

The ninth edition of the **Senior Service Directory** is published by the Blount County Office on Aging as a public service for the county's older citizens and their families. The directory is available to anyone who needs it and made possible by the generous support of the sponsors listed within the book. If this directory is useful to you or your loved ones, please thank them! Copies can be picked up at the sponsors' businesses and at

**Blount County Community
Action Agency
Office on Aging**

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The Office on Aging is a source of information & referrals for all matters related to seniors. Other services include SMiles senior transportation, public education & telephone reassurance.

Cover photo by Halena Forrester. Reach her at haf2hpy@gmail.com

Please send corrections, new listings, and suggestions for improvement to Blount County Office on Aging, inquiry@blountcaa.org.

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Guide to Using This Directory

Keep in mind...

- All information is subject to change. The directory is published every three years. Addresses, phone numbers, business names and hours of operation may change during that time.
- All listings include addresses, phone numbers, and websites (if available). All addresses are in Blount County or TN unless otherwise stated. All times are for the Eastern Time Zone unless indicated.
- All area codes are 865 unless indicated. All “800” numbers have a “1” in front of them.
- Regardless of how you intend to pay, always ask a provider of health-related services what forms of payment they accept before you choose them.
- TTY and TDD phone numbers are for users of teletypewriters or text telephones only.
- The sponsors listed beginning on page 157 make this book possible. Please support and thank them with your patronage!

Be sure to call the Blount County Office on Aging if you have questions about any topics covered in this book. The range of senior services is evolving and expanding to meet the needs of a growing senior population in Blount County. The Office on Aging is one of the best resources for current information and updates on services, programs and providers.

Caregiving & Eldercare Assistance

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

Information and assistance for caregivers is available through the Office on Aging at 983-8411 or the East TN Area Agency on Aging & Disability at 691-2551. Staff can advise about available resources such as support groups, home modification, safety devices, adult day programs, and in-home services. Many resources can be accessed on line.

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

Caregivers are often at a loss to know what is causing a behavior change in the older person they care for, what to expect next, and what they can do about it (for example, the older person seems sad or depressed for long periods of time, is confused, or is irrational). Mental and behavioral changes can result from disease, poor nutrition, reactions to medicines, and the stress of major life changes such as a

move from the family home or a death in the family. An assessment interview both the older person and the family members involved.

Caregivers must deal with all of the tasks of everyday life, often including a job outside the home, in addition to providing care for an elderly person. Making a weekly schedule and spreading responsibilities among family and friends is the key to prevent caregiver fatigue and burn out. For information about caregiver resources and support groups, see page 140 and access online resources.

Scams

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

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

Consult with family, friends or Better Business Bureau before you spend or send a substantial amount of money. Ask for—and check—references before hiring a worker or

signing a contract. Get the agreement in writing. Make an appointment to have someone from Legal Aid of East Tennessee look over a contract before you sign it; help there is free to seniors.

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

Hiring In-Home Services

When an individual or company is hired to come onto your property or into your home, you take on a certain amount of risk, as does the person you're hiring. There are many issues, including liability for damage to your property, liability for injury to the person you hire, the potential for scams, and payment of the worker's Social Security tax.

It is best to know the answers to the following questions before you hire someone to do work for you at home rather than regretting it later:

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

- Who is going to do the work? Does the company use employees or subcontractors?
- Who supervises the employees or subcontractors?
- Does the individual or company have experience? What type of experience? How long has the individual or company done this type of work?
- What kind of background checks are done by the company?

- What is the company's policy on hiring employees or subcontractors with a criminal background? Some companies might do a police background check, but might not have a policy against hiring someone with a criminal background.
- Does the individual or company have a business license or other appropriate license? Is it current? Is their license held in Blount County, or somewhere else?
- Is the individual or company accredited by a governing agency? Does the individual or company have workers' compensation insurance? Is it current?
- Has the individual or company paid an insurance bond?
- If the company uses subcontractors, does the subcontractor have a license? What about workers' compensation insurance? Has the subcontractor paid an insurance bond?
- Have any complaints against the individual or company been filed with the Better Business Bureau, the Tennessee Consumer Affairs Division, or any applicable licensing board?
- Can the individual or company provide references and contact information for the references?
- What work or services will be provided?
- When will the work or services start and end?
- How much will the work or services cost and what is the payment schedule? Does the individual or company accept checks or money orders so you can prove that you paid for the work or services?
- Ask for a detailed contract that covers the work or services that will be done, any materials that will be used, the cost and payment schedule, and the start and end date.

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

Medicare Fraud

Protecting Medicare’s Trust Funds to ensure the availability of future benefits continues to be a priority of our government. Detecting and deterring Medicare fraud requires the active help of every beneficiary. The Centers for Medicare and Medicaid Services (CMS) suggests:

- Never give your Medicare number to anyone over the phone or to someone you don’t know if you did not initiate the contact. Do not send it over the Internet, except to secure, encrypted sites such as Social Security’s and Medicare’s official sites. If in doubt, don’t do it, or get help.
- Check your Medicare Summary Notice (MSN) or report from your medigap or supplement company to be sure you received the medical services listed.
- Be suspicious of companies that offer “free” medical equipment or offer to waive your copayment.
- Beware of healthcare providers/suppliers who use door-to-door or phone offers to sell you goods and services.
- Beware of healthcare providers who say they represent Medicare or a federal agency or who use pressure tactics to get you to accept a service, product, or insurance.
- Beware of healthcare providers who offer “free” screening tests at senior gatherings and ask for your Medicare number. If the services are really free, they should not need your number.

In East Tennessee, free and confidential information and assistance are available to help you report suspected fraud,

waste, and abuse. See page 120 for information on reporting possible fraud.

ELDER ABUSE & EXPLOITATION

The abuse, neglect, or exploitation of a disabled or older adult is against the law. Elder abuse includes physical abuse, sexual abuse, mental abuse, and depriving a person of services by a caregiver. Elder exploitation includes taking government funds that have been paid to a disabled or older adult.

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

The majority of elder abuse & exploitation is inflicted by family members. Much of this relates to taking money, prescription drugs or property, obtaining a signature on documents not understood by the signer, or using a power of attorney to misappropriate funds or property.

FINANCES & MEDICAL INSURANCE

Social Security

Nine out of ten Americans who have reached retirement age receive a monthly income check from Social Security. Reduced retirement benefits may start at age 62. Monthly benefits are available to workers upon retirement, to their dependents and/or survivors, and, in some cases, to persons with severe disabilities. Employed persons can begin receiving benefits at full retirement age, regardless of income.

Full-retirement age is now 66 years. That age will gradually increase until it reaches 67 for people born after 1959. A chart on the Social Security website (www.ssa.gov) shows the steps in which the retirement age will increase. To apply, contact the Social Security Administration for instructions on how to file a claim. When you are ready to file a claim go to the website or call the local Social Security field office. Spouses and widows or widowers may be eligible for special benefits, including death benefits. Individuals who are disabled before age 65 may apply for Social Security Disability benefits.

Supplemental Security Income (SSI)

Supplemental Security Income (SSI) provides a minimum monthly income to persons with limited income and resources who are age 65 or older, blind, or have other disabilities. Eligibility is based on income and assets. The Social Security office provides information about the program, takes applications, and helps file claims. You may be eligible for TennCare (Medicaid) if you receive SSI now—or if you do not receive SSI now, but you received both Social Security and SSI in at least one month after April 1977. See medical information and financing for TennCare application information. Legal Aid of East TN has information about this eligibility.

Social Security Disability Insurance (SSDI)

The Social Security Disability Insurance program (also called SSDI) pays benefits to individuals and certain family members if they paid Social Security taxes and worked long enough to qualify. Adult children also may qualify for benefits through their parents' work records if the children have a disability that started before age 22. If an application for SSDI is denied, the appeal process should be used. It is not

required, but it may be helpful to contact an attorney or Legal Aid of East Tennessee for advice on the appeal process.

Disabled individuals ages 18 to 64 years who have low incomes and limited assets may qualify for disability benefits through the Supplemental Security Income (SSI) program.

Medicare

Medicare is a federal health insurance program that pays a large part of the medical expenses of most Americans over the age of 65 and some younger, disabled persons who have received federal disability benefits for at least 24 months. Individuals with end-stage renal disease or ALS (amyotrophic lateral sclerosis, often called “Lou Gehrig’s Disease”) may qualify for Medicare without the 24-month requirement. Anyone over age 65 may apply for Medicare. Most people get their Medicare coverage in one of two ways:

Original Medicare (Part A and Part B), Part D (prescription drug coverage) + Medigap/Supplement (which is optional).

or

Medicare Advantage Plan (Part C), which combines Parts A, B, and D. It may include some benefits not available through Original Medicare, *i.e.*, some dental benefits.

Part A is premium-free to most people. Part B requires payment of a monthly premium. If you are not yet on Social Security, you will be billed quarterly for Medicare premiums.

Part D is insurance for reducing prescription drug costs. It may require payment of a monthly premium to a private company. There is a penalty imposed for not enrolling in a Part D plan when first enrolling in Medicare.

Help with Medicare Premiums

Help is available for low-income enrollees who cannot afford to pay their Medicare premiums, copayments, or deductibles. To find out more about Qualified Medicare Beneficiary (QMB), Special Low-Income Medicare Beneficiary (SLMB), Qualified Individuals 1 (QI1), and Extra Help programs, or to enroll, see page 124. The resource limits for the Medicare Savings (QMB, SLMB, and QI1) and Extra Help programs regularly change. If you were denied help in the past, you can call SHIP (State Health Insurance Assistance Program) at 691-2551 x4308 for information about the new resource limits.

When to Apply for Medicare

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

If you continue to work after age 65 and are covered by your employer's health insurance, Medicare will be the secondary payer for some hospital services under Part A. Contact Social Security promptly to enroll in Part B when you stop working or your employment-related health insurance terminates. You may have special rights to purchase a Medigap/Supplement policy if your employment-related coverage is ending.

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

Original Medicare

Part A: Hospital Insurance. Part A pays 80% of Medicare-approved inpatient hospital care. In some instances, it helps pay for home health care, hospice care, and skilled nursing care in a nursing home. Per benefit period, copayments, coinsurance, and deductibles may apply.

Visit www.medicare.gov or call 1-800-MEDICARE for specific costs. A benefit period begins when an individual is admitted as an inpatient to a hospital and ends when that person has been out of the hospital for 60 days. A new hospital deductible is charged only after that period. Some Medicare/Supplement plans cover that cost.

The amount Medicare will pay for a hospital stay is based on a patient's diagnosis and whether care in a hospital is medically necessary. Once the doctor has decided that it is no longer medically necessary for a patient to remain in the hospital, the person will be discharged.

If the patient or the family disagrees with the doctor's decision to discharge the patient, they can appeal the decision before having to leave the hospital. To appeal, contact KEPRO (page 121), Tennessee's healthcare quality improvement organization, for information and assistance in starting the appeal process within the time allowed.

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

Part D: Prescription Drug Insurance. Medicare Part D helps pay for medically necessary prescription drugs for beneficiaries. Part D is optional; however, there is a penalty for beneficiaries who do not enroll when they first become eligible but later decide to enroll. The annual open enrollment period is October 15 to December 7 each year and changes take effect on January 1. Enrollees must participate in Part A, B, or both and may pay a Part D monthly premium and yearly deductible. The limits of coverage are described in the annual Medicare & You handbook.

Enrollees eligible for both Medicare and Medicaid (dual eligibles) receive prescription drug coverage through Medicare, not Medicaid.

Help with Medicare Premiums and Deductibles. Help is available for low-income Medicare beneficiaries who cannot afford to pay their Medicare premiums, copayments, or deductibles. To find out more about Qualified Medicare Beneficiary (QMB), Special Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), or Extra Help

programs, or to enroll, visit www.medicare.gov or see Medical Insurance (page 120).

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

State and federal law guarantees your right to purchase the medigap/supplement insurance policy of your choice during the initial enrollment period that begins when you turn 65 and are enrolled in Parts A and B. You cannot be refused or charged more based on your health, medical history, or claims experience.

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

- Your employer-provided retiree group health insurance that supplemented Medicare is terminated
- You drop your supplement insurance when you enrolled in any Medicare Advantage plan for the first time and elect to leave the plan within 12 months of enrolling
- You move out of the geographic area served by your Medicare Advantage plan
- Your Medicare Advantage plan’s contract with Medicare is not renewed

- Your Medigap policy coverage ends through no fault of your own
- You leave a Medicare Advantage plan or Medigap policy because the company hasn't followed the rules or has misled you.

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

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

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

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

Medicare Advantage plans usually have networks, which means you may have to see doctors who belong to the plan

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

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

Factors to Consider When Choosing Coverage

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

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

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

A Medicare Advantage Plan could be your best choice if you

- Are willing to change doctors, if necessary
- Prefer all benefits from a single plan & premium
- Visit doctors infrequently & don't mind paying per-visit copayments and coinsurance
- Don't mind researching your options annually
- Want lower premiums than supplements offer

- Are informed about your choices and don't mind comparison shopping for plans every year
- Want options beyond what Medicare provides

Compare all Medicare plan choices available in Blount County at www.medicare.gov.

Medicaid/TennCare

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

In Tennessee, Medicaid is called TennCare. TennCare CHOICES is the program that pays for care in a nursing home, an assisted living facility, or for long-term care at home (page 18).

TennCare is for Tennesseans who fit into certain categories, including eligible uninsured women under age 65 who need treatment for breast and cervical cancer. Anyone receiving SSI is automatically eligible for TennCare. Even if you are not eligible for SSI now, you may be eligible for TennCare if you received both Social Security and SSI in at least one month after April 1977. Legal Aid of East TN (page 109) has information about this eligibility. There are additional TennCare categories for some children and families with children. Children and pregnant women with high medical bills are also eligible for TennCare. This type of TennCare is called "Medicaid Spend Down."

When you enroll in TennCare, you may choose a Managed Care Organization (MCO) or you will be assigned one. For a

list of the TennCare MCOs that serve East Tennessee, see page 125.

Before you choose your TennCare plan, think about which doctor, hospital, and pharmacy you want, as well as what other medical services you need. Check with each MCO to learn which services are provided under that plan (for example, eye and dental care, geriatric assessment). Check with all of your healthcare providers to learn which MCO plans they accept. Choose the MCO that offers the greatest number of services that you need and the doctor, hospital, and pharmacy you prefer.

TennCare MCOs must provide transportation for people signed up with their plan who do not have transportation to medical services. Call your MCO to get instructions about arranging transportation. Arrangements must always be made in advance, sometimes as much as five days ahead. Even in an emergency, call your MCO for instructions about obtaining transportation. See page 125 for phone numbers.

TennCare provides pharmacy benefits to eligible enrollees; however, enrollees who also have Medicare receive their pharmacy benefits through Medicare Part D. Enrollees can contact the Family Assistance Center (page 125) with questions.

If you or a family member has a problem with medical services under TennCare, begin by reporting the problem to the MCO; if in a nursing home, begin with the administrator. If the problem is not resolved, call the TennCare Family Assistance Center (page 125). If you need further assistance, call the TennCare Advocacy Program (page 124). Whenever you write or mail anything to TennCare, keep a copy and get proof of mailing from the post office or

send it by certified mail, return receipt requested. You then have proof that the document was mailed and received.

If you are helping a family member and do not know whether s/he or is on TennCare or which plan s/he has, call the TennCare Information Line.

TennCare MCOs are responsible for providing mental health services, including substance abuse treatment, to their enrollees. The Mental Health Association of East TN (page 127) will provide information about TennCare's coverage of mental health services and will help to advocate or resolve problems.

