

DIRECTORY OF ELDER RESOURCES
FOR
GRAHAM AND GREENLEE COUNTIES

Revised December 23, 2011



SEAGO

AREA AGENCY ON AGING, REGION VI
300 COLLINS ROAD
BISBEE, AZ 85603
(520) 432-5301

Web site: www.seago.org/aaa

E-mail: aging@seago.org



Contact Adam Casillas with your questions about Medicare at 520-432-5301 ext. 205 or send an e-mail to [<acasillas@seago.org>](mailto:acasillas@seago.org).



DIRECTORY OF ELDER RESOURCES IN

Graham and Greenlee Counties

This directory lists as many services as possible in order to provide useful information to older persons and their families. Agency names, services provided, as well as phone numbers do change, so despite attempts for accuracy, there may be changes in some of the information included. Phone books have Community Information or Government Offices listed in the first section of the book as well as agencies in the *Yellow Pages* under Social Services and Senior Services. Many communities have Chambers of Commerce that can give information on community resources. If you have questions or need additional information, please call the Area Agency on Aging at (520) 432-5301.

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ABUSE, NEGLECT, AND EXPLOITATION

ADULT PROTECTIVE SERVICES (APS)

1-877-SOS-ADULT or 1-877-767-2385 (Toll free)

APS assesses and makes referrals for services when there is possible abuse, neglect, or exploitation of a vulnerable adult. If you or someone you know is being abused, neglected, or exploited, please call this number. It is mandatory for most care providers to report when there is evidence of abuse, neglect, or exploitation of a vulnerable or incapacitated adult.

OMBUDSMAN PROGRAM

Graham County: (520) 287-3408 or 1-800-293-1144 (Message)

Advocates for individuals in nursing homes and assisted living facilities (formerly called supervisory care facilities and adult care homes).

SHELTER

Mount Graham Safe House: 348-9104

Provides domestic violence services and emergency housing for women and children.

VICTIM WITNESS

Graham County: 428-4787

Greenlee County: 865-4108

May provide support/assistance to victims of crime.

ADAPTIVE AIDS AND DEVICES/LOAN CLOSETS

In addition to the medical equipment and supply stores listed below there are additional companies in Tucson, and Phoenix that serve Graham and Greenlee Counties. These are listed in the phone book or your doctor's office can assist you. It is important to get a prescription from your doctor and check with the store to make sure Medicare or your other insurance will cover the item.

ARIZONA LOANS FOR ASSISTIVE TECHNOLOGY (AZLAT)

Phoenix: 1(602) 776-4670, or 1 (800) 477-9921, 1 (602) 728-9536 TTY

Provide financial loans for purchasing Assistive Technology.

DES INDEPENDENT LIVING REHABILITATION SERVICES

Benson: (520) 586-8356 (Jesus Martinez)

Counseling and help in finding adaptive aids.

INDEPENDENT LIVING REHABILITATION SERVICES

**Safford: 428-7700, (Cindy Stratton) ext. 1127,
or (Juanita Perez) ext. 1103**

Analyzes needs in the home and provides equipment for qualifying individuals. Can do limited home modifications. For blind services see VISION section.

EMERGENCY ALERT SYSTEMS

Individual dialers may be purchased in electronic stores or online or from the number listed below. These dialers do not include any monthly fee or any maintenance. There are also several companies that provide systems that include a start up cost and monthly fees. Some of these systems require contracts for a minimum period of time.

The local hospital or the building where a senior resides may have an agreement to use a particular system. Only a few of the systems available on the market are listed below. Their listing here does not reflect any kind of endorsement by SEAGO.

ALERT ONE: 1-866-322-8202

ARIZONA DEFENSE TECHNOLOGIES – 520-747-7403, OR 520-891-9674

LIFE FONE: 1-800-882-2280

LIFELINE EMERGENCY DEVICE

1-800-543-3546 or 1-800-LIFELINE

PERSONAL ASSISTANCE VOICE DIALER

1-800-675-3044

A device connected to the phone that rings up to four preprogrammed numbers if pressed.

Also see **TELECARE** under **IN HOME SERVICES**

LOAN CLOSET - (Where one can borrow a piece of medical equipment free of charge.)

SEACUS (Safford): 428-3229

Or visit www.seacus.org

SAAVI Visual Aids Store

Tucson: (520) 795-1331, ext. 227

ST. VINCENT de PAUL Safford: 428-0460

GREENLEE COUNTY HEALTH DEPT. Clifton: 865-2811

MEDICAL EQUIPMENT

Apria Healthcare

428-7768

Millennium Medical Supply

348-0652

Regency Medical

348-8000

ALZHEIMER'S/DEMENTIA

ALZHEIMER'S ASSOCIATION

Tucson: (520) 322-6601 or 1-800-425-9080

Provides information, support, resources, educational opportunities, care consultation (case management), and dementia identification registry packet with bracelet.

