

# Directory of ■ Fall 2019 **Senior RESOURCES**

- ◆ Answers to aging, disability and caregiver questions
- ◆ Medicare updates
- ◆ Free Elder Law Services
- ◆ South Alabama Senior Directory



**Area Agency on Aging • South Alabama Regional Planning Commission  
251-706-4680 • 800-243-5463 • [www.agingsouthalabama.org](http://www.agingsouthalabama.org)**

# RECEIVE AWARD WINNING CARE AT THOMAS HOSPITAL

In addition to a freestanding emergency department in Malbis and multiple outpatient imaging centers for convenient testing, Thomas Hospital also offers:

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**Thomas Hospital**  
INFIRMARY HEALTH

For a complete list of services, clinics and outpatient testing centers, visit [infirmaryhealth.org](http://infirmaryhealth.org).

Thomas Hospital is designated as a Blue Distinction Center+ for Cardiac Care and Blue Distinction Center+ for Knee and Hip Replacement by Blue Cross and Blue Shield of Alabama, an independent licensee of Blue Cross Blue Shield Association.

Blue Distinction Centers (BDC) met overall quality measures, developed with input from the medical community. A Local Blue Plan may require additional criteria for providers located in its own service area, for details, contact your Local Blue Plan. Blue Distinction Centers+ (BDC+) also met cost measures that address consumers' need for affordable healthcare. Each provider's cost of care is evaluated using data from its Local Blue Plan. Providers in CA, ID, NY, PA, and WA may lie in two Local Blue Plans' areas, resulting in two evaluations for cost of care; and their own Local Blue Plans decide whether one or both cost of care evaluation(s) must meet BDC+ national criteria. National criteria for BDC and BDC+ are displayed on [www.bcbs.com](http://www.bcbs.com). Individual outcomes may vary. For details on a provider's in-network status or your own policy's coverage, contact your Local Blue Plan and ask your provider before making an appointment. Neither Blue Cross and Blue Shield Association nor any Blue Plans are responsible for non-covered charges or other losses or damages resulting from Blue Distinction or other provider finder information or care received from Blue Distinction or other providers.

## Need help or advice? The Area Agency on Aging has you covered



**Julie McGee**  
Director, Area Agency on Aging

The Area Agency on Aging, a program of the South Alabama Regional Planning Commission, is pleased to partner with Gulf Coast Media to let area seniors and their families know about the variety of services available

locally. The Area Agency on Aging is the place to start your search for information on enriching your life, whether as a volunteer, through taking classes, joining a recreation or wellness program, maximizing your Medicare benefits, improving your financial security, finding in-home services to help you age in place, or with information on Alzheimer's care and nursing homes and assisted living facilities. We provide services both through our staff and through community partners, such as the Baldwin and Escambia County Councils on Aging, senior centers, direct care providers and city and county government.

Our agency is officially designated by the State of Alabama as South Alabama's Area Agency on Aging. Our population of approximately 130,000 is the largest population of age 60-plus adults served by any of the 13 regional Area Agencies on Aging across Alabama. We work closely with the Alabama Department of Senior Services and receive federal, state, and local government funds, as well as some private grants. We are an unbiased government-funded, consumer-focused agency, and we are here to help you. We do not represent any business interests and our services are free. We work for you! To learn more about our services and upcoming events, visit us online at [www.agingsofthelabama.org](http://www.agingsofthelabama.org). You may call us at 251-706-4680 or 1-800-AGE-LINE (800-243-5463), or email [aginginfo@sarpc.org](mailto:aginginfo@sarpc.org). We're also on Facebook; like "Aging South Alabama," for regular updates.

# AGING AND DISABILITY RESOURCE CENTER: Answers to Aging, Disability and Caregiver Questions

Local Area Agency on Aging	251-706-4680	<a href="http://agingsofthelabama.org">agingsofthelabama.org</a>
Alabama	1-800-243-5463	<a href="http://AlabamaAgeline.gov">AlabamaAgeline.gov</a>
National Eldercare Locator	1-800-677-1116	<a href="http://eldercare.acl.gov">eldercare.acl.gov</a>

When you call the Aging and Disability Resource Center of the Area Agency on Aging you will be connected with local programs and services for older adults and caregivers. The following are some examples of services and supports commonly available through these resources:

## Staying at Home

**Nutrition Programs** – Home-delivered meals or group meal programs

**In-home Services** – Housework, personal care, meal preparation, companion or respite care

**Housing Choices** – Housing alternatives in your community

## Assisting Caregivers

**Caregiver Support** – Programs to support those taking care of older adults, persons with dementia, and grandparents raising grandchildren

**Respite Care** – Opportunities to relieve caregivers of daily duties

**Adult Day Care** – A protective setting for older adults in need of assistance during the day

**Alzheimer's and Dementia** – Programs to support families impacted by dementia

## Getting Involved

**Senior Center Programs** – Meals, recreation and socialization

**Volunteer Services** – Opportunities to stay involved and give back

**Employment Services** – Opportunities to explore training and employment options

## Finding Additional Resources

**Legal Assistance** – Advice and representation for legal matters, such as durable powers of attorney, government program benefits, Medicaid, tenant rights, consumer issues

**Financial Assistance** – Screening and application assistance on available public benefits

**Case Management** – Help identifying needs and coordinating services

**Elder Abuse** – What to do if you or a loved one is being exploited, neglected or abused

**Health Insurance Counseling** – Assistance with health insurance related questions, including Medicare plan choices, Part D prescription drug options and Medicare Savings Programs

**Prescription Assistance** – help applying for free and low cost prescription medicines.

*Waiting lists and financial eligibility may apply.*



# Local State Health Insurance Program provides 2020 Medicare Updates

## What is SHIP?

The United States Administration for Community Living, Office of Healthcare Information and Counseling, awards federal State Health Insurance Assistance Program (SHIP) grants to states. In Alabama SHIP grants are then awarded to Area Agencies on Aging. In South Alabama, SHIP services are provided by the Area Agency on Aging of the South Alabama Regional Planning Commission.

The SHIP mission is to empower, educate, and assist Medicare-eligible individuals, their families, and caregivers through objective outreach, counseling, and training, to make informed health insurance decisions that optimize access to care and benefits. The SHIP vision is to be the known and trusted community resource for Medicare information.

SHIPs conduct outreach by providing presentations, distributing information, conducting enrollment events, and participating in health fairs, senior fairs, and other community events. SHIP outreach helps to inform groups and individuals about Medicare benefits, coverage rules, written notices and forms, appeal rights and

procedures, and more.

SHIPs provide free, in-depth, unbiased, one-on-one health insurance counseling and assistance to Medicare beneficiaries, their families, and caregivers. SHIPs assist people in obtaining coverage through options such as Original Medicare (Parts A & B), Medicare Advantage (Part C), Medicare Prescription Drug Coverage (Part D), and Medicare Supplement (Medigap). SHIPs also assist beneficiaries with limited income to apply for programs, such as Medicaid, Medicare Savings Program and Extra Help/Low Income Subsidy, which help pay for or reduce healthcare costs.

SHIPs recruit and train both volunteer and in-kind counselors to provide program services. SHIP counselors are highly trained and certified to help Medicare beneficiaries, their families, and caregivers with:

- Informing about Medicare Advantage, Medicare Prescription Drug coverage, and Medigap plan comparison or enrollments;
- Explaining how supplemental insurance options (e.g. insurance plans for retirees) work with Medicare;
- Providing information on long-term care insurance; and
- Referring beneficiaries to agencies such as the Social Security Administration and State Medicaid offices for additional assistance.

## Medicare Plan Finder Gets an Upgrade

For the first time in a decade, the Centers for Medicare & Medicaid Services (CMS) launched a modernized and redesigned Medicare Plan Finder. The Medicare Plan Finder is the most used tool on the Medicare.gov site because it allows users to shop and compare Medicare Advantage Plans and Part D plans. The new plan finder walks users through the Medicare Advantage and Part D enrollment process from start to finish and allows people to view and compare many of the supplemental benefits that Medicare Advantage plans offer. For

## SPECIAL ANNOUNCEMENT

Medicare Open Enrollment is October 15, 2019 to March 31. Come to our Medicare Mall at the October 3 Mobile Senior Expo at The Grounds from 9:30 a.m. to 1 p.m. or the October 9 Baldwin Senior Expo at the Baldwin County Coliseum in Robertsedale to talk to the Medicare plans about the coverage they will be offering in 2020 or to talk with our State Health Insurance Program. These events are held annually during the first two weeks in October.

those needing more personalized assistance, people with Medicare will continue to have access to paper copies of the Medicare & You handbook and be able to get help over the phone using 1-800-MEDICARE or by contacting their State Health Insurance Program locally at 251-706-4680 or 1-800-243-5463.

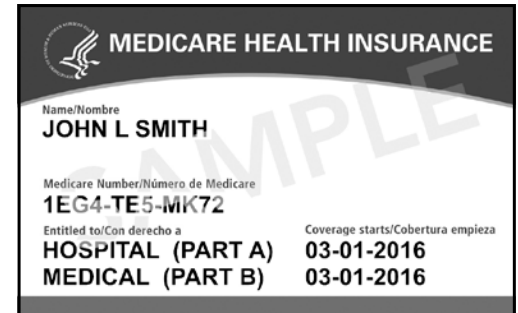
## Enrollment Period

The Medicare Advantage Open Enrollment Period will run from January 1 – March 31 every year. If you're enrolled in a Medicare Advantage plan, you'll have a one-time opportunity to:

- Switch to a different Medicare Advantage plan
- Drop your Medicare Advantage plan and return to Original Medicare, Part A and Part B
- Sign up for a stand-alone Medicare Part D Prescription Drug Plan (if you return to Original Medicare). Most Medicare Advantage plans include prescription drug coverage already. Usually you can't enroll in a stand-alone Medicare Prescription Drug plan if you already have a Medicare Advantage plan, but there are some situations where you can. Call your Medicare Advantage plan if you have questions.
- Drop your stand-alone Medicare Part D Prescription Drug Plan

## Medicare Advantage Open Enrollment: why would I want to switch to a different Medicare Advantage plan?

Medicare Advantage plans have certain benefits you can always count on. That is, they deliver your Medicare



Part A and Part B benefits (except hospice care, which Part A covers). Many of them also include coverage beyond Original Medicare (Part A and Part B). For example, most plans include prescription drug coverage, and some include routine vision services or other benefits.

But these extra benefits (beyond Part A and Part B) can change year to year. For example, suppose you take certain medications and you have a Medicare Advantage Prescription Drug plan. Your plan might cover your prescriptions. But sometimes a plan changes its formulary (list of covered medications).

Every fall, your plan will send you an Annual Notice of Change. Pay attention to this, because it lists any changes to your benefits or plan rules. A plan formulary may change at any time. You will receive notice from your plan when necessary. People with Medicare who do not wish to change their current coverage do not need to re-enroll in order to keep their current coverage.

## Medicare Part D open enrollment: why would I want to enroll in a stand-alone Medicare Part D Prescription Drug Plan?

## NEW TO MEDICARE?

When it is time to enroll in Medicare for the first time and pick a Medicare plan or a Part D prescription plan, local counseling is available to answer your questions about the many Medicare plans available. A Free Welcome to Medicare seminar is held the first Tuesday of every month at the offices of the Area Agency on Aging of the South Alabama Regional Planning Commission from 9:00-10:00 at the GM&O building, 110 Beauregard Street, Mobile, AL 36602. Individual counseling is available after the seminar from 10:00 AM until noon. The SHIP program can be reached at 251-706-4680 or [joberson@sarpc.org](mailto:joberson@sarpc.org).

# NARO

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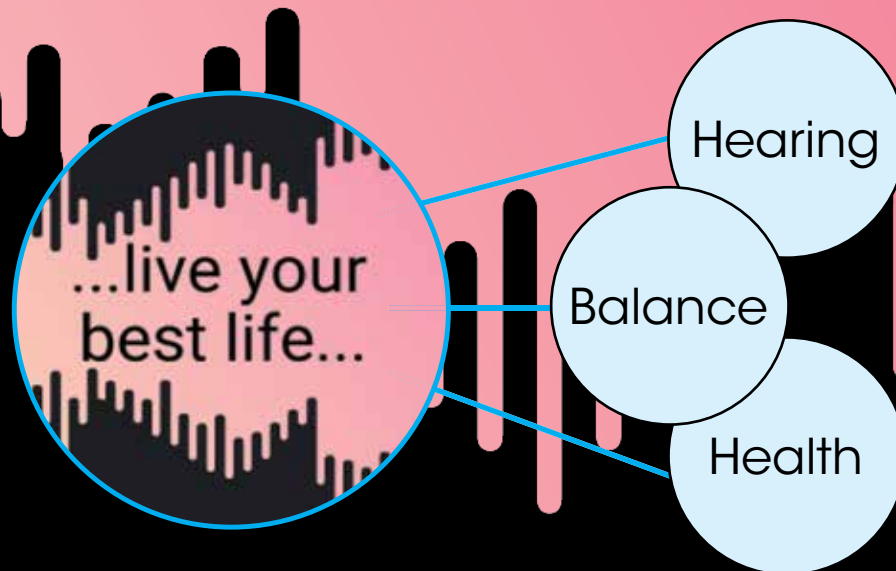


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[www.naroadiology.com](http://www.naroadiology.com) • [www.healthyhearing.com](http://www.healthyhearing.com)



Over 100 volunteers attended the South Alabama RSVP annual recognition events held in May in Baldwin and Escambia Counties. Pictured are Escambia County Tax Counseling for the Elderly volunteers displaying their IRS recognition certificates.



SUBMITTED PHOTOS

On June 27, Mobile County Probate Judge Don Davis organized a Volunteer Appreciation Luncheon at Wintzell's Oyster House in Mobile as a way to thank these very special volunteers for the love, concern and sacrifices they have made to serve as court appointed volunteer guardians for unrelated incapacitated persons in need in Mobile County.

# Volunteering Provides Purpose, Engagement, New Challenges and Opportunities

## South Alabama RSVP has office locations in Daphne and Atmore for Local Volunteers

RSVP (Retired Senior Volunteer Program) is one of the largest volunteer networks in the nation, with RSVP programs serving the majority of Alabama communities. RSVP taps the skills, talents, and experiences of those ages 55 and over to meet a wide range of local community

needs. The program offers opportunities to use skills and talents learned over a lifetime, while developing new ones. Diverse volunteer opportunities provide meaningful and rewarding volunteer experiences and contribute to the quality of life of the volunteer and the community.

Persons interested in volunteering and agencies needing volunteers are encouraged to call Charles Smith,

South Alabama RSVP Director, at 251-236-3881 or Dawne Biggs at the City of Daphne at 621-9000. In Mobile County, call 574-7787.

## Volunteer Guardian Program

The Mobile County Volunteer Guardian Program is available to adults of all ages. This rewarding program is a partnership between the Probate Court of Mobile County and

the Area Agency on Aging. Motivated, compassionate volunteers will be appointed by the Mobile County Probate Court to make informed decisions about the health and well-being of individuals who can't make those decisions for themselves and have no one else willing or able to serve as their guardian. Contact Darla Dean at 251-706-4628 or [ddean@sarpc.org](mailto:ddean@sarpc.org).



SUBMITTED PHOTO

2018 Legacy Leadership Institute March graduates: William Benbow, Charles Smith (speaker), Don Wheeler, Dawne Biggs (speaker), Craig Shay, Debbie Boelte, Belinda Harris, Vera Davis, Frances Williams, Bertha Johnson, Patricia Chastain, Dannie Anderson, Lillian Cockrell, Lozeli Coates, Alice Burroughs, Rubye Dreading, Willies Dreading, Maria Johnson, Dorothy Williams, Francetta Threatt, Ivan Boatwright, Jr., Robert Durling, Diana Durling, Dr. Leo Mundy (speaker), Freda Mabry, Joyce Lundy.

