

August - 2020



EASTERN AREA  
AGENCY ON AGING

*Live well ... Age Well*  
**With us!**

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**Your monthly news & updates**

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**Need grocery shopping help in the Blue Hill Peninsula Region? Eastern Area Agency on Aging has recently formed a partnership with Healthy Peninsula to offer this valuable service.  
Call today 207-941-2865**

**Healthy Peninsula's  
COVID-19 Volunteer Support**

**Healthy Peninsula and our community partners are offering **free**, volunteer services to help vulnerable community members with:**



- **Grocery shopping**
- **Prescription pick-up**
- **Pick-up/delivery of other essentials**

**We are here to support you to  
*Stay Home to Stay Healthy***

**Sign up or ask questions:  
(207) 374-3257 (leave message)  
or  
[aschroth@healthypeninsula.org](mailto:aschroth@healthypeninsula.org)**



***You can also sign up for a family member, friend, or neighbor (with their permission) if they need support!***

**More local COVID-19 resources on our website:  
<https://healthypeninsula.org/>**



A program of Healthy Peninsula and its community partners



# Eastern Area Agency on Aging

is now offering

## **Medicare Counseling** **Appointments by Zoom!**

In response to CDC recommendations for social distancing, EAAA continues to offer Medicare Counseling by phone and is now piloting Zoom appointments. EAAA has secured Healthcare Zoom, which is HIPAA compliant, to ensure your privacy is protected.



Call EAAA at 941-2865, to speak to an **Aging and Disability Resource Center Specialist** for further information and to schedule a Medicare Counseling appointment through Zoom.



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# Caregiver Services

## Caregiver Support Group

*Join us by...*



In response to CDC recommendations for social distancing, we are offering virtual Caregiver Support Groups.

Caregiving can get overwhelming. Talking about the experience with others can make a big difference.

**Groups are held on the third Thursday each month  
from 2-3:30pm.**

Phone access is also available to those without  
internet connection.

**Register 48 hours in advance of the group you wish  
to join by calling 207-941-2865**

Zoom link will provided upon registration.

EAAA has HIPAA secure access via Healthcare Zoom to ensure your privacy.



# Our community response to COVID-19



**5,813 people** received **261,518 home delivered meals** through Meals on Wheels



**2,527 people** were new to Meals on Wheels.



**36,492 lbs** of pet food were distributed to Meals on Wheels recipients.



**539 volunteers** assisted with Meals on Wheels, **287** of which were **new volunteers**.



**128 volunteers** helped with friendly **check-in calls** to consumers.



**783 caregivers** received support.



**9,338 inquiries** were addressed via the helpline.



**312 people** attended virtual education including Medicare 101 and health and wellness workshops.



**4,903 people** received home care coordination and in-home care services.



**1,271 people** received **Medicare enrollment advice**.



**3,014 people** received **Atypical Services** support (emergency response systems, respite, environmental modification, or assistive technology).

*(Statistics reflect combined efforts during the period of March 15 - June 15, 2020)*





# Furry Friends Food Bank

helps low-income seniors be able to keep their pets by providing them with supplemental pet food and other necessities on a monthly basis.

Studies show that seniors with pets typically live longer, happier, and less stressful lives.



**We want to give a huge thank you to the area businesses that have donated to Furry Friends during the pandemic. Thanks to your generosity, the program has been able to continue providing much needed pet food and supplies to area seniors without interruption.**



If you, or someone you know, is interested in applying to get supplemental pet food, or if you would like to make a donation, please contact Mike Trafton at [mtrafton@eaaa.org](mailto:mtrafton@eaaa.org) or call 941-2865 ext. 150.

# 2020 Census: Where To Count Yourself If You Haven't Responded Yet

The 2020 Census is a once-a-decade population count of everyone who lives in the United States on April 1. Responses from the census help determine how hundreds of billions of dollars in federal funds are allocated for critical public services and programs in communities around the country each year for the next 10 years.

