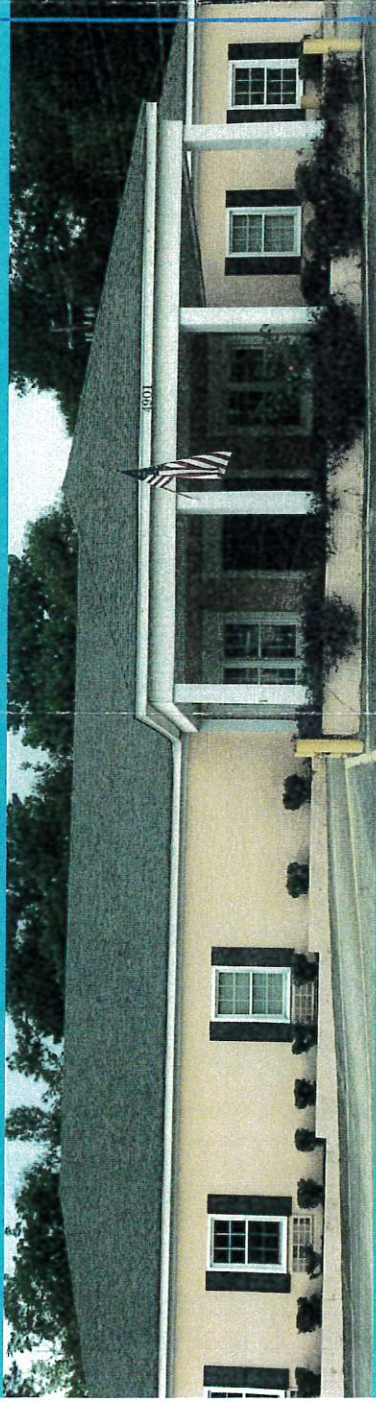
FREE confidential assessment. 24 hours a day - 7 days a week
912-354-3911
 or 844-657-2638 toll-free

Coastal Harbor Health System is dedicated to providing the highest quality service. No physician referral is necessary. Patients come to us from a variety of referral sources that include but are not limited to hospitals, physician offices, family and friends and mental health providers.

Welcome to the senior living
community of your dreams!



478-254-7900

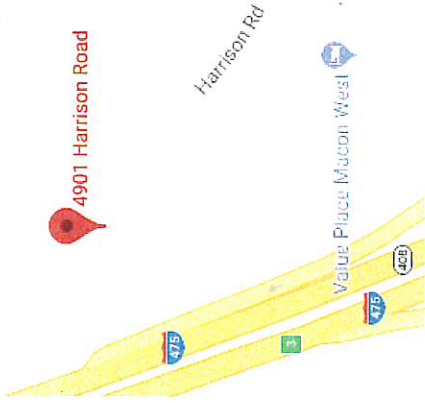


No need to keep searching. St. Francis ALC is the home you've been looking for!

Nestled in the heart of Macon, Georgia, St. Francis Assisted Living is the only place you can feel safe, comfortable, and loved.

Step into our beautiful facility and see the clear difference firsthand: state-of-the-art amenities, a unique range of activities carefully crafted with our residents in mind, and unparalleled holistic care provided by our exceptionally-trained staff. At St. Francis, your care is our concern, so that your only focus is on how to live the most important years of your life in the best way possible.

Come visit your new home!
4901 Harrison Road
Macon, GA 31206



lviceda@stfrancisassistedliving.com

Tel: 478-254-7900
Fax: 478-254-7905

StFrancisAssistedLiving.com
478-254-7900



**Your care is
our concern.**



In Crisis?

Call
770-454-2302

to schedule an
onsite assessment.

- Inpatient Psychiatric Disorders
- Inpatient Substance Use
- Intensive Outpatient Program (IOP)
- Partial Hospitalization Program (PHP)
- Peachford Lodge for PHP/IOP
- Electroconvulsive Therapy (ECT)*

Serving Ages 4 through Senior Adult

- Accepts most commercial insurance, Medicare, Managed Medicaid and self-pay
- Handicapped accessible
- Voluntary and involuntary admissions



Bringing Life Into Balance

2151 Peachford Road • Atlanta, Georgia 30338 • 770-454-2302 • peachford.com

* There are risks associated with any treatment procedure and individual results may vary. Please consult the dedicated professionals within the ECT program at Peachford Hospital to assess if you are a candidate for ECT treatment. Our Medical Staff will also consult with you on the risks and benefits of ECT treatment if you are a suitable candidate.

Quick Reference

Assessment and Referral Services:

- Complimentary onsite service available 365 days a year/24 hours a day
- Determine most appropriate level of care
- Walk-ins or scheduled appointments

Inpatient:

- Serving patients ages 4 to senior adult
- Separate units for each specialty including detoxification
- 24-hour supervised nursing care
- Psychiatrist coverage seven days a week
- Group therapy and discharge planning

Outpatient Programs:

- Serving patients ages 4 to senior adult
- Daily structured therapy and supportive activities promoting lasting recovery
- Led by a licensed clinical social worker, clinical nurse specialist or professional counselor
- Parenting classes available

Partial Hospitalization (PHP):

- Group therapy and educational activities four hours a day
- Patients see a psychiatrist twice a week
- Adult PHP is available seven days a week

Intensive Outpatient (IOP):

- Group therapy and educational activities three hours a day
- Adult IOP is available seven days a week

Lodge:

- Off-campus, short-term housing for PHP and IOP patients ages 18 and older
- Appropriate for patients with transition or transportation issues

Expressive Therapy:

- Creative art/music/writing, pet therapy, stress and anger management, recreational therapy, leisure education/planning and other experiences to allow for personal expression and development

Electroconvulsive Therapy*:

- Available Monday through Friday for patients ages 18 and up
- For adults with severe episodes of major depression, mania, and some types of schizophrenia who have not responded well to traditional therapies

Mobile Assessments:

- Off-site psychiatric and/or addiction assessments offered 24 hours day, seven days a week
- Provided at hospitals, medical offices, assisted living communities and other agencies in Georgia

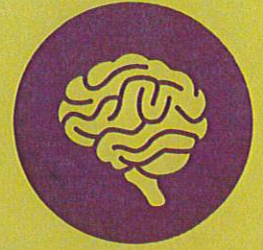


2151 Peachford Road
Atlanta, Georgia 30338
peachford.com



Call 770-454-2302

Dementia & Alzheimer's



Encompass Memory Care Program

Dementia:

- It is a condition, not a specific disease.
- It involves not only memory, but other thinking skills as well.
- It has an impact on everyday activities.
- It is not a normal part of aging.
- There are many types: Alzheimer's is most common (60-70%). Some of the others are frontotemporal, Lewy body dementia, vascular dementia, Korsakoff's syndrome.

Alzheimer's is the most common form of dementia, and will be discussed further here. Much of the information relating to Alzheimer's also has to do with other forms of dementia.

Know the 10 Warning Signs of Alzheimer's (alz.org):

1. Memory loss that disrupts daily life.
2. Challenges in planning or problem solving.
3. Difficulty completing familiar tasks.
4. Confusion with time or place.
5. Trouble understanding visual images and spatial relationships.
6. New problems with words in speaking or writing.
7. Misplacing things and losing the ability to retrace steps.
8. Decreased or poor judgment.
9. Withdrawal from work or social activities.
10. Changes in mood or personality.

Currently there are more than 5 million Americans living with Alzheimer's disease. Unless a cure is found, this number is expected to rise to 13.8 million by the year 2050.

alz.org

Programs & Services

Serving 26 Counties

Baldwin, Bibb, Bleckley, Butts, Crawford, Dodge, Dooly, Houston, Jasper, Jones, Lamar, Laurens, Macon, Monroe, Montgomery, Peach, Pulaski, Putnam, Taylor, Telfair, Treutlen, Twiggs, Upson, Wheeler, Wilcox, and Wilkinson

PROGRAM	DESCRIPTION
Helpline	The Helpline is a 24-hour telephone support program that offers specialized information about Alzheimer's disease, chapter services, community resources, emotional support, referrals, and follow-up counselling services. There is also a Helpline On-Line available to families and caregivers. Helpline Number: 800-272-3900
Care Consultation	Care Consultation provides advice, problem-solving counsel, decision-making support, crisis assistance, guidance and referrals to families or caregivers that have made contact with the Alzheimer's Association. Care Consultation is a group of services that assist in planning for and coping with all aspects of the disease experience including assessment of needs, assistance with planning and problem-solving, and provision of support.
Support Groups	Support groups for caregivers and families are lead by trained professionals and volunteers who address concerns and provide answers to the day-to-day challenges of caring for someone with Alzheimer's disease. Support groups are offered monthly at various sites and times as well as a regularly scheduled telephone support group, known as the <i>Caring Connection</i> .
MedicAlert/Safe Return	A nationwide identification program that works at the community level to provide assistance for individuals who become lost or have wandered from their home.
Family Education	Workshops are offered for Caregivers on a variety of topics including an overview of Alzheimer's and all dementias, communication strategies, behaviors, caregiver stress, and legal issues. Specialized programs also are offered for persons with early stage Alzheimer's or dementia.
Professional Education	Targets those in the healthcare field. Trainings provide information, support, and assistance on a variety of topics designed to improve the caregivers understanding of the disease and skills needed to care for people with the disease.
Healthy Living for Your Brain & Body	A one-hour class that presents the late test research in the areas of diet and nutrition, exercise, cognitive activity, and social engagement. This class uses hands-on tools to incorporate these recommendations into a plan for healthy aging.
TrialMatch	Free, easy-to-use clinical studies matching service that connects individuals with AD, caregivers, healthy volunteers and physicians with current studies. Our continuously updated database of 150+ Alzheimer's clinical trials includes both pharmacological (drug) and non-pharmacological (non-drug) studies being conducted at nearly 500 trial sites across the country.
Early Stage Programs	Early Stage Support Groups - meets monthly and bi-annually; Forget-Me-Nots – a monthly social groups; Clinical Counseling – provides one-on-one counseling; A Time To Talk – a peer telephone support program assisting persons with early stage dementia and caregivers of dementia patients.
Resource Library & Website	The lending library provides caregivers with books & videos on a wide range of caregiving topics. The website (alz.org) provides a wealth of information on the disease process and caregiving concerns.

What is hospice?

Hospice is not a place, but a philosophy of care. It is a team of professionals dedicated to providing physical, psychological, spiritual and emotional comfort.

Who requires hospice?

Hospice services require a terminal illness with a prognosis of six months or less. Common diagnoses or conditions include cancer, coma, heart disease, dementia, Alzheimer's and other neurological diseases, pulmonary disease, HIV, Parkinson's, liver disease, renal failure and stroke.

Hospice care coverage

Hospice care is paid for through the Medicare hospice benefit and most private insurers. There is no co-pay or out-of-pocket cost for qualified Medicare beneficiaries.

Medicaid and many private insurance companies also pay hospice benefits with minimal personal cost. Encompass is in network with several private insurance plans and will accept other private plans where allowed. We will also assist the patient and family with insurance preauthorization and will provide care to hospice patients regardless of ability to pay.

Encompass Health is a Medicare and Medicaid certified agency.

Encompass offers comprehensive health care to patients who wish to remain at home with their family and loved ones. If a patient is not ready for hospice services, home health care may be an option. Please talk to your Encompass Health representative for more information.



HOSPICE

Bringing dignity & comfort home

We bring superior and compassionate care to patients facing the final stages of life.



Augusta

P 706.550.9966
F 706.550.9967
GA LIC # 121-0373-H

Lawrenceville

P 678.805.8439
F 678.376.0886
GA LIC # 033-0340-H

Macon

P 478.474.1155
F 478.474.1158
GA LIC # 011-0407-H

Marietta

P 678.218.5745
F 770.794.8302
GA LIC # 033-0340-H



Encompass Health
Home Health & Hospice

encompasshealth.com

Encompass Health: there for you

Encompass Health offers hospice care that provides comfort and support to patients and their families. Our goal is to neither hasten nor postpone death, but to offer compassionate care and dignity to those patients for whom curative measures are no longer the best option.