## Legacy Leadership Institute

If you think you may want to volunteer but are unsure which direction you want to go, consider attending the Area Agency on Aging's free Legacy Leadership Institute for Older Adults to be held March 23-27, 2020. This one week program held on the campus of the University of South Alabama utilizes faculty and visiting speakers to educate attendees on aging issues and impactful volunteering. It is designed to help retired professionals and baby boomers find their niche in the world of volunteering among opportunities at the Area Agency on Aging and in their communities.

For information contact Charles Smith at the Area Agency on Aging at 251-236-3881 or 706-4680.

# CSL COMMUNITY SENIOR LIFE

HOMEOWNERSHIP | INDEPENDENT LIVING | ASSISTED LIVING | MEMORY CARE | RESPITE CARE

**Community Senior Life** is a not-for-profit 501(c)3 organization located in Baldwin County dedicated to enhancing the continuum of care for our senior population.

**Community Senior Life** caters to the social, spiritual, physical, and financial needs of our residents by providing opportunities for homeownership, independent living, assisted living, memory care, and respite care.

Whether you live, work, or do business with **Community Senior Life**, you'll notice the difference!

SERVING BALDWIN COUNTY AT THESE LOCATIONS:



HOMESTEAD VILLAGE  
OF FAIRHOPE



Haven  
MEMORY CARE

GULF SHORES, ALABAMA

Live Oak  
VILLAGE  
FOLEY, ALABAMA



# Concerned about Medicare Fraud? SMP is here to help.

The Alabama Senior Medicare Patrol Program or SMP, is a partnership between the Area Agencies on Aging in Alabama and the Alabama Department of Senior Services. Senior Medicare Patrol is a preventive educational program whose goal is to reduce Medicare error, fraud and abuse through state-wide coordinated efforts of educational and promotional activities and to encourage reporting of discrepancies by Medicare beneficiaries and caregivers to the Senior Medicare Patrol Coordinator located at the Area Agencies on Aging's SHIP program at 251-706-4617 or [jroberson@sarpc.org](mailto:jroberson@sarpc.org).

Our SMP's work with Medicare beneficiaries and caregivers to educate them about Medicare benefits and Medicare statements related to these benefits. With an understanding of Medicare Summary Notices, Medicare Part D

Prescription Drug Plan (PDP) Explanations of Benefits (EOB) and other related health care statements, a person can identify, resolve and/or report possible billing errors, fraud, abuse and waste to the Area Agency on Aging's SHIP program (State Health Insurance Program).

SMPs play a unique role in the fight against Medicare errors, fraud, and abuse. SMP volunteers and staff serve as "eyes and ears" in their communities, educating beneficiaries to be the first line of defense. Medicare is complicated. What may seem like an error to the beneficiary may simply be the result of a misunderstanding about benefits.

It may also be abuse, which involves billing Medicare for services that are not covered or are not correctly coded. The provider has not knowingly and

intentionally misrepresented the facts to obtain payment.

Medicare fraud assumes criminal intent. The Centers for Medicare and Medicaid Services (CMS) defines fraud as "the intentional deception or misrepresentation that the individual knows to be false or does not believe to be true," and that is made "knowing that the deception could result in some unauthorized benefit to himself or herself or some other person."

Some common examples of suspected Medicare fraud or abuse are:

- Billing for services or supplies that were not provided
- Providing unsolicited supplies to beneficiaries
- Misrepresenting a diagnosis, a beneficiary's identity, the service provided, or other facts to justify payment
- Prescribing or providing excessive or

unnecessary tests and services

- Violating the participating provider agreement with Medicare by refusing to bill Medicare for covered services or items and billing the beneficiary instead
- Offering or receiving a kickback (bribe) in exchange for a beneficiary's Medicare number
- Requesting Medicare numbers at an educational presentation or in an unsolicited phone call
- Routinely waiving co-insurance or deductibles
- Waivers are only allowed on a case-by-case basis where there is financial hardship, not as an incentive to attract business

To view common Fraud Schemes visit [www.smpresources.org/Content/Medicare-Fraud.aspx](http://www.smpresources.org/Content/Medicare-Fraud.aspx).



## SenioRx Partners with Charitable Pharmacy to Provide Free Prescription Assistance

SenioRx is a prescription assistance program of the Area Agency on Aging that helps persons of any age with chronic health conditions obtain free or low cost prescription medications who have no or inadequate health insurance coverage, or find themselves in the Medicare Part D prescription coverage gap. Area Agency on Aging staff, and their partners at the Baldwin and Escambia County Councils on Aging, help people apply to national

pharmaceutical companies for free prescription medications.

When more immediate help with prescriptions is needed, or for medications not available through these patient assistance programs, the Ozanam Charitable Pharmacy can often help. The Charitable Pharmacy provides some generic prescription medications and donated name brand medications for lower income adults. A detailed description of their program can be

found at [www.ozanampharmacy.org](http://www.ozanampharmacy.org).

### To apply for assistance contact:

- Baldwin, Escambia and Mobile counties:  
Area Agency on Aging at 706-4680 or Ozanam Charitable Pharmacy at 432-4111
- Baldwin County Council on Aging at 972-8506
- Escambia County Council on Aging at 368-1032.

## MEDICARE

CONTINUED FROM 4

Most (but not all) Medicare Advantage plans include prescription drug coverage. But Original Medicare (Part A and Part B) doesn't include this benefit. Instead, Original Medicare may cover certain prescription drugs in specific situations, like if you're in a

hospital or clinic.

So, if you drop your Medicare Advantage plan to return to Original Medicare, you might want to enroll in a stand-alone Medicare Prescription Drug Plan. The Medicare Advantage open enrollment periods lets you do this.

Benefits, premiums and/or co-payments/co-insurance may change on January 1 of each year.

### Would you like to know more about the various Medicare open enrollment periods or find help reviewing your current plan or selecting another?

Confused or need a trained counselor to help you sort out your options? The Area Agency on Agings' State Health Insurance Program (SHIP) can explain them to you and provides free, unbiased Medicare counseling. Open enrollment Medicare counseling is available at our offices on Tuesdays and Thursdays at the GM&O building at 110 Bearegard Street off Water Street in Mobile from October 15 to December 7 and at the Baldwin County Council on Aging in Robertsdale by appointment. Telephone counseling is also available. The SHIP program can be reached at 251-706-4680 or [jroberson@sarpc.org](mailto:jroberson@sarpc.org).



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# Taking charge of your health

No one wants to have a chronic long term condition. Unfortunately, most of us will experience two or more of these conditions during our lives. Another major concern for older adults are falls. While falls are a leading cause of injury and death among adults age 65 and older, falling is not a normal part of aging and most falls are preventable.

The Area Agency on Aging is offering free classes to help individuals take charge of their health, stay healthier and remain independent.

**Living Well Alabama** is a program for chronic disease self-management and classes are designed to help those with ongoing health conditions live



SUBMITTED PHOTOS

**The always popular A Matter of Balance classes were held in 2019 at Delaware Street Baptist Church in Mobile, left, and Westminster Village in Spanish Fort, right. For information on class locations and dates, contact Marcella Nettles at the Area Agency on Aging at 251-706-4663 or mnettles@sarpc.org.**

healthier lives. Long-term conditions may cause fatigue, a loss of physical strength and endurance and require new strategies to delay disability, improve function and help people manage their own health on a day to day

basis.

**A Matter of Balance** classes help to reduce the risk of falls by teaching fall prevention strategies. After taking A Matter of Balance classes, 98% of participants reported greater confi-

dence in fall management.

Workshops are fun and engaging. To learn more about attending these free classes, or to become a volunteer instructor, call 251-706-4680 or 1-800-243-5463.

## 2019-2021 Alabama Silver-Haired Legislature for Region 8 Announced

Members get “real-life experience” in state government

The Area Agency on Aging is pleased to announce the new Region 8 slate of Alabama Silver Haired Legislators (ASHL) representing Baldwin, Escambia and Mobile Counties in South Alabama. The new members are Charlotte Boyle, District 66, Barbara Wheeler, District 94, Fred Robinson, District 95, McKay Niehl, District 96, Wendy Fuess, District 97, Annie Davis, District 98, Carolyn Davis, District 99, Ella Stubbs-Jones, District 100, Ann Burhans, District 101, Betty Houston, District 102, Peggy Gomez, District 103, Linda Davis, District 104 and Violetta Simpson District 105.

The Silver-Haired Legislature is a model, volunteer legislature that parallels the Alabama House of Representatives. Members are age 60 and over and represent each of the

105 state legislative districts and are elected by other senior citizens from their districts. According to Julie McGee, Area Agency on Aging Director of the South Alabama Regional Planning Commission, “Membership gives Alabama’s seniors a real-life experience in representing the interests of older Alabamians in state government.”

Local members elected to 2019-2021 terms will meet in Mobile for their Region 8 meetings. The ASHL annual legislative session is held in the State House in Montgomery each fall.

ASHL members are expected to be aware of the needs of seniors in their districts that should be addressed by the Alabama Legislature. Resolutions on senior issues are introduced in the ASHL legislative

session, prioritized and presented to members of the legislature for consideration and legislation. Members then work with their counterparts in the State Legislature to get senior bills introduced and passed.

Among ASHL resolutions that have made it into law are the SeniorRx program to help senior citizens with applications for low cost prescriptions; recycling leftover prescriptions; voter ID; Landlord-Tenant Act, criminalizing home repair fraud, and stronger laws on identify theft.

Top issues that the ASHL asked the State Legislature to address in the 2019 Alabama Legislative session were:

### Top Five 2019 Issues:

- Enact distracted driving law addressing using cell phones
- Allow video cameras in nursing

home residents rooms

- Fight the onslaught of opioids
- Increase penalty for driving while texting
- Increase monthly needs allowance for nursing home residents to \$50

### Lower Priority 2019 ASHL Issues:

- Legalize medical marijuana for patients in severe pain
- Abolish payday lending businesses
- Allow citizens to vote on lottery to benefit General Fund, Education Trust Fund and Area Agencies on Aging
- Participate in Medicaid Expansion
- Provide budget increase for Alabama Department of Senior Services to support the Area Agencies on Aging

For more information, contact Julie McGee at [jmcgee@sarpc.org](mailto:jmcgee@sarpc.org) or 251-706-4623.

# Alabama Act to Protect Older Adults from Financial Exploitation

This relevantly new law was passed in Alabama on August 1, 2017, and gives law enforcement an additional tool to assist victims and prevent further incidents of abuse. The relief for victims of elder abuse can come too late. In the case of physical abuse, the injury has been inflicted and the abuser may return. In financial exploitation cases, the money has and continues to be spent with impunity. The Elder Abuse Protection Order and Enforcement Act (Act) provides an early intervention, a civil court order, to stop the abuse and continued financial exploitation.

This Act is modeled closely on Alabama's domestic violence Protection From Abuse Act. Victims of elder abuse will have protections similar to those available to victims of domestic violence. A victim of elder abuse or financial exploitation can petition for their own relief, or a legal fiduciary (trustee) can petition on their behalf. Procedurally, courts and attorneys will be familiar with the processes. And, the Act requires the development of a standardized petition and court order to enhance efficiency. This creates an expedient method by which elder abuse victims can obtain a protection

order against their abuser/exploiter.

The bill contains three components. First, it creates a civil Elder Abuse Protection Order which contains the requirements for a petition, procedure for filing, and available court-ordered relief. Second, it creates an enforcement statute allowing for criminal prosecution of a violation of the court order. Third, it amends the warrantless arrest statute (Ala. Code § 15-10-3) to allow for warrantless arrests in circumstances currently allowed for domestic violence protection orders.

This act is a compliment to the already strong laws we have to prosecute

those who commit elder abuse. In 2013, Alabama passed the Protecting Alabama's Elders Act. That criminal law gave law enforcement and prosecutors additional avenues to prosecute elder abuse, neglect, and financial exploitation — serving to punish offenders and deter future crimes. This law will provide an expedient civil remedy to victims of elder abuse — serving to prevent further abuse and financial exploitation.

To report a concern, contact the Adult Abuse Hotline operated by the Alabama Department of Human Resources at 1-800-458-7214.

## Area Agency on Aging joins National Campaign to End Senior Hunger

Grant supports local effort to connect older adults with SNAP

When it comes to eating a healthy diet, millions of Americans 65 and over face a double whammy: a fixed income, and rising food costs. Alabama is among the leading states in senior hunger given the number of older adults with low incomes who are struggling with medical, housing and food costs.

Nationally, adults aged 65+ have an average annual income of \$46,627, and they spend more than \$5,500—or nearly 12%—on food. Their friends just 10 years younger have a greater income (averaging \$75,262 annually), and they spend less (9.3%) on groceries.

The South Alabama Regional Planning Commission's Area Agency on Aging was recently awarded a grant to support a National Council on Aging (NCOA) nationwide effort to help older adults struggling to buy groceries apply for the Supplemental Nutrition Assistance Program (SNAP) to supplement their food budget.

The U.S. Department of Agriculture estimates that just 2 out of every 5 seniors who are eligible for SNAP are enrolled in the program. This means that millions of low-income older adults are missing out on this vital program,

which nationally provides an average monthly benefit of \$110 to help participants buy healthy food. Alabama seniors leave an estimated \$850 annually on the table when they do not apply for benefits.

The South Alabama Regional Planning Commission is one of more than 30 community organizations across the country that is stepping up its efforts to assist seniors in applying for SNAP. The organizations will use NCOA's free online BenefitsCheckUp® tool ([www.BenefitsCheckUp.org](http://www.BenefitsCheckUp.org)) to screen older adults with limited income for SNAP eligibility. Since 2014, the initiative has screened almost 400,000 people for SNAP eligibility, and helped nearly 70,000 seniors apply for SNAP. In addition to SNAP eligibility, the BenefitsCheckUp can put additional dollars in seniors' pockets if they are found likely eligible for Medicare Savings Programs to help with Medicare premiums, deductibles and co-payments, prescription assistance, utility assistance or other benefits. The Area Agency on Aging staff provide a free, quick and confidential benefit screening for older adults and adults with disabilities. These sav-

### In Alabama 70,250 seniors are using SNAP to buy healthy food. Are you?

Alabama has made a special effort to help older adults age 60+ have healthy diets through improvements in its SNAP food assistance program that provides money to buy groceries. For seniors who are retired or unemployed with no earned income, there is no office visit necessary, benefits under the Elderly Simplified Application Program are awarded for three years unless maximum income is exceeded, no assets are counted, income is self-declared, and a standard medical deduction is available

to increase benefits. It is estimated that over 70% of seniors who qualify never apply, leaving an average of \$850 in benefits on the table. If your income is not over \$1316 for one person OR if you have high medical expenses, call the Area Agency on Aging to see if you qualify at 251-706-4680 or 1-800-243-5463.



ings help ensure families can buy the healthy foods they need.

"We're excited to be part of this proven effort that has the potential to help low-income older adults in South Alabama improve their health and financial security," said Julie McGee, Area Agency on Aging Director. "The Area Agency on Aging has a strong history of helping seniors in need. We're

confident that increasing SNAP enrollment with BenefitsCheckUp® and other proven outreach methods will have a profound effect on lives of seniors in Baldwin, Mobile and Escambia counties."

To find out more about SNAP eligibility, contact the Area Agency on Aging at 251-706-4680 or 1-800-243-5463 or [www.agingsofthelabama.org](http://www.agingsofthelabama.org).