TennCare CHOICES

TennCare CHOICES (or CHOICES for short) is TennCare's program for adults age 21 and older with a physical disability, and seniors (age 65 and older). CHOICES assists with things like bathing, dressing, getting around your home, preparing meals, or doing household chores. CHOICES includes care in a nursing home as well as certain services to help a person remain at home or in the community, such as personal care visits, attendant care, home-delivered meals, personal emergency response system, adult day care, in-home/in-patient respite care, assistive technology, minor home modifications, pest control, assisted living, and Consumer directed care.

To qualify for and remain in CHOICES, you must:

Need the level of care provided in a nursing home; OR

- Be "at risk" of needing the level of care provided in a nursing home; AND
- Qualify for Medicaid long- term services and supports

To qualify for Medicaid long-term services and supports: (1) Your income can't be more than \$2,205 per month (If it is, you may be able to set up a Qualifying Income Trust); (2) The total value of things you own can't be more than \$2,000 (the home where you live doesn't count); **AND** (3) You can't have given away or sold anything for less than what it's worth in the last five (5) years.

There are three CHOICES groups:

CHOICES Group 1 is for people of all ages who receive **nursing home care**.

CHOICES Group 2 is for adults (age 21 and older) with a physical disability and seniors (age 65 and older) who qualify to receive **nursing home care**, but choose to receive care at home instead.

CHOICES Group 3 is for adults (age 21 and older) with a disability and seniors (age 65 and older) who **don't** qualify for nursing home care, but need a more moderate package of services at home to delay or prevent the need for nursing home care.

To apply for CHOICES:

If you have TennCare, you can call your TennCare health plan (MCO). The number is on your TennCare card. If you are or represent an individual with intellectual disabilities, you can call the Department of Intellectual and Developmental Disabilities (DIDD) for free at **800-535-9725**.

If you don't have TennCare, contact your local Area Agency on Aging and Disability (AAAD) for free at **866-836-6678**. Even if you don't qualify for Medicaid, they can tell you about other programs that may help.

LONG-TERM-CARE INSURANCE

Long-term-care insurance covers some or all of the costs of nursing home care. Some policies also cover care provided at home or services provided in the community, such as adult day programs and assisted living housing. The number of years of care and the payment per day varies with the policy. Cost-of-living increases on the daily benefit should be included if available and affordable. Some offer a care-management benefit—a trained professional who works with an individual or family to find the services needed.

Long-term-care insurance is not right for everyone. Some people have sufficient funds to cover the cost of nursing home care or in-home services; for others, the cost of the premium outweighs the potential benefit of the insurance. Discuss with a financial counselor whether long-term-care insurance is prudent for you. Under some conditions, long-term-care insurance premiums can be tax-deductible as a medical expense.

Long-Term-Care Partnership Program

The Tennessee Long Term Care Partnership (LTCP) Program, went into effect on October 1, 2008. The purpose of the program is to encourage individuals to buy long-term-care insurance, which will reduce the government's financial burden in paying for nursing home care. The incentive for the policy holders is that for every dollar that their long-term-care policies pay for their care, they are allowed to keep a dollar of countable assets and still qualify for Medicaid. The exempted assets will never be used when the person's Medicaid eligibility is determined, nor during estate recovery when the person dies. For more information, go to the

Tennessee Department of Commerce and Insurance website.

OTHER PUBLICLY SUPPORTED PROGRAMS

Other sources of public support that may supplement income for eligible older adults include SNAP (food stamps), housing assistance, property tax rebates, low-income home energy assistance programs and discounted or free telephone service. Older persons must apply in order to participate in any of the programs named above. Application information is included in the directory listing for each program.

Veterans, their widows or widowers, or their parents with limited income, may be eligible for benefits through the Veteran's Administration. Contact VA office for details.

REVERSE MORTGAGES

A reverse mortgage, sometimes called "home equity conversion mortgage" (HECM), enables homeowners to use the equity in their home as security for a loan. They either receive monthly payments or a line of credit to be used as needed, up to the approved limit. The funds may be used for anything. The homeowner must occupy the property and is responsible for property taxes and insurance.

To be eligible, at least one of the homeowners must be 62 or older and must reside in their single-family home. A HUD-approved condominium is also eligible for the program. The person who applies for the reverse mortgage must own the property.

The reverse mortgage applicant must attend consumer education and counseling by an approved HECM counselor.

The reverse mortgage has to be the only mortgage on the property, but if there is already one mortgage on the home, it can often be paid off with the reverse mortgage. The reverse mortgage can also be used to pay for some of the repairs that might be needed to make the home qualify for the reverse mortgage.

A reverse mortgage isn't appropriate for everyone, but it can be a good decision for some. The application process for a reverse mortgage may take a few months and the closing costs are more than on a traditional loan.

Reverse mortgages are quite different from any other loans, and the risks to borrowers are unique. Before considering one, you need to do your homework carefully and thoroughly. If you are considering a reverse mortgage, consult with a trusted legal or financial expert.

FUNERAL PLANNING

Planning ahead and comparison-shopping can help families avoid hasty and often expensive decisions when a loved one passes. Informed choices about funeral arrangements can be made ahead of time when no one is sick and when everyone who wants to participate in the planning is available. Think and talk about what arrangements you would like. Collect information on the cost of what you want. Prices differ greatly. Put the plans in writing. Keep them where they can be easily found. Tell someone you trust where they are kept. Do not put funeral plans in a will, which will not be read until after the funeral. Organ and body donation can also be preplanned.

The cost of a funeral depends on many factors. Funeral homes must provide current prices of all goods and services

in writing. Funerals can be prepaid in a lump sum, in payments, through purchase of a special-purpose insurance policy, or through a burial trust fund, which can be purchased through the funeral home. Some funeral homes will “guarantee” your funeral; it will not cost more than you paid, even if prices have risen.

Money that is paid in advance, including the interest that has accumulated, can be transferred to another funeral home after your death and sometimes before. The new funeral home may charge you more.

Neither the irrevocable burial trust fund nor the irrevocable prepaid policy counts as an asset when determining eligibility for TennCare (Medicaid).

Social Security, the Veterans’ Administration, and life and casualty insurance pay death benefits, depending upon the circumstances at the time of death.

HOUSING

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

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

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

LEGAL SERVICES

When dealing with issues related to your will, Power of Attorney, and protecting assets, it is recommended that you consult with a certified elder law attorney. This specialist has passed a rigorous national examination that covers public benefits and aging-related law, and met character and experience standards. Lawyers with the special certification in elder law are designated with "CELA" after their names. The Blount County Bar Association can provide names of local certified specialists.

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

Consider taking the practical legal steps outlined below to plan ahead for the possibility of mental or physical incapacity. If you are helping an older person who can no

longer appropriately manage his or her own affairs, legal steps need to be taken as soon as possible. Even persons diagnosed with dementia may still have the capacity to execute legal documents. The purpose of legal action is to safeguard the rights and interests of the older person, to protect them and their property, and to obtain advice and counsel for them on financial and business concerns. Legal action can also protect and empower a caregiver to act on behalf of an older person.

Power of Attorney

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

Durable Power of Attorney

Because the power of attorney ceases to be effective when the principal becomes incompetent or incapable, many states, including Tennessee, have authorized a legal device called a *durable power of attorney* that takes effect when the principal becomes incompetent or unable to handle his or her own affairs. The durable power of attorney defines the circumstances under which it will take effect and lists what it authorizes the attorney-in-fact to do. This legal device, which

must be executed while the principal is still mentally competent, can prevent the necessity of filing for a conservatorship in most cases. The attorney-in-fact must have agreed to serve. Once the principal is incompetent or incapable, the attorney-in-fact can be removed only by petitioning the court for a conservatorship. The principal can revoke (cancel) the durable power of attorney at any time as long as he or she is competent. The principal must inform the attorney-in-fact that the power is canceled; without that notice, the attorney-in-fact could legally continue to act for the principal.

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

Representative Payee

The authority of a power of attorney does not extend to Social Security, SSI, or SSDI. These arrangements must be made with the Social Security Administration. If you are helping an older person who can no longer manage his or her own financial affairs, report this to Social Security. You can request an appointment as Representative Payee. If a person needs a "Rep Payee" and there is no obvious person to take on the role, the Social Security Administration will try to find the best person to do it or will assign them to an agency that will provide a Rep Payee.

The Rep Payee handles Social Security-related finances. After investigating, Social Security will send the beneficiary's checks to the Rep Payee. The Rep Payee must spend the

funds for the personal care or benefit of the beneficiary, saving any excess funds; make periodic accounting to Social Security about how the money has been spent; and inform the agency when the beneficiary moves or dies.

Conservatorship

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

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

Wills

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

instructions, and any regarding body donation, should be included in a durable power of attorney.

Advance Care Plans/Living Wills

Public attention is increasingly focused on “right-to-die” issues as medical technology makes it possible to sustain some vestige of life in dying patients. Although older laws related to living wills and powers of attorney for health care are still valid, the Health Care Decisions Act, enacted in Tennessee in 2004, was intended to make it easier for individuals to express their wishes concerning end-of-life decisions. New advance care forms have been developed by the State of Tennessee and can be downloaded from the Internet (see Advance Directive). Documents prepared under the old laws are still valid; however, the new forms may be more appealing to some people.

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

When a person is in a nursing facility and is approaching the end of life, family members might want to consider filling out one or both of the following forms: DNR (Do Not Resuscitate) and POST (Physician’s Order for Scope of Treatment). The POST form allows a patient (or legal representative) to outline a plan for end-of-life treatment that

is much more specific to the situation than an advance care plan. Both forms should be available at nursing facilities.

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

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

Other Legal Issues

- Issues concerning property, estates, and trusts are governed by state laws and, in some cases, local ordinances. If finances do not permit hiring a private attorney, Legal Aid of East Tennessee may provide, either directly or by referral to volunteer attorneys from the Blount County Bar Association, both legal advice and legal representation in court to low-income elderly persons.

- To get advice on tenant/landlord issues regarding leases, services, rental rights, and obligations, contact your attorney or Legal Aid of East Tennessee.
- Families often have questions about their responsibility for the cost of an older person's health care and long-term care. They may need to seek legal advice about what their financial obligations are, if any. See your attorney, make an appointment with a Legal Aid of East Tennessee representative, or contact the Long-Term-Care Ombudsman for advice about responsibility for the costs of nursing home care and, specifically, about what to sign and not sign when arranging for a relative to enter a nursing home. You do not have to sign as a responsible party in order for the elder to be admitted.

The Legal Assistance for the Elderly program (page 109) offers confidential services to people 60 years of age or older, including wills, conservatorships, estates and trusts, benefits appeals, and other issues of particular interest to older persons.

LONG-TERM CARE & HEALTHCARE FACILITIES

Older people generally continue to live independently throughout all or most of their lives and are able to remain in their own homes. Families can often supply the practical and emotional support required most of the time. In some cases, when an older person has no family help available, requires more assistance than his or her family can provide, or wishes to downsize or wants the social environment and activities of a communal setting, s/he can move into a long-term-care facility such as an assisted living facility or a nursing home.

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

All healthcare facilities in Tennessee are licensed and regulated by the TN Department of Health, Division of Health Care Facilities, or sometimes by the Centers for Medicare and Medicaid Services, to make sure that the facilities comply with state and federal guidelines.

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

The Department of Health also has a hotline for reporting any complaint about how one of these licensed facilities is operating or to ask questions about a facility's licensure status. The Complaint Hotline number is 877-287-0010. The Long Term Care Ombudsman can also assist (page 132).

Choosing a Facility in Advance

Having some sense of control and choice can help the adjustment to a new place. Early planning allows time to look at many or all of the senior housing facilities (page 96) in the area and improves the chances of making an appropriate decision. Whenever possible, an older person should participate in making the decision to move into a long-term-care facility.

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

Six important factors influence the choice of a facility:

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

Nursing homes offer medical care, often with more than one level of care. A physician will do an evaluation that determines whether skilled or intermediate care is needed before a person can be admitted to a nursing home. Some nursing homes also have secured units for the safe care of people with dementia. **Note:** In the following descriptions, "skilled" is a term for a particular type of care and does not refer to the expertise or ability of the person giving the care.

Skilled Care provides 24-hour-a-day nursing services for a person who has serious healthcare needs, up to and including high-level wound care, a respirator, tube feeding, intravenous therapy, and more. Rehabilitation

services are also provided as needed. The specific services offered in each skilled-care facility may vary; ask about services when you are evaluating facilities. Skilled care is sometimes offered in transitional care units in hospitals.

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

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

Financial status. Make a complete inventory of available resources, including source and level of income, property owned, savings accounts, stocks and bonds, veteran's benefits, pensions, insurance benefits, and any family assistance available. If there is not enough money to pay for nursing home care or it is probable that funds will quickly be expended, contact the East TN Area Agency on Aging & Disability and ask for CHOICES (page 132).

Medicare offers limited coverage for nursing home care. Visit www.medicare.gov or review the current Medicare & You handbook for details.

If paying for nursing home care has used up your money and you need to apply for CHOICES, ask the nursing home staff for assistance. Apply before Medicare coverage or personal financial resources runs out. A Pre-Admission Evaluation

(PAE) must be submitted for approval to the TennCare Bureau, even though you are already in the nursing home. Approval can be denied. Be prepared to appeal if you are turned down. Directions for doing so are included with the denial letter. If you are denied on medical grounds, you can request an onsite visit from the TennCare Bureau.

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

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

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

Choosing a Facility in an Emergency

Many older persons and their families avoid discussions and decisions about nursing home placement until a medical crisis forces an immediate decision. If immediate help is needed in locating a nursing home, contact the sources referred to in Nursing Homes on page 130.

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

Long-Term-Care Ombudsman

The best way to ensure quality care for an elderly relative in a nursing home is for family members and friends to visit frequently and to establish and maintain good communication with the nursing home staff. To ask a question or resolve a problem regarding care of the nursing home resident, first talk to the nursing staff or the social worker. If the problem continues, talk to the nursing home administrator. If these steps do not resolve the issue, contact the district Long Term Care Ombudsman (page 132).

All states have an ombudsman program that is responsible for investigating, mediating, and trying to resolve complaints made by or on behalf of residents in long-term-care facilities (nursing homes, ACLFs, and RHAs). In Tennessee, the state, regional, or volunteer ombudsmen monitor and ensure the implementation of federal, state, and local laws governing resident rights and quality of care in long-term-care facilities. There is no charge for ombudsman services. You can find out about the ombudsman in another state by calling the Eldercare Locator (800-677-1116) or visiting www.eldercare.gov.

In East Tennessee, the names and contact information of a facility's ombudsmen are posted in a prominent place at each facility. When a loved one enters a nursing home, arrange to meet the ombudsman and acquaint him or her with your relative. The ombudsman can help resolve problems that may arise.

The Centers for Medicare and Medicaid Services (CMS) report information on the quality of care in nursing homes to help you choose high-quality health care. Visit www.medicare.gov or call 800-633-4227. Anonymous

complaints about nursing homes can also be filed by calling the Complaint Hotline at 877-287-0010.

Patients' Rights

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

Families' Rights

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

ACTIVITIES & RECREATION

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

AARP866-295-7274

www.aarp.org/states/tn/

Meets on fourth Tuesday of each month at noon at Everett Senior Center. Activities include community service projects, educational programs, scholarships, and social gatherings.

ARTHRITIS FOUNDATION

EXERCISE PROGRAMS470-7909

www.arthritis.org

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

BLOUNT CO HISTORICAL MUSEUM.....454-4256

1006 E Lamar Alexander Pkwy, Maryville 37804

www.blountcountymuseum.homestead.com

Model railroad display. Free admission.

BLOUNT COUNTY PUBLIC LIBRARY982-0981

508 N Cusick St, Maryville

www.blountlibrary.org

Activities, events, computer classes, art exhibits and more are available seven days per week. Library tours may be scheduled.

