



Useful telephone nos. and websites (rev. Sept 2018)

Senior Benefits Information Centers (SBICs)	1-914-231-3260 helpline	sbic@wlsmail.org (info: wikis.westchesterlibraries.org/sbic/)
Westchester Seniors Out Speaking (WSOS)	1-914-231-3260 x 318	www.westchesterlibraries.org/westchester-seniors-out-speaking/
Medicare Rights Center, helpline	1-800-333-4114	www.medicarerights.org
Medicare Interactive		www.medicareinteractive.org

Federal

MEDICARE, helpline	1-800-MEDICARE	www.medicare.gov (includes planfinders for health & drug plans)
Coordination of Benefits	1-855-798-2627	www.medicare.gov/Pubs/pdf/02179.pdf
Durable Medical Equipment suppliers	1-800-MEDICARE	www.medicare.gov/supplier
Extra Help online applications	...	https://secure.ssa.gov/i1020/start https://secure.ssa.gov/i1020/start
Extra Help brochure	...	https://www.ssa.gov/pubs/EN-05-10525.pdf
Medicare & You Handbook 2017		https://www.medicare.gov/pubs/pdf/10050-Medicare-and-You.pdf
Medigap planfinder (but a <i>better one is NYS Medigaps planfinder below</i>)		www.medicare.gov/find-a-plan/questions/medigap-home.aspx
FEHB and Medicare	...	www.myfederalretirement.com/public/247.cfm
Home Healthcare finder	1-800-628-5972	medicare.gov/homehealthcompare
Social Security (incl. Extra Help)	1-800-772-1213	www.socialsecurity.gov
Special Enrollment Periods (chart)		https://www.medicareinteractive.org/pdf/SEP-Chart.pdf
Tricare for Life	...	www.tricare.mil/Plans/HealthPlans/TFL
VA and Medicare issues	...	iris.custhelp.com/app/answers/detail/a_id/555

New York State

Dept of Social Services (DSS) by county	...	socialservices.westchestergov.com/about-us/dss-district-offices
Eldercare info and locator	1-800-677-1116	www.eldercare.gov/Eldercare.NET/Public/Index.aspx
EPIC (with fee/deductible schedules)	1-800-332-3742	www.health.ny.gov/health_care/epic/
EPIC brochure	...	www.health.ny.gov/forms/doh-5080.pdf
Health Care Proxy form for NYS	...	www.health.ny.gov/publications/1430.pdf
Health Care Proxy info for NYS	...	www.health.ny.gov/professionals/patients/health_care_proxy/
Health Ins., Couns'g, Assist. Pgm (HIICAP)	1-800-701-0501	www.aging.ny.gov/HealthBenefits/Index.cfm
HIICAP offices in NYS	...	https://aging.ny.gov/HealthBenefits/LocalHIICAPOffices.cfm
Home Health Agency locator	1-800-628-5972	medicare.gov/homehealthcompare
Medicaid helpline	1-800-541-2831	www.health.ny.gov/health_care/medicaid
Medigap planfinder by zipcode	...	myportal.dfs.ny.gov/web/guest-applications/medicare-monthly-premiums
Medigap (Supplemental plans) manual	...	www.medicare.gov/Pubs/pdf/02110-Medicare-Medigap_guide.pdf
Medicare Savings Program (MSP) application	...	https://www.health.ny.gov/health_care/medicaid/program/update/savingsprogram/msapp.pdf
Office for the Aging helpline	1-800-342-9871	www.aging.ny.gov/NYSOFA/Programs/CaregiverSVCS/Helpline.cfm

Westchester County

Medicaid & MSP help	813-6448 (direct line to Diane Poonai)	
Office for the Aging, Westch'r Cty	813-6400 (reception), 813-6100 (Medicare)	seniorcitizens.westchestergov.com
Social Services, incl. applications	995-5000	
Westch'r Disabled on the Move (Medicaid)	968-4717 x102 (ask for Yaw)	www.wdom.org



