

SENIOR SERVICES DIRECTORY

10th Edition

2023

The Senior Services Directory is published by the Blount County Office on Aging as a resource service for the older adults, families, caregivers and fellow aging services agencies. The directory is available in limited supplies to anyone in the county who is needing support in finding services and information. This book is printed by the generous support of the sponsors identified within this book.

Copies are available throughout the county, at the sponsors' sites and at the Blount County Office on Aging located at Blount County Community Action Agency, 3509 Tuckaleechee Pike, Maryville, TN 37803.

If you have any questions or inquiries, please contact 865-983-8411 or visit us online at www.blountcaa.org

Cover photo by Bruce Farrant at hoplumber@aol.com



The **Blount County Office on Aging**, a department of the **Blount County Community Action Agency**, provides a variety of eldercare programs and senior advocacy services that improve the well-being of older adults, families and caregivers, including resources that foster the ability to 'age in place' in the beautiful lakes and foothills of the Smoky Mountains.

Funding for the Blount County Office on Aging is provided by the Older Americans Act of 1964, federal, state and local governments, grants and donations.

The programs and services provided include:



Savings CheckUp – With one phone call, a skilled assessment professional will provide Medicare beneficiaries with eligibility determinations for money saving benefits and aid in the completion of application/enrollment processes for several State assistance programs. These programs include: Medicare Savings Program, Medicare Part D Subsidy, TennCare for Medical Services, SNAP (Food Stamps) and Energy Assistance.



SMiles – A Senior Transportation Program that offers individual door-to-door transportation supports

for seniors, 60+ years, who lack the means to drive in Blount County. Annual rider membership is \$25 and rides are \$6 round trip. Riders call to request rides with the day and time needed. Trained, vetted volunteer drivers, using their own vehicles, provide SMiles trips. Participants often are without vehicles or the ability to safely drive, able to communicate and comprehend trip arrangements, can walk with the assistance of a cane or walker and can afford the minimal costs of the program. Wheelchairs are not able to be utilized in this program. Opportunities to volunteer.



SAFER HOMES - Safe Access For Elderly Residents Home Program provide ramps for seniors with limited mobility to safely enter and exit their homes.

Opportunities to volunteer.

Referrals and Advocacy – Offers a clearinghouse of resources and supports for seniors, caregivers and families that enables efficient networking to the services and agencies that can best support a specific need. ElderWatch is a group of professionals and citizens who advocate on behalf of the older adult who are, or may become, victims of abuse, including scams and fraud. Elder Abuse processes are implemented and include many partner networks. Eldercare resources and referrals are supported and coordinated.

Stay Active and Independent for Life (SAIL) is an evidence-based strength, balance and fitness program for adults 65 and older. Call **865-983-8411** for locations of the classes.

Education – Focus on Seniors is a series of educational events co-sponsored by the Blount County Public Library. General topics include: Medicare processes, Legal supports, Health and Wellness, as well as 'Aging in Place' resources.

Telephone Reassurance (CHIRP) – The CHIRP program is a telephone contact that provides social engagement to seniors who may be isolated or lack regular interactions. Opportunities to volunteer.

The Blount County Office on Aging is pleased to provide the above programs, services and opportunities that support a wide variety of older adults, from seniors who are struggling with limita-

tions, isolation or deteriorating health to seniors who are able to volunteer and contribute back to their communities.

On behalf of a senior in need, the Office on Aging also collaborates with the Blount County Community Action Agency fellow departments of **Community Nutrition Programs** and **Community Services Programs**. The programs and services in these departments include:



Community Services Programs:

Low Income Home Energy Assistance Program (LIHEAP), Low Income Home Water Assistance Program (LIHWAP), USDA Commodities Distribution, Dental Assistance Services, Garden Program, and Gas Cards for Employment services.



Community Nutrition Programs:

Smoky Mountain Meals on Wheels, Ani-Meals on Wheels, Rural Access Meal Program, and various food outreach activities.

If you are in need of any of the above services or would like to inquire about these programs, please call **Blount County Community Action Agency at 865-983-8411** and ask to speak to a staff member in the Office on Aging, Community Services Programs or Community Nutrition Programs.

Guide to Using This Directory

Some things to keep in mind while using this book:

- This book is organized so that you can quickly reference the important information that applies to your need. **Please use the table of contents to locate the section and each topic will be listed.** Some listings may apply to more than one section or subheading and may be listed more than once.

- **All information is subject to change.** The directory is published approximately every three years. Addresses, phone numbers, business names and hours of operation may change during that time. Call to verify information.

- **Some businesses have health restrictions** that may affect in-person appointments. It is always a good idea to call before visiting.

- All listings include addresses, phone numbers, and websites (if available). **All addresses are in Blount County or TN unless otherwise stated.** All times are for the Eastern Time Zone unless indicated.

- Regardless of how you intend to pay, **always ask a provider of health-related services what forms of payment they accept before you choose them.**

- **TTY and TDD phone numbers** are for users of teletype writers or text telephones only.

- **The Blount County Office on Aging appreciates the businesses and organizations in this book that sponsor the publication efforts of this valuable community resource.** Please do not hesitate to contact them, if you would like to learn more about their services.

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ACTIVITIES & RECREATION

This is a partial listing of educational and recreational opportunities and activities for older people in Blount County. Please call the listed resource for current information on programs, activities, opportunities and fees. Some churches also offer senior fitness classes and activities for people in the community.

Stay active – stay healthy!

EDUCATIONAL

AARP..... 866-295-7274

500 Meridian Ave, Ste 180, Franklin 37067

www.aarp.org/states/tn

Information and referral on services provided by AARP, including volunteer opportunities and advocacy on state and national issues. Many publications available on wide variety of subjects. Call for titles and order numbers; order by mail only.

BLOUNT COUNTY

HISTORICAL MUSEUM 865-454-4256

1006 E Lamar Alexander Pkwy, Maryville 37804

www.blountcountymuseum.homestead.com

Model railroad display. Free admission.

BLOUNT COUNTY

PUBLIC LIBRARY 865-982-0981

508 N Cusick St, Maryville 37804

www.blountlibrary.org

Activities, events, computer classes, art exhibits and more are available seven days per week. Library tours may be scheduled. Hours: M-Th: 9am – 7 pm, Fri & Sat: 9am-5pm. Closed Sunday.

UNIVERSITY OF TENNESSEE EXTENSION

BLOUNT CO OFFICE 865-982-6430

1219 MacArthur Rd, Maryville 37804

https://blount.tennessee.edu/

Information and continuing education programs on nutrition, health, finances/money management, gardening, grandparenting and caregiving. Also

instruction on food preservation and cooking for the diabetic.

EMPLOYMENT

CAREER CENTER OF

BLOUNT COUNTY..... 865-379-5525

TN Dept of Labor & Workforce Development

366 Glascock St, Ste 100, Alcoa 37701

www.jobs4tn.gov

Services for clients age 55+ include training in job search skills and assistance with job development and job placement. Limited funds available for short term skill training leading to employment.

SENIOR EMPLOYMENT SERVICES.... 865-691-2551

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org

Assists those 55+ and economically disadvantaged with training and supervision while seeking other employment.

EXERCISE

ARTHRITIS FOUNDATION

EXERCISE PROGRAMS 865-470-7909

www.arthritis.org

Life Improvement Series classes are offered at locations throughout East TN. Aquatic and floor exercises, Tai Chi, Walk With Ease programs are all designed specifically for persons with arthritis and related conditions but anyone is welcome.

BLOUNT COUNTY

OFFICE ON AGING 865-983-8411

Blount County Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

The Blount County Office on Aging has information on several classes currently being offered that are evidence-based and promote balance, flexibility and strength.

BLOUNT MEMORIAL

MEDICAL FITNESS CENTER 865-977-5636

907 E. Lamar Alexander Parkway, Maryville 37804

www.blountmemorial.org

Supervised exercise for people living with chronic disease or who simply prefer coaching. Access to state-of-the-art exercise equipment. Educational as well as group strength classes. Physician referral required. A voluntary, self-pay program.

Call for details.

BLOUNT MEMORIAL WELLNESS CENTER

www.blountmemorial.org/wellness

A variety of group exercise classes with a focus on fitness and health, including aqua classes. Special programs and discounted memberships for seniors.

•CHEROKEE 865-238-6091

1412 Sevierville Rd, Maryville 37804

Hours: Mon – Fri: 5:30pm – 7:30pm;

Sat 9am – 1pm; Sun 1pm – 4pm.

Seniors matter

at Blount Memorial.

Specialized services help older adults achieve their highest potential for health and wellness.

- 1** **Free Caregiver Consultations** with a Blount Memorial Senior Services' representative. To schedule, call 865-977-5744.
- 2** **Independent Living, Assisted Living and Alzheimer's Care Neighborhoods at Blount Memorial's MorningView Village Senior Community.** To schedule a tour, call 865-980-6000.
- 3** **Specialty Senior Care** through the Blount Memorial Physicians Group
- 4** **In addition, Blount Memorial is a member of the Mayo Clinic Care Network,** a select group of independent health systems granted special access to Mayo Clinic's extensive knowledge and world-leading medical expertise.

Learn more at blountmemorial.org.



Blount Memorial
Hospital

blountmemorial.org   

•**SPRINGBROOK** **865-980-7100**

220 Associates Blvd, Alcoa 37701

Hours: M-Th: 5am – 9 pm; Fri 5am-8 pm;

Sat 7am – 6 pm; Sun 11:30am – 6 pm

LIBRARIES

BLOUNT COUNTY

PUBLIC LIBRARY **865-982-0981**

508 N Cusick St, Maryville 37804

www.blountlibrary.org

Full-service library with special collections, including local history and genealogy, large print books, books on tape, videos for the visually impaired. No fees for regular services. Small fee for copies, book reservations and interlibrary loans. Library card holders may sign up to use computers offering free internet access at the reference desk. Small meeting rooms available free of charge.

GREENBACK PUBLIC LIBRARY **865-856-2841**

6889 Morganton Rd, Greenback 37742

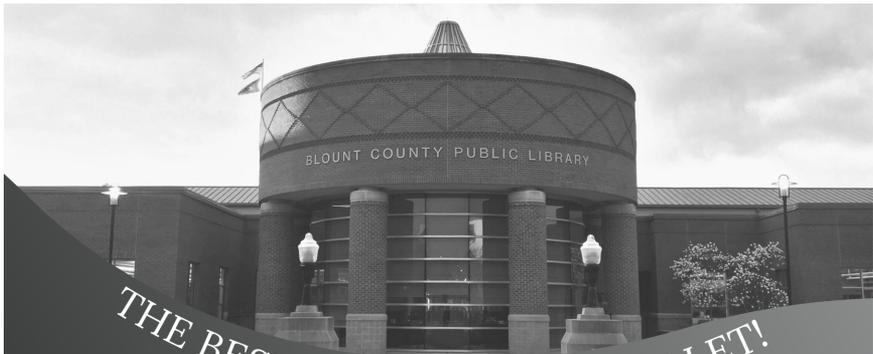
LIBRARY SERVICES FOR THE DEAF &

HARD OF HEARING **800-342-3262**

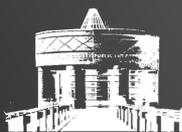
615 Church St, Nashville 37219-2314

www.tndeaflibrary.nashville.gov

Statewide special library dedicated to meeting information and accessibility needs of TN residents who are deaf, hard of hearing or deaf-blind. Services are open to public and include access to library services, information and referral services, book and video lending library, reference periodicals related to



THE BEST CARD IN YOUR WALLET!



Blount County PUBLIC LIBRARY

Getting a Blount County Public Library Card is easy with proof of residence (dated within the last 30 days) and a photo ID. But we're more than just books!

- Get a new phone or tablet? We can help you with that!
- Want to find out more about family history? Our Reference Department offers Genealogy help!
- Want to meet friends or learn a new hobby? Check out our events and book clubs!
- Looking for volunteer opportunities? Join the Friends of the Library!



Blount County FRIENDS OF THE LIBRARY

We can never have too many Friends! Just call, go online, or stop by BCPL to fill out a form. Support your library, make friends, and have fun. Volunteer today!

Contact BCPL



865-982-0981



bcpl.pr@blounttn.org



www.blountlibrary.org

Contact BCPL Friends



865-273-1451



blountcounty25@gmail.com



www.bcfol.org

deafness, public awareness programs, and loans of TTY and assistive listening devices.

LIBRARY FOR ACCESSIBLE BOOKS

AND MEDIA..... 800-342-3308

403 Seventh Avenue N, Nashville 37243

www.sos.tn.gov/tsla/labm

A free library program of over 150,000 recorded, large print, and braille materials available to residents of Tennessee who are not able to use standard print materials due to a visual or physical disability.

PUBLIC PARKS

GREAT SMOKY MOUNTAINS

NATIONAL PARK 865-436-1200

107 Park Headquarters Rd, Gatlinburg 37738

www.nps.gov/grsm

For visitor information call for recorded message. Also check the website for information on park programs and services.

NATIONAL PARK PASS 888-275-8747

store.usgs.gov/pass

Offers lifetime entrance to most national parks, TVA campgrounds, and other recreation areas that have fees and discounts on some facilities and services for those 62 and older. Disabled persons can get an Access Pass for free with proof of medically determined permanent disability. Call for list of locations and how to purchase or go to website. Lifetime pass \$80.

SMOKY MOUNTAIN VISITORS BUREAU

TOWNSEND VISITORS CENTER..... 865-448-6134

7906 E Lamar Alexander Pkwy, Townsend 37882

www.smokymountains.org

Call for information on the Great Smoky Mountains National Park and other tourist and recreational opportunities in Townsend and Blount County.

TENNESSEE STATE PARKS 888-867-2757

www.tnstateparks.com/

Tennessee State Parks offer magnificent waterfalls, rugged trails, tranquil lakes, and many other recreational opportunities. You can browse the Things to Do area of the website for a full list. Overnight guests have their pick from hotel-style lodges, cozy cabins, and thousands of campsites.

SENIOR CENTERS

EVERETT SENIOR CENTER 865-983-9422

702 Burchfield St, Maryville 37804

www.parksrec.com

Multi-purpose senior center offering recreation and leisure programs including dances, billiards, art classes, quilting and poetry groups, potlucks, day tours, card playing, duplicate bridge, exercise programs and a walking group. No computer labs.

MARTIN LUTHER KING JR.

COMMUNITY CENTER 865-983-1954

209 E Franklin St, Alcoa 37701

www.parksrec.com

Multi-purpose center offers a variety of activities for

all ages. Special activities for seniors. Facility can be rented for events. Call for information.

VOLUNTEER OPPORTUNITIES

Many agencies and organizations listed in this directory have opportunities for volunteers. Call the specific organization for information. This section offers a partial listing of varied opportunities for volunteers.

AARP TAX AIDE..... 800-775-6776

www.aarp.org/money/taxes/aarp_taxaide/

Friendly volunteers needed who can work virtually and/or in person to assist older adults in filing their income taxes. Training and support provided.

AMERICAN RED CROSS 865-584-2999

6921 Middlebrook Pike, Knoxville 37909

www.redcross.org

Instructors in health, safety, and youth programs, to assist with disaster response, and in other areas including availability as emergency responders.

BLOUNT COUNTY ADULT

EDUCATION..... 865-981-9267; 877-389-6874

366 Glascock St, Alcoa 37701

www.tn.211.myresourcedirectory.com

Work with adults who need to improve their reading, Math or English skills. Day and evening schedules available. Training provided.

BLOUNT COUNTY

COMMUNITY ACTION AGENCY 865-983-8411

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Work in the USDA Commodities Distribution program to pack and distribute food quarterly; Participate in several seasonal activities and special community outreach events.

BLOUNT COUNTY

PUBLIC LIBRARY 865-982-0981

508 N Cusick St, Maryville 37804

www.blountlibrary.org

Work with Friends of the Library on book sale events, to assist in the Bookmark Café, and in other areas of the library. See current needs at website.

BLOUNT COUNTY SHERIFF'S

SENIOR OUTREACH PROGRAM 865-273-5128

Blount County Justice Center

940 E Lamar Alexander Pkwy, Maryville 37804

www.blounttn.org

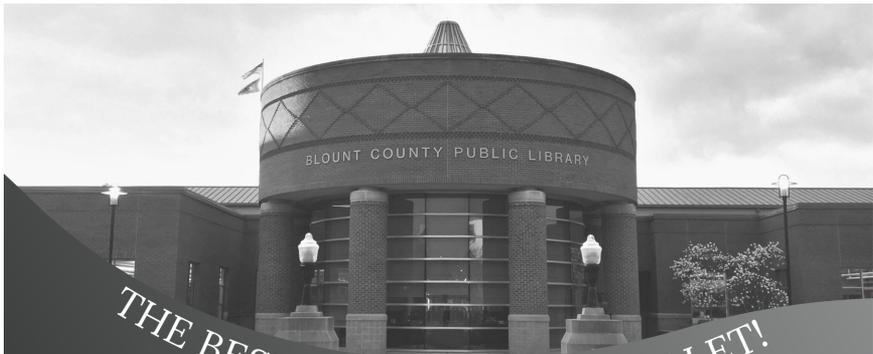
Two-person teams make regular home visits to outreach recipients, offering companionship and linking older adults to additional services as needed. Extensive training provided.

BLOUNT MEMORIAL HOSPICE..... 865-977-5702

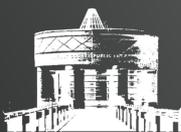
1095 E Lamar Alexander Pkwy, Maryville 37804

www.blountmemorial.org

Provide assistance and emotional support to hospice patients and their families during illness and



THE BEST CARD IN YOUR WALLET!



Blount County PUBLIC LIBRARY

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- Get a new phone or tablet? We can help you with that!
- Want to find out more about family history? Our Reference Department offers Genealogy help!
- Want to meet friends or learn a new hobby? Check out our events and book clubs!
- Looking for volunteer opportunities? Join the Friends of the Library!



Blount County FRIENDS OF THE LIBRARY

We can never have too many Friends! Just call, go online, or stop by BCPL to fill out a form. Support your library, make friends, and have fun. Volunteer today!

Contact BCPL



865-982-0981



bcpl.pr@blounttn.org



www.blountlibrary.org

Contact BCPL Friends



865-273-1451



blountcounty25@gmail.com



www.bcfol.org

bereavement. Extensive training provided.

**BLOUNT MEMORIAL
VOLUNTEER SERVICES..... 865-977-5609**

907 E Lamar Alexander Pkwy, Maryville 37804

www.blountmemorial.org

Staff information desks, welcome new patients, deliver reading materials and work in the gift shop through service in the hospital Auxiliary. Volunteer opportunities matched to volunteer interests available throughout Blount Memorial system.

COMMUNITYWORX 865-268-9822

Mycommunityworx.com

Community workdays that include home repairs, yard clean up, indoor/outdoor cleaning, ramp-building, and craft activities.

FOSTER GRANDPARENTS 865-524-2786

Knoxville-Knox County CAC

2247 Western Ave, Knoxville 37921

www.knoxcac.org

Volunteers receive stipend as they serve children and youth in public, recreational, or institutional settings.

**HABITAT FOR HUMANITY
OF BLOUNT COUNTY 865-982-8717**

1017 Hampshire Drive, Maryville 37801

www.blounthabitat.org

Volunteer crew leaders work closely with the home repair project manager and oversee small groups of volunteers performing home repair projects on occu-

ped houses. Volunteers can be skilled or unskilled in home repair.

LONG-TERM CARE OMBUDSMAN

PROGRAM.....865-691-2551, EXT 4223

*East Tennessee Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
www.ethra.org*

Serve as patient advocates in nursing homes, assisted care living facilities and residential homes for the aged. Extensive training provided and certification required.

PUBLIC GUARDIANSHIP PROGRAM

FOR THE ELDERLY865-691-2551, EXT 4218

*East Tennessee Human Resource Agency (ETHRA)
9111 Cross Park Dr, Ste D-100, Knoxville 37923
www.ethra.org*

Court determines duties for each client that is assigned a volunteer. Personal contact at least monthly, most often weekly. Services may include decisions about housing, medical care, and financial management.

RSVP PROGRAM..... 865-317-4747

*Knoxville-Knox County Community Action
www.knoxcac.org/newweb/*

Recruits volunteers 55+ to drive for the SMiles transportation program.



**AmeriCorps
Seniors**

Retired & Senior Volunteer Program

Volunteers Building Community

The AmeriCorps Seniors RSVP program pairs thousands of Americans aged 55 and older with organizations making change in communities across the country.



AmeriCorps Seniors help with:

- Driving seniors
- Nutrition support
- Home visits
- Reassurance calls
- Clerical work
- and much more!

Join us today!

Call (865) 317-4747 or email
RSVP@blountcaa.org to learn more.

RSVP is a program of the CAC Office on Aging

SAFER HOMES 865-977-1013

*Blount County Office on Aging
3509 Tuckaleechee Pike, Maryville 37803
www.blountcaa.org*

Work as a team leader or team member in building wheelchair ramps for Medicare recipients who need access to their homes. Program also installs temporary aluminum ramps. Great group activity for churches or service clubs. Materials provided.

SECOND HARVEST FOOD BANK 865-521-0000

*136 Harvest Lane, Maryville 37801
www.secondharvestetn.org*

Help always needed from all ages to assist with numerous projects and food sorting.

SENIOR MILES (SMiles) 865-724-1331

*Blount County Office on Aging
3509 Tuckaleechee Pike, Maryville 37803
www.blountcaa.org/programs*

Drive those over age 60 on essential trips within county using personal vehicle and at your convenience. No wheelchairs, no collecting money and no harassing phone calls. Training provided and gas reimbursement available.

SMOKY MOUNTAIN MEALS ON WHEELS AND ANI-MEALS ON WHEELS COMMUNITY NUTRITION

PROGRAMS..... 865-983-8411

*Blount Co Community Action Agency
3509 Tuckaleechee Pike, Maryville 37803*

www.blountcaa.org/programs

Deliver meals and groceries to homebound seniors
Mon-Fri, morning; Deliver pet food to homebound
seniors with pets Mon-Fri, Also opportunities to help
prepare and pack meals.

STATE HEALTH INSURANCE

PROGRAM (SHIP) 865-691-2551 ext 4308

East TN Area Agency on Aging & Disability

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org

Assist older adults with questions and enrollment into
various Medicare programs. Training provided.