Care where needed

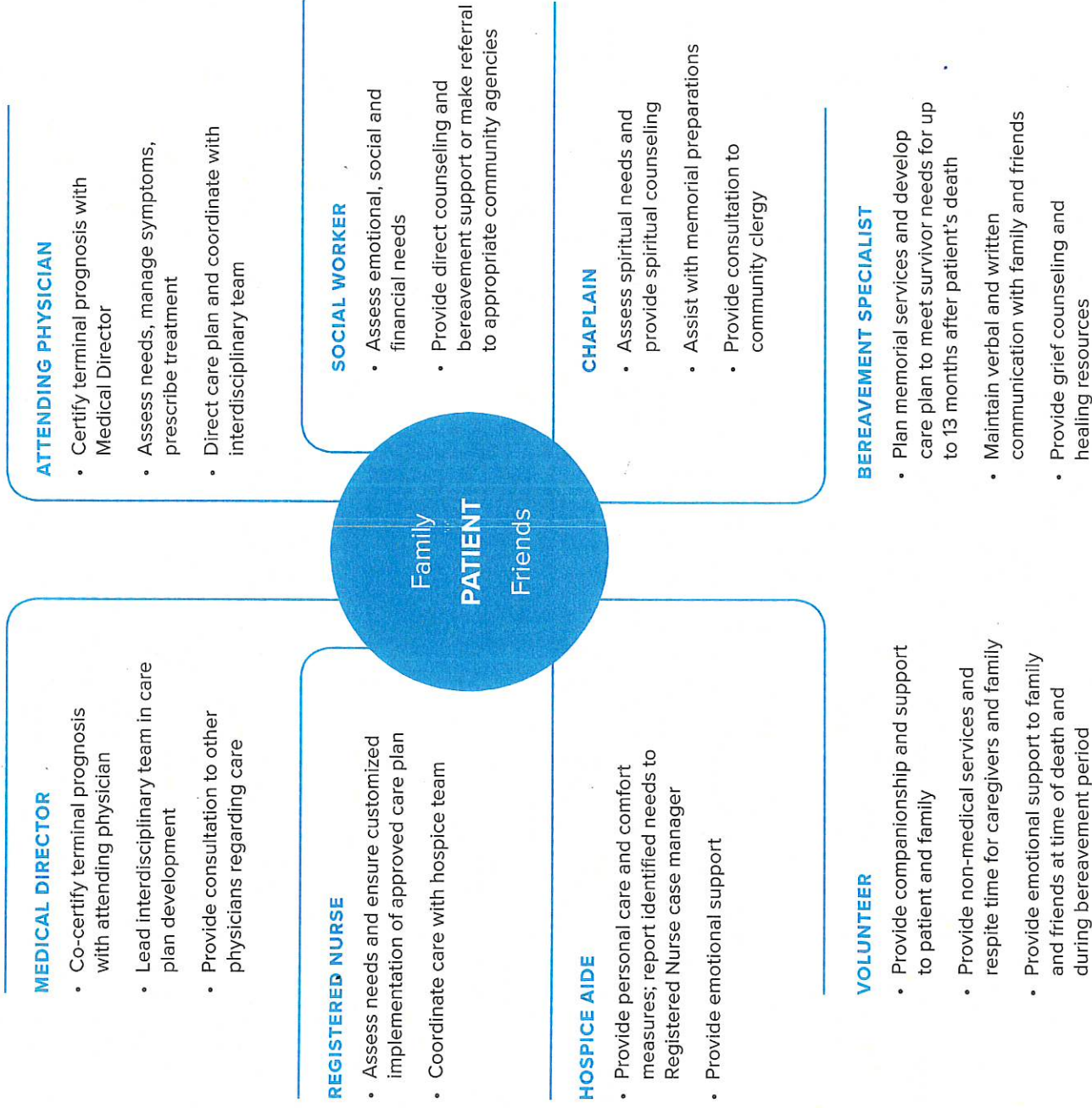
Encompass provides compassionate care in a variety of settings. Most hospice patients receive care in their own home or in the home of a loved one. Hospice care may also be delivered in a variety of locations, in an assisted living facility, nursing home, hospital or independent living facility. No matter the setting, our staff will coordinate with existing caregivers to ensure care and support for the patient and family.


What we include

Our clinical experts are available 24/7 and include the following:

- Medication for symptom and pain control
- Medical equipment, such as a hospital bed, wheelchair and walker
- Routine medical supplies
- Spiritual, psychological and emotional comfort
- Grief support for the patient and family

A coordinated team of hospice experts



**EARLIER REFERRAL
GIVES MORE
OPPORTUNITY
TO PROVIDE
COMPREHENSIVE
CARE.** 

*In August 2010, The
New England Journal of
Medicine published an
article showing that
"terminally ill patients who
received palliative comfort
care services lived nearly
three months longer and
enjoyed an improved quality
of life compared to those who
didn't receive the attention of
a palliative care team."*

5233 Riverside Drive, Suite E
Macon, GA 31210
Phone: 478.476.4627
Fax: 478.476.4628

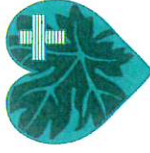
Patient services are provided without regard to race, color, religion, age, gender, sexual orientation, disability (mental or physical), communicable disease, or place of national origin.

For More Information
visit our website at

www.regencysoutherncarehospice.com



Regency SouthernCare
Hospice Services



Regency SouthernCare
Hospice Services

**BENEFITS OF
EARLIER ADMISSION
TO HOSPICE CARE**



www.regencysoutherncarehospice.com

BENEFITS

of choosing hospice earlier

BOTH PATIENT AND FAMILY:

- **Control of the situation.**
- **Achieve identified goals.**
- **Achieve peace** with pending death.
- Have closure and **say good-bye with everyone together.**
- Become knowledgeable and **comfortable with the dying process.**
- **Expert assistance** and time to prepare for funeral and financial matters.
- **Save on costs** of medication, equipment and supplies.

Nearly all patients are able to receive hospice care as soon as their doctor and hospice physician believe that they most likely have 6 months or less to live.

When pain and other symptoms are effectively controlled, people not only feel better, they have a potential to live longer.

OUR SATISFACTION SURVEYS SHOW

60% OF PATIENTS

SAID THEY WOULD HAVE LIKED TO HAVE BEEN REFERRED EARLIER.

PATIENT:

- **Effective medication, pain and symptom** management results in less discomfort and fewer emergency hospitalizations over longer periods of time.
- **Decreased stress levels** positively affects quality and length of life.
- Comprehensive care that incorporates **mind, body and spirit.**
- Reduction in unnecessary and frequent re-admissions to hospital / ER visits.
- Reduces stress of traveling back and forth to hospital.
- Help with focusing on and **developing personal goals** before death.
- Decision to involve supportive experts **eases worry.**
- Preparation and **coordination of advanced directives.**
- Full emotional and psychological support.

FAMILY:

- Positive emotions about the opportunity to **improve the quality of life** of their loved one.
- Learn to **become an expert in assisting in care** for patient resulting in feeling good about their contribution to their loved one's final months.
- **Develop relationship** with bereavement counselor earlier.
- Able to **observe their loved one in a more comfortable state** during a difficult time.

EARLIER ADMISSION
ALLOWS US TO BUILD
LONGER RELATIONSHIPS
AND IMPROVE CARE.

When **Life** matters most.





Caring Companions

In-Home Care Provider

Caring Companions offers the following professional services:

Long-term Care: We will assist you in applying for your long-term care benefits and can provide you with a long-term caregiver.

VA Services: We are an approved VA vendor assisting our veterans with the care they need. Also partnering with other professionals to get veterans approved for those services

Personal Care: Our elder care is personalized and we are here to assist you with activities such as bathing, dressing and undressing, grooming, and medication reminders. We are also happy to provide customized meal planning and preparation, as well as laundry service.

Dementia and Alzheimer's Care: Our caregivers can monitor and encourage activities and walks, as well as help with personal care and supervision.

Respite Care: If you or your loved one are looking for short-term care while you rest, recover, or vacation, our caregivers are here for respite care.

Transportation: We are happy to provide caring transportation services to doctor's appointments, shopping, errands, church, or wherever else you feel like exploring!

The ability to remain at home is made possible by our caring companions.



Care provided in the comfort and privacy of your home.



Caring Companions

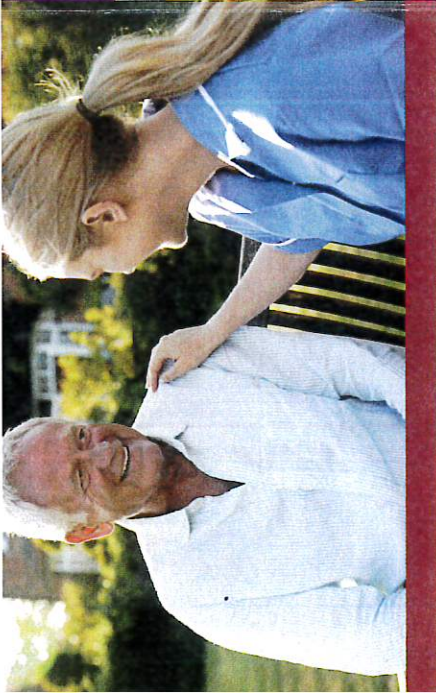
478.476.0444
caringcompanionsforlife.com



NPI # 1841537362

Caring Companions
...caring for life

PRIVATE HOME CARE



Caring Companions

The Caring Companions pledge:

Our dedicated care professionals provide excellent care, superior service and companionship for dependent individuals living at home.



- We pledge to treat each client with respect, dignity and value.
- We pledge to guarantee and maintain strict client confidentiality.
- We pledge to operate with the highest integrity, morals and ethics.
- We pledge to preserve and protect the rights of the client.
- We pledge to be committed to loving and compassionate care 7 days a week, 365 days a year.

Licensed, bonded and insured to serve families throughout Georgia.

Need care for your loved one? Let us help you.



Call Caring Companions today and experience the benefits of personal care provided by one of our experienced care professionals in the privacy and comfort of your own home. Care plans are available from 4 to 24 hours a day.

We believe that, if given a choice, most individuals prefer to remain at home, in a familiar setting near family and friends.

We work in close cooperation with the individual, their family and medical personnel to arrange the quality care and services necessary to enable each person to remain in their own home.



We are committed to honoring God by enriching the lives of those we serve.

NPI # 1841537362

caringcompanionsforlife.com



Caring Companions

Personal Care | Companion Care | Long-Term Care

Respite Care | Dementia & Alzheimer's Care | Transportation

VA Services | Medical Alert & Safety Devices

caringcompanionsforlife.com

478.476.0444



P.O. Box 2657 • Macon, Georgia 31203
478-476-0444 • Fax: 478-476-0450

Hello / Hola / Bonjour!

We're a privately owned Christian home health care company based in Lizella, Georgia. We specialize in non-skilled nursing care and personalized in-home care for the Middle Georgia region. We're able to provide all activities of daily living and independent living for our senior community. We provide services for the programs listed below:

- Long Term Care
- EDWP
- VA Services
- Respite
- Transportation

Please include Caring Companions to your network for referrals. Our mission is to care about those we serve and build relationships within our community.

In this packet is the introduction of our company and the area we service. We're excited to build a long term trusting relationship and look forward to the journey ahead. Thanks for your consideration and time. We look forward to hearing from you soon.

Respectfully,

Your Caring Companions family



PROFESSIONAL SERVICES

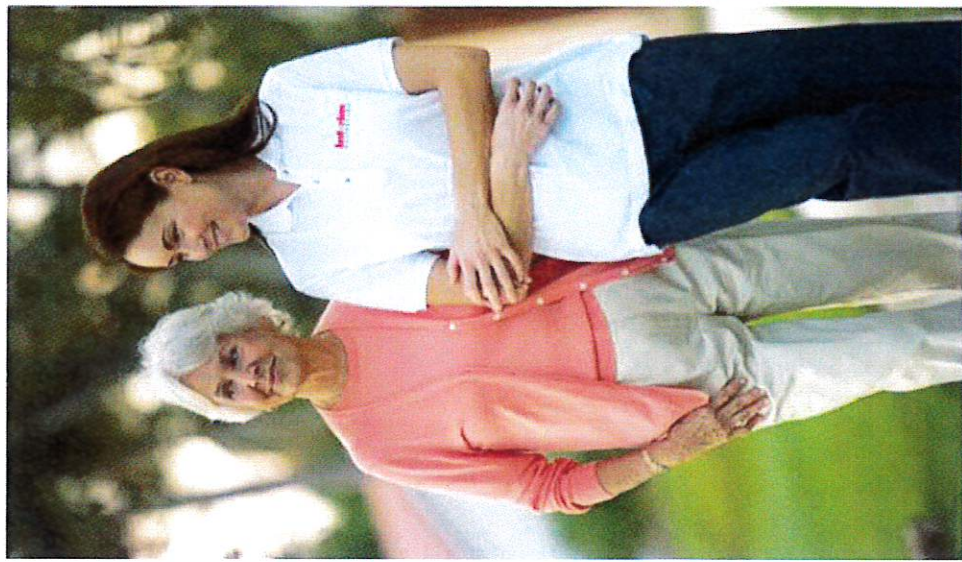
- * Long Term Care
- * EDWP
- * VA Services
- * Respite
- * Transportation

STAFF MEMBERS INCLUDE

- * Registered Nurse (RN)
- * Licensed Practical Nursing (LPN)
- * Certified Nursing Assistant (CNA)
- * Home Health Aide (PCA)

HOME MANAGEMENT SERVICES

- * Alzheimer/Dementia Care
- * Activities of Daily Living - transfers, incontinence, bathing, etc
- * Instrumental Activities of Daily Living - housekeeping, laundry, etc
- * Companionship
- * Medication Reminders
- * Transportation Services - Doctor appointments, errands, etc