BLOUNT MEMORIAL

MEDICAL FITNESS CENTER.....977-5636

907 E. Lamar Alexander Parkway, Maryville, 37804

www.blountmemorial.org

Supervised exercise for people living with chronic disease or who simply prefer coaching. Access to state-of-the-art exercise equipment. Educational as well as group strength classes. Physician referral required. A voluntary, self-pay program. Call for details. Sponsor message on page 157.

BLOUNT MEMORIAL WELLNESS CENTER

www.blountmemorial.org

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

CHEROKEE 238-6091

1412 Sevierville Rd, Maryville, 37804

SPRINGBROOK980-7100

220 Associates Blvd, Alcoa, 37701

Sponsor message on page 157.

EVERETT SENIOR CENTER..... 983-9422

702 Burchfield St, Maryville, 37804

www.parksrec.com

Multi-purpose senior center offering recreation and leisure programs including dances, billiards, art classes, quilting and poetry groups, potlucks, day tours, card playing, duplicate bridge, exercise programs and a walking group.

GREAT SMOKY MOUNTAINS NATIONAL PARK.....865-436-1200

107 Park Headquarters Rd, Gatlinburg, 37738

www.nps.gov/grsm

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

MARTIN LUTHER KING JR. COMMUNITY CENTER.....983-1954

209 E Franklin St, Alcoa, 37701

www.parksrec.com

Multi-purpose center offers a variety of activities for all ages. Special activities for seniors. Facility can be rented for events. Call for information.

MARYVILLE COLLEGE POOL.....981-8280

502 E Lamar Alexander Pkwy, Maryville, 37804

Community swimming opportunities open to the public. Call for information.

MARYVILLE TAI CHI379-9997

115 E Broadway, Maryville 37801

www.maryvilletaichi.com

Group classes provide gentle exercise and help students with a variety of health benefits for those with arthritis, diabetes, and stress-related issues. Sponsor message on page 167.

NATIONAL PARK PASS888-275-8747

store.usgs.gov/pass

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

OLYMPIA ATHLETIC CLUB984-8300

398 Olympia Dr, Maryville, 37804

www.olympiaathleticclub.com

Group fitness classes for special conditioning needs of senior adults to increase muscular strength and range of motion. Call for information on classes and special membership rates for seniors. Sponsor message on page 169.

SENIOR OLYMPICS

EAST TENNESSEE DISTRICT453-5441

200 Gary Wade Blvd, Sevierville, 37862

www.seviervilleparksandrec.com

Olympic-style competition for adults age 50+. Sports include golf, tennis, bowling, swimming, basketball, track and field and others. District events held each spring; winners qualify for state competition. Preregistration required.

SENIOR EXERCISE CLASSES983-8411

Blount County Office on Aging has information on classes currently being offered in area.

SMITHVIEW PAVILION & LIFE EVENT CENTER

627 Smithview Dr, Maryville.....**379-1860**

www.smithfuneralandcremation.com

Available for rent for family gatherings, receptions, meetings and corporate events. Kitchen, ample parking. Sponsor message on page 172 .

SMOKY MOUNTAIN VISITORS BUREAU

TOWNSEND VISITORS CENTER.....448-6134

7906 E Lamar Alexander Pkwy, Townsend, 37882

www.smokymountains.org

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

ADULT DAY SERVICES

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

BARTLETT DAY OUT PROGRAM.....983-0182
New Providence Presbyterian Church
703 W Broadway Ave, Maryville, 37801
www.newprovidencepres.org
Social model day program for older adults needing structured activities, Tues & Wed mornings.

FOOTHILLS ADULT CARE SERVICES ...980-8023
1732 W Broadway Ave, Maryville, 37801
www.cestn.com
A day facility that supports the health, nutritional, social, and daily living needs of adults in professionally staffed, group settings. Sponsor message on page 156.

**HOWARD CIRCLE OF FRIENDS
ADULT DAY SERVICES.....524-9457**
www.alztennessee.org
Mt. Calvary Baptist Church
1807 Dandridge Ave, Knoxville, 37915
Mon-Fri, 8:00 am-4:30 pm.

SAMARITAN PLACE.....524-9896
www.catholiccharitiesofeasttn.com
119 Damron Ave, Knoxville, 37917
Housing program for homeless seniors, providing
emergency transitional permanent support housing .

WILLIAMSBURG VILLAS573-0100
www.williamsburgvillas.com
A Morningside Community
3020 Heatherton Way, Knoxville, 37920
Sponsor message on page 172.

**ALCOHOL & DRUG
PROBLEMS**

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

AL-ANON525-9040
www.al-anon.org/al-anon-in-tn/174-knox
Information about meetings for anyone affected by another's alcoholism or drinking. Answering machine provides numbers to call for information.

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

5833 Clinton Hwy, Knoxville, TN 37912

www.etiaa.org

Provides information about meetings for anyone affected by alcoholism or drinking.

BLOUNT MEMORIAL EMOTIONAL HEALTH & RECOVERY CENTER..... 981-2300

907 E Lamar Alexander Pkwy, Maryville, 37804

www.blountmemorial.org

Sponsor message on page 157.

CELEBRATE RECOVERY..... 982-1273

804 Montvale Station Rd, Maryville, 37803

www.celebraterecovery.com

For latest information email crmaryvilletn@gmail.com.

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

www.harboursgate.org

Help for those struggling with addiction or other issues.

Recovery meetings daily. 24/7 crisis hotline.

NARCOTICS ANONYMOUS..... 866-617-1710

www.knoxvillena.org

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

TRUE PURPOSE MINISTRIES..... 681-4861

2628 Morganton Rd, Maryville, 37801

In-patient, faith-based recovery program.

Email tpmact@gmail.com for more information.

ALZHEIMER’S RESOURCES

Alzheimer’s disease is not “normal aging.” There is no cure, but there are new medications that help manage the symptoms.

ALZHEIMER’S TENNESSEE 544-6288

5801 Kingston Pike, Knoxville 37919

www.alztennessee.org

Provides information about the disease, its diagnosis, and treatment; professional and caregiving classes; support groups (including telephone); referral to community resources; and advocacy. Medic Alert & Safe Return program to help identify, locate, and return to safety people with memory impairments.

ASSESSMENT

A team of healthcare professionals evaluates an older person’s memory or physical and psychological health. If ongoing treatment is needed, referrals are made to appropriate facilities. Assessments help individuals and families make better decisions about immediate and long-term options.

OUTPATIENT PROGRAMS

**BLOUNT MEMORIAL EMOTIONAL
HEALTH & RECOVERY 981-2300**

907 E Lamar Alexander Pkwy, Maryville, 37804

www.blountmemorial.org

Free walk-in assessments for adults. Sponsor message on page 157.

COLE NEUROSCIENCE CENTER 305-6740

University of Tennessee Medical Center
1928 Alcoa Hwy, Bldg B, Ste 102, Knoxville, 37920

www.utmedicalcenter.org

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

INPATIENT PROGRAMS

**BLOUNT MEMORIAL EMOTIONAL
HEALTH & RECOVERY 981-2300**

www.blountmemorial.org

Sponsor message on page 157.

ASSISTED LIVING

Assisted living facilities offer a range of services and support to residents, including dining-room meals, housekeeping, some transportation, activities, some laundry service, access to mental health services, and temporary assistance from home health care agencies. Assisted living facilities also usually include help, as needed, in bathing, dressing, and remembering to take medications. All have nursing care available, some have nurses on staff while others have nurses on call. For a partial list of assisted living facilities, see Housing on page 96.

BURIAL ASSISTANCE

ANATOMY BEQUEST PROGRAM **901-448-5965**
855 Monroe Ave, Link 515, UT-Memphis, 38163
www.uthsc.edu/anatomy-neurobiology/abp.php
For information on body donation, call between 8:00 am-5:00 pm, Central Time.

BLOUNT CO MAYOR..... **273-5700**
341 Court St., Maryville, 37804
www.blounttn.org
Limited funds allocated yearly to cover minimal costs of burial for indigent residents without any resources. Cases decided on an individual basis. Funds not always available.

BLOUNT CO VETERANS AFFAIRS **273-5760**
305 Court St., Blount Co Courthouse, Maryville, 37804
www.blounttn.org
Information on death and burial benefits, including burial in national cemeteries, headstones and markers, presidential memorial certificates, burial flags, and reimbursement of burial expenses for eligible veterans.

GRANDVIEW CEMETERY & SMITH FUNERAL & CREMATION **983-1000**
1402 Tuckaleechee Pike, Maryville 37803
www.smithfuneralandcremation.com

Complementary planning guide & portfolio. Veterans with Honorable Discharge receive one free space in Grandview Cemetery's Garden of Honor and free bronze headstone. Sponsor message on page 172.

CARE MANAGEMENT

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

COVENANT HEALTH
SENIOR SERVICES..... 374-0463
3001 Lake Brook Blvd, Ste 101, Knoxville, 37909
www.covenanthealth.com
Sponsor message on page 171.

COMPUTER SERVICES

The following are businesses & organizations that offer computer training or other computer-related services. A wealth of information is available from the Internet, including information about a variety of topics relevant to senior citizens. Internet classes teach computer users how to browse for subjects that

interest them. Smartphone classes teach how to get the most from a phone or tablet.

BLOUNT CO ADULT EDUCATION..... 982-8998

Everett Learning Opportunity Center
1500 Jett Rd, Maryville, 37804

www.blountk12.org/adulteducation/

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

BLOUNT CO PUBLIC LIBRARY 982-0981

508 N Cusick St, Maryville, 37804

www.blountlibrary.org

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

EVERETT SENIOR CENTER..... 983-9422

702 Burchfield Street, Maryville, 37804

www.parksrec.com

Computers with internet access available for use by senior center members. Monthly classes, fees apply. Call for more information.

SOCIAL MEDIA 4 SENIORS 437-6556

www.socialmedia4seniors.net

Instruction on smartphones, tablets and safe use of social media to stay connected with family & friends. Sponsor message on page 163.

CONSUMER INFORMATION

Many organizations protect consumers' rights and give consumers an opportunity to be informed about businesses and charities before they use their services or give money to them. See Action Guide, pages 3-7.

AARP866-295-7274

150 Fourth Ave N, Ste 180, Nashville, 37219

www.aarp.org/states/tn

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

BETTER BUSINESS BUREAU 692-1600

255 N Peters Rd, Ste 102, Knoxville, 37923

www.knoxville.bbb.org

Call to get report or find out if there are complaints on file about area businesses or check on charitable organizations. Offers mediation and arbitration to resolve problems. Information about scams and other topics of consumer interest.

BLOUNT PARTNERSHIP 983-2241

201 S. Washington, Maryville, 37804

www.blountchamber.com

Local resources and activities within Blount County.

**CLEAR POINT CREDIT
COUNSELING SOLUTIONS800-750-2227**
270 Peach St. NW Ste.1800, Atlanta, GA, 30303
www.clearpointccs.org
Nonprofit that provides financial counseling on budgets,
debt management, housing, and reverse mortgages.
Education in money management and consumerism.
Sliding scale fees.

DCSD800-992-3275 X1304
www.debtcounsel.net
Debt counseling for seniors, veterans and the disabled.
Free consultation.

DO NOT CALL REGISTER877-872-7030
www.donotcall.gov
Call or go online to join list of telephone subscribers
who do not wish to be solicited by telemarketers.
Effective within 60 days of enrollment, solicitors are
prohibited from calling unless exempt by law. Does not
expire. Tennessee Do Not Call registration is online
only.

LEGAL AID OF EAST TN..... 637-0484
607 W Summit Hill Dr, Knoxville, 37902
www.laet.org
Consultation for persons age 60+, review of contracts,
and legal representation for low-income clients in
consumer fraud claims. Call for appointment.

NONDRIVER IDENTIFICATION..... 981-2359

318 Home Ave, Maryville, 37801

www.tn.gov/safety

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

OPT OUT888-567-8688

www.optout.com

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

TENNESSEE DEPT OF HEALTH.....877-287-0010

www.tn.gov/health

Receives and investigates complaints about health care facilities and providers.

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

www.tn.gov/consumer

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

TENNESSEE HUMAN RIGHTS COMMISSION 594-6500

7175 Strawberry Plains Pike, Knoxville, 37902

www.tn.gov/humanrights

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

COUNSELING SERVICES

For a complete list of counseling resources, call the Mental Health Association of East TN at 584-9125, or look online under Counselors, Social Workers, or Mental Health Services. Nursing homes and some retirement centers and assisted living facilities can help residents arrange counseling services. Costs may be paid by Medicare, TennCare, private insurance or private pay. For information about TennCare coverage of mental health services, see Medical Insurance on page 120.

BLOUNT MEMORIAL COUNSELING & CONCERN..... 984-4223
www.blountmemorial.org

Counseling for seniors experiencing depression, anxiety, substance abuse, chronic illness, grief. Self-pay, Medicare, private insurance. Sponsor message on page 157.

BLOUNT MEMORIAL SENIOR SERVICES..... 977-5744
907 E Lamar Alexander Pkwy, Maryville, 37804
www.blountmemorial.org

Non-clinical caregiver consultations at no charge to any adult caring for another adult. Sponsor message on page 157.

COVENANT HEALTH SENIOR SERVICES..... 374-0463
1921 Topside Rd, Louisville, 37777

www.covenanthealth.com

Non-clinical counseling, case management, helpline.
Sponsor message on page 171.

HELEN ROSS McNABB CENTER 681-6990

1704 E Broadway Ave, Maryville, 37804

www.mcnabbcenter.org

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

VETERANS' AFFAIRS

OUTPATIENT CLINIC..... 545-4592

8033 Ray Mears Blvd, Knoxville, 37919

www.jameshquillenvamc.gov

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

VETERANS CRISIS LINE..... 800-273-8255 X1

OUTPATIENT COUNSELING

HELEN ROSS MCNABB CENTER 246-1100

1012 E Lamar Alexander Pkwy, Maryville, 37804

www.helenrossmcnabb.org

Intake and referral line. Outpatient services.

SAFE HAVEN CENTER CRISIS # 522-7273

NON-EMERGENCY 558-9040

6215 Kingston Pike, Knoxville, 37919

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

UT PSYCHOLOGICAL CLINIC 974-2161

UT Conference Center, 600 Henley St, Knoxville, 37996

www.psychclinic.utk.org

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

VET CENTER 545-4680

2817 E Magnolia Ave, Knoxville, 37914

www.vetcenter.va.gov

Individual and group counseling and psychotherapy for eligible veterans (and their families, if problem is related to veteran's military service). All combat vets from WWII to present are eligible. No appointment required.

**CRISIS & HARDSHIP
ASSISTANCE**

This section also includes local resources for homeless individuals.

AMERICAN RED CROSS 983-0821

1741 Triangle Park Dr, Maryville, 37801

www.redcross.org

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

BENEFITS CHECKUP (Nat’l Council on Aging)

www.benefitscheckup.org

Learn about programs that may save money on a variety of needs that affect seniors.

BLOUNT COUNTY

COMMUNITY ACTION AGENCY 983-8411

3509 Tuckaleechee Pike, Maryville, 37803

www.blountcaa.org

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

CHILHOWEE BAPTIST CENTER..... 981-2992

1905 E Broadway, Maryville, 37804

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

FIRM FOUNDATIONS 681-6990

After business hours **257-6706**

www.mcnabbcenter.org Helen Ross McNabb

Case management provided for homeless individuals.