SAFE RETURN:

1-800-432-5378

To register someone with dementia.

1-800-625-3780 (emergencies)

To report someone found or missing even if not wearing a bracelet. Also see **CAREGIVING** Section of this booklet.

AREA AGENCY ON AGING

SEAGO AREA AGENCY ON AGING

Bisbee: (520) 432-5301

Provides information about services available and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

ASSISTED LIVING

Homes and centers that are licensed by the Office of Assisted Living Licensure of the Arizona Department of Health Services may provide supervisory, personal, or direct care to individuals who need assistance and who do not need 24-hour nursing care. Individuals and their families should visit and compare facilities before making a selection. A current license should be posted in every facility. Information about selecting a home is available from the ombudsman program.

STATE OFFICE OF ASSISTED LIVING LICENSURE: (520) 628-6965

OMBUDSMAN PROGRAM: Nogales: (520) 287-3408

GRAHAM COUNTY LICENSED HOMES

Eastward Asst. Living - 428-0968 1969 E. Solomon Road Safford, AZ 85546	The Arbors Asst. Living - 348-3293 2150 S. 1 st Avenue Safford, AZ 85546
Mulberry House - 485-0090 2755 S. Main Street Pima, AZ 85543	
J&B Assist. Living - 432-3172 3941 W. 2 nd Street Thatcher, AZ 85552	J&B Assist. Living at Cash Lane - 387-6022 870 N. Cash Lane Thatcher, AZ 85552

BEHAVIORAL HEALTH SERVICES

ALCOHOLICS ANONYMOUS

Safford: 428-1484

A.A. hotline for Graham and Greenlee Counties. Can obtain a list of meeting places and times and also have a member call you. Support groups available throughout the area for recovering alcoholics and their families. There are support groups for a number of diseases, illnesses, and living situations. Contact the Hospital, Health Department, or Area Agency on Aging Case Manager for more information. Certified individuals and groups offer counseling services and can be located in the *Yellow Pages* under Counselors.

HAVEN SENIOR HORIZONS

Phoenix: (623) 236-2000

A licensed psychiatric facility for seniors.

SOUTHEASTERN ARIZONA CONSUMER RUN SERVICES, INC. (SEACRS)

Sierra Vista: (520) 452-0080

**Mobile Outreach for Recovery Empowerment (MORE) of Safford –
Call Adrian Molina-428-1207**

MORE is a mobile unit that will provide countywide peer support services (mental health, wellness, recovery, and substance abuse) in **Graham County only**. Many communities and towns have support groups for a number of diseases, illnesses, and various living situations. Contact the local hospital, Health Department, or Area Agency on Aging Case Manager.

CENPATICO SERVICES

Behavioral health services offered are based on eligibility for services and the needs of the participant. Typical services for those that are Title 19 include, but are not limited to, case management, individual and group counseling, skills groups, employment services, medication management and transportation to appointments. Services for those that are not Title 19 are limited to crisis services and medication management. If you are interested in enrolling in services please call Cenpatico Behavioral Health of Arizona Customer Service at **1- 866-495-6738** and a representative will assist you in finding a provider agency near you. The following agencies hold contracts with Cenpatico:

ARIZONA COUNSELING & TREATMENT SERVICES (ACTS)

<u>Clifton:</u>	562 N. Coronado Blvd. Clifton, AZ 85533 866-966-0220	<u>Safford:</u>	301 E. 4 th St., Ste A Safford, AZ 85546 866-966-0220
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SOUTHEASTERN AZ BEHAVIORAL HEALTH SERVICES (SEABHS)

<u>Clifton:</u>	430 N. Coronado Blvd. Clifton, AZ 85533 865-4531	<u>Safford:</u>	1615 S. 1 st Ave. Safford, AZ 85546 428-4550
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BENEFITS

SOCIAL SECURITY ADMINISTRATION

Safford Office: 1-877-505-4527

650 S. 14th Avenue, Safford, AZ 85546

For Social Security retirement, disability, survivor's benefits, and Supplemental Security Income (SSI).

VETERANS' BENEFITS

1-(888) 952-4700 or Safford: 428-3403

VETERANS OUTPATIENT CLINIC

Safford: 428-8010

711 14th Avenue, Safford, AZ 85546

To find out about eligibility for veterans, widows, widowers, and spouses. Also see **VETERAN'S** Section.

CAREGIVER/CASE MANAGEMENT

Nearly 22 million Americans provide unpaid care so that their senior family members can remain at home. However, there are local services that help families care for their frail loved ones. Area Agency on Aging case managers can help families explore their options by explaining what services exist and their eligibility requirements.

In addition to case management, other services that might help include home delivered meals, housekeeping, personal care, in-home respite, and home health that includes home nursing.