TAX PREPARATION ASSISTANCE – AARP

www.aarp.org/states/tn/

Provide tax preparation assistance to elderly, low and
moderate income and disabled taxpayers.

UNITED WAY OF

BLOUNT COUNTY..... 865-982-2251

1615 E Broadway, Maryville 37804

www.liveunitedblount.org

www.volunteer.unitedwayblount.org

United Way coordinates community workdays several
times each year to assist those in need with yard work
and minor home repairs.

Volunteer opportunities and a schedule that works for you!

Do you love helping others?
Whatever your “gift” is -- telephone calling,
driving, delivering food, or working with others,
we have volunteer opportunities
that help you give back to the some of
Blount County’s most vulnerable residents.

Opportunities include:



Delivery drivers
Food packers
Kitchen workers



Delivery drivers
Food packers



Project managers
Builders



Commodities, quarterly:
Unloading truck
loading boxes
serving the public



CHIRP telephone
calling



Drivers
(use your own car)



**Call (865) 983-8411 today
to learn how you can get involved!**

Blount County Community Action Agency
3509 Tuckaleechee Pike • Maryville, TN 37803
www.blountcaa.org

CAREGIVING

If you are helping or caring for an older person, the first thing this directory can do for you is offer ideas about where you can find practical help. Research shows that caregivers can do a better job of caring if they don't try to do it all themselves but involve family members, friends, take advantage of community services, and take time off.

Information on resources for caregivers is available

through the **Blount County Community Action Agency Office on Aging at 983-8411** or the **East TN Area Agency on Aging & Disability at 691-2551**. Staff can advise about available resources such as support groups, home modifications, safety devices, facilities, and in-home services. Considerable information can be accessed online.

“Activities of daily living” and “instrumental activities of daily living” (ADLs and IADLs) are terms you may encounter when talking with social workers, health-care professionals, and insurance representatives. ADLs are functions that healthy people can do for themselves but that sick or frail people can lose the ability to do without assistance. ADLs include eating, bathing, grooming, dressing, toileting, walking, and transferring (i.e., bed to chair, in and out of bath). IADLs include preparing meals, shopping, managing money, using the telephone, light or heavy housework, driving or using public transportation, and remembering to take daily prescribed medications.

Caregivers are often at a loss to know what is causing a behavior change in the older person they care for, what to expect next, and what they can do about it (for example, the older person seems sad or depressed for long periods of time, is confused, or is irrational). Mental and behavioral changes can result from disease, poor nutrition, reactions to medicines, and the stress of major life changes such as a move from the family home or the death of a pet. An assessment by a qualified professional may clarify the situation and point to a solution.

Caregivers must deal with the tasks of everyday life, often including a job outside the home in addition to providing care for an elderly person. Making a weekly schedule and spreading responsibilities among family and friends are keys to preventing caregiver fatigue and burn out. Below are some available resources.

ADULT DAY SERVICES

Adult day services provide structured, supervised activities that include physical and mental stimulation, health screenings, therapeutic activities, nutritional snacks, and hot meals. They also provide respite for caregivers. An individual plan of care is developed for each participant. Eligibility criteria vary among programs. Seniors and their caregivers are strongly encouraged to talk to staff and visit the programs to choose the one that meets their needs. Admission procedures vary. A physician's release is usually required. Most are private pay; some programs offer limited number of scholarships. Some assisted living facilities may offer adult day services on a drop-in, space available basis.

BARTLETT DAY OUT PROGRAM..... 865-983-0182

*New Providence Presbyterian Church
703 W Broadway Ave, Maryville 37801
www.newprovidencepres.org*

Social model day program for older adults needing structured activities, Tues & Wed mornings.

HOWARD CIRCLE OF FRIENDS

ADULT DAY SERVICES..... 865-524-9457

Mt. Calvary Baptist Church
1807 Dandridge Ave, Knoxville 37915
www.alztennessee.org
Mon-Fri: 8:00 am - 4:30 pm.

BENEFIT SCREENING & ENROLLMENT

The federal government offers programs that assist those on Medicare with the cost of food, energy, prescriptions, healthcare and much more.

SAVINGS CHECKUP/

BENEFIT ENROLLMENT CENTER 865-724-1219

Blount County Office on Aging
3509 Tuckaleechee Pike, Maryville 37803
www.blountcaa.org

The Office on Aging includes a Benefit Enrollment Center - Savings CheckUp. The center screens Medicare recipients for five federal benefits: Medicare Savings to help with premiums, deductibles, and copays; Extra Help with Medicare prescription costs; TennCare Medicaid for a broad range of services; SNAP (food stamps) for monthly food assistance; and Low-Income Home Energy Assistance Program for help with home heating and cooling costs. Staff assists in the application process for eligible benefits and provides support and advocacy when services are denied. The Office on Aging also provides information and referral services for mental health, housing, and homelessness; education and advocacy; and assistance with application for cell phones, internet service, social security disability claims, and veterans' benefits.



**Savings
CheckUp**
Blount County Office on Aging
865-724-1219

One phone call can screen for all possible benefits, including federal, state, national and local programs such as:

**Medicare Part D • TennCare
Medicare Savings Program • SNAP
LIHEAP and LIHWAP (utility assistance)**

We can assist with screening, completion of the application and help with obtaining missing documents.

Blount County Office on Aging is proud to offer this program, as well as other programs designed to support seniors, caregivers and families, to keep them connected, active and safe.



If you or someone you know is in need of support, please call the Blount County Office on Aging at **(865) 855-9211.**

3509 Tuckaleechee Pike • Maryville, TN 37803 • www.blountcaa.org

CARE MANAGEMENT

A care manager is a professional, usually a social worker or a nurse, who evaluates an older person's situation to determine what services are needed and to identify agencies that offer the appropriate services. The care manager sometimes also arranges for the client to receive those services and checks regularly to be sure that the services are being reliably delivered. Care managers may work for seniors or their families, service providers, or represent insurance companies. They are also called care coordinators.

FAMILY CAREGIVER SUPPORT

A support group is a gathering of people with similar situations or diagnoses who meet regularly to share their concerns and victories with others in the group. The Blount County Office on Aging (**865-983-8411**) and the 2-1-1 resource center maintain lists of active support groups in Blount County and the surrounding area. Many churches, hospitals, nursing homes, social service agencies, home healthcare agencies, and other organizations that serve seniors facilitate regular support groups.

ALZHEIMER'S TENNESSEE 865-544-6288

5801 Kingston Pike, Knoxville 37919

www.alztennessee.org

Alzheimer's Tennessee provides support for those living with dementia and their families, supports research for the prevention, cure, and treatment of Alzheimer's disease, offers community and

professional education, advocates for the needs and rights of those with dementias, and helps families prevent and prepare for a wandering loved one.

BLOUNT MEMORIAL

SENIOR SERVICES 865-977-5744

907 E Lamar Alexander Pkwy, Maryville 37804

www.blountmemorial.org

Staff facilitate support and resources for caregivers and educational activities. Call for information.

NATIONAL FAMILY CAREGIVER

SUPPORT PROGRAM..... 865-251-4897

East TN Human Resource Agency

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org



**Alzheimer's[®]
Tennessee
HELPLINE**
Your **GATE**way to Services
1(800) ALZ-GATE
2 5 9 - 4 2 8 3

Support Groups

Family & Caregiver Training

Family Counseling

Resource Referral & Care Planning

Advocacy & Research

Wandering Prevention & Support

Make Alzheimer's a Memory

www.alzTennessee.org

5801 Kingston Pike Knoxville, TN 37919

Alzheimer's Tennessee is a 501(c)3 local not-for-profit organization that has been here for you since 1983. 100% of funds raised benefit Tennesseans facing Alzheimer's and related dementias.

Seniors matter

at Blount Memorial.

Specialized services help older adults achieve their highest potential for health and wellness.

1 **Free Caregiver Consultations** with a Blount Memorial Senior Services' representative. To schedule, call 865-977-5744.

2 **Independent Living, Assisted Living and Alzheimer's Care Neighborhoods at Blount Memorial's MorningView Village Senior Community.** To schedule a tour, call 865-980-6000.

3 **Specialty Senior Care** through the Blount Memorial Physicians Group

4 **In addition, Blount Memorial is a member of the Mayo Clinic Care Network,** a select group of independent health systems granted special access to Mayo Clinic's extensive knowledge and world-leading medical expertise.

Learn more at blountmemorial.org.



Blount Memorial
Hospital

blountmemorial.org   

Offers information and referral and supportive services to qualifying family caregivers (relatives or friends caring for seniors). Supports caregivers of frail older persons to remain in their homes rather than enter a long-term-care facility and provides in-home and community-based services.

GRANDPARENTS RAISING GRANDCHILDREN

For many reasons a grandparent may be raising grandchildren and that brings a special set of resources that are needed. The Family Resource Centers at area schools can assist with many issues and the Blount County Office on Aging is also a resource.

AARP GRANDPARENT INFORMATION CENTER 877-333-5885

601 E St NW, Washington DC 20049

www.aarp.org/grandparents

Provides information about services and programs that can improve the lives of grandparent-headed households.

GENERATIONS UNITED 202-289-3979

25 East Street N. W., Washington DC 20001

www.gu.org

Promotes intergenerational programs and policies, including those related to issues of relatives raising children.

GRANDPARENTS AS PARENTS..... 865-524-2786

2247 Western Ave, Knoxville 37921

www.Grandparentsasparents.org

Bimonthly newsletter, support groups, computer training, transportation, group recreation.

RELATIVE CAREGIVER 865-335-6808

Support groups, home visits, financial assistance.
ktiller@omnicommunityhealth.com

WEAR'S VALLEY RANCH..... 865-429-0372

www.wvr.org

Houses Saint Andrew's School, a Christian boarding school to assist grandparents raising grandchildren, ages 6-18. Scholarships available.

IN-HOME SERVICES & LIVE-IN HELP

In-home services can help frail older persons remain safely in their homes instead of entering a long-term-care facility. The listed businesses can provide some or all of the following: sitters, escorted transportation, grocery shopping, meal preparation, companionship, light housekeeping, and 24-hour care. Most offer personal care (bathing, dressing, changing beds, hair care, and more) and some offer personal care packages for a flat rate. Bill-paying, money management, in-home counseling, care coordination, pet care, foot care, and other helpful services may be available. If you need a specific service, call and ask whether it is offered.

Some agencies will perform an in-home assessment of client's needs, then make recommendations to client and family or referrals to community agencies

and businesses to provide the needed services. Some agencies provide assessment and referrals for free; others may charge.

Most nonmedical in-home services are not covered by Medicare, TennCare, or private medical insurance but are covered by some long-term-care insurance. When an individual or company is hired to come onto your property or into your home, you take on a certain amount of risk, as does the person you're hiring. There are many issues, including liability for damage to your property, liability for injury to the person you hire, the potential for scams, and payment of the worker's Social Security tax. See the questions to ask below.

Sometimes a caregiver is needed around-the-clock for a frail senior. "Live-in help" refers to a caregiver (one person) who lives full-time in the home of an older person to provide care. However, there is a shortage of this kind of service. More often, agencies provide 24-hour care, which refers to different people who work in shifts to provide 24/7 coverage. There are advantages and disadvantages to each kind of service, depending on what the needs are. Not all agencies will use the same terminology that is used here; know what kind of care you want and ask specific questions when shopping for around-the-clock caregivers. This service may be covered by TennCare or some long-term-care policies.

Agencies that provide these services are licensed as personal support service agencies with the Tennessee Department of Mental Health. When you hire an individual or company to come onto your property or into your home, you take on a certain amount of risk, as does the person you're hiring. Always get the specifics in writing so the expectations are clear. It is best to know the answers to the following questions before you hire someone to do work for you (rather than regretting it later):

Questions to Ask When Hiring Someone to Come Onto Your Property or Into Your Home

- Who is going to do the work? Does the company use employees or subcontractors?
- Who supervises the employees or subcontractors?
- Does the individual or company have experience? What type of experience? How long has the individual or company done this type of work?
- What kind of background checks are done by the company?
- What is the company's policy on hiring employees or subcontractors with a criminal background? Some companies might do a police background check but might not have a policy against hiring someone with a criminal background.
- Does the individual or company have a business license or other appropriate license?

Is it current? Is their license held in Blount County, or somewhere else?

- Is the individual or company accredited by a governing agency? Does the individual or company have workers' compensation insurance? Is it current?
- Has the individual or company paid an insurance bond?
- If the company uses subcontractors, does the subcontractor have a license? What about workers' compensation insurance? Has the subcontractor paid an insurance bond?
- Have any complaints against the individual or company been filed with the Better Business Bureau, the Tennessee Consumer Affairs Division, or any applicable licensing board?
- Can the individual or company provide references and contact information for the references?
- What work or services will be provided?
- When will the work or services start and end?
- How much will the work or services cost and what is the payment schedule? Does the individual or company accept checks or money orders so you can prove that you paid for the work or services?
- Ask for a detailed contract that covers the work or services that will be done, any materials that will be used, the cost and payment schedule, and the start and end date.

NOTE: If you hire someone to work in your home, you

may be responsible for paying Social Security and Medicare taxes. You will have to pay taxes if you are an “employer” who has the right to tell the worker when, where, and how to do the work.

AMADA SENIOR CARE 865-409-0282

2900 Tazewell Pike Suite C, Knoxville 37918

www.amadaknoxville.com

In-home, assisted living, hospital and nursing home care. Services to veterans and private pay clients. Experts in long-term care insurance.

BLOUNT CO OFFICE ON AGING 865-983-8411

Blount County Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org



**Does someone you love need
a little care and companionship?**

- ♥ Top-Tier Care by Trained In-Home Caregivers
- ♥ Long-Term Care Insurance Claims Management and Affordable Funding Solutions
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**In-Home • Hospital • Rehabilitation Center
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Call us today to learn why Amada is America’s trusted resource for caregiving and long-term care insurance claims advocacy.



**www.AmadaKnoxville.com
865-409-0282**

List of unlicensed caregivers available for hire and those looking for a live-in arrangement as a caregiver.

CHOICES/OPTIONS PROGRAM 866-836-6678

East TN Area on Aging and Disability

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org

Provides services in the home as an alternative to nursing home admission for adults who meet financial and medical eligibility requirements for TennCare Long-Term Care services. Assistance with eligibility and the application process.

 **HILLCREST
AT HOME**

Everyone Matters!

Seniors can maintain independence in their home or living community with the right assistance. Hillcrest At Home can provide personal care and assistance with activities of daily living such as:

- | | |
|----------------------------------|-------------------------------|
| Companionship | Meal planning and preparation |
| Dressing and grooming assistance | Medication reminders |
| Light housekeeping | Grocery shopping |
| Walking assistance | Transportation and errands |
| Laundry | Respite care |
| Continence care | Sitting services |
| Bathing assistance | |

Contact us today to schedule a free in-home assessment.

 **HILLCREST
HEALTHCARE**

865-246-4005





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FirstLight,
we do *more*.

From laughing more heartily
to comforting more kindly
**this is home care
the FirstLight way.**

At FirstLight® Home Care, cultivating relationships is at the core of what we do. Our caregivers will take on all of the tasks that must be done – cooking, laundry, help with bathing and mobility. But we do more than that. We listen more intently, care more passionately and laugh more heartily.

We provide comfort, companionship and compassion for any adult who needs the services of a caregiver. We know how important your loved ones are, and that's why at FirstLight, we do more.

Call us today to learn about the many ways we do *more* for you or your loved one.

865-210-8842

Maryville.FirstLightHomeCare.com



FirstLight[®]
HOME CARE

FIRSTLIGHT HOME CARE..... 865-291-5925
204 Simmons St, Maryville 37801
www.firstlighthomecare.com

HILLCREST AT HOME..... 865-246-4005
5325 Beverly Park Circle, Knoxville 37918
www.hillcresthc.com

Non-medical personal care for seniors in Knoxville & surrounding counties. Free assessment. 24-hour care available.

HOME INSTEAD 865-273-2178
521 W Lamar Alexander Pkwy, Maryville 37801
www.homeinstead.com/560

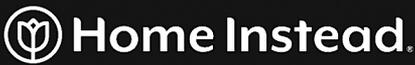
Full suite of personal care, including keeping dementia & Alzheimer's patients safe and loved at home. 24-



If you want to keep an aging loved one safe at home, Home Instead® can help.

Services:

- Personal Care
- Companionship
- Meal Prep
- Transportation
- Hospice Support
- Memory Care
- Arthritis Care
- Diabetes Care
- Chronic Conditions Support



Call for a free, no-obligation appointment: **(865) 273-2178**
For more information, visit **HomeInstead.com/560**

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hour care available.

**NATIONAL FAMILY CAREGIVER
SUPPORT PROGRAM..... 866-836-6678**

*East TN Area Agency on Aging and Disability
9111 Cross Park Dr, Knoxville 37923
www.ethra.org*

A federally funded program offering respite care and other services for caregivers.

**OPTIONS FOR COMMUNITY
LIVING 866-836-6678**

*East TN Area Agency on Aging & Disability
9111 Cross Park Dr, Ste D-100, Knoxville 37923
www.ethra.org*

A state-funded program that provides services

The Right Care Right at Home

- Light housekeeping
- Meal preparation/ planning
- Laundry /linens
- Companionship
- Personal Care
- Shopping & Errands
- Health reminders
- Fall prevention
- Cognitive support
- Safety supervision

➤ **865-351-4437** ➤ www.RAHEastTN.com

**WE ♥ OUR
CAREGIVERS**



such as homemaker, home-delivered meals, or personal care for a limited number of elderly and disabled adults.

RIGHT AT HOME 865-351-4437

1020 William Blount Dr, Maryville 37801

www.raheasttn.com

Quality in-home care and assistance. Serves Blount & Loudon counties.

SENIOR CITIZENS

HOME ASSISTANCE SERVICE 865-983-4710

301 Ellis Ave, Suite A, Maryville 37804

www.schas.org

Non-medical caregiving services at home, assisted living or long-term care facilities. Sliding scale fees. Serves East TN counties.

Serving Seniors in East Tennessee since 1970



SENIOR CITIZENS HOME ASSISTANCE SERVICE, INC.

865-983-4710

- ◆ Homemaker Services
- ◆ Personal Care
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**IN THE HOME, HOSPITAL,
LONG TERM CARE AND
ASSISTED LIVING FACILITIES**
For more info: www.schas.org



Office on Aging

We can help you find:

- a caregiver
- a live-in caregiver
- local services

to help you age in place.

Call today!
(865) 855-9211

SENIOR HELPERS..... 865-293-5900

422 Main St E, Madisonville 37354

www.seniorhelpers.com

Non-medical caregiving in home or facilities for veterans and older adults. Serves East TN counties.

SUNSHINE MOBILE SALON 865-293-9929

Tara Carter is an experienced, licensed, and insured hairdresser who is willing to provide salon services at home or in a facility for men and women. Reasonable prices. Call for an appointment.

INFORMATION & LOCAL RESOURCES

Many local organizations and nonprofits are available to older adults, caregivers, and grandparents raising grandchildren. There are Area Agencies on Aging & Disability (AAAD) throughout the United States; they serve as information and referral sources for disabled and older Americans. If you have an older family member in another state, call that region's AAAD for help.



SENIOR CARE

ONLY BETTER

Contact us today for a free in-home assessment for your loved one.



Care and comfort at a moment's notice.

865.293.5900 SeniorHelpers.com

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BLOUNT COUNTY

COMMUNITY ACTION AGENCY 865-983-8411

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Information and assistance in obtaining services for those eligible for energy assistance, Meals on Wheels, dentures, and senior transportation.

211, COMPREHENSIVE INFORMATION

REFERRAL GUIDE.....2-1-1

Toll Free866-588-4211

www.211tn.org

**EAST TENNESSEE AREA AGENCY ON AGING AND
DISABILITY (AAAD) 865-691-2551**

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org

Assistance to people age 60 and over and to persons with disabilities age 18+ in 16-county area. Most counties in East TN have a local Office on Aging.



Office on Aging

The **Blount County Office on Aging** provides a variety of programs and services that improve the well-being of older adults, families and caregivers, including:

Savings Check Up

SMiles

SAFER Homes

Referrals

Advocacy

Exercise

Education

Telephone Reassurance

Call today!(865) 855-9211

Blount County Community Action Agency

3509 Tuckaleechee Pike • Maryville TN 37803 • www.blountcaa.com

**EAST TENNESSEE
COUNTY OFFICES ON AGING**

ANDERSON..... 865-457-3259
96 Mariner Pointe, Clinton 37716
www.andersoncountyttn.gov

BLOUNT 865-983-8411
3509 Tuckaleechee Pike, Maryville 37803
www.blountcaa.org

CAMPBELL..... 423-562-2948
*2301 Jacksboro Pike, Suite 4-B,
P O Box 1394, LaFollette 37766*

CLAIBORNE 423-973-3673
108 Jaycee Lane, P O Box 326, Tazewell 37879
www.claiborencountyttn.gov

COCKE..... 423-623-7296
440 Eastern Plaza Shopping Center, Newport 37821
www.ethra.org

GRAINGER 865-221-9925
8659 Rutledge Pike, Rutledge 37861
www.graingercountyttn.gov

HAMBLEN 423-581-5166
841 Lincoln Avenue, Morristown 37813
www.lcs.net

JEFFERSON 397-3197
931 Industrial Park Drive, Dandridge 37725
www.jeffersoncountyttn.gov

KNOX..... 865-524-2786
2247 Western Avenue, P O Box 51650, Knoxville 37950
www.knoxseniors.org

LOUDON..... 865-458-5445
901 Main Street, Loudon 37774
www.loudoncounty-tn.gov

MONROE..... 423-442-2022
144 College Street South, Madisonville 37354
monroe00a@gmail.com

MORGAN 423-346-6651
821 Spring Street, P O Box 406, Wartburg 37887
www.ethra.org

ROANE 865-354-0450
2305 N. Gateway Avenue, Suite 9, Harriman 37748
Mail: P O Box 790, Kingston 37763
www.mecaa.net

SCOTT – See Morgan County Information

SEVIER..... 865-453-8080
1220 West Main, Sevierville 37862
www.seviercountyttn.org

UNION 865-992-3292
298 Main Street, P O Box 387, Maynardville 37807
unioncountyseniors@gmail.com

**UNITED WAY
OF BLOUNT COUNTY 865-982-2251**

1615 E Broadway Ave, Maryville 37804

www.unitedwayblount.org

Information and assistance on local resources.