GOOD NEIGHBORS..... 681-5420

314 W Broadway Ave, Maryville, 37801

www.goodneighborsbc.org

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

HAVEN HOUSE (CRISIS LINE) 982-1087

Non-emergency 983-6818

www.havenhousetennessee.org

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

KNOX AREA RESCUE MINISTRIES..... 673-6540

418 N Broadway, Knoxville, 37917

www.knoxarearescueministries.org

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

MENTAL HEALTH

COOPERATIVE CRISIS LINE..... 615-726-0125

Non-emergency 615-726-3340

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

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

SAFE HAVEN CENTER CRISIS LINE..... 522-7273
Non-emergency **558-9040**
6215 Kingston Pike, Knoxville, 37919
Comprehensive rape crisis center, providing 24-hour crisis line, forensic nursing services, individual and group therapy, advocacy, and support for recent or past survivors of rape and child sexual abuse ones. Provides education and prevention programs. Free.

SALVATION ARMY 983-7135
1414 Sevierville Rd, Maryville, 37804
Emergency help with food, clothing, kerosene for heating (ten-gallon limit), household items. Programs available to anyone but must call for an appointment.

SAMARITAN PLACE..... 684-1880
3009 Lake Brook Blvd, Knoxville, 37909
www.ccetn.org
Temporary emergency housing for seniors 55 + who are ambulatory. Also offers respite care.

TN DEPT OF HUMAN SERVICES..... 981-2350
303 Home Ave, Maryville, 37801
www.tn.gov/humanserv
Assists in determining eligibility for food stamps, and nursing homes. Emergency help with food stamps.

VETERANS CRISIS LINE..... 800-273-8255 x1

DENTAL CARE

BCCAA DENTURE PROGRAM..... 983-8411

www.blountcaa.org

Partial & complete denture and extraction services.
Eligibility required. Maximum of \$1500 benefit.

REMOTE AREA MEDICAL 579-1530

2200 Stockcreek Blvd. Rockford, TN 37853

www.ramusa.org

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

TRINITY HEALTH MINISTRIES 681-0770

1127 E Lamar Alexander Pkwy, Maryville, 37804

www.trinitydentalclinic.org

Basic dental care for low- income, uninsured, under-served adults. Nominal fees charged for services. Call for information on current hours and services available.

DISABILITY SERVICES

The Americans with Disabilities Act (ADA) is designed to protect the civil rights of persons with disabilities. Five areas of life are

covered: state and local government operations, transportation, public accommodations, employment, and telecommunications.

**AMERICAN COUNCIL
OF THE BLIND.....800-424-8666**

1703 N Beauregard St, Ste 420, Alexandria VA 22311

www.acb.org

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

AMPUTEE COALITION.....524-8772

900 E Hill Ave, Ste 390, Knoxville, 37915

www.amputee-coalition.org

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

ARC OF GREAT SMOKIES446-0802

Families who advocate for people with disabilities of any age. cherylrspencer@gmail.com

AT&T SPECIAL NEEDS CENTER

VOICE CUSTOMERS800-982-2891

TTY/TTD/VCO/HCO888-341-2355

www.att.com

Trained representatives help customers determine the best products and services for their needs. Equipment and devices, services, and calling features for special needs customers. Establish new service or change

existing service, report a problem or get billing information.

BLOUNT COUNTY CLERK 273-5800
www.blountcountygov.com

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

BLOUNT COUNTY ELECTION COMMISSION 273-5920

383 Court St, Maryville, 37804

www.blounttn.org/election/

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

CLEAR CAPTIONS 866-246-7850
www.clearcaptions.com

Phone and captioning service provided at no cost. Must have home phone, internet service & hearing loss.

DEAF-BLIND SERVICES 800-628-7818
TTY (for deaf only) 800-270-1349
www.tn.gov

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

DISABILITY RESOURCE CENTER..... 637-3666
900 East Hill Ave., Ste. 205, Knoxville, TN 37915
www.drctn.org

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

DISABILITY RIGHTS TENNESSEE.....800-342-1660
TTY (for deaf only)888-852-2852
9050 Executive Park Dr., Ste. 101B, Knoxville, 37923
www.dlactn.org

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

EAST TENNESSEE TECHNOLOGY
ACCESS CENTER (ETTAC)..... 219-0130
116 Childress St, Knoxville, 37920
www.ettac.org

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

EMORY VALLEY CENTER.....865-483-4385

Family Support Program

715 Emory Valley Rd, Oak Ridge, 37830

www.emoryvalleycenter.com

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

ETHRA PUBLIC TRANSIT.....800-232-1565

East Tennessee Human Resource Agency

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

www.ethra.org

Door-to-door non-emergency transportation offering accessibility to elderly and persons with disabilities.

Three business days advance notice required.

HEARING & SPEECH

FOUNDATION.....977-0981

1619 E Broadway, Maryville, 37804 **Appt. # 982-8557**

www.hsfweb.org

Non-profit organization providing hearing aids and low-cost hearing related services. Loans of behind-the-ear hearing aids to income eligible individuals. A co-pay may be required from a patient with an approved application. Funding is limited. Applications accepted on first-come first-served basis.

**LIBRARY SERVICES FOR THE DEAF
& HARD OF HEARING800-342-3262**

615 Church St, Nashville, 37219-2314

www.tndeaflibrary.nashville.gov

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

STARKEY HEARING FOUNDATION800-328-8602

6700 Washington Ave, Eden Prairie MN 55344

www.starkeyhearingfoundation.org

Hearing Now Program. Assistance with purchase of hearing aids for those with no other resource available.

TELECOMMUNICATIONS DEVICES

ACCESS PROGRAM Voice.....800-342-8359

Voice/TTY888-276-0677

www.tn.gov/tra

Distributes free telephone assistive equipment, on a first-come basis, to people with disabilities such as significant hearing, hearing and visual, speech, or mobility impairments. Equipment includes amplified teletype, big-button, and hands-free phones. To be eligible, recipient must be a permanent resident of Tennessee who has a physician-verified disability.

TELEPHONE SERVICES

Some telephone service providers offer information on equipment, services, and calling features for people with visual, hearing, physical, or speech impairments. Some also offer free or discounted Directory Assistance to people who, because of a disability, are unable to read or use the phone book. Companies that offer this service often require a letter from a physician and may require additional proof of disability. Companies may extend these services to nondisabled seniors as well. Call your phone service or long-distance providers for information about which services they provide for senior citizens or persons with disabilities.

TENNESSEE DISABILITY

PATHFINDER.....800-640-4636

1211 21st Ave S, Ste 539, Nashville, 37212

www.kc.vanderbilt.edu/pathfinder

Free comprehensive bilingual disability information and referral resources and support services to and for people with disabilities and their families. All types of disabilities included (mental, intellectual, physical,

developmental, learning). Resource library offering national and Tennessee resources.

TENNESSEE LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED.....800-342-3308

403 Seventh Avenue N, Nashville, 37243

www.tn.gov/tsla/lbph

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

TENNESSEE RELAY CENTER (TRC)..... 711

Hearing callers800-848-0299

TTY (for deaf only)800-848-0298

Spanish (Español)866-503-0263

Speech-to-speech service866-503-0264

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

www.tennrelay.com

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

TENNESSEE SERVICES FOR THE BLIND 594-6861

TN Dept. of Human Services

531 Henley St, Ste 520, Knoxville, 37902

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

TICKET TO WORK **1-866-968-7842**
TTY (for deaf only) **1-866-833-2967**
www.choosework.net

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

UT HEARING & SPEECH CENTER
HEARING SERVICES **974-5453**
455 S Stadium Hall, Knoxville, 37996
www.uthsc.edu/health

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

UT SPEECH SERVICES **974-5451**
1600 Peyton Manning Pass, Knoxville, 37996
Diagnostic and treatment services for individuals with communication disorders, including swallowing or voice disorders.

VOCATIONAL REHABILITATION CENTER
1749 Triangle Park Dr, Maryville..... **981-2382**

www.tn.gov/humanserv/rehab

Assists individuals of work age with physical and/or mental disabilities compete successfully with others in earning a living.

WILDERWOOD SERVICE DOGS660-0095

1319 Tuckaleechee Trail, Maryville, 37803

www.wilderwood.org

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

DRIVER SAFETY

ADAPTIVE DRIVING PROGRAM 331-1958

Patricia Neal Rehabilitation Center

1901 Clinch Ave, Knoxville, 37916

www.covenanthealth.com

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

AAA SAFE DRIVING FOR MATURE

OPERATORS CLASS 862-9132

715 Lamar Alexander Pkwy, Maryville 37801

www.aaa.com

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

AARP DRIVER SAFETY PROGRAM..... 483-1615

www.aarp.org/states/tn/

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

EDUCATION

BLOUNT COUNTY

ADULT EDUCATION..... 982-8998

1500 Jett Rd, Maryville, 37804

www.blountk12.org/adulteducation

GED preparation, basic skills instruction in reading, writing and math, and instruction in English as a Second Language (ESL). Career Readiness Program.

BLOUNT COUNTY PUBLIC LIBRARY 982-0981

508 N Cusick St, Maryville

www.blountlibrary.org

Regularly-scheduled free computer classes for beginners and many other educational presentations.

BLOUNT COUNTY/

UT EXTENSION 982-6430

1219 McArthur Rd, Maryville, 37804

www.blount.tennessee.edu

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

EVERETT SENIOR CENTER 983-9422

702 Burchfield St, Maryville, 37804

www.parksrec.com

Multi-purpose senior center offering recreation and leisure programs including dances, billiards, art classes, quilting and poetry groups, potlucks, day tours, card playing, duplicate bridge, exercise programs and a walking group.

**PELLISSIPPI STATE
COMMUNITY COLLEGE..... 981-5300**

2731 W Lamar Alexander Pkwy, Friendsville, 37737

www.pstcc.edu

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

ROAD SCHOLAR 800-454-5768

11 Avenue De Lafayette, Boston, MA 02111

www.roadscholar.org

Write or call for catalog of low-cost, weeklong programs of education and recreation for those age 50+ on

college campuses (including UT Knoxville) and at resort parks throughout the world. Scholarships available.

UNIVERSITY OF TENNESSEE

www.utnoncredit.com

Disability Services 974-6087

100 Dunford Hall, Knoxville, 37996

Professional & Personal Development 974-0150

600 Henley St, Ste 313, Knoxville, 37902

313 Conference Center Building, 37996 (mailing)

Noncredit classes on varied topics. Call for free catalog.

ELDER ABUSE

ADULT PROTECTIVE SERVICES (APS)

INTAKE LINE 888-277-8366

Tennessee Department of Human Services

Call confidentially to report suspected abuse, neglect, exploitation or self-neglect of elderly and vulnerable adults. Everyone has legal obligation to report.

www.reportadultabuse.dhs.tn.gov

All reports of abuse must go through the APS intake line listed above.

ELDER ABUSE & EXPLOITATION PROJECT

LEGAL AID OF EAST TENNESSEE 637-0484

502 S Gay St, Ste 404, Knoxville, 37902

www.laet.org

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

HAVEN HOUSE (CRISIS LINE) 982-1087

Non-emergency **983-6818**

PO Box 134, Alcoa, 37701

www.havenhousetn.org

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

SAMARITAN PLACE.....684-1880

3009 Lake Brook Blvd, Knoxville, 37909

www.ccetn.org

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

EMPLOYMENT

**CAREER CENTER
OF BLOUNT COUNTY.....379-5525**

TN Dept of Labor & Workforce Development

366 Glascock St, Ste 100, Alcoa, 37701

www.jobs4tn.gov

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

SENIOR EMPLOYMENT SERVICES 691-2551

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

www.ethra.org

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

ENERGY ASSISTANCE

LOW INCOME HOME ENERGY

ASSISTANCE PROGRAM (LIHEAP) 983-8411

Blount County Community Action Agency

3509 Tuckaleechee Pike, Maryville, 37803

www.blountcaa.org

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

EMERGENCY ENERGY

ASSISTANCE PROGRAM 983-8411

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

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

WEATHERIZATION PROGRAM 983-8411

Blount Co Community Action Agency
3509 Tuckaleechee Pike, Maryville, 37803
www.blountcaa.org

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

EYE SERVICES

**AMERICAN MACULAR DEGENERATION
FOUNDATION.....413-268-7637**
PO Box 515, Northampton, MA 01061
www.macular.org

A national support group for individuals with macular problems including age-related macular degeneration. Member services include phone hotline, newsletter, and medical and related updates.

CAMPBELL, CUNNINGHAM, TAYLOR & HAUN984-7012

628 Smithview Dr, Maryville, 37803

www.ccteyes.com

Offers state-of-the-art diagnosis, management and treatment of age-related and other eye diseases. Sponsor message on page 159.

EAST TENNESSEE TECHNOLOGY ACCESS CENTER (ETTAC)..... 219-0130

116 Childress St, Knoxville, 37920

www.ettac.org

Training in the use of visual aids. Help obtaining assistive equipment and products for people with visual disabilities. Donated equipment for loan. Fees vary.

MARYVILLE LIONS CLUB268-9445

PO Box 802, Alcoa, 37701

www.maryvillelions.org

Limited funds to help financially needy people pay for eyeglasses. Costs shared by the club and the recipient. The club also collects used eyeglasses for recycling.

REMOTE AREA MEDICAL579-1530

220 Stockcreek Blvd. Rockford, TN 37853

www.ramusa.org

Free vision care provided during weekend clinics staffed by volunteer providers. Unemployed, uninsured and low income people are served. No charge for services. Call for locations.

SENIORS EYECARE PROGRAM 800-222-3937

www.AAO.org/eyecare.america

Call toll-free helpline to determine eligibility for a referral to a volunteer ophthalmologist for medical eye care. Patients referred must be U.S. citizens or legal residents, age 65+. Comprehensive medical eye exam and up to one year of treatment at no out-of-pocket cost, for any disease diagnosed during the initial exam. Patients without Medicare or other insurance receive care at no charge.

TENNESSEE SERVICES

FOR THE BLIND594-6060

www.tn.gov/humanserv/rehab

Home visits to individual's home to mark items for safety and identification purposes, to teach personal care and household organization and offer other instruction in daily living activities. Free service.

**FAMILY CAREGIVER
SUPPORT**

For additional information about services that can benefit family caregivers, see Adult Day Services (page 42); Assessment (page 45); Homemakers, Caregivers, & In-Home Services (page 87); Housing (page 96); Nursing Homes (page 130); and Respite (page 137).

ALZHEIMER’S TENNESSEE 544-6288

www.alztennessee.org

5801 Kingston Pike, Knoxville, 37919

www.alztennessee.org

Provides information about the disease, its diagnosis, and treatment; professional and family caregiving classes; support groups (including telephone) and referral to support groups; referral to community agencies that offer assistance; and political advocacy. Medic Alert + Safe Return program helps to identify, locate, and return to safety people with memory impairments.

**BLOUNT MEMORIAL
SENIOR SERVICES..... 977-5744**

907 E Lamar Alexander Pkwy, Maryville, 37804

www.blountmemorial.org

Staff facilitate day and evening support groups for caregivers and educational activities. Call for information. Sponsor message on page 157.

**HOPE: HELPING OTHERS PROVIDE
EXCEPTIONAL CARE983-4710**

Senior Citizens Home Assistance Service
215 Bearden Place, Knoxville, 37917

www.schas.org

Free program and monthly class to train family caregivers to provide care in the home. Respite provided if needed so that caregivers can attend. Sponsor message on page 171.

**NATIONAL FAMILY CAREGIVER
SUPPORT PROGRAM.....251-4897**

East TN Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923

www.ethra.org

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

WE CARE & SHARE LUNCH BUNCH983-1000

Smith Professional Center
601 Smithview Dr, Maryville, 37803

www.smithfuneralandcremation.com/aftercare

Bi-monthly social support group.

FINANCE

ALCOA TENN FEDERAL CREDIT UNION.....977-3118

124 N Hall Rd, Alcoa 37701

www.atfcu.com

Complete financial services from Blount County’s oldest financial institution. Several locations. Sponsor message on page 177.

INTELLIPLAN441-1794

2546 Brantly Park, Maryville, 37804

www.myintelliplan.com

Full service financial advisor. Sponsor message on page 167.

