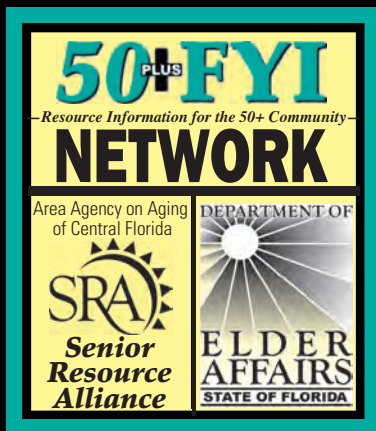


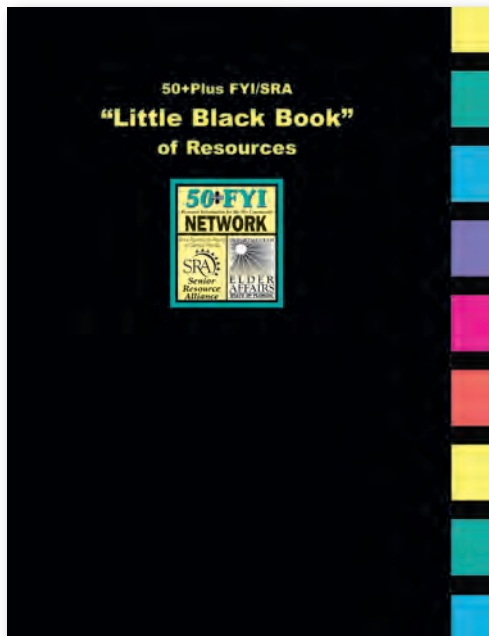
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- Choose online or desktop viewing

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# HOTlines • HELPlines

## **AARP**

**1-866-595-7678 (FL)**

**1-888-687-2277 (National)**

**AARP Foundation/Senior  
Community Service Employment  
Program — Work Search  
Orange & Osceola Counties  
407-852-1608**

**Advocacy Center for Persons with  
Disabilities**

**1-800-342-0823**

**AIDS Information Hotline**

**1-800-352-2437**

**AI-Anon – Alateen**

**1-800-292-6489**

**Alcohol and Drug Abuse  
Hotline/Helpline**

**1-800-662-4357**

**Alzheimers & Dementia Resource Center**

407-843-1910

**Alzheimer's and Related  
Disorders Center**

**1-800-272-3900**

**Alzheimer's Association Central  
and North Florida Chapter**

**1-800-272-3900**

**American Council of the Blind**

**1-800-424-8666**

**American Diabetes Association**

**1-800-342-2383 or 407-660-1926**

**American Heart Association**

407-843-1330

**1-800-242-8721**

**American Liver Association**

212-668-1000

**American Lung Association  
of Central Florida**

**1-800-586-4872**

407-425-5864

**American Red Cross (24/7)**

407-894-4141

**American Heart Association/**

**American Stroke Association**

**1-800-242-8721 or 407-843-1330**

**Americans with Disabilities Act (ADA)**

**1-800-514-0301 (Voice)**

**1-800-514-0383 (TTY)**

**Arthritis Foundation (Tampa)**

**1-844-571-4357**

**1-800-850-9455**

**Arthritis Foundation Office (Orlando)**

407-208-1766

**Allergy & Asthma Foundation of America**

**1-800-727-8462**

**Cancer Information Service**

**National Cancer Institute**

**1-800-422-6237**

**Center for Disease Control & Prevention**

**1-800-232-4636**

**Christopher & Dana Reeve Foundation**

**1-800-225-0292**

**Consumer Fraud Hotline**

**1-866-966-7226**

**Cornerstone Hospice (Kissimmee)**

407-846-1231/1-800-559-4345

**Cornerstone Hospice (Orlando)**

407-206-2273/1-800-679-6088

**Crimeline**

**1-800-423-TIPS (8477)**

**Crisis Hotline of Central Florida**

407-425-2624 (provides support group info)

**Cystic Fibrosis Foundation**

407-339-2978

**Disability Rights Florida**

**1-800-342-0823**

**Domestic Violence Hotline**

**(Salvation Army: Brevard)**

321-631-2764

**Domestic Violence Hotline**

**(Harbor House of Central Florida)**

407-886-2856

# HOTlines • HELPlines

**Domestic Violence Hotline**  
(Help Now of Osceola)

407-847-8562

**Domestic Violence Crisis Hotline**  
(Safehouse of Seminole)

407-330-3933

**Elder Abuse Hotline/FL Abuse Hotline**  
1-800-962-2873

**Elder Helpline**  
1-800-963-5337

**Family HealthLine**  
(Department of Health)  
1-800-451-2229

**FL Agency for Healthcare Administration**  
1-888-419-3456

**Florida Association of the Deaf**  
5107 14th Street West  
Bradenton, FL 34207

**FL Council on Compulsive Gambling**  
888-236-4848 or 407-865-6200

**FL Dept. of Children and Families (DCF),  
Adult Protective Services (APS)**  
1-800-962-2873

**FL Dept of Transportation  
Vehicle Safety Hotline**  
1-800-424-9393

**FL Division of Consumer Assistance  
Center**  
1-800-435-7352

**FL Domestic Violence Hotline**  
1-800-500-1119

**FL Office of Insurance Regulation**  
1-800-342-2762

**FL Senior Legal Helpline**  
1-888-895-7873

**Fraud Alert Hotline**  
Attorney General Pam Bondi  
1-866-966-7226

**Hemophilia Foundation of Greater  
Florida**  
1-800-293-6527

**Independent Transportation Network  
Orlando – ITNOrlando**  
407-228-7761

**Library for the Blind and Physically  
Handicapped/Talking Books Library**  
1-800-226-6075

**Lighthouse Central Florida**  
407-898-2483

**Meals on Wheels Etc.**  
407-333-8877

**Medicaid**  
1-877-254-1055 or 407-420-2500

**Medicare**  
1-800-633-4227

**Medicare (Complaints)**  
1-800-844-0795

**National Association of the Deaf**  
301-587-1788 (Voice)

**National Domestic Violence Hotline**  
1-800-799-7233

**National Federation of the Blind**  
407-898-6024

**National Hospice Organization Hotline**  
1-800-658-8898

**National Institute on Aging (Info Center)**  
1-800-222-2225

**National Osteoporosis Foundation**  
1-800-231-4222

**National Parkinson Foundation**  
1-800-433-7022

**National Rehabilitation Information  
Center (NARIC)**  
1-800-346-2742

**National Suicide Prevention Lifeline/  
Veterans Crisis Line**  
1-800- 273-8255

**Orlando Senior Help Desk**  
407-678-9363

**Osceola County Council on Aging**  
407-846-8532

# HOTlines • HELPlines

**Osteoporosis and Related Bone Diseases – National Resource Center**

**1-800-624-2663**

**Poison Control Center**

**1-800-222-1222**

**Senior Medicare Patrol/  
Medicare Fraud Report Line**

**1-866-357-6677**

**Sexual Assault Victims Services  
Division of State Attorney Office**

**SAVS – Crisis Counseling**

**1-321-784-4357- Brevard Hotline**

**321-617-7533 –Office Weekdays**

**Seniors First**

**407-292-0177**

**SHINE (SRA)**

**407-514-1800**

**Social Security**

**1-800-772-1213**

**Stepping Stone (Senior First)**

**Medical Equipment Bank**

**407-649-4100**

**Suicide Hotline**

**1-800-273-8255**

**Veterans Affairs Telephone**

**Assistance Service**

**1-800-827-1000**

**Veterans Crisis Line**

**1-800-273-8255 (press “1”)**

**U.S. Consumer Product Safety**

**Commission Hotline**

**1-800-638-2772**

**Vocational Rehabilitation Offices**

**1-800-451-4327**

**Work-Employment Assistance**

**Career Source of Central Florida**

Orange County — 407-531-1227 (East)

Orange County — 407-531-1232 (South)

Orange County — 407-531-1223 (West)

Osceola County — 407-705-1555

Seminole County — 407-531-1231

**Heart of Florida  
United Way**

**2-1-1**

**Community  
Resources  
Information  
HelpLines  
County by County**

**Serving Orange,  
Osceola, and  
Seminole Counties**

Heart for Florida United Way Help Me Grow Care Coordinators are fluent in English, Spanish, and Creole and offer the ASQ in English and Spanish.

**VETERANS'S  
Confidential Chat Line**

**1-800-273-8255**

**(press “1”)**

**or**

**ConfidentialChat@VeteransCrisisLine.net**

**If you know of a Hotline or Helpline that should be included, e-mail us at ReachUs@50PlusFYI.org**

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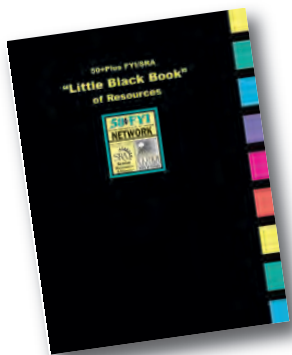
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## COMMUNITY RESOURCES

### Adult Day Care Centers: Licensed

Adult Day Care of Altamonte .....407-636-6321  
Easter Seals Day Break .....407-629-4565  
Osceola Council On Aging .....407-846-8532  
Share The Care (5 locations).....407-423-5311  
College Park, Conway, Maitland,  
Winter Springs, Winter Garden

### Adult Protective Services: Intervention/Investigation

Florida Department of Children and Families:  
Adult Services .....**1-800-962-2873**

### Animal Control/Services

Orange County Animal Services  
2769 Conroy Road  
Orlando FL 32839  
407-836-3111

Pet Allinace of Greater Orlando  
SPCA of Central Florida  
2727 Conroy Road  
Orlando FL 32839  
407-351-7722

232 Bush Boulevard  
Sanford FL 32773  
407-665-5201

Seminole County Animal Services  
232 Bush Boulevard  
Sanford FL 32773  
407-665-5201

### Attorneys: Elder Law

■ **Richard C. Migliaccio, P.A.**  
660 W. Fairbanks Ave, Suite 1  
Winter Park FL 32789  
407-539-1120  
Medicaid Planning, VA Benefits  
*Estate planning, Elder Law Asset Protection*

### Braille Instruction/Transcription

Lighthouse Central Florida  
215 E. New Hampshire Street  
Orlando FL 32804  
407-898-2483

### Car Safety Programs

American Safety Council  
Mature Driver Safety Program  
5125 Adanson Street, Suite 500  
Orlando FL 32804  
800-771-2255 • 800-732-4135

CarFit  
Helping mature drivers find their safest fit  
FREE one on one or group event  
407-422-0991

National Safety Council  
Coaching the Mature Driver  
800-237-0676

Safe Mobility for Life Program  
Florida Department of Transportation  
850-410-5414

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### Community Shelters: Emergency

Coalition for The Homeless of Central FL  
639 W. Central Boulevard  
Orlando FL 32801  
407-426-1250 (Main Phone)

Homeless Services Network of Central FL  
2828 Edgewater Drive  
Orlando FL 32804  
407-893-0133

## Community Resources

Orlando Union Rescue Mission, Inc.  
(407-422-4855)

Rescue Outreach Mission of Sanford, Inc.  
(Women & Children)  
1625 W. 13th St. (Women & Children)  
1701 W. 13th St. (Men)  
Sanford FL 32771  
407-321-8224

Salvation Army Orlando Metro Command  
Admin: 416 W. Colonial Drive  
Orlando FL 32804  
407-423-8581  
400 W. Colonial Dr. (Women)  
Orlando FL 32804  
Phone: 407-423-8581 Ext 204

624 Lexington Ave. (Men)  
Orlando FL 32801  
407-423-8581 Ext 219

### Computer Classes: Older Adults

Senior Now Computer Learning Center of  
Central FL  
99 East Marks Street, Suite 112  
Orlando FL 32803  
407-318-3256

Renaissance Senior Center  
3800 S. Econolockhatchee Trail  
Orlando FL 32829  
407-254-9080

### Consumer Fraud Reporting

Better Business Bureau of Central FL  
800-275-6614 • 407-621-3300  
Federal Trade Commission

Bureau of Consumer Protection FTC  
601 New Jersey Avenue, NW  
Washington, DC 20001  
**1-877-729-0551**

Division of Consumer Services  
Florida Department of Agriculture and  
Consumer Services  
1-800-435-7352

Florida Department of Financial Services  
Consumer Services  
400 W. Robinson Street, Suite N-401  
Orlando FL 32801  
407-835-4400

Orange County Consumer Fraud Unit  
415 N. Orange Avenue  
Orlando FL 32801  
407-836-2490

### Counseling: Credit/Debt Management

American Credit Counseling Service, Inc.  
10948 N 56th Street, ste 203  
Temple Terrace, FL 33617  
800-729-0551

### Counseling: Family

Catholic Charities of Central Florida  
1771 Semoran Boulevard Suite A  
Orlando FL 32807  
407-658-1818

Aspire Health Partners  
1800 Mercy Drive  
Orlando FL 32808  
407-667-1677

919 E 2nd Street  
Sanford FL 32771  
407-323-2036

237 Fernwood Boulevard  
Fern Park FL 32730  
407-831-2411

Lutheran Counseling Services, Inc.  
1505 Orchid Avenue  
Winter Park FL 32789  
407-644-4692

Park Place Behavioral Health Care  
206 Park Place Boulevard  
Kissimmee FL 34741  
407-846-0023

UCF Community Counseling Clinic  
4000 Central Florida Boulevard  
Orlando FL 32816  
407-823-2052

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business in this directory,  
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### **Counseling: Individual**

Behavioral Support Services, Inc. (BSS)  
315 N. Lakemont Avenue, Suite B No.12  
Winter Park FL 32792  
407-830-6412

Catholic Charities of Central Florida  
1771 N. Semoran Boulevard, Suite A  
Orlando FL 32807  
407-658-1818

Covenant House Florida, Inc.  
5931 E. Colonial Drive  
Orlando FL 32807  
407-482-0404

EMPOWER - Intervention Services, Inc  
150 Spartan Drive  
Maitland FL 32751  
407-331-8002

His Way Christian Fellowship, Inc.  
1950 Lee Road, Suite 210  
Winter Park FL 32789  
407-599-9770

Jewish Family Services of Greater Orlando  
2100 Lee Road  
Winter Park FL 32789  
407-644-7593

Aspire Health Partners  
4524 Thistledown Drive  
Orlando FL 32804  
407-291-6335

237 Fernwood Boulevard  
Fern Park FL 327302116  
407-831-2411

Lutheran Counseling Services, Inc.  
1505 Orchid Avenue  
Winter Park FL 32789  
407-644-4692

Urban League of Metropolitan Orlando  
2804 Belco Drive  
Orlando FL 32808  
407-841-7654

### **Crime Prevention**

Orange County Sheriff's Office Crime  
Prevention Unit  
407-254-7000

Osceola County Sheriff's Office Crime  
Prevention Unit  
407-348-1190

Seminole County Sheriff's Office  
Crime Prevention Unit  
407-665-6431

### **Crime Victims: Crisis Intervention**

National Suicide Prevention Lifeline  
**1-800-273-8255**

## Community Resources

### **Crime Victims: Sexual Abuse**

Office of The State Attorney  
Ninth Judicial Circuit Court of Florida  
415 N. Orange Avenue  
Orlando FL 32801  
407-836-2402

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business in this directory,  
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### **Disaster: Food Stamps/Welfare/ Rent Assistance**

American Red Cross of Central Florida  
5 N. Bumby Avenue  
Orlando FL 32803  
407-894-4141

Florida Department of Children and Families:  
Economic Self-Sufficiency  
5348 Silver Star Road  
Orlando FL 32818  
866 -762-2237

### **Domestic Violence: Shelter/Support**

Coalition for the Homeless of Central FL  
639 W. Central Blvd  
407-426-1250 ext. 0

FL Womens Residence Counseling Ctr  
107 East Hillcrest Street  
Orlando FL 32801  
407-425-2502

Harbor House Center Against Domestic  
Violence (strictly domestic violence)  
407-886-2856

Help Now of Osceola, Inc.  
P.O. Box 420370  
Kissimmee FL 34742  
407-847-8562

Safehouse of Seminole County  
(strictly domestic violence)  
407-330-3933 Hotline  
6236 Court Advocates  
407-302-5220 (Administrative)

### **Education: Adult Basic**

Florida Literacy Coalition, Inc.  
934 N. Magnolia Avenue, Suite 104  
Orlando FL 32803  
407-246-7110

Orange County Public Schools  
Orange Technical College  
407-841-8324

Osceola County Public Schools  
407-870-4600

Seminole State College of Florida  
407-328-4722

Valencia College  
407-299-5000

### **Employment: Disabled**

Florida Division of Blind Services  
400 W. Robinson Street, Ste. S-1026  
Orlando FL 32801  
407-245-0700

Center for Independent Living In Central FL  
720 N. Denning Drive  
Winter Park FL 32789  
407-623-1070

### Employment: Discrimination Assistance

Orlando Office of Human Relations  
400 S. Orange Avenue 9th Floor  
Orlando FL 32801  
407-246-2122

### Employment:

#### Job Banks/Search/Placement

Career Source of Central Florida  
Administrative Office  
407-531-1222

Christian Help: Central Florida Employment  
Council  
450 Seminola Boulevard  
Casselberry FL 32707  
407-834-4022

Goodwill Self Sufficiency Job Center  
112 S. Sanford Avenue  
Sanford FL 32771  
407-936-0469

Goodwill Job Connection  
1356 Vine Street  
Kissimmee FL 34744  
407-847-0696

Goodwill Industries of Central Florida  
3911 E. Colonial Dr.  
Orlando FL 32803  
407-872-0770

John H. Bridges Community Center  
Operated by Community Action Division  
445 W. 13th Street  
Apopka FL 32703  
407-254-9449

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Pine Hills Community Center  
6408 Jennings Street  
Orlando FL 32808  
407-254-9100

Primrose Center, Inc.  
2733 S. Ferncreek Avenue  
Orlando FL 32806  
407-898-7201

Willow Street Community Center  
6565 Willow Street  
Zellwood FL 32798  
407-254-9430

Winter Park Community Center  
721 W. New England Avenue  
Winter Park FL 32789  
407-628-2539

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the 50+ market.**

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### Employment: Job Training/Classes/Counseling

Career Source of Central Florida  
Administrative Office  
407-531-1222

Orange: East Orange County  
407-531-1227

Orange: South Orange County  
407-531-1232

## Community Resources

Orange West Orange County  
407-531-1223

Osceola County  
407-705-1555

Seminole County  
407-531-1231

**Reach thousands in  
the 50+ market.**

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www.50plusFYI.org**

Episcopal Counseling Center of Central FL  
1021-A East Robinson Street  
Orlando FL 32801  
407-423-3327

Goodwill Industries of Central Florida  
515 W. Central Boulevard  
Orlando FL 328012540  
407-872-0770

City of Orlando Eola Office  
595 N. Primrose Drive  
Orlando FL 32803  
407-254-4652

Winter Park Neighborhood Centers for  
Families - Orange County  
901 W. Webster Avenue  
Winter Park FL 32789  
407-622-2911

Orange County Community Action Division  
1416 L. B. McLeod Road  
Orlando FL 32805  
407-317-7635

Orange County Public Schools – Career and  
Technical Education  
445 W. Amelia Street  
Orlando FL 32801  
407-841-8324

SCORE: Service Corps of Retired Executives  
Orlando Fashion Square Mall  
3201 E Colonial Dr, Orlando, FL 32803  
407-420-4843  
407-420-4844

Seminole County Public Schools  
Community Involvement  
400 E. Lake Mary Boulevard  
Sanford FL 32773  
407-320-0185

Senior Community Service Employment  
Program — AARP Foundation /SCSEP  
1707 Orlando Central Parkway, Suite 400  
Orlando FL 32809  
407-852-1608

Valencia Community College  
701 N. Econlockhatchee Trail (North)  
Orlando FL 32825  
407-299-5000

1800 S. Kirkman Road (West)  
Orlando, FL 32811  
407-299-5000

850 W. Morse Boulevard (South)  
Winter Park FL 32789  
407-299-5000

### **Food: Banks/Donations**

Broadway United Methodist Church  
S.H.A.R.E.  
406 E. Amelia Street  
Orlando FL 32803  
407-841-8902

## Community Resources

Catholic Charities of Central Florida  
1771 N. Semoran Boulevard Suite B  
Orlando FL 32807  
407-658-1818

Community Food & Outreach Center  
150 W. Michigan Street Suite A  
Orlando FL 32806  
407-650-0774