RESPITE SERVICES

Short-term relief for the family caregiver by providing a trained substitute caregiver, either in or outside the home, is called respite. It is important for full-time caregivers to take breaks from their duties. Some nursing homes and assisted living facilities offer weekend and vacation respite, space permitting, but be aware that space, especially in nursing homes, is often limited. Private pay; some long-term-care insurance policies cover respite, as does Medicare for hospice patients. A family member or friend may provide respite to the primary caregiver, also.

BLOUNT CO. OFFICE ON AGING 865-983-8411

Blount County Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Call for current list of private caregivers who are self-employed and have offered their services to the public. These individuals have not been interviewed or screened by the Office on Aging and the list is only provided as a service of the office. Also available are suggestions of facilities that may provide respite.

SAMARITAN PLACE..... 865-684-1880

a program of Catholic Charities of East TN, Inc.

3009 Lake Brook Blvd, Knoxville 37909

www.ccetn.org

24-hour supervised facility for individuals 55+ who need temporary supportive care. Private pay.

TENNESSEE RESPITE COALITION ... 615-423-6720

www.TNrespite.org

Provides voucher to help pay for respite to caregivers who are living with the care receiver.

TELEPHONE COMPANIONS/CHIRP

BLOUNT CO. OFFICE ON AGING 865-983-8411

Blount County Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Weekly calls by older adult volunteers to elderly or disabled persons who live alone or are isolated.

Concerns receive staff follow-up. Persons who are feeling lonely, afraid, isolated, or in need of reassurance can call to enroll.

TRANSPORTATION

The providers listed below offer nonemergency transportation for medical appointments, to and from nursing homes and hospitals, for holiday or special-occasion visits, and other trips. Some hospitals, eye doctors, medical, rehabilitation, or other service providers offer free transportation for their patients or clients to or from their facilities. Ask when appointments are scheduled. Private pay; TennCare, when applicable.

ETHRA TRANSPORTATION

CALL CENTER.....1-800-232-1565

East TN Human Resource Agency

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org

Van service available Mon-Sat. Lift vans available for those in wheelchairs. Three business days advance notice recommended when scheduling a trip.

SENIOR MILES (SMiles) 865-724-1331

Blount Co Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

Award-winning, senior-friendly, door-through-door transportation for Blount County residents age 60+ who need rides within the county for essential trips. Rides provided by volunteers driving personal vehicles. Reasonable fees apply.

TENNCARE TRANSPORTATION

Amerigroup 866-680-0633

BlueCare & BlueCare Select 866-473-7563

United Healthcare 866-405-0238

Call to arrange non-emergency TennCare transportation for an enrollee of specified plan.

VETERANS ADMINISTRATION DAV

TRANSPORTATION NETWORK 865-694-7101

VA Annex Bldg

1557 Downtown West Blvd, Knoxville 37919

www.va.gov/healthbenefits/vts/

Schedule free van transportation to the VA Medical Center in Johnson City or the VA Medical Center in Nashville. Volunteers transport veterans several times each week. All scheduling done in Knoxville.

FACILITIES, HOUSING AND HOME MODIFICATIONS

Older people generally continue to live independently throughout all or most of their lives and are able to remain in their own homes. Families can often supply the practical and emotional support required most of the time. In some cases, when an older person has no family help available, requires more assistance than his or her family can provide, or wishes to downsize or wants the social environment and activities of a

communal setting, they can move into a long-term-care facility such as an assisted living facility or a nursing home.

Many older persons and their families avoid discussions and decisions about nursing home placement until a medical crisis forces an immediate choice. If an older person is required to transfer from the hospital to a nursing home on short notice because the doctor is ready to discharge him or her, emergency placement in a nursing home may be unavoidable. Even then, timing and arrangements for the transfer should be discussed with the physician and hospital discharge planner. You must still know what level of care is needed, whether the facility's certification is for both Medicare and TennCare, what funds are available to pay for care, consider the convenience of a facility's location to family and friends of the patient, and find an available bed.

A healthcare facility is any place where healthcare professionals are involved in administering treatment or care to people with chronic or acute illnesses or injuries. This includes hospitals, nursing homes, assisted living facilities, residential homes for the aged, walk-in clinics, dialysis clinics, rehabilitation units and more.

All healthcare facilities in Tennessee are licensed and regulated by the TN Department of Health, Division of Health Care Facilities, or sometimes by the Centers for Medicare and TennCare Services, to make sure

that the facilities comply with state and federal guidelines.

To find out whether a specific facility is licensed contact the facility itself or call the TN Department of Health. Information about all licensed facilities in the state, as well as useful information about all such facilities, is on the agency's website, <http://health.state.tn.us>.

The Department of Health also has a hotline for reporting any complaint about how one of these licensed facilities is operating or to ask questions about a facility's licensure status. The Complaint Hotline number is **877-287-0010**. The Long-Term Care Ombudsman can also assist.

Choosing a Facility in Advance

Having some sense of control and choice can help the adjustment to a new place. Early planning allows time to look at many or all of the senior housing facilities in the area and improves the chances of making an appropriate decision. Whenever possible, an older person should participate in making the decision to move into a long-term-care facility.

You can get information about how to choose a nursing home from Blount County Office on Aging, medical and social work professionals, clergy, and friends who have relatives in long-term-care facilities. In addition, many publications and websites offer advice.

Six important factors influence the choice of a facility:

Type of care needed. The state licenses three levels of long-term care: *Residential Homes for the Aged (RHAs)*, *Assisted Care Living Facilities (ACLFs)*, and *nursing homes*. ACLFs and RHAs can offer services such as meals, laundry, and housekeeping, and some help with personal care, but usually cannot provide medical care unless they have 24-hour licensed nursing staff. If your loved one has dementia, you may need to consider only facilities that have secure units. Typically, no public dollars pay for staying in an ACLF or an RHA, and residents of these types of facilities pay the entire cost. However, some long-term-care insurance policies will pay for housing with assistance and in some cases, the TennCare Waiver or Veteran's Affairs Aid & Attendance might cover some of the cost.

Nursing homes offer medical care, often with more than one level of care. A physician will do an evaluation that determines whether skilled or intermediate care is needed before a person can be admitted to a nursing home. Some nursing homes also have secured units for the safe care of people with dementia.

Note: *In the following descriptions, "skilled" is a term for a particular type of care and does not refer to the expertise or ability of the person giving the care.*

Skilled Care provides 24-hour-a-day nursing services for a person who has serious healthcare needs, up to

and including high-level wound care, a respirator, tube feeding, intravenous therapy, and more. Rehabilitation services are also provided as needed. The specific services offered in each skilled-care facility may vary; ask about services when you are evaluating facilities. Skilled care is sometimes offered in transitional care units in hospitals.

Intermediate Care provides less extensive health care than skilled care. Nursing and rehabilitation services are provided for patients in intermediate care, but not around the clock. Intermediate care is for persons who need medical supervision and help with personal care, but not skilled nursing.

Certification. If ongoing long-term care will probably be necessary, choose a facility that is both Medicare- and TennCare-certified. Some facilities do not accept TennCare patients. In a dually certified nursing home, a move would not be necessary if the resident's funds run out.

Financial status. Make a complete inventory of available resources, including source and level of income, property owned, savings accounts, stocks and bonds, veteran's benefits, pensions, insurance benefits, and any family assistance available. If there is not enough money to pay for nursing home care or it is probable that funds will quickly be expended, contact the Blount County Office on Aging for assistance in enrolling in CHOICES. The number is **865-724-1219**.

Changing living arrangements—whether short-term or long-term—is a major event in the life of an older person. Many times this change must be made on short notice in the midst of other difficult changes: decline in health, loss of a loved one, less money. There are a variety of housing and in-home care options. This makes it more likely that older consumers can find housing and/or services that fit their particular needs. Sometimes a move is necessary; other times, the senior's current home can be modified and/or in-home services can be provided that allow the senior to stay in place.

If a move to new housing is necessary, the first concerns are often cost and what an individual can afford. The other important questions are the kind and number of services that are needed. When possible, it's best to take enough time to think carefully and determine what services and issues are most important, balanced with the cost of each and the available funds.

Sometimes a package of in-home services can be put together that allows an individual to stay at home, especially when combined with assistance from family and friends. Depending on the kinds of services needed, this can be less expensive than an assisted living facility or a nursing home. The Office on Aging or a private home care company can help an individual or caregiver consider available options. Planning ahead is always preferred.

ASSISTED LIVING

Assisted Care Living Facility (ACLF) is a level of housing for people who want or need more care than that available at home but less than that provided in a nursing home. Residents are ambulatory (may use a cane, walker, or wheelchair) and must be able to transfer independently (move from bed to chair or chair to bed). Residents may also require nonmedical living assistance services, such as medication procedures and administration of medications that are typically self-administered; emergency response service; and short-term home health care as prescribed by a physician. Residents must be able to evacuate independently to a "safe place" within 13 minutes in an emergency. An ACLF is required to have at least one responsible attendant on premises at all times and a sufficient number of other staff to meet residents' needs. A licensed nurse must be available as needed.

CLOVER HILL SENIOR LIVING..... 865-238-5338

2317 US 411 South, Maryville 37801

www.cloverhillseniorliving.com

Apartments for seniors who need available care and support from nurses and caregivers 24 hours a day. Monthly rates include dining, recreation and social events, morning devotions and exercise, house-keeping, linen and laundry service, in-house pharmacy and physician services offered without length of stay commitments. Private pay.

LIBERTY ASSISTED LIVING 865-984-7047

312 McMasters Place, Maryville 37801

www.libertyassistedliving.net

Locally owned and operated 28-bed assisted living facility. Accepts TennCare and VA benefits.



SCHEDULE A PERSONAL TOUR OF OUR COMMUNITY TODAY!

- All-inclusive monthly rate structure
- Long-term care and veterans benefits gladly accepted
- 24-hour dedicated caregivers and nursing staff
- State-of-the-art Assisted Living with Alzheimer's and dementia-related Memory Care available
- Complete array of in-house services & amenities

2317 US-411 South | Maryville, TN 37801 | (865) 238-5338
www.cloverhillseniorliving.com



- Locally owned and operated near Maryville's Bicentennial Park in the foothills of the Great Smoky Mountains
- Small, family setting helps us place emphasis on the personal care of our residents
- All-inclusive rates (no "levels of care" charges)
- Assistance with filing for VA and Medicaid Choices benefits


Liberty Assisted Living
 Your Family ~ Our Commitment


312 McMasters Place
Maryville, TN 37801

Call today to schedule a tour 865-984-7047

MANOR AT NORTHGATE

TERRACE 865-403-1410

4301 Whittle Springs Rd, #209, Knoxville 37917

www.kcdc.org

Independent Living with Supportive Services

The Manor is a HUD-subsidized property, and residents are charged rent based on income. In addition, a sliding scale-based monthly fee allows The Manor to provide supportive services, including meals delivered daily to individual apartments, daily resident safety checks, specialized case management, emergency call pendants (if residents provide a landline phone), laundry service, housekeeping and social activities. Operated by KCDC.



Smiling faces, warm welcomes, and a vibrant social life.

Welcome to Shannondale

where you can be part of a community with a wealth of amenities in Knoxville and Maryville. You'll find a place to call home at our Continuum of Care Retirement Community offering a full range of senior living options to meet all your needs while moving seamlessly between levels of care.

Once you're here, you're home.

ShannondaleTN.org
865-690-3411 (Knoxville)
865-982-4599 (Maryville)


Shannondale
KNOXVILLE & MARYVILLE
Better Care, for Life

MORNINGVIEW VILLAGE

SENIOR COMMUNITY 865-980-6000

2304 E Lamar Alexander Pkwy, Maryville 37804

www.blountmemorial.org/morningview

Spacious, private apartment homes for independent living, assisted living and memory support neighborhoods. Resident services include daily meals, health and wellness assessments, cable and utilities, housekeeping and an onsite beauty shop. Private pay.

SHANNONDALE 865-240-2753

804 Shannondale Way, Maryville 37803

www.shannondaletn.com

CCRC. Independent Living Homes & Apartments, Assisted Living and Skilled Health Care. Inpatient or outpatient therapies. Medicare, Private Pay, and Insurance.

EMERGENCY HOUSING

If an elderly or disabled person has received an eviction notice or is no longer able to afford the rent being charged on an apartment, it is important to act quickly. In most cases there are thirty days before alternative housing must be located. Very limited choices are available.

A PLACE TO STAY 865-606-0714

1735 Old Niles Ferry Rd, Maryville 37803

www.aplacetostaybc.org

A local nonprofit that pulls together resources to provide help and support for those experiencing homelessness.

FIRM FOUNDATIONS..... 865-681-6990

After business hours 856-257-6706

Helen Ross McNabb

www.mcnabbcenter.org

Case management provided for homeless individuals, including housing placements.

HAVEN HOUSE (CRISIS LINE)..... 865-982-1087

Non-emergency..... 865-983-6818

PO Box 134, Alcoa 37701

www.havenhousetn.org

Comprehensive domestic violence resource center providing shelter, court advocacy, support groups for women and children. Crisis line open 24 hours. Community education programs about domestic violence.

JOHN 316 OUTREACH

john316connect@gmail.com

1414 Jefferson Ave, Maryville 37804

www.j316om.org

Provides showers, laundry, life skills classes, and mail services as well as have local pastor visits to share God's word with the community.

SAMARITAN PLACE..... 865-684-1880

3009 Lake Brook Blvd, Knoxville 37909

www.ccetn.org

Emergency, transitional, and permanent housing services, which allow the guest and his/her case worker the time needed for appropriate evaluation and arrangement of the best possible living situation and supportive services.

HOME REPAIRS & WHEELCHAIR RAMPS

Limited help with minor home repairs and home weatherization. Income eligibility is required for most programs.

HABITAT FOR HUMANITY HOME REPAIR COLLABORATIVE (HRC).....865-982-8717 ext 3
www.blounthabitat.org/programs

Work with eligible Blount County homeowners to complete health, safety, and mobility-based home repairs and modifications. Affordable home repair loans and grants are used to fund repair costs. See website for more information.

SAFER HOMES 865-977-1013
Blount Co Office on Aging
3509 Tuckaleechee Pike, Maryville 37803
www.blountcaa.org

Installs temporary aluminum wheelchair ramps and builds permanent ramps for Blount County Medicare recipients. Volunteer teams from churches and civic groups provide the labor and funders and donations provide the materials.



SAFER HOMES

Safe Access For Elderly Residents Home Program provides ramps for seniors with limited mobility to safely enter and exit their homes.

Call today! (865) 977-1013

A program of Blount County Office on Aging

USDA RURAL HOUSING LOAN & GRANT PROGRAM..... 865-523-3338

4730 New Harvest Ln, Ste 300, Knoxville 37918

www.rd.usda.gov/tn

Homeowners 62+ qualify if living in rural area, are low income and need home renovations to remove health/safety hazards, make home accessible for member with disability, and have limited or no ability to repay loan.

WEATHERIZATION PROGRAM 865-244-3080

Knoxville-Knox Co Community Action Committee

www.knoxcac.org

This program aims to reduce home heating and cooling costs for low-income households by weatherizing homes to improve energy efficiency. Services can include attic, wall and floor insulation, dryer ventilation, caulking of windows and doors, and screens for windows and doors. Water heaters and refrigerators may also be replaced. Income guidelines apply. Call for more information.

HOUSING

AFFORDABLE-RENT HOUSING

MARYVILLE HOUSING

AUTHORITY..... 865-983-4958

311 Atlantic Ave, Maryville 37801

www.mhatn.com

Public housing authority operates five housing communities in Blount County and also a Housing Choice Voucher Program. Income eligibility for

subsidized housing is based on federal HUD guidelines. A tenant may also qualify as elderly (age 62 or older) or disabled for certain units. A tenant's monthly rent and utility payment is 30 percent of adjusted gross income. Call for information on the following Maryville housing complexes:

- Broadway Towers, 132 W. Broadway
- East Park, Ironwood Circle
- Maryville Towers, 210 McGhee St
- McGhee Terrace, McGhee St
- Parkside, McCammon Ave

Visit website to

- Apply for housing assistance electronically.
- Link to housing plans, income limits, etc.
- Download copies of lease and resident policies.

Mon-Fri, 9:00 am-3:00 pm. Waiting list. Applicants may inquire in person about status. For other business, call for an appointment to speak with a housing specialist.

PRIVATELY OWNED SUBSIDIZED APARTMENTS

These are privately owned and operated apartment complexes for those who qualify for government rental assistance. These units are not designated "elderly only." Eligibility is based on annual gross income and other factors. Rent and utility payment is based on 30 percent of adjusted gross income. When looking for an apartment in one of the complexes listed below, it is advisable to call several times each week to check on openings. The managers keep no waiting list.

ATCHLEY APARTMENTS 865-982-0572
100 Atchley Dr, Maryville 37801
www.aamci.com

GRANT PROPERTY APARTMENTS.... 865-982-2474
801 Grant Townhouses Dr, Maryville 37804

MEADOWOOD APARTMENTS 865-982-4802
944 N Wright Rd, Alcoa 37701

OVERLOOK VILLAGE 865-268-5884
105 Overlook Circle, Maryville 37801

HOUSING CHOICE VOUCHER PROGRAM

Commonly called "Section 8," the voucher program allows very low-income persons to choose where they want to live by providing rental subsidy to landlords in the private market. Participating landlords must meet certain quality and pricing standards. A housing subsidy is paid to the landlord by the public housing authority on behalf of the tenant. Tenants pay a percentage, usually 30 percent of monthly adjustegross income for rent and utilities. Residents may receive a utility allowance as part of the subsidy but may have to pay excess utility costs.

NURSING HOMES

For a list of all senior housing options in the region call the Office on Aging at **865-983-8411**. Payment method can be TennCare (Medicaid), Medicare, private insurance, long-term-care insurance and private pay. Not all nursing homes accept patients

on TennCare.

Many nursing homes provide both skilled and intermediate care, although some may provide only one or the other. Some hospitals also have transitional care units that provide services equivalent to those found in nursing homes. Skilled care or transitional care can include high-level wound care, respirators, tube feeding, intravenous therapy, and more.

Nursing homes must provide mental health counseling for residents who need it; most do so by contract with a mental health agency. Cost is paid by resident, although it is often covered by Medicare, TennCare, or private insurance. Nursing homes also must offer rehabilitation services (physical, speech, and occupational therapy) for residents who need it. Some offer rehabilitation services on an outpatient basis as well. A doctor must prescribe the therapy, but the patient can choose the provider.

Medicare offers limited coverage for nursing home care. Visit www.medicare.gov or review the current Medicare & You handbook for details. If paying for nursing home care has used all your cash resources and you need to apply for CHOICES, ask nursing home staff for a referral to the Office on Aging for support and assistance with the application process. It is important to make application before Medicare coverage or personal financial resources run out. The CHOICES application process can take as long as 90

days. To qualify for CHOICES, you must need the level of care provided in a nursing home and meet financial qualifications. A Pre-Admission Evaluation (PAE), medical assessment, determines the level of care and must be submitted for approval to the TennCare Bureau, even though you are already in the nursing home. The Office on Aging can coordinate your medical assessment and assist with the CHOICES financial application. If approved, the Medicaid CHOICES program and your monthly income become your payor source for the nursing home. Approval can be denied if the level of care does not meet Medicaid standards. If denied TennCare CHOICES for medical or financial reasons, the Office on Aging Savings CheckUp program can assist and advocate with the appeal process.

Location. Choosing a facility that is convenient to family and friends makes visiting and monitoring easier.

Availability of a bed. Nursing homes sometimes have long waiting lists. Finding a bed in a facility that accepts TennCare (Medicaid) patients can be difficult because some facilities have opted out of the TennCare system.

Atmosphere. Nursing homes with a more homelike, less institutional setting can make a difference in quality of life.

Choosing a Facility in an Emergency

Many older persons and their families avoid discussions and decisions about nursing home placement until a medical crisis forces an immediate choice.

If an older person is required to transfer from the hospital to a nursing home on short notice because the doctor is ready to discharge them, emergency placement in a nursing home may be unavoidable. Even then, timing and arrangements for the transfer should be discussed with the physician and hospital discharge planner. You must still know what level of care is needed, whether the certification is by both Medicare and TennCare, what funds are available to pay for care, consider the convenience of a facility's location to family and friends of the patient, and find an available bed.

Patient & Families' Rights

Nursing homes that participate in the Medicaid and Medicare programs must have established patients' rights policies. Ask the nursing home for a copy of its patients' rights policy. Contact the Long-Term Care Ombudsman for more information.

The best way to ensure quality care for an elderly relative in a nursing home is for family members and friends to visit frequently and to establish and maintain good communication with the nursing home staff. To ask a question or resolve a problem regarding care of the nursing home resident, first talk to the nursing staff or the social worker. If the problem

continues, talk to the nursing home administrator. If these steps do not resolve the issue, contact the long-term care ombudsman.

Questions about family responsibility for the cost of an older person's health care and long-term care frequently arise. Families may need to seek legal advice about their financial obligations, if any. Speak to your attorney or a Legal Aid of East Tennessee representative for advice about the responsibility for the costs of nursing home care and, specifically, about what to sign and not sign when arranging for a relative to enter a nursing home. You do not have to sign as a responsible party in order for the elder to be admitted. The spouse of a nursing home resident who is on TennCare has the right to a certain minimum income and a maximum amount of assets.

**NURSING HOME
COMPLAINT HOTLINE
877-287-0010**

BEN ATCHLEY VETERANS' HOME.... 865-862-8100

One Veterans Way, Knoxville 37931

www.tsvh.org

BLOUNT MEMORIAL

TRANSITIONAL CARE CENTER..... 865-273-8300

2320 E Lamar Alexander Pkwy, Maryville 37804

www.blountmemorial.org

Skilled nursing facility offering short-term goal-oriented rehabilitation in a home-like atmosphere.

Center provides support for safely transitioning from hospital to home with the help of 24-hour nursing care and therapy teams who help accelerate the process of regaining the highest level of function. Medicare, private pay, insurance.

FAIRPARK NURSING AND REHABILITATION 865-983-0261

307 N Fifth St, Maryville 37804
www.fairparkhc.com

Level I (intermediate) and Level II (skilled) care with various therapies and special health services. Tenn-Care, Medicare, private pay, long-term care insurance.