The Senior Community Service Employment Program, also called the Senior Aides program, is a community service and work-based training program for older workers that provides useful community services and fosters individual economic self-sufficiency through training and placement into unsubsidized jobs. While in the program, participants are paid minimum wage for up to 20 hours a week. Eligibility includes age 55 and older, unemployed, and have an income of less than 125% of the federal poverty level.

Contact us at 251-652-0585 or 1-800-243-5463 or email us at [tpringle@sarpc.org](mailto:tpringle@sarpc.org). More information is available at [www.sarpc.org](http://www.sarpc.org).

## Long-Term Care Ombudsman

The Area Agency on Aging provides the local Ombudsmen for Mobile, Baldwin and Escambia counties. The Ombudsmen are advocates for residents in long-term care facilities — Nursing Homes and Assisted Living Facilities. They work with all parties to protect the health, safety, welfare, and rights of Alabama's long-term care residents. Anyone can use the Ombudsman, including residents, their friends and family, or employees of long-term care facilities.

### An Ombudsman's role is to:

- Provide information to the public including how to choose a facility, and residents' rights in long term care facilities. Staff are available to

make presentations.

- Educate residents, family members, and facility staff, and assist with resident and family councils.
- Visit each facility to evaluate conditions and help ensure residents receive quality care to which they are entitled.
- Investigate and resolve complaints on behalf of residents.
- Act as a mediator between residents, family members and staff.

Individuals can file a complaint in writing, by phone, or in person. You do not have to give your name and all information if kept confidential.

Contact us at 251-433-6541 or 1-800-243-5463.



SUBMITTED PHOTO

Seniors have lively billiards competition with local Gulf Coast Masters Games at the VIA! Center in Mobile in May, 2019. Local champions will go on to compete statewide at the Alabama Masters Games in Valley, Ala., Oct. 7-10.

## 2019 Alabama Masters Games held in Valley

The Area Agency on Aging is sponsoring the district Masters Games Tournament for Baldwin, Mobile and Escambia counties. The Masters Games of Alabama were organized in 1989 to involve senior adults in recreational activity and fitness. Any resident of the state of Alabama age

50 and older is eligible to participate in the games. The winners for the local events may compete in statewide competitions.

This year's games were held over the summer in Mobile, Chickasaw, Robertsdale and Orange Beach and included basketball free throw, billiards,

Frisbee throw, Nerfball throw, softball throw, horseshoes, shuffleboard, table tennis, checkers, dominos, doubles dominos and bowling. Opportunities to compete at the state level in swimming, golf and 3-on-3 basketball are also available.

Local champions can compete

statewide in Valley, Alabama October 7-10, 2019 and a chartered bus will be available. South Alabama senior athletes bring back many state medals annually.

For more information contact us at 251-706-4680, 1-800-243-5463 or [vivian-barton@sarpc.org](mailto:vivian-barton@sarpc.org).

# Medicaid Waivers Programs serve all ages

The South Alabama Regional Planning Commission serves over 800 frail elderly or disabled adults and children annually through several Medicaid Waiver programs. This program provides services in the home and community to allow people to remain in their homes and to avoid or delay nursing home placement. All programs have financial and medical eligibility criteria. Generally clients must be on SSI and Medicaid or become deemed eligible for Medicaid; and meet medical criteria that would otherwise require them to be in a nursing home if these home and community based services were not provided. Deeming is considered for persons up to 300% of the poverty level with limited assets. For information about any of the below programs contact SARPC's Area Agency on Aging's Aging & Disability Resource Center (ADRC) at 251-706-4680 or 1-800-AGE-LINE (1-800-243-5463).

## **Elderly and Disabled Waiver (E&D Waiver)**

SARPC has managed the Elderly and Disabled Program, which is designed to provide services to seniors and persons with disabilities of all ages whose needs would otherwise require them to live in a nursing home. Our goal is for clients to retain their independence by providing services that allow them to live safely in their own homes for as long as it is appropriate.

Case managers work with clients to develop a care-based plan according to the clients' medical needs. Depending upon their plan of care, individuals in this program may receive personal care, homemaker, respite, adult day health, companion services, or home-delivered frozen meals.

**Personal Choices** – Alabama's Option for Self-Directed Home and Community-Based Services. The Personal Choices program is Alabama's option for self-directed home and community-based services designed to offer seniors and people with disabilities more choice and flexibility in the type of care they receive by allowing them

to hire their own workers. Personal Choices fosters independence as participants have greater control over their finances and decisions directly related to their care.

**Alabama Community Transition Waiver (ACT)** – The ACT Waiver provides services to individuals with disabilities or long term illnesses who currently live in a nursing facility and who desire to transition to the home or community setting. There is no age requirement, but the individual must have been in a nursing facility for 90 days or more; and are expected to move into the community within 180 days. Individuals must be determined to be eligible for transition into the community based on an assessment. Most will already meet income criteria, with incomes up to 300% of the SSI income limits. Depending upon their plan of care, individuals in this program may receive personal care, homemaker, respite, adult day health,



companion services, home-delivered frozen meals or skilled nursing, up to \$1,500 in expenses needed to move back into an apartment or home; home modifications, assistive technology, personal emergency response systems and medical equipment.

**Technology Assisted Waiver for Adults (TA Waiver)** – This program is for individuals who are 21 years of age or older with complex skilled medical conditions who are ventilator dependent or who have a tracheostomy. The TA Waiver is a community-based alternative for those adults who would otherwise require the nursing facility level of care if these services were not available. Covered services include private duty nursing, personal care/ attendant services, medical supplies, assistive technology and case management.

## Many Free Legal Services Are Available through the Area Agency on Aging

Every day someone pays for legal services that are provided at no cost by the Area Agency on Aging because they did not know about our Elder Law program. Through federal Older Americans Act funds certain non-fee generating and non-criminal legal services are provided to persons age 60 and older at no cost. The program targets those with social or economic needs, but provides services regardless of income and donations are accepted. Everyone needs an Advanced Directive; and with this service provided for free, there is no need to delay. Call to have one made and put your mind at rest — your family will thank you.



The legal assistance program can assist you with the following:

- Accessing health and nursing home care
- Advanced directives
- Consumer issues

- Debt collection
- Elder Abuse, exploitation, and fraud
- Guardianship issues
- Housing
- Income maintenance

- Medicare and Medicaid
- Powers of Attorney
- Social Security
- Medicaid
- Referrals to Volunteer Lawyers Program & Legal Services Corp as needed

Contact the Area Agency on Aging's contracted legal services provider, the Law Offices of Davis & Associates, serving Mobile, Baldwin and Escambia Counties, at 251-434-6848 or 1-888-597-9564, or [www.davisandassociatesattorneys.com](http://www.davisandassociatesattorneys.com). While the office is located at 574 Azalea Road in Mobile, appointments can be made at the Council on Aging in Robertsdale or in Escambia County.

# 2019 Senior Citizens Hall of Fame recognizes local citizens

The 37th Awards Ceremony for the Alabama Senior Citizens Hall of Fame was held August 18, 2019 in Montgomery. Honorable John McMillian, State Treasurer of Alabama from Stockton and Herbert White from Mobile were inducted as Permanent Members of the Hall of Fame. Also honored were Dorothy Bell of Mobile who received a Lifetime Achievement Award and Joseph Dean of Fairhope who received a Public Service Award. Rev. Cleveland & Gertrude Barren of Prichard and Bud & Joy McDonald of Mobile were recognized among couples married for 65 years or more.

The Alabama Senior Citizens Hall of Fame has honored and recognized Alabamians age 60 and older for their outstanding contributions to the lives of older members in their local communities annually since 1983. Award categories include Permanent member, Posthumous award, Life-



SUBMITTED PHOTO

**2019 Induction Class for the 2019 Alabama Senior Citizens Hall of Fame, including Hall of Fame Chairman Jerry Fielding and Alabama Department of Senior Services Commissioner Jean Brown.**

time Achievement, Special Awards, those Married 65 years or more, and persons 100 years of age or more. For

more information on the awardees or the Hall of Fame and how to apply go to [www.alabamaageline.gov/hall-](http://www.alabamaageline.gov/hall-)

[of-fame.html](http://of-fame.html) or call the Alabama Department of Senior Services at 1-877-425-2243.

**The Alzheimer's and Dementia Helpline of South Alabama is a service of the Area Agency on Aging committed to helping families, caregivers, and professionals obtain local resources and information on Alzheimer's disease or other dementias.**



*Alzheimer's  
&  
Dementia  
Helpline*

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# Area Agency on Aging provides Gateway to the Community Transition Coordinator for those able to transition from nursing home care back to the home or community

Gateway to Community Living is the Alabama Medicaid Agency's initiatives to expand home and community-based resources for Alabamians who are aging or have disabilities. As the population ages, the demand for all long-term care services is expected to soar. Because many people prefer to get these services in their own homes, and because home and community-based services can be the most cost effective alternatives, these initiatives will help our state better meet the demand. This initiative supports individuals to successfully transition from nursing homes and institutional settings to community living.

The Gateway to the Community program allows Medicaid funds to be used to provide needed supports and services in an individual's preferred setting — either the community or institutional care — as long as their health and safety needs can be adequately met in that setting. Person who can successfully transition back to the community may be able to receive services through a Home and Community-based Waiver program. Alabama has a comprehensive array of seven waivers, each of which offers a set of services designed to meet the needs of different target populations (HCBS Waivers). A trained Transition Coordinator will help people, who are interested in transitioning, examine the waivers they may be eligible for so they can decide which one will best suit their needs for community living.

People who want to return to community living often have some additional needs, such as help with planning the move, obtaining housing or even just some one-time financial assistance to make utility deposits or purchase basic home-making supplies. Services and supports for individuals who choose to transition will include: A dedicated transition coordinator



who will assist participants with developing and implementing an individualized transition plan; If needed, assistance for costs related to transition such as rental and utility deposits; If needed, assistance to locate and obtain accessible and affordable housing; and If needed, assistance in exploring employment opportunities.

To enroll in the Gateway to Community Living Rebalancing Demonstration, a person will need to meet the following eligibility requirements: 1. Live in a nursing home or state-operated psychiatric facility for at least 90 consecutive days; 2. Be a Medicaid beneficiary for at least one day prior to transition; 3. There is a reasonable expectation that transition can be successfully accomplished within 180 days through available home and community-based services; 4. Participate in and complete the Gateway to Community Living Transition Planning Process; 5. Move to a qualified residence, which includes a home or apartment, or a group setting with four or fewer unrelated adults. Some Assisted Living facilities may be considered qualified residences under certain circumstances.

The nursing home and/or a Transition Coordinator can help determine

if you might be eligible for Medicaid in the community. If it turns out you are not going to be eligible, you may still receive some assistance to transition from non-Medicaid resources such as an Aging and Disability Resource Center or an Independent Living Center.

There are several ways to make a referral to Gateway to Community Living. Alabama's nursing homes are already required to make a referral if an individual indicates a desire to return to community living in response to Section Q of the nursing home Minimum Data Set (MDS) assessment processes. In addition, individuals who are interested can self-refer using the on-line referral system or by submitting a referral by email, fax or regular

mail. The on-line system is available at the Gateway to Community Living Portal. Individuals may also ask a family member, friend, legal guardian, or an advocate to assist them with making the referral.

For information go to [www.medicaid.alabama.gov](http://www.medicaid.alabama.gov) or contact the Gateway to Community Living staff at any of the following:

**By Phone (Toll Free):** 855-236-6341

**By Fax:** 334-353-3642

**By email:** [gclportal@medicaid.alabama.gov](mailto:gclportal@medicaid.alabama.gov)

**Mailing Address:**

Alabama Medicaid Agency  
Gateway to Community Living  
P.O. Box 5624  
Montgomery, AL 36103-5624

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[www.pmg.md](http://www.pmg.md)

# Common reasons why life insurance claims are denied

BY: MARK WOLFE

Attorney at Law

*There are several reasons why life insurance claims can be denied. Knowing those reasons and how to appeal or challenge a denial of benefits can be critical for families in their time of need. The following information from Life Insurance Claim Specialist and Attorney, Mark Wolfe may be helpful. Mark's Number One Rule: Do Not Try to Handle the Denial of Benefits on Your Own!*

I have been helping families and clients for many years with legal issues related to life insurance benefits. Most specifically with contesting or challenging the denial of life insurance benefits. Some times a lawsuit is required to secure benefits and some times the benefits can be recovered through a pre-litigation request for

reconsideration or an administrative appeal. If you've been the victim of denied life insurance benefits, The most important thing is for you to fully understand why the benefits were denied and how you may contest or challenge the denial of benefits. What follows are the most common reasons life insurance benefits are denied with some general information about the legal issues related to the reason for the denial of benefits.

## 1. Death Occurs During the Contestability Period.

Most life insurance policies have a contestability period. This is a period of time, usually two years, after the policy has been issued where the insurance company can take a look back at the application and conduct an investigation to make sure all "relevant and material information" was disclosed on the application. This is



sometimes called "retroactive underwriting" and is most likely to apply for those policies with no formal medical examination prior to the policy being

issued. An example would be if the applicant says his or her weight is 300lbs but then the insurance company finds medical records right before the ap-

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To register, contact the Area Agency on Aging  
**251-706-4680**  
**1-800-243-5463**  
[dellasanchez@sarpc.org](mailto:dellasanchez@sarpc.org)



Classes are held quarterly in Baldwin and Mobile Counties

Grandparents Raising Grandchildren workshops also available



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plication was submitted showing the applicant's weight to have been 350lbs. If this weight is higher than the underwriting guidelines for the policy, then the company may deny the claim and refund the premiums claiming had they known of the higher weight, they would not have issued the policy.

Even a minor undisclosed medical condition on the application such as high blood pressure can be deemed a material misrepresentation and be grounds for denial. The undisclosed information does not have to be a contributing factor to the death to support a denial of benefits and it does not have to have been an intentional misrepresentation. Simply forgetting to disclose material information or even an inadvertent mistake can be enough to support the denial of benefits.

**IMPORTANT INFORMATION:** Insurance rules and regulations vary greatly from State to State and some life insurance policies are even governed or controlled by Federal law. The legal definition as to what is or is not "relevant and material information" on an application can be different from State to State. Before accepting the denial of benefits and cashing the premium refund check, consider consulting with an experienced Life Insurance Claims Specialist or an Attorney to have the denial of benefits reviewed. Also, even if you have cashed the premium refund check, some State laws will still allow you to contest the denial of benefits. Most of the time consultations are free and you are only charged if benefits are recovered.

## 2. Deceit or Fraud.

This covers a number of different situations and may extend past the contestability period. This basis for denial covers more than an inadvertent mistake on the application such as mistakenly putting the wrong weight. It would apply to situations where the intent of the applicant was knowingly misleading or deceitful. For example a person is diagnosed with terminal cancer and then buys a life insurance policy and intentionally and knowingly does not disclose the cancer diagnosis. Even if the death occurs

outside the contestability period, the insurance company may deny the benefits claiming the policy was secured by the fraudulent suppression of material information. This can also apply to beneficiaries if they secure a policy for a loved one under fraudulent or unscrupulous circumstances.

## 3. The Cause of Death is Excluded or Not Covered Under the Policy.

Most life insurance policies exclude death by suicide. However, some policies only exclude suicide during the contestability period. Some life insurance policies exclude benefits if the death occurs "related to or while engaged in a dangerous activity" such as scuba diving or sky diving. Accidental Death (AD) benefit policies often exclude coverage if the accidental death is contributed to by any number of conditions or even pre-existing conditions. A very common exclusion under AD policies or clauses is if the decedent was intoxicated at the time of death.