If you haven't responded yet, respond now online at [2020census.gov](https://2020census.gov), by phone, or by mail. You should respond for the address of your **usual residence** (which is the place where you live and sleep most of the time) as of April 1, 2020, even if you were temporarily staying elsewhere on April 1, 2020.

## Here are some possible scenarios and where you would count yourself:

<i>If:</i>	<i>Count yourself:</i>
You were temporarily staying somewhere on April 1 due to work, family, COVID-19, or another reason, but you plan to return to your usual residence.	At your usual residence.
You were temporarily staying somewhere on April 1, but you aren't sure if you will return to your usual residence.	Where you were staying on April 1.
You've moved to a new usual residence.	Where you were living on April 1. (See more details about "Moving on Census Day".) < <a href="https://2020census.gov/en/who-to-count.html">https://2020census.gov/en/who-to-count.html</a> >

## You left your college or university because of COVID-19

... AND you lived in campus housing.	You don't need to count yourself — your school will include you in the count for the dormitory or other campus housing.
... AND you lived off campus.	And any roommates at the off-campus address where you lived because that was your usual residence. (See more details about "Counting College Students".) < <a href="https://www.census.gov/library/fact-sheets/2020/dec/counting-college-students.html">https://www.census.gov/library/fact-sheets/2020/dec/counting-college-students.html</a> >

## You have multiple residences.

You live at multiple places throughout the year.	Where you usually live most of the year. <ul style="list-style-type: none"><li>• If you spend equal parts of the year at two addresses, count yourself at the address where you were staying on April 1. (See more details about "Multiple Residences".) &lt;<a href="https://2020census.gov/en/who-to-count.html">https://2020census.gov/en/who-to-count.html</a>&gt;</li></ul>
You received an invitation to respond at a seasonal or vacation residence where you usually do not live or sleep most of the time.	Respond online or by phone and answer "no" when asked if you or anyone else was living or staying at that address on April 1, 2020. Then, respond for the address where you usually live and sleep and include everyone who usually lives with you.

If you've already responded to the 2020 Census, or someone has responded on your behalf (like parents or roommates), and you've since moved, **you don't need to respond again**. But if you don't know whether you were already counted by someone else who lives with you, you should go ahead and respond to the 2020 Census — be sure to count yourself and everyone else living there, providing as much information as you have for each person. The Census Bureau can identify and correct duplicate responses.

To learn more about who to count and where to count yourself for a variety of other circumstances, including displacement as a result of natural disasters and living in transitory locations, visit "Who To Count" <<https://2020census.gov/en/who-to-count.html>>.

Make sure you're counted in the right place by responding online now at [2020census.gov](https://2020census.gov), by phone, or by filling out the paper form you received in the mail. If you didn't receive a paper form, and you don't have a Census ID for the address where you need to count yourself, you can use the online or phone response options without using an ID. You should respond for everyone living at your address, providing as much information as you have for each person. (See more details about "Responding to the Census".) <<https://2020census.gov/en/ways-to-respond.html>>

Connect with us:

@uscensusbureau

For more information:

**2020CENSUS.GOV**

Shape  
your future  
START HERE >

United States<sup>®</sup>  
**Census**  
**2020**

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# WHO SHOULD I CONTACT IF...

## **I have a quality-of-care concern?**

- Call your BFCC-QIO if the concern is about a physician, inpatient hospital, hospital outpatient department, hospital emergency room, skilled nursing facility, home health agency, or ambulatory surgery center. Find your state BFCC-QIO phone number by visiting [www.qioprogam.org/contact](http://www.qioprogam.org/contact).

## **I have a complaint about my Medicare Advantage or Part D Prescription Drug Plan?**

- Call 1-800-MEDICARE to file your complaint.

## **I have a complaint about my durable medical equipment supplier?**

- Call your supplier to submit your complaint. You can also call 1-800-MEDICARE.

## **I suspect that a provider or Medicare private plan is engaging in Medicare fraud, abuse, or misleading marketing?**

- Contact your provider or plan first to clarify and check if they made a billing error.
- Contact your Senior Medicare Patrol (SMP) at 1-877-808-2468 or [www.smpresource.org](http://www.smpresource.org).
- Call the Inspector General's Medicare fraud helpline: 1-800-HHS-TIPS.