AREA AGENCY ON AGING (SEAGO)

Bisbee: (520) 432-5301

Provides information about services available and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

EVALUATION/CASE MANAGEMENT

GRAHAM COUNTY

Area Agency on Aging Case Management

Southeastern Arizona Community Unique Services (SEACUS)

Safford: 428-3229

GREENLEE COUNTY

Area Agency on Aging Case Management

Greenlee County Health Dept. - Clifton: 865-2601 Duncan: 359-2866

Information is provided to individuals and family caregivers about in-home services available for elderly and disabled individuals. Case managers evaluate individuals in their homes and determine eligibility for Area Agency on Aging services.

FAMILY CAREGIVER PROGRAM

Area Agency on Aging Case Management

SEACUS - Safford: 428-3229

Greenlee County Health Dept. - Clifton: 865-2601 Duncan: 359-2866

Case management/family support services, including training and information for unpaid caregivers.

IN-HOME RESPITE

Call Area Agency on Aging Case Manager.

Provides relief to a family caregiver. (See telephone numbers on above entries.)

SENIOR HOUSING RESULTS

Tucson: (520)-720-6217

Senior Housing Results specializes in compiling options available to a senior in need of senior healthcare/housing.

For private pay options see the **FOOD, HOME HEALTH, HOSPICE, and IN-HOME SUPPORTIVE SERVICES** sections of this booklet.

CREDIT PROBLEMS

CONSUMER CREDIT COUNSELING SERVICE OF ARIZONA

1-800-338-3328

Nonprofit agency to consult when debt is a problem and prior to pursuing bankruptcy. Provide credit counseling and credit education classes at no cost. Also offer debt repayment program for which there is a small processing fee.

DENTAL

Reduced or sliding fee scale programs.

CHIRICAHUA CLINIC - Elfrida: (520) 642-7871

ST. ELIZABETH'S OF HUNGARY Tucson: (520) 628-7871

DIABETES

DIABETES EDUCATION

GRAHAM COUNTY HEALTH DEPARTMENT: 428-0110

GREENLEE COUNTY HEALTH DEPARTMENT: 865-2601 or 359-2866

SAFFORD COMMUNITY HEALTH CENTER (CANYONLANDS COMMUNITY HEALTH CENTERS SOUTHEAST DISTRICT CLINIC): 1-(877)-428-1500

MT. GRAHAM REGIONAL MEDICAL CENTER COMMUNITY HEALTH (Certified Diabetic Education): 348-3887

DIABETES SUPPORT GROUP - Graham County: 348-3688

MEDICAL NUTRITION THERAPY

1-800-432-4040

Nutrition counseling. A physician can write a referral for medical nutrition therapy and Medicare will cover the service. This number gives a list of Registered Dietitians in your area who are Medicare providers.

DISCOUNTS/REFUNDS

EARNED INCOME CREDIT

1-800-829-1040

A federal tax credit for low income working individuals and families, or grandparents raising grandchildren. Grandparent must be under 65, and have an income below qualifying limits. Contact the IRS for more information.

EXCISE TAX

Phoenix: 1-800-352-4090

The 140ET is a refundable credit for low-income Arizona resident taxpayers to help mitigate the sales tax (transaction privilege tax) increase for education. This credit can be claimed with or without an Arizona return depending on your income level or if you do not qualify for the 140PTC. Your federal adjusted gross income must be \$25,000 or less if married filing a joint return or a head of household, or \$12,500 or less if single or married filing separately. If you are filing a 140PTC claim, this credit is available on that form. The amount of credit is \$25.00 for each person who is a resident of Arizona. Credits can also be claimed for dependents, but not to exceed \$100 per household.

NATURAL GAS DISCOUNT

Southwest Gas Company

(520) 889-1888 or 1-800-428-7324

Wintertime low-income discount rate.

PROPERTY TAX EXEMPTIONS

County Assessor: **Graham: 428-2828** **Greenlee: 865-5302**

A program for widows/widowers and disabled persons. All Social Security income is exempt. Requires special forms from the County Assessor's Office, and be filed between January 1 and March 1.

PROPERTY TAX REFUNDS

Phoenix: 1-(800)-352-4090

For owners/renters aged 65 or older or those on SSI, who have been Arizona residents for the entire calendar year. Income not counting Social Security must be less than \$3,751 single or \$5,501 married. Use form 140PTC at tax time. Contact Arizona Department of Revenue.

SENIOR PROPERTY VALUATION FREEZE

County Assessor: **Graham: 428-2828** **Greenlee: 865-5302**

A program to freeze the property valuation of a primary residence in which homeowners aged 65 or older have resided for at least 2 years. Contact assessor for income eligibility limits. File with county assessor between July 15 and September 1.

SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM

1-(800) 293-1144 **Safford: 428-2872 or 428-4653** **Clifton: 865-3214**

Offers financial assistance for appliance repair and replacement, home repair/weatherization, rental assistance/deposits, and utility bill payments/deposits. Provide several telephone discount programs for those who qualify.

TELEPHONE DISCOUNTS

DES: 1-(800) 582-5706 **Safford: 428-2872** **Clifton: 865-3214**

Assists with several different telephone discount programs.

VEHICLE REGISTRATION DISCOUNTS

Safford: County Assessor 428-2828 **Clifton: 865-5302**

A program for widows/widowers and disabled persons. Requires special forms from the County Assessor's Office.

FOOD

CONGREGATE MEAL SITES FOR ELDERLY. See **SENIOR CENTERS/NUTRITION SITES** Section in this booklet.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) formerly known as Food Stamps:

Graham County: 428-6731 **Greenlee County: 865-4131**

A state and federal program of food assistance for low-income individuals and families.

FOOD BANKS, PANTRIES, AND COMMODITY DISTRIBUTION SITES

Each food bank sets its own days and hours of operation and its own eligibility requirements. Food Banks also distributing monthly commodities are marked by an *. Sites only distributing monthly commodities are marked by **

Clifton:

all food boxes, commodities programs:
Janel Arvizo – 865-2811

Duncan:

all food boxes, commodities programs:
Janel Arvizo – 865-2811

Safford:

First United Methodist Church – 428-4211
St. Vincent de Paul - 428-0460
St. Rose of Lima Church – 348-9400

Solomon:

First United Methodist Church – 428-4211

Thatcher:

Food commodities only – 428-6662**
Commodity distribution – 428-3418**
The Friend 2 Friend Pantry – 428-6662

Willcox:

United Methodist Church – 520-384-4464
Commodities distribution

Others in Graham county

Gleaning Programs

For information call Rochelle Figueroa – 428-7690

Others in Greenlee county

Gleaning Programs

For information call Janel Arvizo – 865-2811

HOME DELIVERED MEALS

Referrals are made to the Area Agency on Aging Case Management. Phone numbers listed in the CAREGIVING Section. For private pay meals, contact SEACUS at 428-3229.

FUNERAL HOMES

Safford

Caldwell Funeral Home: 428-1740, or 428-3600
Safford Funeral Home: 428-0005
Vining Funeral Home: 428-4000

GUARDIAN and CONSERVATOR SERVICES

GRAHAM COUNTY PUBLIC FIDUCIARY: 428-4441

GREENLEE COUNTY PUBLIC FIDUCIARY: 865-2323

May serve as court appointed guardian, and/or conservator, or probate agency of last resort.

SHARC

Sierra Vista: (520) 458-4611 (Serves Graham county.)

Provide guardian, conservator, power of attorney and representative payee services.

HEARING

ARIZONA COMMISSION FOR THE DEAF AND HARD OF HEARING

1-800-352-8161 V/TTY

Services and resources, including TDD machines and telephone amplifiers, for hearing impaired individuals.

COMMUNITY OUTREACH PROGRAM FOR THE DEAF

(520) 623-0344 (Interpreter 24 hours)

Counseling, job placement, interpreting, independent living, and outreach services.

DES VOCATIONAL REHABILITATION

Tucson: (520) 629-0225, ext. 223 (Jonathon Pringle, Consultant)

Available for consultation, or referral to other agencies for individuals with combined hearing and vision loss.

LIONS SIGHT AND HEARING FOUNDATION

(602) 954-1723 or (Royce Hunt), Safford: 428-3229

May assist low-income individuals with hearing aids.

HOME HEALTH

Provide intermittent skilled nursing, therapy, and medical social services to patients in their homes. Services are based on a care plan developed in consultation with the physician. Payment is usually provided by insurance, Medicare or another public funding source. Listed below are the state licensed agencies that provide these services in Graham and Greenlee Counties.

AREA AGENCY ON AGING CASE MANAGEMENT

Safford: 428-3229 Clifton/Duncan: 865-2811

Provides authorization for limited Home Health services to qualified individuals when there is no other payer.

ABRIO FAMILY SERVICES

Sierra Vista: (520) 458-6778

Provides services in most of Graham County, is a state licensed home health agency; is not Medicare certified.

ARISTO CARE

Sierra Vista: (520) 439-9359

Serves all Graham and Greenlee Counties. Is a state licensed home health agency; is not Medicare certified.

MOUNT GRAHAM HOME HEALTH

428-5668 or 1-(800)-664-3509

Serves Graham and Greenlee Counties.

HOME REPAIR

HELPING HANDS

Safford: 428-0275 (Sue Bonefas)

A volunteer organization that works with homeowners who live at or below the poverty level or who are physically unable to make repairs to their homes.