**IMPORTANT INFORMATION:** Exclusion clauses in life insurance policies can be legally and/or medically difficult for the insurance company to prove; however, they will often send the beneficiaries a denial of benefit letter referencing complex medical and/or legal terminology. Even if you think the exclusion sounds legitimate, you should have the denial of benefits reviewed by an experienced Life Insurance Claims Specialist or Attorney.

## 4. Premium Payments Were Not Made.

When premium payments are not made in accordance with the terms of the policy the policy lapses and no benefits are owed. Some policies have a short grace period for late payments. Some policies have reinstatement provisions that allow for past due premiums to be paid the policy to be "reinstated;" however, the reinstatement provisions often require a new reinstatement application and establish a new contestability period. Some times the "reinstated" policy is basically a new policy with new exclusions and conditions. One of the

most common causes for non-payment of premiums is when an automatic payment withdraw is not increased periodically as premiums increase. For example, person takes out a Universal or Whole Life policy that builds cash value over time. The policy has a 10 year level premium and for the first 10 years the premium is paid timely via an automatic withdraw from a bank account. After 10 years the premium for the policy increases but the automatic payment remains the same. The accumulated cash value is then used to make up the premium difference until it is used up. Once the cash value is depleted the policy will lapse for non-payment of premiums. Unfortunately, many Universal and Whole Life Insurance policies were sold with the representation that the cash value would accumulate at such a high rate that the premiums would always be covered or even diminish or go way at some point in the future. This has led many people, especially elderly people, to inadvertently disregard notices and information from the insurance company about premium increases and/or premium payments made via the accumulated cash value of their policy.

## 5. Dispute as to Beneficiaries.

While not necessarily a denial of benefits, a life insurance company may delay the payment of benefits if there is a dispute as to the beneficiaries under a life insurance policy. In some cases, the life insurance company may require a legal determination as to who is entitled to the benefits. As a simple rule of thumb, life insurance benefits are paid to the named beneficiary of record. This could be the person or persons identified on the application or someone identified on a legitimate change of beneficiary form on record with the company. However, issues can arise if a former beneficiary challenges the legitimacy of a change of beneficiary form. Also, if there are no contingent beneficiaries listed and the primary beneficiary is deceased, then legal action may be required to determine who is entitled to the life insurance benefits. Finally, some States have provisions that automatically

remove a named spouse as beneficiary upon divorce.

**Do Not Try to Handle the Denial of Benefits on Your Own!** Life insurance policies are complex legal documents that contain lots of defined terms and conditions. How those terms and conditions stand up against the laws and regulations of your State requires knowledge and expertise. Many policies have guidelines and rules for how to appeal the denial of benefits but those may or may not be binding or required. However, many life insurance policies are subject to Federal laws and regulations which require strict adherence to procedures for how and when an appeal must be presented. In those situations, failure to properly file the appeal can prevent any further legal action to obtain benefits. Some times the denial of benefits is blatantly wrong and may subject the insurance company to additional payments over and above the policy benefit amount! In the very least you should consult with a Life Insurance Claims Specialist or an experienced Attorney as soon as you are notified that the benefits are denied. He or she should be able to give you an overview of your rights and explain the legal issues you are facing.

## About the author

*Mark Wolfe is a licensed and practicing attorney in the State of Alabama. Through his law firm he has handled denied life insurance cases in Alabama, Mississippi and Florida. He has also been a consultant on life insurance claims and cases in other States where he works with local attorneys to help secure life insurance benefits for clients and customers. He has helped families recover over one million dollars in denied life insurance benefits with the average policy value being \$50,000.00. Mark provides free consultations for people who have questions about life insurance policies or benefits. Please email your life insurance benefit questions to Mark Wolfe at mark@brwlawyers.com for a free consultation. Please put Life Insurance Question in the subject line.*

# Grandparents Raising Grandchildren Focus of Area Agency on Aging

Although many people are still largely unaware of this evolving family phenomenon, there are an increasing number of families today maintained by grandparents who are raising their grandchildren, ages newborns to adolescents. According to the U.S. Census Bureau, in 2012, there were 2.7 million grandparents who had the primary responsibility for caring for their grandchildren who lived with them. It is also double the number of grandparent-headed households in 1970, when the percentage was 3% of all households. In 2012, the percentage was 6 percent. In many cases, there are no parents living with the children and their grandparents.

Grandparents often receive bewildered babies or older children who arrive with the clothes on their backs and nothing else. No toys, no favorite blankets or stuffed animals to sleep with, nothing. They may be angry, confused, or fearful. Some of them were born addicted to drugs and they suffer from the long-term effects of these drugs on their minds and bodies.

## Why Are So Many Grandparents Raising Grandchildren Now?

Why are increasing numbers of grandparents, from their fifties to their seventies (and older), once

again raising babies and children? The key reason is that they don't want their grandchildren to be placed in foster care, and risk never seeing them again. But why would they have such a fear? One key issue is the major increase in opioid abuse in the United States, which has alarmed organizations like the Centers for Disease Control and Prevention (CDC) so much that they issued their own prescribing guidelines for chronic pain. Other reasons for grandparents acting as parents again are the mental illness of an adult child, and child abuse and neglect that adult children inflict on their own children. Often these reasons are tied together. For example, a person addicted to oxycodone or heroin has great difficulty parenting a child of any age, as does someone addicted to stimulants such as methamphetamine. Alcohol abuse continues to be a problem among many people with young children. Substance abuse radically decreases an individual's level of patience and interest in taking care of his or her own children.

According to the Department of Health and Human Services, substance abuse is a factor in as many as two-thirds of all cases of child abuse and neglect. In most cases, state case-workers seek out grandparents or other relatives who will take in the

## Area Agency on Aging Grandparent Workshops

To help address the stress many grandparents are under, the Area Agency on Aging has been successful in establishing Grandparents Raising Grandchildren Workshops in several communities across South Alabama. These workshops center on the needs of the grandparents in the caregiving role of minor children. During the workshops, time is set aside to discuss some of the challenges and hardships grandparents are facing while raising their grandchildren. In addition, some attention to practice and policy are considered to provide assistance to grandparents.

The Area Agency on Aging can connect grandparents with needed

services. One of these services is assistance with various legal issues impacting grandparents in their role as the new caregiver for a minor child. Currently ongoing grandparent workshops are scheduled in the following areas; Bayou La Batre, Gulf Shores, Escambia County, Semmes, Oakdale and downtown Mobile. In addition, programs will be starting in Daphne and the Poarch Creek community.

For any additional information or to join one of the Grandparents Raising Grandchildren Workshops, please contact Violetta Simpson or Della Sanchez at 251-433-6541 or 1-800-243-5463.

child(ren).

Sometimes the adult child is mentally ill, suffering from such problems as bipolar disorder, schizophrenia or major depression. They may also abuse drugs or alcohol in an attempt to self-medicate, eschewing the psychiatric drugs that could help them. When it becomes apparent that a mentally ill person cannot parent a child adequately, state social services steps in, again looking for family members to help. In most cases, these family members are

grandparents.

## Other Reasons

Sometimes the parent is incarcerated in jail or prison and the child needs a family member (or foster parent) to provide a home. The imprisoned parent may be jailed for drug or other offenses and sometimes is jailed for violent crimes, receiving a sentence of many years. In some few cases, the adult parent is extremely immature and incapable and uninterested in parenting.

# Local Councils on Aging provide convenient locations for County Residents

With the Area Agency on Aging located in downtown Mobile, the South Alabama Regional Planning Commission has partnered with our neighboring counties to provide local walk-in access for the citizens in Baldwin and Escambia Counties.

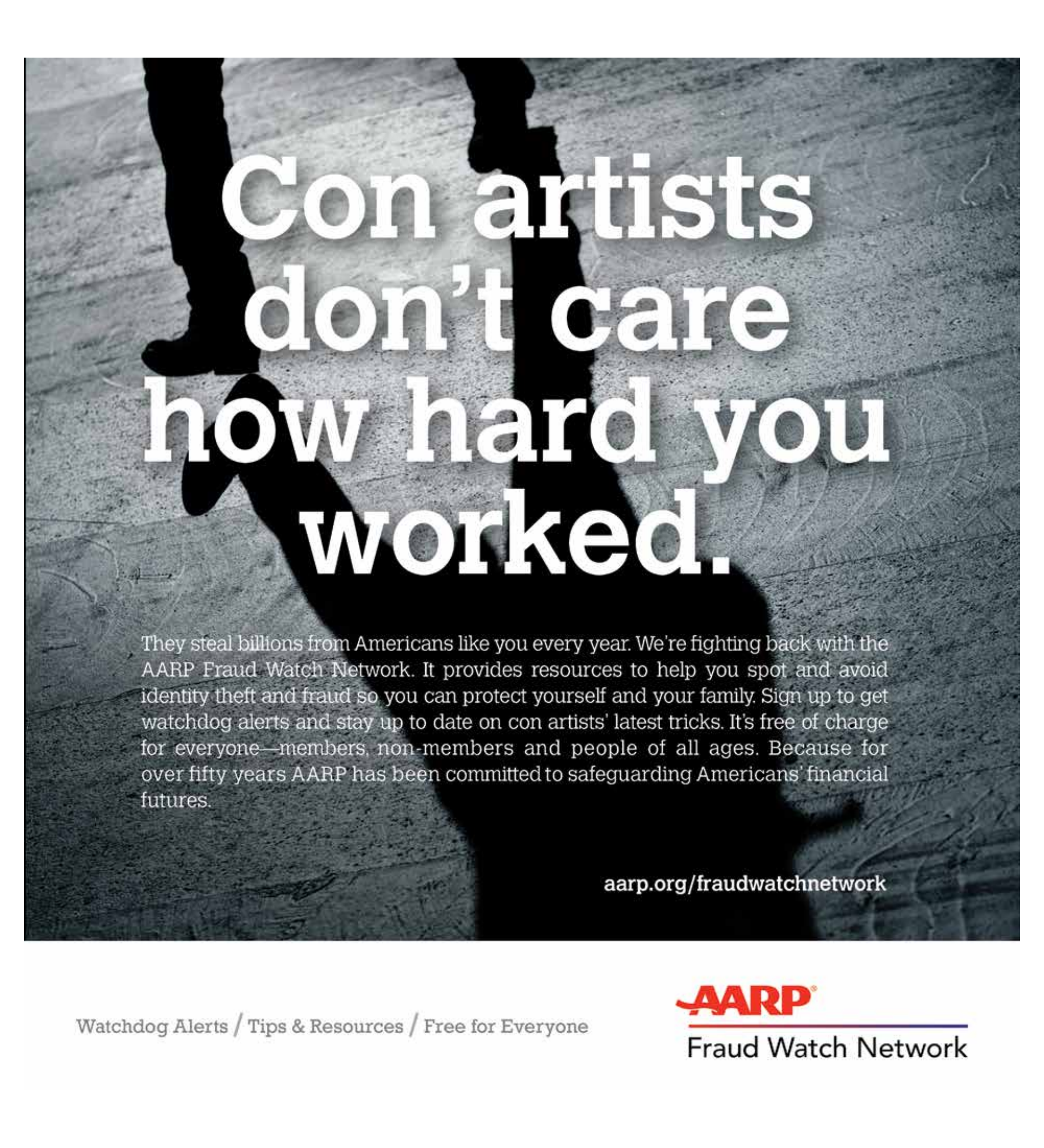
The Baldwin Council on Aging, a department of the Baldwin County Commission, serves as a local resource for information and assistance for seniors. The Council on Aging provides guidance navigating the issues seniors face.

A few of the services offered are: personalized case management, insurance counseling, prescription assistance, benefit screening, legal assistance, tax information, consignment gift shop, ceramic classes, nutrition sites and assist those approaching retirement. The Council on Aging is located at the Central Annex, 22251 Palmer Street in Robertsdale. If you have a need not listed here, additional questions or concerns, please call us at 251-972-8506 Central Baldwin, 251-943-5061 South Baldwin, 251-928-3002

Eastern Shore or 251-937-0264 North Baldwin.

The Escambia County Council on Aging supports local senior centers and provides opportunities for socializing, adequate nutrition and supportive services to the senior residents of Escambia County, AL. The Council on Aging also provides information and referral for other services. The office is located in the County Satellite Office at 8600 Hwy 31. Call Sheila Brown at 251-368-1032.





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Fraud Watch Network

## Area Agency of Aging Senior Expo



SUBMITTED PHOTO

Pictured are some of the thousands of local seniors who enjoyed the free 2018 Baldwin and Mobile Senior Expos. The Senior Expos are held at The Grounds in Mobile and the Baldwin Coliseum in Robertsdale during the first two weeks of October every year. The 2019 Senior Mobile Expo will be held on October 3 and the Baldwin Senior Expo on October 9 from 9:30 to 1:00. For more information, contact the Area Agency on Aging at 251-706-4680.



## Area Agency on Aging

## 2019 Senior Expo

**Mobile County**  
**Thursday, October 3**

9:30 am - 1:00 pm  
The Grounds



**Baldwin County**  
**Wednesday, October 9**

9:30 am - 1:00 pm  
Baldwin County Coliseum

**Free Admission and Parking**  
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For more information:

**Area Agency on Aging**  
**Nancy Bledsoe**  
**251-706-4638**

[nbledsoe@sarpc.org](mailto:nbledsoe@sarpc.org)

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# SENIOR DIRECTORY

**These listings are provided as a service to senior citizens in Baldwin, Escambia and Mobile Counties. Inclusion in these listings does not constitute an endorsement by SARPC or the Area Agency on Aging.**

## LOCAL AGING INFORMATION AND REFERRAL

### Aging and Disability Resource Center Area Agency on Aging

251-706-4680  
800-243-5463

### Baldwin County Council on Aging

Eastern Shore/Bay Minette 251-928-3002  
Robertsdale 251-972-8506  
North Baldwin Area 251-937-9561  
[www.baldwincounty.al.gov](http://www.baldwincounty.al.gov)

### Escambia County Agency on Aging

251-368-1032, Ext 102  
[www.co.escambia.al.us](http://www.co.escambia.al.us)

### Independent Living Center of Mobile

(Assistance for Persons w/ Disabilities)  
Baldwin, Escambia, and Mobile Counties:  
251-460-0301  
TDD: 251-460-2872  
Video Phone: 251-281-2442  
[www.independentlivingcenterofmobile.org](http://www.independentlivingcenterofmobile.org)

### National Eldercare Locator

(Locate Area Agency on Aging in your state)  
800-677-1116  
[www.eldercare.gov](http://www.eldercare.gov)

### United Way Information and Referral

Mobile  
251-433-3624  
<http://www.uwsa.org>

### AARP Information Center

Mobile  
888-687-2277  
877-342-2277 (Spanish)  
877-434-7598 (TTY English)  
866-238-9488 (TTY Spanish)  
[www.aarp.org](http://www.aarp.org)

## AGING ORGANIZATIONS - NATIONAL AND STATE

### AARP Alabama

866-542-8167  
[www.aarp.org](http://www.aarp.org)

### Alabama Department of Senior Services

1-800-243-5463  
<http://www.alabamaageline.gov>

### American Society on Aging

800-537-9728  
[www.asaging.org](http://www.asaging.org)

### National Committee to Preserve Social Security and Medicare

800-998-0180  
[www.ncpssm.org](http://www.ncpssm.org)

### National Council on Aging

571-527-3900  
[www.ncoa.org](http://www.ncoa.org)

### Administration for Community Living

202-401-4634  
<http://www.acl.gov>

## EMERGENCY RESPONSE SYSTEMS

### Acadian Monitoring Services

1-844-652-3093  
[www.acadianmonitoringservices.com](http://www.acadianmonitoringservices.com)

### Alert 1

1-888-627-7049  
[www.alert-1.com](http://www.alert-1.com)