## **I have questions about my Medicare Part A or B enrollment or my Social Security benefits?**

- Visit your local Social Security Administration (SSA) office or call the SSA helpline at 1-800-772-1213.

## **I need help enrolling in assistance programs, appealing a denial in service, choosing a new plan, or understanding my benefits?**

- Contact your State Health Insurance Assistance Program (SHIP) at 1-877-839-2675 or at [www.shiptacenter.org](http://www.shiptacenter.org).

Information provided by Medicare Rights Center, SHIPTAC, & SMPNRC.



Supported by grant numbers 90SATC0001 and 90MPC0001 from ACL.





# Caregiver Respite



## **Are you providing care for a person with dementia?**

The Caregiver Respite Program supports family caregivers by helping to pay for someone else to provide care for the person with dementia. Respite care may be provided at home by another family member, neighbor, or by someone from a home care agency. Respite can also be provided at an adult day program or overnight in a facility, on a limited basis.

**Call today for eligibility screening!**

207-941-2865

Caregiver  
Respite Program



# UMaine Health Connection Chats

## Fifth Round of Sessions - August

Wednesdays from 11am – 12 Noon

**LIVE, practical information and tips for staying healthy for Maine's 60+ citizens and other high risk COVID-19 individuals. Chats are held by Zoom (internet) or by telephone. **No cost to attend**. **THOSE JOINING BY PHONE CAN****

**SEND IN QUESTIONS TO OUR SPEAKERS AHEAD OF TIME.**

For call-in information or Zoom connection link, please contact Kelley Morris at [kelley.morris@maine.edu](mailto:kelley.morris@maine.edu) or 207.262.7925

If you have suggestions for future topics and speakers, contact Len Kaye at [len.kaye@maine.edu](mailto:len.kaye@maine.edu) or 207-262-7922

### SCHEDULED SPEAKERS (August 5 – August 26)



August 5<sup>th</sup> – *The Importance of Sleep in Maintaining Health*: Presented by **Angelica Boeve**, M.A., Doctoral Candidate in Clinical Psychology, Department of Psychology, University of Maine



August 12<sup>th</sup> – *Everything You Always Wanted to Know About Home Health Care*: Presented by **Sandy Nesin**, Esq. Vice President, Accountable Care Operations & Population Health Strategy, St. Joseph Healthcare and **Amy Shawley**, Operations Manager, St. Joseph Homecare and Hospice, St. Joseph Healthcare



August 19<sup>th</sup> – *Dealing with Vision Loss*: Presented by **Laura Vittorioso**, M.Ed., CVRT, CLVT, Vision Rehabilitation Therapist, York County, The Iris Network, and **Samantha Green**, M.A., CVRT, Certified Vision Rehabilitation Therapist, Northern Team Lead, The Iris Network



August 26<sup>th</sup> – *Using In-patient and Out-patient Services During a Pandemic*: Presented by **Jessica Taylor**, R.N., BSN, CCCTM, Director, Outpatient Care Management Dept. and Interim Director, Inpatient Care Management Dept. and UR, St. Joseph Healthcare

Each session will include a resource expert from the Eastern Area Agency on Aging and a facilitator from the UMaine Center on Aging. Sessions will be recorded and be made available at: <https://mainecenteronaging.umaine.edu/stayhealthy>

### PROGRAM SPONSORS





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# Songs and Stories with Suzi:

How to Engage Very Young Children During Video Chats

*Tuesdays at 3:30pm*

Join Suzi for live singing and interactive storytelling. You will learn a bit about why these activities are great for developing strong executive function skills as well as other social emotional and intellectual development in very young children and babies. **Great for grandparents who are missing their grandbabies!** Join live for the most fun, or watch when you can!



Available in our EAAA  
Wellness Group on  
Facebook!