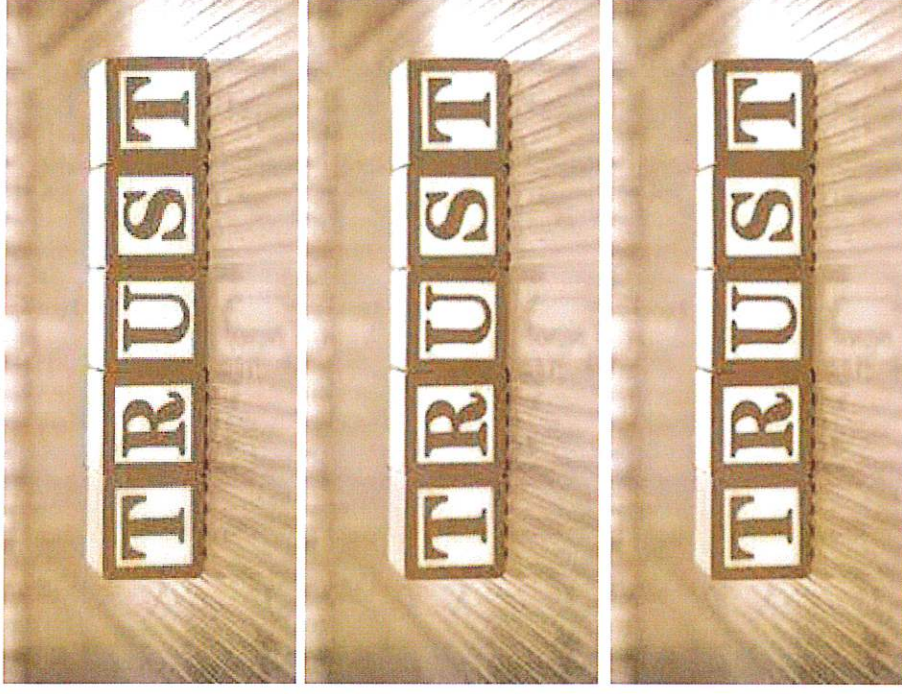


Interim HealthCare of Central Georgia

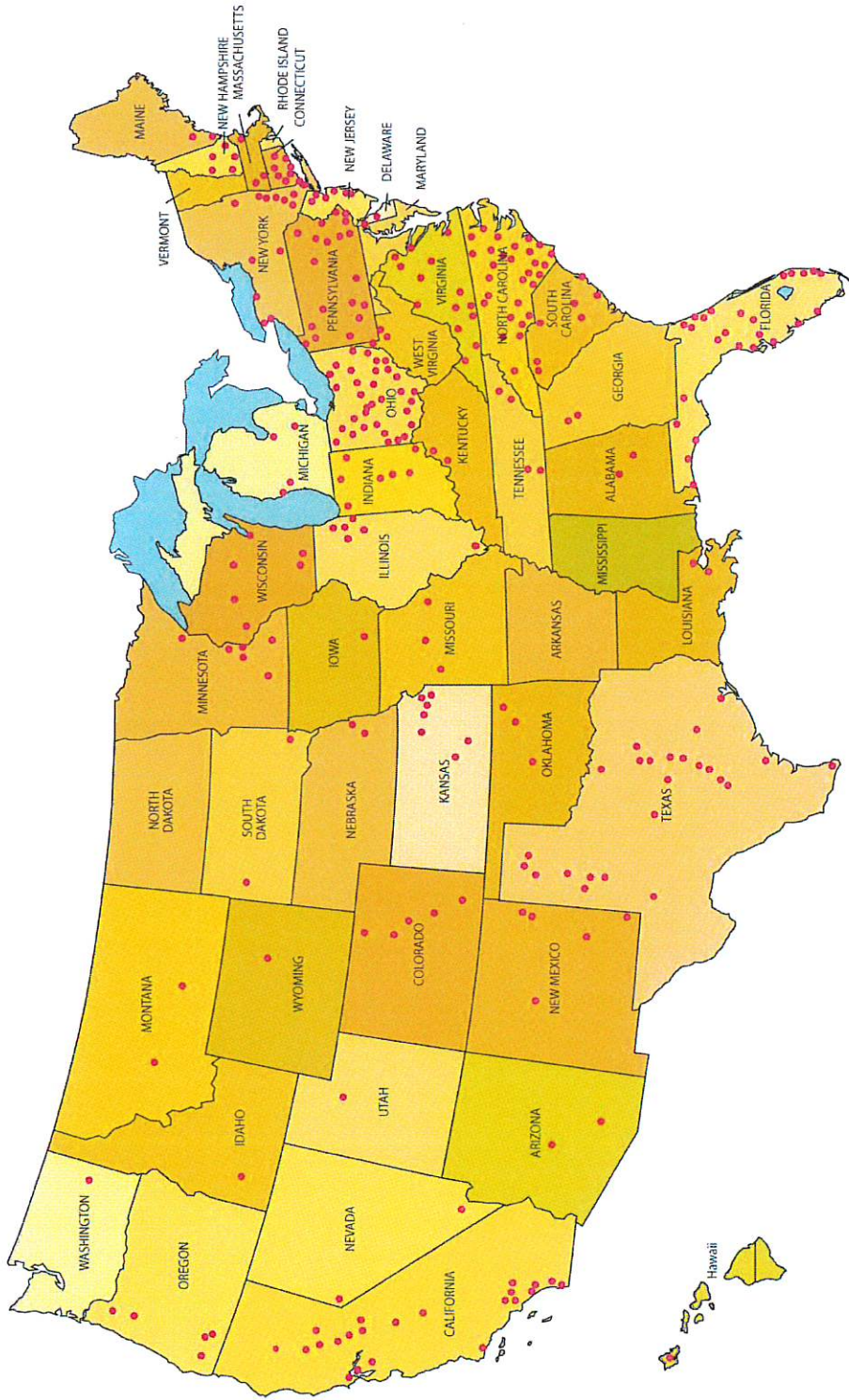
Chris Sims

Trust in Our Experience

- 50 years of service in Home Care
- Stringent employee screening and hiring process
- Focused and ongoing training for our employees
- Knowledge in selecting the right team members to serve your patients based on their unique and individual needs
- Understanding our community and the challenges of serving patients with all types of diagnosis.



Nationwide Locations





Our Mission

WE IMPROVE PEOPLE'S LIVES.



Our Mission

WE IMPROVE PEOPLE'S LIVES.

Core Values



INTEGRITY

We act openly and truthfully in all that we do and comply with laws and regulations.



COMPASSION

We care about others' needs.



CUSTOMER FOCUS

We value long-term relationships by being committed to listening, respecting and responding to our customers' needs.



INNOVATION

We find solutions and are resourceful in meeting customers' needs.



FINANCIAL RESPONSIBILITY

We continue to grow and prosper to ensure long-term opportunities for our employees and customers.

www.interimhealthcare.com

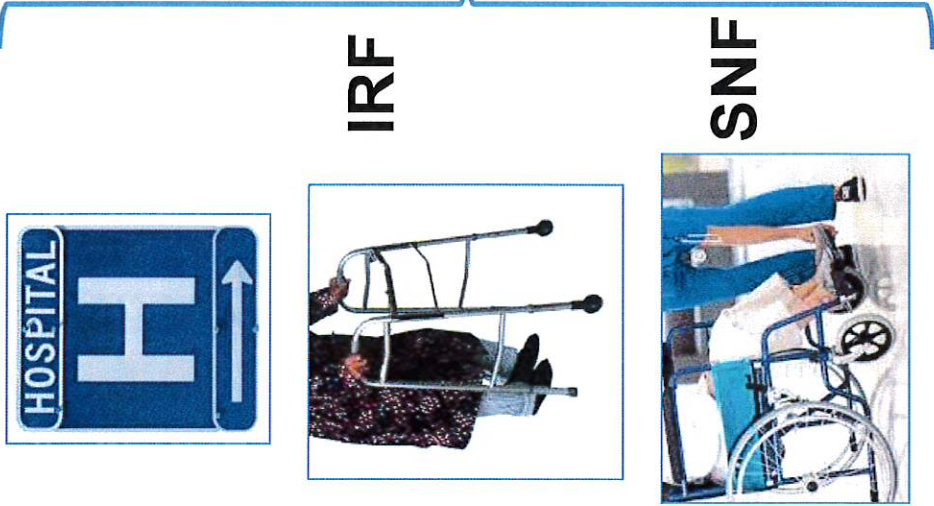




Why Home Care?



Two types of care at Discharge



Home Health Care:

Skilled Care
Medical Needs
PT/OT

Home Care:

Medication assistance
Personal Care,
Symptom Monitoring Reminders;
Doctor Visits
**WE ARE NOT SITTERS – WE ARE
DOERS**

Personal Care Services

- Bathing
- Feeding
- Medication
- Toileting
- Meal Planning/prep
- reminders
- Transferring
- Shopping
- Laundry
- Dressing
- Lt. Housekeeping
- Accompany to
- Companionship
- Transportation
- Appointments
- Pet Care



Chronic Care Support

- Aide services (Personal Care Aide or CNA)
- Medication reminders
- Sign and Symptom monitoring reminders
- ADL and/or IADL support
- Transportation to and from Physician and other medical visits
- Shift support in lieu of in-patient observation

Services Tailored for Patients

- Chronic Care Support
 - COPD
 - CHF
 - Diabetes
- Home Life Enrichment
- Dementia/Alzheimer's
- Successful Living Transition to Home
- We are limited by the imagination of the client and the law





Why Home Care?



Benefits for Your Patients

- Safety and Security for Patients
- Peace of Mind for Families
- Independence at Home
- Better Quality of Life
- Fewer Admissions and Re-Admissions to the Hospital
- Fewer Patient Relocations into Facilities
- Allows Family to be family and not caregivers



Who is the Target Patient for Home Care?



- Has a chronic medical condition
- Discharged from the hospital with Medicare services, but little other support
- Discharged from the hospital with **no services and no family support**
- Depressed, lonely or mildly confused
- In the ER and does not meet the criteria to be admitted but struggles at home
- Difficulty preparing meals, bathing, medication management, transportation

Getting Started



- Meet with the patient at their convenience
- Complete a free, no obligation evaluation

What makes us different!

- Education for clients
 - Interim Care Kits
- Education for Aides
- Technology to track caregivers time & location.
- We go the extra mile!
- Concierge level of service!
- Someone available 24hrs a day!



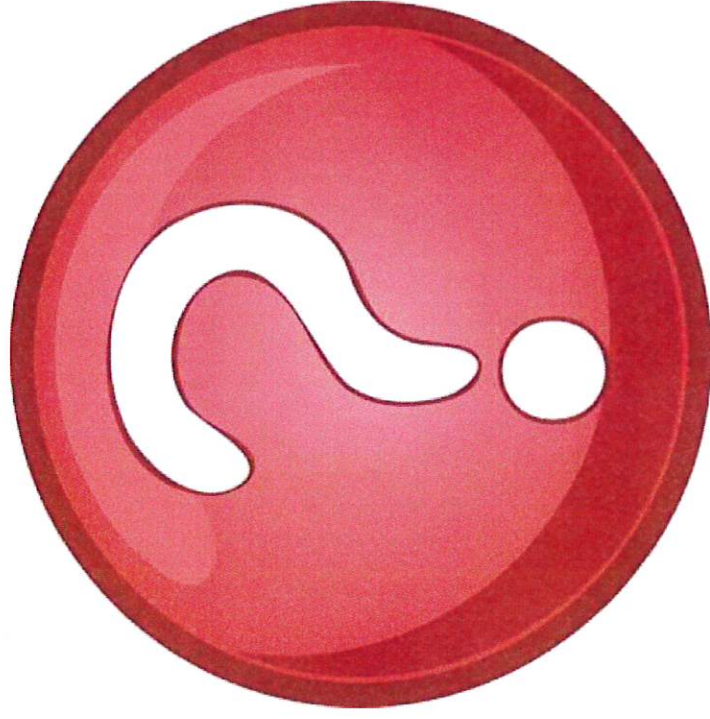
- Local Counties Serviced?

- Baldwin, Bibb, Bleckley, Crawford, Houston, Jones, Laurens, Monroe, Peach, Putnam, Twiggs, Wilkinson

- Who Pays?

- Medicaid (Early 2018)
- Private Pay
- Long Term Care Insurance
- VA

Questions





CONNECTING SENIORS WITH THE RIGHT CARE

is just the start

A Place for Mom helps families choose the correct senior care.

Families can feel intimidated as they navigate the sometimes confusing world of senior care. We help families understand the full spectrum of care and find exactly what they need.

We help families every step of the way—from working together to find the right senior care to helping research veterans' benefits and other ways to pay for that care.

Once a family has made a decision, we stay in contact to ensure their care needs are met—and to provide additional support if those needs change.