CONSOLIDATED MARKETING GROUP

Wallace Gillespie, Agent693-8401

wgillespie@cmgincorp.com

Medicare and long-term care insurance specialist. Sponsor message on page 160.

FOOD & NUTRITION

BLOUNT CO FOOD PANTRY983-4206

2148 Big Springs Rd, Maryville, 37801

Open Mon-Wed & Fri, 11:00 am - 2:00 pm.

CHILHOWEE BAPTIST CENTER981-2992

1905 E Broadway, Maryville, 37804

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

COMMODITY FOOD PROGRAM.....983-8411

3509 Tuckaleechee Pike, Maryville, 37803

www.blountcaa.org

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

COMMUNITY FOOD CONNECTION977-4400

311 Whitecrest Dr, Maryville, 37801

www.cfcblount.org

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

FAIRVIEW UNITED

METHODIST CHURCH983-2080

2508 Old Niles Ferry Rd, Maryville, 37803

www.fairview-umc.org

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

FOOD STAMPS/SNAP866-836-6678

East TN Human Resources Agency
9111 Cross Park Dr, Knoxville, 37923

www.benefitsapplication.com

Must be U.S. citizen, U.S. national or legal resident
to get food stamps. Income tests apply.

MANNA OUTREACH980-8191

2615 E Lamar Alexander Pkwy, Maryville, 37804

www.amcog.org

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

SENIOR NUTRITION PROGRAM983-8411

3509 Tuckaleechee Pike, Maryville, 37803

www.blountcaa.org

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

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

WELCOME TABLE

Family style meals served to all ages. Donations encouraged.

New Providence Presbyterian983-0182

703 W Broadway, Maryville, 37804

www.newprovidencepres.org

Tue, 5 pm-6 pm

First United Methodist.....982-1273

804 Montvale Station Rd, Maryville, 37803

www.1stchurch.org

Thur, 5 pm-6 pm.

GOVERNMENT INFORMATION

BLOUNT COUNTY CLERK273-5800

345 Court St, Maryville, 37804

www.blounttn.org

Passports, handicap placards and license plates.

BLOUNT COUNTY

ELECTION COMMISSION273-5920

383 Court St, Maryville, 37804

www.blounttn.org/election/

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

BLOUNT COUNTY MAYOR273-5700

341 Court St, Maryville, 37804

www.blounttn.org

Connect with services and officials within county and local cities.

EAST TN AREA AGENCY ON AGING AND DISABILITY691-2551

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

www.ethra.org/services/aging

The majority of services provided are for persons over age 60 who are in greatest economic and social need. Also may serve person with disabilities 18 years of age and older based on a functional needs assessment.

SOCIAL SECURITY

ADMINISTRATION (local)866-331-9091

(national)800-772-1213

TTY (for deaf only)800-325-0778

8530 Kingston Pike, Knoxville 37919

www.ssa.gov

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

TENNESSEE GOVERNOR'S OFFICE615-741-2001

First Floor, Governor's Office, State Capitol Bldg, 600 Charlotte Ave, Nashville, 37243-0001

www.tn.gov/governor

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

**GRANDPARENTS RAISING
GRANDCHILDREN**

**AARP GRANDPARENT
INFORMATION CENTER.....877-333-5885**
601 E St NW, Washington, DC, 20049
www.aarp.org/grandparents
Provides information about services and programs that can improve the lives of grandparent-headed households.

GENERATIONS UNITED202-289-3979
25 East Street N. W., Washington, DC, 20001
www.gu.org
Promotes intergenerational programs and policies, including those related to issues of relatives raising children.

GRANDPARENTS AS PARENTS.....524-2786
2247 Western Ave, Knoxville, 37921
Grandparentsasparents.org
Bimonthly newsletter, support groups, computer training, transportation, group recreation.

RELATIVE CAREGIVER.....335-6808

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

WEAR'S VALLEY RANCH429-0372

www.wvr.org

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

HEALTH CLINICS

BLOUNT CO HEALTH DEPARTMENT983-4582

301 McGhee St, Maryville, 37801

www.blounttn.org/health

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

CHEROKEE HEALTH CLINIC273-1616

255 E Watt, Alcoa, 37701

www.cherokeehealth.com

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

HOME HEALTH CARE

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

A physician must prescribe these services, but the patient has the right to choose the provider. Before making arrangements, be sure that an agency provides the services that are needed. Medicare, TennCare, private insurance, or private pay; some long term care insurance pays for services. Call **Medicare, 800-633-4227**, or visit

www.medicare.gov if you have questions about or problems with Medicare's coverage of home health care.

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

BLOUNT MEMORIAL HOME SERVICES.....981-2160
1095 E Lamar Alexander Pkwy, Maryville 37804
www.blountmemorial.org
Sponsor message on page 157.

COVENANT HOMECARE.....374-0600
3001 Lake Brook Blvd, Ste 101, Knoxville, 37909
www.covenanthealth.com
Sponsor message on page 171.

QUALITY HOME CARE531-0016
117 Center Park Dr Ste 130, Knoxville, 37922
www.qualityhomehealth.com
Sponsor message on page 178.

HOMEMAKERS, CAREGIVERS & IN-HOME SERVICES

These agencies can provide some of the following: sitters, escorted transportation, grocery shopping, meal preparation, companionship, and light housekeeping. Some of these agencies provide 24-hour care or live-in sitters (see Live-In

Help, page 111, for description). Most offer personal care (bathing, dressing, changing beds, hair care, and more); some offer personal care packages for a flat rate, others charge an hourly fee. Many home health care agencies also provide personal care (page 86). These services can help frail older persons remain in their homes instead of entering a long-term-care facility.

Agencies that provide these services are licensed as personal support service agencies with the Tennessee Department of Mental Health. When you hire an individual or company to come onto your property or into your home, you take on a certain amount of risk, as does the person you're hiring. See pages 5-6 for a list of questions to ask when hiring an in-home service.

Some agencies will perform an in-home assessment of client's needs, then make recommendations to client and family or referrals to community agencies and businesses to provide the needed services. Some agencies provide assessment and referrals for free, others may charge. Some agencies provide services such as sitters, bill-paying, money management, in-home counseling, care coordination, pet care, foot care, and other helpful services. If you need a specific service, call and ask whether it is offered.

Most nonmedical in-home services are not covered by Medicare, TennCare, or private medical insurance but are covered by some long-term-care insurance. Rates vary.

ALWAYS BEST CARE240-0509
9724 Kingston Pike, Knoxville, 37922
Sponsor message on page 163.

BLOUNT CO OFFICE ON AGING983-8411
3509 Tuckaleechee Pike, Maryville, 37803
www.blountcaa.org
List of unlicensed caregivers available for hire.

CHOICES/OPTIONS PROGRAM.....866-836-6678
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
www.ethra.org
Provides services in the home as an alternative to nursing home admission for adults who meet financial and medical eligibility for medicaid Long-Term Care. Must be able to receive services at less than the cost of nursing home care.

COMFORT KEEPERS670-9339
2575 Willow Point Way, Ste 107, Knoxville, 37931
www.comfortkeepers.com
Sponsor message on page 162.

EAST TN PERSONAL CARE SERVICE...692-2200
320 N. Cedar Bluff Rd, Ste 220, Knoxville, 37923
www.etpcs.net
Sponsor message on page 175.

EXTENDED FAMILY SERVICES980-0700
1000 E Harper Ave, Maryville, 37804
www.extendedfamilyservices.com
Sponsor message on page 176.

FIRSTLIGHT HOME CARE291-5925

204 Simmons St, Maryville, 37801

www.firstlighthomecare.com

Sponsor message on page 170.

HOME HELPERS OF EAST TN771-9119

1304 Papermill Pte, Knoxville, 37909

www.homecareknoxville.com

Sponsor message on page 169.

HOME INSTEAD SENIOR CARE273-2178

318 High St, Maryville, 37804

www.homeinstead.com/560

Sponsor message on page 173.

NATIONAL FAMILY CAREGIVER

SUPPORT PROGRAM866-836-6678

East TN Area Agency on Aging and Disability

9111 Cross Park Dr, Knoxville, 37923

www.ethra.org

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

NHC HOMECARE539-0242

9000 Executive Park Dr, Knoxville, 37923

www.nhchomecareknoxville.com

Sponsor message on page 178.

OPTIONS

FOR COMMUNITY LIVING866-836-6678

East TN Area Agency on Aging & Disability

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

www.ethra.org

A state-funded program that provides services such as homemaker, home-delivered meals, or personal care for a limited number of eligible persons, including some elderly and disabled adults.

PERSONAL CARE CHOICES681-0999

357 N. Houston St, Maryville, 37801

www.personalcarechoices.com

Sponsor message on page 156.

RIGHT AT HOME264-9316

1020 William Blount Dr, Maryville 37801

www.rightathome.net

Sponsor message on page 170.

SENIOR CITIZENS HOME

ASSISTANCE SERVICE983-4710

386 High St, Maryville, 37801

www.schas.org Sliding scale fees. Sponsor message on page 171.

SENIOR HELPERS321-9158

10424 Kingston Pike, Knoxville

www.seniorhelpers.com

Sponsor message on page 168.

STAY AT HOME300-4612

www.stayhomeloudon.com

Sponsor message on page 176.

**HOME REPAIR &
MODIFICATION**

Limited help with minor home repairs and home weatherization. The Certified Aging in Place Specialist (CAPS) program was developed to train and certify building contractors to address the needs of consumers who want to repair or modify their houses to make them homes for a lifetime.

**BLOUNT COUNTY
COMMUNITY ACTION AGENCY983-8411**
3509 Tuckaleechee Pike, Maryville, 37803
www.blountcaa.org

WEATHERIZATION PROGRAM: Homeowners and renters qualifying under federal income guidelines can apply for assistance in weatherizing their house or mobile home to improve energy efficiency. Water heaters and refrigerators may be replaced.

COMMUNITYWORX268-9822
www.mycommunityworx.com

Organizes community work days that include home repair, yard clean up, indoor & outdoor cleaning, ramp building, making greeting cards & crafts.

**HOME REPAIR
COLLABORATIVE (HRC).....233-9103**
www.blounthabitat.org/about

Builds ramps, replaces roofs, electrical & plumbing.

JOHN 3:16 **336-9262**

2608 Old Niles Ferry, Maryville, 37803

Firewood, home repairs, furniture.

USDA RURAL HOUSING

LOAN & GRANT PROGRAM..... **523-3338**

4730 New Harvest Ln, Ste 300, Knoxville 37918

www.rd.usda.gov/tn

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

HOSPICE

Hospice is nursing care and emotional support for those in the last six months of life, in the patient's home or in a facility. Primary focus is patient- and family-centered care, with attention to pain and symptom management. Medicare, TennCare, private insurance.

IN-HOME HOSPICE

In-home hospice allows terminally ill patients to spend their last days at home, surrounded by familiar people and things, if that is their preference. If the patient is enrolled in Medicare, be sure to choose a Medicare-approved hospice provider.

AMEDISYS HOSPICE.....689-7123
1420 Dutch Valley Road, Knoxville, 37918
www.amedisys.com
Sponsor message on page 177.

**BLOUNT MEMORIAL HOSPICE
& PALLIATIVE CARE977-5702**
1095 E Lamar Alexander Pkwy, Maryville, 37804
www.blountmemorial.org
Sponsor message on page 157.

COVENANT HOSPICE374-0600
3001 Lake Brook Blvd, Ste 101, Knoxville, 37909
www.covenanthealth.com
Sponsor message on page 171.

TENNOVA HEALTHCARE HOSPICE.....925-5500
7447 Andersonville Pike, Knoxville, 37938
www.TennovaHomeHealthTN.com
Sponsor message on page 156.

FACILITY-BASED HOSPICE
Hospice is also available to nursing home residents and hospital patients. Some nursing homes offer hospice by contract with an agency; in others, the resident or family members may contact a hospice agency themselves to establish the service.

HOSPITALS

BLOUNT MEMORIAL HOSPITAL983-7211
907 E Lamar Alexander Pkwy, Maryville, 37804

www.blountmemorial.org

Fully accredited acute care facility, comprehensive care services. Sponsor message on page 157.

FORT SANDERS

REGIONAL MEDICAL CENTER.....541-1111

A member of Covenant Health
1901 Clinch Ave, Knoxville, 37916

www.covenanthealth.com

TTY (for deaf only)..... 541-1890

Senior Services Information.....541-4500

Transitional Care Unit.....541-1191

PARKWEST MEDICAL CENTER373-1000

A member of Covenant Health
9352 Park West Blvd, Knoxville, 37923

www.covenanthealth.com

PENINSULA HOSPITAL.....970-9800

A member of Covenant Health
2437 Jones Bend Rd, Louisville, 37777

www.covenanthealth.com

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

Hospital Compare

A tool to compare and measure outcomes of various area hospitals. See patient ratings on care received.

www.medicare.gov/hospital

HOUSING

Facilities in this section are divided into two main categories: Senior Housing with Support Services and Assisted-Rent Housing. Each of these two categories includes several types of housing, as follows. It is important to read the introduction to each section or subsection to understand the differences between the kinds of facilities listed.

SENIOR HOUSING WITH SUPPORT SERVICES

Many seniors are healthy and active and want to live in a place that offers special services or amenities for seniors, requires little maintenance on their part, and offers complete independence so that they may pursue their activities and interests with no interference or home-care responsibilities. There are a variety of facilities in the area that offer this combination of independence and services.

There are five basic groups of housing with special services for seniors. They are:

- Independent Living (ILA)
- Residential Home for the Aged (RHA)
- Assisted Care Living Facility (ACLF)
- Nursing Home
- Continuing Care Retirement Community (CCRC)

Listed in this section of the directory are only those facilities that offer special “support” services for seniors and that admit only (or predominantly) senior citizens as residents. The kinds of support services offered at all of the facilities listed here might include some or all of—but are not limited to—the following:

- daily meals

- laundry service
- housekeeping
- medication management
- organized activities
- secured units or other security measures
- personal/emergency response systems
- help in accessing community services

Some of the services are included in the cost of the facility, some cost extra. Private pay; some long-term-care insurance policies cover assisted living. Some facilities require nonrefundable deposits for admission.

Some facilities have secured units, making them safe places for people who have Alzheimer's or other memory disorders and are prone to wander.

Independent Living (ILA) is a level of housing for people who require the least amount of care. Residents are able to take care of themselves and are often quite healthy and active. There is no state certification or licensing for independent living facilities. They are often informally known as retirement centers or as independent living centers. Some are part of a Continuing Care Retirement Community.

Residential Home for the Aged (RHA) is a level of housing for people who want or need slightly more care than that available in independent living units. Residents are independently ambulatory (may use a cane, wheelchair, or other supportive device) and require permanent room, board, and supervision or assistance with functional activities of daily living, such as bathing, grooming and dressing, but not nursing or medical care. Residents must be physically and mentally able in an emergency to find a way to safety without the physical assistance of another person. An RHA is not required to employ a nurse but is

required to have at least one responsible attendant on the premises at all times.

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

Continuing Care Retirement Community (CCRC) is a facility that contains, usually in separate buildings or separate wings of one building, independent living units, either a Residential Home for the Aged or an Assisted Care Living Facility, and a nursing home. One advantage of such facilities is that residents of the independent living component are guaranteed a space in the other components should they ever need a higher level of care. See general section introduction for kinds of services offered in these facilities.

Nursing Homes are listed in a separate section, beginning on page 130. For information about the licensing and regulation of any kind of healthcare facility, including those listed here, or to register a complaint about such facilities, see page 36. Only licensed area CCRCs, Assisted Care

Living Facilities, and Residential Homes for the Aged are listed.