HOSPICE SERVICES

Based on a physician's determination, hospice provides in-home or in-patient services for terminally ill patients and their families. Services may include nursing, personal care, respite, spiritual and bereavement counseling, and pharmacy services. Medicare or insurance usually pays for services.

COMPASSION & CHOICES

1-(800)-247-7421

National, nonprofit agency providing end-of-life consultation to patients and their families.

MOUNT GRAHAM HOSPICE

428-5668 or 1-800-664-3509

Serves Graham and Greenlee Counties.

VETERANS ADMINISTRATION HOSPITAL HOSPICE

Tucson: (520) 792-1450 or 1-800-470-8262

In patient hospice.

HOSPITAL

MOUNT GRAHAM REGIONAL MEDICAL CENTER - Safford: 348-4000 or 1-(800)-362-2750

NORTHERN COCHISE COMMUNITY HOSPITAL - Willcox: (520) 384-3541 or 1-(800)-696-3541

HOUSING

COCHISE COUNTY HOUSING AUTHORITY: Bisbee: (520) 432-8881

Information on Section 8 housing in Graham and Greenlee counties.

REVERSE MORTGAGE PROGRAM

Administration of Resources and Choices: (520) 327-8250

A program for elderly or terminally ill who need to borrow money against their home.

RURAL DEVELOPMENT in Willcox: (520) 384-3529

Grants and low interest loans to qualified persons for home repairs and home purchase.

SENIOR AND/OR LOW INCOME SUBSIDIZED APARTMENTS COMPLEXES

Safford

CASA DE FLORES: 428-0501

1775 20th Place

MT. GRAHAM APARTMENTS: 428-7499

2040 20th Avenue

MT. VIEW TERRACE APTS.: 428-8785

1901 W. Peppertree

SAFFORD VILLAS: 428-5411

106 11th Street

Thatcher

GILA RIVER APTS. 428-9292

232 N. Chalmers Lane

Duncan

DUNCAN HEIGHTS APTS.: 359-2480

521 4th Place

SOUTHWEST FAIR HOUSING COUNCIL

(520) 798-1568 or toll-free: 1-888-624-4611

Takes complaints on possible housing discrimination situations.

INFORMATION AND ASSISTANCE

ELDERCARE LOCATOR: 1-800-677-1116

This nationwide system provides telephone number for local Area Agency on Aging who can in turn refer to direct aging services in that location.

IN-HOME SUPPORTIVE SERVICES

A state license is not required of agencies that provide these services, but a local business license may be required. Services include custodial, attendant, companion, homemaker, and respite provided in a home setting. Payment for services is not usually covered by insurance.

In addition to the agencies listed below, case managers for the Area Agency on Aging services and some hospital social workers have lists of individuals and agencies that provide in-home services on a private pay basis in each community.

ABRIO FAMILY SERVICES

Sierra Vista: (520) 458-6778

Provides services in most of Graham County.

ACCENTCARE

1-(888)-586-3012 or (520) 586-3012

Serves Graham and Greenlee Counties.

ARISTOCARE

Sierra Vista: (520) 439-9359

Serves Graham and Greenlee Counties.

GREENLEE COUNTY HEALTH DEPARTMENT

Clifton: 865-2601

Duncan: 359-2866

GREENLEE COUNTY PROBATION DEPARTMENT

865-4184

Yard work services are provided to elderly and disabled by probationers under staff supervision.

KELLI CUTS HAIR

Safford: 965-2801

Licensed cosmetologist and she will come to your house.

SOUTHEASTERN ARIZONA COMMUNITY UNIQUE SERVICES (SEACUS)

Safford: 428-3229

TELECARE

R.U.O.K - Graham County Sheriff's Office-428-0808

Call to receive a regularly scheduled recorded call from the sheriff. No answer at the residence will trigger an alert for a deputy to check on you.

LEGAL SERVICES

ARIZONA CENTER FOR DISABILITY LAW

1-(800)-922-1447

Provides protection and advocacy for individuals with mental illness and developmental disabilities, and advocates for individuals with substantial physical impairments.

SOUTHERN ARIZONA LEGAL AID (SALA)

Tucson: 1-(800)-248-6789 Bisbee: (520) 432-1639 or 1-(800)-231-7106

The Bisbee office of Southern Arizona Legal Aid provides assistance with most civil legal issues to residents of Cochise, Graham, and Greenlee Counties. Some areas of specialty include Social Security, public benefits, housing, consumer law and landlord/tenant. Free booklets are available on landlord/tenant problems, and other frequently encountered legal issues.

In addition, SALA provides a phone-in hotline where seniors can obtain legal advice and assistance over the phone. Main office for Cochise, Graham, and Greenlee Counties is in Bisbee, but county residents may also apply in Tucson.

VICTIM WITNESS

Graham County: 428-4787

Greenlee County: 865-4108

May provide support/assistance, for victims of crime.