WE HELP FAMILIES FIND:

- Assisted living
- Memory care
- Independent living
- Respite services
- Home care
- Rehab services

OUR SERVICE INCLUDES:

- | | | |
|---|---|--|
| 
A dedicated local
Advisor | 
A hand-picked list
of communities
that match the
senior's needs | 
Full details and
pricing |
| 
Help scheduling tours | 
Move-in support | |

We stay in contact once a family has made a decision, to ensure their care needs are met and to provide additional support if their needs change.



**WHEN YOU HAVE A FAMILY WE CAN HELP,
LET US KNOW AND WE'LL REACH OUT.**

Shenna Bryant

704-208-4674

We are a free service to families and professionals. A Place for Mom is paid by senior living providers in our network only when a family decides to move in.



Returning Home. *What's Next?*

Returning home with your loved one after a hospital stay may seem like the best option - and in most cases it likely is. However, Medicare states one in five Medicare beneficiaries is re-hospitalized within 30 days of discharge; and one in three is readmitted within 90 days. Learning what options are available to assist you and preparing for how to continue caring at home will set you and your loved one up for success.

If you find yourself in need of additional support, A Place for Mom is here to help. We can support you if you find yourself needing additional support at home, or find your loved one needs more support than you're able to give. Check out additional options on the backside of this card.

Contact me today!

Shenna Bryant

Healthcare Account Representative

Call or Text: **(704) 208-4674**

ShennaB@aplaceformom.com

*We are paid by our participating communities,
therefore our service is offered at no charge to families.*



Empowering families

to make informed and confident decisions
regarding senior care and housing options.



Selecting senior living and care services can be a very emotional and difficult process. Our knowledgeable and local A Place for Mom Advisors patiently guides families/patients through the search process, providing options, information and educational resources to help empower making informed and confident decisions for now- or to be proactive by gaining information for the future.

How Do We Help Families?

- Families make ONE CALL to find information, pricing, and availability to us instead of flipping through a catalog or going online while usually still not knowing where to start.
- We will work with a family to help not only begin their search, but also to help inform and educate the family throughout their entire journey.
- We will start by asking questions to help identify medical, financial and geographic needs, as well as social, cultural and other personal preferences.
- This personalized service is offered at no charge to families as we are paid by our participating communities and providers.

Here are some of the ways we can assist your family:

*Helping to understand and identify the types of care and housing that fit their needs including:

- Assisted Living and Supportive Living
- Independent Living Communities
- Residential Care Homes
- Senior Apartments
- Alzheimer's/Dementia Care
- In home Caregiver Services
- Respite or Short Term Care

*Providing information about possible funding options and resources.

Connecting you with additional local resources, such as:

- Touring and move checklists
- Home Safety Tips/ Questions to Ask a Caregiver Agency
- Financial Resources
- Senior Moving/Relocation Specialist
- Educational Info on VA Benefits
- Caregiver Support Groups

**How can you connect to
this FREE service through A
Place for Mom?**

**Simply Call Shenna at
704-208-4674**

OR Email

ShennaB@aplaceformom.com

**Shenna Bryant
(704) 208-4674**

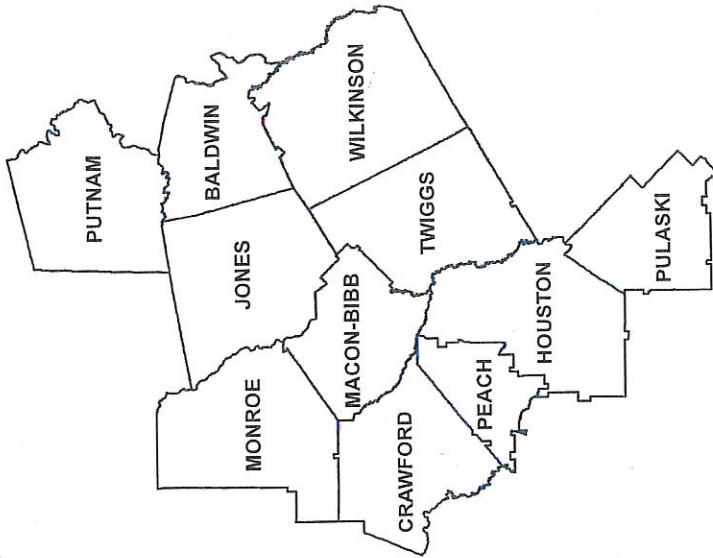
ShennaB@aplaceformom.com



About A Place for Mom

A Place for Mom, Inc. is the nation's largest senior living referral information service providing resources and personalized assistance in finding senior care and housing. Using its nationwide network of more than 20,000 providers of senior living services, A Place for Mom helps families find options based on a loved one's stated needs and preferences and empowers them to make informed decisions. This may include independent living, home care, residential care homes, assisted living and specialized memory care. We are paid by our participating communities and providers, therefore this service is offered at no charge to families. Families can review detailed information about local and national senior communities and providers, and get personalized, knowledgeable assistance by telephone from a local Senior Living Advisor. 909-693-4943

Our Service Area



Area Agency on Aging



For more information, please contact us:

Middle Georgia Area Agency on Aging
175 Emery Highway Ste C
Macon, Georgia 31217

Local: (478) 751-6466

Toll Free: 1-888-548-1456

Visit our website:

www.middlegeorgiarc.org

The Area Agency on Aging (AAA) serves older adults and individuals with disabilities in 11 middle Georgia counties: Baldwin, Crawford, Houston, Jones, Macon-Bibb, Monroe, Peach, Pulaski, Putnam Twiggs and Wilkinson.

Aging and Disability Resource Connection

“Achieving healthy, independent
and self-sufficient lives.”

The Middle Georgia Area Agency on Aging is
funded by the U.S. Administration on Aging
and the Georgia Department of Human Services.



Middle Georgia Regional Commission

Who We Are

The Middle Georgia Regional Commission is the state-designated Area Agency on Aging (AAA) for Middle Georgia. The primary role of the AAA is to plan, develop and administer a comprehensive service delivery system for older adults and people with disabilities.

Established under the Older Americans Act, the AAA provides a range of options that allow older individuals and people with disabilities to choose home and community-based services and living arrangements that are best for them. The foundation for what we do here at the Middle Georgia Area Agency on Aging is to promote independent, dignified lifestyles and access to services for those we serve.



Aging and Disability Resources

The Aging and Disability Resource Connection (ADRC) is not a place, but a new way of providing information and assistance, awareness, and access to valuable resources for seniors, people with disabilities, family members, caregivers, and professionals. The ADRC focuses on choice and person-centered planning.



Information and Referral	Homemaker Servers
Telephone Assessments	Home-Delivered Meals
Case Management	Elderly Legal Services
Senior Centers	Personal Care
Health and Wellness	Nursing Home Transition Assistance
Caregiver Support	Options Counseling
Elder Abuse Prevention	Care Consultation
Respite Care	Assistive Technology

The foundation for what we do promotes an independent, dignified life for those we serve.



Elderly and Disabled Waiver Program

The Elderly and Disabled Waiver Program (EDWP) is a Medicaid Waiver Program which helps individuals remain in their homes and communities by offering community-based care as an alternative to nursing home placement.

EDWP Services Includes:

Adult Day Health	Emergency Response System
Care Coordination	Alternative Living Services
Personal Support Services	Consumer Directed Care
Home-Delivered Meals	Respite Care (In and Out-of-Home)
Home-Delivered Services (Skilled Services)	

Types of Assistance:

Health- and Care-related Information

- ~Get tips on where to look for information on diseases, caregiving and more
- ~Receive helpful information by mail or e-mail

Family and Friend Involvement in Care

- ~Strengthen support from family and friends
- ~Involve family and friends who do not currently help but are willing to assist

Use of Community Services

- ~Determine the services you need, how to get and use services, and what to expect from services
- ~Improve communication with doctors and other health care providers

Coaching and Support

- ~Use practical solutions to address concerns about care
- ~Receive follow-up calls to ensure recommended tasks are helpful

What are Clients saying about Care Consultation?

"I was struggling with my work schedule and caring for my mom at the same time. The Care Consultant worked with my family to come up with a solution. Now my family is helping more, and I don't feel so stressed out." —Family Caregiver

Learn more

To find out more about

BRI Care Consultation or get started today, please call

Middle GA Regional Commission
Area Agency on Aging
175 Emery Hwy, Suite C

Macon, GA 31217

478-751-6466

478-752-3243 (FAX)

1-866-552-4464

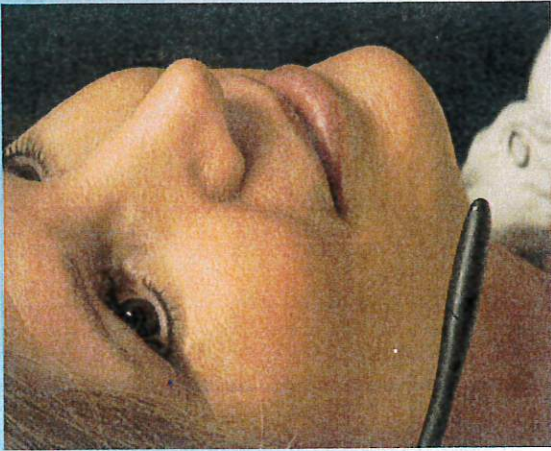
BRI Care Consultation™ is a licensed product of the Benjamin Rose Institute on Aging

PERSONALIZED CARE COACHING
AND QUALITY INFORMATION



BRI Care Consultation





What is Care Consultation?

A Telephone-based information and support service for adults with health challenges and their family or friend caregivers. The program provides ongoing help to find practical solutions to concerns about health and care. You don't have to leave your home to use Care Consultation. All communication is done by phone or e-mail.

Who Participates in Care Consultation?

Care Consultation serves people age 50 and older who have one or more health conditions and their family and friend caregivers of any age.

Talk to a Care Consultant about:

- Personal and household care
- Medicare, Medicaid, and insurances
- Home safety
- Legal and financial issues
- Family communication
- Balancing caregiving with other responsibilities
- Planning for future care
- Other care-related concerns

THE ELDERLY AND DISABLED WAIVER PROGRAM (EDWP)

What is the EDWP Program?

SOURCE + CCSP (Traditional/Enhanced) are part of the EDWP. Both SOURCE and CCSP assists individuals who are elderly and/or functionally impaired to remain in their homes and/or communities. For eligible consumers, EDWP offers community-based services as an alternative to nursing facility placement. The Department of Community Health administers and operates the EDWP.

What services are available through this program?

Adult Day Health

- Daytime care and supervision in an adult day center
- Nursing and medical social services
- Planned therapeutic activities
- Physical, speech, and occupational therapy
- Meals, including prescribed diets

Alternative Living Services

- Alternative residence for persons unable to remain independent in their own homes
- Meals, personal care, and supervision

Emergency Response Services

- In-home electronic support system providing two-way communication between isolated persons and a medical control center
- Service available 24 hours a day, seven days a week

Home-Delivered Services

- Skilled nursing services
- Physical, speech and occupational therapy
- Medical social services and home health aide assistance
- Personal care and assistance with meals

Personal Support Services

- Assistance with meal preparation, hygiene and nutrition
- Light housekeeping, necessary errands, and other support services
- In-home respite care provided by an aide

Consumer-Directed Personal Support Services option Same as Personal Support Services, except:

- Consumer hires and supervises worker(s) of choice
- Clients enrolled in the option are required to choose a Financial Management Services provider that will issue paychecks and adhere to federal and state tax laws on behalf of the client

Out-of-Home Respite Care

- Out-of-home overnight respite care in an approved facility with 24-hour supervision

Home Delivered Meals

- Prepared outside the home and delivered to the client

Case Management (Enhanced and Traditional)

- Process which includes assessing, implementing, coordinating, monitoring, evaluating options and services required to meet individual needs and making referrals as needed

Who is eligible for EDWP?

The eligibility criteria for EDWP include the following:

- Functional impairment caused by physical limitations
NOTE: Alzheimer's and dementia are physical conditions.
- Unmet need for care
- Approval of an intermediate level of care (LOC) certification for nursing home placement
- Approval of care plan by client's physician
- Medicaid eligible or potentially eligible after admission to EDWP
- Client chooses community-based, rather than institutional services
- Services fall within the average annual cost of Medicaid reimbursed care provided in a nursing facility. Health and safety needs can be met by EDWP
- Participation in one waiver program at a time
- Medicare home health services or hospice (Medicare or Medicaid) does not meet consumer need for services
- Home Delivered Meals is not the only service need
- The home environment is free of illegal behavior and threats of bodily harm to other persons.

A client is not required to be homebound to receive EDWP services.

How does an individual obtain EDWP Services?

Step 1: The individual contacts the Area Agency on Aging for an EDWP assessment for Traditional/Enhanced care. The individual with active full Medicaid can contact the AAA or a SOURCE site for assessment.

Step 2: If the individual is eligible for EDWP, the care coordinator and the member/representative collaborate to determine which services the applicant needs.

How are services arranged?

Step 1: The case management arranges for EDWP service agencies to provide the needed services. Service agencies are approved Medicaid providers

who bill the Department of Community Health directly for services rendered to EDWP clients. Care coordinators also arrange for client services through other service agencies and fund sources.