Facilities that offer short stays for senior citizens as respite for family caregivers are marked with an asterisk (*). These “day-stay” programs can provide activities in a safe environment for seniors who cannot stay at home alone; however, they are not licensed adult day programs (see page 42). A detailed application must be completed before participating. Space is often quite limited.

***ASBURY PLACE OF MARYVILLE.....984-1660**

2648 Sevierville Rd, Maryville, 37804

www.asburyplace.org

CCRC. 2-3 bedroom cottages for independent living; assisted living and healthcare center with intermediate, skilled and dementia care. An outpatient therapy center offers physical, occupational and speech therapy. Sponsor message on page 161.

CLARITY POINTE.....407-2128

901 Concord Rd, Knoxville, 37934

www.claritypointe.com/communities

Specialized memory care designed to enrich the lives of those with Alzheimer’s and other dementias. Sponsor message on page 178.

***CLOVER HILL SENIOR LIVING238-5338**

2317 US 411 South, Maryville, 37801

www.cloverhillseniorliving.com

Apartments for seniors who need available care and support from nurses and caregivers 24 hours a day. Monthly rates include dining, recreation and social events, morning devotions and exercise, housekeeping, linen and laundry service, in-house pharmacy and physician services offered without length of stay commitments. Sponsor message on page 168.

***LAKEWOOD PLACE.....458-4123**
1125 Grove St, Loudon, 37774
www.ssmgrp.com/communities
Assisted living with 34 units. Sponsor message on page 177.

***LIFECARE CENTER OF BLOUNT CO....380-7200**
1965 Stewart Ln, Louisville, 37777
www.lcca.com/locations
Skilled nursing and rehabilitation. Post-acute care after hospital stay, surgery or illness. Sponsor message on page 165.

THE MANOR
AT NORTHGATE TERRACE403-1410
4301 Whittle Springs Rd, #209, Knoxville, 37917
www.kcdc.org
Independent Living with Supportive Services
High-rise apartment building for seniors with apartments on the second and third floors set aside as THE MANOR, offering supportive services. Like

other government-subsidized units, a tenant's rent and utility payment is 30 percent of adjusted gross income. Applicants must meet HUD income guidelines and be assessed to determine if he or she can live safely with the level of supportive services provided. Operated by KCDC.

***MORNINGVIEW**

VILLAGE SENIOR COMMUNITY.....980-6000

2304 E Lamar Alexander Pkwy, Maryville, 37804

www.blountmemorial.org

ACLF. Independent living, assisted living apartments, and memory support. Temporary recuperative and other short term stays are offered. A skilled nursing center on campus offers 24-hour nursing care. Sponsor message on page 158.

RENAISSANCE TERRACE544-1710

215 Bearden Place, 37917

www.schas.org

ACLF. Sponsor message on page 171.

***RIVER OAKS PLACE.....988-9321**

100 w 5TH Ave, Lenoir City, 37771

www.ssmgrp.com/communities

CCRC. Sponsor message on page 177.

***RIVER OAKS PLACE.....458-5841**

1101 Grove St, Loudon, 37774

www.ssmgrp.com/communities

CCRC. Sponsor message on page 177.

SHANNONDALE.....240-2753

804 Shannondale Way, Maryville, 37803

www.shannondaletn.com

CCRC. Independent Living Homes & Apartments, Assisted Living and Skilled Health Care. Inpatient or outpatient therapies. Medicare, Private Pay, and Insurance. Sponsor message on page 160.

WILLIAMSBURG VILLAS.....573-0100

3020 Heatherton Way, Knoxville 37920

www.fivestarseniorliving.com/communities

ACLF. Care for seniors with various levels of dementia in home-like atmosphere. Sponsor message on page 172.

AFFORDABLE-RENT HOUSING

MARYVILLE HOUSING

AUTHORITY.....983-4958

311 Atlantic Ave, Maryville, 37801

www.mhatn.com

Public housing authority operates five housing communities in Blount County and also a Housing Choice Voucher Program. Income eligibility for subsidized housing is based on federal HUD guidelines. A tenant may also qualify as elderly (age 62 or older) or disabled for certain units. A tenant's monthly rent and utility payment is 30 percent of adjusted gross income. Call for information on the following Maryville housing complexes:

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

Visit website to

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

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

PRIVATELY OWNED SUBSIDIZED APARTMENTS

These are privately owned and operated apartment complexes for those who qualify for government rental assistance. These units are not designated “elderly only.” Eligibility is based on annual gross income and other factors. Rent and utility payment is based on 30 percent of adjusted gross income.

ATCHLEY APARTMENTS.....982-0572

100 Atchley Dr, Maryville, 37801

www.aamci.com

GARDEN VALE APARTMENTS.....984-0712

1415 Montvale Station Rd, Maryville, 37803

GRANT PROPERTY APARTMENTS.....982-2474

801 Grant Townhouses Dr, Maryville, 37804

MEADOWOOD APARTMENTS982-4802
944 N Wright Rd, Alcoa, 37701

HOUSING CHOICE VOUCHER PROGRAM

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

INFORMATION & REFERRAL

BLOUNT COUNTY
OFFICE ON AGING983-8411
Blount County Community Action Agency
3509 Tuckaleechee Pike, Maryville, 37803
www.blountcaa.org
Information about available resources for those over age 60.

**BLOUNT COUNTY
COMMUNITY ACTION AGENCY983-8411**
3509 Tuckaleechee Pike, Maryville, 37803
www.blountcaa.org

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

**EAST TENNESSEE AREA AGENCY
ON AGING AND DISABILITY691-2551**
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
www.ethra.org

Assistance to people age 60 and over and to persons with disabilities age 18+ in multi-county area. The point of entry for the Home and Community Based Services network, including the following programs:

- Choices (pages 18, 89 and 132)
- Options for Community Living (page 90)
- National Family Caregiver Support (page 90)

**TENNESSEE DEPARTMENT
OF HUMAN SERVICES981-2350**
303 Home Ave, Maryville, 37801
www.tn.gov/humanserv

Local office provides information and referral in specific program areas including TennCare Medicaid, food stamps, resource assessment for financial eligibility for Medicaid prior to nursing home placement; QMB/SLMB programs; adult protective services.

211, COMPREHENSIVE INFORMATION
REFERRAL GUIDE..... 2-1-1
Toll Free866-588-4211
www.211tn.org

COUNTY OFFICES ON AGING

Website is www.ethra.org unless listed.

ANDERSON COUNTY.....457-3352
125 Leinart St, Ste 5, Clinton, 37716

CAMPBELL COUNTY.....423-562-2948
2301 Jacksboro Pike, Ste 4B LaFollette, 37766
PO Box 1394, La Follette, 37766 (mailing)

CLAIBORNE COUNTY423-973-3669
180 Jaycee Lane, Tazewell, 37879 (street)
PO Box 326, Tazewell, 37879 (mailing)

COCKE COUNTY423-623-7296
115 Mulberry St, Newport, 37821 (street)
386 E Main St, Newport, 37821 (mailing)

GRAINGER COUNTY221-9925
PO Box 518, Rutledge, 37861 (mailing)

HAMBLÉN COUNTY.....423-581-5166
Senior Center, 841 Lincoln Ave, Morristown, 37813
www.seniorcentermorristown.org

JEFFERSON COUNTY397-3197
1427 Russell Ave, Ste 1, Jefferson City, 37760

KNOXVILLE-KNOX COUNTY.....524-2786
2247 Western Ave, Knoxville, 37950
www.knoxseniors.org

LOUDON COUNTY458-5445
901 Main St, Loudon, 37774
www.loudoncounty-tn.gov

MONROE COUNTY423-442-2022
Cora Veal Senior Center, 144 College St S,
Madisonville, 37354

MORGAN COUNTY423-346-6651
821 Spring St, PO Box 406, Wartburg, 37887

ROANE COUNTY354-0450
2415 N. Gateway Ste B, Harriman, TN (street)
PO Box 790, Kingston, 37763 (mailing)
www.mideastcommunityactionagency.net

SCOTT COUNTY423-569-5972
102 S Main St, Oneida, 37841

SEVIER COUNTY453-8080
120 W Main St, Sevierville, 37862 (street)
PO Box 4157, Sevierville, 37864 (mailing)
www.seviercountyttn.org

UNION COUNTY.....992-0361
298 Main St, Maynardville, 37807 (street)

UNITED WAY OF BLOUNT COUNTY982-2251

1615 E Broadway Ave, Maryville, 37804

www.unitedwayblount.org

Information and assistance on local resources.

Sponsor message on page 167.

LEGAL SERVICES

For an explanation of legal issues important to seniors and families, including an explanation of elder law certification for attorneys, see Action Guide, page 24.

ELDER LAW OF EAST TN951-2410

903 N. Hall of Fame Dr, Knoxville, 37917

www.elderlawetn.com

Legal and social work professionals work as a team to address issues while designing a comprehensive long-term care plan that maximizes quality of life and independence for the older adult. Sponsor message on page 168.

FRANKLIN & KYLE ELDER LAW588-3700

4931 Homberg Dr, Knoxville, 37919

www.tennelderlaw.com

Multi-disciplinary team of committed professionals with expertise in Elder Law, geriatric care, and community benefits and resources. Sponsor message on page 165.

KIZER & BLACK ATTORNEYS982-7650

217 E Broadway Ave, Maryville 37801

www.kizerblack.com

Complete legal services, including elder law specialists. Sponsor message on page 162.

KNOXVILLE BAR ASSOCIATION.....522-6522

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

PO Box 2027, Knoxville, 37901 (mailing)

www.knoxbar.org

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

LEGAL AID OF EAST TN981-1818

307 Ellis Ave, Maryville, 37804

www.laet.org

Free legal help to low income residents of Blount County.

LEGAL ASSISTANCE

FOR THE ELDERLY 691-2551 EXT 4212

9111 Cross Park Dr, Knoxville, 37923

www.ethra.org

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

**PUBLIC GUARDIANSHIP
FOR THE ELDERLY 691-2551, EXT 4218**
East TN Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
www.ethra.org

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

LIBRARIES

For materials on tape for persons who have difficulty reading because of learning or physical disabilities, see Disability Services, page 59.

BLOUNT CO PUBLIC LIBRARY982-0981
508 N Cusick St, Maryville, 37804
www.blountlibrary.org

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

**TENNESSEE ELECTRONIC
LIBRARY (TEL)982-0981**

www.blountlibrary.org

Access electronically to more than 10,000 magazines, newspapers and reference sources, including professional, scientific, leisure, educational and recreational periodicals. To obtain your password to these databases, or for more information, contact the library's reference department.

GREENBACK PUBLIC LIBRARY.....856-2841
6889 Morganton Rd, Greenback, 37742

LIVE-IN HELP

Sometimes a caregiver is needed round-the-clock for a frail senior. In this book, "live-in help" refers to a caregiver (one person) who lives full-time in the home of an older person to provide care. However, there is a shortage of this kind of service. More often, agencies (see Home Health Care, page 86, and Homemakers, Caregivers & In-Home Services, page 87) provide 24-hour care, which, in this book, refers to different people who work in shifts to provide 24/7 coverage. There are advantages and disadvantages to each kind of service, depending on what the needs are. Not all agencies will use the same terminology that is used here; know what kind of care you want, and ask specific questions when shopping for round-the-clock caregivers. This service is not covered by Medicare, Medicaid, TennCare, or private insurance. Some long-term-care insurance will cover patients who require live-in help.

The Blount County Office on Aging maintains a list of self-employed, self-referred private individuals seeking employment as part-time caregivers or companions. There may be individuals on this list interested in a 24-hour live-in position. Call 983-8411 to have the list sent. No endorsement or recommendation of any person listed should be assumed. Families are strongly encouraged to do background and reference checks and be aware of the regulations regarding tax withholding, social security withholding, workers' compensation insurance, and other liability issues when hiring an individual privately.

MEDICAL CARE

**BLOUNT COUNTY
HEALTH DEPARTMENT983-4582**
302 McGhee St, Maryville, 37801
www.blounttn.org/health

Primary care services offered for uninsured ages 19-65 years. Basic medical services for uninsured adults offered on a sliding fee scale. Breast and cervical cancer screening and exams; flu shots and other immunizations; TB clinic; communicable disease control; medical nutrition therapy for diabetes, hypertension and weight loss; diabetic cooking classes; birth and death certificates.

BLOUNT GASTROENTEROLOGY.....983-0073
1706 E Lamar Alexander Pkwy, Maryville, 37804
www.blountgi.com

State-of-the-art comprehensive evaluation, diagnosis and treatment of gastrointestinal disorders and diseases. Sponsor message on page 165.

BLOUNT MEMORIAL FAMILY CARE CENTERS

www.blountmemorial.org

- **Blount Memorial** **980-5355**
907 E Lamar Alexander Pkwy, Maryville
- **Foothills** **342-8100**
720 Foothills Mall Dr, Maryville
- **Springbrook** **273-1555**
230 Associates Blvd, Alcoa

Sponsor message on page 157.

BLOUNT SENIOR CARE PARTNERS **980-5200**

252 Cherokee Professional Park, Maryville, 37804

www.blountseniorcare.com

Geriatric medical care and assessments. All major medical plans accepted. Sponsor message on page 163.

CHEROKEE HEALTH CLINIC **273-1616**

255 E Watt, Alcoa, 37701

www.cherokeehealth.com

Community health center that serves insured, uninsured, and underinsured in community. Primary medical services on a sliding fee scale. Medical care, behavioral health, and preventive health are blended into holistic approach. Not a walk-in clinic.

**EAST TENNESSEE
MEDICAL GROUP984-3864**
APPOINTMENTS268-2600

266 Joule St, Alcoa, 37701

www.etmg.net

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

SURGICAL SPECIALISTS OF TN984-6474

1111 E Lamar Alexander Pkwy, Maryville 37804

Sponsor message on page 172.

TENNESSEE BREAST CENTER984-9282

1111 E Lamar Alexander Pkwy, Maryville 37804

Sponsor message on page 173.

VETERANS' AFFAIRS

OUTPATIENT CLINIC694-7111

8033 Ray Mears Blvd, Knoxville, 37919

www.mountainhome.va.gov

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

WATTS CHIROPRACTIC CENTER983-3333

1011 W Broadway, Maryville 37801

www.wattschiropractic.com

Sponsor message on page 169.

**MEDICAL EQUIPMENT &
SUPPLIES**

The following organizations & businesses offer home medical equipment for purchase or on loan for those unable to buy or rent. Call Medicare at 1-800-633-4227 if you have questions about Medicare's coverage.

CITY DRUG & HOME MEDICAL EQUIPMENT
1612 E Lamar Alexander Pkwy, Maryville **934-0560**
Open M-F, 9a – 6p. Sponsor message on page 176.

**ETTAC EQUIPMENT
REUSE & LOAN PROGRAM219-0130**
East TN Technology Access Center
116 Childress Street, Knoxville 37920
www.ettac.org

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

SENIOR NEEDS801-4481
Home Instead Senior Care program
318 High St, Maryville, 37804
Donated medical supplies & equipment for low-income seniors, delivered or available for pick up. Call to set up pickup of donated items between 9a – 4p, M-F. timhollis@homeinstead.com

MEDICAL INFORMATION

The following organizations, as well as most hospitals (page 95), provide individual and community education and information, support group referrals, and other assistance. The best place to find current information is on the internet.

ALZHEIMER'S TENNESSEE544-6288

5801 Kingston Pike, Knoxville, 37919

www.alztennessee.org

Information about the disease, its diagnosis, and treatment.

AMERICAN CANCER SOCIETY584-1668

871 N Weisgarber Rd, Knoxville, 37909

www.cancer.org

Support programs. Callers can talk to an oncology nurse and cancer information specialists. Phones answered 24 hours/day, seven days/week.