Destiny Community Assistance Center  
150 W. Michigan St. Suite-A  
Orlando, FL - 32806  
(407) 849-0079

El Calvario  
2500 West Oak Ridge Road  
Orlando, FL - 32809  
(407) 351-4151

Human Crisis Center  
5514 Edgewater Drive  
Orlando, FL - 32810  
407-521-7750

Iglesia Cristiana Reneuvo  
290 Competition Drive  
Kissimmee, FL - 34743  
(407) 870-0083

Jewish Family Services of Greater Orlando  
2100 Lee Road  
Winter Park FL 32789  
407-644-7593

Loaves and Fishes  
206 E. 8th Street  
Apopka FL 32703  
407-886-6005

Second Harvest Food Bank of Central FL  
411 Mercy Drive  
Orlando, FL 32805  
407-295-1066

Osceola Christian Ministry Center  
700 Union Street  
Kissimmee FL 34741  
407-944-9968

Sadie Holmes Help Service, Inc.  
1280 Amanda Street  
Altamonte Springs FL 32701  
407-831-6324

Salvation Army Orlando Metro Command  
400 W. Colonial Drive  
Orlando FL 32804  
407-423-8581

Salvation Army of Osceola County  
3831 W. Vine Street  
Kissimmee FL 34741  
407-423-8581

Salvation Army of Seminole County  
700 W. 24th Street  
Sanford FL 32771  
407-322-2642

St. Cloud Community Food Pantry  
901 Missouri Avenue  
Saint Cloud FL 34769  
407-892-7070

The Sharing Center – Christian Sharing  
Center, Inc: Fairmont Plaza  
600 N. Hwy 17-92, Suite 158  
Longwood FL 32750  
407-260-9155

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## Community Resources

Sanford Christian Sharing Center, Inc.  
515 E. 25th Street  
Sanford FL 32773  
407-691-3142

Winter Park Housing Authority  
845 W. Swoope Avenue  
Winter Park, FL 32789  
(407) 645-2869

### Food: Home Delivered Meals

Meals On Wheels, Etc., Inc.  
2801 South Financial Court  
Sanford FL 32773  
407-333-8877

Osceola County Council On Aging, Inc.  
Barney E. Veal Center  
700 Generation Point  
Kissimmee FL 34744  
407-846-8532

Seniors First, Inc.  
5395 L. B. McLeod Road  
Orlando FL 32811  
407-292-0177

**To list organization  
in this directory,  
call  
407-265-0534 or visit  
www.50plusFYI.org**

### Food: Stamps/Vouchers

Florida Department of Children and Families:  
Economic Self-Sufficiency  
1-866-762-2237 (FL Information Line)

Seminole County Community Assistance  
(Veterans, housing, & financial services)  
534 W. Lake Mary Boulevard  
Sanford FL 32773  
407-665-2300

### Funeral Homes/Cremation Services ■ Robert Bryant Funeral & Cremation Chapel

321 E. Michigan Street  
Orlando FL 32806  
407-240-6080  
Serving you with a simple alternative to  
the high cost of corporate funeral homes  
www.RobertBryantFH.com

### Government Resources: Orange County

Orange County Government  
Orange County 3-1-1 Call Center  
407-836-3111 (Administrative)

Orange County Health Department  
6101 Lake Ellenor Drive  
Orlando FL 32809  
407-858-1400 (Admin. Office)

Orange County Property Appraiser  
407-836-5044  
407-836-5055 (Admin.)

Orange County Sheriff's Office  
407-254-7000 (Administrative)

Orange County Supervisor of Elections  
407-836-2070

### Government Resources: Osceola County

Osceola County Government  
407-742-2275 (Information Line)

Osceola County Health Department  
1875 Boggy Creek Road  
Kissimmee, FL 34744  
407-343-2000

Osceola County Property Appraiser  
407-742-5000 (Kissimmee office)



Osceola Sheriff's Office  
407-348-2222 (Administrative)

Osceola County Supervisor of Elections  
407-742-6000

### **Government Resources: Seminole County**

Seminole County Government  
407-665-0311 (Customer Support Line)

Seminole County Health Department  
400 W. Airport Blvd  
Sanford, FL 32773  
407-665-3387

Seminole County Property Appraiser  
407-665-7506  
407-665-7505

Seminole County Sheriff's Office  
407-665-6650

Seminole County Supervisor of Elections  
407-708-7700

### **Guardians Ad Litem**

Florida Guardian Ad Litem  
Ninth Judicial Circuit  
100 E. Robinson Street  
Orlando, FL 32801  
407-841-8310

Florida Guardian Ad Litem  
Eighteenth Judicial Circuit  
190 N Bush Boulevard  
Sanford, Florida 32773  
407-665-5370

Florida Guardian Ad Litem  
Ninth Judicial Circuit  
2 Courthouse Square, Suite 3400  
Kissimmee FL 34741  
407-742-6655

### **Immigration/Naturalization Services**

U.S. Citizenship and Immigration Services  
9403 Tradeport Drive  
Orlando FL 32827  
800-375-5283

U.S. Citizenship and Immigration Services  
5449 South Semoran Boulevard  
Terra Cotta Business Center, Unit 18C  
Orlando FL 32822  
**1-800-375-5283**

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[www.50plusFYI.org](http://www.50plusFYI.org)**

### **Law Enforcement/Fire/Public Safety: Emergency**

**9-1-1**

### **Law Enforcement/Fire/Public Safety: Non-emergency**

Altamonte Springs  
Police: 407-339-2441  
Fire & Medical: 407-665-5100

Apopka  
Police: 407-703-1771  
Fire: 407-703-1756 (dispatch: 1757)

Casselberry  
Police: 407-262-7616  
Fire: 407-665-5100

Eatonville  
Police: 407-623-1303  
Fire: 407-737-2450 (Orange County FD)

Kissimmee  
Police & Fire: 407-846-3333

Lake Mary  
Police: 407-585-1330  
Fire: 407-665-5100

Longwood  
Police: 407-260-3400  
Fire: 407-665-5100

Maitland  
Police: 407-539-6261  
Fire: 407-737-2450

## Community Resources

### Ocoee

Police: 407-905-3160

Fire: 407-905-3140

### Osceola County

Sheriff: 407-348-2222

Fire: 407-348-7444

### Orange County Sheriff

407-254-7000, ext. 2

Fire: 407-737-2450

### Orlando

Police: 407-246-2470

Fire: 407-246-2390

### Oviedo

Police: 407-971-5700

Fire: 407-971-5610

### St. Cloud

Police: 407-892-2114

Fire: 407-957-8488

### Sanford

Police: 407-688-5870

Fire: 407-688-5040

### Seminole County

407-665-6650

Fire: 407-665-5100

### Winter Garden

Police: 407-656-3636

Fire: 407-737-2450

### Winter Park

Police: 407-644-1313

Fire: 407-644-1212

### Winter Springs

Police: 407-327-1000

Fire: 407-830-1411

**To list your organization or  
business in this directory,**

**call  
407-265-0534 or visit  
www.50plusFYI.org**

## Legal Aid/Lawyer Referral Services: Legal Counseling

Community Legal Services of  
Mid-Florida, Inc.— Orange County Office  
122 East Colonial Drive, Suite 200  
Orlando FL 32801  
407-841-7777 ext. 2107

Community Legal Services of  
Mid-Florida, Inc.— Osceola County Office  
800 North Main Street  
Kissimmee, FL 34744  
407-933-1791

Community Legal Services of  
Mid-Florida, Inc.— Seminole County Office  
315 Magnolia Avenue  
Sanford, FL 32771  
407-322-6673

Legal Aid Society of the Orange County Bar  
Association  
100 E. Robinson St.  
Orlando FL 32801  
407-841-8310

Orange County Bar Association  
Citizen Dispute  
407-423-5732

Seminole County Bar Association Legal Aid  
Society, Inc.  
101 West Palmetto Avenue  
Longwood FL 32750  
407-834-1660

## Library Systems

Altamonte Springs City Public Library  
407-571-8830  
Maitland Public Library  
407-647-7700  
Orange County Public Library  
407-835-7323

Osceola County Public Library  
407-742-8888  
Seminole County Public Library  
407-665-1500  
Winter Park Public Library  
407-623-3300

### Literacy Programs

Adult Literacy League, Inc.  
345 W. Michigan Street, Suite 100  
Orlando FL 32806  
407-422-1540

Florida Literacy Coalition, Inc.  
934 N. Magnolia Avenue, Suite 104  
Orlando FL 32803  
407-246-7110

Apopka Family Learning Center  
800 S. Hawthorne Avenue  
Apopka FL 32703  
407-889-0100

### Personal Fitness Training

■ **Elite Strength & Fitness**  
1312 Palmetto Avenue  
Winter Park FL 32789  
407-740-7750  
We help you meet your fitness goals!  
[www.EliteStrengthTrainingAndFitness.com](http://www.EliteStrengthTrainingAndFitness.com)

### Religious Organizations

Catholic Diocese of Orlando  
407-246-4800  
Episcopal Diocese of Central Florida  
407-423-3567  
Greater Orlando Baptist Association  
407-293-0450  
Hindu Society of Central Florida  
407-699-5277

Islamic Center of Orlando  
407-238-2700

Jewish Community Center  
407-387-5330 (Apopka)  
407-645-5933 (Maitland)

Unitarian Universalist Association of  
Contgregations  
407-894-2119

### Senior Centers: Orange County

Beardall Senior Center  
800 S. Delaney Ave.  
Orlando FL 32801  
407-246-4440

Fran Carlton Senior Center  
1 North Forest Street  
Apopka FL 32703  
407-703-1741

L. Claudia Allen Senior Center  
1840 Mable Butler Avenue  
Orlando FL 32805  
407-246-4461

Maitland Senior Center  
345 S. Maitland Ave.  
Maitland FL 32751  
407-539-6251

Marks Street Senior Recreation Complex  
99 East Marks St.  
Orlando FL 32803  
407-254-1066

Renaissance Center  
3800 S. Econlockhatchee Tr.  
Orlando FL 32806  
407-254-9070

## Community Resources

Thomas Ison Senior Center  
1701 Adair Street  
Ocoee FL 34761  
407-905-3180 ext. 5301  
407-592-4498

Winter Garden Senior Center  
Jessie Brock Community Center  
310 N. Dillard Street  
Winter Garden FL 34787  
407-656-4155

Winter Park Senior Center  
Winter Park Community Center  
721 W. New England Ave.  
Winter Park FL 32789  
407-599-3275

### Senior Centers: Osceola County

St. Cloud Senior Center  
3101 17th Street  
St. Cloud FL 34769  
407-957-7392

Osceola County COA Senior Center  
Barney E. Veal Senior Center  
700 Generation Point  
Kissimmee FL 34744  
407-846-8532

### Senior Centers: Seminole County

Altamonte Springs/Eastmonte Civic Ctr.  
830 Magnolia Dr.  
Altamonte Springs FL 32701  
407-571-8813

Westmonte Park  
624 Bills Lane  
Altamonte Springs, FL 32701  
Therapeutic Pool  
407-571-8735  
Senior Activities  
407-571-8740

Casselberry Senior Center  
200 N. Lake Triplet Dr.  
Casselberry, FL 32707  
407-262-7700 ext. 1575

Lake Mary Senior Center  
911 Wallace Ct.  
Lake Mary, FL 32746  
407-585-1466

Sanford Senior Center  
401 E. Seminole Blvd.  
Sanford, FL 32771  
407-688-5129

Winter Springs Senior Center  
400 N. Edgemon Ave.  
Winter Springs FL 32708  
407-327-6554

### Social Security Assistance: Disability/Numbers/Retirement

Social Security Administration  
Orange County Office  
5520 Gatlin Avenue Suite 101  
Orlando FL 32812  
1-866-964-6146  
1-800-447-8477 Inspector General

Social Security Administration  
Osceola County  
1201 East Oak Street  
Kissimmee FL 34744  
1-866-614-4754

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Social Security Administration  
Seminole County Office  
101 Commerce Street Suite 200  
Lake Mary FL 32746  
1-866-964-7379

### Special Interest Groups – SIG

#### Go to [www.50PlusFYI.org](http://www.50PlusFYI.org)

- for a current list of Special Interest Groups in Central Florida
- to add a Special Interest Group to the list

### Support Groups

#### Go to [www.50PlusFYI.org](http://www.50PlusFYI.org)

- for a current list of Support Groups in Central Florida
- to add a support group to the list

### Tax Assistance/Forms/Information

AARP Tax Assistance Program

888- 227-7669

Internal Revenue Service

850 Trafalgar Court

Maitland FL 32751

1-800-829-1040

407-660-5830

Community Legal Services of Mid Florida

1-866-718-9595

### Translation/Interpretation

Interfaith Humanitarian Services, Inc

2300 S. Orange Blossom Trail Suite 13

Orlando FL 32805

407-291-9195

### Transportation: Bus Fare Assistance

Christian Service Center for Central FL

808 W. Central Boulevard

Orlando FL 32805

407-425-2523

300 W. Franklin Street

Ocoee FL 34761

407-656-6678

500 S. Orlando Avenue

Winter Park FL 32789

407-628-1692

### Transportation: Disability Related

Access Lynx

(door-to-door) services to residents that meet the eligibility guidelines

407-423-TRIP (8747)

Lynx: Central Florida Regional Transportation Authority

455 N. Garland Avenue

Orlando FL 32801

407-841-2279

### Transportation: Older Adults

Be Safe Transportation

2605 Wembleycross Way

Orlando FL 32828

407-296-5083

Florida Commission for the Transportation Disadvantaged

455 North Garland Avenue

Orlando FL 32801

407-254-6092

ITNOrlando (Transportation)

988 Woodcock Rd.

Orlando FL 32803

407-228-7761

Jewish Family Services of Greater Orlando

2100 Lee Road

Winter Park FL 32789

407-644-7593

Lynx: Central Florida Regional Transportation Authority

445 North Garland Avenue

Orlando FL 32801

407-841-5969

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**[www.50plusFYI.org](http://www.50plusFYI.org)**

## Community Resources

Osceola County Council On Aging, Inc.  
Barney E. Veal Center  
700 Generation Point  
Kissimmee FL 34744  
407-846-8532

### Transportation: Veterans

Veterans Service Office – Orange County  
2100 E. Michigan Street  
Orlando FL 32806  
407-836-8990 Main

Veterans Service Office – VA Clinic  
5201 Raymond St. Bldg 3126  
Orlando, FL 32803  
407-836-8990

Veterans Service Office – Osceola County  
330 N. Beaumont Avenue  
Kissimmee, FL 34741  
407-742-8400

Veterans Service Office – Seminole County  
534 West Lake Mary Boulevard  
Sanford, FL 32773  
407-665-2300

### Travel & Day Trips



**407-855-9732**

**[www.Lifes-a-TripTours.com](http://www.Lifes-a-TripTours.com)**

#### ■ Life's a Trip Tours

Fun, exciting, educational trips as we tour Florida, our great nation, and the world. Affordable Rates for the Mature Traveler!  
407-855-9733  
[www.Lifes-a-TripTours.com](http://www.Lifes-a-TripTours.com)

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**[www.50plusFYI.org](http://www.50plusFYI.org)**

### Utility Bill Payment Assistance

Catholic Charities of Central Florida  
1771 N. Semoran Boulevard, Suite B  
Orlando FL 32807  
407-658-1818

Christian Service Center for Central Florida  
808 W. Central Boulevard  
Orlando FL 32805  
407-425-2523

City of Sanford – Department of Community Improvement (LIHEAP)  
300 N. Park Avenue  
Sanford FL 32771  
407-688-5167  
407-688-5166

EHEAP  
(Emergency Home Energy Assistance for the Elderly Program)  
(407) 514-1800

LIHEAP  
The Low-Income Home Energy Assistance Program  
407-836-7429

Jewish Family Services of Greater Orlando  
2100 Lee Road  
Winter Park FL 32789  
407-644-2985

Meals On Wheels, Etc., Inc.  
2801 South Financial Court  
Sanford FL 32773  
407-333-8877

## Community Resources

Orange County Health & Family Services  
Orange County LIHEAP Program  
2100 E. Michigan Street  
Orlando FL 32806  
407-836-7429

Osceola County Council On Aging, Inc.  
Barney E. Veal Center  
700 Generation Point  
Kissimmee, FL 34744  
407-846-8532

Osceola County Human Services Division  
330 North Beaumont Avenue  
Kissimmee FL 34741  
407-742-8400

Salvation Army of Seminole County  
700 W 24th Street  
Sanford FL 32771  
407-322-2642

Seminole County Community Assistance  
534 Lake Mary Boulevard  
Sanford FL 32773  
407-665-2300

Senior Resource Alliance – Area Agency On  
Aging of Central Florida, Inc.  
988 Woodcock Road Suite 200  
Orlando FL 32803  
407-514-1800

Seniors First, Inc.  
5395 L. B. McLeod Road  
Orlando FL 32811  
407-292-0177

The Sharing Center: Christian Sharing Center,  
Inc. – Fairmont Plaza  
600 N. Hwy 17-92 Suite 158  
Longwood FL 32750  
407-260-9155

Central Florida Urban League  
2804 Belco Drive  
Orlando FL 32808  
407-841-7654

### **Veteran Benefits: Programs/Assistance**

Disabled American  
Veterans of Central Florida  
2040 W. Central Boulevard  
Orlando FL 32805  
407-843-3722

Orange County Veterans' Services  
2100 E. Michigan Street  
Orlando FL 32806  
407-836-8990 (Administrative)

Osceola County Veterans' Services  
108 Park Place Blvd., C  
Kissimmee FL 34741  
407-742-8400 (Administrative)

Seminole County Veterans' Services  
534 West Lake Mary Boulevard  
Sanford FL 32773  
407-665-2300 (Administrative)

Veteran's Outpatient Clinic, Orlando  
5201 Raymond Street  
Orlando, FL 32803  
407-629-1599 Main

### **Volunteer Programs**

50+Plus FYI Resource Network  
407-265-0534

Hands On Orlando  
407-740-8652

Florida Guardian Ad Litem  
190 Bush Blvd.  
Sanford FL 32773  
407-665-5370

### HEALTH CARE RESOURCES

#### Adult Residential Treatment Facilities

Homeless Services Network of Central FL  
2828 Edgewater Drive  
Orlando FL 32804  
407-893-0133

Aspire Health Partners  
4524 Thistledown Drive  
Orlando FL 32804  
407-291-6335

8400 La Amistad Cove  
Fern Park FL 32730  
407-332-1711

237 Fernwood Boulevard  
Fern Park FL 32730  
407-831-2411  
407-321-HELP (ACCESS Center Hotline)

919 East 2nd Street  
Sanford FL 32771  
407-321-4357 (HELP)

Park Place Behavioral Health Care  
206 Park Place Boulevard  
Kissimmee FL 34741  
407-846-0023

#### AIDS/HIV: Care Management

Aspire Health Partners  
1405 W. Michigan Avenue  
Orlando FL 32805  
407-245-0020

Orange County Health Department  
832 W. Central Boulevard  
Orlando FL 32805  
407-836-2680 or 407-836-2690

Osceola County Health Department  
1875 Boggy Creek Road  
Kissimmee FL 34745  
407-343-2000

Seminole County Health Department  
(Specialty Care Clinic)  
400 W. Airport Boulevard  
Sanford FL 32773  
407-665-3291 or 407-665-3276

#### Caregiver Support/Services

#### Alzheimer's & Dementia Resource Center

1506 Lake Highland Drive  
Orlando FL 32803  
407-843-1910  
Support and Hope for Caregivers  
[www.ADRCCares.org](http://www.ADRCCares.org)

#### Case/Care Management/Assistance: Battered Women Support

Help Now of Osceola, Inc.  
1000 West Emmett Street  
Kissimmee FL 34741  
407-847-8562

Jewish Family Services of Greater Orlando  
2100 Lee Road  
Winter Park FL 32789  
407-644-2985

Osceola County Council On Aging, Inc.  
700 Generation Point  
Kissimmee FL 34744  
407-846-8532

#### Community Clinics

True Health Center  
2400 State Road 415  
Sanford FL 32771  
407-322-8645



## Health Care Resources

Community Health Centers, Inc.  
225 E. 7th Street  
Apopka FL 32703  
407-905-8827

Health Alliance Inc.  
1210 E. Plant Street, Suite 400  
Winter Garden FL 34787  
407-877-4305

Primary Care Access Network (PCAN)  
407-836-7226 Helpline/Hotline  
407-836-PCAN (7226)

Seminole County Health Department  
400 W. Airport Boulevard  
Sanford FL 32773  
407-665-3200 (admin.)