### Lifeline

855-681-5351  
[lifeline.phillips.com](http://lifeline.phillips.com)

### LogicMark

Guardian Alert 911  
Pendant acts like a phone, calling for emergency assistance  
800-519-2419  
[www.logicmark.com](http://www.logicmark.com)

### Project LifeSaver (Wandering)

Mobile County: 251-574-4455  
Baldwin County: 251-972-8545  
Escambia County: 251-809-0647  
[www.projectlifesaver.org](http://www.projectlifesaver.org)

## EDUCATIONAL PROGRAMS

Facilities offering free classes to older adults are marked with an asterisk (\*):

### Bishop State Community College\*

Mobile: 251-405-7000  
In state: 800-523-7235  
[www.bishop.edu](http://www.bishop.edu)

### Center of Continuing Education at University of South Alabama

University of South Alabama Office of Adult Learner Services (OALS)  
251-460-6257  
[www.southalabama.edu](http://www.southalabama.edu)

### Coastal Alabama Community College

Main: 1-800-381-3722  
<http://www.coastalalabama.edu>

### James B. Mason School of Continuing Education

Mobile: 251-471-1511  
[www.dauphinwayumc.org](http://www.dauphinwayumc.org)

### Springhill College

Gerontology Certificate, Graduate and Continuing Studies  
Mobile: 251-380-4000  
<http://www.shc.edu/academics/continuing-studies>

## HOME DELIVERED MEALS

### MOBILE COUNTY

#### Area Agency on Aging

We offer frozen home delivered meals in areas not served by Senior Nutrition Centers, non-profits and churches.  
251-706-4680

#### City of Chickasaw

251-452-6466

#### Cottage Hill Baptist Church

251-660-2422

#### Creekwood Church of Christ

251-633-2931

#### Dauphin Way Methodist

251-471-1511  
251-378-7535

#### Forest Hills United Methodist Church

251-342-5080

#### Government Street Presbyterian

251-432-1749

#### Mom's Meals

866-508-6667

#### City of Satsuma

251-675-1440

#### Springhill Presbyterian Church

251-342-1550

#### St. Paul's Episcopal Church

251-342-8521

#### St. Ignatius Catholic Church

251-342-9221

## BALDWIN COUNTY

### Baldwin County Council on Aging

We offer frozen home delivered meals in areas not served by Senior Nutrition Centers, non-profits and churches.  
251-972-8506

### Christian Service Center – Gulf Shores

251-968-5256

### Ecumenical Ministry

Eastern Shore 251-270-9990  
Foley 251-943-3445

### Mom's Meals

866-508-6667

### Orange Beach Methodist Church

251-981-6751

## ESCAMBIA COUNTY

### Escambia County Agency on Aging

We offer frozen home delivered meals in areas not served by Senior Nutrition Centers, non-profits and churches.  
251-368-1032

### Mom's Meals

866-508-6667

**SENIOR NUTRITION CENTERS**

Centers offering home delivered meals are marked below with an astrisk (\*). For additional options see the Home Delivered meals section

**Atmore Senior Center\***

Escambia County  
251-368-5742

**Bay Minette Senior Center\***

Baldwin County  
251-580-1693

**Bayou La Batre Senior Center\***

Mobile County  
251-824-4616

**Citronelle Senior Center\***

Mobile County  
251-866-5047

**Creola Senior Center\***

Mobile County  
251-675-7661

**Daphne Senior Center\***

Baldwin County  
251-620-2400

**Dearborn YMCA Senior Center\***

Mobile County  
251-432-4768

**Dumas Wesley Senior Center\***

Mobile County  
251-479-0649

**East Brewton Senior Center\***

Escambia County  
251-867-5568

**Flomaton Senior Center\***

Escambia County  
251-296-2773

**Grand Bay Senior Center\***

Mobile County  
251-865-4010

**Hillsdale Senior Center\***

Mobile County  
251-344-0341

**Huxford Senior Center\***

Escambia County  
251-294-5646

**Little River Senior Center\***

Baldwin County  
251-862-9313

**Loxley Senior Center\***

Baldwin County  
251-964-5330

**Mount Vernon Senior Center\***

Mobile County  
251-829-9696

**MOWA Choctaw**

Mobile County  
251-829-6080

**Parkway Senior Center\***

Mobile County  
251-471-2503

**Prichard Senior Center\***

Mobile County  
251-452-7918

**Providence Senior Center**

Mobile County  
251-544-4480

**Saraland Senior Center\***

Mobile County  
251-375-5439

**Summerdale Senior Center**

Baldwin County  
251-989-6626

**Thomas Sullivan Senior Center\***

Mobile County  
251-438-7282

**Tillman's Corner Senior Center**

Mobile County  
251-661-6600

**Trinity Gardens Senior Center\***

Mobile County  
251-456-6690

**Wilmer Senior Center**

Mobile County  
251-645-9209

**SENIOR MULTIPURPOSE CENTERS**

Offer recreation and wellness activities for older adults:

**Baldwin County Council on Aging**

Baldwin County  
251-972-8506  
[www.co.baldwin.al.us](http://www.co.baldwin.al.us)

**Bay Minette Senior Center**

Baldwin County  
251-580-1676  
[www.cityofbayminette.org](http://www.cityofbayminette.org)

**Chickasaw Senior Citizens**

Mobile County  
251-452-6464  
<http://cityofchickasaw.org>

**City of Mobile Adult Center**

Mobile County  
251-666-3922

**Connie Hudson Mobile Regional Senior Community Center**

Mobile County  
251-602-4963  
<http://www.cityofmobile.org>

**Foley Senior Center**

Baldwin County  
251-943-1877  
<http://www.cityoffoley.org/senior-center>

**James P. Nix Adult Activity Center**

Fairhope – Baldwin County  
251-928-2835  
[www.fairhopeal.gov](http://www.fairhopeal.gov)

**Loxley Civic Center/Senior Program**

Baldwin County  
251-964-4995  
[www.townofloxley.org](http://www.townofloxley.org)

**Orange Beach Activity Center**

Baldwin County  
251-981-3440  
<https://www.orangebeachal.gov>

**Poarch Creek Indians Senior Center**

Escambia County  
251-368-9136 ext. 2617  
[www.pci-nsn.gov](http://www.pci-nsn.gov)

**Robertsdale/G. P. Thames Senior Center**

Baldwin County  
251-947-8973  
[www.robertsdale.org/senior-center](http://www.robertsdale.org/senior-center)

**Saraland Senior Center**

Mobile County  
251-375-5439  
[www.saraland.org/senior-center](http://www.saraland.org/senior-center)

**Satsuma Senior Program**

Mobile County  
251-675-1440 ex.304  
[www.cityofsatsuma.com](http://www.cityofsatsuma.com)

**Semmes Senior Center**

Mobile County  
251-649-2010  
<https://cityofsemmesal.gov>

**Via Health, Fitness and Enrichment Center**

Mobile County  
251-478-3311  
[viamobile.org](http://viamobile.org)

**SUPPORT GROUPS****ALZHEIMER'S SUPPORT GROUPS****Caregivers Unite**

251-209-1555  
[www.caregiversunite.org](http://www.caregiversunite.org)

**E.A. Roberts Alzheimer Center**

Mobile County: 251-435-6950

**Gulf Coast Dementia Services Support Groups**

Touching Hearts Senior Care  
Volunteer of America, Southeast  
251-445-4204

**The Long Good Bye**

Dauphin Way Baptist Church,  
Bishop's Meeting Room  
Mobile County: 251-471-1511  
[www.dauphinwayumc.org](http://www.dauphinwayumc.org)

**Frontotemporal Degeneration and Related Dementia Support Group**

Baldwin House Assisted Living Residence,  
Daphne, AL  
251-621-1717

**Daybreak Respite Senior Daycare**

Gulf Shores United Methodist Church  
Mondays and Wednesdays, 10 AM – 2 PM  
Marianne Hawkins at 251-752-1849  
<http://gulfshoresumc.org/outreach/daybreak-sr-daycare>

**Haven of Gulf Shores**

251-923-2800

**OTHER SUPPORT GROUPS****Alcoholics Anonymous**

251-479-9994  
[www.aa.org](http://www.aa.org)

**Alabama Disabilities Advocacy Program**

205-348-4928  
Toll Free: 800-826-1675  
[www.adap.ua.edu](http://www.adap.ua.edu)

**Alabama Institute for the Deaf and Blind – Low Vision Support Group**

251-432-7777  
[www.aidsb.org](http://www.aidsb.org)

**Alabama Kidney Foundation**

Mobile: 521-455-2123  
Toll Free: 800-750-3331  
www.alkidney.org

**American Cancer Society**

Mobile: 251-344-9858  
Helpline: 1-800-227-2345  
www.cancer.org

**American Stroke Association**

888-478-7653  
www.strokeassociation.org

**Amputee Coalition of America**

888-267-5669  
www.amputee-coalition.org

**Atmore Community Hospital –  
Education Department**

Escambia County: 251-368-2500  
http://www.atmorehealth.org

**Better Breathers Support Group**

251-461-2438

**Diabetes Educational Center**

251-266-1987

**Epilepsy Foundation of Alabama**

Mobile County: 251-341-0170  
www.epilepsy.com

**The Family Center of Mobile**

Mobile County: 251-479-5700  
Baldwin County: 251-947-4700  
www.familycentermobile.org

**Frontotemporal Degeneration  
Support Group**

Baldwin House Assisted Living  
Contact the FTD Group Facilitator at  
FTDhelp181@att.net

**Gateways to Grandparenting**

Gulf Shores United Methodist Church,  
Room B-206  
251-968-2411  
www.gulfshoresumc.org/outreach/grandparents

**Low Vision Support Group**

Mobile County: 251-476-4744  
Daphne: 251-928-2888  
csvrlowvision.org

**National Alliance for the Mentally Ill  
(NAMI)**

Alabama: 800-626-4199  
Mobile County: 251-461-3450  
Baldwin County: 251-504-9769  
www.namialabama.org

**National Multiple Sclerosis Society**

800-344-4867  
www.nationalmssociety.org

**Providence Hospital –  
Community Education Line**

Mobile, Baldwin and Escambia Counties  
251-633-1000  
www.providencehospital.org

**Touching Hearts Senior Care, Inc.**

251-445-4204  
www.touchingheartsseniorcare.com

**United Cerebral Palsy of Mobile**

251-479-4900  
www.ucpmobile.org

**Dauphin Way United Methodist  
Compassion Ministries**

Meals on Wheels, Utility Assistance  
Mobile County: 251-471-1511  
www.DauphinWayUMC.org

**Widowed Persons Services**

Mobile, Baldwin and Escambia Counties  
251-470-6866  
www.widowedmobile.org

**TRANSPORTATION**

**AARP Driver Safety Program**

Call for class locations  
888-227-7669,  
www.aarp.org

**Baldwin Rural Area Transit System  
(BRATS)**

Eastern Shore: 251-990-4636  
Foley, Central or South Baldwin County:  
251-972-6817  
Bay Minette, North Baldwin County:  
251-937-0355  
www.baldwincountyal.gov/departments/BRATS

**City of Chickasaw –  
Senior and Disabled Van**

251-452-6464  
www.cityofchickasaw.org/residents/senior-  
citizens

**City of Saraland –  
Senior and Disabled Van**

Mobile: 251-375-5439  
www.saraland.org/

**Escambia County Alabama Transportation  
System (ECATS)**

Atmore: 251-446-9681 ext. 137  
Brewton: 251-867-0584  
www.co.escambia.al.us

**Medical Transport of Alabama**

888-318-6362 or 888-599-2050  
www.mtalabama.com/

**Mobile Bay Transportation Co.  
and Handivan**

Mobile: 251-476-7711

**Out and About Transportation Services,  
LLC**

251-652-3162  
http://www.outandabouttransportation.com

**The WAVE (City of Mobile)**

Mobile: 251-344-6600  
Mobility Assistance Programs  
251-344-5656, 251-334-9328 (TDD)  
www.thewavetransit.com

**Via Health, Fitness and Enrichment  
Center (Passport)**

Mobile County  
251-470-5238  
www.viamobile.org

**Yellow Cab**

251-476-7711  
www.yellowcabofmobile.com

**VOLUNTEER PROGRAMS**

**AARP Alabama**

251-445-5243  
Mobile County: 866-542-8167  
www.aarp.org/alabama

**Alabama Silver-Haired Legislature**

Mobile, Escambia and Baldwin Counties:  
251-706-4680 or 800-243-5463  
(Elected by peers age 60 or older every two years  
to represent older adults in same Alabama House  
District involving the political process to support  
resolutions to improve the quality of life of older  
Alabamians)  
www.alsilverhair.weebly.com

**Area Agency on Aging/SARPC**

Mobile, Baldwin and Escambia Counties  
251-706-4680 or 800-243-5463  
(Volunteers trained to provide SHIP insurance  
counseling to older adults; Ombudsman services  
for residents of nursing homes or assisted  
living facilities; teach wellness classes; act as a  
volunteer guardian; or train to work in disaster  
recovery centers after a hurricane or other  
disaster)

**Foster Grandparents Program**

Mobile County: 251-574-6488  
Provides small stipend to volunteers age 55 or  
older who work with children.  
www.mobilecountyal.gov

**Legacy Leadership Institute  
for Older Adults**

Mobile, Escambia and Baldwin Counties:  
251-236-3881, 251-706-4680, 800-243-5463  
Free university-based training to prepare  
retired professionals for challenging volunteer  
opportunities in aging services. Sponsored by  
the Area Agency on Aging and the University of  
South Alabama.  
http://libguides.southalabama.edu/legacy

**Mobile County Sheriff's Volunteer Corp**

251-574-2415  
Volunteers work with the Yellow Dot Program,  
Child ID Division, Process Service Division,  
Parolee Verification Unit or Warrant Search and  
Call Division.  
www.mobileso.com

**RSVP of Mobile County**

251-574-7787  
Provides a wide variety of volunteer  
opportunities.  
www.facebook.com/RSVPMobile

**South Alabama RSVP**

Eastern Shore: 251-620-1462  
Escambia County: 251-236-3881  
Provides a wide variety of volunteer  
opportunities.

**Senior Companion Program**

Mobile County: 251-574-3232  
Provides small stipend to volunteers age 55  
or older providing in-home assistance for the  
elderly & disabled  
www.mobilecountyal.gov/living/senior\_  
programs.html

**Volunteer Connect**

Provides a wide variety of volunteer  
opportunities.  
Mobile County: 251-433-3624  
www.volunteer.uwsa.org

**Volunteers of America Southeast**

251-300-3500, 800-859-4431  
Provides a wide variety of volunteer  
opportunities.  
www.voase.org

**WELLNESS PROGRAMS**

**City of Chickasaw**

Mobile County: 251-452-6464  
www.cityofchickasaw.org/residents/senior-  
citizens



# VIVA MEDICARE

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It's the **best plan** I have ever been on!