AMERICAN DIABETES

ASSOCIATION.....1-800-342-2383

4460 Old Broadway Ave., Knoxville, 37918

www.diabetes.org

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

AMERICAN HEART ASSOCIATION293-5100

4708 Papermill Dr, Knoxville, 37909

www.heart.org

Information and materials on cardiovascular disease.

AMERICAN LUNG

ASSOCIATION OF TN 1-800-432-5864

One Vantage Way, Ste D220, Nashville, 37228

www.alatn.org

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

AMERICAN STROKE

ASSOCIATION.....1-888-478-7653

Division of American Heart Association

7272 Greenville Avenue, Dallas, TX 75231

www.strokeassociation.org

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

AMPUTEE COALITION524-8772

900 E Hill Ave, Ste 290, Knoxville, 37915

www.amputee-coalition.org

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

ANATOMY BEQUEST

PROGRAM.....1-901-448-5965

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

24-hour number for off hours 1-901-448-2640
www.uthsc.edu/anatomy-neurobiology/abp.php
Information on body donation.

ARTHRITIS FOUNDATION **615-517-9875**
6504 Deane Hill Dr, Ste C, Knoxville, 37919
www.arthritis.org
Free educational materials on arthritis. Call for local
Arthritis Foundation exercise programs.

**BLOUNT MEMORIAL
HEALTHLINE** **981-3983**
907 E Lamar Alexander Pkwy, Maryville, 37804
www.blountmemorial.org
Sponsor message on page 157.

**CANCER SUPPORT COMMUNITY
EAST TENNESSEE** **546-4661**
2230 Sutherland Ave, Knoxville, 37919
www.cancersupportet.org
Healthy Lifestyle programs, exercise, yoga, and
nutrition classes, for cancer patients and their loved
ones. Information, workshops, support groups, and
relaxation programs. Free.

**CONSUMER & PATIENT
HEALTH INFORMATION SERVICE** **305-9525**
UT Graduate School of Medicine
1924 Alcoa Hwy, Knoxville, 37920
www.utmedicalcenter.org/health

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

**LUPUS FOUNDATION
OF AMERICA, INC..... 1-877-865-8787**

MidSouth Chapter
4004 Hillsboro Rd, Ste 216-B, Nashville, 37215

www.lupusmidsouth.org

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

**NATIONAL KIDNEY
FOUNDATION.....1-800-444-8113**

5201 Kingston Pike Suite 6-130, Knoxville, 37919

www.kidney.org

www.kidneysmart.org (for educational information) Provides information and education about chronic kidney disease and organ donation.

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

214 Overlook Crl. #153 Brentwood, TN

www.nationalmssociety.org

Information, health and wellness programs.

**NATIONAL PARKINSON
FOUNDATION.....800-473-4636**

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

www.parkinson.org

Provides information and referral on Parkinson's Disease to patients, family members, and professionals. Offers counseling, local support group referrals, and education for those with Parkinson's. Mon-Fri, 9:00 am-5:00 pm.

POSITIVELY LIVING.....525-1540
900 E Hill Ave, Knoxville, 37915
For persons with HIV/AIDS: case management, support groups, housing assistance, HOPWA assistance, individual and group therapy.

TENNESSEE DONOR SERVICES.....588-1031
7015 Middlebrook Pike, Knoxville, 37909
www.dcids.org
Information on organ and tissue donation.

MEDICAL INSURANCE

Businesses and organizations related to paying for medical care are listed here. For a more thorough explanation of some of the services, products, and types of coverage listed here, and for a more in-depth look at Medicare options, see the Action Guide, pages 9.

CONSOLIDATED MARKETING GROUP
Wallace Gillespie, Agent693-8401
wgillespie@cmgincorp.com
Medicare and long-term care insurance specialist.
Sponsor message on page 160.

HEALTH INSURANCE MARKETPLACE
(ObamaCare) Toll free800-318-2596
www.healthcare.gov

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

INTELLIPLAN441-1794
2546 Brantly Park, Maryville, 37804
www.myintelliplan.com

Independent agent who can assist with Medicare.
Sponsor message on page 167.

KEPRO844-430-9504

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

LEGAL AID OF EAST TN981-1818
307 Ellis Ave, Maryville, 37804
www.laet.org

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

MEDICARE800-633-4227
TTY (for deaf only)877-486-2048
www.medicare.gov

Health insurance for those age 65+ who are drawing Social Security or paying monthly

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

Medicare Parts A & B

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

Medicare Part C

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

Medicare Part D

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

MEDICARE EXTRA HELP

FOR PART D.....866-331-9091

8530 Kingston Pike, Knoxville 37919

www.medicare.gov

Extra help through the Low Income Subsidy for eligible Medicare Part D enrollees whose income and assets are low. Online applications preferred.

MEDICARE INSURANCE ADVISORS.....691-5571

9724 Kingston Pike, Ste 1200, Knoxville 37922

www.iictn.com

Medicare solutions, Part D, life insurance, long term care insurance and retirement planning.

Sponsor message on page 174.

MEDICARE SAVINGS

PROGRAMS (MSP) 981-2350

TN Dept. of Human Services

303 Home Ave, Maryville, 37801

www.state.tn.us/tenncare

Help low income Medicare beneficiaries pay premiums. Call to check income eligibility.

MEDICARE FRAUD & ABUSE800-633-4227
TTY877-486-2048

www.medicare.gov

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

STATE HEALTH

INSURANCE PROGRAM (SHIP)877-801-0044

Local..... 691-2551 ext 4308

East TN Area Agency on Aging & Disability

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

www.ethra.org

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

TENNCARE.....855-259-0701

TN Dept of Human Services

www.tn.gov/tenncare

Applications for nursing home coverage for persons 65+ or with disabilities who are qualified by income, resources, and medical condition. Answers to TennCare questions and applications.

TENNCARE & TENNCARE

BEHAVIORAL HEALTH

ADVOCACY PROGRAM800-758-1638

TTY (for deaf only)..... 877-779-3103

www.tncare.gov

TN Community Services Agency

Mon-Fri, 9:00 am - 7:00 pm. Helps determine whether consumers qualify for TennCare and how to apply for or verify TennCare enrollment.

Enrollees can receive explanation of their benefits, available services and how to access them, and how to file an appeal. Helps consumers of behavioral health and substance abuse services navigate and understand TennCare. Advocacy counselors assist with application process; benefit information; accessing services; and filing complaints, grievances, and appeals.

TENNCARE FAMILY ASSISTANCE

CENTER.....866-311-4287

TTY (for deaf only).....800-772-7647

PO Box 820, Nashville, 37202-9968

www.tn.gov/tenncare

For people already on TennCare, call to get answers about services. Mon-Fri, 8 am to 4:30 pm.

TENNCARE MANAGED CARE ORGANIZATIONS

Amerigroup.....800-454-3730

BlueCare800-468-9736

TennCare Select.....800-276-1978

United Healthcare.....800-690-1606

TENNCARE SOLUTIONS UNIT.....800-878-3192

PO Box 593, Nashville, TN 37202-0593

www.tncare.gov

Helps to file appeals for TennCare medical, behavioral health, and pharmacy denials. Also takes requests to change plans.

TN HEALTH CONNECTION855-259-0701

PO Box 305240, Nashville, 37230-5240

www.tn.gov/tenncare/members

TennCare service center for questions, report changes in your personal information and more.

Open Mon – Sat, 7 am to 7 pm.

MENTAL HEALTH

Call the Mental Health Association of East Tennessee if you have problems or questions concerning TennCare’s coverage of mental health services. Also see Counseling on page 53.

CRISIS MENTAL HEALTH SERVICES

MOBILE CRISIS UNIT539-2409

www.mcnabbcenter.org

Provides 24-hour mental health crisis response through over-the-phone assessment and triage, which determines if caller should be seen in person. If so, meeting or video conference is arranged. Offers access to appropriate care.

**MENTAL HEALTH
COOPERATIVE800-255-9711
www.mcnabbcenter.org**

Crisis line open 24 hours a day, 7 days a week.
Open to anyone who needs mental health crisis services. Call routed to closest crisis team.

GERIATRIC ASSESSMENT UNITS

These hospital units evaluate older adults having medical, behavioral, mood or memory problems and provide short- term inpatient treatment. Medicare, TennCare, private insurance, and private pay. See Assessment, page 45.

INFORMATION AND ADVOCACY

**DISABILITY RIGHTS TN800-342-1660
9050 Executive Park Dr, Ste 220A, Knoxville 37923
www.disabilityrightstn.org**

Advocates for legal rights of persons with developmental and mental disabilities, and investigates institutional abuse and neglect of persons with mental illness.

**MENTAL HEALTH ASSOCIATION
OF EAST TN, INC.584-9125
9050 Executive Park Dr, Ste 104-A, 37923 (street)
P.O. Box 32731, Knoxville, 37930-2731 (mailing)
www.mhaet.com**

Specializes in mental health education, information and referral, screenings, referrals to support groups

and services, and family and consumer advocacy. Website includes many resources concerning seniors and stress, dementia, depression, and more; also offers a free and anonymous Geriatric Depression Rating Scale. Call also to report problems with TennCare's coverage for behavioral health issues.

**NAT'L ALLIANCE ON MENTAL ILLNESS (NAMI)
MARYVILLE.....724-5074**

www.namitn.org

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

**ONGOING MENTAL HEALTH TREATMENT
AND COUNSELING**

See page 53 for a listing of agencies that provide counseling. Many home health care agencies (page 86) and nursing homes (page 130) provide mental health services, including monitoring of medication levels, education in behavior management, and counseling (in home or facility).

**BLOUNT MEMORIAL
COUNSELING & CONCERN984-4223**

405 Ellis Ave, Maryville, 37804

www.blountmemorial.org

Counseling for seniors. Medicare and most insurances accepted. Sponsor message on page 157.

**BLOUNT MEMORIAL EMOTIONAL
HEALTH & RECOVERY CENTER.....981-2300**

907 E Lamar Alexander Pkwy, Maryville, 37804

www.blountmemorial.org

Geriatric crisis stabilization on case-by-case basis that offers safe, secure environment for intervention, assessment, treatment and stabilization for older people. 24 hours a day, 7 days a week, with 7-10 day stay. Sponsor message on page 157.

HELEN ROSS McNABB CENTER.....637-9711

201 W Springdale Ave, Knoxville, 37917

Maryville Office**681-6990**

www.helenrossmcnabb.org

Integrated mental health care system, substance abuse/ addiction treatment, and social services for people of all ages. Individual prevention, treatment, and rehab services. Patients can be referred by self, family, or professionals. Crisis line.

PENINSULA HOSPITAL.....970-9800

1451 Dowell Springs Blvd #101, Knoxville, 37909

www.peninsulabehavioralhealth.org

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

PENINSULA OUTPATIENT CENTER.....970-9800

210 Simmons St, Maryville, 37801

www.covenanthealth.com

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

NURSING HOMES

For help in keeping a person at home who might otherwise have to enter a nursing home, see page 23 in the Action Guide and the introductions to Family Caregiver Support, page 77, and Homemakers, Caregivers & In-Home Services, page 87.

For a list of all senior housing options in the region call the Long Term Care Ombudsman Program, listed below, or visit www.seniorliving.org. For information about nursing home admissions and financing see Action Guide, pages 23 and 30. Payment method can be TennCare (Medicaid), Medicare, private insurance, long-term-care insurance and private pay. Not all nursing homes accept patients on TennCare. All Medicaid applications to nursing homes are screened by TennCare (page 124).

Many nursing homes provide both skilled and intermediate care (see page 32 for definitions of these terms), although some may provide only one or the other. Some hospitals also have transitional care units that provide services equivalent to those found in nursing homes (page 144). Skilled care, or transitional care, can include high-level wound care, respirators, tube feeding, intravenous therapy, and more.

Nursing homes must provide mental health counseling for residents who need it; most do so by contract with a mental health agency. Cost is paid by resident, although it is often covered by Medicare, TennCare, or private insurance. Nursing homes also must offer rehabilitation services (physical, speech, and occupational therapy) for residents

who need it. Some offer rehabilitation services on an outpatient basis as well. A doctor must prescribe the therapy, but the patient can choose the provider.

ASBURY PLACE984-1660

2648 Sevierville Rd, Maryville, 37804

www.asburyplace.org

CCRC. Medicaid, Medicare, private pay, insurance. Secured unit for persons with Alzheimer's and dementia diagnoses. Sponsor message on page 161.

BEN ATCHLEY VETERANS' HOME862-8100

One Veterans Way, Knoxville, 37931

www.tsvh.org

BLOUNT MEMORIAL

TRANSITIONAL CARE CENTER273-8300

2320 E Lamar Alexander Pkwy, Maryville, 37804

www.blountmemorial.org

Sub-acute care, long-term care, rehabilitation. Medicare, private pay, insurance. Sponsor message on page 157.

CONCORDIA FAIRPARK NURSING

AND REHABILITATION.....983-0261

307 N Fifth St, Maryville, 37804

www.fairparkhc.com

Level I (intermediate) and Level II (skilled) care with various therapies and special health services.

Medicaid, Medicare, private pay, insurance.
Sponsor message on page 160.

LONG TERM CARE

OMBUDSMAN PROGRAM 691-2551 ext. 4223

East TN Human Resource Agency

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

www.ethra.org

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

COMPLAINT HOTLINE

877-287-0010

AN ALTERNATIVE TO NURSING HOME CARE

Long Term Care Community Choices Act of 2008 allowed an expansion of home and community based services to include more kinds of home care options for persons who are elderly or who have physical disabilities. The entry point to apply for CHOICES is through the local Area Agency on Aging and Disability (see below).

Eligibility

Individuals wishing to enroll and receive care under the CHOICES (HCBS Medicaid Waiver) program must:

- Live in Tennessee.
- Be at least 65 years of age or be an adult 21 years of age and older with a physical disability.
- Receive SSI payments or qualify financially for Medicaid through the local DHS office.

- Meet TennCare Pre-Admission Evaluation (PAE) medical criteria for Level 1 nursing facility care but choose care at home instead.
- Have a safe home where services can be provided.
- Have someone that will agree to check on them or care for them when they are not receiving Waiver services. CHOICES does not offer around-the-clock care.
- The individual's needs must be safely and effectively able to be met at home.
- The total cost of each individual's care at home cannot be more than nursing home care.

Services

The kinds of services provided are based on the needs of each person and may include a combination of the following:

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

For more information on CHOICES, contact
EAST TENNESSEE AREA AGENCY
ON AGING AND DISABILITY866-836-6678

**PERSONAL EMERGENCY
RESPONSE SYSTEMS**

These systems enable seniors to remain independent in their own homes and provide 24-hour contact in case of accidents and emergencies (medical or nonmedical). Help is available at the press of a button. Security system companies also offer personal response systems. Low income senior telephone subscribers can receive discount through TN Regulatory Authority (TRA). Call 800-342-8359 for more information.

BLOUNT MEMORIAL LIFELINE.....981-2160
1095 E Lamar Alexander Pkwy, Maryville, 37804
www.blountmemorial.org
Sponsor message on page 157.

**COVENANT HEALTH
PASSPORT LIFELINE541-4500**
1921 Topside Rd, Louisville, 37777
www.covenanthealth.com
Sponsor message on page 171.

PRESCRIPTION DRUGS

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

BLOUNT DISCOUNT PHARMACY.....681-0520
www.blountdiscountpharmacy.com

Several locations. Drive through windows, home delivery, compounding. Closed Sunday. Sponsor message on page 164.

CITY DRUG.....268-8704

1612 E Lamar Alexander Pkwy, Maryville, 37804
Closed Sunday. Sponsor message on page 176.

GOODRX888-799-2553

www.goodrx.com

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

MEDICARE PART D800-633-4227

www.medicare.gov

The optional Medicare Prescription Drug benefit (Medicare Part D) is available to all Medicare beneficiaries enrolled in Part A or Part B or a Medicare Advantage plan. Call Medicare for advice and assistance in enrolling in Part D and for help in applying for Extra Help, if needed.