Shepherd's Hope, Inc.  
Primary Care Access Network (PCAN)  
407-876-6699

The Community After Hours Medical Clinic  
(PCAN)  
2604 N. Orange Avenue  
Orlando FL 32804  
407-303-7298

### CPR/First Aid Instruction

American Red Cross of Central Florida  
5 N. Bumby Avenue  
Orlando FL 32803  
407-894-4141

CPR for Citizens  
P.O. Box 3320  
Winter Park FL 32790  
407-629-5183

Believe  
in the power of  
**caring.**

  
**Alzheimer's & Dementia**  
RESOURCE CENTER  
*support and hope for caregivers*

*The Alzheimer's & Dementia Resource Center strives to lighten the burden and improve the quality of life for families devastated by Alzheimer's disease through support, research and hope. Our services include:*

- Caregiver counseling
- Phone, office and home consultations
- Caregiver support groups
- Educational conferences and workshops
- Coordination of the State of Florida Brain Bank for the Central Florida area
- Wellness activities
- Professional training
- ABC's and XYZ's of Caregiving classes

1506 Lake Highland Dr. • Orlando, FL 32803  
(407) 843-1910 or (800) 330-1910 • [www.ADRCCares.org](http://www.ADRCCares.org)



### Dental Care/Hygiene

Community Health Centers, Inc.  
225 E. 7th Street  
Apopka FL 32703  
407-905-8827

Orange County Health Department  
5449 S. Semoran Boulevard  
Suite 19B  
Orlando FL 32822  
407-207-7290

Osceola County Health Department  
1875 Boggy Creek Road  
Kissimmee FL 34745  
407-343-2000

Seminole County Health Department  
400 W. Airport Boulevard  
Sanford FL 32773  
407-665-3200 (admin.)

132 Sausalito Boulevard  
Casselberry FL 32707  
407-665-3400

Veteran's Administration – Outpatient Clinic  
Medical Center  
5201 Raymond Street  
Orlando FL 32803  
407-629-1599

### Diabetes Screening

True Health Center  
2400 State Road 415, Suite 415-A  
Sanford FL 32771  
407-322-8645

Osceola County Health Department  
1875 Boggy Creek Road  
Kissimmee FL 34745  
407-343-2000

Seminole County Health Department  
400 W. Airport Boulevard  
Sanford FL 32773  
407-665-3200 (Admin.)

### Home Health Agencies: Licensed

1st Choice Visiting Nurses Llc (407) 935-9013  
A Better Chance Inc .....(407) 532-7703  
Actell Elderly Care Inc.....(407) 518-1437  
Acti-Kare Responsive In-Home Care  
.....(407) 697-2954  
Acute Home Healthcare Inc.....(321) 594-5656  
Advantage Home Health Care  
General Services Inc .....(407) 644-9644  
Ag Home Health Services Llc .(321) 299-1677  
Age Advantage Senior Care Services  
.....(407) 347-2050  
Alliance A+ Home Care.....(321) 251-7627  
Alpha Health .....(407) 259-2272  
Alpha Home Health Solutions Llc  
.....(407) 299-0028  
Alternative Home Health Agency Inc  
.....(407) 286-3460  
Ama Home Health Agency Inc  
.....(407) 350-0653  
Amazing Home Health Care.....(407) 277-7122  
Ambient Healthcare Of Central Florida Inc  
.....(407) 678-2068  
Amedisys Home Health .....(407) 282-2926  
American Nurses.....(407) 898-3969  
American Pride Home Care Services Corp  
.....(407) 963-5638  
Amerivita Home Care Inc.....(321) 281-3038  
Angels Senior Home Health Care Corp  
.....(407) 930-7071  
Assured & Associates Personal Care Of  
Florida Llc .....(407) 667-4881  
At Home Care Solutions Inc.....(407) 250-6989  
At Home Companion Of Florida  
.....(407) 933-7781  
Avalon Park Home Health Care  
.....(407) 658-6565  
Bayada Home Health Care Inc  
.....(407) 679-0500

## Health Care Resources

Best Florida Homecare Inc.....(407) 683-0707	Florida Hospital Home Care Service .....(407) 691-8205
Brightstar Care Of Windermere .....(407) 877-0720	Florida Hospital Home Care Services Private Division.....(407) 691-8206
Brightstar Of Kissimmee/Osceola .....(407) 572-0070	Florida Hospital Home Infusion Llp .....(407) 865-5489
Brookdale Home Health Longwood .....(407) 262-0001	Gencare Resources Home Health Care .....(407) 440-2877
Cameron Group Home Care.....(407) 896-2010	Genesis Home Health Care Services Of Central Florida Llc.....(407) 440-2936
Care America Hhc.....(407) 464-0194	Good Samaritan Cares.....(407) 944-0990
Care Options Homecare Services .....(407) 965-2008	Good Samaritan Services.....(407) 944-0990
Careminders Home Care.....(407) 878-7367	Greystone Home Health.....(407) 855-5728
Caring First Inc.....(407) 826-1732	Harbour Private Duty Nursing Llc .....(407) 895-8188
Central Florida Quality Care Services Inc .....(407) 478-1368	Haven Home Healthcare.....(407) 706-1173
Childrenfirst Home Health Care Services .....(407) 513-3000	Heavenly Golden Years Services Inc .....(407) 802-4814
Choice Manor Home Care Inc..(407) 949-8886	Home Care Assistance.....(407) 491-0325
Comfort Keepers.....(407) 891-8884	Home Health Care Of Florida Llc .....(321) 972-1984
Comfort Keepers.....(407) 774-4457	Home Health Solutions Of Central Florida Inc. .....(407) 270-9542
Comfort Keepers.....(407) 542-7821	Home Helpers Of Sanford.....(407) 732-6960
Continuous Care Health Services Corp .....(407) 856-8075	Home Instead Senior Care.....(407) 445-8885
Copia Health Care Llc.....(321) 638-0491	Innovative Nursing Inc.....(407) 647-4895
Coram Cvs Specialty Infusion Services .....(407) 571-6834	Integrity Health Services Orlando Llc .....(407) 956-1870
Crown Home Care Inc.....(407) 933-7570	Interim Healthcare Of Greater Orlando .....(407) 740-5284
Csg Home Healthcare Services .....(407) 494-2406	Kassy Home Health.....(407) 875-1801
Dependable Nightingales Agency Inc .....(407) 965-0181	Kindred At Home.....(407) 935-1235
Doctors Choice Home Care.....(407) 296-2610	Kindred At Home.....(407) 644-3532
E2 Emerson And Emerson DbA Brightstar .....(407) 549-3600	Kindred At Home.....(407) 328-9304
Elite Cardiac Care Llc.....(321) 221-7587	Kindred At Home.....(407) 894-5703
Embark Home Healthcare Llc..(407) 542-1503	Leeder Home Health Care Services Llc .....(407) 772-8708
Encompass Home Health Of Florida .....(407) 846-2252	Legacy Home Health.....(407) 645-2402
Ethic Health Services Llc.....(407) 530-5915	Lincare Infusion Pharmacy.....(407) 425-7114
Family Home Care Group Llc....(407) 401-9146	Linil Visiting Nurses Inc.....(407) 790-4848
Firstat Nursing Services.....(407) 629-1100	Maria Home Health Services Inc .....(407) 381-2424
Firstflight Homecare Central Orlando - Winter Park.....(407) 434-0675	Maxim Healthcare Services Inc .....(407) 647-6555

## Health Care Resources

Mayflower Home Health Agency  
 .....(321) 397-1976  
 Mederi Caretenders .....(407) 931-0487  
 Mederi Caretenders .....(407) 661-1963  
 Medical Services Of America Home Health  
 .....(407) 539-0535  
 Medicor Healthcare Inc.....(407) 704-8965  
 Mia Home Health Care Services Inc  
 .....(407) 382-1240  
 My Home Health Agency Llc ...(407) 978-6209  
 National Home Health Care....(407) 260-2010  
 Nirvana Health Services Inc ...(407) 647-5008  
 Nona Home Healthcare .....(407) 483-5890  
 Nurse Next Door Longwood ...(407) 545-2570  
 Nurse On Call .....(407) 852-4009  
 Nurses And More Inc.....(407) 674-6870  
 Option Care .....(800) 396-2933  
 Orlando Health Home Care.....(407) 854-3100  
 Orlando Health Home Care Private Duty  
 .....(407) 644-2433  
 Palm Garden Home Health .....(407) 956-1880  
 Partners In Healthcare .....(407) 788-9393  
 Pinnacle Home Healthcare Inc.(407) 351-6330  
 Psa Healthcare .....(407) 872-1213  
 Rescare Home Care .....(407) 629-5969  
 Right At Home Longwood/Lakemary  
 .....(407) 702-7157  
 Right At Home Orlando.....(407) 757-0981  
 Senior Helpers.....(407) 628-4357  
 Seniorbridge Family Companies (Fl) Inc  
 .....(407) 623-3454  
 Serendipity Loving Care Llc ....(407) 801-3635  
 Signature Homenow .....(407) 834-0020  
 Supporting Independence Inc ..(407) 434-0766  
 Synergy Homecare .....(407) 613-2273  
 Tehc Llc.....(407) 628-1114  
 Tlc Homecare Services Of Central Florida  
 .....(407) 878-1296  
 Tmg Home Health Care Inc....(407) 944-0618  
 Total Care Home Services Inc..(407) 483-8871  
 Touching Hearts At Home Central Florida Inc..  
 .....(407) 483-7815  
 Towers Home Care.....(407) 425-2707  
 True Help Services Inc .....(407) 569-2939

Utopia Home Care Inc.....(727) 821-3332  
 Village On The Green Home Health Agency  
 .....(407) 682-0230

### Home Health: Licensed Nurse Registry PrivateDuty/Private Pay

#### ■ TenderCare Home Health Services

1150 Louisiana Avenue, Suite 5C  
 Winter Park FL 32789  
 407-599-1900  
 We Make Staying Independent Affordable!  
[www.TenderCareHomeHealth.com](http://www.TenderCareHomeHealth.com)

### Home Health Agencies: Licensed



Extraordinary People.  
 Exceptional Care.

**407-434-0675**

[CentralOrlando.FirstLightHomeCare.com](http://CentralOrlando.FirstLightHomeCare.com)

#### ■ FirstLight Home Care

Extraordinary People. Exceptional Care.  
 Serving the Metro Orlando Area  
 407-434-0675  
 Reliable. Attentive. Compassionate.  
[CentralOrlando.FirstLightHomeCare.com](http://CentralOrlando.FirstLightHomeCare.com)

### Hospitals

Arnold Palmer Hospital  
 92 W. Miller Street  
 Orlando FL 32806  
 407-649-9111

Central Florida Regional Hospital  
 1401 West Seminole Blvd.  
 Sanford FL 32771  
 407-321-4500

## Health Care Resources

Dr. P. Phillips Hospital/Orlando Health  
9400 Turkey Lake Rd.  
Orlando FL 32819  
407-351-8500

Florida Hospital: Altamonte  
601 E. Altamonte Drive  
Altamonte Springs FL 32701  
407-303-2200

Florida Hospital: Apopka  
201 Park Ave.  
Apopka FL 32703  
407-889-1000

Florida Hospital Celebration Health  
400 Celebration Place  
Celebration FL 34747  
407-303-4000

Florida Hospital East Orlando  
7727 Lake Underhill Rd  
Orlando FL 32822  
407-303-8110

Florida Hospital Kissimmee  
2450 N. Orange Blossom Trail  
Kissimmee FL 34744  
407-846-4343

Florida Hospital Orlando  
601 E. Rollins Street  
Orlando FL 32803  
407-303-5600

Health Central – Orlando Health  
10000 W. Colonial Drive  
Ocoee FL 34761  
407-296-1000

La Amistad Behavioral Health Services  
1650 Park Avenue North  
Maitland FL 32751  
407-647-0660

Lucerne Hospital – Orlando Health  
818 Main Lane  
Orlando FL 32801  
407-649-6111

M.D. Anderson Cancer Center  
1400 S. Orange Avenue  
Orlando FL 32806  
407-648-3800

Orlando Regional Medical Center –  
Orlando Health  
1414 Kuhl Avenue  
Orlando FL 32806  
321-841-5111

Orlando VA Medical Center  
5201 Raymond Street  
Orlando FL 32803  
407-629-1599

Osceola Regional Medical Center  
700 W. Oak Street  
Kissimmee FL 34741  
407-846-2266

South Seminole Hospital – Orlando Health  
555 W. State Road 434  
Longwood FL 32750  
407-767-1200

St. Cloud Regional Medical Center  
2906 17th Street  
St. Cloud FL 34769  
407-892-2135

Winnie Palmer Hospital  
83 W. Miller Street  
Orlando FL 32806  
321-843-9792

Winter Park Memorial Hospital  
200 N. Lakemont Avenue  
Winter Park FL 32792  
407-646-7000

### Long-Term Care Advocates

Long-Term Care Ombudsman Program  
(Florida Department of Elder Affairs)  
988 Woodcock Road, Suite 198  
Orlando FL 32803  
1-888-831-0404 (Toll Free)  
*Investigates and resolves long-term care facility residents' concerns*

### Long-Term Home Health Care

Senior Resource Alliance: Area Agency On Aging of Central Florida, Inc.  
988 Woodcock Road Suite 200  
Orlando FL 32803  
407-514-1800

### Medicaid Screening

CARES – Florida Department of Elder Affairs  
(Comprehensive Assessment and Review for Long-Term Care Services)  
Provides the pre-admission screenings for individuals seeking community-based Medicaid services and subsidized nursing home services.  
407-228-7700

### Medical Alert Systems/Emergency

■ myMED-ID  
407-265-0534  
[www.50PlusFYI.org/myMED-ID](http://www.50PlusFYI.org/myMED-ID)  
*Designed by local first responders to provide personal medical information in emergency*

### Medical Equipment/Supplies

Medical Equipment Bank (Loan)  
Age Advantage Senior Home Care Office  
525 W. Plant Street  
Winter Garden FL 34787  
407-347-2050

National Multiple Sclerosis Society, Inc.  
2701 Maitland Center Parkway, #100  
Maitland FL 32751  
407-896-3873  
407-478-8880

Stepping Stone Medical Equipment Bank  
Donations Refurbished Free and For Sale  
3711 Vineland Avenue  
Orlando FL 32811  
407-649-4100

### Mental Health Care, Counseling, & Education

Aspsire Health Partners  
1405 W. Michigan St.  
Orlando, FL 32805  
407-245-0020

1800 Mercy Drive  
Orlando FL 32808  
407-667-1677

919 E 2nd Street  
Sanford FL 32771  
407-323-2036

237 Fernwood Boulevard  
Fern Park FL 32730  
407-831-2411

Florida Safety Council, Inc.  
7800 S. US Hwy 17-92, Suite 100  
Casselberry FL 32730  
407-831-7200

427 North Primrose Drive  
Orlando, FL 32803  
407-896-1894

3501 W. Vine Street, Suite 124  
Kissimmee FL 34744  
407-846-2555

## Health Care Resources

Mental Health Association of Central FL  
1125 East Robinson  
Orlando FL 32801  
407-898-0110

National Alliance for The Mentally Ill –  
Greater Orlando  
1800 Mercy Drive Suite 300  
Orlando FL 32808  
407-253-1900

Osceola County Health Department  
1875 Boggy Creek Road  
Kissimmee FL 34745  
407-343-2000

Suicide Prevention Lifeline  
407-273-8255

Veterans Suicide Prevention Hotline  
National Suicide Line  
1-800-273-8255 ext.  
1 800-273-TALK (24-hour hotline)

7800 S. US Hwy 17-92, Suite 100  
Casselberry FL 32730  
407-831-7200

National Alliance for The Mentally Ill:  
Greater Orlando  
1800 Mercy Drive, Suite 300  
Orlando FL 32808  
407-253-1900

Osceola County Health Department  
1875 Boggy Creek Road  
Kissimmee FL 34745  
407-343-2000

Suicide Prevention Lifeline  
407-273-8255

### Nursing Homes: Licensed

Consulate Health Care At  
West Altamonte .....(407) 865-8000  
Consulate Health Care Of Kissimmee  
.....(407) 931-3336  
Conway Lakes Health & Rehabilitation Center  
.....(407) 384-8838  
Courtyards Of Orlando Rehabilitation And  
Health Center .....(407) 299-5404  
Delaney Park Health And Rehabilitation  
Center .....(407) 841-4371  
East Orlando Health & Rehab Center Inc  
.....(407) 380-3466  
Florida Living Nursing Center..(407) 862-6263  
Good Samaritan Society-Kissimmee Village  
.....(407) 846-7201  
Guardian Care Nursing & Rehabilitation  
Center .....(407) 295-5371  
Health Central Park .....(407) 296-1600  
Healthcare And Rehab Of Sanford  
.....(407) 322-8566  
Hunters Creek Nursing And Rehab Center  
.....(407) 541-2600  
Island Lake Center.....(407) 830-7744  
Keystone Rehabilitation And Health Center  
.....(407) 847-2854  
Lake Bennett Health And Rehabilitation  
.....(407) 523-0300  
Lake Mary Health And Rehabilitation Center  
.....(407) 805-3131  
Life Care Center Of Altamonte Spring  
.....(407) 831-3446  
Life Care Center Of Orlando....(407) 281-1070  
Longwood Health And Rehabilitation Center  
.....(407) 339-9200  
Lutheran Haven Nursing Home(407) 365-3456  
Manorcare Nursing And Rehabilitation Center  
- Winter Park .....(407) 628-5418  
Mary Lee Depugh Nursing Home Association  
.....(407) 644-6634  
Mayflower Healthcare Center  
.....(407) 672-1620  
Metro West Nursing And Rehab Center  
.....(407) 445-2100

## Health Care Resources

Oaks Of Kissimmee Health And  
Rehabilitation Center .....(407) 847-7200  
Ocoee Health Care Center .....(407) 877-2272  
Orlando Health And Rehabilitation Center  
.....(407) 843-3230  
Osceola Health Care Center....(407) 957-3341  
Palm Garden Of Orlando .....(407) 273-6158  
Parks Healthcare And Rehabilitation Center  
.....(407) 858-0455  
Plantation Bay Rehabilitation Center  
.....(407) 892-7344  
Quality Health Of Orange County  
.....(407) 877-6636  
Regents Park Of Winter Park ..(407) 679-1515  
Rehabilitation Center Of Winter Park The  
.....(407) 647-2092  
Rio Pinar Health Care.....(407) 658-2046  
Rosewood Health And Rehabilitation Center  
.....(407) 298-9335  
Savannah Cove.....(407) 645-3990  
Solaris Healthcare Windermere  
.....(407) 420-2090  
Sunbelt Health & Rehab Center-Apopka Inc  
.....(407) 880-2266  
Terra Vista Rehab And Health Center  
.....(407) 423-1612  
Terrace Of Kissimmee The.....(407) 935-0200  
Terrace Of St Cloud The.....(407) 957-2280  
Tuskawilla Nursing And Rehab Center  
.....(407) 699-5506  
Village On The Green .....(407) 682-0230  
Westminster Towers .....(407) 841-1310  
Westminster Winter Park .....(407) 647-4083  
Winter Park Care & Rehabilitation Center  
.....(407) 671-8030

### Organ Transplants

Florida Hospital Transplant Institute  
2501 N. Orange Avenue, Suite 514  
Orlando FL 32804  
407-303-2474

TransLife  
1560 Orange Avenue, Suite 400  
Winter Park, FL 32789  
407-644-3770 or 800-44DONOR  
407-846-8532

### Speech AIDS

Communication Disorders Clinic (CDC)  
12424 Research Parkway Suite 155  
Orlando FL 32826  
407-882-0468

### Vision Screening

Orange Blossom Family Health Center  
232 N. Orange Blossom Trail  
Orlando FL 32805  
407-428-5751

Eye Care America  
[www.eyecareamerica.org](http://www.eyecareamerica.org)  
(Access online to qualify)  
1-800-222-EYES (3937)