MEDICAL INSURANCE

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)

Graham County: 428-6731

Greenlee County: 865-4131

DES determines eligibility for health insurance for individuals who are eligible for AHCCCS based on federal poverty guidelines. In other states this program is called Medicaid. AHCCCS benefits are automatic for recipients of Supplemental Security Income (SSI), and certain other programs.

ARIZONA LONG TERM CARE SYSTEM

(ALTCS) 1-(888)-425-3165 or (928) 425-3165

This Medicaid program, operated by AHCCCS, provides acute medical services and covers the cost of long-term care in a nursing home or if cost effective through in-home services. Medical and financial eligibility is determined by the state ALTCS office. ALTCS provides services in clients' homes, in an assisted living center or facility, and in nursing homes.

MEDICAL INSURANCE COUNSELING and MEDICARE SUPPLEMENT POLICY INFORMATION

SEAGO: (520) 432-5301

State Health Insurance Assistance Program: 1-(800)-432-4040

These agencies have information on most health insurance policies available and provide assistance in understanding and applying for various forms of insurance.

MEDICARE

1-(800)-772-1213 or Safford: 428-5303 (Social Security Administration)

This health insurance program primarily serves those aged 65 or older. To apply, contact Social Security Office.

1-(800)-633-4227 (Medicare)

For questions, information, or problems regarding a claim. To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site-www.medicare.com, or call SEAGO at the above phone number.

MEDICARE SAVINGS PROGRAM (QMB/SLMB/QI)

1-(888)-425-3165 or (928) 425-3165

This program pays the Medicare Part B premium for low income Medicare beneficiaries. It also qualifies an individual for Part D extra help. Eligibility requirements must be met. Contact SEAGO for assistance in completing forms: **Bisbee: (520) 432-5301.**

V.A. HEALTH CARE SYSTEM

Arizona Department of Veterans' Services

1-(888)-950-4700 or (520) 458-7144

Will assist with enrollment forms for V.A. health coverage. The V.A. determines eligibility.

MEDICAL SERVICES

GILA HEALTH RESOURCES

865-9184

Provide services to insured patients only.

RESOURCES HAVE REDUCED/SLIDING FEE SCALE OR FREE SERVICES:

CHIRICAHUA COMMUNITY HEALTH CENTERS, INC.

Elfrida: (520) 642-2222

Accepts all insurances and has a sliding fee scale. Provides medical services including Well Woman Health Check, Chronic Disease Management, and basic dental services.

GRAHAM COUNTY HEALTH DEPARTMENT: 428-0110

**GREENLEE COUNTY HEALTH DEPARTMENT: Clifton: 865-2601,
or Duncan: 359-2866**

Provide immunizations, including pneumonia and flu shots, blood pressure and diabetes clinics, and other screenings.

CANYONLANDS COMMUNITY HEALTH CARE – SEE DISTRICT HEALTH CENTERS

Safford Community Health Center: 428-1500

Duncan Community Health Center: 359-1380

Provide a full range of primary health care services.

HILL-BURTON ACT

1-(800)-638-0742

Each hospital that was built with federal funding under this act must provide a certain amount of service at reduced fee or no charge each year. Eligibility is based on income. Apply at the hospital.

SAFFORD V.A. CLINIC: 428-8010

V.A. HEALTH CARE SYSTEM: 1-(800)-470-8262

MEDICATIONS

There are numerous prescription discount programs. Some are sponsored by drug manufacturers and usually have specific eligibility criteria. There are discount prescription plans sponsored by pharmacy chains, organizations, insurance plans, and even the state of Arizona in which one pays an annual membership fee and/or monthly fee in order to receive discounts. For individuals eligible for Medicare, the Part D insurance program provides more than a discount, it helps pay for the cost of drugs.

MEDICARE PART D

1-(800)-MEDICARE or 1-(800)-633-4227

SEAGO at (520) 432-5301

To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site, www.medicare.com, or contact the above numbers. Part D provides insurance to purchase prescription drugs listed on the insurance plan's formulary. Insurance plans include stand alone drug coverage, and drug coverage within a Medicare managed care plan. Extra help is available to assist low income individuals to pay Medicare Part D premiums and co-pays. Apply for extra help at the AHCCCS/ALTCS office or at Social Security. SEAGO can assist in completing applications for extra help.

STATE OF ARIZONA COPPER RX PROGRAM

1-(888)-227-8315

Provides discounts on various prescriptions for eligible persons who join.

STATE HEALTH INSURANCE ASSISTANCE PROGRAM

1-(800)-432-4040

SEAGO Bisbee: (520) 432-5301

Both of these programs are available to provide information, counseling, and assistance to individuals with questions about various prescriptions discount programs, and insurance programs to pay for prescriptions.