**NATIONAL COUNCIL
ON AGING888-268-6706
www.benefitscheckup.org**

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

**PARTNERSHIP FOR PRESCRIPTION
ASSISTANCE888-477-2669
www.pparx.org**

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

**REHABILITATION
SERVICES**

Rehabilitation services include physical, occupational, respiratory, cardio-, and other kinds of therapy. People suffering from stroke, arthritis, neurological disorders, spinal cord and brain injuries, or recovering from joint replacements, injuries, or some surgical procedures may require rehabilitation services. There are many providers of inpatient and outpatient rehabilitation services. Therapy can be provided on an inpatient basis in nursing homes (page 130) and hospitals (page 94). Outpatient rehabilitation services are available from home health care agencies (page 86), nursing homes, and private therapists. Doctor

must prescribe; patient may choose provider. Medicare, TennCare, private insurance, private pay.

**BLOUNT MEMORIAL TOTAL
REHABILITATION977-5591
www.blountmemorial.org**

Inpatient and outpatient rehabilitation, fall prevention programs, physical and occupational therapies, speech-language pathology, wound care. Three Blount County locations. Sponsor message on page 157.

RESPITE SERVICES

Short-term relief for the family caregiver by providing a trained substitute caregiver, either in or outside the home, is called respite. Adult day services (page 42) and homemakers, caregivers & in-home services (page 87) provide care for an older person and time off for a family caregiver. Some nursing homes (page 130), assisted living facilities, and residential homes for the aged (pages 96) offer weekend and vacation respite, space permitting, but be aware that space, especially in nursing homes, is often limited. Private pay; some long-term-care insurance policies cover respite.

**BLOUNT COUNTY
OFFICE ON AGING983-8411
3509 Tuckaleechee Pike, Maryville, 37803
www.blountcaa.org**

Call for list of private caregivers who are self-employed and have offered their services to the public. These individuals have not been interviewed or screened by the Office on Aging and the list is only provided as a service of the office. See pages 4-6 before hiring someone to work in your home.

SAMARITAN PLACE684-1880
a program of Catholic Charities of East TN, Inc.
3009 Lake Brook Blvd, Knoxville, 37909
www.ccetn.org
24-hour supervised facility for individuals 55+ who need temporary supportive care. Private pay.

RETIREMENT BENEFITS

For information about retirement benefits for veterans, see Veterans Assistance (page 147).

**RAILROAD
RETIREMENT BOARD877-772-5772**
233 Cumberland Bend, Ste 104, Nashville, 37228
www.rrb.gov
Information for railroad retirees and their survivors.
Toll-free number directs you to your area office.
Phone answered Mon-Fri, 9:00 am-3:30 pm,
Eastern time.

SOCIAL SECURITY

ADMINISTRATION.....866-331-9091

TTY (for deaf only).....800-325-0778

8530 Kingston Pike, Knoxville 37919

www.ssa.gov

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

SENIOR CENTERS

EVERETT SENIOR CENTER.....983-9422

702 Burchfield Street, Maryville, 37804

www.parksrec.com

Multi-purpose senior center offering recreation and leisure programs including dances, billiards, art classes, quilting and poetry groups, potlucks, day tours, card playing, duplicate bridge, exercise programs and a walking group.

SUPPORT GROUPS

A support group is a gathering of people with similar situations or diagnoses who meet regularly to share their concerns and victories with others in the group. United Way

of Blount County (982-2251) and Blount Memorial Emotional Health and Recovery (981-2300) maintain lists of support groups in Blount County and the surrounding area. Many churches, hospitals, nursing homes, social service agencies, home health care agencies, and other organizations that serve seniors facilitate regular support groups.

TAXES

INTERNAL REVENUE SERVICE.....800-829-1040
TTY (for deaf only).....800-829-4059
www.irs.gov
Telephone tax assistance.

PROPERTY TAX RELIEF PROGRAM

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

BLOUNT COUNTY TRUSTEE273-5900
347 Court St, Maryville, 37804
www.blountcountytrustee.com

CITY OF ALCOA.....380-4700
223 Associates Blvd, Alcoa, 37701
www.cityofalcoa-tn.gov

CITY OF MARYVILLE.....273-3499
400 W Broadway, Maryville, 37801
www.maryvillegov.com

TAX PREPARATION ASSISTANCE

AARP TAX-AIDE PROGRAM983-7754
www.aarp.org/states/tn

Trained volunteers help low and moderate income taxpayers, elderly, and disabled taxpayers prepare and file their tax returns. Priority given to seniors. Various locations within Blount County. Local media announcements made beginning in January.

TELEPHONE REASSURANCE

BLOUNT COUNTY
OFFICE ON AGING983-8411

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

Weekly calls made upon request of elderly or disabled persons who live alone or are isolated. Concerns receive staff follow-up. Persons who are feeling lonely, afraid, isolated, or in need of reassurance can call to enroll by calling.

TELEPHONE SERVICE DISCOUNTS

The following services are provided to help people with low incomes better afford telephone installation/activation and service. For information about phone services for persons with disabilities, see Disability Services, page 59. To qualify

for any of the services listed here, persons must receive assistance from federal programs including but not limited to TennCare, SSI, and Food Stamps. Some persons who do not receive federal public assistance might qualify based on gross monthly income. Proof of income and benefits are required.

Note: You can get assistance to have either a land line or a wireless plan through these programs, but not both.

LANDLINE PHONE SERVICE

Most local landline telephone providers offer the following discounted or free services for those who qualify.

Contact a local telephone provider or the TN Regulatory Authority (TRA) for information about these programs.

Lifeline Service

Discounted monthly rate for phone service for individuals who qualify.

Link Up Tennessee

Provides a discount for persons who cannot afford the entire installation and connection charges.
Payment plan possible for cost of installation

WIRELESS PHONE SERVICE

The following wireless (mobile or cell) phone companies offer discounted or free plans for those who qualify. This is the Lifeline program, described above, for wireless phones.

The Federal Communications Commission (FCC) regulates the services provided by these companies.

The companies listed offer free cell phones and free basic wireless talk plans with a specified number of monthly minutes.

ASSURANCE WIRELESS 888-898-4888
www.assurancewireless.com

Basic plan provides 250 voice minutes each month. Additional plans (more monthly minutes, text plans, data plans) available for a fee (which varies, depending on the plans the consumer wants). An automated phone system answers calls. Customer service representatives can be accessed easily if caller needs more information. Can also apply through website.

SAFELINK WIRELESS 800-977-3768
www.safelinkwireless.com

Basic plans provide 68, 125, or 250 voice/text minutes each month. Additional minutes can be added by buying a phone card, available locally. No data plans are available. An automated phone system will answer calls; it is possible but not easy to speak to a customer-service representative. Can also apply through website.

FOR MORE INFORMATION

TN REGULATORY AUTHORITY 800-342-8359

TTY 888-276-0677

Consumer Services Division

Andrew Jackson Building
502 Deaderick St. 4th Floor, Nashville 37243

TRANSITIONAL CARE UNITS

Some area hospitals (page 95) provide transitional care units (called TCUs)—usually for patients already in the hospital. The level of care offered in a TCU is less than that provided in an acute unit and equivalent to what is provided in some skilled-care nursing homes. Cost is covered by Medicare, TennCare, and private insurance if the patient meets the admission criteria. A patient can be moved to the unit only under a doctor’s orders. Hospice patients who meet admission criteria can be admitted to a TCU, on doctor’s orders, if care of a dying patient is more than a family can manage.

**BLOUNT MEMORIAL MORNINGVIEW
VILLAGE SENIOR COMMUNITY.....980-6000**
2320 E Lamar Alexander Pkwy, Maryville, 37804
www.blountmemorial.org
Offers sub-acute care, rehabilitation services, and long-term care. Sponsor message on page 158.

**CONCORDIA FAIRPARK NURSING
AND REHABILITATION.....983-0261**
307 N Fifth St, Maryville, 37804
www.fairparkhc.com

Level I (intermediate) and Level II (skilled) care with various therapies and special health services. Medicaid, Medicare, private pay, insurance. Sponsor message on page 178.

TRANSPORTATION

Many of the providers listed below offer nonemergency transportation for medical appointments, to and from nursing homes and hospitals, for holiday or special-occasion visits, and other trips. Some hospitals, eye doctors, medical, rehabilitation, or other service providers offer free transportation for their patients or clients to or from their facilities. Private pay; TennCare, when applicable. Private companies and individuals also provide transportation for errands; see Homemakers, Personal Care, Caregivers & In-Home Services, page 87.

ETHRA TRANSPORTATION
CALL CENTER1-800-232-1565
East TN Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
www.ethra.org
Van service available Mon-Fri. Lift vans available for those in wheelchairs. Three business days advance notice recommended when scheduling a trip.

SMiles (Senior Miles).....724-1331
Blount Co Office on Aging
3509 Tuckaleechee Pike, Maryville 37803
www.blountcaa.org/programs/SMiles

Senior-friendly, door-through-door transportation for Blount Co residents age 60+ who need rides within the county for essential trips. Rides provided by volunteers driving personal vehicles. Fee applies.

TENNCARE TRANSPORTATION

- Amerigroup800-454-3730
- BlueCare & BlueCare Select.....800-276-1978
- United Healthcare866-405-0238

Call to arrange nonemergency TennCare transportation for an enrollee of specified plan.

VETERANS ADMINISTRATION

DAV TRANSPORTATION

NETWORK.....694-7101

www.va.gov/healthbenefits/vts/

VA Annex Bldg, 1557 Downtown West Blvd, 37919
Schedule free van transportation to the VA Medical Center in Johnson City or the VA Medical Center in Nashville. Volunteers transport veterans several times each week. All scheduling done in Knoxville.

VETERANS ASSISTANCE

AMERICAN RED CROSS983-0821

Blount County Chapter
1741 Triangle Park Dr, Maryville, 37801

www.redcross.org/tn

Information and referral, emergency transportation for VA appointments within the state, emergency

communication for military personnel and their families worldwide, financial assistance to military personnel and families, military retirees, and immediate family members.

BEN ATCHLEY
STATE VETERANS' HOME.....862-8100
One Veterans Way, Knoxville, 37931
www.tsvh.org

BLOUNT COUNTY
VETERAN'S SERVICES273-5760
305 Court St, Maryville, 37804
www.blounttn.org
Assistance in filing all VA claims; referrals to services; call for other services. Mon-Fri, 7:30 am-4:00 pm.

GRANDVIEW CEMETERY.....983-1000
Veterans with honorable discharge receive one free space in Veterans Garden of Honor and free bronze headstone. Sponsor message on page 172.

TN DEPT OF VETERANS' AFFAIRS.....545-4592
301 S Concord St, Knoxville, 37919
www.va.gov
Information about all VA benefits. Help in filing claims and other paperwork.

U.S. DEPARTMENT OF
VETERANS' AFFAIRS.....800-827-1000

www.va.gov

VA benefits including information about education programs; home loans; disability; VA medical care; burial, survivors', and insurance benefits; and more. Automated phone system; have Social Security or VA number available.

VA MEDICAL CENTER.....423-926-1171

James H. Quillen VAMC, Johnson City
PO Box 4000, Mountain Home, TN 37684

www.vamountainhome.gov

VETERANS' AFFAIRS

KNOXVILLE OUTPATIENT CLINIC.....694-7111

803 Ray Mears Blvd, Knoxville, 37919

www.va.gov

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

VETERAN'S UPWARD BOUND.....974-2132

Veterans with honorable discharge who are potential college students can receive free services.

VOLUNTEER OPPORTUNITIES

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

AMERICAN RED CROSS983-0821

1741 Triangle Park Dr, Maryville, 37801

www.redcross.org/tn

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

BLOUNT COUNTY

ADULT EDUCATION982-8998

1500 Jett Rd, Maryville, 37804

www.blountk12.org/adulteducation/

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

BLOUNT CO PUBLIC LIBRARY982-0981

508 N Cusick St, Maryville, 37804

www.blountlibrary.org

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

BLOUNT COUNTY SHERIFF’S OFFICE

SENIOR OUTREACH PROGRAM273-5200

Blount County Justice Center

940 E Lamar Alexander Pkwy, Maryville, 37804

www.bcsso.com

Two-person teams make regular home visits to outreach recipients, offering companionship and

linking seniors to additional services as needed.
Extensive training provided.

BLOUNT MEMORIAL HOSPICE977-5702
1095 E Lamar Alexander Pkwy, Maryville, 37804
www.blountmemorial.org

Provide assistance and emotional support to hospice patients and their families during illness and bereavement. Extensive training provided. Sponsor message on page 157.

BLOUNT MEMORIAL VOLUNTEER SERVICES977-5609
907 E Lamar Alexander Pkwy, Maryville, 37804
www.blountmemorial.org

Staff information desks, welcome new patients, deliver reading materials and work in the gift shop through service in the hospital Auxiliary. Sponsor message on page 157.

COMMUNITYWORX268-9822
Community work days that include home repairs, yard clean up, indoor/outdoor cleaning, ramp-building, and craft activities.

FOSTER GRANDPARENTS524-2786
Knoxville-Knox County CAC
2247 Western Ave, Knoxville, 37921
www.knoxcac.org

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

JOHN 316268-9834

www.john316outreach.net

Pick up and delivery of donated furniture to needy families; splitting and delivery of firewood to needy; home repairs; building bunk beds with furnished materials; participating in community work days that help the elderly and needy with yard work and other tasks; prayer ministry.

LONG-TERM CARE

OMBUDSMAN PROGRAM 691-2551, EXT 4223

East Tennessee Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923

www.ethra.org

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

PUBLIC GUARDIANSHIP PROGRAM

FOR THE ELDERLY 691-2551, EXT 4218

East Tennessee Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923

www.ethra.org

Court determines duties for each client that is assigned a volunteer. Personal contact at least

monthly, most often weekly. Services may include decisions about housing, medical care, and financial management.

SECOND HARVEST FOOD BANK.....521-0000

136 Harvest Lane, Maryville, 37801

www.secondharvestetn.org

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

SENIOR NUTRITION PROGRAM 983-8411 X26

Blount Co Community Action Agency

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org/programs

- deliver Meals on Wheels and groceries to homebound seniors. Mon-Fri, morning.
- deliver pet food to homebound seniors with pets. Mon-Fri, evenings and Sat.

SENIOR MILES (SMiles)724-1331

Blount Co Office on Aging

3509 Tuckaleechee Pike, Maryville 37803

www.blountcaa.org/programs

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

**TAX PREPARATION
ASSISTANCE – AARP983-7754**
www.aarp.org/states/tn/
Provide tax preparation assistance to elderly, low
and moderate income and disabled taxpayers.

**UNITED WAY
OF BLOUNT COUNTY.....982-2251**
1615 E Broadway, Maryville, 37804
www.liveunitedblount.org
United Way coordinates community work days
several times each year to assist those in need with
yard work and minor home repairs.

WEAR’S VALLEY RANCH429-0372
100 One Fine Place, Sevierville, 37862
www.wvr.org
Houses St. Andrews, a Christian boarding school in
Smoky Mountains for children whose parents or
grandparents find it difficult to care for them.

**Your patronage of the
businesses listed in the
following section is
greatly appreciated.
Their sponsorships made
this directory possible!**

Blount County Office on Aging

Your local source for

- Information on resources
- Educational presentations
- Telephone reassurance
- Exercise classes
- And, of course,



Neighbors driving Neighbors

SMiles is senior-friendly transportation for ambulatory seniors over the age of 60. An annual membership is \$25 and each round trip ride is \$6. Volunteers, driving their personal vehicles, provide the rides. Call 724-1331 for more information!