To be included in the

“Little Black Book”  
of Resources

Call  
**407-265-0534**

**ReachUs@50PlusFYI.org**



## Home & Housing Resources

### HOME & HOUSING RESOURCES

#### Adult Family Homes: Licensed

Alleyn Kay.....	(407) 657-2884
Anderson Angela Laing.....	(407) 237-0535
Bort Aaron.....	(407) 761-7385
Bort Alan I.....	(407) 761-7385
Bort Edith.....	(407) 719-0496
Bryan Marcia.....	(407) 409-4998
Buissereth Nancy.....	(407) 690-9755
Collado Valentine.....	(407) 421-4985
Desroche Yolene.....	(407) 952-7397
Etienne Yolette.....	(407) 394-7301
Francis Joseph.....	(407) 295-1189
Francois Marie Denise.....	(954) 663-2760
Grandin Josephine F.....	(321) 217-9384
Guzman David.....	(407) 963-5084
Harry Jamie M.....	(407) 637-2159
Hyppolite-Alphonse Lise I.....	(321) 948-8533
Jean-Pierre Maryse.....	(407) 913-1969
Lacy Rosalyn.....	(407) 287-7149
Love Lurine.....	(407) 352-5540
Lubin Omane.....	(407) 532-5114
Mayes Vicky.....	(407) 416-2057
Meade Tennyson A.....	(407) 322-4317
Merino Daysi.....	(407) 295-8872
Milard Chrisline.....	(407) 879-3996
Miller Marcia.....	(407) 219-4283
Pierre Marie.....	(407) 454-3158
Ponce-Berenato Carmen.....	(407) 822-5330
Raza Taj.....	(407) 756-2595
Rene Paul Andre & Mona-Lissa .....	(321) 662-0040
Santos Mirtha D.....	(407) 862-9202
Scott Vinnette.....	(407) 412-6007
Souverain Rose M.....	(321) 460-4138
Wilson Marsha.....	(407) 970-3909
Woolridge Thelma.....	(407) 678-1251

#### Assisted Living: Licensed

A & M Quail Ridge Manor.....	(407) 483-7329
Aasbury Manor Alf.....	(407) 522-4832
Aiden Springs.....	(407) 679-1116

Ajr Loving Care Alf Inc.....	(407) 483-2546
Ajr Loving Care Assisted Living .....	(407) 671-6161
Alabama Oaks Of Winter Park .....	(407) 622-5076
All Seasons Assisted Living.....	(407) 931-3995
All Seniors Assisted Living.....	(407) 334-7137
All Stars Assisted Living Inc.....	(407) 389-9930
Almark Cove Assisted Living Llc. .....	(407) 292-3957
Almark Grove Assisted Living Facility Llc. .....	(407) 292-3957
Almark Health Services #3.....	(407) 656-2443
Amber Lake Assisted Living Facility .....	(407) 348-6100
Ana Assisted Living Facility.....	(407) 350-5904
Angels Touch Assisted Living.....	(407) 802-5586
Anne's Home Alf Inc.....	(407) 699-0150
Apopka Retirement Center.....	(407) 886-4353
Arbor Cove Alf Of Florida Inc.....	(407) 294-3762
Arden Courts Of Winter Springs .....	(407) 696-8400
Ashton Palms.....	(407) 425-8071
Atria Park Of Lake Forest.....	(407) 322-2207
Avacare Assisted Living.....	(407) 415-8874
Azalea Manor.....	(407) 282-0556
Bear Lake Retirement Home.....	(407) 296-7075
Beggs Pointe Alf.....	(407) 291-9911
Bishop Grady Villas.....	(407) 892-6078
Bridge Assisted Living At Life Care Center Of Orlando (The).....	(407) 384-5858
Bridgeport Senior Living - Port Cardiff Llc (5 locations).....	(407) 810-1344
Brookdale Conway.....	(407) 277-7225
Brookdale Dr Phillips 1.....	(407) 903-1808
Brookdale Dr Phillips 2.....	(407) 363-4511
Brookdale Island Lake.....	(407) 767-6600
Brookdale Lake Mary.....	(407) 321-7550
Brookdale Longwood.....	(407) 265-9100
Brookdale Ocoee.....	(407) 299-2710
Brookdale Oviedo.....	(407) 977-5250
Brookdale Tuskawilla.....	(407) 699-7999
Brookdale Wekiwa Springs.....	(407) 889-7704
Brownstone Wellness.....	(407) 232-3433

## Home & Housing Resources

Carmita's Assisting Living Facility III Llc. .....(407) 432-6785	Golden Age Senior Living Care Llc .....(407) 201-5623
Carmita's Assisting Living Facility IV Llc .....(407) 432-6785	Golden Cove Alf.....(407) 281-1886
Carmita's Home Health II Inc ..(407) 432-6785	Golden Pond Communities .....(407) 654-7217
Carmita's Home Health I Inc ....(407) 432-6785	Good Ole Days Adult Living Facility .....(407) 704-7710
Citrus Garden Alf.....(407) 695-1445	Good Samaritan Society-Kissimmee Village .....(407) 931-5143
Clover Meadows Assisted Living Facility Llc.. .....(407) 656-2443	Grace Villa .....(407) 299-0946
Cornerstone Longwood Leasing Llc .....(407) 767-0500	Grace Villa Facility Llc.....(407) 895-8418
Depaul Of West Orlando .....(407) 292-0515	Gracious Age .....(407) 323-9914
Dr Phillips Assisted Living Facility Inc .....(407) 352-7370	Grand Palms Alf Operator Llc...(407) 529-1000
Dr Phillips Residential Living Inc	Grand Villa Of Altamonte Springs .....(407) 260-2433
Dream Lake.....(407) 814-2273	Green Tree Assisted Living Llc .....(407) 295-4861
Eastbrooke Gardens.....(407) 699-5002	Greenbriar Retirement Home ...(407) 292-6771
Eden Manor .....(407) 291-7466	Guardian Home Alf Llc .....(407) 323-2545
Elite Elderly Care Llc.....(407) 857-5063	Harblin Assisted Living Facility .....(321) 276-6441
Elite Garden Llc.....(407) 498-0998	Harmony Retirement Living Inc ..... .....(407) 230-5632
Elite Manor - Kissimmee.....(407) 483-7657	Helping Hands Assisted Living Facility .....(407) 970-7592
Enchanted Living Facility.....(407) 230-3569	Helping Hands Assisted Living Facility 2 .....(407) 970-7592
Encore At Avalon Park.....(407) 270-7500	Home Away From Home.....(407) 275-7653
English Estates Alf .....(407) 339-0389	Homestead Retirement.....(407) 892-3837
Ernie's Assisted Living Facility II .....(407) 859-7274	Hope Assisted Living Facility ...(407) 878-5298
Extending Lovable Living Assistance Llc .....(321) 245-7096	Horizon Bay Vibrant Ret Living 443 .....(407) 786-5637
Faith House Assisted Living Facility .....(407) 366-9961	Horizon Bay Vibrant Ret Living 445 .....(407) 260-2345
Faith House Of Winter Park	Hpls Assisted Living Inc .....(407) 843-3441
Faith House Of Winter Springs (407) 327-2051	Ideal Care Alf.....(407) 913-7769
Family Of Friends Inc (The).....(407) 732-4981	Indigo Palms At Maitland.....(407) 628-0123
Florida Living Nursing Center...(407) 862-6263	Ionie's Assisted Living.....(407) 293-7967
Four Seasons Alf .....(407) 322-7118	Ionie's Assisted Living li.....(407) 296-7163
Fremont Manor .....(321) 316-4881	Islands Alf (The).....(407) 523-3000
Gardens At Lakeview (The) .....(407) 947-5687	Joan's Villa Inc .....(407) 886-6399
Gardens At Oakland (The) .....(407) 654-0387	Kare Assisted Living Llc .....(407) 674-7005
Gentle Care Assisted Living Facility .....(407) 970-5029	Kevrona Manor Inc .....(321) 972-6225
Gentle Shepherd Assisted Living Facility (The) .....(407) 932-0084	Keystone Villas Assisted Living Center .....(407) 846-1757
Gentry Park Orlando .....(407) 382-1002	
Glory Assisted Living Facility ...(407) 345-4824	

## Home & Housing Resources

Knollwood Manor Assisted Living Llc .....(407) 729-9679	Serenades By Sonata .....(407) 951-6450
Lakeview Manor Assisted Living Facility Inc ... (407) 277-7103	Serenades By Sonata - West Orange .....(407) 614-8680
Leisure Living Center .....(407) 286-0293	Silver Creek Assisted Living St Cloud .....(407) 593-1524
Lutheran Haven Assisted Living Facility (407) 365-3456	Sincerity .....(407) 286-7848
M J Pavillion At Drayton .....(407) 542-4009	Sloan Home Of Central Fl Inc...(407) 297-1781
M J Pavillion Inc .....(407) 699-4255	Sloan Home Of Central Florida Inc II .....(407) 730-7431
Mayflower Assisted Living Facility .....(407) 672-1620	Smallville .....(321) 946-7219
Merlox Haven Llc .....(407) 201-4012	Smallville li .....(407) 286-7196
Neptune Manor .....(407) 933-5537	Southern Home Care Mgmt .....(407) 382-3354
Nevie's Caring Hands Inc .....(407) 886-3659	Spring Hills Hunter's Creek .....(407) 251-8088
New Life Alf House .....(407) 452-0254	Spring Hills Lake Mary .....(407) 688-1660
Ntm Homes .....(407) 330-1505	Spring Pine Llc .....(321) 246-7486
Oakmonte Village Of Lake Mary - Cordova .....(407) 444-0122	St. Marys Home .....(407) 843-0951
Orlando Lutheran Towers .....(407) 425-1033	Summer Time Lodge Inc .....(407) 645-5515
Panorama Living .....(407) 786-2242	Summit Care Alf .....(407) 306-0895
Pathways To Care Inc .....(407) 388-0245	Sunny Days Retirement Home .....(407) 886-4008
Phebian Assisted Living Facility	Sunrise Retirement Home .....(407) 808-3237
Pine Acres Golden Age Centre.(407) 298-4973	Sutton Homes (8).....(407) 740-8815
Plantation Oaks Senior Living ..(407) 859-7990	Swan At Lake Conway Alf .....(407) 860-0266
Providence Home .....(407) 578-6890	Tender Care Inc At Westford Drive .....(321) 303-4907
Renaissance Retirement Center(407) 323-7306	Tender Care Inc .....(321) 303-4907
Roberts Adult Care Home.....(407) 257-0296	The Lodge At Lutheran Haven.(407) 365-3456
Rosemont Gardens Inc .....(407) 292-6579	The Sisters' Assisted Living Facility Llc .....(404) 847-4249
Rosewood Elder Care .....(407) 291-8722	Thornton Gardens .....(407) 383-9040
Royal Gardens Of St. Cloud Llc(407) 892-2290	Thornton Gardens li .....(407) 858-5446
Sabrena's Retirement Resort 2 Inc .....(407) 296-9349	Thornton Gardens lii .....(407) 858-4441
Sabrena's Retirement Resort 4 Inc .....(407) 299-4290	Transformation Assisted Living(407) 295-4499
Sabrena's Retirement Resort Inc .....(407) 578-4453	View At Casselberry The .....(407) 388-1276
San Jean Facility Care Inc.....(407) 704-8857	View At Winter Park (The).....(407) 673-2853
Sanford Manor.....(407) 322-3324	Watercrest Of Lake Nona Assisted Living And Memory Care .....(407) 226-3113
Savannah Cottage Of Oviedo ..(407) 977-8786	Wellsprings Residence .....(407) 880-8020
Savannah Court Of Maitland....(407) 645-3990	Westchester Of Winter Park ... (407) 679-5555
Savannah Court Of Oviedo I ....(407) 977-8786	Westminster Towers .....(407) 841-1310
Savannah Court Of Oviedo li ....(407) 977-8786	White Flowers .....(407) 207-7165
Savannah Court Of St Cloud ....(407) 892-8502	Williams Loving Care .....(407) 297-6866
Senior Garden Assisted Living.(407) 731-3392	Winston House .....(407) 415-8038
	Winter Park Towers .....(407) 647-4083

## Home & Housing Resources

### Assisted Living Communities

#### ■ Westchester of Winter Park

558 N. Semoran Blvd.  
Winter Park FL 32792  
407-679-5555  
Retirement & Assisted Living, Skilled  
Nursing  
[www.WestchesterOfWinterPark.com](http://www.WestchesterOfWinterPark.com)

### Assisted Living: Home

#### ■ Winston House Assisted Living

1480 Winston Road  
Maitland FL 32751  
407-415-8038  
The "Caring Choice" to Call Home

### Home Design & Planning:

#### Home Rehabilitation/Construction

■ Aging in Place Safely, LLC  
Home Modification Assessments  
Fulfilling Your Home Remodeling Needs  
Making Your Home Suitable for YOU  
407-595-3342  
[www.AgingInPlaceSafelyConsulting.com](http://www.AgingInPlaceSafelyConsulting.com)

#### Home Rehabilitation/Repair Grants

Osceola County Human Services Dept.  
108 Park Place Boulevard  
Kissimmee FL 34741  
407-870-2019

Seminole County Community (Assistance)  
Development Office  
534 W. Lake Mary Boulevard  
Sanford FL 32773  
407-665-2300

Seniors First, Inc.  
5395 L. B. McLeod Road  
Orlando, FL 32811  
407-292-0177 (Main – West Office)

### Homeless/Housing: Financial Assistance Programs

Central FL Urban League  
2804 Belco Drive  
Orlando FL 32808  
407-841-7654

Homeless Services Network of Central  
Florida  
2828 Edgewater Dr  
Orlando FL 37804  
407-893-0133

Goldenrule Housing and Community  
Development, Inc.  
417 East Second Street  
Sanford, FL 32771  
407-878-3759 (Administrative)

Osceola Christian Ministry Center  
700 Union Street  
Kissimmee FL 34741  
407-944-9968

Seminole County Community Assistance  
543 W. Lake Mary Boulevard  
Sanford FL 32773  
407-665-2360 • 407-665-2302

#### Homeless Shelter/Assistance

Catholic Charities of Central Florida  
1771 N. Semoran Blvd.  
Orlando, FL 32807  
407-658-1818

Catholic Heart Workcamp Mission  
[catholichrtcamp@msn.com](mailto:catholichrtcamp@msn.com)  
407-407-678-0073

Central Care Mission of Orlando, Inc.  
4027 Lenox Boulevard  
Orlando FL 32811  
407-299-6146

## Home & Housing Resources

Christian Service Center  
808 W. Central Blvd.  
Orlando, FL 32805  
407-425-2523

Covenant House Florida- Orlando  
2313 1/2 North Orange Ave  
Orlando, FL 32804  
407-893-4580

Homeless Services Network of Central FL  
2828 Edgewater Drive  
Orlando FL 32804  
407-893-0133

Housing and Community Development: City  
of Orlando  
400 South Orange Avenue  
Orlando, FL 32802  
407-246-2708

Lighthouse Mission of Orlando, Inc.  
2554 Overland Road  
Apopka FL 32703  
407-291-2911

Mending Hearts Charities  
407-843-4300

Orlando Housing Authority  
390 N. Bumby Ave.  
Orlando, FL 32803  
407-895-3300

Sanford Housing Authority  
94 Castle Brewer Court  
Sanford, FL 32771  
407-365-3621

The Sharing Center  
600 North Highway 17-92  
Longwood, FL 32750  
407-260-9155

Central Florida Urban League  
595 W Church Street, I-B  
Orlando FL 32805  
407-841-7654

Hands of Central Florida  
1707 Orlando Central Parkway, Suite 350  
Orlando FL 32809  
407-447-5686

U.S. Department of Housing and Urban  
Development — Orlando Field Office  
3751 Maguire Boulevard, Room 270  
Orlando FL 32803  
FL\_Webmanager@hud.gov

### Housing Authority

Orange County Housing Finance Authority  
2211 Hillcrest Street  
Orlando FL 32803  
407-894-0014

Orlando Housing Authority  
390 N. Bumby Ave.  
Orlando, FL 32803  
407-895-3300

Osceola County Housing Office  
330 North Beaumont Avenue  
Kissimmee, FL 34741  
407-742-8400 Main

Sanford Housing Authority  
94 Castle Brewer Court  
Sanford, FL 32771  
407-365-3621

Seminole County Housing Authority  
662 Academy Place  
Oviedo, FL 32765  
407-365-3621 (Administrative)

## Home & Housing Resources

### Housing: HUD Assistance

Central Florida Urban League  
HUD-certified Comprehensive Housing  
Counseling Agency  
595 West Church Street, Suite I-B  
Orlando, FL 32805  
407-841-7654

Habitat for Humanity of Greater Orlando  
4116 Silver Star Road  
Orlando FL 32808  
407-648-4567

Centro de Ayuda Para Los Hispanos, Inc.  
5575 South Semoran Blvd., Suite 5015  
Orlando FL 32822  
chirinoscdg@bellsouth.net  
407-249-0532

Community Legal Services of Mid-Florida,  
Inc. – Kissimmee Office  
800 North Main Street  
Kissimmee FL 34744  
housingcounseling@clsmf.org  
Toll-free: 877-506-0019

Community Legal Services of Mid-Florida,  
Inc. – Sanford Office  
315 Magnolia Avenue  
Sanford FL 32771  
housingcounseling@clsmf.org  
Toll-free: 877-506-0019

Community Legal Services of Mid-Florida,  
Inc. – Orlando Office  
122 E. Colonial Drive, Suite 200  
Orlando FL 32801  
housingcounseling@clsmf.org  
Toll-free: 877-506-0019

Consumer Debt Counselors, Inc.  
831 W. Morse Blvd.  
Winter Park FL 32789  
407-599-0057

Credibility – Orlando Branch  
3191 Maguire Blvd, Suite 100  
Orlando, Florida 32803-3789  
info@credability.org  
800-251-2227

H.E.L.P. Community Development Corp.  
63 E Kennedy Blvd, Suite 100-B  
Eatonville, Florida 32751  
407-628-4832

Homes in Partnership, Inc.  
407-886-2451

Housing and Neighborhood Development  
Services of Central Florida, Inc.  
1707 Orlando Central Pkwy, Suite 350  
Orlando FL 32809  
info@cflhands.org  
407-447-5686

Incharge Debt Solutions  
5750 Major Blvd Ste 175  
Orlando FL 32819  
407-532-5647

National Financial Literacy Foundation, Inc.  
555 Winderley Place, Suite 300  
Maitland FL 32751  
877-380-6353

Osceola County Cooperative Extension  
Service – FL Cooperative Extension  
1921 Kissimmee Valley Lane  
Kissimmee FL 34744  
Iroy@osceola.org  
321-697-3000

Orange County Cooperative Extension  
Service – FL Cooperative Extension  
6021 S. Conway Road  
Orlando FL 32812  
407-254-9204

## Home & Housing Resources

Seminole County Cooperative Extension  
Service – FL Cooperative Extension  
250 West County Home Road  
Sanford FL 32773  
lroy@osceola  
407-665-5556

Springboard – Seminole Ridge  
2750 Renegade Drive  
Orlando FL 32818  
407-296-9591

The Center for Affordable Housing, Inc.  
2524 Park Drive  
Sanford FL 32773  
suzannebrown@tcfah.org  
407-323-3268 ext. 12

U.S. Department of Housing and Urban  
Development — Orlando Field Office  
3751 Maguire Boulevard, Room 270  
Orlando FL 32803  
FL\_Webmanager@hud.gov

### Landlord/Tenant Dispute Resolution

Community Legal Services of Mid-Florida  
315 Magnolia Avenue  
Sanford FL 32771  
1-888-379-4729  
1-800-405-1417

Orange County Bar Association  
(Citizens Dispute)  
880 N. Orange Avenue  
Orlando FL 32801  
407-422-4551

### Low Cost Homes/Housing Units

Grand Avenue Economic Community  
Development Corp.  
2803 W. Arlington Street  
Orlando FL 32805  
407-521-6335

4049 S. Orange Blossom Trail  
Orlando FL 32839  
407-447-1211

Maxwell Garden Apartments  
4049 S Orange Blossom Trail  
Orlando FL 32839  
407-447-1211

Salvation Army of Orange County  
William Booth Towers  
633 Lake Dot Circle  
Orlando FL 32801  
407-843-5533

### Mortgage Payment Assistance

Catholic Charities of Central Florida  
1771 N. Semoran Boulevard Suite B  
Orlando FL 32807  
407-658-1818

Christian Service Center for Central FL  
808 W. Central Boulevard  
Orlando FL 32805  
407-425-2523

Jewish Family Services of Greater Orlando  
2100 Lee Road  
Winter Park FL 32789  
407-644-2985

Salvation Army Orlando Metro Command  
416 W. Colonial Drive  
Orlando FL 32804  
407-423-8581

Salvation Army of Seminole County  
700 W. 24th Street  
Sanford FL 32771  
407-322-2642