Westchester County Senior Services (rev'd Sept 2018)

Customer Service: 995-3333, Adult and Medical Emergency 995-2099

White Plains District Office, 85 Court St., White Plains, NY 10601, 8:30 a.m. to 5 p.m., Mon. - Fri., except holidays

Mount Vernon District Office, 100 East First St., Mount Vernon, NY 10550, 8:30 a.m. to 5 p.m., Mon. - Fri., except holidays

Peekskill District Office, 750 Washington St., Peekskill, NY 10566, 9 a.m. to 5 p.m., Mon. - Fri., except holidays

Yonkers District Office, 31 Warburton Ave., Yonkers, NY 10701, 8:30 a.m. to 5 p.m., Mon. - Fri., except holidays

HOUSING, RESIDENCES

Aging in Place	357-8511
Family Type Homes for Adults	995-6215
Long-term care, NY Connects	813-6300
Rent increase protection, exemption	948-4434
School Tax Relief (STAR): call local tax assessor	
Section 8 voucher	995-2415
Tax Abatement for homeowners gives tell nos.	995-5619
Tenant/Landlord relations	995-2738

MEDICAL

Alzheimer's, including Project Lifesaver	253-6860
Guiding Eyes for the Blind	245-4024
Health Department	813-5000
Hearing difficulties advice	995-2956
iCanConnect (combined hearing and vision loss)	(800) 825-4595
Institutional assistance & Long-Term Care	813-6080
Medicaid & MSP help	813-6448 (direct line to Diane Poonai)
Medicaid	968-4717 x102 (speak to Yaw)
Medicare premium payments	995-5462
Medic Alert System	(800) 432-5378
Nursing home, personal care	813-6080
SSI Medicaid	995-3981
VA nurses helpline	(800) 877-6976
Vision services (Lighthouse Intl)	(800) 829-0500

UTILITIES

Emergency Response Systems (PERS, bracelets)	813-6300
Home Energy Assistance Program (HEAP)	813-6300
Home repairs, gives referrals	813-6300
Telephone discount at Verizon	(800) 837-4966 (ask for cust. serv.)

RECREATION and EDUCATION

Mainstream (learning facility for seniors)	606-6793
Recreation programs	864-7275
University Without Walls	(800) 499-0940

TRANSPORTATION and ESCORTS

Bee-Line ParaTransit and "Taxi" info, app'ns	995-2960 or 7272
Medicaid transportation	(866) 883-7865
Reduced Fare Card	813-7777
Ride Connect	242-7433

FRAUD and LEGAL

Consumer Protection	(888) 377-0009
Elder Abuse	995-2155
Fair hearings	995-2259, 813-6436
Fair hearings	995-3908/3901 (general), (800) 342-3334 (requests)
Legal Services of the Hudson Valley	(877) 574-8529
Mediation	963-6500
Protective Services for Adults	995-2259
Safety Net Assistance	995-6055
Senior Crime Busters	995-2190
Welfare fraud hotline	(888) 377-0009

MISCELLANEOUS

Adult Day Care (referrals, info)	831-6300
Disabilities	995-2957
Eldercare locator	(800) 677-1116
Escort Respite Program	761-0600, x310
Family Counseling (referrals)	813-6300
Friendly Visiting	(800) 499-0940
Grandparents Raising Grandchildren	813-6393
ID cards for seniors (county offices)	995-4050
Livable Communities	813-6427
Respite care	813-6442 (institutional); 761-0600, x344 (in-home)
Safe Centers for Seniors (at-risk)	368-5506
SNAP (home-delivered meals, nutrition sites)	995-3333
Special Needs Registry (for evacuations, etc.)	211, or 231-1685
Supplemental Security Income (SSI)	(800) 772-1213
Westchester End-of-Life Coalition	http://westchesterendoflife.org/uncategorized/useful-web-sites/
WestCOP (fostering self-sufficiency)	492-5600