FOOTHILLS TRANSITIONAL CARE AND REHABILITATION 865-984-7400

Most major insurance companies accepted

Offering long term and short term care



Fairpark

HEALTH AND REHABILITATION

307 North Fifth Street
Maryville, TN 37804
(865) 983-0261

<https://fairparkhealthand rehab.com>

Most major insurance companies accepted

Offering long term and short term care

Newly renovated skilled rooms

Memory Care unit



Foothills

TRANSITIONAL CARE AND REHABILITATION

1012 Jamestown Way
Maryville, TN 37803
(865) 984-7400

<https://foothillstransitionalcare.com>

1012 Jamestown Way, Maryville 37803

www.foothillstransitionalcare.com

185-bed facility offers a transitional care unit, a secure unit and multiple dually certified units.

Dedicated rehabilitation unit where therapists develop and customize rehab plans for individuals.

LONG TERM CARE OMBUDSMAN

PROGRAM 865-691-2551 ext. 4223

East TN Human Resource Agency

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org

Assistance with resolving complaints between patient/family and nursing home, assisted living facility or residential home for the aged.

ALTERNATIVE TO NURSING HOME CARE

Long-Term Care Community CHOICES Act of 2008 allowed an expansion of home and community-based services by restructuring TennCare (Medicaid) CHOICES to include home care options for those over age 65 or and adult with physical disabilities. The entry point for a CHOICES application is through the local Office on Aging's Benefits Enrollment Center Savings CheckUp program. The number is **865-724-1219**.

Eligibility

Individuals wishing to enroll and receive care under the CHOICES (TennCare {Medicaid} Home and Community Based Services) program must:

- Live in Tennessee.
- Be at least 65 years of age or be an adult

- 21 years of age and older with a physical disability.
- Financially qualify and medically need the level of care as required by the CHOICES program.
for TennCare
- Have a safe home where services can be provided, and care needs can safely and effectively be met.
- Have someone that will agree to check on them or care for them when they are not receiving services. CHOICES does not offer around-the-clock care.
- The total cost of care at home cannot exceed Nursing home care cost.

Services

The kinds of services provided in the CHOICES Home and Community Based Services are based on individual needs and may include a combination of the following:

- Personal and Attendant Care Services
- Home Delivered Meals
- Adult Day Care
- In-Home Respite and/or Inpatient Respite
- Assistive Technology
- Minor Home Modifications, i.e., wheelchair ramp
- Personal Emergency Response System (PERS)
- Pest Control
- Community-Based Residential Alternatives – places that offer care and support for someone who can no longer live alone, like an Assisted Living Facility

For more information on CHOICES Home and Community Based Services, contact the Benefit Enrollment Center at the Blount County Office on Aging, 865-724-1219. For more information on TennCare, go to the Health & Medical section of this book.

REHABILITATION FACILITIES

Rehabilitation facilities provide physical, occupational, respiratory, cardio-, and other kinds of therapy. People recovering from strokes, arthritis, neurological disorders, spinal cord and brain injuries, or joint replacements, injuries, or some surgical procedures may require rehabilitation services. There are many providers of inpatient and outpatient rehabilitation services. Therapy can be provided on an inpatient basis in nursing homes and hospitals. Outpatient rehabilitation services are available from home health care agencies, nursing homes, and private therapists. Doctor must prescribe; patient may choose provider. Medicare, TennCare, private insurance, private pay. Insurance pays only until the patient ceases to improve.

BLOUNT MEMORIAL

TOTAL REHABILITATION..... 865-238-6118

www.blountmemorial.org

Inpatient and outpatient rehabilitation, fall prevention programs; physical, occupational, hand, neurological, pelvic floor and vertigo therapies; and wound care. Seven Blount County locations and one Monroe County location.

Seniors matter

at Blount Memorial.

Specialized services help older adults achieve their highest potential for health and wellness.

- 1** **Free Caregiver Consultations** with a Blount Memorial Senior Services' representative. To schedule, call 865-977-5744.
- 2** **Independent Living, Assisted Living and Alzheimer's Care Neighborhoods at Blount Memorial's MorningView Village Senior Community.** To schedule a tour, call 865-980-6000.
- 3** **Specialty Senior Care** through the Blount Memorial Physicians Group
- 4** **In addition, Blount Memorial is a member of the Mayo Clinic Care Network,** a select group of independent health systems granted special access to Mayo Clinic's extensive knowledge and world-leading medical expertise.

Learn more at blountmemorial.org.



Blount Memorial
Hospital

blountmemorial.org   

BLOUNT MEMORIAL

TRANSITIONAL CARE CENTER..... 865-273-8300

2320 E Lamar Alexander Pkwy, Maryville 37804

www.blountmemorial.org

Skilled nursing facility offering short-term goal-oriented rehabilitation in a home-like atmosphere. Center provides support for safely transitioning from hospital to home with the help of 24-hour nursing care and therapy teams who help accelerate the process of regaining the highest level of function. Medicare, private pay, insurance.

FAIRPARK NURSING

AND REHABILITATION 865-983-0261

307 N Fifth St, Maryville 37804

www.fairparkhc.com

Level I (intermediate) and Level II (skilled) care with various therapies and special health services. Tenn-Care, Medicare, private pay, long-term care insurance.

FOOTHILLS TRANSITIONAL CARE

AND REHABILITATION 865-984-7400

1012 Jamestown Way, Maryville 37803

www.foothillstransitionalcare.com

185-bed facility offers a transitional care unit, a secure unit and multiple dually certified units. Dedicated rehabilitation unit where therapists develop and customize rehab plans for individual patients. Medicare, TennCare accepted.

**LIFECARE CENTER OF
BLOUNT COUNTY..... 865-984-3146**

1965 Stewart Ln, Louisville 37777

www.lcca.com/locations/tn/blount-county/

Short-term rehabilitation to individuals discharging from the hospital who are not ready to go home.



**LIVE
FOR
MORE**

Quality short-term therapy services to help you get back to what you love.



Life
Care
Center
of Blount County
865.984.3146
1965 Stewart Lane
Louisville, TN 37777
LifeCareCenterofBlountCounty.com

105160

LEGAL AND FINANCIAL

BURIAL ASSISTANCE

Planning ahead and comparison-shopping can help families avoid hasty and often expensive decisions when a loved one passes. Informed choices about funeral arrangements can be made ahead of time when no one is sick and when everyone who wants to participate in the planning is available. Think and talk about what arrangements you would like. Collect information on the cost of what you want. Prices differ greatly. Put the plans in writing. Keep them where they can be easily found. Tell someone you trust where they are kept. Do not put funeral plans in a will, which will not be read until after the funeral. Organ and body donation can also be preplanned. The cost of a funeral depends on many factors. Funeral homes must provide current prices of all goods and services in writing. Funerals can be prepaid in a lump sum, in payments, through purchase of a special-purpose insurance policy, or through a burial trust fund, which can be purchased through the funeral home. Some funeral homes will “guarantee” your funeral; it will not cost more than you paid, even if prices have risen.

Money that is paid in advance, including the interest that has accumulated, can be transferred to another funeral home after your death and sometimes before. The new funeral home may charge you more. Neither the irrevocable burial trust fund nor the irrevocable prepaid policy counts as an asset when determining eligibility for TennCare (Medicaid). Social Security, the Veterans’ Administration, and life

and casualty insurance pay death benefits, depending upon the circumstances at the time of death.

ANATOMY BEQUEST PROGRAM 901-448-5965

855 Monroe Ave, Link 515, UT-Memphis 38163

www.uthsc.edu/anatomy-neurobiology/abp.php

For information on body donation, call between 8:00 am-5:00 pm, Central Time.

BLOUNT CO MAYOR..... 865-273-5700

341 Court St., Maryville 37804

www.blounttn.org

Limited funds allocated yearly to cover minimal costs of burial for indigent residents without any resources. Cases decided on an individual basis. Funds not always available.

BLOUNT CO VETERANS AFFAIRS 865-273-5760

305 Court St., Blount Co Courthouse, Maryville 37804

www.blounttn.org

Information on death and burial benefits, including burial in national cemeteries, headstones and markers, presidential memorial certificates, burial flags, and reimbursement of burial expenses for eligible veterans.

GRANDVIEW CEMETERY

& SMITH FUNERAL & CREMATION ... 865-983-1000

1402 Tuckaleechee Pike, Maryville 37803

www.smithfuneralandcremation.com

Complementary planning guide & portfolio.

Veterans with Honorable Discharge receive one free space in Grandview Cemetery's Garden of Honor and free bronze headstone.



Smith
LIFE & LEGACY

Grandview Cemetery & Smith Funeral & Cremation Service

865-983-1000 | 1402 Tuckaleechee Pike

www.smithlifeandlegacy.com

CONSUMER INFORMATION

Many organizations protect consumers' rights and give consumers an opportunity to be informed about businesses and charities before they use their services or give money to them.

AARP..... 866-295-7274

150 Fourth Ave N, Ste 180, Nashville 37219

www.aarp.org/states/tn

Information and referral on services provided by AARP, including volunteer opportunities and advocacy on state and national issues. Many publications available on wide variety of subjects. Call for titles and order numbers, mail order only.

BETTER BUSINESS BUREAU..... 865-692-1600

255 N Peters Rd, Ste 102, Knoxville 37923

www.bbb.org/knoxville

Call for a report or to find out about complaints for area businesses or charitable organizations. Offers mediation and arbitration to resolve problems. Information about scams and other topics of consumer interest.

BLOUNT PARTNERSHIP 865-983-2241

201 S. Washington, Maryville 37804

www.blountchamber.com

Local resources and activities within Blount County.

DO NOT CALL REGISTER 877-872-7030

www.donotcall.gov

Call or go online to join list of telephone subscribers

who do not wish to be solicited by telemarketers. Effective within 60 days of enrollment, solicitors are prohibited from calling unless exempt by law. Does not expire. Tennessee Do Not Call registration is on-line only.

LEGAL AID OF EAST TN 865-981-1818

307 Ellis Ave, Maryville 37804

www.laet.org

Consultation for persons age 60+, review of contracts, and legal representation for low-income clients in consumer fraud claims. Call for appointment.

NONDRIVER IDENTIFICATION 865-981-2359

244 S Calderwood Rd, Alcoa 37701

www.tn.gov/safety

Photo ID for nondrivers. Call for details on hours and proofs required.

OPT OUT 888-567-8688

www.optout.com

This toll-free line offered by credit bureaus enables consumers to opt out of having preapproved credit offers sent to their homes for five years.

TENNESSEE DEPT OF HEALTH 877-287-0010

www.tn.gov/health

Receives and investigates complaints about health care facilities and providers.

**TENNESSEE DIVISION
OF CONSUMER AFFAIRS 800-342-8385**

PO Box 20207, Nashville 37202

www.tn.gov/consumer

File a complaint about unfair trade practices,
deception, fraud, or illegal practices.

**TENNESSEE HUMAN RIGHTS
COMMISSION 865-594-6500**

7175 Strawberry Plains Pike, Ste 201, Knoxville 37914

www.tn.gov/humanrights

Investigates complaints of discrimination in
employment, housing, and public accommodations.

CRISIS & HARDSHIP ASSISTANCE

ADULT PROTECTIVE SERVICES 888-277-8366

www.reportadultabuse.dhs.tn.gov

Call confidentially to report suspected abuse, neglect,
exploitation, or self-neglect of elderly and vulnerable
adults. All citizens have a duty to report.

AMERICAN RED CROSS 865-584-2999

6921 Middlebrook Pike, Knoxville 37909

www.redcross.org

Disaster relief services provided to community,
including assistance to persons who have suffered
loss due to a natural disaster or act of terrorism.
Many classes, including CPR and first aid instruction.
Opportunities to volunteer.

BENEFIT ENROLLMENT CENTER 865-724-1219

Blount County Office on Aging,

We are here to help.

The programs and services provided by the Blount County Community Action Agency are designed to help residents of Blount County stay or become self-sufficient, independent, active and healthy.



Gas cards for employment 

 Energy and Water Assistance

Commodities 

 Gardening

Dental program 



Smoky Mountain Meals on Wheels



Ani-Meals on Wheels

To apply or inquire about these programs,
please contact

Blount County Community Action Agency

865-983-8411

3509 Tuckaleechee Pike • Maryville TN 37803 • www.blountcaa.org

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org/programs

Screening for eligibility and assistance with applications for many federal, state, and local programs, including healthcare and prescriptions, energy assistance, food, and more.

BLOUNT COUNTY

COMMUNITY ACTION AGENCY 865-983-8411

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Emergency hardship assistance with utilities and utility deposits, food, and other miscellaneous services, depending on need, eligibility and funding.

CHILHOWEE BAPTIST CENTER..... 865-981-2992

1905 E Broadway, Maryville 37804

Emergency assistance, clothing, furniture and food. Very limited financial assistance available for utility bills. Free food, four times in twelve months. All services are by appointment.

COMMUNITYWORX 865-268-9822

1025 Montvale Rd, Maryville 37803

www.mycommunityworx.com

Assistance to low-income community members who need firewood, fans, gas for medical appointments, non-opiate prescriptions and spring yard clean-ups.

FIRM FOUNDATIONS 865-681-6990

After business hours 865-257-6706

www.mcnabbcenter.org

Helen Ross McNabb Case management provided for homeless individuals, including housing placements.

GOOD NEIGHBORS..... 865-681-5420

314 W Broadway Ave, Maryville 37801

www.goodneighborsbc.org

Limited emergency financial assistance provided to Blount County residents. Can include help with utilities, deposits, rent or mortgage, gasoline and some medications. Appointments required.

Open M-Th, 9 am – 2 pm.

HAVEN HOUSE (CRISIS LINE)..... 865-982-1087

Non-emergency..... 865-983-6818

www.havenhousetennessee.org

Emergency shelter, counseling, food and clothing for victims of domestic violence. Referrals for legal, medical, housing and finances. Crisis line 24 hours.

KNOX AREA RESCUE MINISTRIES 865-673-6540

418 N Broadway, Knoxville 37917

www.knoxarearescueministries.org

Help with food, clothing and furniture. Vouchers for clothing and furniture available. Emergency shelter and long-term rehabilitation residency programs.

MENTAL HEALTH CRISIS LINE..... 615-726-0125

Non-emergency..... 615-726-3340

Crisis line open 24 hours a day, 7 days each week.

Open to anyone who needs crisis mental health services. Call is routed to closest crisis team.

SALVATION ARMY 865-983-7135

1414 Sevierville Rd, Maryville 37804

Emergency help with food, clothing, kerosene for heating (ten-gallon limit), household items. Programs available to anyone but must call for an appointment.

SAMARITAN PLACE..... 865-684-1880

3009 Lake Brook Blvd, Knoxville 37909

www.ccetn.org

Temporary emergency housing for seniors 55 + who are ambulatory. Also offers respite care.

VETERANS CRISIS LINE800-273-8255 x1

ELDER ABUSE & NEGLECT

The abuse, neglect, or exploitation of a disabled or older adult is against the law. Elder abuse includes physical, sexual, mental, and financial, along with neglect and self-neglect. Elder exploitation includes taking funds that have been paid to a disabled or older adult.

Tennessee law requires that any person who suspects abuse, neglect, or exploitation of a disabled or older adult to make a report to the **Tennessee Department of Human Services, Department of Adult Protective Services**. The toll-free number is **1-888-277-8366**.

The overwhelming majority of elder abuse & exploitation is committed by family members. Much of this relates to taking money, prescription drugs or property, obtaining a signature on documents not

understood by the signer, or using a power of attorney to misappropriate funds or property.

ADULT PROTECTIVE SERVICES (APS)

INTAKE LINE 888-277-8366

Tennessee Department of Human Services

www.reportadultabuse.dhs.tn.gov

Call confidentially to report suspected abuse, neglect, exploitation or self-neglect of elderly and vulnerable adults. Everyone has legal obligation to report. All reports of abuse must go through the APS intake line listed above.

ELDER ABUSE AND EXPLOITATION PROJECT

LEGAL AID OF EAST TENNESSEE 865-637-0484

607 W Summit, Knoxville 37902

www.laet.org

Legal assistance for elderly persons age 60+ who are victims of abuse or exploitation. The suspected abuser could be a neighbor, relative, caregiver, home repair company, sales company, etc. Assistance may be requested by the victim, a relative, caregiver, or friend. No charge for the legal assistance.

HAVEN HOUSE (CRISIS LINE)..... 865-982-1087

Non-emergency 865-983-6818

PO Box 134, Alcoa 37701

www.havenhousetn.org

Comprehensive domestic violence resource center providing shelter, court advocacy, support groups for women and children. Crisis line open 24 hours. Community education programs about domestic violence.

SAMARITAN PLACE..... 865-684-1880

3009 Lake Brook Blvd, Knoxville 37909

www.ccetn.org

Short-term (30 days) emergency housing to people aged 55 and older, which may lead to permanent housing.

ENERGY ASSISTANCE

LOW INCOME HOME ENERGY

ASSISTANCE PROGRAM (LIHEAP).... 865-983-8411

Blount Co Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Year-round program offering low-income households limited help (usually once each 12-month period) toward utility bills and paying for home-delivered fuels. Eligibility requirements. Call for current information.

EMERGENCY ENERGY

ASSISTANCE PROGRAM 865-983-8411

Blount County Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Emergency help with utility bills available from various sources of funds. Utility deposits may also be paid for qualified persons. Income guidelines apply to all programs. Funding not always available. Call for current information.

WEATHERIZATION PROGRAM 865-244-3080

Knoxville-Knox Co Community Action Committee

www.knoxcac.org

This program aims to reduce home heating and cooling costs for low-income households by weatherizing homes to improve energy efficiency. Services can include attic, wall and floor insulation, dryer ventilation, caulking of windows and doors, and screens for windows and doors. Water heaters and refrigerators may also be replaced. Income guidelines apply. Call for more information.



We are here to help.



Energy and Water Assistance

**Blount County
Community Action Agency**
865-983-8411
3509 Tuckaleechee Pike
Maryville TN 37803
www.blountcaa.org



**Free Checking,
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Over 200 No-Fee ATMs in Tennessee
24/7 Loans • Telephone Banking
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Mobile Banking • Auto Loans
Mortgage Loans
Home Equity Line of Credit
Visa Credit and Check Cards
Retirement Planning and Investments




www.atfcu.com

- 124 North Hall Road, Alcoa 865.977.3118
- 425 Foothills Mall Dr., Maryville, 865.977.7795
- Hwy. 411 South, Maryville 865.982.4392
- 160 Deer Crossing, Vonore 865.977.1112
- 2746 East Broadway, Maryville 423.884.6124



Meet Lori Bishop, CFP® at CORE
30 yrs experience in financial planning
Certified Dementia trainer • Host of Caregiver Cafe

**Call today to be prepared
for tomorrow!**



865-268-8001
lbishop@corebi.net

FINANCIAL SERVICES

Advance planning is a crucial part of aging with dignity and security. A financial planner takes inventory of your finances, then creates a plan to help you reach your goals. Some financial planners also provide investment management.

AARP

www.aarp.org/money/

Information on retirement planning, debt reduction, budgeting. Targeted at those over age 55.

ALCOA TENN FEDERAL

CREDIT UNION 865-977-3118

124 N Hall Rd, Alcoa 37701

www.atfcu.com

Complete financial services from Blount County's oldest financial institution. Several locations.

CORE BENEFITS

& INVESTMENTS.. 865-268-8001 or 865-862-5956

422 Marilyn Ln, Alcoa 37701

www.corebi.net

Help with getting your financial house in order before, during and after retirement. Specialize in working with caregivers. Fee-based firm.

INTELLIPLAN 865-441-1794

2546 Brantly Park, Maryville 37804

www.myintelliplan.com

Full service insurance and financial advisor, serving Blount and surrounding counties.

MONEY MANAGEMENT

INTERNATIONAL 800-750-2227

270 Peach St. NW, Ste. 1800, Atlanta GA 30303

www.moneymanagement.org

Nonprofit that provides financial counseling on budgets, debt management, housing, and reverse mortgages. Education in money management and consumerism. Sliding scale fees.

NATIONAL COUNCIL ON AGING 866-217-0543

www.ncoa.org/older-adults/money

Debt management, money management, budgeting, and financial counseling services specifically for older adults. Calls are free and confidential.

FRAUD & SCAMS

Medicare fraud and abuse can happen anywhere, and usually results in higher health care costs and taxes for everyone. Some examples include:

- A provider that bills Medicare for services or supplies they never gave you, like charging you for a visit you never had, or a back brace you never got.
- A provider that charges Medicare twice for a service or item that you only got once.
- A person who steals your Medicare number or card and uses it to submit fraudulent claims in your name.
- A company that offers you a Medicare drug plan that Medicare hasn't approved.

If you think you've spotted fraud, you may want to call

your provider's office to ask about it. They may be able to help you understand the charges or figure out if they made a billing error.

Scams come in many forms and older people are often targets. Be wary of anyone wanting money from you in a call or visit that you did not initiate. Your bank, Social Security, or the Medicare office has all of your information and will NEVER call you for it. Don't give your bank account, credit card, Medicare, or Social Security numbers to anyone over the phone. Never pay any amount of money for a "prize" that you have supposedly won. Remember: If it seems too good to be true, it probably is!

Be extremely wary of unsolicited offers to do home repair or improvement jobs, especially if someone drives up to your home uninvited and offers you a bargain. When looking for workers to do home repair, ask friends for referrals or check listings online or in the phone book. Get an estimate from more than one business; ask if they offer a senior discount. Do not pay in advance and be sure to inspect the work before paying in full.

Consult with family, friends or Better Business Bureau before you spend or send a substantial amount of money. Ask for—and check—references before hiring a worker or signing a contract. Get the agreement in writing. Make an appointment to have someone from Legal Aid of East Tennessee look over a contract before you sign it; they help seniors for free.

Romance scams are becoming more common on dating websites. Wiring money to anyone that you have not met in person is not advisable. Check with relatives before wiring any money to get a grandchild out of jail in a foreign country. Be very careful before you give anyone access to your checking or bank account, including relatives.

AARP FRAUD WATCH 877-908-3360
www.aarp.org/money/scams-fraud

Toll-free service is available Monday through Friday, 8 a.m. to 8 p.m. ET A team of fraud fighters has the real-world tips and tools to help protect you and your loved ones. Extensive information on various frauds and scams.