## Home & Housing Resources

### Rent Payment Assistance

Catholic Charities of Central Florida  
1771 N. Semoran Boulevard Suite B  
Orlando FL 32807  
407-658-1818

Christian Service Center for Central FL  
808 W. Central Boulevard  
Orlando FL 32805  
407-425-2523

Jewish Family Services of Greater Orlando  
2100 Lee Road  
Winter Park FL 32789  
407-644-2985

Orange County Health & Family Services  
Division of Youth and Family Services  
2100 E. Michigan Street  
Orlando FL 32806  
407-836-5150

3933 W.D. Judge Drive  
Orlando FL 32808  
407-836-8410

Osceola County Council On Aging, Inc.  
Barney E. Veal Center  
700 Generation Point  
Kissimmee FL 34744  
407-483-1499

Salvation Army of Orange County  
416 W. Colonial Drive  
Orlando FL 32804  
407-423-8581

Salvation Army of Seminole County  
700 W. 2th Street  
Sanford FL 32771  
407-322-2642

Seminole County Community Assistance  
534 Lake Mary Boulevard  
Sanford FL 32773  
407-665-2300

The Sharing Center/Christian Sharing Center  
600 N. Hwy 17-92 Suite 158  
Longwood FL 32750  
407-260-9155

Urban League of Central Florida  
2804 Belco Drive  
Orlando FL 32808  
407-841-7654

### Utility Assistance:

#### Low Income Home Energy Assistance

Program (LIHEAP) Orange County  
407-836-7429

#### Weatherization Assistance Programs

Department of Community Affairs  
[www.floridacommunitydevelopment.org](http://www.floridacommunitydevelopment.org)  
850-717-8450

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The Area Agency on Aging of Central Florida, Inc.  
*D/B/A Senior Resource Alliance*  
The Aging and Disability Resource Center



# FACTS

## Our Mission

The mission of the Senior Resource Alliance is to enable elders to age with independence and dignity in the setting of their choice. As a non-profit corporation, SRA oversees federal, state, and local funding for home and community-based services in four counties—Brevard, Orange, Osceola, and Seminole.:

### Administrative Services

- Planning and Contract Management
- Quality Assurance and Grievance Procedures
- Triage—Intake and Screening for Program Eligibility
- Public Awareness and Advocacy

### Contracted Services

- Congregate and Home Delivered Meals
- Homemaker and Chore Services
- Personal Care
- Respite and Adult Day Care
- Caregiver Support
- Transportation
- Legal Assistance

### Health and Wellness Evidence-Based Programs

- Arthritis Foundation Exercise Program®
- Care Transitions®—Hospital To Home
- Chronic Disease Self-Management Program®
- Healthy IDEAS®
- Matter of Balance®
- Tai Chi: Moving For Better Balance®

### Additional Support Services

- SHINE—Serving Health Insurance Needs of Elders
- Abuse, Neglect, and Exploitation Prevention—ANE
- CarFit®, DriveAble®, and Mobility Counseling
- Low-Income Energy Assistance—EHEAP

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**Senior Resource Alliance** • 988 Woodcock Rd., Suite 200 • Orlando, FL 32803

Local Elder Helpline: 407-514-1800

Elder Helpline: 1-800-96ELDER (1-800-963-5337)

[www.SRAflorida.org](http://www.SRAflorida.org)



The Area Agency on Aging of Central Florida  
*Senior Resource Alliance*

## Lead Agency and Older American Act Providers

### Brevard County

#### **Aging Matters in Brevard, Inc.**

3600 W. King St.  
Cocoa, FL 32926  
321-639-8770

[www.AgingMattersBrevard.org](http://www.AgingMattersBrevard.org)

**Mission:** To promote and maintain independence and maximize the quality of life for the citizens of Brevard County, particularly the elderly and disabled.

#### **Programs:**

- Brevard Community Kitchen
- Caregiver Support Program
- Community Care for the Elderly and Disabled Adult
- Community Home Services
- Meals on Wheels
- Retired and Senior Volunteer Program
- Seniors at Lunch
- Seniors Assistance Program
- Shared Cost Program
- Transerve (transportation)

#### **Brevard Alzheimer's Foundation, Inc.**

4676 N. Wickham Road  
Melbourne, FL 32935  
321-253-4430

[www.BrevardAlzheimers.org](http://www.BrevardAlzheimers.org)

**Mission:** To provide quality community and facility based services to frail adults and caregivers. An emphasis is placed on Alzheimer's or Dementia Related Diseases (ADRD) through care management, adult day care, transportation, and home-based services.

#### **Programs:**

- Daycare
- In-Home Respite

### Orange/Seminole County

#### **Alzheimer's & Dementia Resource Center**

1506 Lake Highland Drive  
Orlando, FL 32803  
407-843-1910  
800-330-1910

[www.ADRCCares.org](http://www.ADRCCares.org)

**Mission:** ADRC is committed to providing the caregivers of those with Alzheimer's disease or related dementias with the support, guidance, and resources needed to help cope with the daily challenges they face and help them to better care for their loved ones. Combined with its ongoing contributions to research centers throughout the world, the organization strives to provide compassion today and hope for tomorrow.

**Programs:** Caregiver Training and Support, Outreach

#### **Senior's First**

5395 L. B. McLeod Road  
Orlando, FL 32811  
407-292-0177

[www.seniorsfirstinc.org](http://www.seniorsfirstinc.org)

**Mission:** Seniors First enhances the quality of life for Central Florida senior citizens and disabled adults by maintaining their independence and dignity through nutrition, home improvement and support services, which assist seniors in need.

#### **Programs:**

- Case Management
- Companionship
- Guardianship
- Home Improvement
- Homemaker and Personal Care
- Meals on Wheels



The Area Agency on Aging of Central Florida  
*Senior Resource Alliance*

## Lead Agency and Older American Act Providers

- Neighborhood Lunch Program
- Respite
- Stepping Stone Medical Equipment Bank
- Volunteer Services

### Share the Care

1524 Formosa Avenue  
Winter Park, FL 32789  
407-423-5311

[www.helpforcaregivers.org](http://www.helpforcaregivers.org)

[www.caregivercentral.org](http://www.caregivercentral.org)

**Mission:** To provide services, support, education, and training to family caregivers, enabling them to maintain their family member at home and delay or eliminate the need for institutional care.

#### Programs:

- Care Management
- Caregiver Advocacy
- Caregiver Education & Training
- Crisis Care
- In-home Counseling Service
- In-home Respite
- Licensed Adult Day Centers
- Overnight Care in Assisted Living Facility
- Support Group

## Osceola County

### Osceola County Council on Aging

Barney E. Veal Center  
700 Generation Point  
Kissimmee, FL 34744  
407-846-8532

[www.occoa.org](http://www.occoa.org)

**Mission:** To provide services to enable independence and self-sufficiency for seniors, disabled adults, and disadvantaged families.

#### Programs:

- Adult Day Health Center

- Case Management
- Community Services
- In Home Services
- Chore
- Guardianship
- Health Clinic
- Housing
- Nutrition
- Senior Center
- Transportation
- Weatherization
- Energy Assistance

## Seminole County

### Meals on Wheels, Etc.

2801 S. Financial Court  
Sanford, Florida 32773  
407-333-8877

[www.mealsetc.org](http://www.mealsetc.org)

**Mission:** To provide a number of vital programs that help seniors remain in their own homes and local communities so they can continue to live their lives with as much independence as possible.

#### Programs:

- Nutrition: home-delivered meals and congregate meals
- Transportation: to congregate dining, medical appointments, shopping, etc.
- Home: home repairs, chore, and homemaking services
- Home Weatherization
- Top Hat Catering

Contact Senior Resource Alliance:  
988 Woodcock, Suite 200  
Orlando, FL 32803  
407-514-1800  
[www.SRAflorida.org](http://www.SRAflorida.org)

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*\*\*The "Little Black Book" of Resources is the most comprehensive "yellow pages" of products, services, and resources for Central Florida's 50+ community and it is now included in the 50+Plus FYI Magazine.*

## Glossary of Terms

### A

**AAA:** Area Agency on Aging

**AARP:** American Association of Retired Persons

**Abuse (personal):** When another person does something on purpose that causes you mental or physical harm or pain.

**Activities of Daily Living (ADLs):** Everyday functions and activities that people usually do without help. These include dressing, eating, bathing, toileting, transferring, and continence. Many insurance policies use the inability to perform a certain number of ADLs to determine eligibility for benefits.

**Acute Illness:** A disease or condition that comes on rapidly and severely, but that can, with proper treatment, be cured, such as pneumonia or a broken bone.

**Actuarial Equivalent:** A plan sponsor must offer a prescription drug plan that is actuarially (a term relating to the statistical calculation of risk) the same or better than the Medicare Part D prescription drug plan.

**ADC:** Adult Day Care

**ADHC:** Adult Day Health Care

**ADL:** Activities of Daily Living

**Administrative Law Judge (ALJ):** A hearing officer who presides over appeals to Medicare by people with Medicare or their providers. The ALJ level follows the CHDR appeals level (for private plan appeals), the reconsideration level (for Part A appeals) and the fair hearing level (for Part B appeals).

**Admitting Physician:** The doctor responsible for admitting a patient to a hospital or other inpatient health facility.

**ADNet:** Adult Day Services Network

**Adult with Severe and Persistent Mental Illness** are persons 18 years of age and older who have a diagnosis of a major mental disorder (as defined by the *American Psychiatric Association Diagnostic and Statistical Manual IV* or the most current edition) and meet any of the following criteria: documented evidence of long-term psychiatric disability; income due to psychiatric disability (SSI, SSDI, Veterans or other); or inability to perform independently in day-to-day living if over

age of 59.

**Adult Day Care:** Community-based care designed to meet the needs of functionally and/or cognitively impaired adults who, for their own safety and well-being, can no longer be left at home alone during the day. Adult day care facilities such as senior or community centers offer protected settings which are normally open weekdays during business hours and include a mixture of health, social and support services. Specialized programs for individuals with Alzheimer's disease or related disorders also exist. Some facilities offer a wide range of therapeutic and rehabilitative activities as well as social activities, meals, and transportation.

**Adult Family Care Home:** Adult family care homes provide full-time, family-type living in a private home for up to five elderly persons or adults with a disability, who are not related to the owner. The owner lives in the same house as the residents. The basic services include, but are not limited to: housing and nutritional meals; help with the activities of daily living, like bathing, dressing, eating, walking, physical transfer, giving medications or helping residents give themselves medications; supervision of residents; arrange for health care services; provide or arrange for transportation to health care services; health monitoring; and social activities. Adult family care homes are licensed and surveyed by the State of Florida.

**Advance Beneficiary Notice (ABN):** A notice health care providers and suppliers are required to give a person with Original Medicare when they believe that Medicare will not cover their services or items and the person has no reason to know that Medicare will not cover the items or services. If your provider does not give you an ABN to sign and you have no reason to know the procedure is not covered, then you do not have to pay. If you sign an ABN before you get the service or item, and Medicare does not pay for it, you generally pay for it, although there are a few exceptions. Providers are not required to give

you an ABN for services or items Medicare never covers.

**Advance Coverage Decision:** A Private Fee-For-Service plan's determination about whether or not it will pay for a certain service. Note: this is completely unrelated to an advance beneficiary notice (ABN), which only applies to people with Original Medicare.

**Advance Directive:** A legal document that outlines how you want medical decisions made if you lose the ability to make decisions for yourself. A health care advance directive may include a living will and a power of attorney for health care decisions.

**Advanced Illness:** A serious disease or condition that has progressed too far to be cured, such as cancer that has spread throughout the body.

**AFCH:** Adult Family Care Home

**Affordable Care Act (ACA):** The Affordable Care Act actually refers to two separate pieces of legislation — the Patient Protection and Affordable Care Act (P.L. 111-148) and the Health Care and Education Reconciliation Act of 2010 (P.L. 111-152)—that, together expand Medicaid coverage to millions of low-income Americans.

**Aged and Disabled Adult Medicaid Waiver:** Federally funded program that provides in-home services to eligible elders.

**Agency for Health Care Administration (AHCA):** As the state's designated agency for regulating and licensing health care and skilled nursing facilities, AHCA is responsible for the state Medicaid program. Call AHCA at 1-888-419-3456 if you have questions about Medicaid. They also accept complaints on hospitals, nursing homes, assisted living facilities, home health agencies, adult day care facilities, or other specialized health care providers.

**Aging and Disability Resource Center (ADRC):** An Aging Resource Center that, under the terms of a grant from the Administration on Aging and Centers for Medicare and Medicaid Services, also provides single point of entry to long-term care services, either directly or through agree-

ments with providers, for adults with severe and persistent mental illness.

**Aging Resource Center (ARC):** An administrative entity designated by the Department of Elder Affairs (DOEA) accessible through multiple entry points that provides access to economic and long-term care services for all elders and their families, regardless of ability to pay. The eligibility functions are determined by the Comprehensive Assessment and Review for Long-term Care Services (CARES)/DOEA and the Department of Children and Families (DCF) Economic-Self Sufficiency programs integrated through collocation of DOEA and DCF staff, either physically or virtually. (§58B-1.001(1) F.A.C.)

**Aging Resource Center (ARC):** As defined by Chapter 58A-7.001 (1).

**AHCA:** Agency for Health Care Administration

**ALF:** Assisted Living Facility

**ALW:** Assisted Living Waiver

**Alzheimer's Disease:** A progressive, degenerative form of dementia that affects brain functions, causing loss of short-term memory, the ability to reason, the ability to care for oneself and deterioration of language skills. While Alzheimer's is currently not curable, several new medications can slow the rate of degeneration for many people.

**Alzheimer's Disease Initiative (ADI):** Publicly funded program to address the needs of those persons diagnosed with dementia.

**Ambulatory Care:** All types of health services that do not require an overnight hospital stay.

**Ambulatory Surgical Center:** Ambulatory surgical centers (ASCs) are freestanding facilities that are not part of a hospital. An ASC provides elective surgical care where the patient is admitted to and discharged from the facility within the same working day. The patient does not stay overnight. Hospitals can have outpatient surgical units, but these units would be a part of the hospital license and would not require a separate ASC license. Ambulatory surgical centers are licensed and surveyed by the State of Florida.



## Glossary of Terms

**Ambulette:** A wheelchair-accessible van that provides non-emergency transportation for people with disabilities.

**ANDI:** Aging Network Development Institute

**ANE:** Abuse, Neglect, and Exploitation

**Annual Coordinated Election Period**

**(ACEP):** The period of time between November 15 and December 31 of every year when you can change your Medicare private drug plan and/or your Medicare health plan choice for the following year. This is also the time you can enroll in the Medicare prescription drug benefit (Part D) if you do not enroll during your Initial Enrollment Period (you may have to pay a premium penalty if you enroll during this time unless you had drug coverage from another source that was at least as good as Medicare's and you were not without that coverage for more than 63 days). Your new coverage will begin January 1.

**AOA:** Administration on Aging

**Appeal:** A special kind of complaint that you make to your private Medicare plan or Original Medicare when you disagree with a decision it has made about your health care. For example, you might appeal if your health plan doesn't pay for care you need.

**Applicant:** Person who is requesting assistance.

**Approved Amount:** The fee that Medicare sets as its rate for a medical service. Medicare will cover 80 percent of this amount (or 50 percent for mental health services) and you (or your supplemental insurance) are responsible for the remainder. All doctors and other providers who take assignment must accept this approved amount as full payment, even if they normally charge more for the service.

**APS:** Adult Protective Services

**Area Agency on Aging (AAA):** A nationwide network of State and local programs that help older people plan and care for their life-long needs. Services include information and referral for in-home services, counseling, legal services, adult day care, skilled nursing care/therapy, transportation, personal care, respite care, nutrition and meals. For Brevard,

Orange, Osceola, and Seminole Counties, this is the Senior Resource Alliance also named Area Agency on Aging of Central Florida.

**Assets:** Resources such as savings and checking accounts, stocks, bonds, mutual funds, retirement accounts, and real estate.

**Assignment:** A Medicare term used to describe an agreement by a doctor to accept Medicare's approved amount as payment in full. Any doctor who is a "participating provider" in the Medicare program always takes assignment. Participating providers may not charge you more than Medicare's approved amount. If you have Original Medicare, it can save you money to see a doctor who takes assignment.

**Assisted Living Facility (ALF):** Assisted living facilities (ALF) provide full-time living arrangements in the least restrictive and most home-like setting. The basic services include, but are not limited to: housing and nutritional meals; help with the activities of daily living, like bathing, dressing, eating, walking, physical transfer, giving medications or helping residents give themselves medications; arrange for health care services; provide or arrange for transportation to health care services; health monitoring; respite care; and social activities. Assisted living facilities are licensed and surveyed by the State of Florida.

**Assisted Living for the Frail Elderly Medicaid Waiver (ALE):** Federally funded program that provides services to qualified individuals residing in participating assisted living facilities.

**Assistive Technology:** Any item, piece of equipment or system that is used to increase, maintain or improve the functional capabilities of individuals with disabilities. For example, Closed Circuit Television is an assistive technology, which Medicare will cover if medically necessary. Simple items like "grabbers" and "reachers" are not covered by Medicare.

**Authorization:** MCO approval necessary prior to the receipt of care. (Generally, this is different from a referral in that, an authorization can be a verbal or written approval from the MCO whereas a referral is generally a

written document that must be received by a doctor before giving care to the beneficiary.)

### B

**Balance Bill:** When doctors and hospitals charge you for the balance on a bill after your health plan or Original Medicare has paid its approved amount.

**Beneficiary:** A person over 65 or under 65 with Social Security Disability Insurance who receives health insurance through the Medicare program.

**Benefit Period:** The amount of time during which Medicare pays for hospital and skilled nursing facility (SNF) services. A benefit period begins the first day you enter the hospital or SNF and ends when you no longer receive hospital or skilled care in a SNF for 60 days in a row. With each new benefit period, you pay a new deductible. Your coinsurance is determined by the number of days you have been in the facility during each benefit period.

**Bereavement Services:** A hospice service that provides counseling for the family up to a year after the patient passes away.

**Biologicals:** Usually a drug or vaccine made from a live product and used medically to diagnose, prevent, or treat a medical condition. For example, a pneumonia or flu shot.

**BOCA:** Brevard County Commission on Aging

### C

**Capped Rental Item:** Durable medical equipment (such as a wheelchair) that Medicare covers initially for rental, rather than for purchase, often because of its high cost. Medicare pays the rental fees for these items in monthly installments. You can keep a capped rental item as long as it is medically necessary and elect to buy it after renting it for ten months. If you continue to rent it, you are not responsible for the cost of its repairs or replacement parts.

**Care Manager:** A health care professional, typically a nurse or social worker, who arranges, monitors, or coordinates long-term care services (also referred to as a care coordinator or case manager). A care manager may also assess a patient's needs and develop a plan of care, subject to approval by the

patient's physician.

**Caregiver:** An adult (typically a family member or friend) who provides unpaid assistance to another adult who can no longer independently attend to his or her personal needs and/or perform his or her normal activities of daily living.

**CARES:** Comprehensive Assessment and Review for Long-term Care Services unit of the Department of Elder Affairs. This unit is responsible for determining functional eligibility for a number of public programs.

**CARES Referral:** A form that is used to notify CARES that a potential client is interested in assessment for program participation.

**Carrier:** A private company that has a contract with Medicare to process Part B claims. (See also *Medicare Carrier*.)

**Case Management:** Coordination of client information and linking to resources to meet their needs.

**Catastrophic Coverage:** Insurance designed to protect you from having to pay very high out-of-pocket costs. Catastrophic coverage usually begins after you have spent a pre-determined amount. Medicare Parts A and B do not offer catastrophic coverage. They always pay the same amount regardless of how much you have spent. The new Medicare prescription drug benefit (Part D) does offer catastrophic coverage. After you have spent a certain amount out-of-pocket (\$3,600 in 2006), you will only pay five percent of the cost of each prescription (in addition to your monthly plan premium).

**Catastrophic Limit:** The highest amount of money you have to pay out-of-pocket during a given period of time for certain services. After you have reached the catastrophic limit, a higher level of coverage begins.

**CCDA:** Community Care for the Disabled

**CCRC:** Continuing Care Retirement Community

**Center for Health Dispute Resolution**

**(CHDR):** An independent agency that contracts with the Centers for Medicare and Medicaid Services to review Medicare private plan appeals.