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– Linda, *VIVA MEDICARE Member*



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**Hours:** [8am - 8pm, 7 days a week (Apr 1 - Sept 30: 8am - 8pm, Mon - Fri)] | [www.VivaHealth.com/Medicare](http://www.VivaHealth.com/Medicare)

VIVA MEDICARE is an HMO plan with a Medicare contract and a contract with the Alabama Medicaid Agency. Enrollment in VIVA MEDICARE depends on contract renewal. VIVA HEALTH complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-830-8482 (TTY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-830-8482 (TTY: 711)。

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**Connie Hudson Mobile Regional Senior Community Center**

Mobile County: 251-602-4963  
www.seniorcenter.us/sc/connie\_hudson\_mobile\_regional\_senior\_community\_center\_mobile\_al

**Gulf Coast Masters Games**

Mobile, Baldwin, and Escambia Counties:  
251-706-4654 or 800-243-5463

**Homestead Wellness Center**

Baldwin County: 251-929-0260

**James P. Nix Adult Activity Center**

Baldwin County: 251-928-2835  
www.fairhopeal.gov/services/james-p-nix-center

**JR Thomas Wellness and Rehabilitation Center**

Mobile County: 251-432-4117  
www.franklinprimary.org/wellness-fitness

**Infirmiry North Baldwin Fitness Center**

251-937-9099

**Prohealth Fitness and Rehab Center**

Mobile County: 251-435-2010

**Providence Adult Rehab and Wellness Center**

Mobile County: 251-639-2090

**SARPC/AAA**

Free "Living Well Alabama," Chronic Disease Self-Management and "A Matter of Balance: Managing Concerns about Falls," courses help Alabamians age healthier and safer.  
251-706-4680, 800-243-5463

**Senior Circle, South Baldwin Regional Medical Center**

Baldwin County: 251-949-3563  
www.southbaldwinrhc.com/senior-circle-program

**Senior Olympics**

Statewide: 205-607-0504  
www.alseniorolympics.org

**Senior Spirit, Providence Hospital**

Mobile County: 251-633-1696 press #2  
www.providencehospital.org/about/senior-spirit

**Thomas Hospital/Infirmiry Health Wellness Center**

Baldwin County: 251-279-1684  
www.infirmiryhealth.org/services/infirmiry-fitness-centers

**Via Health, Fitness and Enrichment Center**

Mobile County: 251-478-3311  
www.viamobile.org

**YMCA**

Baldwin County: 251-626-0888  
Brewton: 251-867-9622  
www.brewtonareaymca.org  
Mobile County: 251-344-4856  
http://ysal.org

**ELDER LAW**

**Alabama State Bar Lawyer Referral Service**

Mobile County: 251-433-9790  
800-354-6154  
http://mobilebarassociation.com/

**Davis and Associates, Legal Counseling for the Elderly**

Mobile, Baldwin, and Escambia Counties:  
251-434-6848

**Davis and Fields, PC**

Baldwin County: 251-621-1555  
http://www.davis-fields.com/

**Galloway, Wettermark & Rutens Robert Galloway**

Mobile and Baldwin County: 251-476-4493  
www.gallowayllp.com

**Kyla G. Kelim**

Baldwin and Mobile Counties  
251-281-8120  
attorney@elderconsults.com  
www.elderconsults.com

**Legal Services Alabama**

Mobile, Baldwin, and Escambia Counties:  
251-433-6560  
1-866-456-4995  
www.legalservicesalabama.org  
Last Will and Testament Services Packet

**Legal Services of Alabama Intake**

866-456-4995  
Mobile: 251-433-6560 ext 3408  
Spanish Hotline: 888-835-3505

**South Alabama Volunteer Lawyer Program**

Mobile and Baldwin Counties: 251-438-1102  
855-997-2857  
http://www.vlpmobile.org/

**The Ladd Firm, LLC**

251-431-6014  
Special Needs Planning  
https://www.laddfirm.com/

**ELDER RIGHTS - ABUSE AND FRAUD**

**Adult Protective Services Department of Human Resources**

Mobile County: 251-450-7000 (option #3)  
Baldwin County: 251-945-2400 (option #3)  
Escambia County: 251-809-2000 (option #4)  
State of Alabama Elder Abuse Hotline:  
800-458-7214  
http://www.dhr.state.al.us/

**Alabama Attorney General**

334-242-7300  
https://ago.alabama.gov/

**Alabama Securities Commission**

800-222-1253  
www.asc.state.al.us/

**Charity Navigator**

201-818-1288  
www.charitynavigator.org

**District Attorney's Office**

**Baldwin County: Robert Wilthers**  
251-937-0274  
http://www.baldwincountydistrictattorney.com

**Escambia County: Stephen Billy**

251-867-0239  
www.co.escambia.al.us

**Mobile County: Ashley W. Rich**

251-574-5000  
http://www.mobileda.org

**Long Term Care Ombudsman Program**

Mobile, Baldwin and Escambia Counties:  
251-433-6541, 800-243-5463

**Medicare Fraud**

251-706-4680

**US Dept. of Health and Human Services - OIG**

800-447-8477

**Mobile Fair Housing Center**

251-479-1532  
http://www.sacfh.org/

**Mobile Police Department**

Concerns and Resources for the Elderly  
Project Care: 251-208-1924  
General Info: 251-208-1700  
Non-emergency: 251-208-7211  
www.mobiledpd.org/community

**Senior Medicare Patrol**

800-243-5463  
251-706-4680

**DISASTER ASSISTANCE**

**Baldwin County Council on Aging**

Senior Essential Emergency Kit (SEEK)  
Baldwin County: 251-972-8506

**Emergency Management Agency**

Mobile County: 251-460-8000  
Baldwin County: 251-972-6807  
Escambia County: 251-867-0232  
www.mcema.net

**EMPLOYMENT**

**Alabama Career Center**

Mobile County: 251-461-4146  
Baldwin County: 251-943-1575  
Bay Minette: 251-937-4161  
Escambia County: 251-867-4376

**Alabama Department of Labor**

Mobile County: 866-234-5382

**Goodwill Easter Seals Senior Aides**

Mobile, Baldwin and Escambia Counties:  
251-300-6273

**Mature Staffing Services**

Mobile, Baldwin and Escambia Counties:  
251-652-0585, 800-243-5463

**Mobile Works**

Mobile County: 251-432-0909  
www.mobile-works.org

**SARPC Senior Aides Program**

Mobile, Baldwin and Escambia Counties:  
251-652-0585, 800-242-5463  
www.sarpc.org

**FINANCIAL ASSISTANCE**

**American Red Cross**

Mobile: 251-544-6100  
Atmore: 251-368-3003  
Bay Minette: 251-937-3801  
www.redcross.org

**Benefits Enrollment Center**

Mobile, Baldwin, Escambia Counties:  
800-243-5463  
www.sarpc.org

**Catholic Social Services**

Mobile County: 251-434-1500  
Baldwin County: 251-947-2293  
www.catholicsocialservicesmobile.com

**Christian Service Center**

Gulf Shores, Orange Beach, Ft. Morgan  
251-968-5256  
www.cscgs.com



# Helping senior adults Enjoy a better Life.

Some adults, ages 55+, may need the specialized inpatient help, including individual and group therapy, provided by the staff at North Baldwin Infirmary's Senior Behavioral Health program. The program helps seniors successfully adapt to the challenges of aging including:

- Depression
- Life stress and anxiety
- Memory loss
- Social withdrawal
- Grief and loss
- Medication management
- Suicidal thoughts
- Dementia

Senior Behavioral Health provides medical supervision and individualized treatment for senior adults with emotional and behavioral difficulties. If you or someone you know needs help, call for a free consultation.

For more information please call, 251-580-1770.



**North Baldwin Infirmary**  
INFIRMARY HEALTH

[infirmaryhealth.org/sbh](http://infirmaryhealth.org/sbh)

### **Community Action Agency**

Mobile County: 251-457-5700  
Baldwin County: 251-626-2646  
Brewton: 251-867-4759  
Atmore: 251-368-4803  
[www.caaofsa.org](http://www.caaofsa.org)

### **Credit Bureaus**

Equifax: 888-548-7878  
[www.equifax.com/home](http://www.equifax.com/home)  
Experian: 888-397-3742  
[www.experian.com](http://www.experian.com)  
Trans Union: 855-681-3196  
[www.transunion.com](http://www.transunion.com)

### **Ecumenical Ministries**

Fairhope: 251-928-3430  
Foley: 251-943-3445  
[www.baldwinemi.org](http://www.baldwinemi.org)

### **Food Assistance, Department of Human Resources**

Mobile: 251-450-6955  
Baldwin: 251-945-2400  
Escambia County: 251-809-2000  
[www.dhr.alabama.gov](http://www.dhr.alabama.gov)

### **Feeding the Gulf Coast**

Mobile, Baldwin, and Escambia Counties:  
251-653-1617  
[www.feedingthegulfcoast.org](http://www.feedingthegulfcoast.org)

### **Foreclosure Hotline, Alabama State Bar**

877-393-2333  
<http://www.alabamaadr.org>

### **Lifelines Counseling Services**

Mobile County: 251-602-0909  
[www.lifelinesmobile.org](http://www.lifelinesmobile.org)

### **North Baldwin Ecumenical Association**

251-937-8115  
Tuesdays & Thursdays only

### **Prodisce Pantry**

Mobile: 251-626-1720  
<http://www.prodiscepantry.org>

### **Reverse Mortgage Counseling**

Consumer Credit Counseling  
Mobile County: 251-602-0909  
Mobile Housing Board: 251-434-2205  
[www.lifelinesmobile.org](http://www.lifelinesmobile.org)

### **SafeLink Wireless**

Free cellular phone and service:  
800-723-3546  
[www.safelinkwireless.com](http://www.safelinkwireless.com)

### **Salvation Army**

Mobile County: 251-438-1625  
Baldwin County: 251-943-3883  
[www.salvationarmyusa.org](http://www.salvationarmyusa.org)

### **United Way**

Mobile County: 251-433-3624  
Baldwin County: 251-943-2110  
[www.liveunited.org](http://www.liveunited.org)

### **Via Health, Fitness and Enrichment Center**

Mobile County: 251-478-3311  
[www.viamobile.org](http://www.viamobile.org)

### **HOME REPAIR AND WEATHERIZATION**

#### **Community Action**

Mobile County: 251-457-5700  
Baldwin County: 251-626-2646  
Escambia County: 251-867-4759  
[www.caaalabama.org](http://www.caaalabama.org)

### **Easter Seals**

Mobile and Baldwin Counties  
251-471-1581  
[www.gesgc.org](http://www.gesgc.org)

### **Ecumenical Ministries**

Baldwin: 251-928-3430  
Foley: 251-943-3445  
[www.baldwinemi.com](http://www.baldwinemi.com)

### **Independent Living Center (RAMPS)**

Mobile, Baldwin and Escambia Counties  
251-460-0301  
[www.rehab.alabama.gov](http://www.rehab.alabama.gov)

### **Mobile Housing Board**

Mobile County: 251-434-2200  
[www.mhb.gov](http://www.mhb.gov)

### **PRESCRIPTION ASSISTANCE**

#### **AAA SenioRx (Prescription Assistance Program)**

Mobile County: 251-706-4680  
Baldwin County: 251-937-0358  
Escambia County: 251-368-1032

### **Franklin Primary Health Center, Pharmacy**

Mobile County: 251-432-4117  
[www.franklinprimary.org](http://www.franklinprimary.org)

### **Mobile County Health Dept.**

Mobile County: 251-690-8889  
[www.mobilecountyhealth.org](http://www.mobilecountyhealth.org)

### **Mostellar Medical Center**

Irvington: 251-824-2174  
[www.mostellarmedical.org](http://www.mostellarmedical.org)

### **Ozanam Charitable Pharmacy**

Mobile County: 251-432-4111  
Baldwin County: 251-972-8506  
Escambia County: 251-368-1032  
[www.ozanampharmacy.org](http://www.ozanampharmacy.org)

### **Veterans Affairs**

251-219-3900, 800-827-1000  
[www.va.gov](http://www.va.gov)

### **Medicare Part D Prescription Drug Program**

Medicare: 800-633-4227  
OR  
Local State Health Insurance Program  
Coordinator:  
251-706-4680, 800-243-5463  
[www.medicare.gov](http://www.medicare.gov)

### **Low Cost Generic Prescriptions**

Programs available at CVS, Publix, Rite Aid, Target, Walgreens and Walmart – contact your local store for information about which drugs are offered at a discount.

### **TAX COUNSELING**

#### **AARP Tax-Aide**

Mobile County: 251-445-5243

### **RSVP**

Mobile County: 251-574-7787  
Escambia County: 251-867-0256  
Atmore: 251-368-1032 ext. 112  
Baldwin County: 251-621-9000 ext. 169

### **INSURANCE RESOURCES**

#### **Alabama Department of Insurance**

334-269-3550  
[www.aldoi.gov](http://www.aldoi.gov)

### **Alabama Medicaid Agency**

Statewide: 251-472-4360 or 800-362-1504  
[www.medicaid.alabama.gov](http://www.medicaid.alabama.gov)

### **Alabama Quality Assurance Foundation**

205-970-1600  
[www.aqaf.com](http://www.aqaf.com)

### **Department of Veterans Affairs**

800-827-1000  
[www.va.gov](http://www.va.gov)

### **Medicare**

800-633-4227  
[www.medicare.gov](http://www.medicare.gov)

### **Medicare Fraud**

State of Alabama: 800-243-5463  
Senior Medicare Patrol: 251-706-4680

### **Railroad Retirees – Medicare Claims Information**

877-772-5772  
TTY: 877-566-3572  
[www.rrb.gov](http://www.rrb.gov)

### **Social Security Administration**

800-772-1213, TTY: 800-325-0778  
[www.ssa.gov](http://www.ssa.gov)

### **State Health Insurance Counseling Program (SHIP)**

1-800-Ageline (1-800-243-5463)  
or 251-706-4680

### **Tri Care for Life (Retirees)**

866-773-0404, TTY, 866-773-0405  
[www.tricare.mil](http://www.tricare.mil)

### **LONG TERM CARE INSURANCE Auto Owners Life Insurance Company**

800-346-0346 ext. 1860  
[www.auto-owners.com](http://www.auto-owners.com)

### **Bankers Life and Casualty Company**

312-396-6051  
<http://www.bankerslife.com>

### **Country Life Insurance Company**

866-856-4760  
[www.countryfinancial.com](http://www.countryfinancial.com)

### **Genworth life Insurance Company**

888-964-9641  
[www.genworth.com](http://www.genworth.com)

### **Guaranty Income Life Insurance Company**

Have to purchase an Annuity  
800-535-8110  
[www.GILICO.com](http://www.GILICO.com)

### **John Hancock Life Insurance Company (USA)**

800-377-7311  
[www.johnhancocklongtermcare.com](http://www.johnhancocklongtermcare.com)

### **LifeSecure Insurance Company**

866-582-7701  
[www.yourlifefecure.com](http://www.yourlifefecure.com)

### **Massachusetts Mutual Life Insurance Company**

800-272-2216  
[www.massmutual.com](http://www.massmutual.com)

### **Mutual of Omaha Insurance Company**

800-896-5988  
[www.mutualofomaha.com](http://www.mutualofomaha.com)

### **Nationwide Life (and Annuity) Insurance Company**

800-848-6331  
[www.nationwide.com](http://www.nationwide.com)

### **New York Life Insurance Company**

800-224-4582  
[www.newyorklife.com](http://www.newyorklife.com)

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**251-937-3501**

2010 Medical Center Dr.  
Bay Minette, AL 36507



**Northwestern Mutual Insurance Company**  
866-950-4644

**State Farm Mutual Automobile Insurance Company**  
Contact local State Farm Agent  
800-782-8332  
www.statefarm.com

**Thrivent Financial**  
800-847-4836  
www.thrivent.com

**Transamerica Life Insurance Company**  
888-545-2713  
www.transamerica.com/individual/products/insurance/long-term-care

### **MEDICARE ADVANTAGE COMPANIES**

**Aetna Medicare Solutions**  
855-335-1407  
www.aetnamedicare.com

**Blue Cross Blue Shield of Alabama**  
888-627-4715 (TTY 711)  
www.bcbsal.org

**Cigna Healthspring of Alabama, Inc.**  
888-281-7867  
www.healthspring.com

**Humana Insurance Company**  
800-866-0581  
www.humana.com

**United Healthcare- AARP Medicare Complete**  
844-723-6473 (TTY 711)  
www.aarphealthcare.com

**Viva Medicare Plus**  
888-830-8482  
www.vivamedicaremember.com

### **MEDICARE SAVINGS PROGRAM**

(Subsidy that pays all or part of Medicare B & D premiums and may help with co-payments and deductibles)

**Alabama Medicaid Agency**  
Statewide: 800-362-1504  
www.medicaid.alabama.gov

**Social Security Administration, Low Income Subsidy**  
800-772-1213  
www.ssa.gov

**State Health Insurance Program**  
Mobile County: 251-706-4680  
Baldwin County: 251-972-8506  
Escambia County: 251-368-1032  
800-243-5463 (from anywhere)

### **MEDICARE SELECT COMPANIES**

Medicare Select plans are limited to certain selected health care providers and pay only partial benefits to non-network providers if selected by insureds. Please note that there may be some deviation between Medicare Select and Medicare Supplement. You may wish to contact the company on the following page for information regarding qualification for enrollment.

