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## AGING SERVICES ACCESS POINTS (ASAPS)

Aging Service Access Points are non-profit agencies that provide services, information, and referrals to elders and their advocates. Among their responsibilities is the job of evaluating an individual to determine whether he or she meets the medical criteria for admission or continued stay at a nursing home. Their Information and Referral services are excellent resources.

There are 28 ASAP's in the Commonwealth.

## ALZHEIMER'S ASSOCIATION

The Alzheimer's Association is a nation-wide organization devoted to serving Alzheimer's patients and their families in a wide range of areas: information and referral, advocacy, public policy, and medical research.

Alzheimer's Association, Massachusetts Chapter  
36 Cameron Street  
Cambridge, MA 02140  
617-868-6718 or [www.alzmass.org](http://www.alzmass.org)  
Help line: 1-800-548-2111

## ATTORNEY GENERAL'S OFFICE

The Massachusetts Attorney General's office has a number of duties and functions that may impact a nursing home resident. The AG staff may respond to complaints that a nursing home has violated the consumer protection laws or regulations (940 C.M.R. 4.00) or any other laws of the Commonwealth. The Attorney General, for example, prosecutes Medicaid fraud (criminal) matters that may involve very serious matters such as physical harm or the death of a resident. District Attorneys in each county also prosecute criminal matters.

Attorney General  
One Ashburton Place, 20<sup>th</sup> floor  
Boston, MA 02108  
617-727-2200 or [www.ago.state.ma.us](http://www.ago.state.ma.us)

Elder Citizens Service Hotline (888- 243-5337)  
Consumer Protection Hotline (617-727-8400)  
Public Protection Bureau (617-727-2200)

## DEPARTMENT OF PUBLIC HEALTH

The Massachusetts Department of Public Health licenses nursing homes, monitors the quality of the health care received by residents (by means of surveyors, inspectors, and complaint

investigators) and presides over the closing of a nursing home.

Department of Public Health  
250 Washington Street  
Boston, MA 02108-5220  
617-624-6000

Legal Division  
Division of Health Care Quality (surveyors) 617-753-8000  
Complaints (report of abuse)  
Bureau of Health Quality Management (nursing home “report cards”)

#### ELDER LEGAL SERVICES PROGRAMS

There are a number of free legal services programs that serve low-income and elderly residents of Massachusetts. The services are funded by grants mostly from the Massachusetts Legal Assistance Corporation, the Area Agencies on Aging (Title III of the federal Older Americans Act funds), the National Legal Services Corporation, the Massachusetts Bar Foundation, and other supporters. There is a legal services web site at [www.MassLegalServices.org](http://www.MassLegalServices.org). Click on **Find Legal Services** to locate the legal service agency serving the city or town where the resident lives.

Massachusetts Legal Assistance Corporation (MLAC)  
11 Beacon Street, Suite 820  
Boston, MA 02108  
617-367-8544 or [www.MassLegalServices.org](http://www.MassLegalServices.org)  
(MLAC does not provide legal services but funds state-wide and local programs that do so.)

The elder services programs funded to serve elders, age 60 and over are:

#### EXECUTIVE OFFICE OF ELDER AFFAIRS

The Massachusetts Executive Office of Elder Affairs (E.O.E.A.) has as its mission to serve the needs of elders in the Commonwealth. The E.O.E.A. distributes federal and state funds to support the work of the ASAP’s, elder protective services and elders at risk, the nursing home ombudsman programs, home care services, Councils on Aging, and SHINE volunteers.

Executive Office of Elder Affairs  
One Ashburton Place, 5<sup>th</sup> floor  
Boston, MA 02108  
617-727-7750

Tel: 1-800-AGE-INFO  
State Nursing Home Ombudsman  
Protective Services  
SHINE (Serving the Health Insurance Needs of Elders) counselors

#### MASSHEALTH ENROLLMENT CENTERS

Long-term care Medicaid applications are filed at one of four regional offices of the Division of Medical Assistance:

MEC  
21 Spring Street, Suite 4  
Taunton, MA 02780  
Tel: 508-828-4600 (1-800-242-1340)

MEC  
300 Ocean Avenue, Suite 4000  
Revere, MA 02151  
Tel: 781-485-2500 (1-800-322-1448)

MEC  
367 East Street  
Tewksbury, MA 01876  
Tel: 978-863-9200 (1-800-408-1253)

MEC  
333 Bridge Street  
Springfield, MA 01103  
Tel: 413-785-4100 (1-800-332-5545)

#### MEDEX (MEDIGAP INSURANCE)

The most common form of MediGap insurance (covering the co-pays and deductibles of Medicare coverage) is the Blue Cross Blue Shield operated Medex program. Questions may be directed to BC/BS or to a SHINE counselor.

Blue Cross Blue Shield of Massachusetts  
Tel: 1-800-451-8124 or [www.bluecrossma.com](http://www.bluecrossma.com)

#### MEDICARE

Medicare insurance may cover some nursing home costs. Although Medicare appeals may end up in the Social Security Administration's Office of Hearings and Appeals, claims and

low-level appeals are administered by the insurance intermediary. Medicare maintains a web site to inform consumers of the performance of nursing homes according to surveys or inspections done.

Nursing Home Care Compare 1-800- 633-4227 or [www.medicare.gov](http://www.medicare.gov)

## NATIONAL ACADEMY OF ELDER LAW ATTORNEYS — MASSACHUSETTS. CHAPTER

The National Academy of Elder Law Attorneys is a national association of elder law practitioners. The Massachusetts Chapter has members all over the state and will make referrals.

Mass NAELA  
P.O. Box 67137  
Chestnut Hill, MA 02467

Tel: 617-566-56430 or [www.manaela.org](http://www.manaela.org)

## NURSING HOME OMBUDSMAN PROGRAMS

Nursing home ombudsman programs are found throughout the Commonwealth and are typically located in an ASAP. To contact a local ombudsman program, either call the local ASAP or the State Nursing Home Ombudsman at the E.O.E.A. offices

## PROBATE COURTS

Probate Courts are located in each county:

## PUBLICATIONS

[A Guide for Elders: Planning that Protects You and Your Assets](#)  
Published by the Gerontology Institute and available on line:

[www.geront.umb.edu](http://www.geront.umb.edu) ; Click on **Literature**; Click on **Resources and Information for Older Persons**; Click on **Guide for Elders**.

[Guide to Long-Term Care Alternatives in Massachusetts](#)

## VA/DEPARTMENT OF VETERANS SERVICES

There are federal and state programs for veterans. Eligibility for benefits or services vary, depending on income, years of military services, disability, military service-connected disability, or relationship to a veteran. Most cities and towns have veterans service officers, and there are

several veterans organizations that offer advocacy services to veterans.

Department of Veterans Affairs (federal)  
JFK Federal Building  
Boston, MA  
617-565-2599

Department of Veterans Services (state)  
239 Causeway Street, Suite 100  
Boston, MA 02114  
617-727-3578

Soldiers Homes:       Chelsea 617-884-5660  
                                  Holyoke 413-532-9475

#### MISCELLANEOUS

Gerontology Institute, University of Massachusetts Boston, 617-287-7300 or  
[www.geront.umb.edu](http://www.geront.umb.edu)

Massachusetts Commission for the Blind: 1-800-392-6450

Massachusetts Commission for the Deaf: 1-800-223-2559

Social Security Administration: 1-800-772-1213 [www.ssa.gov](http://www.ssa.gov)