[www.facebook.com/  
groups/EAAAWellness](http://www.facebook.com/groups/EAAAWellness)

Includes how to tell stories  
and reintroduces songs we all  
used to know as kids! Suzi also  
teaches us the "finger dancing"  
that goes along with most of  
the songs.



# SCAMMERS' METHOD OF CONTACT

## Email, website, & social media



- Watch for scam emails with false official looking logos from government entities. These may contain links to criminals waiting to steal your identity.
- Be wary of sham health care websites relating to COVID-19. These could result in the download of computer malware.
- Be very cautious about what you post on social media. Posting about symptoms, health status, or even frustrations about the unavailability of treatment and testing is an invitation for con artists and fraudsters to contact you.

- SMP Resource Center Consultant  
SUPPORTED BY GRANT # 90MPC0001 FROM ACL



# The Senior Food Box Program

provides a free 30 pound box of groceries to low income seniors on a monthly basis!



Each box contains shelf stable items such as canned chicken or tuna, canned fruits & vegetables, shelf stable milk, pasta or rice, peanut butter, cereal and a two-pound block of cheese.

Use the items in your box to make a delicious casserole dinner!

## Make Your Own Casserole

Choose one item from each of the groups below to make a casserole with your favorite ingredients or foods that you have on hand in your cupboard.

Protein 1 cup cooked	Vegetable 2 cups	Sauce	Grain 2-3 cups cooked
<ul style="list-style-type: none"> <li>• Beef</li> <li>• Chicken</li> <li>• Turkey</li> <li>• Ham</li> <li>• Canned Tuna or Chicken</li> </ul>	<ul style="list-style-type: none"> <li>• Fresh, Frozen or Canned</li> <li>• Peas</li> <li>• Carrots</li> <li>• Corn</li> <li>• Broccoli</li> </ul>	<ul style="list-style-type: none"> <li>• 2 cans condensed cream soup + ½ cup of milk</li> </ul>	<ul style="list-style-type: none"> <li>• Brown Rice</li> <li>• Wheat Pasta</li> <li>• Quinoa</li> </ul>

Directions:

1. Pre heat oven to 350° F
2. Mix all ingredients in a large bowl
3. Pour mixture into baking dish or pan
4. Bake for about 30-40 minutes, until hot throughout



Photo courtesy: Google Images

If you would like to learn more about the Senior Food Box program or to see if you qualify, call 941-2865 extension 167 today!

**Join our new  
EAAA Wellness Group  
on Facebook!**

Take part in LIVE wellness classes and engage with others during our Stay Healthy at Home time. Find resources that will help maintain our physical, emotional, and intellectual well-being and also make some new friends!

Our virtual programs are fun and designed for you to go at your own pace. Have questions? Contact us at 207-941-2865 or email [info@eaaa.org](mailto:info@eaaa.org) or just go here and request to join: [www.facebook.com/groups/EAAAWellness](http://www.facebook.com/groups/EAAAWellness)



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Find us on  
**Facebook**



# SAVVY Caregiver

**FREE**

## SAVVY Caregiver Training

**WHEN:** Wednesday's, August 26, Sept., 2, 9, 16, 23, and 30.

**TIME:** 2:00—4:00 PM

**WHERE:** via Zoom—link will be provided when you register.

### *Caring for a family member or friend with dementia?*

#### The SAVVY Caregiver training can help

12 hour/six week education/training program for family and friends caring for individuals with dementia living in the community. Each two hour session will be provided via Zoom.

#### *The Maine Savvy Caregiver Program Builds:*

- Attitude:** Develop a sense of confidence in caregiving and learn how to care for yourself.
- Skills:** Learn tips and strategies for interacting and communicating with the person and how to understand and manage challenging behaviors.
- Knowledge:** Learn what dementia is and how it affects the person and his/her behavior.