## Glossary of Terms

**Centers for Medicare & Medicaid Services (CMS):** Formerly known as the Health Care Financing Administration (HCFA), CMS is the United States government agency responsible for administering Medicare and Medicaid. It is made up of three agencies: the Center for Beneficiary Choices, the Center for Medicare Management, and the Center for Medicaid and State Operations.

**Central Receiving:** A single point of entry into the mental health and substance abuse system for assessments and appropriate placement for individuals experiencing a crisis in Orange County. This resource is designated for use by law enforcement only.

**Certificate of Credible Coverage:** A written certificate issued by a group health plan or health insurance issuer (including an HMO) that states the period of time you were covered by your health plan.

**Certificate of Medical Necessity (CMN):** Documentation from a doctor which Medicare requires before it will cover certain durable medical equipment. The CMN states the patient's diagnosis, prognosis, reason for the equipment, and estimated duration of need.

**Certified:** A long-term care facility, home health agency, or hospice agency that meets the requirements imposed by Medicare and Medicaid is said to be certified. Being certified is not the same as being accredited. Medicare, Medicaid and some long-term care insurance policies only cover care in a certified facility or provided by a certified agency.

**Certified Aging-in-Place Specialist (CAPS):** a National Association of Home Builders (NAHB) designation earned by individuals trained in the unique needs of the older adult population, aging in place home modifications, common remodeling projects, and solutions to common barriers.

**Certified Graduate Remodeler (CGR):** a National Association of Home Builders (NAHB) exclusive professional designation earned by qualified individuals that emphasizes business management skills as the key to a professional remodeling operation.

**Certified Nursing Assistant (CNA):** CNAs

are trained and certified to help nurses by providing non-medical assistance to patients, such as help with eating, cleaning and dressing.

**CF:** Department of Children and Families

**CHIC:** Community Health Improvement Council

**Choice Counseling:** Terminology used to describe the federally funded Long-term Care Diversion Programs activity by CARES to provide information about all available community resources that will assist the client in making an informed decisions.

**Chronic Illness or Condition:** An illness or other condition with one or more of the following characteristics: permanency, residual disability, requires rehabilitation training, or requires a long period of supervision, observation, or care. Typically, it is a disease or condition that lasts over a long period of time and cannot be cured; it is often associated with disability.

**CIRTS:** Client Information Registration and Tracking System

**CIS:** Client Information System

**Civilian Health and Medical Program (CHAMPUS):** Run by the Department of Defense, in the past CHAMPUS gave medical care to active duty members of the military, military retirees, and their eligible dependents. (This program is now called "TRICARE")

**Claim:** A bill that asks for payment for services or benefits you received. Medicare Part A claims are processed by Fiscal Intermediaries and Part B claims are processed by Medicare Carriers.

**CMS:** Center for Medicare and Medicaid Services (formally HCFA)

**CMS:** CARES Management System

**CMS Hearing Officer:** An individual designated by CMS to conduct the appeals process for a claim dispute.

**CNA:** Certified Nursing Assistant

**Cognitive Impairment:** Deterioration of intellectual ability, such as disorientation as to people, places or time; impairment of short-term or long-term memory; and/or impairment of one's ability to reason; that has

progressed to the extent that a person requires substantial supervision by another person. Cognitive impairment includes Alzheimer's disease and senile dementia. The existence of cognitive impairment is determined by clinical evidence and standardized tests that reliably measure the person's impairment. For more information, click on Senile Dementia symptoms.

**Coinsurance:** The portion of the cost of care you are required to pay after your health plan pays. Usually, it is a percentage of an approved amount. In Original Medicare the coinsurance is usually 20% of the Medicare-approved amount.

**Community Care for the Elderly (CCE):** Publicly funded program that provides services on a sliding fee scale basis to qualified elders.

**Community Case Manager:** Department of Children and Families Mental Health Contracted case coordination for the targeted populations of mental health and substance abuse clients.

**Companionship Services:** Companions visit isolated and homebound elders for conversation, reading, and light errands. May also be termed "friendly visitor" services.

**Comprehensive Outpatient Rehabilitation Facility (CORF):** A comprehensive outpatient rehabilitation facility is a non-residential facility that provides diagnostic, therapeutic, and restorative services for the rehabilitation of injured, disabled, or sick persons, by or under the supervision of a physician. Comprehensive outpatient rehabilitation facilities are not required to be licensed by the state if they are Medicare certified. Comprehensive outpatient rehabilitation facilities that are not certified under the Medicare program may require licensure as a health care clinic.

**Congregate Meal Programs:** Nutritional programs that provide lunches for older adults Monday through Friday in senior centers, community centers and schools.

**Consolidated Omnibus Budget Reconciliation Act (COBRA):** A law that

lets some people keep their employer group health plan coverage for a period of time after: the death of your spouse, losing your job, having your working hours reduced, leaving your job voluntarily, or getting a divorce. You may have to pay both your share and the employer's share of the premium. Generally, you also have to pay an administrative fee.

**Continuing Care Retirement Community (CCRC):** A retirement community that offers a broad range of services and levels of care based on what each resident needs over time. Sometimes called "life care," it can range from independent living in an apartment to assisted living to full-time care in a nursing home. Residents move from one setting to another based on their needs. Care in CCRCs can be expensive, with a large payment often required before moving in, and monthly fees thereafter.

**Continuous Open Enrollment:** A consumer's right to buy private insurance any time, regardless of age or health status.

**Conversion Policy:** An employer-sponsored group policy that can be converted to an individual policy with the same insurance company. These policies are usually very expensive.

**Coordination of Benefits:** The sharing of costs by two or more health plans, based on their respective financial responsibilities for medical claims. Your primary insurance and secondary insurance must coordinate benefits in order to pay claims.

**Copayment:** A set amount you are required to pay for each medical service you receive, such as a visit you make to a health care provider. It usually ranges from \$10 to \$25.

**Coordination Period:** For people with end-stage renal disease, the period of time during which an employer group health plan pays first and Medicare pays second. Medicare may pay the remaining costs if your group health plan doesn't pay 100 percent of your health care bills during the coordination period.

**Cost Sharing:** The portion of medical care that you pay yourself, such as a copayment, coinsurance or deductible.

## Glossary of Terms

**Cost Tiers:** A system that drug plans use to price medications. Generic drugs are generally on the first, and least expensive tier, followed by brand-name drugs, and then specialty drugs, with each subsequent tier requiring higher out-of-pocket costs.

**COW:** Community Outreach and Wellness Program

**CPSS:** Community Partnership for Senior Services

**Creditable Coverage:** Is health coverage that you had in the past that gives you certain rights when you apply for new coverage.

**Creditable Coverage (MEDIGAP):** Certain kinds of previous health insurance coverage that can be used to shorten a pre-existing condition waiting period under a Medigap policy. (See pre-existing conditions.)

**Creditable Prescription Drug Coverage:** Prescription drug coverage (like from an employer or union), that pays out, on average, as much as or more than Medicare's standard prescription drug coverage.

**CRITICAL ACCESS HOSPITAL:** A small facility that gives limited outpatient and inpatient hospital services to people in rural areas.

**Crisis Hotline:** Emergency counseling provided by trained professionals for individuals whose safety is in jeopardy.

**Crisis Stabilization Unit/Receiving Facility:** As defined by Chapter 394, F.S., means any public or private facility designated by the department to receive and hold involuntary patients under emergency conditions or for psychiatric evaluation or to provide short term treatment. The term does not include a county jail.

**CSC:** Community Service Center.

**CSN/2-1-1:** Community Service Network/Elder Helpline

**CSS:** Community Services System

**Curative Care:** The treatment of patients with the intent of curing their disease or condition; for example, chemotherapy treatments to cure breast cancer.

**Currently Working:** You are considered to be "currently working" as long as **you have**

**employment rights at your company**, even if you do not work on a regular basis, are on sick leave, are a seasonal worker, or have been temporarily laid-off. You are **not** considered to be "currently working" if you receive Social Security Disability Insurance (SSDI), have received disability benefits from your employer for **more than** six months, or if you receive your employer insurance through COBRA.

**Custodial Care:** Non-medical care, such as cooking, cleaning, and shopping. Medicare generally does not cover custodial care.

### D

**Deductible:** The amount you must pay for health care or prescriptions, before Original Medicare, your prescription drug plan, or other insurance begins to pay. For example, in Original Medicare, you pay a new deductible for each benefit period for Part A, and each year for Part B. These amounts can change every year.

**Dementia:** Deterioration of intellectual abilities (e.g., vocabulary, abstract thinking, judgment, memory loss, physical coordination), the loss of which interferes with daily activities. Dementia can be caused by degenerative diseases (e.g., Alzheimer's, Huntington's and Parkinson's diseases), vascular diseases or stroke, metabolic disorders (thyroid, liver kidney dysfunction and certain vitamin deficiencies), aids, drugs and alcohol, and psychiatric disorders. Some dementias may respond to treatments, others do not. For more information, click on Senile Dementia symptoms.

**Denial of Coverage:** A refusal by Medicare or a private plan to pay for medical services that are not covered under its policy.

### Department of Children and Families

**(DCF):** While serving as the principal advocacy and protection agency for Florida's children, DCF also administers the state's financial assistance programs. Programs that provide assistance to elders include determining the eligibility of food stamps, OSS (Optional State Supplementation) and Medicaid applicants. The Department of Children and Families also administers the Adult Protective

## Glossary of Terms

Services program. This program provides state-mandated investigation of all allegations of abuse, neglect or exploitation.

**Department of Children and Families Economic Self Sufficiency (DCF/ESS):**

The State Agency unit that determines financial eligibility for publicly funded programs.

**Department of Children and Families Mental Health and Substance Abuse (DCF/MHSA):**

The State agency that contracts with community mental and health substance abuse agencies to provide funding.

**Department of Health (DOH):** The Florida Department of Health has oversight responsibility for the state's public health system, which includes immunizations and disease control. DOH also licenses and regulates doctors, nurses, pharmacists, dentists and other medical professionals.

**Department of Veteran's Affairs (DVA):**

The Florida Department of Veterans' Affairs has no jurisdiction over the U.S. Department of Veterans Affairs. However, this department's service officers are able, in some cases, to assist Floridians in their attempts to procure their benefits or to assist in gaining access to them. The DVA is responsible for administering the Capital Asset Realignment for Enhanced Services, which realigns medical facilities and services to meet veteran's needs and provide high quality care.

**Department of Veterans Affairs (VA):** A government agency that provides federal benefits to veterans and their families. These benefits include pensions, educational stipends and health care services, among others. (See also *VA Benefits*.)

**Detoxification (Detox):** A medically managed detoxification and addictions receiving facility that does both voluntary and involuntary detoxification assessments and stabilization.

**Diagnosis:** The name for the health problem that you have.

**Disenrollment:** Leaving a health plan like an HMO.

**DOEA:** The (Florida) Department of Elder Affairs administers a wide variety of assis-

tance programs sponsored by both the federal government and the state of Florida. Major program initiatives sponsored by the department include in-home and community-based services, information advocacy and caregiver support, Communities for a Lifetime, volunteer training, health and wellness promotion, and elder abuse and prevention. In addition, the department, through its "CARES" units, provides assessment services and counseling about alternatives for those considering a nursing home.

**DOEA Screening and Eligibility Tool:** Statewide intake, prioritization and eligibility form, yet to be developed.

**Doughnut Hole:** Also called a "Coverage Gap." A gap in insurance coverage during which you must pay all drug costs in full; often followed by "catastrophic coverage" from the insurance plan.

**DPOA:** Adult Services District Office

**DriveABLE:** Driving Assessment System utilized by Senior Resource Alliance

**DriveWell:** National Speakers Bureau on Older Driver Issues

**Drug Class:** A group of drugs that treat the same symptoms or have similar effects on the body. For example, people with Medicare often use statin class drugs, which are used for reducing cholesterol. Drugs in this class include (but are not limited to) Lipitor, Zocor, Pravachol, Zetia, and Vytorin.

**Drug List:** A list of drugs covered by a plan. This list is also called a formulary.

**Dual Eligible:** A person who has both Medicare and Medicaid.

**Durable Medical Equipment (DME):** Equipment that is primarily serving a medical purpose, is able to withstand repeated use, and is appropriate for use in the home; for example, wheelchairs, oxygen equipment and hospital beds. To be covered by Medicare, durable medical equipment must be prescribed by a doctor. Many types of adaptive equipment are not covered.

**Durable Medical Equipment Regional Carrier (DMERC):** A private company that contracts with Medicare to pay bills for

## Glossary of Terms

durable medical equipment.

**Durable Power of Attorney:** See power of attorney.

**Durable Power of Attorney for Health care:** See power of attorney for health care.

### E

**Earned Income:** Money you get because you work, such as wages from work and earnings from self-employment.

**Eating:** The fourth activity of daily living. Feeding oneself by getting food into the body from a receptacle (such as a plate, cup or table). It does not include preparation of meals.

**ECC:** Extended Congregate Care

**EEOC:** Equal Employment Opportunity Commission

**EHEAP:** Emergency Home Energy Assistance for the Elderly

**Eldercare:** A wide range of services provided at home, in the community, and in residential care facilities, including assisted living facilities and nursing homes. It includes health-related services such as rehabilitative therapies, skilled nursing, and palliative care, as well as supervision and a wide range of supportive personal care and social services. Typically, eldercare is provided over an extended period of time to people who need another person's assistance to perform normal activities of daily living because of cognitive impairment or loss of muscular strength or control. Regardless of where it is provided, most elder care is custodial care, the type of care that is not paid for by Medicare. Public, private, formal, and informal programs and support systems, government laws, and finding ways to meet the needs of the elderly, including: housing, home care, pensions, Social Security, long-term care, health insurance, and elder law.

**Election Periods:** The times when a Medicare-eligible person can choose to join or leave Original Medicare or a Medicare Advantage plan. There are four types of election periods: the annual election period, the initial election period, the special election period, and the open enrollment period.

**EMS:** Enrollment Management System

(CARES)

**Enrollment:** Joining Original Medicare or becoming a member of a private health plan, like a Medicare HMO.

**ESN:** Elder Services Network

**Explanation of Medicare Benefits**

**(EOMB):** The notice you get from Medicare after receiving medical services from a doctor, hospital or other health care provider. It tells you what the provider billed Medicare, Medicare's approved amount, the amount Medicare paid, and what you have to pay. It is **not** a bill. (*See also Medicare Summary Notice (MSN).*)

**End-Stage Renal Disease (ESRD):** This is a program that offers dialysis services. (Dialysis cleans the blood by passing it through a special machine. This is necessary when the kidneys are not able to filter the blood.) The program can either be a free-standing facility or offered as an outpatient service through a hospital. End-stage renal disease programs are not required to have a state license.

**Excess Charge:** If you are in Original Medicare, this is the difference between a doctor's or other health care provider's actual charge (which may be limited by Medicare or the state) and the Medicare-approved payment amount.

**Extra Help:** A Federal program that is administered by Social Security that helps people with Medicare who have low incomes and assets pay for their Medicare drug coverage (including coinsurance, deductibles, and premiums). If you have Medicaid, receive Supplemental Security Income (SSI), or are enrolled in a Medicare Savings Program (MSP), then you are automatically eligible for Extra Help.

**Expedited Appeal:** A fast decision from the Medicare Advantage plan about whether it will provide a health service. A beneficiary may receive a fast decision within 72 hours when life, health or ability to regain function may be jeopardized.

### F

**F4A:** Florida Association of Area Agencies on

Aging

**FAAN:** Florida Association of Aging Networks

**FADCA:** Florida Adult Day Care Association

**FAHA:** Florida Association of Homes for the Aged

**FALA:** Florida Assisted Living Association

**FAMI:** Florida Alliance for Mentally Ill, Inc.

**FASC:** Florida Association of Senior Citizens

**FASP:** Florida Association of Service Providers

**FCOA:** Florida Council on Aging

**Federal Poverty Level (FPL):** The federally set level of income that an individual or family can earn below which it is recognized that they can not afford necessary services. The FPL is used in eligibility criteria of many programs, including Extra Help and Medicaid. The FPL changes every year and varies depending on the number of people in your household. It is higher in Alaska and Hawaii.

**Federally Qualified Health Center (FQHC):** Health centers located in “medically underserved areas” that provide low-cost health care. Medicare will pay for some health services in FQHCs that it generally does not cover, such as a routine check-up. FQHCs include community health centers, migrant health services, and health centers for the homeless.

**Fee-for-Service:** Payment to providers for each service they provide, as in Original Medicare.

**FFS:** Fee for Service

**FHCA:** Florida Health Care Association

**Financial Eligibility Determination:** Process by which Department of Children and Families Economic Self Sufficiency unit gathers data on income and assets of a person to determine if the person will be eligible for publicly funded programs.

**Fiscal Intermediary:** A private company that has a contract with Medicare to process Medicare Part A claims (bills from hospitals and skilled nursing facilities). (*See also Intermediary.*)

**FLAG:** Florida Local Action Group

**Form 2515:** Department of Children and Families form that is used to communicate

status of a client to that agency.

**Formulary:** The list of prescription drugs that your private health plan, like a Medicare HMO, will pay for either in part or in full. Drugs not on the formulary are generally not covered by private health plans.

**FPECA:** Florida Policy Exchange Center of Aging

**Free Look:** A period of time when you can try out a Medicare supplemental insurance (Medigap) policy. During this time (usually 30 days), you can cancel the policy and get a full refund.

**FSSRC:** Florida Senior Safety Resource Centers

## G

**Gaps in Coverage:** Services or costs that are not covered under the Original Medicare plan, such as prescription drugs, deductibles, and coinsurance.

**Gatekeeper:** In a managed care plan, like an HMO, your primary care doctor (PCP) oversees your care and decides when to refer you to specialty care.

**General Enrollment Period:** The time period between January 1 and March 31 of every year when you can enroll in Medicare Part B. If you enroll during this period, your coverage will begin on July 1.

**Generic Drug:** A prescription drug that has the same active-ingredient formula as a brand name drug. Generic drugs usually cost less than brand name drugs and are rated by the Food and Drug Administration (FDA) to be as safe and effective as brand name drugs.

**Geriatrician:** A physician who specializes in the care of the elderly, primarily those who are frail and have complex medical and social problems.

**GR:** General Revenue

**Grievance:** A complaint filed with your Medicare health plan about the care you are receiving. For example, you may file a grievance if you are dissatisfied with the condition of a health care facility or if you have a complaint about staff behavior or the facility's operating hours. An appeal, not a grievance, is the appropriate way to complain about a



## Glossary of Terms

denial of care or coverage.

**GRTS:** Geriatric Residential Treatment Systems

**Guaranteed Issue:** A consumer protection that gives people the right to buy Medicare supplemental insurance (Medigap). Because of this right, which is in effect during certain times, an insurance company cannot deny you insurance coverage or place conditions on a policy, must cover your pre-existing conditions, and cannot charge you more for a policy because of your health status. (*See also Medigap.*)

**Guaranteed Issue Rights (also called CALLED "MEDIGAP PROTECTIONS"):**

Rights you have in certain situations when insurance companies are required by law to sell or offer you a Medigap policy. In these situations, an insurance company can't deny you a policy, or place conditions on a policy, such as exclusions for pre-existing conditions, and can't charge you more for a policy because of past or present health problems.

**Guaranteed Renewable:** A right you have that requires your insurance company to automatically renew or continue your Medigap policy, unless you make untrue statements to the insurance company, commit fraud or don't pay your premiums.

**Guardian:** A person who is appointed by a court and charged with the legal duty to care for another person who is unable to care for himself or herself.

### H

**Health Care Financing Administration (HCFA):** *See Centers for Medicare and Medicaid Services (CMS).*

**HCBS:** Home and Community-Based Services

**HCE:** Home Care for the Elderly

**HCFA:** Health Care Finance Administration

**NOW CMS:** Centers for Medicare and Medicaid Services

**HCI:** Healthy Community Initiative

**Health Care Clinics:** A health care clinic provides health care services to individuals for a fee. Health care clinics are licensed and surveyed by the State of Florida. These include: Mobile Clinic, a self contained treat-

ment or diagnostic unit that travels to set locations where the patients enter the unit for treatment;

MRI, a clinic that performs diagnostic services like magnetic resonance imaging (MRI); Portable Equipment Provider, business in which the provider performs services in multiple locations like doctor's offices, or private residences.

**Health Care Clinics – Exemptions:** These are businesses that have gotten an exemption to the health care clinic license requirement. However, businesses that meet the exemption criteria are not required to have an official exemption, so there may be clinics that are exempt that are not listed here. The exemption criteria are listed in section 400.9905(3), Florida Statutes.