Step 2: If the individual is not a Medicaid recipient, she/he applies for Medicaid at the local county office of the Division of Family and Children Services.

Step 3: The case management maintains regular contact with EDWP clients to assure that services are appropriate and that individuals' needs are met. Client /family representative participates in the development of the client care plan.

What are the financial eligibility requirements?

The following information summarizes the financial eligibility criteria for the EDWP.

- SSI category: Persons who receive Supplemental Security Income (SSI) and are eligible for medical assistance. The Social Security Administration takes applications for SSI.
- Medical Assistance Only (MAO) category: Persons who do not receive cash benefits under the SSI program may qualify for medical assistance under another Medicaid category. The county Departments of Family and Children Services take applications for MAO. MAO participants may have to pay toward the cost of services.

	<u>SSI Income Limits:*</u>	<u>Waiver Medicaid/ MAO Income Limits:</u>	<u>SSI and Waiver Medicaid Resource Limits:</u>
Individual	Below \$750/ Month	\$2,250/month	\$2,000 or less
Couple (both in EDWP)	Below \$1,125/ Month	\$2,250/month per individual	\$3,000 or less
Individual in EDWP, But married	Below \$1,125/Month	\$2,250/month	\$2,000 or less for SSI \$123,600 (combined) or less for EDWP Medicaid**

* These limits change when the Social Security Administration increases Social Security and SSI.

** If the EDWP Medicaid applicant has a spouse who is neither in EDWP nor in an institution, the assets of the spouse MUST be considered in the eligibility determination. The combined total of **countable** assets of the individual and the spouse must be \$123,600.00 or less. The EDWP client must transfer assets in his/her name in excess of \$2,000 to the community spouse within one year from the month Medicaid eligibility begins.

A waiver Medicaid eligible person may divert up to \$3090 per month of income to a legal spouse who is neither in the EDWP nor an institution. The legal spouse's income is deducted from the \$3,090 limit before determining the amount of income to divert.

Elderly and Disabled Waiver

Aging and Disability Resource Connection and Geographic Service Areas

Listed below are Georgia's 12 Planning & Service Areas. Each agency, called Area Agency on Aging (AAA), coordinates a variety of services and resource information for the elderly and disabled, including assessment and referral to programs including EDWP (Traditional/Enhanced + Source). The AAA serves as the EDWP's entry point, determines both consumer eligibility and the type of services needed.

ATLANTA REGIONAL COMMISSION

EDWP Information- (404) 463-3333 (Atlanta)
Area Agency on Aging- (404) 463-3100 (Atlanta)
Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette,
Fulton, Gwinnett, Rockdale, and Henry.

CENTRAL SAVANNAH RIVER

EDWP Information- 1-888-922-4464 or (706) 210-2018
Area Agency on Aging (706) 210-2018 (Augusta)
Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins,
Lincoln, McDuffie, Richmond, Screven, Taliaferro,
Warren, Washington and Wilkes.

COASTAL GEORGIA

EDWP Information - 1-800-580-6860
Area Agency on Aging- (912) 437-0800
Bryan, Bulloch, Camden, Chatham, Effingham, Glynn,
Liberty, Long and McIntosh.

HEART OF GEORGIA /ALTAMAHA

EDWP Information - 1-888-367-9913 or (912) 367-3648
Area Agency on Aging - (912) 367-3648 (Baxley)
Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff
Davis, Johnson, Laurens, Montgomery, Tattnall, Telfair,
Toombs, Treutlen, Wayne, Wheeler and Wilcox.

LEGACY LINK

EDWP Information- 1-800-845-LINK or (770) 538-2650
Area Agency on Aging - (770) 538-2650 (Oakwood)
Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart,
Lumpkin, Rabun, Stephens, Towns, Union and White.

MIDDLE GEORGIA

EDWP Information- (478) 751-6466
Area Agency on Aging (478) 751-6466 or 1-888-548-1456
Baldwin, Bibb, Crawford, Houston, Jones, Monroe,
Peach, Pulaski, Putnam, Twiggs and Wilkinson.

NORTHEAST GEORGIA

EDWP Information-1-800-474-7540 or (706) 583-2546
Area Agency on Agency - (706) 583-2546 (Athens)
Barrow, Clarke, Elbert, Greene, Jackson, Jasper,
Madison, Morgan, Newton, Oconee, Oglethorpe and
Walton.

NORTHWEST GEORGIA

EDWP Information - 1-800-759-2963 or (706) 802-5506
Area Agency on Aging- (706) 295-6485
Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer,
Gordon, Haralson, Murray, Paulding, Pickens, Polk,
Walker and Whitfield.

RIVER VALLEY REGIONAL COMMISSION

EDWP Information- (706) 256-2900 or 1-800-615-4379
Area Agency on Aging- (706) 256-2900 (Columbus)
Chattahoochee, Clay, Crisp, Dooly, Harris, Macon,
Marion, Muscogee, Quitman, Randolph, Schley, Stewart,
Sumter, Talbot, Taylor and Webster.

SOUTHERN GEORGIA

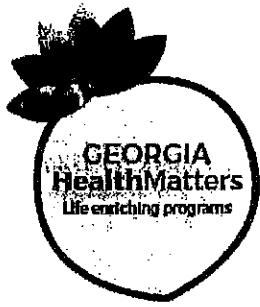
EDWP Information- (912) 287-5888 or 1-888-732-4464
Area Agency on Aging - (912) 285-6097(Waycross)
Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks,
Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier,
Lowndes, Pierce, Tift, Turner and Ware.

SOUTHWEST GEORGIA (SOWEGA)

EDWP Information- (229) 432-1124 (Albany)
Area Agency on Aging- 1-800-282-6612 or
(229) 432-1124 (Albany)
Baker, Calhoun, Colquitt, Decatur, Dougherty, Early,
Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas
and Worth.

THREE RIVERS REGIONAL COMMISSION

EDWP Information-(706) 675-6721 or (770) 854-6026
Area Agency on Aging - 1-866-854-5652
678-552-2838 (Franklin) (770) 854-6026 (Atlanta)
Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike,
Spalding, Troup and Upson.



Georgia Health Matters

Life Enriching Programs

Falls Prevention

- **Matter of Balance:** A program designed by researchers at MaineHealth to reduce the fear of falling and increase activity levels among older adults or persons at risk of falling. This small group program was rigorously tested and proven to effectively help persons gain self-confidence and become more active. **Duration:** Workshop is offered in either a four or eight week consecutive weekly schedule.
- **Tai Chi for Health:** Dr. Paul Lam and a team of researchers developed this evidence-based group exercise program to introduce persons with arthritis or those with a fear of falling to Tai Chi. This eight week program is found to relieve pain caused by arthritis, reduce falls, and improve quality of life. **Duration:** Once or twice a week, 30 minutes – 1 hour for eight consecutive weeks

Self Management Education Programs

- **Chronic Disease Self Management Program:** Stanford University developed this community-based, peer-led small group program to address symptoms persons with chronic conditions and caregivers experience. This program was rigorously tested and proven to effectively help persons with chronic conditions and disabilities (and caregivers) manage their conditions and enhance their quality of life. **Duration:** Once a week (same day), 2 ½ hours (same time) for 6 consecutive weeks.
- **Diabetes Self Management Program:** Stanford University developed this community-based, peer-led program to teach small groups of persons with type 2 diabetes the skills needed in the day-to-day management of this condition. This program was rigorously tested and proven to effectively help persons with type 2 diabetes better manage their condition and symptoms associated with having this chronic condition. **Duration:** Once a week (same day), 2 ½ hours (same time) for six consecutive weeks.

Caregiver Programs

- **Powerful Tools for Caregivers:** Research studies find high rates of depression and anxiety among caregivers and increased vulnerability to health problems. PTC program improves self-care behaviors: (increased exercise, use of relaxation techniques and medical check ups.), management of emotions: (reduced guilt, anger, and depression) and use of Community Resources: (increased utilization of community services). **Duration:** Once a week (same day), either for 90 minutes, or 2 ½ hours for six consecutive weeks.
- **Care Consultations:** BRI Care Consultation (BRI-CC) is a telephonic, evidence-based caregiver support program developed by the Benjamin Rose Institute on Aging. BRI-CC employs coaching that is driven by consumer choice and focused on finding solutions to concerns that are the priorities of older adults receiving care and their caregivers. **Duration:** This is a 12-month program designed to empower clients to take efficient and effective actions that match their care preferences.

Area Agency on Aging Wellness Coordinators:

- **Atlanta Regional Commission AAA** (Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale counties)
 - Lynda Conner lconner@atlantaregional.com 404-463-3289
- **Central Savannah River Area AAA** (Burke, Columbia, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes counties)
 - Betsy Teasley bteasley@csrarc.ga.gov 706-650-5696
- **Coastal Georgia AAA** (Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh counties)
 - Loreatha Jenkins ljenkins@crc.ga.gov 912-437-0843
- **Heart of Georgia AAA** (Appling, Bleckley, Candler, Dodge, Emanuel, Evans, Jeff Davis, Johnson, Laurens, Montgomery, Tattnall, Telfair, Toombs, Treutlen, Wayne, Wheeler, Wilcox counties)
 - Jennifer Crosby crosby@hogarc.org 912-376-3648
- **Legacy Link, Inc.** (Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White counties)
 - Lisa Howard lshoward@legacylink.org 770-538-2711
- **Middle Georgia AAA** (Baldwin, Bibb, Crawford, Houston, Jones, Monroe, Peach, Pulaski, Putnam, Twiggs, Wilkinson counties)
 - Nicole Galther ngaither@mg-rc.org 478-751-6466
- **Northeast Georgia AAA** (Barrow, Clarke, Elbert, Greene, Jackson, Jasper, Madison, Morgan, Newton, Oconee, Oglethorpe, Walton counties)
 - Whitney Bignelli web1975@uga.edu 706-542-4067
- **Northwest Georgia AAA** (Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Harralson, Murray, Paulding, Pickens, Polk, Walker, Whitfield counties)
 - Shaina Linginfelter slinginfelter@nwgrc.org 706-295-6485
- **River Valley AAA** (Chattahoochee, Clay, Crisp, Dooley, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, Webster counties)
 - Ilona Preattle ipreattle@rivervalleyrcaaa.org 706-256-2918
- **Southern Georgia AAA** (Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware counties)
 - Bridget Delaney jbdelaney@sgrc.us 912-285-6097
 - Sonya Parker sparker@diversifiedresources.net 912-285-3089
- **Three Rivers AAA** (Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson counties)
 - Maureen Geboy mgeboy@threeriversrc.com 678-552-2843
- **Southwest Georgia (SOWEGA)** (Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Seminole, Terrell, Thomas, Worth counties)
 - Erin Willingham erinwillingham9@gmail.com 229-432-1131



FAMILY CAREGIVER RESOURCES

Visit the AARP Family Caregiving site for information, tools and resources for caring for a loved one at

www.aarp.org/caregiving
or call **877-333-5885**

For Spanish resources visit

www.aarp.org/cuidar or call **888-971-2013**

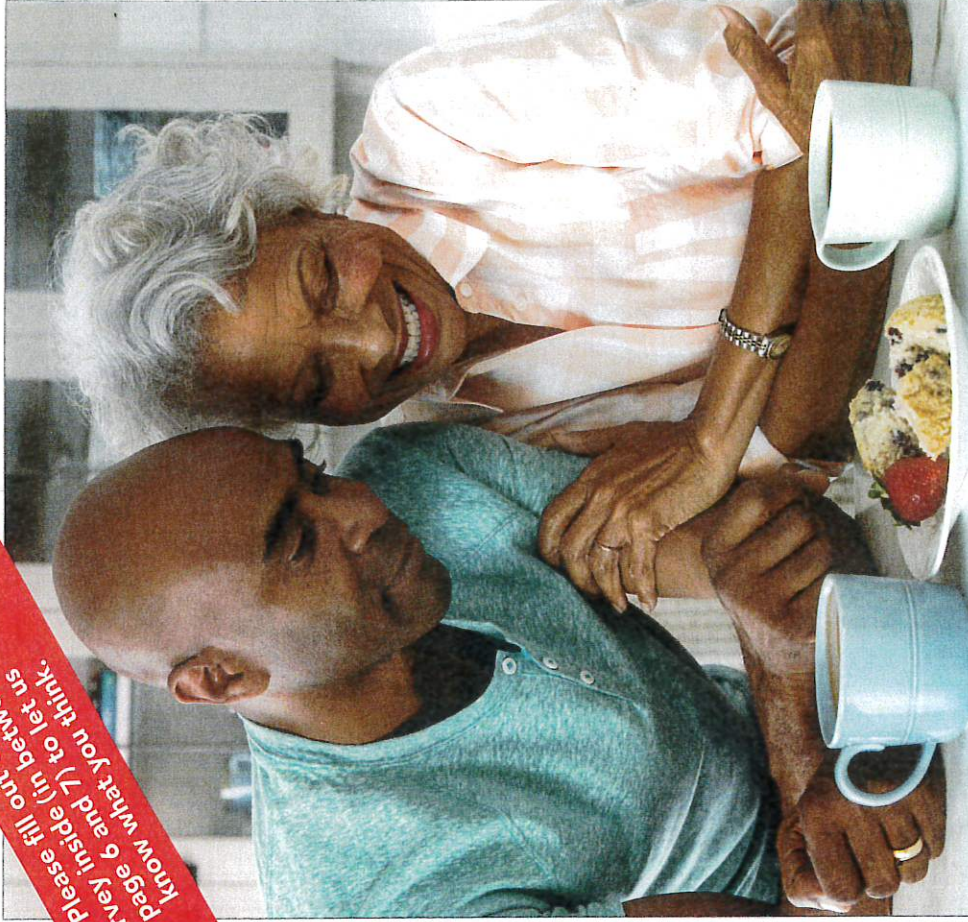


601 E Street, NW | Washington, DC 20049
AARP Caregiving Support 877-333-5885 | www.aarp.org/caregiving

Photos (except page 5): Stephanie Rausser for AARP

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Please fill out the survey inside (in between page 6 and 7) to let us know what you think.