**Blue Cross Blue Shield of Alabama**  
205-220-2100  
877-278-7007  
www.bcbsalmedicare.com

**First Community Health Plan**  
256-532-2785  
Toll Free: 800-734-7826  
www.firstcomm.org/plans

**Gerber Life Insurance Company**  
877-778-0839

**United Healthcare- AARP**  
800-523-5800  
www.aarpmedicaresupplement.com

### **MEDICARE SUPPLEMENT COMPANIES**

Shop carefully by comparing several companies prices and services. A list of insurance companies licensed to sell Medicare Supplement policies in Alabama is available by calling the Alabama Department of Insurance at 1-334-269-3550 or visit <https://aldoi.gov/PDF/Consumers/MedSupCompanies.pdf>

### **COMPANIES OFFERING SUPPLEMENT FOR MEDICARE DISABLED**

**Blue Cross Blue Shield of Alabama**  
877-278-7007  
www.bcbsalmedicare.com

**United Healthcare Insurance Company**  
800-331-2512  
www.unitedamerican.com



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Paul B. Canale, MD • Andy Harcourt, MD • Matthew W. Goldman, MD  
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151 Fly Creek Ave, Ste 438  
Fairhope, AL 36532  
(251) 928-9616

**Gulf Shores**  
3947 Gulf Shores Pkwy, Ste 260  
Gulf Shores, AL 36542  
(251) 943-0803

**West Mobile**  
7721 Airport Blvd, E120  
Mobile, AL 36608  
(251) 631-3680

**Foley**  
1506 N McKenzie St, Ste 109  
Foley, AL 36535  
251-923-5590

**Mobile-Midtown**  
100 N Florida St, Ste 31  
Mobile, AL 36607  
251-300-8874

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ADULTS WITH DISABILITIES ARE BEING  
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IF YOU SEE IT, REPORT IT**

If you suspect this is happening to someone you know, please report it to Adult Protective Services by contacting your local DHR office or calling the ADULT ABUSE HOTLINE at:

**1-800-458-7214**  
**There's no excuse for ELDER ABUSE**



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**FOR ALL OF YOUR MEDICARE  
QUESTIONS CONTACT:**

**Area Agency on Aging**  
251-706-4680  
251-706-4617

**AFFORDABLE HEALTH CARE  
SERVICES - DENTAL**  
**Alabama Donated Dental Services**  
Statewide: 334-834-1114, 800-414-9449

**Baldwin Denture Clinic**  
Baldwin County: 251-621-9404  
www.baldwindenturecenter.com

**U-Save Dentistry (Dentures)**  
Mobile County: 251-338-3204

**Dixie Dental (Dentures)**  
Baldwin County: 251-626-6140  
www.dixiedental.com

**Franklin Primary Health Center,  
Dental Clinic**  
Mobile County: 251-432-4117  
www.franklinprimary.org

**Mobile County Health Department**  
251-690-8158  
http://familyhealthalabama.org

**Mostellar Medical Center Dental Clinic**  
Mobile County: 251-824-2174  
www.mostellarmedical.org

**Victory Health Partners**  
Mobile County: 251-445-0611  
www.victoryhealth.org

**HEALTH & REHABILITATION**  
**Alabama Department of  
Rehabilitative Services**  
800-441-7607  
866-908-5744 (TTY)  
251-479-8611 (TTY) (SAIL)  
www.rehab.alabama.gov

**Baldwin County Health Department**  
Bay Minette: 251-937-6935  
Robertsdale: 251-947-1910  
www.adph.org

**Escambia County Health Department**  
Atmore: 251-368-9188  
Brewton: 251-867-5765  
www.alabamapublichealth.gov/escambia

**Franklin Primary Health Centers**  
Brewton: 251-236-8250  
Loxley: 251-964-4011  
Maysville: 251-471-3747  
Mobile: 251-432-4117  
North Baldwin: 251-706-8700  
Prichard: 251-434-8195  
www.franklinprimary.org

**Goodwill Easter Seals**  
Mobile: 251-471-1581  
www.gesgc.org

**Baldwin Family Health Center**  
Foley: 251-947-1083

**Mobile County Health Department**  
Mobile, Citronelle: 251-866-9126  
North Mobile: 251-829-9884  
Semmes: 251-445-0582  
www.familyhealthalabama.org

**Mostellar Medical Center**  
Mobile County: 251-824-2174  
www.mostellarmedical.org

**USA Physicians Group,  
Stanton Road Clinic**  
Mobile County: 251-471-7207  
www.usahealthsystem.com

**Veterans Affairs Outpatient Clinic**  
Mobile County: 251-219-3900

**Victory Health Partners**  
Mobile County: 251-460-0999  
www.victoryhealth.org

**HEARING**  
**Alabama Institute for the Deaf and Blind**  
Mobile, Baldwin and Escambia Counties:  
251-432-7777  
www.aidb.org

**Beltone Audiology and Hearing Center**  
866-521-7164  
Mobile County: 251-479-9409, 251-342-7000  
Baldwin County: 251-928-9560  
www.beltone.com

**Miracle Ear**  
Mobile County: 251-616-8537, 251-202-3364  
Baldwin County: 251-219-9508  
www.miracle-ear.com

**The Starkey Hearing Foundation –  
HearNow**  
1-800-328-8602  
www.starkey.com

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### **Veteran's Hearing Aides**

Mobile, Baldwin and Escambia Counties:  
251-219-3900  
www.prosthetics.va.gov

### **MENTAL HEALTH & SUBSTANCE ABUSE SERVICES**

#### **Alcoholics Anonymous**

Mobile County: 251-479-9994  
www.mobileaa.org

#### **Alta Pointe Health Systems**

Mobile County: 251-450-2211  
www.altapointe.org

#### **Catholic Social Services**

Mobile County: 251-434-1550  
www.catholicsocialservicesmobile.com

#### **Department of Veterans Affairs**

Mobile County: 251-574-8578  
VA Outpatient Clinic, Mobile: 251-219-3900  
Escambia County: 251-368-4223 ext. 115  
Baldwin County: 251-937-0218  
Mental Health: 251-219-3942  
Crisis Line: 1-800-273-8255  
Mental Health Services  
Alcohol or Drug Misuse Support

#### **Lifeline Counseling Services**

Mobile County: 251-602-0909  
www.lifelinesmobile.org

#### **The Harbor at Thomas Hospital**

251-279-1119  
www.infirmaryhealth.org

#### **Home of Grace for Women**

Mobile County: (251) 456-7807  
www.homeofgraceforwomen.com

#### **Mission of Hope**

Mobile County: 251-649-0830  
www.missionofhopeministries.net

#### **North Baldwin Infirmary**

251-937-5521  
Senior Behavioral Health: 251-580-1770  
www.infirmaryhealth.org

#### **Penelope House**

Mobile County: 251-342-8994  
www.penelopehouse.org

#### **Salvation Army**

Mobile County: 251-438-1625  
www.salvationarmyalm.org

#### **Serenity Care**

Mobile County: 251-635-1942  
www.serenitycareinc.org

### **The Shoulder**

Baldwin County: 251-626-2199  
www.theshoulder.org

### **Waterfront Rescue Mission**

Mobile County: 251-433-1847  
www.waterfrontmission.org

### **Wings of Life**

Mobile County: 251-432-5245  
www.wings-of-life.com

### **VISION SERVICES**

#### **Alabama Institute for the Deaf and Blind**

Mobile, Baldwin and Escambia Counties:  
251-432-7777  
www.aidb.org

#### **Alabama Regional Library for the Blind and Physically Handicapped**

800-392-5671  
www.aplsws1.apls.state.al.us/aplsnew/content/  
bphmain

#### **Alabama Lions Club Sight Foundation**

Alabama: 205-325-8519  
Statewide: 800-967-4448 (800-96-SIGHT)  
http://www.alabamalionsight.org

#### **Bibles on Tape/Aurora Ministries**

941-748-3031  
www.auroraministries.org

#### **Community Services for Vision Rehabilitation**

Mobile County: 251-476-4744  
Daphne: 928-2888  
www.csvrlowvision.org

#### **Eye Care America Senior Eye Care Program**

877-887-6327  
www.aao.org

#### **Franklin Primary Health Center – Vision Clinic**

Mobile County: 251-432-4117  
www.franklinprimary.org

#### **Knight's Templar Eye Foundation**

214-888-0220  
www.knightstemplar.org

#### **National Federation of the Blind**

410-659-9314 (Main)  
866-504-7300 (Help)  
(Reads newspapers and current event articles  
via phone)  
www.nfb.org

### **New Eyes for the Needy**

973-376-4903  
www.new-eyes.org

### **OASIS (Older Alabamians System of Information and Services Statewide) Vision Related**

800-671-6842  
Mobile County: 251-479-8611  
www.rehab.alabama.gov

### **Vision USA**

334-273-7895  
1-800-766-4466  
www.aoa.org

### **ALZHEIMER'S & DEMENTIA SPECIFIC SERVICES**

#### **Ageing and Disability Resource Center**

South Alabama Regional Planning Commission  
Area Agency on Aging  
Mobile, Baldwin and Escambia Counties  
251-706-4680, 800-AGELINE (800-243-5463)

#### **Alzheimer's Association**

800-272-3900  
South Alabama: 850-462-5410  
www.alz.org

#### **DETA Program**

Consultation and education available to both  
professionals and family caregivers.  
(Statewide) 800-457-5679  
Alzbrain.org

#### **Project Lifesaver**

Persons at risk of wandering wear a wristband  
transmitter that can be tracked by search and  
rescue teams.  
Mobile County: 251-574-4455  
Escambia County: 251-809-0647  
Baldwin County: 251-972-8545  
www.agingsouthalabama.org

### **PHYSICIANS - GERIATRIC**

#### **Dr. Thomas H. McCulloch**

Fairhope  
251-990-8860

#### **Dr. David MacRae**

Mobile  
251-378-3900

#### **Dr. Crystal Parks and Dr. Lee Dinning**

Mobile  
251-645-8946

#### **Dr. Alan Shain**

Mobile  
251-414-5900

### **Veterans Affairs Out Patient Clinic**

Mobile: 251-219-3900  
Toll Free: 888-201-0110

### **PSYCHIATRISTS - GERIATRIC East Bay Psychiatry**

Fairhope  
251-928-4750

### **ADULT DAY CARE**

#### **Affinity Care**

Magnolia Springs  
251-202-3971  
www.affinitydaycare.com

#### **Blue Haven Adult Day Care**

251-455-7037  
251-408-3740

#### **Daybreak UMC Senior Day Care**

Gulf Shores: 251-752-1849  
www.gulfshoresumc.org

#### **E.A. Roberts Alzheimer's Center**

Mobile County: 251-435-6950

#### **Golden Rule Senior Care**

Baldwin County: 251-288-4148  
https://goldenruleseniorcare.com/

#### **Grandfriends Via!**

Mobile County: 251-470-5228 or 251-470-5232  
www.viamobile.org

#### **Mercy Life Alabama (PACE)**

251-287-8420  
www.mercylifealabama.com

#### **Shepherd's Place – Adult Day Respite**

Fairhope: 251-270-0097  
www.shepherdsplacerespite.com

#### **U.J. Robinson Memorial Center, Inc.**

Mobile County: 251-479-8593

### **ASSISTED LIVING**

Facilities offering care for Dementia patients are  
marked below with an asterisk (\*).

#### **Arbors Speciality Care at Somerby of West Mobile\***

251-776-1455  
www.somerbyofmobile.com

#### **Ashbury Manor\***

Mobile County: 251-340-7528

#### **Assisted Living at Somerby of West Mobile**

251-776-1455

**Atria Assisted Living**  
**Atria Regency Specialty Care\***  
Mobile County: 251-380-0053  
www.atriaseniorliving.com

**Baldwin House Assisted Living**  
Daphne : 251-621-1717

**Brookside Assisted Living**  
Mobile County: 251- 633-9299  
www.livingatbrookside.com

**Brookside on Cody Specialty Care\***  
West Mobile: 251-639-0494  
www.livingatbrookside.com

**Carrington Place\***  
Mobile County: 251-679-9192  
http://www.carrington-place.com

**Carrington Specialty Care**  
**Assisted Living Facility\***  
Mobile: 251-665-4202

**Country Place Senior Living of Brewton**  
251-809-3550  
http://www.countryplaceseniorliving.net/

**Country Place Senior Living of Fairhope**  
251-929-3627  
www.countryplaceseniorliving.net

**Country Place Senior Living of Foley**  
251-943-4412  
www.countryplaceseniorliving.net

**Country Gables**  
West Mobile: 251-865-1542  
www.countrygables.info

**Crowne Healthcare of Springhill**  
251-344-7126  
www.crownemanagement.com

**Dauphin Way Assisted Living**  
251-450-1110  
www.dauphinwayalf.com

**Elmcroft at Heritage Woods**  
**Elmcroft at Heritage Woods**  
**Speciality Care ALF\***  
Mobile County: 251-665-9063  
www.elmcroft.com

**Gardens of Daphne**  
Baldwin County: 251-625-0802

**Gordon Oaks Assisted Living Community**  
**Gordon Oaks Memory Care\***  
Mobile County: 251-661-7600

**Knollwood Pointe**  
**Knollwood Pointe SCALF/Memory Care\***  
Mobile County: 251-666-1005

**Little Sister Of The Poor**  
**Sacred Heart Residence**  
Mobile County: 251-476-6335  
www.littlesistersofthepoormobile.org

**Live Oak Village**  
Baldwin County: 251-943-6733  
www.liveoakal.com

**Murray House**  
Mobile County: 251-432-2272  
www.murray-house.org

**Oakland Place\***  
Baldwin County: 251-928-5560  
www.oaklandplace.net

**The Blake at Malbis**  
Baldwin County: 251-625-6400  
www.blakeliving.com

**The Blake Memory Care Community\***  
Baldwin County: 251-625-6400  
www.blakeliving.com

**The Brennity at Daphne**  
Baldwin County: 251-626-9000  
www.brennitydaphne.com

**The Brennity at Daphne Memory Care\***  
Baldwin County: 251-626-9000  
www.brennitydaphne.com

**The Brennity at Fairhope**  
Baldwin County: 251-928-5555  
www.brennityfairhope.com

**The Haven Assisted Living and Memory**  
**Care Facility\***  
251-923-2800  
www.thehavenofgulfshores.com

**The Huntington**  
Baldwin County: 251-929-0270

**The Meadows of Atmore**  
Escambia County: 251-446-9317

**The Meadows of Brewton**  
Escambia County: 251-809-0227

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*Central Baldwin Physicians is a cornerstone of the healthcare community in central Baldwin County.*



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LYNN PORTER, M.D.