Registration required: Call EAAA at 941-2865



Sponsored by: Office of Aging and Disability Service, Department of Health and Human Services, with funding from U.S. Administration on Community Living, Alzheimer's Disease Supportive services Program (ADSSP)



Paul E. LePage, Governor

Mary C. Mayhew, Commissioner



Dear Marci,

I am enrolled in Original Medicare. I will need to recover from an upcoming

surgery in a skilled nursing facility (SNF) and I am nervous because I've heard of people being discharged from SNFs before they are ready to go home. What can I do if this happens?

-Rex (Louisville, KY)

Dear Rex,

If you are receiving care from a SNF and are told that Medicare will no longer pay for your care (meaning that you will be discharged), you have the right to a fast (expedited) appeal if you do not believe your care should end. [There is a different process if you are enrolled in a Medicare Advantage Plan.](#) Note that this [process is different if your care is being reduced but not ending](#) and you do not agree with that reduction.

If you are enrolled in Original Medicare:

- If your care is ending at a SNF because your provider believes Medicare will not pay for it, you should receive a Notice of Medicare Non-Coverage. You should get this notice no later than two days before your care is set to end.
  - If you have reached the limit on your care or do not qualify for care, you do not receive this notice and you cannot appeal.
- If you feel that your care should continue, follow the instructions on the Notice of Medicare Non-Coverage to file an expedited appeal with a Quality Improvement Organization (QIO) by noon of the day before your care is set to end. The QIO should make a decision no later than two days after your care was set to end. Your provider cannot bill you before the QIO makes its decision.
  - Once you file the appeal, your provider should give you a Detailed Explanation of Non-Coverage. This notice explains in writing why your care is ending and lists any Medicare coverage rules related to your case.
  - The QIO will usually call you to get your opinion. You can also send a written statement. If you receive home health or CORF care, you must get a written statement from a physician who confirms that your care should continue.
  - If you miss the deadline for an expedited QIO review, you have up to 60 days to file a standard appeal with the QIO. If you are still receiving care, the QIO should make its decision as soon as possible after receiving your request. If you are no longer receiving care, the QIO must make a decision within 30 days.
- If the QIO appeal is successful, you should continue to receive Medicare-covered care, as long as your doctor continues to certify it. If the QIO denies your appeal, you can choose to move to the next level by appealing to the Qualified Independent Contractor (QIC) by noon of the day following the QIO's decision. The QIC should make a decision within 72 hours. Your provider cannot bill you for continuing care until the QIC makes a decision. However, if you lose your appeal, you will be responsible for all costs, including the costs incurred during the 72 hours the QIC deliberated.



- If you miss the QIC deadline, you have up to 180 days to file a standard appeal with the QIC. The QIC should make a decision within 60 days.
- If the appeal to the QIC is successful, you should continue to receive Medicare-covered care, as long as your doctor continues to certify it. If your appeal is denied and your care is worth at least \$170 in 2020, you can choose to appeal to the Office of Medicare Hearings and Appeals (OMHA) level within 60 days of the date on your QIC denial letter. If you decide to appeal to the OMHA level, you may want to contact a lawyer or legal services organization to help you with this or later steps in your appeal—but this is not required. OMHA should make a decision within 90 days.
- If your appeal to the OMHA level is successful, you should continue to receive Medicare-covered care, as long as your doctor continues to certify it. If your appeal is denied, you can move to the next level by appealing to the Council within 60 days of the date on your OMHA level denial letter. There is no time frame for the Council to make a decision.
- If your appeal to the Council is successful, you should continue to receive Medicare-covered care, as long as your doctor continues to certify it. If your appeal is denied and you are appealing care that is worth at least \$1,670 in 2020, you can choose to appeal to the Federal District Court within 60 days of the date on your Council denial letter. There is no time frame for the Federal District Court to make a decision.

-Marci



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[Nutrition Services & Menus](#)



## Need to send us a referral?

Eastern Area Agency on Aging now has an easy, secure way for providers to send us referrals for clients or patients who need to access our services. The electronic link below is a HIPPA compliant form that any provider can use to request assistance from EAAA for any of our programs. EAAA staff will follow-up with you after receiving the referral to ensure effective and accurate communication about the needs of the person you are referring.

REFERRAL FORM HERE

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