MEDICARE FRAUD & ABUSE..... 800-633-4227
TTY..... 877-486-2048
www.medicare.gov

Report discrepancies and receive answers related to billing and provider concerns.

SENIOR MEDICARE PATROL (SMP) .. 866-836-7677
Senior Medicare Patrols (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse.

GOVERNMENT INFORMATION

BLOUNT COUNTY CLERK 865-273-5800

345 Court St, Maryville, 37804

www.blounttn.org

Passports, handicap placards and license plates.

BLOUNT COUNTY

ELECTION COMMISSION 865-273-5920

383 Court St, Maryville 37804

www.blounttn.org/election/

Call for information on absentee ballot procedures and photo identification requirements.

ALCOA CITY HALL 865-380-4700

223 Associates Blvd, Alcoa 37701

BLOUNT COUNTY MAYOR 865-273-5700

341 Court St, Maryville 37804

www.blounttn.org

Connect with services and officials within county and local cities.

MARYVILLE CITY HALL 865-273-3456

400 W Broadway, Maryville 37801

www.maryvillegov.com

SOCIAL SECURITY

ADMINISTRATION (local) 866-331-9091

(national) 800-772-1213

TTY (for deaf only) 800-325-0778

8530 Kingston Pike, Knoxville 37919

www.ssa.gov

Online inquiries and applications encouraged. Supplemental Security Income (SSI), disability, survivors' and retirement benefits are available, based on eligibility determination. Busiest time is first few days of each month.

TENNESSEE

GOVERNOR'S OFFICE..... 615-741-2001

*First Floor, Governor's Office, State Capitol Bldg, 600 Charlotte Ave, Nashville 37243-0001
www.tn.gov/governor*

Seeks to serve citizens who have questions or problems involving all state departments (such as TennCare, legislation, Veterans Affairs, retired state employees).

IMMIGRATION RESOURCES

CATHOLIC CHARITIES

OF EAST TENNESSEE 865-524-9896

*The Regas Bldg
318 N Gay St, Ste 100, Knoxville 37917
www.ccetn.org*

Office of Immigrant Services is a Dept of Justice recognized law office that provides immigration legal services to immigrants and refugees in the community. Legal assistance with family reunification, adjustment of status for refugees and asylees, Deferred Action for Childhood Arrivals (DACA) renewals, humanitarian services under the Violence Against Women Act, and more.

WELCOME IMMIGRANT NEIGHBORS – BLOUNT COUNTY (WIN-BC)

Mónica Smith 865-231-0050
Christian Halloy 865-951-8329
Milo Stanojevich..... 865-995-8130
Karla Suszek..... 865-681-5420

<https://win-bc.org/>

WIN-BC provides emergency assistance to immigrants in Blount County, by helping with rent and utilities, referrals to food pantries, some medical services, as well as help with interpretation. WIN-BC works in partnership with Good Neighbors.

WIN-BC brinda asistencia en situaciones de emergencia a inmigrantes en Blount County, con ayuda para pagar la renta y los servicios públicos, referencias para dispensas de alimentos y algunos servicios medicos, asi como ayuda con traducción al ingles. WIN-BC trabaja en asoció con Good Neighbors. A continuación la información de contacto:

Mónica Smith 865-231-0050
Christian Halloy 865-951-8329
Milo Stanojevich..... 865-995-8130
Good Neighbors: Karla Suszek 865-681-5420

LAW ENFORCEMENT AGENCIES

In an emergency always dial 911.

For other information, call these numbers:

ALCOA PUBLIC SAFETY 865-981-4111

2020 North Wright Road, Alcoa 37701

www.cityofalcoa-tn.gov/236/Police

BLOUNT CO SHERIFF'S OFFICE 865-273-5000

Crime Prevention Hotline..... 865-273-5200

Non-Emergency Dispatch..... 865-983-3620

940 E Lamar Alexander Pkwy, Maryville 37804

www.blounttn.org/

MARYVILLE PUBLIC SAFETY..... 865-273-3900

After hrs non-emergency dispatch .. 865-983-3620

400 W Broadway, Maryville 37801

www.maryvillegov.com/patrol-unit

METRO KNOXVILLE AIRPORT

DEPARTMENT OF PUBLIC SAFETY... 865-342-3000

2055 Alcoa Hwy, Alcoa 37701

TENNESSEE HIGHWAY PATROL

DISTRICT 1 - Knoxville 865-594-5800

Dispatch Toll Free..... 800-490-3490

1755 Neals Commerce Lane, Suite #1, Knoxville 37914

www.tn.gov/safety/tnhp/districtone

TOWNSEND POLICE DEPARTMENT . 865-448-6875

133 Tiger Dr, Townsend 37882

www.cityoftownsend.com/wp/police-department

LEGAL SERVICES

When dealing with issues related to your Will, Power of Attorney, and protecting assets, it is recommended that you consult with a certified elder law attorney.

This specialist has passed a rigorous national examination that covers public benefits and aging-related law and met character and experience standards. Lawyers with the special certification in elder law are designated with "CELA" after their names. The Blount County Bar Association can provide names of local certified specialists.

Before you add someone else's name to your bank account or other assets, consult an attorney about the possible negative consequences for both parties.

Consider taking the practical legal steps outlined below to plan ahead for the possibility of mental or physical incapacity. If you are helping an older person who can no longer appropriately manage his or her own affairs, legal steps need to be taken as soon as possible. Even persons diagnosed with dementia may still have the capacity to execute legal documents.

The purpose of legal action is to safeguard the rights and interests of the older person, to protect them and their property, and to obtain advice and counsel for them on financial and business concerns. Legal action can also protect and empower a caregiver to act on behalf of an older person.

Power of Attorney

Power of attorney is a legal step that permits one individual, known as the "principal," to give to another person, called the "attorney-in-fact,"

the authority to act on his or her behalf. The attorney-in-fact is authorized to handle banking and real estate, incur expenses, pay bills, and handle a wide variety of legal affairs for a specified period of time. The power of attorney can continue indefinitely during the lifetime of the principal as long as that person is competent and capable of granting or revoking a power of attorney. If the principal becomes comatose or mentally incompetent, the power of attorney automatically expires just as it would if the principal died. Therefore, this power of attorney may expire just when it is most needed.

Durable Power of Attorney

Because the power of attorney ceases to be effective when the principal becomes incompetent or incapable, many states, including Tennessee, have authorized a legal device called a durable power of attorney that takes effect when the principal becomes incompetent or unable to handle his or her own affairs. The durable power of attorney defines the circumstances under which it will take effect and lists what it authorizes the attorney-in-fact to do. This legal device, which must be executed while the principal is still mentally competent, can prevent the necessity of filing for a conservatorship in most cases. The attorney-in-fact must have agreed to serve. Once the principal is incompetent or incapable, the attorney-in-fact can be removed only by petitioning the court for a conservatorship. The principal can revoke (cancel) the durable power of attorney at any time as long as he or she is

competent. The principal must inform the attorney-in-fact that the power is canceled; without that notice, the attorney-in-fact could legally continue to act for the principal.

Laws governing powers of attorney vary from state to state, and, since a durable power of attorney puts a considerable amount of power in the hands of the attorney-in-fact, the document should be drawn up by a lawyer licensed to practice in the state in which the principal resides. Financial powers of attorney should be tailored to the specific assets owned by the principal.

Representative Payee

The authority of a power of attorney does not extend to Social Security, SSI, or SSDI. These arrangements must be made with the Social Security Administration. If you are helping an older person who can no longer manage his or her own financial affairs, report this to Social Security. You can request an appointment as Representative Payee. If a person needs a "Rep Payee" and there is no obvious person to take on the role, the Social Security Administration will try to find the best person to do it or will assign them to an agency that will provide a Rep Payee. The Rep Payee handles Social Security-related finances. After investigating, Social Security will send the beneficiary's checks to the Rep Payee. The Rep Payee must spend the funds for the personal care or benefit of the beneficiary, saving any excess funds; make periodic accounting to Social Security about

how the money has been spent; and inform the agency when the beneficiary moves or dies.

Conservatorship

Tennessee law uses the term “conservatorship” for adults and “guardianship” for minors. A conservatorship is a legal mechanism by which the court declares a person unable to handle his or her own affairs and, therefore, appoints a conservator. The court can transfer to the conservator the responsibility for making decisions about any or all of the following: financial affairs, living arrangements, and medical care. For someone who needs a conservator but no appropriate person is available to serve in that capacity, the Public Guardian can be appointed.

A conservator must make regular reports to the court on the ward’s affairs. Obtaining a conservatorship can be expensive, involve more than one attorney, and, if contested, take many months. Check to be sure your attorney has experience in filing for conservatorship.

Wills

A well-prepared will is an effective tool that provides explicit instructions for the distribution of a person’s property and, if appropriate, how that property is to be used after a person dies. A will designates a person to serve as the Personal Representative (formerly executor) responsible for carrying out the instructions in the will. A will makes it easier to settle affairs quickly and with fewer legal expenses. Since a will is seldom

consulted until after the funeral, instructions about funeral arrangements should be given to whoever will be responsible for making those arrangements. These instructions, and any regarding body donation, should be included in a durable power of attorney.

Advance Care Plans/Living Wills

Public attention is increasingly focused on “right-to-die” issues as medical technology makes it possible to sustain some vestige of life in dying patients.

Although older laws related to living wills and powers of attorney for health care are still valid, the Health Care Decisions Act, enacted in Tennessee in 2004, was intended to make it easier for individuals to express their wishes concerning end-of-life decisions. New advance care forms have been developed by the State of Tennessee and can be downloaded from the Internet (see Advance Directive). Documents prepared under the old laws are still valid; however, the new forms may be more appealing to some people.

An advance care plan must be signed, dated, and witnessed or notarized. You should discuss your advance care plan with your family and doctors. Give each of your doctors a signed copy to be added to your medical file, and confirm with the physician that he or she will honor such a document. Give a copy to the person who will make medical decisions for you in the event that you are unable to do so. Review your advance care plan yearly to make any needed changes. You may append a letter spelling out your specific wishes. Legal Aid of East Tennessee has

advance care plan forms and notaries available. When a person is in a nursing facility and is approaching the end of life, family members might want to consider filling out one or both of the following forms: DNR (Do Not Resuscitate) and POST (Physician's Order for Scope of Treatment). The POST form allows a patient (or legal representative) to outline a plan for end-of-life treatment that is much more specific to the situation than an advance care plan. Both forms should be available at nursing facilities.

Appointment of Health Care Agent/Durable Health Care Power of Attorney

You can also obtain an Appointment of Health Care Agent (previously called a durable health care power of attorney) in Tennessee. Under it, you can give authority to another person(s), with his or her consent, to make healthcare decisions on your behalf. This includes consent, refusal to consent, and withdrawal of consent to maintain any care, treatment, service, or procedure, and to diagnose or treat a physical or mental condition. It must be signed, dated, and witnessed or notarized. You should discuss it with your family, primary physician, and, in detail, with your chosen attorney(s)-in-fact. Copies and notarization are available as above in the section on advance care plans. Revocation or discharge of an agent may be made either orally or in writing. These documents should be tailored to the individual to incorporate particular desires and preferences regarding religious ceremonies, burial, and so forth.

Other Legal Issues

- Issues concerning property, estates, and trusts are governed by state laws and, in some cases, local ordinances. If finances do not permit hiring a private attorney, Legal Aid of East Tennessee may provide, either directly or by referral to volunteer attorneys from the Blount County Bar Association, both legal advice and legal representation in court to low-income elderly persons.
- To get advice on tenant/landlord issues regarding leases, services, rental rights, and obligations, contact your attorney or Legal Aid of East Tennessee.
- Families often have questions about their responsibility for the cost of an older person's health care and long-term care. They may need to seek legal advice about what their financial obligations are, if any. See your attorney, make an appointment with a Legal Aid of East Tennessee representative, or contact the Long-Term-Care Ombudsman for advice about responsibility for the costs of nursing home care and, specifically, about what



Long life, disability, and illness raise tough questions.
We help you find the answers.

WE PROVIDE:

- Customized estate planning and asset preservation
- Assistance finding and paying for long-term care
- Expert guidance through the VA and Medicaid maze
- A single point of contact for support and services
- A long-term relationship with a team you can trust

903 N. Hall of Fame Dr. | Knoxville, TN 37917 | www.elderlawetn.com | info@elderlawetn.com | 865-951-2410

to sign and not sign when arranging for a relative to enter a nursing home. You do not have to sign as a responsible party in order for the elder to be admitted.

ELDER LAW OF EAST TN 865-951-2410

903 N. Hall of Fame Dr, Knoxville 37917

www.elderlawetn.com

Elder law and estate planning firm, helping families respond with confidence to challenges of aging and long-term care. Highly individualized services.

FRANKLIN & KYLE ELDER LAW 865-588-3700

4931 Homberg Dr, Knoxville 37919

www.tennelderlaw.com

Team dedicated to guiding, protecting, and caring for the needs and concerns of older adults and their



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We help navigate the legal and care challenges for older adults and those with special needs.

LONG TERM CARE MEDICAID & VA PLANNING
ASSET PRESERVATION, POWERS OF ATTORNEY
ADVANCE DIRECTIVES, WILLS, TRUSTS, PROBATE

GLEN A KYLE, CELA*

**Certified Elder Law Attorney by the National Elder Law Foundation*



4931 Homberg Drive
Knoxville, TN
(865) 588-3700

FRANKLINKYLE.COM

families. Planning services include long-term care, TennCare, estate planning and estate administration.

KIZER & BLACK ATTORNEYS 865-982-7650

217 E Broadway Ave, Maryville 37804

www.kizerblack.com

Complete legal services, including elder law specialists.

KNOXVILLE BAR ASSOCIATION..... 865-522-6522

505 Main St, Ste 50, Knoxville 37902 (street)

PO Box 2027, Knoxville, 37901 (mailing)

www.knoxbar.org

LawLine OnLine is a free public service program available on the Internet that provides general information on over 70 topics.



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**KIZER & BLACK IS A FULL-SERVICE LAW FIRM
PROVIDING LEGAL REPRESENTATION AND
COUNSEL TO BLOUNT COUNTY'S SENIORS IN THE
FOLLOWING AREAS:**

- Wills
- Trusts
- Estates
- Estate Planning
- Probate & Trust Administration
- Elder Law
- Real Estate

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(865)982-7650 | KIZERBLACK.COM

LEGAL AID OF EAST TN 865-981-1818

307 Ellis Ave, Maryville 37804

www.laet.org

Free legal help to low-income residents of Blount County.

LEGAL ASSISTANCE

FOR THE ELDERLY 865-691-2551 ext 4212

9111 Cross Park Dr, Knoxville 37923

www.ethra.org

Legal representation, information and assistance to qualified East TN residents age 60+. Consultation and assistance in social security, SSI, Medicare, Medicaid, protective services in cases of elder abuse, and housing.

PUBLIC GUARDIANSHIP

FOR THE ELDERLY 865-691-2551, ext 4218

East TN Human Resource Agency

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org

Assists adults age 60+ who are determined by the courts to be unable to care for their own affairs and have no family, friends, or agency willing or able to serve as conservator.

TN ALLIANCE

FOR LEGAL SERVICES..... 888-253-4259

www.tals.org

RETIREMENT BENEFITS

RAILROAD RETIREMENT BOARD 877-772-5772

233 Cumberland Bend, Ste 104, Nashville 37228

www.rrb.gov

Information for railroad retirees and their survivors.

Toll-free number directs you to your area office.

Phone answered Mon-Fri, 9:00 am-3:30 pm, ET

SOCIAL SECURITY

ADMINISTRATION..... 866-331-9091

TTY (for deaf only) 800-325-0778

8530 Kingston Pike, Knoxville 37919

www.ssa.gov

Supplemental Security Income (SSI), disability, survivors', and retirement benefits are available, based on eligibility. If appointment at local office is necessary, you can schedule by calling this number between 7:00 am and 7:00 pm, Mon - Fri. Visit website for many online options.

TAXES, PERSONAL & PROPERTY

AARP TAX-AIDE PROGRAM

www.aarp.org/states/tn

Trained volunteers help low- and moderate-income taxpayers, elderly, and disabled taxpayers prepare and file their tax returns. Priority given to seniors.

INTERNAL REVENUE SERVICE 800-829-1040

TTY (for deaf only) 800-829-4059

www.irs.gov

Telephone tax assistance.

PROPERTY TAX RELIEF PROGRAM

Low-income homeowners age 65+ or with medically determined disability, and eligible disabled veterans, get partial rebate on property taxes.

BLOUNT COUNTY TRUSTEE 865-273-5900

347 Court St, Maryville 37804

www.blountcountytrustee.com

CITY OF ALCOA 865-380-4700

223 Associates Blvd, Alcoa 37701

www.cityofalcoa-tn.gov

CITY OF MARYVILLE 865-273-3456

400 W Broadway, Maryville 37801

www.maryvillegov.com

TELEPHONE AND INTERNET DISCOUNTS

There are phone and Internet services for low-income households. Information about phone services for persons with disabilities, see the Disability Services section. Qualifications for phone and Internet services require enrollment in a federal program such as TennCare, SSI, or Food Stamps. Some individuals not receiving federal public assistance may qualify based on gross monthly income. Proof of income and federal benefits are required for services but only one phone and Internet benefit per household is allowed. The Blount County Office on Aging's Benefits Enrollment Center, 724-1219, can assist with determining qualification and application for phone and Internet services.

Lifeline Program

Lifeline is a federal program that lowers the monthly service fees and cost of phone or Internet.

Affordable Connectivity Program

The Affordable Connectivity Program (ACP) is a U.S. government program to help low-income households pay for Internet service and connected devices like a laptop or tablet. This service can be applied to a wireless phone plan for unlimited talk, text and 25 GB of data. ACP services can only be applied to either the phone or Internet not both. If you have an existing Internet service provider and you qualify for ACP, you do have the option of applying the \$30/month discount to your existing account.

Wireless Phone Service

There are two wireless companies in East Tennessee which offer free cell phone and basic wireless talk plans with a specified number of monthly minutes, Assurance Wireless and SafeLink Wireless. These companies offer phone and plans for those who qualify through Lifeline. The Lifeline Program determines eligibility for wireless phone and Internet plans.

ASSURANCE WIRELESS..... 888-898-4888

www.assurancewireless.com

The basic plan provides 250 voice minutes each month. Additional plans (more monthly minutes, text plans, data plans) are available for a fee (which varies, depending on the plans the consumer wants). An automated phone system answers calls, customer

service representatives can be accessed easily if caller needs more information. For assistance contact the Blount County Office on Aging's Benefits Enrollment Center at 865-724-1219 for assistance with the application or you can apply at the website.

SAFELINK WIRELESS 800-977-3768

www.safelinkwireless.com

The basic plans provide 68, 125, or 250 voice/text minutes each month. Additional minutes can be added by buying a phone card available locally. No data plans are available. An automated phone system will answer calls; it is possible, but not easy, to speak to a customer-service representative. For assistance contact the Blount County Office on Aging's Benefits Enrollment Center at 865-724-1219 for assistance with the application or you can apply at the website.

FOR MORE INFORMATION

TN REGULATORY AUTHORITY..... 800-342-8359

TTY 888-276-0677

Consumer Services Division

Andrew Jackson Building

502 Deaderick St. 4th Floor, Nashville 37243

TECHNOLOGY AND EDUCATION

COMPUTER CLASSES

BLOUNT CO ADULT EDUCATION 865-982-8998

Everett Learning Opportunity Center

1500 Jett Rd, Maryville 37804

www.blountk12.org/adulteducation/

Instruction in basic computer skills, Microsoft Word & Excel, internet. Call for information on next class. Class fees apply. Limited scholarships may be available.

BLOUNT CO PUBLIC LIBRARY 865-982-0981

508 N Cusick St, Maryville 37804

www.blountlibrary.org

Internet access offered to library card holders with a one- to two-hour time limit, depending on demand. Call to reserve time. Also free two-hour basic computer classes offered periodically.

DRIVER SAFETY

AAA SAFE DRIVING FOR

MATURE OPERATORS CLASS 865-862-9132

715 Lamar Alexander Pkwy, Maryville 37801

www.aaa.com

Eight-hour driver-safety course offered online. Graduates entitled to insurance discounts. Fee.

AARP DRIVER SAFETY PROGRAM 865-483-1615

www.aarp.org/states/tn/

Eight-hour driver safety course offered online & locally. Graduates entitled to insurance discounts. Fee.

ADAPTIVE DRIVING PROGRAM..... 865-331-1958

Patricia Neal Rehabilitation Center

1901 Clinch Ave, Knoxville 37916

www.covenanthealth.com

Offers objective evaluation of driving skills of people with physical and cognitive problems and, if possible, trains them to safely drive with adaptive equipment or an alternative method. Requires a doctor's prescription. Private pay.

CARFIT (AARP, AAA SPONSORED)

www.car-fit.org

Find out how to get the best fit in your personal vehicle by attending this 45-minute on-demand, online workshop. The on-demand workshop is a self-paced complement to the live, virtual workshop and will teach you what to look for when it comes to fit, the everyday household objects you can use to measure and adjust, and how this may keep you safer on the road.

EDUCATION

BLOUNT CO ADULT EDUCATION 865-982-8998

1500 Jett Rd, Maryville 37804

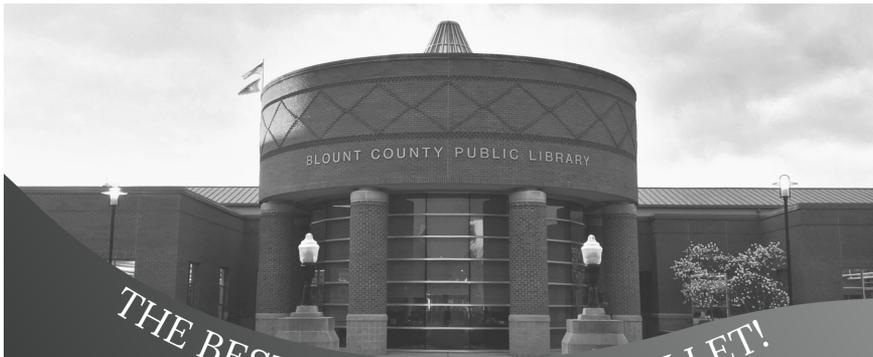
www.blountk12.org/adulteducation

GED preparation, basic skills instruction in reading, writing, and math. Instruction in English as a Second Language. Career readiness program.