MENTAL HEALTH SERVICES

See BEHAVIORAL HEALTH SERVICES

NURSING HOMES

The Office of Long Term Care Licensure of the Arizona Department of Health Services licenses nursing homes and long-term care units in hospitals. Information about selecting a nursing home is available from the ombudsman program. **Certain small rural hospitals have a “swing bed” agreement. Under this agreement, the hospital is participating in Medicare and has approval to provide post-hospital skilled care and meets certain requirements. Medicare Part A (the hospital insurance program) covers post-hospital extended care services given by a swing bed hospital. This allows an individual to get rehabilitation in a rural hospital instead of having to go to a nursing home.**

OFFICE OF LONG TERM CARE LICENSURE: Tucson: (520) 628-6965

OMBUDSMAN PROGRAM: Nogales: (520) 287-3408

NURSING HOMES

Safford

Sunset Hills Care & Rehab. Center
428-4910
1933 Peppertree Drive
Safford, AZ 85546

Willcox

Northern Cochise Nursing Home
(520) 384-3541
901 West Rex Allen Drive
Willcox, AZ 85643

POLICE (EMERGENCY INFORMATION)

AMERICAN RED CROSS: 1-(800)-341-6943

Provides disaster relief for individuals and families.

CLIFTON POLICE: 865-4566 or 865-2555

DUNCAN POLICE: 359-2462

EMERGENCIES: 911

GRAHAM COUNTY SHERIFF: 428-3141

GREENLEE COUNTY AMBULANCE (OUTSIDE OF MORENCI): 865-9184

GREENLEE COUNTY SHERIFF: 865-4149

PIMA POLICE: 485-9454

POISON CONTROL: 1-(800)-222-1222

SAFFORD POLICE: 348-3190

THATCHER POLICE: 428-2296

SCAMS, CONSUMER, AND FRAUD ISSUES

ARIZONA ATTORNEY GENERAL: 1-(800)-352-8431 or Phoenix: (602) 542-5763

Consumer information and complaints, including scams.

ELDER AFFAIRS PROGRAM - Arizona Attorney General's Office

Phoenix: (602) 542-2124 or 1-(800)-352-8431

Ask to be transferred to the **Elder Affairs Program**. This program is available to talk with a senior or caregiver about issues, information, or problems. Also available to give information on life planning and other areas.

EXAMPLES OF SCAMS

CAR REPAIR SCAM

You have car problems and while fixing one issue another problem is found costing hundreds or thousands of dollars more than the estimate.

CREDIT CARD SCAM

You get unsolicited mail offering you a low interest credit card with a high credit limit. When you receive the credit card it can only be used to purchase items from their catalog.

HOME IMPROVEMENT SCHEMES

Usually a salesperson comes to your door saying they spotted something deficient with your home. They offer to do the job immediately. They always insist on cash up-front. **Do not pay it!**

INVESTMENT FRAUD

Unsolicited phone calls from salesperson with an investment opportunity. Usually offering higher returns than other investments. Check with a reputable money manager.

LIVING TRUST SCAM

Pressuring unsuspecting seniors into buying living trusts that they may not want or need using kits, which on average cost \$1,500.

MAGAZINE SUBSCRIPTIONS

The company calls you up. If you buy their magazines, you will be entered in their prize drawing. You usually receive the magazine but get a phone call shortly after to buy more magazines to go even higher in the prize lottery. Seniors often spend \$800 or more per year on magazine subscriptions.

MEDICAL EQUIPMENT DEVICES

They often leave flyers in mailboxes or solicit you in the hospital or doctor's parking lot. You are told to go to them and for a small fee, Medicare will pick up the entire bill.

SWEEPSTAKES WINNERS

You receive an unsolicited phone call stating you have won a foreign lottery or a prize. Person states you only have to send a little money to receive the winnings or prize. You will usually be asked to send the money to a post office box so that it cannot be traced.

SENIOR CENTER/NUTRITION SITES

NUTRITION CENTERS

Safford

428-4328

822 Main Street
Safford, AZ 85546

Clifton

865-5240

122 W. 4th Street
Clifton, AZ 85533

Duncan

865-5240

235 High Street
Duncan, AZ 85534

SENIOR CENTERS

Safford

428-5891

822 Main Street
Safford, AZ 85546

Duncan

359-9440

235 High Street
Duncan, AZ 85534

TRANSPORTATION

SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM

Safford: 428-2872

Clifton: 865-3214

Duncan: 359-9440

Elderly and disabled transportation to nutrition site, medical appointments, and shopping in Safford.

TRANSPORTATION IN COCHISE, GRAHAM, GREENLEE, AND PIMA COUNTIES.

Specializes in, non-emergency, medically necessary transportation. Wheelchair accessible. Has contracts with certain insurance programs, but will transport on a private pay basis.

