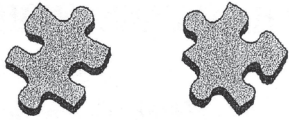
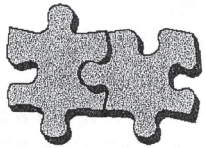


Health benefits for elders can be very puzzling!



**Let us help you
put the pieces together!**



*There is no charge for this service but
donations are welcome.*

Please send donations to:

*Franklin County Home Care , SHINE Program
330 Montague City Rd., Suite 1
Turners Falls, MA 01376*

*The SHINE program is the
State Health Insurance Program
that provides free, one-on-one
health insurance information,
counseling & assistance to
Medicare beneficiaries of all ages.*



LOCAL HELP FOR PEOPLE WITH MEDICARE

*Commonwealth of Massachusetts
Executive Office of Elder Affairs*

Franklin County Home Care Corporation/Area Agency on Aging (FCHCC) is a private, non-profit corporation, which develops, provides, and coordinates a range of services to support the independent living of elders, people with disabilities and caregivers.



FCHCC serves all Franklin County towns plus Athol, Petersham, Phillipston and Royalston in Worcester County.



We are committed to preventing or postponing the need for institutional care, facilitating the return home after an institutional stay, advocating for elders and people with disabilities, funding local projects and providing support to local Councils on Aging and Senior Centers.



FCHCC is committed to diversity in employment practices and service delivery. Our agency prohibits, discrimination and takes affirmative action in these areas, to serve people in our community with fairness and respect for all. We recognize that many differences among people may be barriers to inclusion. These differences include race, physical appearance and ability, sex, age, nationality and ancestry, class, religious and political beliefs, marital status, sexual orientation, and gender identity. We welcome and value all persons and we dedicate our agency to an ongoing effort to achieve the goal of greater diversity among our employees, clients and others whom we serve.



Franklin County Home Care Corporation/Area Agency on Aging is funded in part by the federal Older Americans Act, the state Executive office of Elder Affairs, the Division of Medical Assistance, Department of Public Health and other sources both public and private. FCHCC is operated by a local volunteer Board of Directors, a majority of whom are, by law, elders. The agency is an AA/EOE employer, and does not discriminate in program admissions, access, services or employment practices.

Updated April 2008

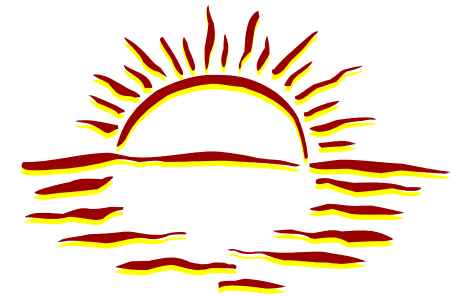


Western Massachusetts

SHINE

program

Serving Health Information Needs of Elders



*The SHINE program provides
Health Insurance Counseling
for parts of Hampden, Hampshire,
Franklin & Worcester Counties.*

800-498-4232

**A Service of
Franklin County Home Care Corporation
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530**

413-773-5555 ❖ 978-544-2259

800-732-4636

**TDD 413-772-6566 ❖ Fax 413-772-1084
info@fchcc.org ❖ www.fchcc.org**



Information & Counseling Assistance

SHINE Counselors provide information, counseling and assistance to Medicare beneficiaries and elders with questions about:

- ◆ Medicare
- ◆ Medicare Advantage Plans (Medicare HMOs, PFFS, PPO)
- ◆ Insurance Claim Forms
- ◆ Medicare Supplements (“Medigap”)
- ◆ Long-term Care Insurance
- ◆ Medicaid/MassHealth
- ◆ Prescription Advantage
- ◆ Medicare prescription Drug Plans
- ◆ Other Health Insurance Options
- ◆ Other Prescription Drug Options

SHINE is a network of volunteers trained and certified by the Massachusetts Executive Office of Elder Affairs in partnership with elder network agencies. SHINE counseling is confidential & free of charge.

For more information about the **SHINE** program or Volunteering in the program contact:

Lorraine York-Edberg, Program Director
Western Massachusetts SHINE
800-498-4232
lyork-edberg@fchcc.org

Where are **SHINE** Counselors?

HAMPDEN & HAMPSHIRE COUNTIES

- ❖ **Amherst:** 413-259-3060
Cami Elbow* & Sarah Boy
- ❖ **Cummington, Huntington, Plainfield**
Lucille Temple/John Bergeron 413-634-2194
- ❖ **Easthampton:** Bruce Callahan* 413-527-6151
- ❖ **Florence:** Connie Rackliffe 800-498-4232
- ❖ **Hadley:** Connie Rackliffe* 413-586-4023
- ❖ **Northampton** 413-587-1228
Lorraine York-Edberg—Council on Aging
Lucille Temple, Michelle Dihlmann & Connie Rackliffe
- ❖ **Northern Hilltown Region:** 800-498-4232
Lucille Temple & John Bergeron
- ❖ **Rock Ridge:** Maureen Conway 413-586-2902
- ❖ **Southampton:** Bruce Callahan 413-529-2105
- ❖ **Southern Hilltown Region:** 800-498-4232
Marilyn Riddle & John Bergeron
- ❖ **Southwick:** Marilyn Riddle* 413-569-5498
- ❖ **STAVROS/Center for Independent Living:**
Linda Mason 413-256-0473 Ext 284
- ❖ **Westfield:** Karen Noblit 413-562-6435
- ❖ **Westhampton** Lucille Temple 413-634-2194
Kerstin Liander 413-268-8407
- ❖ **Williamsburg Region:** 413-268-8407
Kerstin Liander*

* = at Senior Center

FRANKLIN COUNTY & NORTH QUABBIN REGION

- ❖ **Athol :** Al Lamb 978-780-4099
- ❖ **Bernardston & Northfield:** 800-498-4232
Marian Holbrook & Mickey Paquette
- ❖ **Franklin County Home Care:** 413-773-5555
Curt Hudson, Mickey Paquette, Kerstin Liander, Al Lamb, Cheryl Richardson, Mary Johnson, Marilyn Riechert
- ❖ **Greenfield Senior Center:** 413-772-1517
Mickey Paquette
- ❖ **Leverett, Shutesbury & Pelham:**
413-773-5555 Ext. 287
Cami Elbow & Sarah Boy
- ❖ **Orange:** 978-544-2259
Tracy Gaudet
- ❖ **Shelburne Falls Senior Center:** 413-625-2502
Kerstin Liander, Cheryl Richardson
- ❖ **Sunderland, South Deerfield & Montague:**
413-773-5555 Ext 287 Curt Hudson
- ❖ **Turners Falls & West County:**
413-773-5555 Ext 287 Kerstin Liander
- ❖ **Elm Terrace:**
413-773-5555 Ext 219 Jen Glover
- ❖ **Russian Translator/SHINE Counselor:**
413-726-1352 Liubov Kurbanova, RCAM

For all other areas, please contact
 Lorraine York-Edberg, Program Director 800-498-4232
 lyork-edberg@fchcc.org