EVERETT SENIOR CENTER 865-983-9422

702 Burchfield Street, Maryville 37804

www.parksrec.com



THE BEST CARD IN YOUR WALLET!



Blount County PUBLIC LIBRARY

Getting a Blount County Public Library Card is easy with proof of residence (dated within the last 30 days) and a photo ID. But we're more than just books!

- Get a new phone or tablet? We can help you with that!
- Want to find out more about family history? Our Reference Department offers Genealogy help!
- Want to meet friends or learn a new hobby? Check out our events and book clubs!
- Looking for volunteer opportunities? Join the Friends of the Library!



Blount County FRIENDS OF THE LIBRARY

We can never have too many Friends! Just call, go online, or stop by BCPL to fill out a form. Support your library, make friends, and have fun. Volunteer today!

Contact BCPL



865-982-0981



bcpl.pr@blounttn.org



www.blountlibrary.org

Contact BCPL Friends



865-273-1451



blountcounty25@gmail.com



www.bcfol.org

Classes and activities for senior center members.
Monthly classes, fees apply. Call for more information.

GATEWAY ACHIEVEMENT..... 865-293-5888

1645 Downtown W Blvd, Knoxville 37919

422 Main St E, Madisonville 37354

www.gatewayachievementllc.godaddysites.com

CNA training program with exacting standards, producing students prepared to pass the CNA state certification exam and willing to contribute positively to the private support agencies, Nursing Homes, Hospitals, Health and Rehab, and LTC facilities in the Greater Knoxville area.

PELLISSIPPI STATE

COMMUNITY COLLEGE 865-981-5300

2731 W Lamar Alexander Pkwy, Friendsville 37737

www.pstcc.edu

Any adult age 60 and older may audit courses without paying tuition charges or other fees according to space availability in the specific classroom. Credit courses are available to people age 65+ for a reduced fee. Call for information.

UT CENTER FOR PROFESSIONAL EDUCATION & LIFELONG LEARNING 865-974-0150

600 Henley St, Ste 211, Knoxville 37996

www.utnoncredit.com

Enhance your career skills and open new possibilities with Professional Education courses and programs. Learn a new hobby or enhance an existing one with Personal Enrichment courses. Explore the Smoky

Mountains with the Smoky Mountain Field School.
Noncredit classes on varied topics. Call for free
catalog.

**UNIVERSITY OF TENNESSEE EXTENSION –
BLOUNT CO OFFICE 865-982-6430**

1219 MacArthur Rd, Maryville 37804

<https://blount.tennessee.edu/>

Information and continuing education programs on
nutrition, health, finances/money management,
gardening, grandparenting and caregiving. Also
instruction on food preservation and cooking for the
diabetic.

HEALTH & MEDICAL

ADDICTION

The following agencies and programs provide information, assessment, or referral to treatment programs for people with substance abuse problems.

AL-ANON..... 865-525-9040

www.knox-al-anon.org/index.html

Information about meetings for anyone affected by another's alcoholism or drinking. Answering machine provides numbers to call for information.

ALCOHOLICS ANONYMOUS (AA).... 865-522-9667

www.etiaa.org

East Tennessee Intergroup of Alcoholics Anonymous maintains a 24-hour hotline service. The hotline is maintained by volunteer A.A. members. Anyone may call this number and request information regarding meeting times, locations, and general information.

HARBOUR'S GATE..... 865-679-8610

www.harboursgate.org

Help for those struggling with addiction or other issues. Recovery meetings daily. 24/7 crisis hotline.

NARCOTICS ANONYMOUS 866-617-1710

www.knoxvillena.org

24-hour helpline. Call for list of local meeting places.

PENINSULA HOSPITAL 865-970-9800

A member of Covenant Health

2437 Jones Bend Rd, Louisville 37777

www.covenanthealth.com

Inpatient mental health and substance abuse treatment. Accepts voluntary admissions and commitments. Accepts Medicare, TennCare, and private insurance.

TRUE PURPOSE MINISTRIES 865-681-4861

2628 Morganton Rd, Maryville 37801

In-patient, faith-based recovery program. Email tpmact@gmail.com for more information.

BENEFIT SCREENING AND ENROLLMENT

There are five federal programs designed to assist Medicare recipients with healthcare, prescription coverage, energy, and food costs; additional savings may be obtained by applying for property tax rebates, discounted or free cell phones, internet, and much more. The Office on Aging has a Benefit Enrollment Center with staff & volunteers who assist with completing applications and submissions of required documentation for eligible services. Call **865-724-1219** for more information.

AREA AGENCY ON

AGING AND DISABILITY (AAAD)..... 865-691-2551

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org

Assistance to people age 60+ and to persons with disabilities age 18+ in multi-county area.

BENEFITS ENROLLMENT CENTER ... 865-724-1219

Blount Co Office on Aging

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Screening for federal, state, and local benefits for Medicare recipients. Assistance with application process and appeals.



**Savings
CheckUp**
Blount County Office on Aging
865-724-1219

One phone call can screen for all possible benefits, including federal, state, national and local programs

**Medicare Part D • TennCare
Medicare Savings Program • SNAP
LIHEAP and LIHWAP (utility assistance)**

We can assist with screening,
completion of the application
and help with obtaining missing documents.

If you or someone you know
is in need of support,
please call the
Blount County Office on Aging at
(865) 855-9211



Office on Aging

3509 Tuckaleechee Pike • Maryville, TN 37803 • www.blountcaa.org

BLOUNT COUNTY

COMMUNITY ACTION AGENCY 865-983-8411

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Information and assistance in obtaining services for those eligible for energy assistance, Meals on Wheels, dentures, and senior transportation.

DENTAL SERVICES

COMMUNITY SERVICES PROGRAM

DENTAL SERVICES..... 865-983-8411

Blount Co Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Basic dental care; partial & complete denture and extraction services. Financial eligibility required. Maximum of \$1500 benefit.

REMOTE AREA MEDICAL 865-579-1530

2200 Stockcreek Blvd., Rockford 37853

www.ramusa.org

Free dental, vision and veterinary care provided during weekend clinics staffed by volunteer providers. No permanent staff. Services are free to unemployed, uninsured, and those unable to afford services in a conventional setting. Call for scheduled clinics.

TRINITY HEALTH MINISTRIES 865-681-0770

1127 E Lamar Alexander Pkwy, Maryville 37804

www.trinitydentalclinic.org

Basic dental care for low- income, uninsured, under-served adults. Nominal fees charged for

services. Call for information on current hours and services available.

DISABILITY SERVICES

The Americans with Disabilities Act (ADA) is designed to protect the civil rights of persons with disabilities. Five areas of life are covered: state and local government operations, transportation, public accommodations, employment, and telecommunications.

AMERICAN COUNCIL

OF THE BLIND..... 800-424-8666

1703 N Beauregard St, Ste 420, Alexandria VA 22311

www.acb.org

National information, referral, and consumer advocacy group. Staff answers phone Mon-Fri, 9:00 am-5:00 pm.

AMPUTEE COALITION 865-524-8772

900 E Hill Ave, Ste 390, Knoxville 37915

www.amputee-coalition.org

Outreach, education, advocacy, and empowerment of amputees. A comprehensive source of information for people living with limb differences. Provides information and help to all amputees, caregivers, and professionals.

AT&T SPECIAL NEEDS CENTER

VOICE CUSTOMERS..... 800-982-2891

TTY/TTD/VCO/HCO..... 888-341-2355

www.att.com

Trained representatives help customers determine the best products and services for their needs. Equipment and devices, services, and calling features for special needs customers. Establish new service or change existing service, report a problem or get billing information.

BLOUNT COUNTY CLERK 865-273-5800

www.blountcountygov.com

Handicapped Parking Placard and License Plate Applications at Blount County Clerk's offices located in the Courthouse or Foothills Mall. Physician must sign application.

**BLOUNT COUNTY
ELECTION COMMISSION 865-273-5920**

383 Court St, Maryville 37804

www.blounttn.org/election/

All registered voters 65 years or older or registered voters with a disability are allowed to vote at the Election Commission Office on election day or by absentee ballot if their usual voting place is not accessible. Nursing home residents no longer allowed to vote by absentee ballot; Election Commission will visit them to collect their votes.

**COMMUNITY REHABILITATION
CENTER 865-981-2382**

1749 Triangle Park Dr, Maryville 37801

www.tn.gov/humanservices/ds/vocational-rehabilitation.html

Assists individuals of work age with physical and/or

mental disabilities compete successfully with others in earning a living.

DEAF-BLIND SERVICES 800-628-7818

TTY (for deaf only) 800-270-1349

www.tn.gov

TN Dept. of Human Services, Deaf-Blind Specialist. Information and technical help for persons who are legally blind or have progressive visual loss leading to blindness and have a chronic or progressive hearing loss that interferes with communication.

DISABILITY RESOURCE CENTER 865-637-3666

9111 Cross Park Dr, Knoxville TN 37923

www.drctn.org

For a list of resources that provide accessible housing, transportation, assistive or adaptive equipment, or offer other similar services or products for persons with disabilities.

DISABILITY RIGHTS TENNESSEE.... 800-342-1660

TTY (for deaf only) 888-852-2852

9050 Executive Park Dr., Ste. 101B, Knoxville 37923

www.dlactn.org

Advocates for legal rights of individuals with disabilities. Investigates allegations of abuse and neglect within institutions, and discrimination in employment, housing, and transportation. Assists with access to services, obtaining assistive technology services and devices, and access to vocational rehabilitation and employment.

EMORY VALLEY CENTER 865-483-4385

Family Support Program

723 Emory Valley Rd, Oak Ridge 37830

www.emoryvalleycenter.com

Helps families wanting the option of continuing to provide care at home for a family member with significant disabilities by providing funds to meet various needs. Specialized equipment may be purchased or repaired. Funds may be used to purchase homemaker and personal care services and respite care or to buy specialized nutrition products and other supplies. Waiting lists and limited fund availability.

ETHRA PUBLIC TRANSIT 800-232-1565

East Tennessee Human Resource Agency

9111 Cross Park Dr, Suite D-100, Knoxville 37923

www.ethra.org

Door-to-door non-emergency transportation offering accessibility to elderly and persons with disabilities. Three business days advance notice required.

SPARK 865-219-0130

116 Childress St, Knoxville 37920

www.sparktn.org

Provides information and access, through loan and donation, to assistive equipment, including items for people with hearing, visual, and physical disabilities. Sliding scale fees.

TENNESSEE DISABILITY

PATHFINDER 800-640-4636

1211 21st Ave S, Ste 539, Nashville 37212

www.tnpathfinder.org

Free comprehensive bilingual disability information and referral resources and support services to and for people with disabilities and their families. All types of disabilities included (mental, intellectual, physical, developmental, learning). Resource library offering national and Tennessee resources.

TENNESSEE LIBRARY FOR

ACCESSIBLE BOOKS & MEDIA 800-342-3308

1001 Rep John Lewis Way, Nashville 37219

www.tn.gov/tsla/lbph

Recorded books and loaned equipment for listening. Large-print and Braille materials. Free to eligible persons.

TENNESSEE RELAY CENTER (TRC) 711

Hearing callers 800-848-0299

TTY (for deaf only) 800-848-0298

Spanish (Español)..... 866-503-0263

Speech-to-speech service 866-503-0264

Customer service..... 866-503-0262

www.sprintrelay.com

Provides free, statewide assisted telephone service to those who have speech, hearing, and visual impairments. Relays telephone calls between voice and TTY customers. Speech-to-speech service allows speech-disabled persons to use their own voice synthesizers rather than a TDD/TTY.

TENNESSEE SERVICES

FOR THE BLIND..... 865-594-6861

TN Dept. of Human Services

531 Henley St, Ste 520, Knoxville 37902

Rehabilitation Teaching Program provides, for people who are visually impaired or blind, independent-living-skills training, including counseling and instruction in coping with vision loss, communication skills, home and personal management, orientation and mobility, and other activities. Training and employment opportunities for the severely visually impaired also available.

TICKET TO WORK.....1-866-968-7842

TTY (for deaf only)1-866-833-2967

www.choosework.net

Work opportunities for individuals with disabilities who are receiving Social Security or SSI benefits and are between the ages of 18 and 64 years.

WILDERWOOD SERVICE DOGS 865-660-0095

1319 Tuckaleechee Trail, Maryville 37803

www.wilderwood.org

Nonprofit organization trains service dogs to help individuals with mental and emotional disabilities cope with daily life.

FOOD & NUTRITION

The Blount Co Community Action Agency maintains a comprehensive and updated list of all food pantries, available free meals and other food sources within the county. Call **983-8411** for the list.

CHILHOWEE BAPTIST CENTER..... 981-2992

1905 E Broadway, Maryville 37804

Families may receive food a total of four times in a twelve- month period. No income guidelines apply. Identification and proof of address required. Special needs considered. Families may also receive USDA Commodity Foods once each three-month period. Income guidelines apply and identification required. Open Mon-Thu, 9:00 am - 3:00 pm. All services by appointment.

COMMODITY FOOD PROGRAM 865-983-8411

Blount Co Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Surplus government foods distributed four times each year. Household eligibility set at 150 percent of federal poverty guidelines. Anyone receiving SSI, Food Stamps, AFDC, energy assistance, or residing in public housing is automatically eligible. Call for next distribution date.

COMMUNITY FOOD CONNECTION . 865-977-4400

New Midland Plaza 137 N Calderwood St, Alcoa 37701

www.cfcblount.org

Emergency food assistance for the needy. Open Mon, Wed and Sat., 10:00 am.-2:00 pm.

COMMUNITY NUTRITION

PROGRAM..... 865-983-8411

Blount Co Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Congregate meals are available Monday through Friday at sites throughout Blount County for individuals aged 60+. Call for information.

FAIRVIEW UNITED

METHODIST CHURCH 865-983-2080

2508 Old Niles Ferry Rd, Maryville 37803

www.fairview-umc.org

Emergency assistance with food and clothing each Wed, 9:00 am-11:45 am.

FOOD STAMPS/SNAP..... 865-724-1219

Benefit Enrollment Center

Blount County Office on Aging

Blount County Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.benefitsapplication.com

For online application, see website. Must be U.S. citizen, U.S. national or legal resident to get food stamps. Financial eligibility required.

MANNA OUTREACH 865-980-8191

2615 E Lamar Alexander Pkwy, Maryville 37804

www.amcog.org

Emergency food assistance for the needy. Open Mon from 10:00 am-1:00 pm.

SMOKY MOUNTAIN

MEALS ON WHEELS..... 865-983-8411

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Home delivered meals and groceries are available to qualified homebound seniors in Blount County. Please call for additional information and application or visit website.

WELCOME TABLE

Family style meals served to all ages. Donations encouraged.

New Providence Presbyterian 865-983-0182

703 W Broadway, Maryville 37804

www.newprovidencepres.org

Tuesdays, 5 pm-6 pm

First United Methodist 865-982-1273

804 Montvale Station Rd, Maryville 37803

www.1stchurch.org

Thursdays, 5 pm-6 pm

HEARING & SPEECH

CLEAR CAPTIONS..... 866-246-7850

www.clearcaptions.com

Phone and captioning service provided at no cost.

Must have home phone, internet service & hearing loss.

THE HEARING AND SPEECH FOUNDATION 865-977-0981

1619 E Broadway Avenue, Maryville 37804

info@handsf.org

Sliding scale fee assistance with hearing aids and services to financially qualifying households.

STARKEY CARES FOUNDATION 800-328-8602

6700 Washington Ave, Eden Prairie MN 55344

www.starkeyhearingfoundation.org

Assistance with purchase of hearing aids for those with no other resources available.

UT AUDIOLOGY &

SPEECH CENTER 865-974-5453

600 Henley St Ste 213, Knoxville 37961

www.uthsc.edu/health

Evaluation of hearing problems. Comparative hearing aid evaluations with medical referral.

UT SPEECH SERVICES 865-974-5451

1600 Peyton Manning Pass, Knoxville 37996

Diagnostic and treatment services for individuals with communication disorders, including swallowing or voice disorders.

HOME HEALTH

Home health care agencies provide a variety of services: skilled nursing; nurses' aides; physical, speech, respiratory, and occupational therapy; social services; and other health services while you are homebound. Many provide psychiatric nursing services, including medication monitoring, family education in behavior management, and some counseling. Some agencies provide home infusion (intravenous nutrition, blood products, rehydration, medications and TPN, and pain management) and, in some cases, ventilators or other types of respiratory therapy. Some offer specialized cardiac nursing.

A physician must prescribe these services, before insurance will cover the cost, but the patient has the right to choose the service provider. Before choosing a service provider, confirm they can provide the needed services. Medicare, TennCare (Medicaid), private insurance, and some long-term care insurance plans pay for services, or you can private pay for services. Call Medicare, 800-633-4227, or visit www.medicare.gov if you have questions about or problems with Medicare's coverage of home health care.

To file a complaint about home health care services, call Tennessee Dept of Health,
Division of Health Care Facilities
Home Health Agency Complaint Hotline
800-541-7367 (within Tennessee only).

**BLOUNT MEMORIAL
HOME HEALTH & HOSPICE 981-2160**
1095 E Lamar Alexander Pkwy, Maryville 37804
www.blountmemorial.org

HOSPICE & PALLIATIVE CARE

Palliative care vs. hospice care

While both of these types of care are somewhat similar, there's a difference between palliative and hospice care:

- **Hospice care.** This is a type of end-of-life medical care that provides emotional and physical support for patients with terminal illnesses. It is reserved for those with a life expectancy of 6 months or less. Hospice care

focuses on relieving the symptoms of the illness, supporting the person's emotional and spiritual health, and helping with any important decisions regarding the end of life. When you receive hospice care, it takes the place of any curative or life prolonging treatments you would otherwise receive.

- **Palliative care.** This focuses mainly on improving your well-being if you have a serious illness. Palliative care offers a support system to you and your family so you can continue to have a good quality of life. Unlike hospice care, those receiving palliative care can continue to undergo curative or life prolonging treatments.

Hospice provides comfort care that allows terminally ill patients to spend their last days surrounded by familiar people and things, with support provided to the family. Some hospice patients live at home and some live in a facility and receive care there. Hospice services include nursing, counseling, personal care and a chaplain. The care must be ordered by a physician. If the patient is enrolled in Medicare, be sure to choose a Medicare-approved hospice provider.

Depending on your terminal illness and related conditions, your hospice team will create a plan of care that can include any or all of these services:

- Doctors' services.
- Nursing and medical services.
- Durable medical equipment for pain relief and

symptom management.

- Medical supplies, like bandages or catheters.
- Drugs for pain management.
- Aide and homemaker services.
- Physical therapy services.
- Occupational therapy services.
- Speech-language pathology services.
- Social services.
- Dietary counseling.
- Spiritual and grief counseling for you and your family.
- Short-term inpatient care for pain and symptom management. This care must be in a Medicare approved facility, like a hospice facility, hospital, or skilled nursing facility that contracts with the hospice.
- Inpatient respite care, which is care you get in a Medicare-approved facility (like an inpatient facility, hospital, or nursing home), so that your usual caregiver (like a family member or friend) can rest. Your hospice provider will arrange this for you. You can stay up to 5 days each time you get respite care. You can get respite care more than once, but only on an occasional basis.
- Any other services Medicare covers to manage your pain and other symptoms related to your terminal illness and related conditions, as your hospice team recommends.

Medicare doesn't cover room and board when you get hospice care in your home or another facility where you live (like a nursing home).

Things to know

Only your hospice doctor and your regular doctor (if you have one) can certify that you're terminally ill and have a life expectancy of 6 months or less. After 6 months, you can continue to get hospice care as long as the hospice medical director or hospice doctor recertifies (at a face-to-face meeting) that you're still terminally ill.

Medicare won't cover any of these once your hospice benefit starts:

- **Treatment intended to cure your terminal illness and/or related conditions.** Talk with your doctor if you're thinking about getting treatment to cure your illness. As a hospice patient, you always have the right to stop hospice care at any time.
- **Prescription drugs to cure your illness** (rather than for symptom control or pain relief).
- **Care from any hospice provider that wasn't set up by the hospice medical team.** You must get hospice care from the hospice provider you chose. All care that you get for your terminal illness must be given by or arranged by the hospice team. You can't get the same type of hospice care from a different hospice unless you change your hospice provider. However, you can still see your regular doctor or nurse practitioner if you've chosen him or her to be the attending medical professional who helps supervise your hospice care.
- **Room and board.** Medicare doesn't cover

room and board if you get hospice care in your home or if you live in a nursing home or a hospice inpatient facility. If the hospice team determines that you need short-term inpatient or respite care services that they arrange, Medicare will cover your stay in the facility. You may have to pay a small copayment for the respite stay.

- **Care you get as a hospital outpatient (like in an emergency room), care you get as a hospital inpatient, or ambulance transportation**, unless it's either arranged by your hospice team or is unrelated to your terminal illness and related conditions.

Contact your hospice team **before** you get any of these services or you might have to pay the entire cost.

BLOUNT MEMORIAL HOSPICE & PALLIATIVE CARE **865-977-5702**
1095 E Lamar Alexander Pkwy, Maryville 37804
www.blountmemorial.org

CARIS HEALTHCARE..... **865-988-8034**
501 Adesa Blvd Ste 130, Lenoir City 37771
www.carishealthcare.com

Committed to providing the highest level of hospice care for patients and their families during the final stage of life. Fully covered by Medicare.

SACRED GROUND HOSPICE 865-659-2606

1120 Dry Gap Pike, Knoxville 37918

www.sacredgroundhospicehouse.com

Facility that functions as an alternative to home placement, providing end-of-life care for patients so family members can enjoy their time together rather than act as primary caregivers. Private pay.

The word **'Caris'** comes from an ancient Greek word meaning **'grace.'**

The last days of life are a sacred time.

The Caris promise ensures the most qualified professional staff and volunteers provide the best care and treatment, along with grace, compassion, respect, integrity and accountability for your loved one and your family.



501 Adesa Blvd #130 - Lenoir City, TN 37771 - (865) 988-8034 - www.carishealthcare.com

Finally, a place...



...where compassion comes first.

Sacred Ground Hospice House is a 24-hour care facility where patients and their families who are in the final days of a terminal illness can experience an atmosphere of caring support as an alternative to at-home care.