AARP FAMILY CAREGIVING GUIDE

Look inside for:

5 Key Steps for your Caregiving Journey

General Needs Assessment to help evaluate your situation

A Simple **Goals & Needs Checklist**



GENERAL NEEDS ASSESSMENT

(One for each individual who will need care)

Area of Need Types of Possible Tasks Point Person

Home Maintenance and Living Situation

— Pay rent/mortgage _____

— Home repairs/modifications _____

— Ongoing maintenance _____

— Safety concerns _____

— Grocery shopping & meal preparation _____

— Lawn care _____

— Pet care _____

— Housekeeping _____

— Research alternative living situations _____

— Other: _____

Financial Affairs

— Paying bills _____

— Keeping track of financial records _____

— Managing assets _____

— Applying for and supervising public benefits _____

Transportation Needs

— Driving decisions _____

— Coordinating rides _____

— Locating transportation services _____

Personal Care

— Coordinating personal care activities _____

— Help with daily grooming and dressing _____

— Clothes shopping _____

GENERAL NEEDS ASSESSMENT

(One for each individual who will need care)

Area of Need Types of Possible Tasks Point Person

Health Care

— Monitor and record physical and emotional symptoms _____

— Arrange medical appointments, transportation, and someone to accompany as needed _____

— Submit medical insurance and bills _____

— Explain medical decisions _____

— Medication management (fill prescriptions, fill pill boxes, give reminders and dispense medications) _____

— Perform medical tasks (wound care, injections, and catheter) _____

— Obtain medical bracelet and/or medical alert system if needed _____

Communications

— Keeping family caregiving team informed _____

— Coordinating team visits _____

— Daily check-in _____

— Obtain cell phone and/or internet to enhance communication _____

Socialization

— Sending greeting and thank-you notes _____

— Arranging for visitors _____

— Arranging outings _____

Adaptive Devices

— Ordering, maintaining and paying for adaptive devices _____

— Training on how to use devices _____

— Other: _____



STEP 2) FORM YOUR TEAM

Caring for a family member or friend is too big of a job for one person. Trying to do everything yourself may lead to burnout and problems with your health and well-being. Instead, form a network of friends, family and community resources that can help you with your loved one's care. Putting a supportive team together can strengthen both you and your loved one's ability to deal with any issues that emerge.

- **Look for team members.** Team members need not live nearby or have huge blocks of time to be of value. Family or friends living at a distance or with limited time can pitch in behind the scenes with meal organizing, bill paying or financial assistance. You may feel hesitant to ask others for help, but some people may need only a little encouragement to take on a task—and they may even feel left out if they are not asked. Be specific about the type of assistance needed, as many people just don't know what to do.



STEP 5) CARE FOR YOURSELF

As a family caregiver, it's easy to forget about your own needs. Balancing caregiving with work and other family obligations can be stressful. Keeping up your energy and maintaining your health are critical in order to care for others. It's just as important to make a plan to take care of yourself as it is to create a caregiving plan for others.

- **Recognize your emotions.** How you came into the role as a caregiver can influence how you feel about the experience. Perhaps you are very close to your loved one and you see this role as your chance to give in return the loving care they gave to you. Others may have been pushed into the responsibility and feel resentful because they are stretched thin. However you arrived to this responsibility, it's helpful to recognize your emotions.
- **Take care of yourself. Allow yourself to take a break.** Tend to your own needs such as exercise, sleep and healthy eating. Find ways to reduce your stress and make sure to take time to have fun!
- **Work and caregiving.** Many of those who are caring for a loved one are also in the paid workforce. Find out if your company has policies or programs to support caregivers. Think about taking advantage of flextime or working from home to help open up your schedule. If you need more time off, consider asking your employer whether you are covered by the Family and Medical Leave Act.
- **Connect with Other Caregivers.** Caregiving can be very isolating, but a caregiver support group in-person, or online may give you ideas about other strategies and resources available to lighten your load. Find support and connect with other caregivers online at www.aarp.org/caregivingcommunity.

STEP 4) FIND SUPPORT

Many issues may arise during your caregiving experience that require additional help. Don't hesitate to reach out to organizations and professionals with experience in helping family caregivers.

- **Locate community resources.** A variety of support services are available to care recipients and their caregivers. Your local area agency on aging can typically help connect you to services such as home-delivered meals, transportation, adult day services centers, care management, and more. Check into the assistance offered in your community through the Eldercare Locator at www.eldercare.gov.
- **Hire help.** If you see that your loved one needs help with daily activities, you can explore the range of home care services available. A nurse or social worker can help you determine what is needed, find services and arrange and monitor the care. Some home care workers do housekeeping, meal preparation, laundry, and shopping. Others provide more hands-on help with bathing, dressing, and transferring from one position to another, which may require certification.
- **Secure safety.** The main goal is to help your loved one stay as independent as possible and in their own home. If they have more difficulty getting around or their vision or hearing fades, some simple changes can be made to make the home safer. Handrails, grab bars, night-lights, and adjustable shower seats can make a house safer and more comfortable. Here's a link on smart solutions to making your home more comfortable for your loved one: www.aarp.org/homefit.
- **Find housing with supportive services.** If your loved one has decided that they would prefer to live in a new residence that combines housing with support services, you can look into the variety of housing options that may be available in your community. Begin by making a list of criteria, such as location, group dining and laundry service.



STEP 3) MAKE A PLAN

Putting together a family caregiving plan now will help you respond more quickly and effectively should the need arise. It can also provide some peace of mind. A plan helps get everyone on the same page and keeps the focus on what's best for your loved one.

Get started by filling out the General Needs Assessment on pages 6 and 7 and the Goals & Needs Checklist on page 11. Once you've gathered this information, here are some tips to create a plan.

- **Gather your resources.** Explore the options available in the community and bring in team members to help manage the workload. Be sure to ask your caregiving team members about their preferences for who does what task. Assigning tasks can take place in a face-to-face family meeting, over a conference call or through email.
- **Think both short and long term.** The plan should include both immediate and future needs. Options for addressing needs will depend on finances, the willingness of your support team and the availability of community resources and services.
- **Communicate with the team.** Set up a system for communicating with everyone on the team. The point person should be well organized and an in-depth planner who can work through possible conflicts between team members.
- **Document your plan.** A written summary of the plan can reinforce your loved one's wishes and needs and make sure everyone is working toward the same goals.

AARP Family Caregiving: www.aarp.org/caregiving or **877-333-5885**
Your one-stop shop for tips, tools and resources while caring for a loved one.
For Spanish resources visit www.aarp.org/cuidar or call **888-971-2013**.

AARP Advance Directive Forms: www.aarp.org/advancedirectives
Free, downloadable state-specific advance directive forms and instructions.

AARP Care Guides: www.aarp.org/careguides Take the stress out of caregiving with these targeted, easy-to-use guides.

AARP Local Caregiver Resource Guides: www.aarp.org/caregiverresourceguides Local resources that help make caregiving easier.

AARP Caregiving Tools: www.aarp.org/caregivingtools AARP's suite of web-based tools will help you find services, keep track of health records and more.

AARP Medicare Q&A Tool: www.aarp.org/MedicareQA An easy-to-use online tool that provides answers to frequently asked questions about Medicare.

AARP I Heart Caregivers: www.aarp.org/iheartcaregivers Share your caregiving story and connect with others.

AARP Online Caregiving Community: www.aarp.org/caregivingcommunity
Join our community & connect with other caregivers like you.

Federal Aid Programs: www.aarp.org/federalaidprograms Information on how the federal government may be of benefit in your caregiving journey.

AARP's Caregiving Books: www.aarp.org/caregivingbooks Celebrate life and family memories, find the resources to care for a loved one, get tips on moving and downsizing, and more.

AARP Wallet Cards: www.aarp.org/walletcards Free, downloadable wallet cards to help family caregivers from the moment their loved ones go into the hospital to when they return home.

Caregiving Advocacy: www.aarp.org/supportcaregivers Across the country, AARP is working with governors, state legislators, and community partners to take commonsense steps to support America's 40 million family caregivers.

STEP 1) START THE CONVERSATION

Many people wait until a crisis occurs before they talk with their loved ones about important issues like healthcare preferences or finances. A lot of uncertainty can be avoided if you talk with your loved one before something happens. It's not always an easy conversation, but here are some tips to start the dialogue.

- **Look for an opening.** You might use an article you've read or something you saw on the news to raise the topic of future care. Try not to anticipate what your loved one might say or how they will react. Just get the conversation started. Express your love and concern and, most importantly, listen.
- **Respect your loved one's wishes.** A family caregiving plan should never be made without the participation, knowledge and consent of your loved one. Once you've started the conversation, you may wish to bring in a few other trusted family members or friends to be part of the process. It is also helpful to engage outside help, like a social worker, minister, doctor, lawyer or financial advisor.
- **Size up the situation.** Figuring out what your loved one's priorities are such as where they want to live or the nature of the care they will need will help determine the next steps. Your loved one may be hesitant to share the details of their finances or health, but if you approach them with respect and explain your intentions, the conversation will likely be smoother.
- **Review finances.** Money can be a particularly sensitive subject, but it's often at the heart of many decisions you'll need to make with your loved one about housing, health care and other expenses. Ask them to review their bank accounts, investments, insurance coverage, and loans. Find out whether they have long-term care insurance and funds or assets that can be used to cover potential care needs.
- **Counter resistance.** Your loved one might say, "I just don't want to talk about it." Some people are private by nature. It's also hard for some people to admit they need help, especially if it's from their own children. If your conversations don't go well, ask a trusted family friend, doctor or faith leader to approach them about your unease.

GOALS & NEEDS CHECKLIST

Use this list to start the conversation about what is most important to your loved ones and what strengths they bring to bear.

Goals

- To remain healthy and active
- To stay/move near family
- To remain in my own home for as long as possible
- To stay active with religious or community groups
- To maintain hobbies
- To be around people
- To move to a residence with support services
- To move to a more accessible home (one story or apartment with elevator)
- To be financially secure and/or to budget for future needs
- To travel/visit home country
- Other: _____

Strengths

- Able to advocate for self
- Adequate savings and/or income
- Low-maintenance single-story home
- Family and friends nearby
- Relationships with family
- Other: _____

Needs

First determine if there is an immediate need under each area. If there is not a pressing issue, prioritize the tasks to be addressed and develop a timeline.



INTRODUCTION

Caring for a family member or close friend is one of the most important roles you'll play. It may start with driving your loved one to get groceries or to the doctor. Later, you may find yourself taking more time off from work, preparing meals or handling bills.

No matter where you are in the process of family caregiving, having a good framework to help guide both you and your loved one will make it easier.

We've outlined five important steps to help support you and your loved one in your caregiving journey along with a General Needs Assessment (pages 6 & 7) and a Goals & Needs Checklist (page 11) to help you evaluate your specific caregiving situation.

We hope the information, resources and checklists in this guide will help you get organized and provide the support that you need along the way.