**Health Care Provider:** An individual or facility, such as a doctor or hospital, which provides health care services. (*See also Provider.*)

**Health Care Services Pool:** A health care services pool provides temporary employment of licensed, certified, or trained health care personnel to health care facilities, residential facilities, and agencies. Health care services pools are registered by the State of Florida.

**HHS:** U. S. Department of Health and Human Services

**Hill-Burton Program/Facilities:** Hospitals and clinics that offer free or reduced-cost care to patients who meet qualifying income limits. These vary in what types of services they offer and do not provide services that are covered by a patient's insurance.

**Health Insurance Portability And Accountability Act (HIPAA ) Of 1996:** A Federal law that allows persons to qualify immediately for comparable health insurance coverage when they change their employment relationships. Title II, Subtitle F, of HIPAA gives HHS the authority to mandate the use of standards for the electronic exchange of health care data; to specify what medical and administrative code sets should be used within those standards; to require the use of national identification systems for health care patients, providers, payers (or plans), and

employers (or sponsors); and to specify the types of measures required to protect the security and privacy of personally identifiable health care information. Also known as the Kennedy-Kassebaum Bill, the Kassebaum-Kennedy Bill, K2, or Public Law 104-191.

**HMO (Health Maintenance Organization):** A type of managed care plan that generally covers only the care you get from doctors, hospitals, and other health care providers that are in the HMO network. The government pays HMOs a set amount to provide health care to people with Medicare. HMO members must choose a primary care doctor who coordinates their care and decides when they can go to a specialist.

**Homes for Special Services:** A home for special services is a residential facility where specialized health care services are provided, including personal and custodial care, but not full-time nursing services. Home for special services are licensed by the State of Florida.

**Home Health Agency:** A home health agency provides services to patients in private homes, assisted living facilities, and adult family care homes. Some of the services include nursing care; physical, occupational, respiratory, and speech therapy; home health aides; homemaker and companions; and medical equipment and supplies. Along with services in the home, an agency can also provide staffing services in nursing homes and hospitals. Home health agencies are licensed and surveyed by the State of Florida. If it lists Medicare and/or Medicaid under Certification Status on Facility Locator that means the agency can serve Medicare and/or Medicaid patients.

**Homebound:** A person whose condition is such that there exists a normal inability to leave home, and leaving home requires "a considerable and taxing effort. A person does not have to be confined to the bed to be considered *homebound* by Medicare. Leaving home for short periods of time for special non-medical events, such as a family reunion, funeral, or graduation, would not exclude someone from being considered homebound.

A doctor must certify this condition.

**Home Health Aide:** A worker who helps a patient at home with activities of daily living, such as getting in and out of bed, dressing, bathing, eating and using the bathroom. Medicare does not pay separately for aides to perform house-keeping services, such as cooking and cleaning, but they may do light housekeeping related to personal care during the visit. Medicare will not pay for home health aide services unless they are accompanied by a skilled need.

**Home Health Care:** Care provided at home to treat an illness or injury. Medicare will only cover care in the home if the person has a skilled care need. (*See also Skilled Care.*)

**Homemaker and Companion Services:** These companies provide housekeeping, prepare and serve meals, help with shopping, routine household chores, companionship in the client's home, and can take the client to appointments and other outings. By law, homemakers and companions may not provide hands-on personal care, such as help with bathing, and cannot give medications. Homemaker and companion agencies are registered by the State of Florida. However, individuals who work on their own, with no other workers helping them are not required to be registered.

**Homemaker Services:** Household services done by someone other than yourself because you are unable to do them. These services can include shopping, laundry, light cleaning, meal preparation and transportation assistance. Home-makers cannot provide hands-on care in most states.

**Home Medical Equipment and Services:** A home medical equipment company sells or rents medical equipment and services for use in the home. Home medical equipment includes any product as defined by the Federal Drug Administration's Drugs, Devices and Cosmetics Act; any products reimbursed under the Medicare Part B Durable Medical Equipment benefits; or any products reimbursed under the Florida Medicaid durable medical equipment program. Home medical



## Glossary of Terms

equipment includes oxygen and related respiratory equipment; manual, motorized, or customized wheelchairs and related seating and positioning. Service includes managing the equipment and teaching consumers in its use. Home medical equipment companies are licensed and surveyed by the State of Florida.

**Hospice:** A hospice provides services in a patient's residence or in a hospice facility for patients with a diagnosis of a terminal illness. They provide a coordinated program of professional services, including pain management and counseling for patients; nursing, physician, therapy, and social work services; counseling and support for family members and friends of the patient; and other support services. Hospices are licensed and surveyed by the State of Florida.

**Hospital:** A hospital provides a range of health care services for people who need care longer than 24 hours, including medical, surgical, psychiatric, testing, and diagnostic services; and treatment for illness, injury, disease, pregnancy, etc. Also available are laboratory and X-ray services, and treatment facilities for surgery or obstetrical care, or special services like burn treatment centers. Hospitals are licensed and surveyed by the State of Florida. Hospitals are subject to annual Life-Safety surveys by the State of Florida. Non-accredited hospitals are also subject to annual licensure inspections.

**Hospital-Issued Notice of Non-Coverage (HINN):** A written notice that explains why a patient is not being admitted to or is being discharged from a hospital. It also explains a person's rights to appeal that decision.

**Housekeeping Services:** *See Custodial Care.*

**HUD:** Department of Housing and Urban Development

**H&W:** Health and Wellness

### I

**Incontinence:** The inability to control urination, bowel movements or both. Also see continence.

**Information:** Access to services as defined in the January 2000 *Home and Community*

*Based Services Manual.*

**Initial Coverage Election Period:** The three months immediately before you are entitled to Medicare Part A and enrolled in Part B. If you choose to join a Medicare health plan during this period, the plan must accept you, unless it has reached its member limit.

**Initial Enrollment Period:** The first chance you have to enroll in Part A, Part B or Part D if you don't get it automatically. If you enroll during this time, which begins three months before you first meet the eligibility requirements for Medicare and continues for seven months, you do not pay a premium penalty.

**Inpatient Care:** Care that you get when you are in the hospital overnight.

**Intake:** Process of gathering initial client data

**Intermediary:** A private company that has a contract with Medicare to process Part A claims. (*See entry for Fiscal Intermediary.*)

**I&R:** Information and Referral

**I&R Database:** Resource database for community services

**IRIS:** Information & Referral Information System

**ITN:** Independent Transportation Network

### J

**JEP:** Jobs Training Partnership

**JTPA:** Job Training Partnership Act

### K

**KPMG:** Accounting and Management Consulting Firm

### L

**LAN:** Local Area Network

**Lead Agency:** Community-based agency, contracted through the Area Agency on Aging to provide case management and other program services.

**Level of Care:** The determination rendered by CARES that a client meets the functional criteria for long-term care services.

**Lifetime Reserve Days:** *Also known as "reserve days."* When you are in the hospital for more than 90 days, Medicare pays for 60 additional reserve days that you can only use once in your lifetime. They are not renewable once you use them.

**Limiting Charge:** An upper limit on how much doctors who do not accept Medicare's approved amount as payment in full can charge to people with Medicare. Federal law sets the limit at 15 percent more than the Medicare-approved amount. Some states limit it even further. For example, in New York it is five percent more. This charge is in addition to 20 percent coinsurance (50 percent for mental health services). Providers who "opt out" of Medicare are not subject to these limiting charges and can charge as much as they want, if the patient signs an agreement with them prior to receiving care.

**Living Trust:** A trust created during someone's lifetime to hold assets during that person's lifetime, thereby removing those assets from probate at death. A living trust can be either revocable or irrevocable. It avoids probate and therefore gets assets distributed significantly faster than a will. Assets that a person wants to move to a living trust, such as real estate and bank or brokerage accounts, must be retitled.

**Living Will:** A legal document in which a person specifies which life-prolonging medical measures he or she does, and does not, want to be taken if he or she becomes terminally ill or incapacitated.

**Long-term Care:** A variety of services provided over an extended period of time to people who need help to perform normal activities of daily living because of cognitive impairment or loss of muscular strength or control. Care may include rehabilitative therapies, skilled nursing, and palliative care, as well as supervision and a wide range of supportive personal care and social services. It may also include training to help older people adjust to or overcome many of the limitations that often come with aging. Long-term care can be provided at home, in the community, or in various types of facilities, including nursing homes and assisted living facilities. Regardless of where it is provided, most long-term care is custodial care, the type of care that is not paid for by Medicare.

**Long-term Care Diversion Program:**

Federally funded program that provides in-home, ALF, or NH services to eligible elders using a managed care model.

**Long-term Care Ombudsman:** An independent advocate for nursing home and assisted living facility residents who provides information about how to find a facility and how to get quality care. Every state is required to have an Ombudsman Program that addresses complaints and advocates for improvements in the long-term care system.

**Long-term Care Options Counseling:** Providing information about all available community resources that will assist the client in making informed decisions.

**Low-Income Subsidy (LIS):** Benefits for those with limited income and resources who may qualify for extra help in paying for their prescription drug plan costs.

**LTCOP:** Long-term Care Ombudsman Council

**LTCDDP:** Long-term Care Diversion Pilot Program

**LTTG:** Long-term Treatment Groups

### M

**Maintenance Care:** Care given to people with chronic diseases or conditions to keep them from getting worse. For example, exercise and physical therapy can minimize abnormal or painful positioning of the joints and may prevent or delay curvature of the spine in a person with Muscular Dystrophy.

**Managed Care Plan:** A health plan (like an HMO) run by a private company/entity that receives a set amount of money from the government to provide Medicare-covered benefits.

**Medicaid:** A joint Federal and State program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid.

**Medicaid Spend-Down:** A state-run Medicaid program for people whose income is higher than would normally qualify them for Medicaid, but who have high medical expenses that reduce their incomes to the Medicaid eligibility level. Not all states have Medicaid spend-down.

## Glossary of Terms

**Medical Social Services:** A service generally intended to help the patient and family cope with the logistics of daily life with an advanced illness. Medical social services include assessing social and emotional factors related to the patient's illness and care; evaluating the patient's home situation, financial resources, and availability of community resources; and helping the patient access community resources to assist in recovery. The social worker may also provide counseling to the patient and family to address emotions and issues related to the illness.

**Medical Supplies:** Items covered by Medicare if they are used by home health agency staff to fulfill the plan of care, such as wound dressings.

**Medical Underwriting:** The process that an insurance company uses to decide, based on your medical history, whether or not to take your application for insurance, whether or not to add a waiting period for pre-existing conditions (if your state law allows it), and how much to charge you for that insurance.

**Medically Necessary:** Procedures, services, or equipment that meet good medical standards and are necessary for the diagnosis and treatment of a medical condition.

**Medicare Advantage Prescription Drug Plan (MAPD):** A Medicare drug plan offered through a Medicare Advantage plan (such as an HMO, PPO or PFFS) that offers Medicare prescription drug coverage (Medicare Part D).

**Medicare Advantage Plan (Part C):** A type of Medicare health plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. Medicare Advantage Plans include Health Maintenance Organizations, Preferred Provider Organizations, Private Fee-for-Service Plans, Special Needs Plans, and Medicare Medical Savings Account Plans. If you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan and aren't paid for under Original Medicare. Most Medicare Advantage Plans offer prescription drug coverage.

**Medicare-approved Amount:** In Original

Medicare, this is the amount a doctor or supplier that accepts assignment can be paid. It includes what Medicare pays and any deductible, coinsurance, or copayment that you pay. It may be less than the actual amount a doctor or supplier charges.

**Medicare Carrier:** A private company that has a contract with Medicare to process Part B claims. (*See also Carrier.*)

**Medicare Cost Plans:** A type of Medicare health plan. In a Medicare Cost Plan, if you get services outside of the plan's network without a referral, your Medicare-covered services will be paid for under Original Medicare (your Cost Plan pays for emergency services, or urgently needed services).

**Medicare Prescription Drug Benefit:** *See Part D.*

**Medicare Savings Programs (MSP):** Also known as Medicare Buy-In programs, they help pay your Medicare premiums and sometimes also coinsurance and deductibles. There are three Medicare Savings Programs, with different eligibility limits: QMB, SLMB, and QL-1.

**Medicare SELECT:** A type of Medigap policy that will generally give you full coverage as long as you see doctors and hospitals in its network.

**Medicare Health Maintenance Organization (HMO) Plan:** A type of Medicare Advantage Plan (Part C) available in some areas of the country. In most HMOs, you can only go to doctors, specialists, or hospitals on the plan's list except in an emergency. Most HMOs also require you to get a referral from your primary care physician.

**Medicare-approved Amount:** In Original Medicare, this is the amount a doctor or supplier can be paid, including what Medicare pays and any deductible, coinsurance, or copayment that you pay. It may be less than the actual amount charged by a doctor or supplier.

**Medicare Medical Savings Account (MSA) Plan:** MSA Plans combine a high deductible Medicare Advantage Plan and a bank account. The plan deposits money from

Medicare into the account. You can use the money in this account to pay for your health care costs, but only Medicare-covered expenses count toward your deductible. The amount deposited is usually less than your deductible amount so you generally will have to pay out-of-pocket before your coverage begins.

**Medicare Preferred Provider Organization (PPO) Plan:** A type of Medicare Advantage Plan (Part C) available in some areas of the country in which you pay less if you use doctors, hospitals, and other health care providers that belong to the plan's network. You can use doctors, hospitals, and provider outside of the network for an additional cost.

**Medicare Prescription Drug Plan (Part D):** A stand-alone drug plan that adds prescription drug coverage to Original Medicare, some Medicare Cost Plans, some Medicare Private-Fee-for-Service Plans, and Medicare Medical Savings Account Plans. If you have a Medigap policy without prescription drug coverage, you can also add a Medicare Prescription Drug Plan. These plans are offered by insurance companies and other private companies approved by Medicare. Medicare Advantage Plans may also offer prescription drug coverage that follows the same rules as Medicare Prescription Drug Plans.

**Medicare Private Fee-for-Service (PFFS) Plan:** A type of Medicare Advantage Plan (Part C) in which you can generally go to any doctor or hospital you could go to if you had Original Medicare, if the doctor or hospital agrees to treat you. The plan determines how much it will pay doctors and hospitals, and how much you must pay when you receive care. A Private Fee-for-Service Plan is very different than Original Medicare, and you must follow the plan rules carefully when you go for health care services. When you're in a Private Fee-for-Service Plan, you may pay more, or less, for Medicare-covered benefits than in Original Medicare.

**Medicare Special Needs Plan (SNP):** A

special type of Medicare Advantage Plan (Part C) that provides more focused and specialized health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or have certain chronic medical conditions.

**Medicare SELECT:** A type of Medigap policy that may require you to use hospitals and, in some cases, doctors within its network to be eligible for full benefits.

**Medicare Summary Notice (MSN):** The notice you get in the mail from Medicare after getting medical services from a doctor, hospital or other health care provider. It tells you what the provider billed Medicare, Medicare's approved amount, the amount Medicare paid, and what you have to pay. The MSN is **not** a bill. (*See also Explanation of Medicare Benefits (EOMB).*)

**Medigap:** A Medicare supplemental insurance policy that is sold by private insurance companies to fill "gaps" in Original Medicare. This insurance policy is usually available in the form of ten different plans labeled A through J and only works with Original Medicare.

**Medigap Open Enrollment Period:** A one-time-only six month period when you can buy any Medigap policy you want that is sold in your state. It starts in the first month that you are covered under Medicare Part B and you are age 65 or older. During this period, you can't be denied coverage or charged more due to past or present health problems.

**Medigap Policy:** Medicare supplement insurance sold by private insurance companies to fill "gaps" in Original Medicare coverage. Except in Massachusetts, Minnesota, and Wisconsin, there are 12 standardized plans labeled Plan A through Plan L. Medigap policies only work with Original Medicare.

**Memorandum of Understanding:** Cooperative agreement to coordinate ADRC activities with other State agencies.

**Multiple Entry Points:** Various places throughout the community where a person can gain access to information and referral for

## Glossary of Terms

services.

### N

**N4A:** National Association of Area Agencies on Aging

**NASW:** National Association of Social Workers

**National Coverage Determination (NCD):**

A decision about particular treatments that Medicare will or will not cover for particular conditions. Medicare contractors are required to follow NCDs.

**NCOA:** National Council on Aging

**Neglect:** When care takers do not give a person they care for the goods or services needed to avoid harm or illness.

**Network:** A group of doctors and hospitals that contract with a managed care plan to provide healthcare services to plan members. Generally, managed care plan members may only receive covered services from doctors and hospitals in the plan's network.

**Non-formulary Drugs:** Drugs not on a plan-approved drug list.

**Nurse Practitioner:** A nurse who has two or more years of advanced training and has passed a special exam. A nurse practitioner often works with a doctor and can do some of the same things a doctor does.

**Nursing Facility:** A facility which primarily provides skilled nursing care and related services for the rehabilitation of injured, disabled, or sick persons, or on a regular basis, health related care services above the level of custodial care to other than mentally retarded individuals.

**Nurse Registry:** A nurse registry acts as employment agency between an individual patient and nurses, nursing assistants, home health aides, companions and homemakers for services in the patient's home. Nurse registries also provide temporary staff for nursing homes, hospitals, and other businesses. Each individual health care worker is an independent contractor and is not a direct employee of the nurse registry. Nurse registries are licensed and surveyed by the State of Florida.

**Nursing Home:** A skilled nursing facility is another name for a nursing home. They pro-

vide nursing, personal, custodial, and rehabilitative care. Skilled nursing facilities are free-standing, which means they are not part of a hospital. Skilled nursing facilities are licensed and surveyed by the State of Florida.

**Nutrition:** Getting enough of the right foods with vitamins and minerals a body needs to stay healthy. Malnutrition, or the lack of proper nutrition, can be a serious problem for older people.

### O

**Occupational Therapy:** Therapy that helps patients to resume normal fine-motor activities.

**Occupational Therapist:** A rehabilitation professional who teaches people to compensate for functional limitations as a result of an injury, illness or disability by learning skills and techniques needed to perform activities of daily living and optimize independence.

**Older American's Act (OAA):** The sole piece of legislation that is directed to improving the lives America's elderly, particularly in relation to income, health, housing, employment, long-term care, retirement, and community services.

**Ombudsman:** An advocate (supporter) who works to solve problems between residents and nursing homes, as well as assisted living facilities. Also called "Long-term Care Ombudsman."

**Ombudsman Programs:** See Long-term Care Ombudsman Programs.

**Open Enrollment Period (Medigap):** A one-time-only, 6-month period when Federal law allows you to buy any Medigap policy you want that is sold in your state. It starts in the first month that you are covered under Medicare Part B and you are 65 or older. During this period, you can't be denied a Medigap policy or charged more due to past or present health problems. Some states may have additional open enrollment rights under state law.

**OPPAGA:** Office of Program Policy Analysis and Government Accountability

**Opt Out:** Doctors can "opt out" of Medicare by notifying the Medicare carrier that they

will not accept Medicare payments and telling their patients—in writing before treating them—that Medicare will not pay for their services and that the patients must pay for the care themselves. Doctors who have “opted out” can charge as much as they want, and their patients have to pay the entire bill themselves. The only time a doctor who has opted out can receive payment from Medicare is when the doctor provides a patient emergency or urgent care services and the patient does not have a contract with that doctor. If the doctor did not provide a written contract before the patient received the services, the patient is not liable for payment.

**Organ and Tissue Procurement:** Organ and tissue procurement facilities are generally freestanding facilities that have referral relationships with transplant hospitals and surgeons. There are three types of facilities: Organ procurement organizations recover organs, hearts, lungs, kidneys, etc. from donors for transplantation; eye banks recover eyes and eye tissue for transplantation; and tissue banks recover tissue, bone, skin, tendons etc. for transplantation. Organ and tissue procurement facilities are licensed by the State of Florida.

**Original Medicare:** *Also known as “Traditional Medicare.”* The Federal health insurance program, created in 1965, under which the government pays providers directly for each service a person receives (on a fee-for-service basis) for your Part A and/or Part B benefits.

**OSS:** Optional State Supplementation

**Outpatient Prospective Payment System (OPPS):** The system through which Medicare decides how much money a hospital or community mental health center will get for each outpatient service patients with Medicare receive. The rate of reimbursement varies with the location of the hospital or clinic.

**Out-of-Network Provider:** A doctor or hospital that is not part of a managed care plan’s network. If you get services from an out-of-network provider, it usually means that you likely will have to pay out of your own pocket

for the services you received.