Our mission is to provide medical, spiritual, and emotional support so that family members do not have to be burdened with the task of caregiving but can enjoy sweet moments with their loved ones.

We work with all Hospice agencies according to family and patient choice.

1120 Dry Gap Pike, Knoxville, TN 37918

Phone: (865) 659-2606 Fax: (865) 999-1269

Visit our website at www.sacredgroundhospicehouse.com to read testimonials, make donations, and see how you can be involved.

(Sacred Ground Hospice House is a 501c3 charitable organization.)

HOSPITALS & CLINICS

BLOUNT COUNTY

HEALTH DEPARTMENT 865-983-4582

301 McGhee St, Maryville 37801

www.blounttn.org/health

Primary care services offered for uninsured ages 19-64 years. Basic medical services for uninsured adults offered on a sliding fee scale. Breast and cervical cancer screening and exams; flu shots and other immunizations; TB clinic; communicable disease control; medical nutrition therapy for diabetes, hypertension and weight loss; diabetic cooking classes; birth and death certificates.

BLOUNT MEMORIAL FAMILY CARE CENTERS

www.blountmemorial.org

- **Foothills 865-342-8100**

720 Foothills Mall Dr, Maryville 37801

- **Springbrook 865-273-1555**

230 Associates Blvd, Alcoa 37701

BLOUNT MEMORIAL HOSPITAL..... 865-983-7211

907 E Lamar Alexander Pkwy, Maryville 37804

www.blountmemorial.org

Fully accredited acute care facility, comprehensive care services.

CHEROKEE HEALTH CLINIC..... 865-273-1616

255 E Watt, Alcoa 37701

www.cherokeehhealth.com

Community health center that serves insured, uninsured, and underinsured in community. Primary

Seniors matter

at Blount Memorial.

Specialized services help older adults achieve their highest potential for health and wellness.

- 1** **Free Caregiver Consultations** with a Blount Memorial Senior Services' representative. To schedule, call 865-977-5744.
- 2** **Independent Living, Assisted Living and Alzheimer's Care Neighborhoods at Blount Memorial's MorningView Village Senior Community.** To schedule a tour, call 865-980-6000.
- 3** **Specialty Senior Care** through the Blount Memorial Physicians Group
- 4** **In addition, Blount Memorial is a member of the Mayo Clinic Care Network,** a select group of independent health systems granted special access to Mayo Clinic's extensive knowledge and world-leading medical expertise.

Learn more at blountmemorial.org.



Blount Memorial
Hospital

blountmemorial.org   

medical services on a sliding fee scale. Services include treatment for acute and chronic illness, immunizations, medications, and minor surgical procedures. In addition to medical staff, services are provided with assistance of trained volunteers and volunteer professionals in the areas of orthopedic, vision, and behavioral health. Not a walk-in clinic.

EAST TENNESSEE

MEDICAL GROUP 865-984-3864

APPOINTMENTS 865-268-2600

266 Joule St, Alcoa 37701

www.blountmemorial.org

Health screening and treatment from variety of family practice and internal medicine physicians and specialists. TennCare, Medicare, private insurance. Walk-in clinic open 7 days each week.

UT NEUROLOGY CENTER 865-521-6174

2200 Sutherland Ave, Knoxville 37919

www.utmedicalcenter.org

Assessment for Parkinson's disease, ALS, epilepsy, multiple sclerosis. Hours: 8am-4pm.

Fax: 865-546-4065

MEDICAL CARE

BLOUNT COUNTY

HEALTH DEPARTMENT 865-983-4582

302 McGhee St, Maryville, 37801

www.blounttn.org/health

Primary care services offered for uninsured ages 19-65 years. Basic medical services for uninsured adults

offered on a sliding fee scale. Breast and cervical cancer screening and exams; flu shots and other immunizations; TB clinic; communicable disease control; medical nutrition therapy for diabetes, hypertension and weight loss; diabetic cooking classes; birth and death certificates.

BLOUNT GASTROENTEROLOGY 865-983-0073

1706 E Lamar Alexander Pkwy, Maryville 37804

www.blountgastro.com

State-of-the-art medical care to patients through comprehensive evaluation, diagnosis and treatment of gastrointestinal disorders and diseases. Medicare, TennCare, VA Plans, and most commercial insurance accepted.



Blount Gastroenterology Associates, P.C.
& Tennessee Endoscopy Center

Call Us Today!
(865) 983-0073

Richard Cline, MD • Michael Coffey, MD
Jenny Smith, MD • Isaac Cline, MD

You have a choice in care, and we want to be your choice. Our board certified physicians serve Maryville and surrounding counties.

Visit www.BlountGastro.com to learn more about us!

**Savings
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www.blountseniorcare.com

Primary geriatric medical care and assessments, in-home medical care for patients 55+. All major medical plans accepted.

CHEROKEE HEALTH CLINIC..... 865-273-1616

255 E Watt, Alcoa 37701

www.cherokeehealth.com

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252 Cherokee Professional Park | Maryville, TN 37804

blountseniorcare.com

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www.dispatchhealth.com

Same day urgent medical care in the comfort of home for urgent, but non-life-threatening injuries or illnesses. Serves 8 counties in East Tennessee. Bills insurance and also sends visit information to primary care physician.

EAST TENNESSEE

MEDICAL GROUP 865-984-3864

APPOINTMENTS 865-268-2600

266 Joule St, Alcoa 37701

www.blountmemorial.net

Health screening and treatment from variety of family practice and internal medicine doctors and specialists. Medicaid, Medicare, private insurance.

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Same-Day Urgent Medical Care in the Comfort of Home

Most insurance accepted, including Medicare and Medicare Advantage. The average out-of-pocket cost is just \$5.44 for patients with Medicare and secondary insurance.

For urgent but non-life-threatening injuries or illnesses, call DispatchHealth at 865-276-6969.

Open 8 a.m. - 10 p.m. , seven days a week, including holidays.

UNIVERSITY OF TENNESSEE

NEUROLOGY CENTER 865-521-6174

2200 Sutherland Ave, Knoxville 37919

www.utmedicalcenter.org

Assessment for Parkinson’s disease, ALS, epilepsy, multiple sclerosis.

VETERANS’ AFFAIRS

OUTPATIENT CLINIC..... 865-694-7111

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www.mountainhome.va.gov

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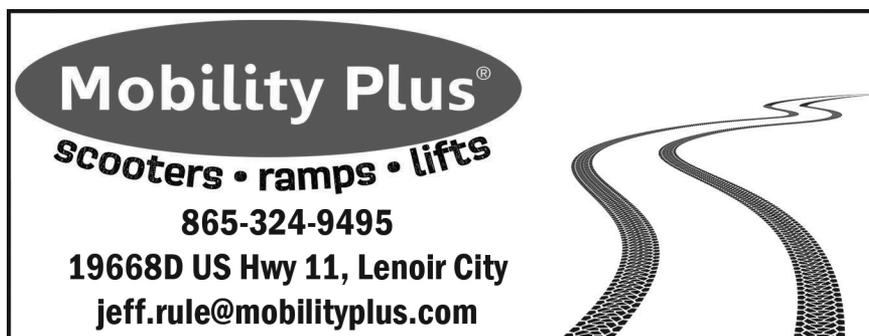
MEDICAL EQUIPMENT & SUPPLIES

The following organizations & businesses offer home medical equipment for purchase or on loan, depending on the listing. Call Medicare at **1-800-633-4227** if you have questions about Medicare's coverage.

**BLOUNT MEMORIAL
HOME EQUIPMENT SERVICES 865-980-5300**
www.blountmemorial.org

LOWE'S DRUG 865-982-3020
1536 E Broadway, Maryville 37804
www.macspharmacy.com
Durable medical equipment. M – F 9 am – 6 pm,
Saturday 9 am – 2 pm.

**MOBILITY PLUS
WEST KNOXVILLE/FOOTHILLS 865-324-9495**
19668 D US HWY 11, Lenoir City 37772
www.mobilityplus.com
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865-324-9495
19668D US Hwy 11, Lenoir City
jeff.rule@mobilityplus.com

MOBILITY MATTERS 865-304-8989

PO Box 51121, Knoxville 37950

www.mobilitymatterstn.com

Sale, rental and repair of a wide range of mobility equipment. Stair lifts, lift chairs, hospital beds, mobility scooters, power wheelchairs, and more. Private pay.

EAST TENNESSEE

SENIOR NEEDS 865-333-8552

Home Instead Senior Care program

521 W Lamar Alexander Pkwy, Maryville 37801

Donated medical supplies & equipment for low-income seniors, available for pick up. Call to arrange drop-off of donated items, 9am– 4pm, M-F.



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Hospital Beds
Lift Chairs

 MobilityMattersTN.com

 (865) 304-8989

SPARK EQUIPMENT

REUSE & LOAN PROGRAM 865-219-0130

East TN Technology Access Center

116 Childress Street, Knoxville 37920

www.ettac.org

Short- or long-term donation or loan of equipment can be requested by any senior or person with a disability who needs it but can't afford to purchase it or has been denied insurance (including Medicare) coverage for it.

MEDICAL INFORMATION

The following organizations provide individual and community education and information, support group referrals, and other assistance. The best place to find current information is on the internet.

ALZHEIMER'S TENNESSEE 865-544-6288

5801 Kingston Pike, Knoxville 37919

www.alztennessee.org

Alzheimer's Tennessee provides support for those living with dementia and their families, supports research for the prevention, cure, and treatment of Alzheimer's disease, offers community and professional education, advocates for the needs and rights of those with dementias, and helps families prevent and prepare for a wandering loved one.

AMERICAN CANCER SOCIETY 865-584-1668

871 N Weisgarber Rd, Knoxville 37909

www.cancer.org

Support programs. Callers can talk to an oncology

nurse and cancer information specialists. Phones answered 24 hours/day, seven days/week.

AMERICAN DIABETES

ASSOCIATION1-800-342-2383

4460 Old Broadway Ave, Knoxville 37918

www.diabetes.org

Advocacy, information and referral, research, and education for people affected by diabetes.

AMERICAN HEART

ASSOCIATION 865-293-5100

4708 Papermill Dr, Knoxville, 37909

www.heart.org

Information and materials on cardiovascular disease.

AMERICAN LUNG ASSOCIATION

OF TN..... 1-800-432-5864

One Vantage Way, Ste D220, Nashville 37228

www.alatn.org

Information about asthma, emphysema, COPD, TB, and other lung diseases; air quality, radon, and related issues; and stop-smoking programs and self-help guide.

AMERICAN STROKE

ASSOCIATION1-888-478-7653

Division of American Heart Association

7272 Greenville Avenue, Dallas TX 75231

www.strokeassociation.org

Information about strokes and support services for stroke survivors and their families and friends.

AMPUTEE COALITION 865-524-8772

900 E Hill Ave, Ste 290, Knoxville 37915

www.amputee-coalition.org

Outreach, education, advocacy, empowerment of amputees, comprehensive source of information.

ANATOMY BEQUEST PROGRAM ...1-901-448-5965

(Mon-Fri, 8:00 am-5:00 pm, Central Time)

24-hour number for off hours1-901-448-2640

www.uthsc.edu/anatomy-neurobiology/abp.php

Information on body donation.

ARTHRITIS FOUNDATION 615-517-9875

www.arthritis.org

Free educational materials on arthritis. Call for local Arthritis Foundation exercise programs.

CANCER SUPPORT COMMUNITY

EAST TENNESSEE..... 865-546-4661

2230 Sutherland Ave, Knoxville 37919

www.cancersupportet.org

Healthy Lifestyle programs, exercise, yoga, and nutrition classes, for cancer patients and their loved ones. Information, workshops, support groups, and relaxation programs. Free.

CONSUMER & PATIENT HEALTH

INFORMATION SERVICE 865-305-9525

UT Graduate School of Medicine

1924 Alcoa Hwy, Knoxville 37920

www.utmedicalcenter.org/patients-visitors/health-information-center

Medical librarians help find information on disease, diagnosis, and treatments. Free service; information can be mailed.

EAST TN KIDNEY FOUNDATION 865-288-7351

www.etkidney.org

Pays for transportation expenses to dialysis treatments; helps with dental treatments for those on transplant list. 25-county region of East TN.

EMPOWERING HEALTH OPTIONS.... 865-684-8771

723 Bridgeway Dr, Maryville 37801

www.empoweringhealthoptions.com

Provides consultation that finds doable and workable solutions to medical issues. Plans of action and support to move you forward. Private pay.



We are dedicated to connecting individual East Tennesseans with early detection of kidney disease, education, and access to life sustaining care.

- Financial help with transportation to dialysis •
- Dental for kidney transplant waiting list •
- Free public screenings for early disease detection •
 - Education and materials •
- Screenings and education for corporate health fairs •

865-288-7351
etkidney.org

LUPUS FOUNDATION

OF AMERICA, INC..... 615-298-2273

MidSouth Chapter

4004 Hillsboro Rd, Ste 216-B, Nashville 37215

www.lupusmidsouth.org

Telephone peer counseling, support groups, education, advocacy, and information and referral for those with lupus.

NATIONAL KIDNEY

FOUNDATION 865-688-5495 or 855-653-2273

5923 Kingston Pike Suite 6-130, Knoxville 37919

www.kidney.org

www.kidneysmart.org (for educational information)

Provides information and education about chronic kidney disease and organ donation.

Are you looking for
options
guidance
support

**We can help!
Call today!**



**Empowering
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865-684-8771

www.empoweringhealthoptions.com



One phone call can screen for all possible benefits, including federal, state, national and local programs.

Call today!

(865) 855-9211

Blount County Office on Aging

3509 Tuckaleechee Pike

Maryville, TN 37803

www.blountcaa.org

NATIONAL MULTIPLE SCLEROSIS SOCIETY..... 615-269-9055

214 Overlook Crl. #153, Brentwood 37027

www.nationalmssociety.org

Information, health and wellness programs.

NATIONAL PARKINSON FOUNDATION 800-473-4636

200 S E 1st St. Ste 800, Miami FL 33131

www.parkinson.org

Provides information and referral on Parkinson's Disease to patients, family members, and professionals. Offers counseling, local support group referrals, and education for those with Parkinson's.

Mon-Fri, 9:00 am-5:00 pm.

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dgeorge14@humana.com
humana.com/dgeorge



POSITIVELY LIVING 865-525-1540

1925 Ailor Ave, Knoxville 37921

www.choicehealthnetwork.org

For persons with HIV/AIDS: case management, support groups, housing assistance, HOPWA assistance, individual and group therapy.

TENNESSEE DONOR SERVICES 865-588-1031

7015 Middlebrook Pike, Knoxville 37909

www.dcmds.org

Information on organ and tissue donation.

MEDICAL INSURANCE

Businesses and organizations related to paying for medical care are listed here. For a more thorough explanation of some of the services, products, and types of coverage listed here, and for a more in-depth look at Medicare options, see the section on Medicare.

HEALTH INSURANCE

MARKETPLACE (ObamaCare) 800-318-2596

www.healthcare.gov

Policies available in Tennessee can be found through the website or phone number.

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Independent life and health insurance agent who assists clients with Medicare supplements, Medicare Advantage, dual eligible and prescription drug plans. Also assists with life insurance and long-term care strategies. Estate planning solutions. Free consultations.

LEGAL AID OF EAST TN 865-981-1818

307 Ellis Ave, Maryville 37804

www.laet.org

Counseling on medical insurance issues, including TennCare and Medicare. Call for appointment.

MEDICARE

When to Apply for Medicare

Applying for Medicare can be completed online at www.ssa.gov or by calling the local Social Security office. There is a 7-month enrollment window, beginning three months prior to your 65th birthday. If you do not enroll during this period, you may pay higher premiums later when you do sign up. If you are receiving Social Security or Railroad Retirement when you turn 65, you are automatically enrolled in Medicare and will receive your Medicare card in the mail. The only way individuals may delay taking Part B without a penalty is if they are enrolled in a health plan that is at least as good as Medicare, most often through employers.

If you continue to work after age 65 and are covered by your employer's health insurance, Medicare will be the secondary payer for some hospital services under

Part A. Contact Social Security promptly to enroll in Part B when you stop working or your employment-related health insurance terminates. You may have special rights to purchase a Medigap/Supplement policy if your employment-related coverage is ending.

The best way to learn the latest changes in Medicare is by visiting the website, www.medicare.gov. The Centers for Medicare and Medicaid Services (CMS), the federal agency that administers Medicare, sends a Medicare & You Handbook to most beneficiaries yearly. It contains the latest information about your Medicare benefits, where to get help and additional information. A book can be requested through the website or you can view it online.

Original Medicare

Part A: Hospital Insurance. Part A pays 80% of Medicare-approved inpatient hospital care. In some instances, it helps pay for home health care, hospice care, and skilled nursing care in a nursing home. Per benefit period, copayments, coinsurance, and deductibles may apply. Visit www.medicare.gov or call 1-800-MEDICARE for specific costs. A benefit period begins when an individual is admitted as an inpatient to a hospital and ends when that person has been out of the hospital for 60 days. A new hospital deductible is charged only after that period.

The amount Medicare will pay for a hospital stay is based on a patient's diagnosis and whether care in a hospital is medically necessary. Once the doctor has

decided that it is no longer medically necessary for a patient to remain in the hospital, the person will be discharged.

If the patient or the family disagrees with the doctor's decision to discharge the patient, they can appeal the decision before having to leave the hospital.

To appeal, contact KEPRO, Tennessee's healthcare quality improvement organization, for information and assistance in starting the appeal process within the time allowed.

Part B: Medical Insurance. Medicare Part B pays 80% of Medicare-approved and medically necessary doctor care, out-patient care, home health services, durable medical equipment, and other medical services. Part B also covers many preventive services and general prescriptions. Enrollees pay a monthly premium and all costs until a yearly deductible is met. Then you typically will pay 20% of the Medicare-approved amount of the eligible service. Many preventive procedures do not require the 20% copayment. Doctors and durable medical equipment suppliers who accept as their full fee what Medicare allows are said to "accept Medicare assignment."

Part D: Prescription Drug Insurance. Medicare Part D helps pay for medically necessary prescription drugs for beneficiaries. Part D is optional; however, there is a penalty for beneficiaries who do not enroll when they first become eligible but later decide to enroll. The annual open enrollment period is October 15 to

December 7 each year and changes take effect on January 1. Enrollees must participate in Part A, B, or both and may pay a Part D monthly premium and yearly deductible. The limits of coverage are described in the annual Medicare & You Handbook. Enrollees eligible for both Medicare and TennCare (dual eligibles) receive prescription drug coverage through Medicare, not TennCare.

Help with Medicare Premiums and Deductibles. Help is available for low-income Medicare beneficiaries who cannot afford to pay their Medicare premiums, copayments, or deductibles. To find out more about Qualified Medicare Beneficiary (QMB), Special Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), or Extra Help programs or to apply, call the Office on Aging's Benefit Enrollment Center at **865-724-1219**.

Medicare Supplement Insurance (Medigap). These policies are sold by private insurance companies to fill "gaps" in Original Medicare Part A and Part B coverage. The insurance helps pay your share (coinsurance, copayments, and deductibles) of the costs of Medicare-approved services. In Tennessee, you may choose from a variety of standardized policies, which are identified by letters (A, C, G, etc.). Be sure to shop around once you have determined the coverage that you are seeking. Even though policies are identical, the costs vary widely from one insurance company to another.

State and federal law guarantees your right to purchase the medicap/supplement insurance policy of your choice during the initial enrollment period that begins when you turn 65 and are enrolled in Parts A and B. You cannot be refused or charged more based on your health, medical history, or claims experience; however, this assurance is only available when you first become eligible for Medicare. If you choose a Medicare Advantage Plan first and then want to drop it in favor of Original Medicare and a Supplement, do so within 12 months of joining the Advantage Plan. Otherwise, the Supplement may require successfully answering health-related questions and charge you more or refuse to insure you based on your health.

Guarantees of access to medigap/supplement **(Guaranteed Issue Rights)** policies are available outside the initial open enrollment period for people in the following situations:

- Your employer-provided retiree group health insurance that supplemented Medicare is terminated
- You drop your supplement insurance when you enrolled in any Medicare Advantage plan for the first time and elect to leave the plan within 12 months of enrolling
- You move out of the geographic area served by your Medicare Advantage plan
- Your Medicare Advantage plan's contract with Medicare is not renewed
- Your Medigap (supplement) policy coverage ends through no fault of your own

- You leave a Medicare Advantage plan or Medigap policy because the company hasn't followed the rules or has misled you.

Very quick action is required: Enrollees must choose a Medigap policy within 63 days of losing previous coverage. For more information or assistance, contact the Office on Aging or SHIP (State Health Insurance Assistance Program).

Part C: Medicare Advantage Plans are approved by Medicare but run by private companies. When you join a Medicare Advantage plan you are still in Medicare, but you cannot have a Medicare Advantage plan and Original Medicare at the same time. When you have a Medicare Advantage plan, you do not need a Medigap (supplement) policy and it is illegal for anyone to sell you one.

Medicare Advantage plans provide your Part A and Part B coverage and must cover medically necessary services. They may offer extra benefits (such as dental care or routine eye exam), and many include Part D drug coverage. However, you must still pay your Medicare Part B premiums in addition to any premiums charged by the Medicare Advantage Plan. The kinds of Medicare Advantage Plans available in our area are:

- Health Maintenance Organizations (HMO)
- Preferred Provider Organizations (PPO)
- PPOs with Point of Service (POS) options
- Special Needs Plans

Medicare Advantage plans usually have networks,

which means you may have to see doctors who belong to the plan or go to certain hospitals to get covered services. Although Medicare Advantage plans can have many benefits, consumers should also understand that providers are encouraged to provide care at the most cost-effective level possible. If you are denied services, an appeal is worth pursuing. Each plan has a member-services telephone number that connects you with a person who will help you work within the plan's appeal process.

Medicare Advantage Plans available in Tennessee are listed in the Medicare & You handbook or at www.medicare.gov.