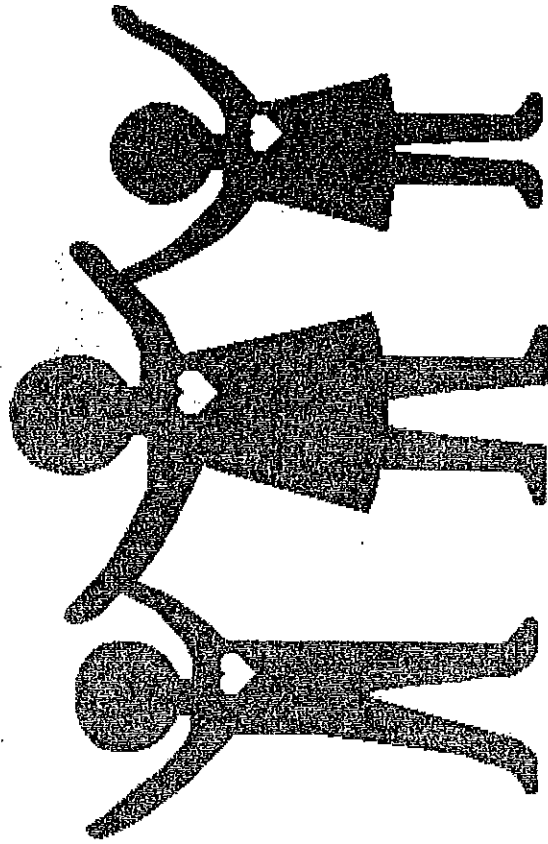


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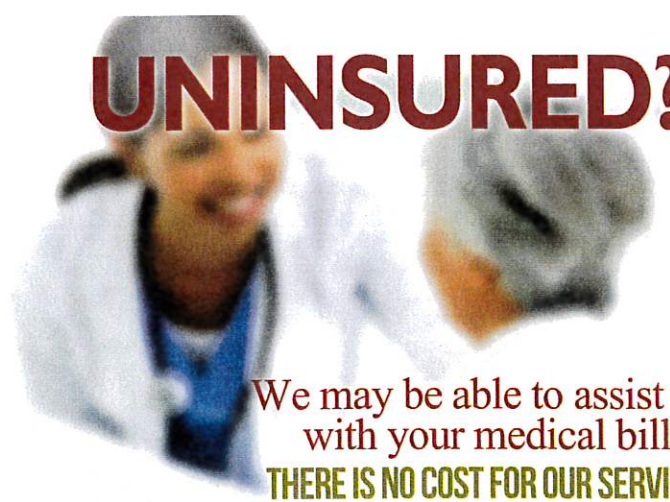
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How to apply for SSA Disability yourself:

Call- 1-800-772-1213 (7a-7p M-F)

Online- www.ssa.gov (you can not apply for SSI online)

Go by your local SSA office

What you need to have to apply:

You should bring certain items when you apply. Even if you do not have all of the things listed below, apply anyway. The people in the Social Security office can help you get whatever is needed. Please bring:

- Your Social Security card or a record of your Social Security number;
- Your birth certificate or other proof of your age;
- Information about the home where you live, such as your mortgage or your lease and landlord's name;
- Payroll slips, bank books, insurance policies, burial fund records and other information about your income and the things you own;
- The names, addresses and telephone numbers of doctors, hospitals and clinics that you have been to, if you are applying for SSI because you are disabled or blind;
- Proof of U.S. citizenship or eligible noncitizen status; and
- Your checkbook or other papers that show your bank, credit union or savings and loan account number.

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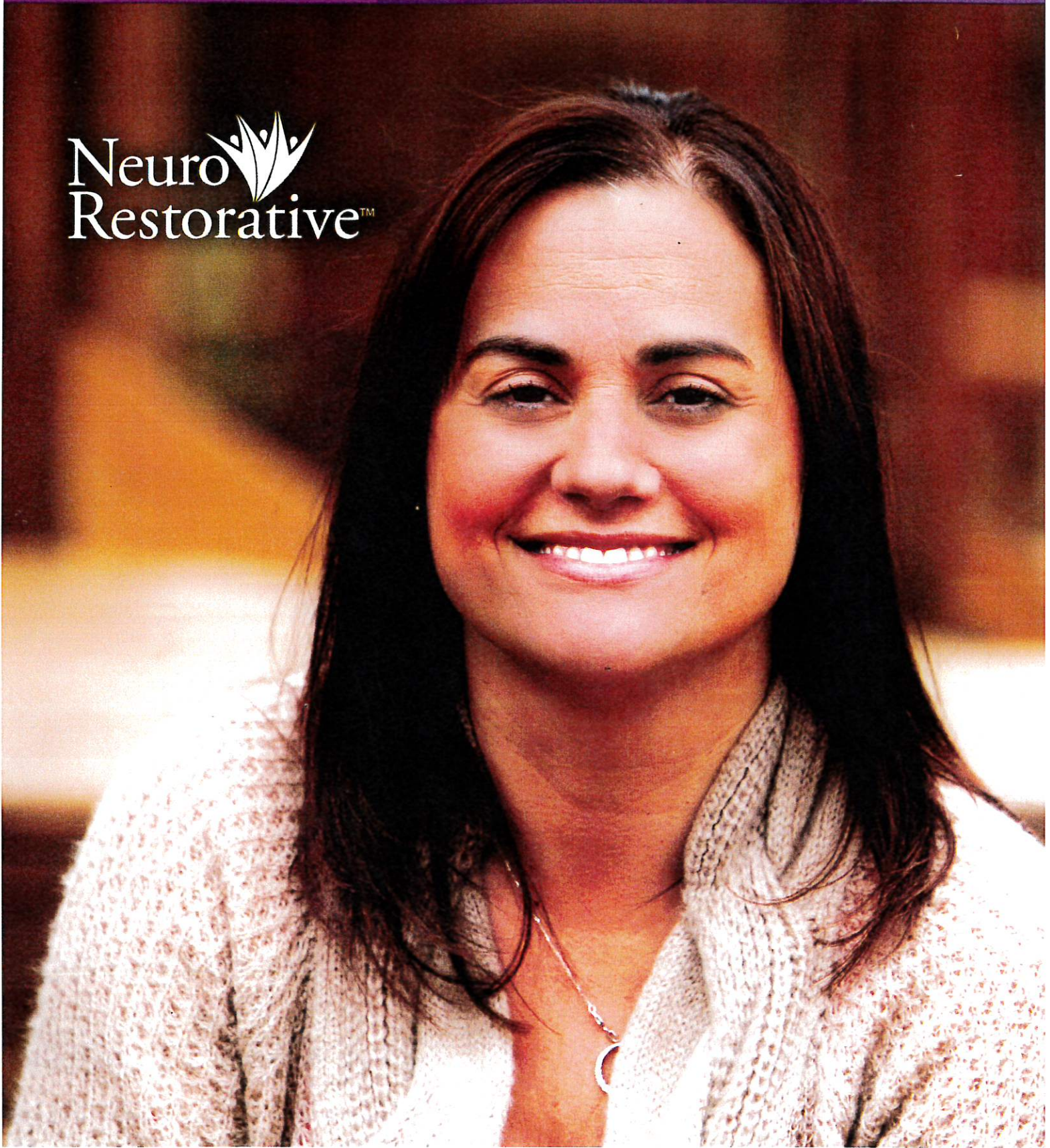


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Neuro
Restorative™



Post-Acute Brain Injury Rehabilitation
Programs and Services



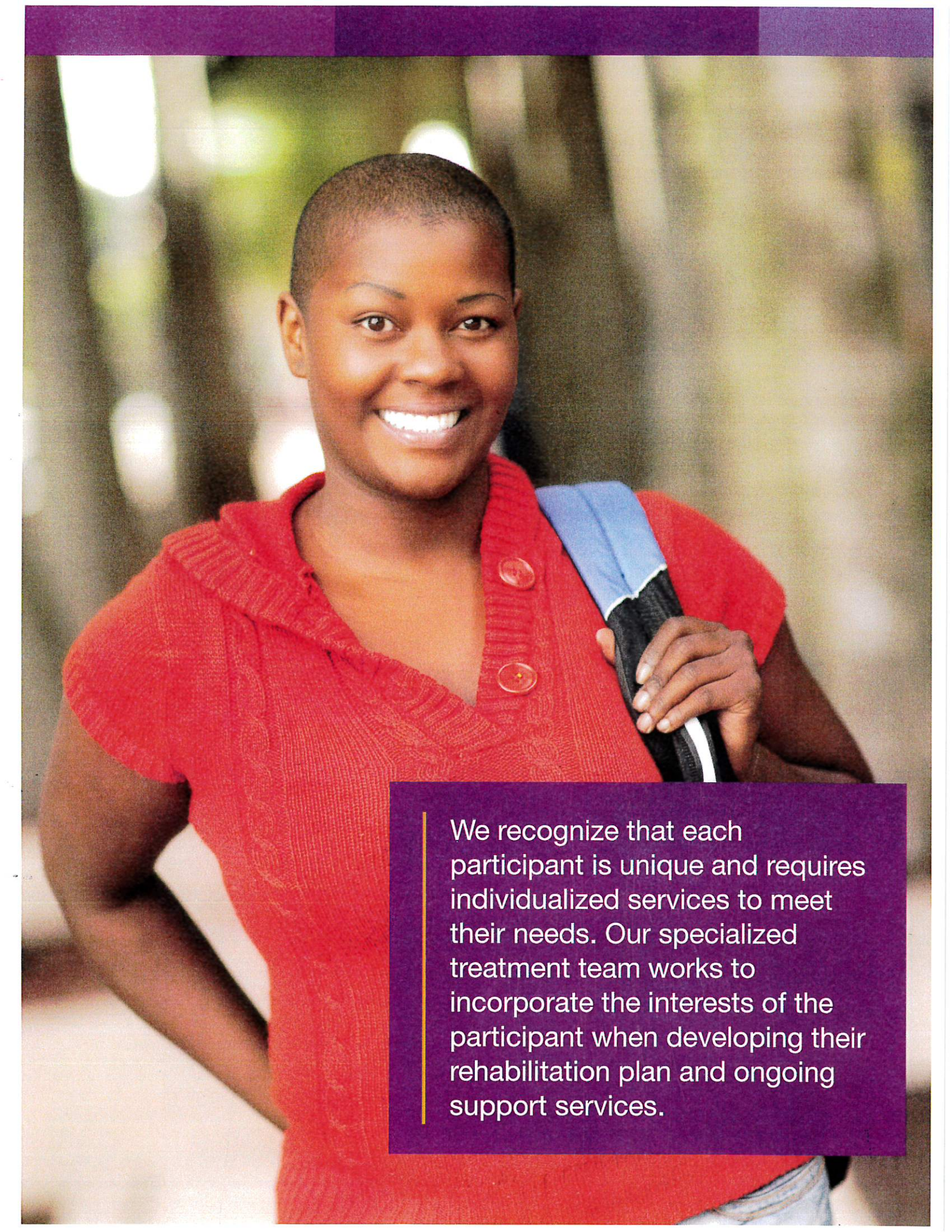
Who We Serve

NeuroRestorative is a leading provider of specialized post-acute rehabilitation services for people of all ages with brain and spinal cord injuries and other neurological challenges. In a variety of locations and settings, we offer a continuum of care and community-based programs, including specialized services for children, adolescents, Military Service Members and Veterans.

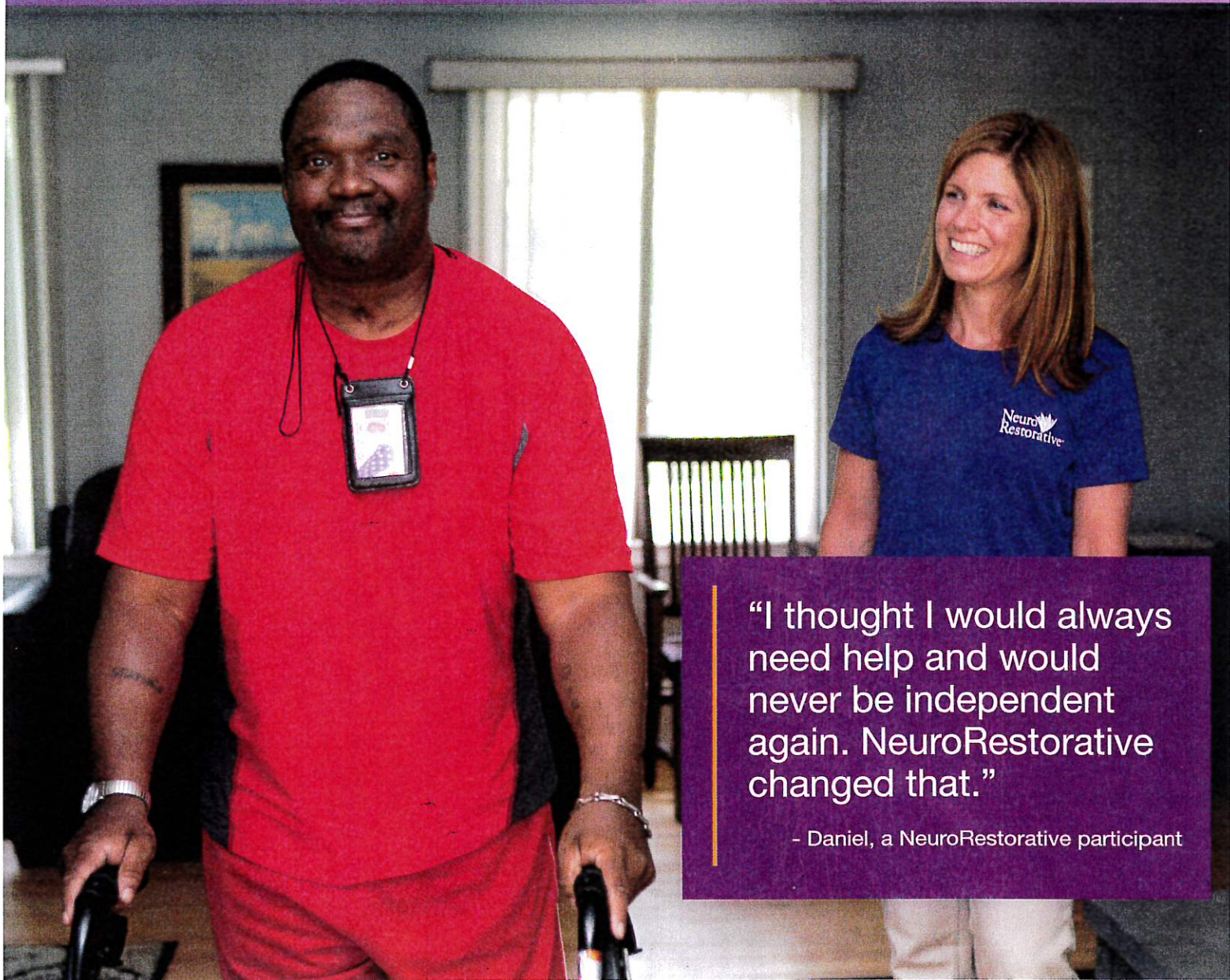
We Offer

- A full continuum of care including both residential and day treatment service offerings
- The expertise and resources of an organization on the cutting-edge of clinical care and rehabilitative programs
- An exceptional team of professionals, demonstrated clinical proficiency and a time-tested approach
- A range of locations and settings that enable participants to remain close to home
- Community-based, therapeutic, home-like program settings
- Well-rounded programs and specialized facilities that offer post-acute services and ongoing support to those with more complex medical and behavioral challenges

Where others see
barriers, we see
opportunities for success.