**Out-of-Pocket Costs:** Health care costs that you must pay because Medicare or other insurance does not cover them.

**Outpatient Care:** Medical care that does not require you to stay in the hospital overnight.

### P

**Palliative Care:** The care of patients with a terminal illness, not with the intent of trying to cure them, but to relieve their symptoms. Palliative care consists of relief of pain and nausea, as well as psychological, social and spiritual support services.

**Part A:** The part of Medicare that covers most medically necessary hospital, skilled nursing facility, home health, and hospice care.

**Part B:** The part of Medicare that covers most medically necessary doctors’ services, preventive care, durable medical equipment, hospital outpatient services, laboratory tests, x-rays, mental health, and some home health and ambulance services.

**Part C:** The part of Medicare concerning private health care plans that can offer Medicare benefits. These plans, which are sometimes known as Medicare Advantage plans, include Health Maintenance Organizations (HMOs), Preferred Provider Organizations (PPOs), Private Fee for Service plans (PFFSs) and Medical Savings Accounts (MSAs). You must have Medicare Parts A and B to join a Part C plan.

**Part D:** The part of Medicare that will provide prescription drug coverage starting in January 2006. The benefit will be provided by private companies. People who enroll in Part D will pay a monthly premium in addition to their Part B premium.

**Participating Provider:** A doctor or other health care provider who agrees to “take assignment”—accept Medicare’s approved amount as payment in full. Any doctor who is a “participating provider” in the Medicare program always takes assignment. Participating providers may not charge you more than Medicare’s approved amount. If you have Original Medicare, you can save



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money if you see a doctor who takes assignment (you still pay your coinsurance). (See *also Take Assignment.*)

**PCP (Primary Care Physician):** The doctor that manages your care and refers you to specialty care if you need it. A managed care plan, like an HMO, requires you to have a PCP. If you don't consult your PCP before seeing a specialist, your managed care plan, will likely not cover your care.

**PDAA:** Aging and Adult Services Program Office

**Personal Care:** Assistance with activities of daily living, such as bathing, feeding and toileting. Providers of personal care (home health aides) are not required to undergo medical training.

**Personal Emergency Response System:** In case of a fall or other medical emergency, this electronic device enables the user to contact help 24-hours-a-day simply by pressing a button. A number of private companies offer these systems.

**PFFS (Private Fee-for-Service):** A plan that allows you to use any doctor or hospital anywhere in the country as long as that provider accepts the plan's terms and conditions. This plan must cover all Medicare benefits and may offer additional benefits. But, you may pay more for Medicare benefits and you cannot buy a Medigap plan to fill gaps in coverage.

**Physical Therapy:** Exercise and physical activities used to condition muscles and improve levels of activity. Physical therapy is helpful for those with physical debilitating illness.

**Physician Assistant (PA):** A person who has 2 or more years of advanced training and has passed a special exam. A physician assistant works with a doctor and can do some of the things a doctor does.

**PIC:** Private Industry Council

**Plan of Care:** A doctor's written plan describing the type and frequency of services and care a particular patient needs.

**POS Option (Point-of-Service Option):** The right of managed care plan members to

partial coverage for certain services they get outside the managed care plan network of providers.

**Power of Attorney:** A written legal document in which one person (the principal) appoints another person to manage the principal's financial affairs. Even though the intent is that the power of attorney will not take effect until the principle becomes unable to handle his or her own affairs, it actually takes effect on the date it is signed, unless otherwise specified. And, unless otherwise specified, the financial durable power of attorney applies only to assets owned directly by the principal, and not to any assets transferred into a trust by the principal.

**Power of Attorney for Health Care:** A written legal document in which one person (the principal) appoints another person to make health care decisions on behalf of the principal in the event the principal becomes incapacitated (the document defines incapacitation). This instrument can contain instructions about specific medical treatment that should be applied or withheld. While its purpose remains essentially the same from state-to-state, the name of this document can vary; for example, in Florida it is called an Appointment of Health Care Surrogate.

**PPO (Preferred Provider Organization):** A type of managed care plan that should partially cover the care from out-of-network providers. To get full coverage, you must use network providers.

**Pre-Authorization:** *Also called "pre-approval."* An approval that a managed care plan member must ask for from the plan or primary care doctor in order to know that the plan will pay for certain medical services, such as an inpatient hospital stay. In some plans, if you do not get pre-authorization the plan will not cover the care.

**Pre-Existing Condition:** A health problem you had before the date that a new insurance policy starts.

**Premium:** The amount that an individual who wants health care coverage must pay to an insurer, health plan or Medicare.

**Premium Penalty:** The amount that you must pay to Medicare in addition to the regular monthly premium for late enrollment. The Part B premium is an additional 10 percent of the premium for each year you delay enrollment. Part D will have a premium penalty of at least one percent for every month you delay enrollment.

**Prescription Drug Plan (PDP):** A “stand-alone” Medicare drug plan offered through a private insurance company that only offers prescription drug benefits for people with Medicare.

**Preventive Care:** Care to keep you healthy or prevent illness, such as routine checkups and flu shots and tests like prostate cancer screening and yearly mammograms.

**Primary Care:** A basic level of care usually given by doctors who work with general and family medicine, internal medicine (internists), pregnant women (obstetricians), and children (pediatricians). A nurse practitioner (NP), a State licensed registered nurse with special training, can also provide this basic level of health care.

**Primary Care Physician:** A doctor trained to give you basic care. Your primary care doctor is the one you see first for most health problems. He or she makes sure you get the care you need to stay healthy. He or she also may talk with other more specialized doctors and healthcare providers and refer you to them. In many Medicare managed care plans, you must see your primary care doctor before you see other healthcare providers.

**Primary Caregiver:** The person, usually the spouse or adult child, who takes on the primary day-to-day responsibility of caring for the physical, psychological and social needs of another person.

**Primary Insurance:** Health care coverage that pays first on a claim for medical and hospital care. In most cases, Medicare is your primary insurer.

**Priority Services:** Services designated by the Older Americans Act “to better better meet the most crucial needs of the elderly.”

**Private Contract:** A contract between you

and a doctor, podiatrist, dentist, or optometrist who has decided not to offer services through the Medicare program. This doctor can’t bill Medicare for any service or supplies given to you and all his/her other Medicare patients for at least 2 years. There are no limits on what you can be charged for services under a private contract. You must pay the full amount of the bill.

**Private Fee-for-service Plan:** A type of Medicare Advantage Plan in which you may go to any Medicare-approved doctor or hospital that accepts the plan’s payment. The insurance plan, rather than the Medicare Program, decides how much it will pay and what you pay for the services you get. You may pay more or less for Medicare-covered benefits. You may have extra benefits Original Medicare doesn’t cover.

**Privately Funded Services:** Those services which are paid for using funds that are not from public sources.

**Programs of All-inclusive Care for the Elderly (PACE):** PACE combines medical, social, and long-term care services for frail people to help people stay independent and living in their community as long as possible, while getting the high-quality care they need. PACE is available only in states that have chosen to offer it under Medicaid. To be eligible, you must

1) be 55 years old or older, 2) live in the service area of the PACE program, 3) be certified as eligible for nursing home care by the appropriate state agency, and 4) be able to live safely in the community.

**Provider:** An individual or facility (such as a doctor, hospital or durable medical equipment supplier), which provides health care services. (See also *Health Care Provider and Supplier*.)

**PSA:** Planning and Service Area

**PSO: (Provider-sponsored Organization)** A type of managed care plan that is very similar to an HMO, except that it is operated by a group of doctors and hospitals. This plan is not available in most parts of the country.

**Publicly Funded Programs:** Those programs using federal or state funds to provide



## Glossary of Terms

services.

### Q

#### **QI-1 (Qualifying Individual-1 Program):**

Federal program administered by each state's Medicaid program that pays the Part B premium for people with Medicare with low incomes.

#### **QI-2 (Qualifying Individual-2 Program):**

Until 2001, this federal program administered by each state's Medicaid program paid the Part B premium for people with Medicare with low incomes. This program is no longer offered.

#### **Quality Improvement Organizations (QIOs):**

Groups of practicing doctors and other health care experts. They are paid by the federal government to check and improve the care given to Medicare patients. They must review your complaints about the quality of care given by: inpatient hospitals, hospital outpatient departments, hospital emergency rooms, skilled nursing facilities, home health agencies, Private Fee-for-Service Plans, and ambulatory surgical centers. These doctors also review fast-track termination decisions in comprehensive outpatient rehabilitation facilities, skilled nursing facilities, and home health and hospice settings for people in Medicare Health Plans.

#### **QMB (Qualified Medicare Beneficiary Program):**

Federal program administered by each state's Medicaid program that helps people with Medicare with low incomes pay their coinsurance, deductibles, and premiums.

### R

**Railroad Medicare Carrier:** A private company that provides Medicare coverage for railroad retirement beneficiaries.

**Referral:** Authorization that an HMO and other managed care plans usually require for services not provided your primary care doctor. For instance, HMOs generally require you to get a referral from your primary care doctor in order to see a specialist or get an eye exam.

**Referral Agreement:** Cooperative agreement to coordinate I & R services

**Referral and Assistance:** Information gathered about the clients needs, and contacts made with the resource for the client as described in the January 2000 Home and Community Based Services Manual.

**Regional Home Health Intermediary:** A private company that contracts with Medicare to pay home health bills and monitor the quality of home health care. There are four Regional Home Health Intermediaries in the U.S., each serving states in one of four U.S. regions.

**Rehabilitation Agencies:** A rehabilitation agency provides a multidisciplinary program to help improve the physical function of disabled individuals by creating a team of specialized rehabilitation staff. The rehabilitation agency provides at least physical therapy or speech-language pathology services and social or vocational adjustment services. Rehabilitation agencies are not required to be licensed by the state if they are Medicare certified. Rehab agencies that are not certified under the Medicare program may require licensure as a health care clinic. Extension Unit is a location other than the rehabilitation agency's main location where services are provided (this cannot include a patient's home).

**Rehabilitative Care:** The care of patients with the intent of curing, improving or preventing a worsening of their condition. For example, physical therapy after hip replacement surgery to resume walking, or occupational therapy to prevent carpal tunnel syndrome.

**Residential Care Facility:** A generic term for a group home, specialized apartment complex or other institution that provides care services where individuals live. The term is used to refer to a range of residential care options including assisted living facilities, board and care homes and skilled nursing facilities.

**Respite Care:** A hospice service that provides relief for caregivers of hospice patients by arranging a brief period (up to five days) of inpatient care for the patient.

**Retiree Insurance:** Health insurance provided by employers to former employees who have retired. Retiree insurance always pays secondary to (after) Medicare.

**Retroactive Disenrollment:** A way to discontinue enrollment in a Medicare private plan that you mistakenly joined, effective back to the date you joined, and enroll in Original Medicare as of that date. Your providers will need to resubmit any claims from the time you joined the Medicare private plan to Original Medicare.

**RFP:** Request for Proposal

**RSVP:** Retired Senior Volunteer Program

### S

**Screening:** Completing the 701A or the alternate DOEA screening tool

**Second Opinion:** This is when another doctor gives his or her view about what you have and how it should be treated.

**Secondary Insurance:** Health care coverage that pays after the primary insurer on a claim for medical or hospital care. It usually pays for all or some of the costs that the primary insurer did not cover, but may not cover services not covered by the primary insurer. (*See also Supplemental Insurance.*)

**Service Area:** The area within which a private Medicare plan provides medical services to its members. In an HMO, it is the area where your network of doctors and hospitals is located.

**SHINE (Serving Health Insurance Needs of Elders):** A federally-funded program in each state that answers questions about Medicare free of charge.

**Skilled Care:** Medically reasonable and necessary care performed by a skilled nurse or therapist. If a home health aide (someone who provides help with daily living activities, such as bathing and eating) or other person can perform the service, it is not considered "skilled care." Skilled nursing includes care from Registered Nurses (RNs) and Licensed Practical Nurses (LPNs). Skilled therapy includes care from licensed physical, occupational and speech therapists.

**Skilled Nursing Facility (SNF):** A

Medicare-approved facility which provides short-term post-hospital extended care services, at a lower level of care than provided in a hospital.

**Skilled Nursing Services:** Services from a registered nurse, which include administration of medications; tube feedings; catheter changes; wound care; teaching and training activities; observation and assessment of a patient's condition; and management and evaluation of a patient's care plan.

**Skilled Therapy Services:** Services from licensed physical, speech/language, and occupational therapists (if originally accompanied by physical or speech therapy services). Physical therapy services which qualify people for home health care include: assessment; therapeutic exercises; gait training; range of motion tests; ultrasound, shortwave, and micro-wave diathermy treatments; teaching services; and development, implementation, management, and evaluation of a patient care plan. Maintenance therapy is covered if a physical therapist's skills are necessary for the safe and effective provision of repetitive services which use complex, sophisticated procedures.

**SLMB (Specified Low-Income Medicare Beneficiary Program):** Federal program administered by each state's Medicaid program that pays the Part B premium for people with Medicare with low incomes.

**Social Health Maintenance Organization (SHMO):** A special type of health plan that provides the full range of Medicare benefits offered by standard Medicare HMOs, plus other services that include the following: prescription drug and chronic care benefits, respite care, and short-term nursing home care; homemaker, personal care services, and medical transportation; eyeglasses, hearing aids, and dental benefits.

**Special Election Period:** A set time when you can switch to another Medicare private health plan, if one is available. During this time, Medicare private plans must enroll individuals who apply whose private plans are closing.

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**Special Enrollment Period (SEP):** A period of time, triggered by specific circumstances, during which you can enroll in Medicare Part B or Part D without having to pay a premium penalty. Under Part B, your SEP begins the month after employment or group health coverage ends (whichever comes first). Under Part D, you are eligible for an SEP if you lose — through no fault of your own — any type of drug coverage that was considered “creditable.”

**Specialist:** A doctor who specializes in treating only a certain part of the body or condition. For instance, a cardiologist only treats people with heart problems.

**Speech Therapy:** Therapeutic treatment of speech impairments (such as lisping and stuttering) or speech difficulties that result from illness.

**SRA:** Senior Resource Alliance

**SSDI (Social Security Disability Insurance):** Monthly benefits provided through the United States Social Security Administration for people who lose their ability to work because of a medical impairment. People who receive SSDI for 24 months are eligible for Medicare.

**SSI (Supplementary Security Income):** Monthly benefits for people with low incomes and assets who are older than 65, blind, or have a disability.

**State Health Insurance Assistance Program (SHIP):** Federally funded program to provide counseling to seniors regarding their insurance needs. In Florida that program is called SHINE (Serving Health Insurance Needs of Elders).

**State Insurance Department:** A state agency that regulates insurance and can provide information about Medigap policies and other private insurance.

**State Pharmaceutical Assistance Program (SPAP):** State-subsidized programs that provide assistance in paying for prescription drug costs. SPAPs vary by state.

**STCM:** Short-Term Case Management

**Sub-Acute Care:** Typically following a stay in a hospital, this is maintenance care for seri-

ous medical conditions that are not urgent or life-threatening. Hospitals typically do not provide sub-acute care on an ongoing basis. Sub-acute care may include long-term ventilator care or other procedures provided on a routine basis either at home or by trained staff at a skilled nursing facility.

**Supplemental Insurance:** Supplemental insurance fills gaps in Medicare coverage by helping to pay for the portion of health care expenses that Original Medicare does not pay for, such as deductibles and coinsurance. Supplemental insurance includes Medigap plans and retiree insurance from a former employer. Supplemental insurance may offer additional benefits that Medicare does not cover.

**Supplier:** A person or business from whom you can buy medical equipment, like a walker or wheelchair. (*See also Provider and Durable Medical Equipment (DME).*)

**Support Group:** A group of people with a common experience, such a disease, disorder, caregiving, etc., where one can share one's thoughts, feelings and concerns and receive information and support from other members of the group. Groups may or may not be facilitated by an expert.

**Survivor:** In the case of a husband and wife, the surviving spouse.

## T

**Take Assignment:** A term used to describe an agreement by a doctor to accept Medicare's approved amount as payment in full. Any doctor who is a “participating provider” in the Medicare program always takes assignment. Participating providers may not charge you more than Medicare's approved amount. If you have Original Medicare, it can save you money to see a doctor who takes assignment. But, you still pay your coinsurance (or share) of the cost of the doctor visit, usually 20 percent of the Medicare-approved amount. (*See also Participating Provider.*)

**Telemedicine:** Professional services given to a patient through an interactive telecommunications system by a practitioner at a dis-

tant site.

**Tiers:** To have lower costs, many plans place drugs in different “tiers,” which cost different amounts. Each plan can form tiers in different ways. Here is an example of how a plan might form tiers.

For example: Tier 1 - Generic drugs (Tier 1 drugs will cost you the least amount.) Tier 2 - Preferred brand-name drugs. (Tier 2 drugs will cost you more than Tier 1 drugs.) Tier 3 - Non-preferred brand-name drugs. (Tier 3 drugs will cost you more than Tier 1 and Tier 2 drugs.)

**Treatment:** Something done to help with a health problem. For example, medicine and surgery are treatments.

**Transitional Living Facility:** A transitional living facility provides services to persons with a spinal-cord-injury or head-injury. Specialized health care services include rehabilitative services, community reentry training, aids for independent living, counseling, and other services. This term does not include a hospital licensed under chapter 395 or any federally operated hospital or facility. A transitional living facility is licensed by the State of Florida.

**Triage:** Screening, eligibility, options counseling, and referral process

**TRICARE:** The Department of Defense’s health care program for active duty and retired military personnel and their family members. TRICARE consists of several different programs, including TRICARE for Life, a retiree benefit that acts as supplemental coverage to Medicare. TRICARE also offers coverage to reserve force members who are on active duty for 30 days or more.

**TRICARE for Life:** The health care program for military retirees who have served honorably for at least 20 years. They must be enrolled in Part B to receive the benefits. It pays secondary to Medicare and covers out-of-pocket expenses including deductibles and coinsurance. People who qualify can receive free or low-cost medications from military treatment facilities, TRICARE network and non-network pharmacies, and the National Mail Order Pharmacy.

**TTY:** A teletypewriter (TTY) is a communication device used by people who are deaf, hard of hearing, or have a severe-speech impairment. A TTY consists of a keyboard, display screen, and modem. Messages travel over regular telephone lines. People who don’t have a TTY can communicate with a TTY user through a message relay center (MRC). An MRC has TTY operators available to send and interpret TTY messages.

**TTY/TDD:** Telecommunication Devices for the Deaf

### U

**Unearned income:** Money you get from sources other than current employment. Includes Social Security benefits, Veterans benefits, pensions, annuities and other regular payments you receive, such as alimony and workers’ compensation.

**Urgent Care:** A sudden illness or injury that needs immediate medical attention but is not life threatening.

**Validation:** The process by which the integrity and correctness of data are established. Validation processes can occur immediately after a data item is collected or after a complete set of data is collected.

**Veterans Administration (VA) Benefits:** Benefits given by the federal government to people who have been in “active” service in the military, naval, or air service (veterans, not career officials) and, under certain conditions, to their family members. These benefits include pensions, educational stipends and health care, among others. Veterans can receive VA health care services only at VA facilities. (See also *Department of Veteran’s Affairs*.)

### W

**Waiting Period:** The time between when you sign up for a Medigap or private Medicare health plan and the coverage begins.

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## HOME & HOUSING RESOURCES

### Assisted Living: Licensed

#### **Golden Carriage Retirement Home Assisted Living Facility**

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## HEALTH CARE RESOURCES

### Home Health: Licensed Nurse Registry: PrivateDuty/Private Pay

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Orange, Osceola, Polk, Seminole Counties

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www.CSicaregiver.com NR30210956

### Geriatric Care Education: Training/Counseling

#### ■ **Decision Dynamics Consulting, Inc.**

P.O. Box 951943

Lake Mary, FL 32795-1943

407-496-4006

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## COMMUNITY RESOURCES

### Attorneys: Elder Law

#### ■ **Eric L. Bolves, Attorney at Law**

2110 E. Robinson St.

Orlando, FL 32803

407-894-1002 • Free Consultations

Medicaid Planning, Wills Trusts, Powers

www.TheLegalCenter.com

### Financial Planning Services

#### ■ **Orlando Housewives of Finance**

801 International Parkway, Suite 500-CL

Lake Mary, FL 32746

703-283-2662

Retirement Planning, Estate Preservation

www.Orlandohousewivesoffinance.com