Factors to Consider When Choosing Coverage

To decide whether to remain in Original Medicare or enroll in a Medicare Advantage plan (HMO, PPO, Special Needs) consider these factors:

Original Medicare with a Medigap/Supplement and Part D drug plan might make sense if you

- Want flexibility in choosing your doctors
- Visit doctors frequently
- Travel extensively
- Have a chronic medical condition
- Don't mind higher premiums to get lower out-of-pocket costs (predictability)

A Medicare Advantage Plan could be your best choice if you

- Are willing to change doctors, if necessary

- Prefer all benefits from a single plan & premium
- Visit doctors infrequently & don't mind paying per-visit copayments and coinsurance
- Don't mind researching your options annually
- Want lower premiums than supplements offer
- Are informed about your choices and don't mind comparison shopping for plans every year
- Want options beyond what Medicare provides (i.e., dental benefits)

Compare all Medicare plan choices available in Blount County at www.medicare.gov. This site is always the best choice for current information.

MEDICARE 800-633-4227

TTY (for deaf only) 877-486-2048

www.medicare.gov

Health insurance for those age 65+ who are drawing Social Security or paying monthly premiums; also for younger persons who have drawn disability benefits (SSDI) for two years or, in some cases, who have a diagnosis of terminal illness. It has four parts: Part A, which pays for hospital and nursing home stays; Part B, an option for which you pay an additional premium and receive outpatient services; Part C ("Advantage Plan," the private insurance alternative to Original Medicare), which partially covers hospital, outpatient, and prescription expenses; and Part D, which helps pay for prescription drugs.

Medicare Parts A & B

Call Medicare for information and answers to

questions about individual claims and coverage. Information can be accessed on the Medicare website, which also includes information about quality of service from healthcare providers (including hospitals, nursing homes, and home-health agencies).

Medicare Part C

Contact your Medicare Advantage plan's customer service department (most are open 24 hours a day/7 days a week). The toll-free number is on the back of your member ID card. For general information about Medicare Part C, call Medicare or go to website, which also includes evaluations of all Medicare Advantage plans.

Medicare Part D

Contact your Medicare Part D (prescription drug) plan's customer service department (most are open 24 hours a day/7 days a week). The toll free number is on the back of your member ID card. The Medicare website also includes evaluations of all Medicare Part D plans.

MEDICARE EXTRA HELP

FOR PART D..... 865-724-1219

Blount County Office on Aging

Benefit Enrollment Center

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Extra help through the Low-Income Subsidy for eligible Medicare Part D enrollees whose income and assets are low. Assists with online application.

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Medicare Insurance Advisors wants to help you understand the in's and out's of Medicare to the max because we know it's a lot to take in. *Let us help you!*

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OR visit our website to schedule your free consultation:

MedicareCaptain.com

Medicare Insurance Advisors is not affiliated with, or endorsed by Medicare, or any government agency. Calling this number will direct you to a licensed agent. There is no obligation to enroll. MIA does not discriminate based on race, color, national origin, age, disability, or sex.

40446 03/23/22

KEPRO 844-430-9504

Tennessee’s Medicare quality improvement organization that answers questions, explains rights, makes appropriate referrals regarding Medicare, and helps with filing appeals.

MEDICARE

INSURANCE ADVISORS 865-691-5571

428 Marilyn Ln, Alcoa 37701

www.medicarecaptain.com

Medicare insurance, Medicare Advantage plans, Medicare supplements, Part D, dental insurance, education.

MEDICARE

SAVINGS PROGRAMS (MSP)..... 865-724-1219

Blount County Office on Aging

Benefit Enrollment Center

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org

Help low-income Medicare beneficiaries pay premiums. Call to check income eligibility and receive help with application.

MEDICARE FRAUD & ABUSE..... 800-633-4227

TTY 877-486-2048

www.medicare.gov

Report discrepancies and receive answers related to billing and provider concerns.

STATE HEALTH INSURANCE

PROGRAM (SHIP) 865-691-2551 ext 4308

East TN Area Agency on Aging & Disability

9111 Cross Park Dr, Ste D-100, Knoxville 37923

www.ethra.org

Provides free counseling and advocacy on health insurance issues, including information and assistance with Medicare, Advantage Plans, Medicare Part D, Medigap (supplements) insurance and TennCare.

MENTAL HEALTH & COUNSELING

Mental health services are covered under Medicare.

Nursing homes and some retirement centers and assisted living facilities can help residents arrange counseling services. Costs may be paid by Medicare, TennCare, private insurance or private pay.

HELEN ROSS McNABB CENTER 865-681-6990

1704 E Broadway Ave, Maryville 37804

www.mcnabbcenter.org

Individual counseling and treatment. Referrals by self, family, healthcare professionals or other.

MENTAL HEALTH ASSOCIATION

OF EAST TN 865-584-9125

9050 Executive Park Dr, Ste 104-A, Knoxville 37923

www.mhaet.com

Specializes in mental health education, information and referral, screenings, referrals to support groups and family/consumer advocacy. Offers free and a nonymous Geriatric Depression Rating Scale. Call to report problems with TennCare's coverage for

behavioral health issues.

MENTAL HEALTH CRISIS LINE..... 615-726-0125

Non-emergency..... 615-726-3340

Crisis line open 24 hours a day, 7 days each week.

Open to anyone who needs crisis mental health services. Call is routed to closest crisis team.

NATIONAL ALLIANCE ON

MENTAL ILLNESS (NAMI) 865-518-2373

www.namitn.org; http://namimaryville.org

Provides free support groups, classes, and information about community resources for family and friends of persons who are mentally ill.

Email: namimaryville@gmail.com

PENINSULA HOSPITAL 865-970-9800

1451 Dowell Springs Blvd, #101, Knoxville 37909

www.peninsulabehavioralhealth.org

Provides inpatient mental health and alcohol/drug crisis stabilization services for adults.

VETERANS CRISIS LINEdial 988

www.mentalhealth.va.gov/mentalhealth//get-help/

The Veterans Crisis Line connects Veterans and Service members in crisis and their families and friends with qualified, caring VA responders through a confidential toll-free hotline, online chat, or text.

Text to 838255.

OUTPATIENT COUNSELING

HELEN ROSS MCNABB CENTER..... 865-246-1100

1012 E Lamar Alexander Pkwy, Maryville 37804

www.helenrossmcnabb.org

Intake and referral line. Outpatient services.

PENINSULA OUTPATIENT CENTER.. 865-970-9800

203 Corporate Place, Ste 100, Alcoa 37701

www.peninsulabehavioralhealth.org

Services for those experiencing psychiatric illnesses or symptoms, substance abuse, or both.

SAFE HAVEN CENTER CRISIS 865-522-7273

NON-EMERGENCY 865-558-9040

6215 Kingston Pike, Knoxville 37919

Comprehensive rape crisis center, providing 24-hour crisis line, forensic nursing services, individual and group therapy, advocacy, and support for recent or past survivors of rape and child sexual abuse.

Provides education and prevention programs. Free.

UT PSYCHOLOGICAL CLINIC..... 865-974-2161

UT Conference Center, 600 Henley St, Knoxville 37996

www.psychclinic.utk.org

Therapy and evaluation by appointment only. Sliding scale fee for therapy only. Private pay.

VET CENTER 865-545-4680

2817 E Magnolia Ave, Knoxville 37914

www.vetcenter.va.gov

Individual and group counseling and psychotherapy for eligible veterans (and their families, if problem is

related to veteran's military service). All combat vets from WWII to present are eligible. No appointment required.

VETERANS' AFFAIRS

OUTPATIENT CLINIC..... 865-545-4592

8033 Ray Mears Blvd, Knoxville, 37919

www.jameshquillenvamc.gov

Medical and psychiatric treatment, counseling, and medications for veterans.

PRESCRIPTION DRUGS

For information about receiving prescription medicines by mail or help in lowering prescription medication costs, call your insurer or pharmacy.

BLOUNT DISCOUNT PHARMACY

131 Montgomery Ln,

Maryville 37803 865-681-0520

129 Gill St, Alcoa 37701 865-984-7704

Blount Memorial Hospital..... 865-983-9795

www.blountdiscountpharmacy.com

Community pharmacy providing medication, immunizations, home delivery, customized packaging, medication therapy management. Drive through windows. Closed Sunday.

CITY DRUG 865-982-7162

1612 E Lamar Alexander Pkwy, Maryville 37804

www.macspharmacy.com

Free home delivery, free medication management

packaging, drive-through, compounding.

Monday – Friday 9 am – 6 pm, Saturday 9 am – 2 pm.

GOODRX..... 888-799-2553

www.goodrx.com

Compare prices for all FDA-approved prescription drugs at virtually every pharmacy; find pharmacy coupons, manufacturer discounts, generics, comparable drug choices and savings tips; save up to 80% at local pharmacies you already know; get refill reminders and alerts when prices change; find price lower than co-pay and/or help with drugs that aren't covered by drug plan.

LOWE'S DRUG 865-982-3020

1536 E Broadway, Maryville 37804

www.macspharmacy.com

Free home delivery, free medication management packaging, durable medical equipment, compounding.
Monday – Friday 9 am – 6 pm, Saturday 9 am – 2 pm.

MEDICARE PART D 800-633-4227

www.medicare.gov

The optional Medicare Prescription Drug benefit (Medicare Part D) is available to all Medicare beneficiaries enrolled in Part A or Part B or a Medicare Advantage plan. Call Medicare for advice and assistance in enrolling in Part D. Extra help is available to low-income Medicare recipients for drug costs. Call the Benefits Enrollment Center at 724-1219 for more information.

NATIONAL COUNCIL ON AGING 888-268-6706

www.benefitscheckup.org and www.ncoa.org

Offers an Internet search engine, called Benefits Checkup. Website for information on assistance with prescription drugs and other expenses.

NEEDYMEDS 800-503-6897

www.needymeds.org

A toll-free helpline to assist those who do not have access to a computer or who might need further assistance. Helpline representatives are available weekdays 9am to 5pm ET and will link you to programs and services that can help you to afford your medications and health care costs.

**PARTNERSHIP FOR
PRESCRIPTION ASSISTANCE 888-477-2669**

www.pparx.org

Information about free and discounted medicines through Patient Assistance Programs offered by the manufacturers of name-brand medicines. PPARx program assists eligible inquirers with the application process. Information also available at the PPARx website.

REHABILITATION SERVICES

Rehabilitation services include physical, occupational, respiratory, cardio-, and other kinds of therapy. People suffering from strokes, arthritis, neurological disorders, spinal cord and brain injuries, or recovering from joint replacements, injuries, or some surgical procedures may require rehabilitation

Seniors matter

at Blount Memorial.

Specialized services help older adults achieve their highest potential for health and wellness.

- 1** **Free Caregiver Consultations** with a Blount Memorial Senior Services' representative. To schedule, call 865-977-5744.
- 2** **Independent Living, Assisted Living and Alzheimer's Care Neighborhoods at Blount Memorial's MorningView Village Senior Community.** To schedule a tour, call 865-980-6000.
- 3** **Specialty Senior Care** through the Blount Memorial Physicians Group
- 4** **In addition, Blount Memorial is a member of the Mayo Clinic Care Network,** a select group of independent health systems granted special access to Mayo Clinic's extensive knowledge and world-leading medical expertise.

Learn more at blountmemorial.org.



Blount Memorial
Hospital

blountmemorial.org   

services. There are many providers of inpatient and outpatient rehabilitation services. Therapy can be provided on an inpatient basis in nursing homes and hospitals. Outpatient rehabilitation services are available from home health care agencies, nursing homes, and private therapists. Doctor must prescribe; patient may choose provider. Medicare, TennCare, private insurance, private pay. Insurance pays only until the patient ceases to improve.

**BLOUNT MEMORIAL
TOTAL REHABILITATION..... 865-238-6118**
www.blountmemorial.org

Inpatient and outpatient rehabilitation, fall prevention programs; physical, occupational, hand, neurological, pelvic floor and vertigo therapies; and wound care. Seven Blount County locations and one Monroe County location.

CIRCULATION STATION 865-995-6229
1774 W Lamar Alexander Pkwy, Maryville 37801
www.circulationstation.net

Therapy to increase blood flow throughout the body. Non-invasive. First three visits at no charge.

GET INTO THE FLOW!



*Circulation
Station*

Better Circulation:
Better Health:
Better Life

- Natural Energy Boost
- Improved Physical Performance and Recovery
- Helps Injuries Heal Faster
- Sharper Mental Focus
- Enhanced Sleep Patterns

1774 West Lamar Alexander Parkway, Maryville, TN 37801 | (865) 995-6229
Your First 3 Sessions FREE! | www.CirculationStation.net

TENNCARE

Medicaid, a national healthcare program for low-income persons, is cooperatively financed by the state and federal governments. Administered by the State of TN, the program provides medical services to eligible individuals. Benefits cover hospital, nursing home, home care, and outpatient services.

In Tennessee, Medicaid is called TennCare. TennCare CHOICES is the program that pays for care in a nursing home, an assisted living facility, or for long-term care at home.

TennCare is for Tennesseans who fit into certain categories, including eligible uninsured women under age 65 who need treatment for breast and cervical cancer. Anyone receiving SSI is automatically eligible for TennCare. Even if you are not eligible for SSI now, you may be eligible for TennCare if you received both Social Security and SSI in at least one month after April 1977. The Office on Aging's Benefits Enrollment Center has information about this eligibility. There are additional TennCare categories for some children and families with children. Children and pregnant women with high medical bills may be eligible for TennCare. This type of TennCare is called "Medicaid Spend Down."

When you enroll in TennCare, you may choose a Managed Care Organization (MCO) to provide your insurance or you will be assigned one. You do not have to stay on the one assigned to you, if another

offers the benefits that you want and need.

Before you choose your TennCare plan, think about which doctor, hospital, and pharmacy you want, as well as what other medical services you need.

Check with each insurer to learn which services are provided under that plan (for example, eye and dental care). Check with all of your healthcare providers to learn which insurance plans they accept. Choose the plan that offers the greatest number of services that you need and the doctor, hospital, and pharmacy you prefer.

TennCare insurers must provide transportation for people signed up with their plan who do not have transportation to medical services. Call your plan to get instructions about arranging transportation. Arrangements must always be made in advance, sometimes as much as five days ahead. Even in an emergency, call your insurer for instructions about obtaining transportation. The correct number to call is on the back of your insurance card. TennCare provides pharmacy benefits to eligible enrollees; however, enrollees who also have Medicare receive their pharmacy benefits through Medicare Part D. Enrollees can contact the TennCare Family Assistance Center with questions.

If you or a family member has a problem with medical services under TennCare, begin by reporting the problem to the MCO (insurance provider); if in a nursing home, begin with the administrator. If the

problem is not resolved, call the TennCare Family Assistance Center at 866-311-4287. If you need further assistance, call the TennCare Advocacy Program at 800-758-1638. Whenever you write or mail anything to TennCare, always keep a copy and get proof of mailing from the post office or send it by certified mail, return receipt requested. You then have proof the document was mailed and received.

If you are helping a family member and do not know whether they have a TennCare plan, call the TennCare Information Line.

TennCare insurance providers (MCOs) are responsible for providing mental health services, including substance abuse treatment, to their enrollees. The Mental Health Association of East TN can provide information about TennCare's coverage of mental health services and can help to advocate or resolve problems.

TENNCARE CHOICES

TennCare CHOICES (or CHOICES for short) is TennCare's program for adults age 21 and older with a physical disability, and seniors (age 65 and older). CHOICES assists with things like bathing, dressing, getting around your home, preparing meals, or doing household chores. CHOICES includes care in a nursing home as well as certain services to help a person remain at home or in the community, such as personal care visits, attendant care, home-delivered meals, personal emergency response system, adult

day care, in-home/in-patient respite care, assistive technology, minor home modifications/wheelchair ramps, pest control, assisted living, and Consumer directed care.

To qualify for and remain in CHOICES, you must:

Need the level of care provided in a nursing home; OR

- Be “at risk” of needing the level of care provided in a nursing home; AND
- Qualify for TennCare long- term services and supports

The financial qualifications for TennCare long-term services and supports change yearly along with annual cost-of-living increases. To assist with meeting qualifications for TennCare long-term services and supports, contact the Blount County Community Action Agency’s Office on Aging.

The Office on Aging’s Benefits Enrollment Center will complete an intake, financial screening, evaluate activities of daily living through a pre-screening medical assessment, and discuss other details which might affect your application for TennCare.

There are three CHOICES groups:

CHOICES Group 1 is for people of all ages who receive **nursing home care**.

CHOICES Group 2 is for adults (age 21 and older) with a physical disability and seniors (age 65 and older) who qualify to receive **nursing home care** but choose to receive care at home instead.

CHOICES Group 3 is for adults (age 21 and older)

with a disability and seniors (age 65 and older) who **don't qualify** for nursing home care but need a more moderate package of services at home to delay or prevent the need for nursing home care.

To apply for CHOICES:

If you have TennCare, you can call your TennCare health plan provider (MCO). The number is on your TennCare card. If you are or represent an individual with intellectual disabilities, you can call the Department of Intellectual and Developmental Disabilities (DIDD) for free at **800-535-9725**.

If you don't have TennCare, contact the Blount County Office on Aging's Benefits Enrollment Center at **865-724-1219**. Even if you don't qualify for TennCare, a screening may indicate that you are eligible for other programs that may help.

TENNCARE 855-259-0701
TN Dept of Human Services
www.tn.gov/tenncare

Applications for nursing home coverage for persons 65+ or with disabilities who are qualified by income, resources, and medical condition. Answers to TennCare questions and applications.

**TENNCARE & TENNCARE BEHAVIORAL
HEALTH ADVOCACY PROGRAM 800-758-1638**
TTY (for deaf only) 877-779-3103
www.tncare.gov
TN Community Services Agency

Mon-Fri, 9:00 am - 7:00 pm. Helps determine whether consumers qualify for TennCare and how to apply for or verify TennCare enrollment. Enrollees can receive explanation of their benefits, available services and how to access them, and how to file an appeal.

Helps consumers of behavioral health and substance abuse services navigate and understand TennCare.

Advocacy counselors assist with application process; benefit information; accessing services; and filing complaints, grievances, and appeals.

TENNCARE FAMILY ASSISTANCE

CENTER 866-311-4287

TTY (for deaf only) 800-772-7647

PO Box 820, Nashville 37202-9968

www.tn.gov/tenncare

For people already on TennCare, call to get answers about services. Mon-Fri, 8 am to 4:30 pm.

TENNCARE MANAGED CARE ORGANIZATIONS

Amerigroup..... 800-454-3730

BlueCare 800-468-9736

TennCare Select..... 800-276-1978

United Healthcare 800-690-1606

TENNCARE SOLUTIONS UNIT 800-878-3192

PO Box 593, Nashville TN 37202-0593

www.tncare.gov

Helps to file appeals for TennCare medical, behavioral health, and pharmacy denials. Also takes requests to change plans.

TN HEALTH CONNECTION 855-259-0701

PO Box 305240, Nashville, 37230-5240

www.tn.gov/tenncare/members

TennCare service center for questions, report changes in your personal information and more.

Open Mon – Sat, 7 am to 7 pm (Central time).

VETERAN ASSISTANCE

AMERICAN RED CROSS 865-584-2999

6921 Middlebrook Pike, Knoxville 37909

www.redcross.org

Information and referral, emergency transportation for VA appointments within the state, emergency communication for military personnel and their families worldwide, financial assistance to military personnel and families, military retirees, and immediate family members.

BEN ATCHLEY

STATE VETERANS' HOME 865-862-8100

One Veterans Way, Knoxville 37931

www.tsvh.org

BLOUNT COUNTY

VETERAN'S SERVICES 865-273-5760

305 Court St, Maryville 37804

www.blounttn.org

Assistance in filing all VA claims; referrals to services; call for other services. Mon-Fri, 7:30 am- 4:00 pm.

GRANDVIEW CEMETERY 865-983-1000

Veterans with honorable discharge receive one free

space in Veterans Garden of Honor and free bronze headstone.

SUICIDE & CRISIS LIFELINE.....988

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.

TN DEPT OF VETERANS' AFFAIRS.... 615-741-2345

312 Rosa Parks Ave, Nashville 37243

www.tn.gov

Information about all VA benefits. Help in filing claims and other paperwork.

U.S. DEPARTMENT OF VETERANS' AFFAIRS..... 800-827-1000

www.va.gov

VA benefits including information about education programs; home loans; disability; VA medical care; burial, survivors', and insurance benefits; and more. Automated phone system; have Social Security or VA number available.

VA MEDICAL CENTER 423-926-1171

James H. Quillen VAMC, Lamont St & Veterans Way, Johnson City 37604

PO Box 4000, Mountain Home 37684

www.vamountainhome.gov

VETERANS' AFFAIRS

KNOXVILLE OUTPATIENT CLINIC 865-694-7111

803 Ray Mears Blvd, Knoxville 37919

www.va.gov

Medical and psychiatric treatment, counseling, and medications for veterans.

VETERAN'S UPWARD BOUND..... 865-974-2132

Veterans with honorable discharge who are potential college students can receive free services.

VETERANS CRISIS LINE..... 800-273-8255

VISION

AMERICAN MACULAR DEGENERATION

FOUNDATION 413-268-7637

PO Box 515, Northampton MA 01061

www.macular.org

A national support group for individuals with macular problems including age-related macular degeneration. Member services include phone hotline, newsletter, and medical and related updates.

MARYVILLE LIONS CLUB

PO Box 802, Alcoa 37701

www.maryvillelions.org

Limited funds to help financially needy people pay for eyeglasses. Costs shared by the club and the recipient. The club also collects used eyeglasses for recycling.

REMOTE AREA MEDICAL 865-579-1530

220 Stockcreek Blvd., Rockford 37853

www.ramusa.org

Free vision care provided during weekend clinics staffed by volunteer providers. Unemployed, uninsured and low income people are served. No charge for services. Call for locations.

SENIORS EYECARE PROGRAM..... 800-222-3937

www.AAO.org/eyecare.america

Call toll-free helpline to determine eligibility for a referral to a volunteer ophthalmologist for medical eye care. Patients referred must be U.S. citizens or legal residents, age 65+. Comprehensive medical eye exam and up to one year of treatment at no out-of-pocket cost, for any disease diagnosed during the initial exam. Patients without Medicare or other insurance receive care at no charge.

SPARK 219-0130

116 Childress St, Knoxville 37920

www.ettac.org

Training in the use of visual aids. Help obtaining assistive equipment and products for people with visual disabilities. Donated equipment for loan. Fees vary.

TENNESSEE SERVICES

FOR THE BLIND..... 833-751-0597

www.tn.gov/humanserv/rehab

Visits to individual's home to mark items for safety and identification purposes, to teach personal care and household organization and offer other instruction in daily living activities. Free service.

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