A photograph of a Black woman with a short, buzzed haircut, smiling warmly at the camera. She is wearing a bright red, short-sleeved, textured cardigan over a blue top. A black bag with a white stripe is slung over her right shoulder. The background is a blurred outdoor setting with trees and soft lighting. A purple rectangular box with a thin yellow vertical line on its left side is overlaid on the bottom right of the image, containing white text.

We recognize that each participant is unique and requires individualized services to meet their needs. Our specialized treatment team works to incorporate the interests of the participant when developing their rehabilitation plan and ongoing support services.



“I thought I would always need help and would never be independent again. NeuroRestorative changed that.”

- Daniel, a NeuroRestorative participant

Admission and Funding Solutions

At NeuroRestorative, our goal is to make the admission process as efficient as possible for all parties involved. We look forward to partnering with participants and their families, payors, case managers and other stakeholders to ensure that our participants are able to access the post-acute rehabilitation services they need.

We are pleased to partner with commercial insurance providers, workers compensation programs, public funding sources—including Medicaid and Medicaid Waiver programs—and funding options for Veterans and Military Service Members, and their dependents, and many others to ensure access to rehabilitative services for individuals with brain, spinal cord and other neurological challenges.



Admission Criteria: We accept referrals for medically-stable individuals four years of age or older. Please call 800-743-6802 for more information about potential funding options.

Why Choose NeuroRestorative? Successful Outcomes.

At NeuroRestorative, we pride ourselves on our ability to provide the best quality services in order to achieve the best results possible. We also understand how important it is for our participants, families, and funders that we demonstrate our success rate so they can make informed healthcare decisions. That's why we have worked hard to

streamline and enhance our outcomes measurement system. Utilizing key metrics from the Mayo-Portland Adaptability Inventory version 4 (MPAI-4), the team at NeuroRestorative works to identify trends which are crucial to determining the overall effectiveness and durability of our rehabilitation programs and services.

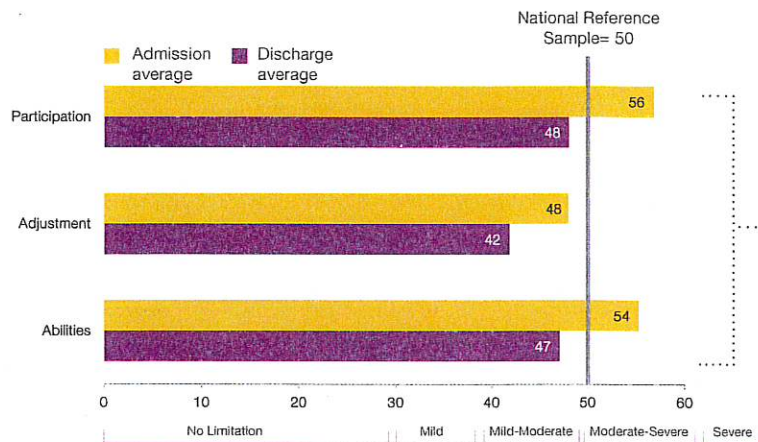


Our Participants (April, 2015)

- Total Sample Size: 1,575
- Average Age:
 - Adult Programs
43.8 years old (ages 18-82)
 - Pediatric/Adolescent Programs
13.9 years old (ages 5-17)
- Average Length of Stay (active rehab): 138.33 days

What the Data Tells Us

NeuroRestorative participants experience positive outcomes and significant improvement with an overall increase in function and level of independence from the time of admission to the time of discharge.



Key Findings in 2014 and 2015:

- Our outcomes show that on average our participants demonstrated an increase in functional independence across all 29 items of the MPAI-4.
- We exceeded the national reference sample's average T-score of 50 in every subscale.

* We are currently researching the key ingredients to effective rehabilitation that reduces length of stay.

Quality Programs, Compassionate Care

At NeuroRestorative, we believe that **recovery from brain injury is an ongoing process**, and we have developed an effective and flexible continuum of care that helps guide participants through their rehabilitative journey. Our rehabilitation programs are delivered in community-based settings with the appropriate modifications so individuals can receive **structured support** and **compassionate care** in neighborhoods close to home.

We offer the following array of **outcome-driven programs** designed to meet the needs and goals of each participant:

Neurorehabilitation

The therapeutic activities offered through our neurorehabilitation programs provide individuals with the opportunity to develop skills that will have practical application in their everyday lives.

Neurobehavioral

Our neurobehavioral programs provide individuals with practical and effective self-management strategies, allowing them to better manage their behaviors and reaction to everyday situations through cognitive therapy and behavioral change.

Supported Living

NeuroRestorative's supported living programs offer an individualized lifelong continuum of support for people with brain injury as they increase their level of independence and quality of life.

Transitional Living

Our transitional living programs provide specialized therapeutic rehabilitation services to enhance functional and behavioral abilities, enabling individual's to successfully transition from one level of care to another.

Host Home/In-Home

In NeuroRestorative's host home programs, individuals live with a family in the community and have a primary support person called a Mentor, giving them the opportunity to receive supports in a protected, caring environment. Our in-home program assists individuals with therapy and rehabilitation services right in their own home.

Outpatient

NeuroRestorative's outpatient programs provide ongoing care to help people continue their medical and physical recovery as well as provide support for daily life issues and other challenges that may develop after returning home.

Day Treatment

Our day treatment programs offer traditional therapy coupled with functional and therapeutic community-based activities. These programs are focused on developing learning opportunities in settings that closely simulate the participant's home environment.

Respite

Through our respite programs, we offer opportunities for individuals to participate in vacation or relaxation programs where they socialize with peers while giving families and guardians some time to rest and recharge.

Neurofunctional Home & Community

Through our neurofunctional home & community programs, we provide one-on-one rehabilitation—in an individual's own home or out in the community—focusing on activities of daily living, community reintegration, social and emotional growth, and vocational goals.

Services offered vary by each individual location.

To learn more visit:

www.neurorestorative.com/services



“NeuroRestorative has been life-changing for us. It not only saved Noah, but it saved our whole family.”

– Toni, mother of Noah, a participant in NeuroRestorative Carbondale’s adolescent integration program

Comprehensive Services & Supports

In all of our programs, we offer comprehensive services based on the needs of each individual participant, including:

- Physical Therapy
- Speech-Language Pathology
- Occupational Therapy
- Behavior Analysis & Therapy
- Case Management
- Medical Care Coordination
- Physician Consultation
- Medication Management & Administration
- Family Education & Training
- Specialized Schools & Educational Services
- Neuropsychological Consultation
- Counseling
- Life Skills Training

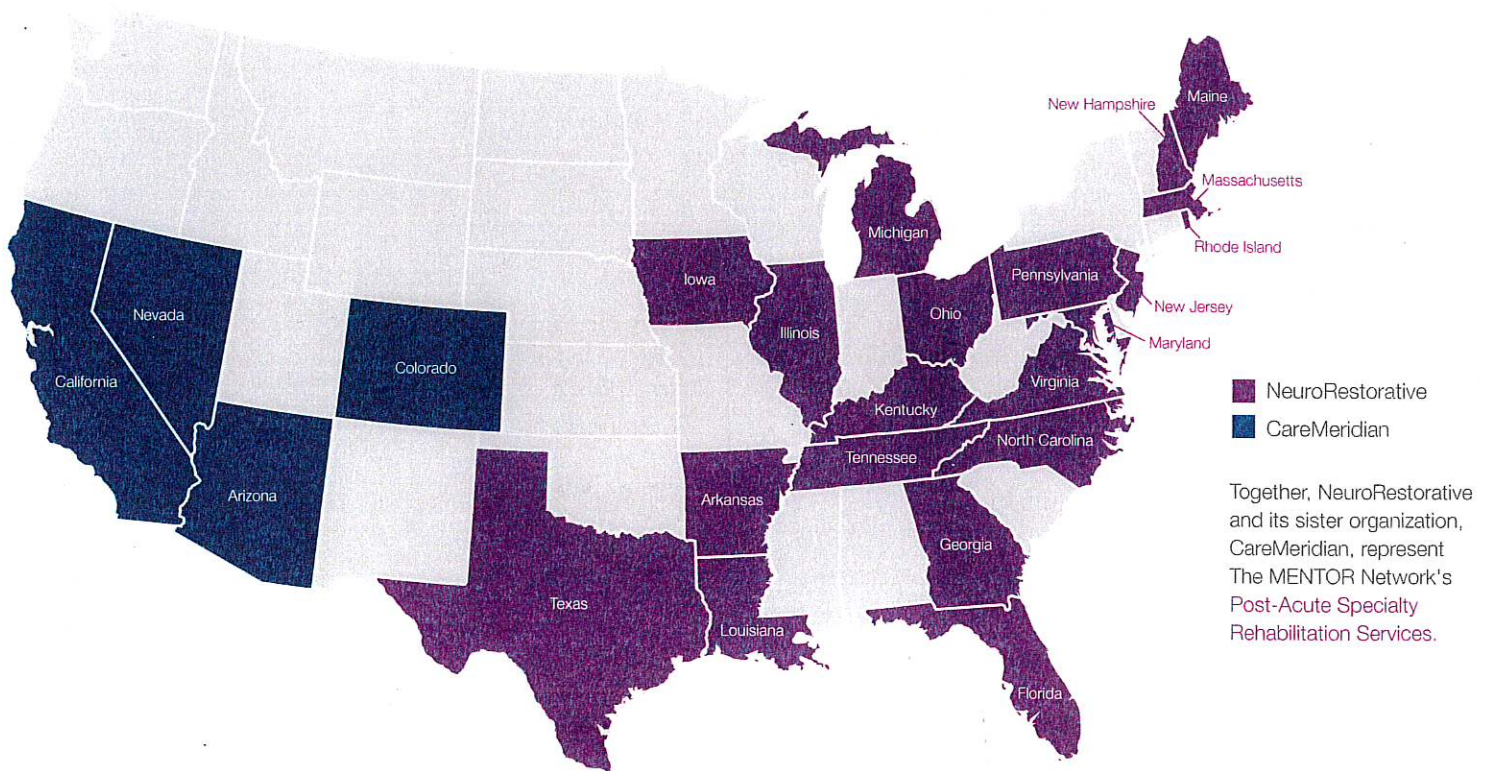
➤ Visit NeuroRestorative.com for a complete list of services offered by program location.

A Tradition of Excellence Since 1977

NeuroRestorative traces its roots as far back as 1977, the year the renowned Center for Comprehensive Services (CCS) was founded in Carbondale, Illinois as the first after-hospital rehabilitation program in the United States for individuals with acquired brain injury.

As a pioneer in post-acute services, CCS set the pace for community-based care for people with brain injury and evolved into a nationally recognized center of excellence in treating post-acute neurological trauma. Offering services throughout the Central and Eastern United States, NeuroRestorative is the largest provider of post-acute rehabilitation services for people with brain injury in the nation.

Many of our programs are accredited by The Commission on Accreditation of Rehabilitation Facilities (CARF).



For more information, to schedule a tour or to make a referral:
Call 800-743-6802
Email neuroinfo@neurorestorative.com
Visit NeuroRestorative.com