GENTLE CARE TRANSPORT

428-1899

HI-5 TAXI SERVICE

428-3433

Shuttle service to Tucson or Phoenix. Ambulatory clients only. Call for rates. Approved for AHCCCS transports. Hours of operation are Monday thru Thursday, 9 a.m. till 11 p.m., Friday thru Saturday, 9 a.m. thru 3 a.m.

OTHER (Statewide)

Specializes in, non-emergency, medically necessary transportation. Wheelchair accessible. Has contracts with certain insurance programs, but will transport on a private pay basis.

STATEWIDE EXPRESS: 1-(800)-280-4826

VETERANS

ARIZONA DEPARTMENT OF VETERANS' SERVICES

1-800-952-4700 or Safford: 428-3403

Phoenix: 1-800-852-VETS

Fiduciary Division Tucson: (520) 628-6489

Phoenix: (602) 248-1554

Assists with enrollment in the V.A. Health System, benefit counseling and application, referral to fiduciary services, help with claims.

DAV (DISABLED AMERICAN VETS) - TRANSPORTATION

1-800-470-8262 (Appointments made through Tucson V.A. Hospital.)

SAFFORD V.A. CLINIC: 428-8010 or 1-(800)-470-8262

Appointments made through Tucson V.A. Hospital.

V.A. HOSPITAL: in Tucson (520) 792-1450

TLC (Telephone Linked Care) 1-(800)-470-8262

Provide medical services, hospice services, and transportation to V.A. hospital.

V.A. REGIONAL OFFICE

1-(800)-827-1000

Processes claims for disability compensation, education benefits, pensions, widows benefits, veteran's home loans, etc.

VISION

DES VOCATIONAL REHABILITATION

Tucson: (520) 629-0225, ext. 223 (Jonathon Pringle, Consultant)

Available for consultation, or referral to other agencies for individuals with combined hearing and vision loss.

LIONS VISION AND HEARING FOUNDATION

Phoenix: (602) 954-1723 or Royce Hunt, Safford: 428-3229

May be able to assist low-income individuals with glasses and surgery.

SAAVI - SOUTHERN ARIZONA ASSOCIATION FOR VISUALLY IMPAIRED

Tucson: (520) 795-1331

Provides a variety of rehabilitation services and workshops for adults experiencing vision loss, who are looking for employment skills or better quality of life. Services are **FREE** to clients and can be provided at the center or at home.

SUN SOUNDS RADIO: Tucson: (520) 296-2400

Radio station for visually impaired. Receiver provided free of charge.

TALKING BOOKS

1-(800)-255-5578 or Phoenix: (602) 255-5578

Available from Rural Blind Program and from public libraries.

VOLUNTEER OPPORTUNITIES

OMBUDSMAN PROGRAM

Safford: 428-2872 or Nogales: (520) 287-3408

Recruits volunteer advocates for individuals in nursing homes and assisted living facilities.

SAAVI – SOUTHERN ARIZONA ASSOCIATION FOR THE VISUALLY IMPAIRED

Tucson: (520) 795-1331

For volunteer opportunities, working with adults who are blind and visually impaired. Volunteer opportunities are in a rehabilitation setting and can encompass many experiences. Call for details.

SEACUS

Safford: 428-3229

WEB SITES

www.aarp/az

AARP's Web site contains info on insurance, legal assistance, etc.

www.alz.org

Information for caregivers and education about Alzheimer's.

www.arizonaselfhelp.org

Can inform about programs that may be of benefit and where to go for help.

www.azag.gov

Arizona Office of Attorney General. Free life planning information and documents.

www.azheadspine.org/index.asp

Info for individuals with spinal and head injuries.

www.azlat.net

Helps provide loans for purchasing assistive technology

www.azlawhelp.org

Helps to solve legal problems for low-income individuals.

www.caregiver.org

Provides info on services and support for caregivers.

www.cenpaticoaz.com

Information about behavioral health providers.

www.cdc.gov

Center for Disease Control.

www.donotcall.gov

Sign up for blocking phone sales pitches.

www.eldercare.gov

The Elder Locator Web site provides information about local aging services.

www.elderhostel.org

Travel/learning opportunities for seniors.

www.health.harvard.edu

Health information.

www.hospicenet.org

For patients and families facing a life threatening illness.

www.medicare.gov:

Information about Medicare.

www.medlineplus.gov or www.medlineplus.gov/esp (for Spanish)

Health information.

www.nfcacares.org

Helps educate, support, and empower caregivers.

www.nhcoa.org

National Hispanic Council on Aging.

www.safeaging.org

Library of safety information for seniors and caregivers.

www.sath.org

Provides information for accessible travel and hospitality.

www.saavi.us

Southern Arizona Association for the Visually Impaired.

www.seacus.org

Information on eldercare services in Graham county and caregiving.

www.seago.org/aaa

Provides information about the SEAGO region.

www.seniors.gov

Assists seniors in obtaining health and security information and services.