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NURSE PRACTITIONER

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- preventive healthcare
- chronic disease management
- diagnostic screenings
- children to seniors

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**Central Baldwin Physicians**  
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18317 U.S. Hwy. 90, Robertsedale, AL 36567

## CAREGIVER PROGRAMS

### Alabama Cares

Mobile, Baldwin, and Escambia Counties:  
251-706-4680, 800-243-5463

### AL Lifespan Respite Resource Network/ United Cerebral Palsy of Huntsville

256-859-4900  
www.alabamarespite.org

### Mercy Life Alabama (PACE)

251-287-8427  
www.mercylifeal.com

### Veterans Affairs National Caregiver Support Line

855-260-3274  
www.caregiver.va.gov

### Veterans Affairs Out Patient Clinic

Mobile: 251-219-3900  
Toll Free: 888-201-0110

## HOUSING - INDEPENDENT LIVING (MARKET RATE)

### Homestead Village of Fairhope

Baldwin County: 251-929-0250, 800-395-3864  
www.hvfairhope.com

### Somerby

251-776-1455  
www.somerbyseniorliving.com

### Westminster Village

251-272-8817  
www.actsetirement.org

## HOUSING - INDEPENDENT LIVING (SUBSIDIZED)

### AHEPA 310 Apartments

Bayou La Batre: 251-824-1895  
Daphne: 251-626-9228  
Mobile County: 251-660-1783  
Theodore: 251-653-9880  
Saraland: 251-679-0770  
Semmes: 251-645-2405  
Fairhope: 251-928-7352  
www.ahepa-310.org

### Anderson-Fisher Apartments

(physical disabilities only)  
Mobile County: 800-466-7722 x. 240

### Atmore Housing Authority

Escambia County: 251-368-8442

### Atmore Rotary Village

Escambia County: 251-368-5115

### Baptist Oaks Apartments

Mobile County: 251-432-2312

### Bay Minette Housing Authority

Baldwin County: 251-937-2211

### Bay Minette Rotary Village Apartments

Baldwin County: 251-937-2811

### Bayou La Batre VOA Elderly Housing

251-300-2385

### Bayou Plaza Apartments

Mobile County: 251-436-8773

### Baytown Senior Village

251-338-0634

### Brewton Housing Authority

Escambia County: 251-867-5247

### Cathedral Place Apartments

Mobile County: 251-434-1590

### Central Plaza Towers

Mobile County: 251-434-2290  
www.mobilehousing.org

### Chickasaw Housing Authority

Mobile County: 251-457-6841  
www.chickasawha.com

### Cottage Park Apartments

251-580-2774

### Cottonwood Senior Apartments

Mobile County: 251-661-9887  
www.cottonwoodseniorapts.com

### Crepe Myrtle Village Apartments

Brewton: 251-867-7997

### Dauphin Gate Apartments

Mobile County: 251-473-7224

### Downtown Renaissance

251-694-9058  
www.mobilehousing.org

### Emerson Gardens

Mobile County: 251-434-2293  
www.mobilehousing.org

### Foley Housing Authority

Baldwin County: 251-943-5370

### Frank Boykin Towers Apartments

Mobile County: 251-434-2292  
www.mobilehousing.org

### The Gardens at Wellington Apartments

251-287-0504  
www.gardensatwellingtonapts.com

### The Gardens on First Avenue, Trinity Gardens

Mobile: 251-434-2200  
www.mobilehousing.org/housing-programs/  
senior-living

### Highpoint VOA Elderly Housing

Mobile County: 251-300-2380  
www.voase.org/highpoint-apartments

### Mobile County Housing Board

Mobile County: 251-434-2200  
www.mobilehousing.org

### Oleander Park Apartments

Mobile County: 251-639-1355

### Point Escambia Apartments

Escambia County: 251-368-4658

### Prichard Housing Authority

251-456-3324

### Rendu Terrace Senior Apartments

Mobile County: 251-300-2342  
www.voase.org/rendu-terrace

### Ridge Manor Apartments

Mobile County: 251-452-2615

### Shadow Ridge Retirement Center Citronelle

251-866-2210

### South Haven Apartments

Mobile County: 251-471-1061

### Spring Run Apartments

Baldwin County: 251-928-0981

### The Village at Meadowview

Baldwin County: 251-928-7787

### Village Oaks Apartments

Bay Minette: Baldwin County: 251-580-3333

## HOSPICE SERVICES IN THE HOME

### Alabama Hospice Care of Mobile

251-345-1023  
www.lhcgroup.com

### ASERACARE

Mobile and Baldwin Counties: 251-343-0989  
Escambia County: 251-800-7473  
www.aseracare.com

### Comfort Care Hospice

Mobile County: 251-304-3135  
Baldwin County: 251-621-4229  
Escambia County: 251-867-6232  
www.comfortcarehospice.com

### Community Hospice of Baldwin County

Baldwin County: 251-943-5015  
www.comhospice.com

### Covenant Care

Mobile County: 251-478-8671  
Baldwin and Escambia Counties: 251-626-5266  
www.choosecovenant.org

### Encompass Home Health and Hospice

Mobile County: 251-666-2399  
Main: 251-661-5313  
www.encompasshealth.com

### First Choice Hospice

Escambia County: 334-897-0650, 866-266-5059

### Kindred Hospice

Mobile: 251-478-9900  
Daphne: 621-2500  
www.kindredhealthcare.com/locations/hospice/  
daphne-al-6634

### Saad Hospice Services

Mobile, Baldwin and Escambia Counties:  
251-343-9600 or 800-279-7223  
www.saadhospice.com

### Southern Care Hospice

Mobile and Baldwin Counties: 251-621-2844  
www.southerncarehospice.com

### Springhill Home Health and Hospice

Mobile: 251-725-1268  
Baldwin: 251-626-5895  
www.seriousillness.org

### St. Joseph Hospice

251-675-7555  
www.stjosephhospice.com

### Veterans Affairs Outpatient Clinic

Mobile: 251-219-3900  
Toll Free: 888-201-0110

## NURSING HOMES

Facilities offering care for dementia patients are marked below with an asterisk (\*).

### Allen Health and Rehabilitation\*

Mobile County: 251-433-2642

### Atmore Nursing Center

Escambia County: 251-368-9121  
www.crownmanagement.com

### Ashland Place

Mobile County: 251-471-5431\*  
www.ashlandplacehealthandrehab.com

### Azalea Gardens Of Mobile

Mobile County : 251-479-0551

**Blue Ridge Healthcare Montrose Bay**  
Baldwin County: 251-928-2177

**Crowne Healthcare of Citronelle**  
Mobile County: 251-866-5509

**Crowne HealthCare Of Mobile County\***  
Mobile County: 251-473-8684  
www.crownehealthcareofmobile.com

**Crowne HealthCare Of Springhill**  
Mobile County: 251-304-3043

**Diversicare of Foley\***  
Baldwin County: 251-943-2781  
www.goldenlivingcenters.com

**Eastern Shore Rehabilitation and Health Center**  
Baldwin County: 251-621-4200

**Fairhope Health & Rehab Center**  
Baldwin County: 251-928-2153

**Grand Bay Convalescent Home Inc.**  
Mobile County: 251-865-6443

**Gulf Coast Health and Rehabilitation**  
Mobile County: 251-634-8002  
http://www.gulfcoasthealthandrehab.com

**Kensington Health and Rehab**  
Mobile County: 251-433-5471

**Knollwood Healthcare**  
Mobile County: 251-661-7608

**Little Sisters Of The Poor Sacred Heart Residence**  
Mobile County: 251-476-6335  
www.littlesistersofthepoormobile.org

**Lynwood Nursing Home\***  
Mobile County: 251-661-5404  
www.lynwoodnursing.com

**Mobile Nursing & Rehabilitation Center**  
Mobile County: 251-639-1588

**North Mobile Health & Rehabilitation Center\***  
Mobile County: 251-452-0996

**Oakwood-North Baldwin's Center For Living**  
Baldwin County: 251-937-3501  
//www.infirmarhealth.org

**Palm Gardens**  
Mobile County: 251-450-2800  
http://palmgardenshealthandrehab.com

**Robertsdale Rehabilitation and Healthcare Center**  
Baldwin County: 251-947-1911

**Spring Hill Manor Nursing Home**  
Mobile County: 251-342-5623  
www.springhillmedicalcenter.com

**Springhill Senior Residence**  
Mobile County: 251-343-0909  
www.springhillmedicalcenter.com

**Twin Oaks**  
Mobile County: 251-476-3420

**West Gate Village**  
Escambia County: 251-867-6077

**William F. Green State Veterans Home\***  
Baldwin County: 251-937-9881  
www.va.state.al.us

**Willow Brooke Court Skilled Care at Westminster Village**  
Baldwin County: 251-626-7007  
www.westminstervillageal.com

**PRIVATE DUTY AND IN-HOME CARE**  
**A.D. Dale Services, Inc.**  
251-441-7744

**ADDUS**  
Mobile, Baldwin and Escambia Counties:  
251-414-5855, 866-414-5855  
www.addus.com

**Amedisys**  
800-239-9192  
Mobile County: 251-380-0492  
Citronelle: 251-866-3261  
Escambia County: 251-809-1717  
Foley: 251-971-1436, 800-763-6382  
Bay Minette: 251-580-8236  
www.amedisys.com

**Area Agency on Aging Homemaker Program**  
Mobile, Baldwin and Escambia Counties  
251-706-4680, 800-243-5463

**ATC Healthcare Services**  
Mobile County: 251-660-8574, 866-473-0473

**Atmore Community Home Care**  
Escambia County: 251-368-6286  
LHCGroup.com

**Bay Nursing**  
Mobile and Baldwin Counties: 251-471-3343  
www.baynursing.com

**Brightstar Care**  
Mobile and Baldwin Counties: 251-405-6451  
www.brightstarcare.com

**Care Staff**  
Baldwin County: 850-475-9000  
www.care-staff.com

**Comfort Keepers**  
Mobile County: 251-202-4860  
Daphne: 251-621-5555  
Foley: 251-943-4292  
www.comfortkeepers.com

**Diversified Health Care**  
Mobile and Baldwin Counties  
251-990-3995  
www.diversifiedhc.com

**D W McMillian Home Health**  
Escambia County: 251-867-5054  
www.dwmh.org

**Elderly and Disabled Medicaid Waiver**  
Mobile, Baldwin, and Escambia Counties:  
251-706-4680, 800-243-5463

**First Light Home Care**  
Mobile, Baldwin and Escambia Counties:  
251-266-5248  
www.firstlighthomecare.com

**Golden Rule Senior Care**  
251-288-4148  
www.goldenruleseniorcare.com

**Gulf Coast Dementia Services. Inc.**  
251-421-4888  
251-300-0250  
www.gcseniorservices.com

**Homecare Companions**  
Foley: 251-943-6555  
Mobile: 251-660-4000  
www.homecarecompanions.net

**Home Instead Senior Care**  
Mobile and Baldwin Counties: 251-342-6655  
www.homeinstead.com

**Infirmar Home Care of Mobile**  
251-450-3300  
www.lhcgroup.com

**Kindred At Home**  
Mobile: 251-316-0917  
Daphne: 251-621-0882  
Spanish Fort: 251-621-2500  
www.kindredathome.com

**Maxim Health Care Services**  
Mobile and Baldwin Counties:  
850-473-2627  
www.maximhealthcare.com

**Mercy Life Alabama (PACE)**  
251-287-8427

**Oxford Health Care Services**  
Mobile and Baldwin Counties  
251-661-9414, 888-290-9414  
Escambia County  
251-578-7222

**Rebound Rehab In-Home Physical Therapy**  
Mobile and Baldwin counties  
251-342-9008

**Saad's HealthCare Services**  
Mobile, Baldwin and Escambia Counties:  
251-343-9600, 800-279-7223  
www.saadhealthcare.com

**Senior Companion Program**  
Mobile County: 251-574-3232

**South Baldwin Regional Home Health**  
251-943-7073, 251-424-1045  
www.southbaldwinrmc.com

**Springhill Home Health and Hospice**  
Mobile: 251-725-1268  
Baldwin: 251-626-5895  
Citronelle: 251-886-0711  
www.seriousillness.org

**Synergy HomeCare**  
Mobile and Baldwin Counties  
251-621-1900  
www.synergyhomecare.com

**Touching Hearts Senior Care**  
Mobile, Baldwin and Escambia Counties:  
251-445-4204  
www.touchingheartsseniorcare.com

**Thomas Home Health**  
Baldwin County: 251-990-9200, 800-368-9619  
www.infirmarhealth.org

**Veterans Affairs Out-Patient Clinic**  
Mobile: 251-219-3900, 888-201-0110

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Megan T. Courtney, M.D., cardiologist, completed her fellowship at the University of Mississippi Medical Center in cardiovascular disease and is a graduate of the University of South Alabama College of Medicine. In addition to seeing patients in her office, Dr. Courtney is the medical director of Cardiac Rehabilitation at North Baldwin Infirmary.

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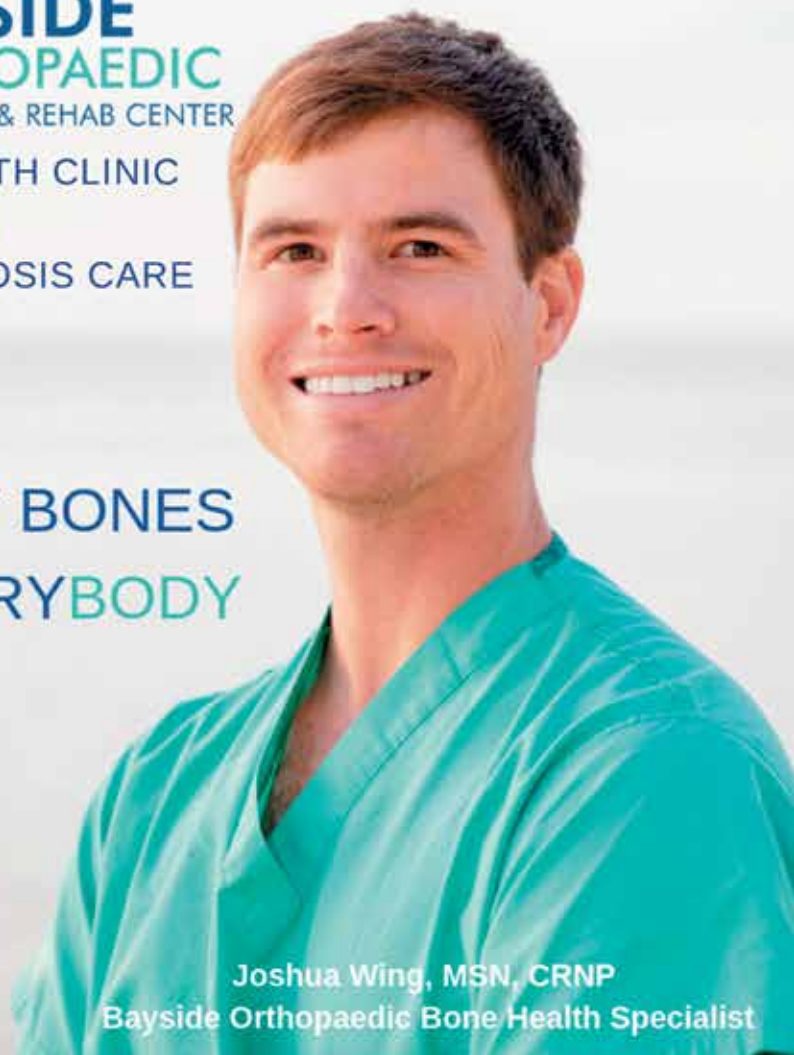
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