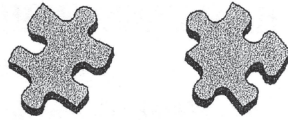
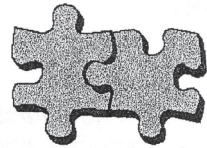


## Health benefits for elders can be very puzzling!



**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*

*Search [www.800ageinfo.com](http://www.800ageinfo.com) or  
call 1-800-AGE-INFO (1-800-243-4636)  
for information & services for  
Massachusetts elders & their families.*

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 September 2011*



*Western Massachusetts*

# SHINE

# program

***Serving Health Information Needs of Elders***



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

## **800-498-4232**

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

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**413-773-5555 ❖ 978-544-2259  
800-732-4636  
TDD 413-772-6566 ❖ Fax 413-772-1084  
[info@fchcc.org](mailto:info@fchcc.org) ❖ [www.fchcc.org](http://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 (including help at locations not listed here) 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, Tyll van Geel, Sarah Boy
  - ❖ **Cooley Dickinson Hospital**: 413-582-2248  
Eli Kwartler
  - ❖ **Cummington, Huntington, Plainfield**: 800-498-4232  
Lucille Temple & John Bergeron
  - ❖ **Easthampton\***: 413-527-6151  
Connie Rackliffe, Judy Imes & Judson Brown
  - ❖ **Florence**: 800-498-4232 Connie Rackliffe
  - ❖ **Hadley\***: 413-586-4023 Gladys Kozera
  - ❖ **Hatfield\***: 413-247-9003 Connie Rackliffe
  - ❖ **Northampton**: 413-587-1228  
Lorraine York-Edberg, Lucille Temple, Crystal Cote & Connie Rackliffe
  - ❖ **Northern & Southern Hilltown Region**: 413-667-2203 John Bergeron, Lucille Temple & Marilyn Riddle
  - ❖ **Easthampton Community Center**: 413-527-5240 Richard Bauman
  - ❖ **Southampton**: 413-529-2105 Richard Bauman
  - ❖ **Southwick\***: 413-569-5498 Marilyn Riddle
- \* = Meet SHINE counselor at Senior Center

❖ **STAVROS/Center for Independent Living**: 413-256-0473 (appt. required)  
Linda Mason

❖ **Westfield**: 413-562-6435 Karen Noblit

❖ **Westhampton**: 800-498-4232  
Lucille Temple & Richard Bauman

❖ **Williamsburg Region\***: 413-268-8407  
Lucille Temple

## NORTH QUABBIN REGION

❖ **Baystate Franklin Medical Center** : 413-773-2849 Larry Bezio (Tuesdays only)

❖ **Bernardston & Northfield**: 800-498-4232  
Dianne Ryan

❖ **Elm Terrace & Winslow Wentworth House**: 413-773-5555 Ext 2219 Jen Glover

❖ **Home Visits in Franklin County**: 413-773-5555 Terri Jamieson

❖ **Franklin County Home Care**: 413-773-5555  
Larry Bezio, Mary Johnson, Donna Randall Lacey, Doris Martin, Michael Naldrett, Mickey Paquette, Cheryl Richardson, Dianne Ryan, Lucia Russom  
**PART D Specialist: Sarah Mancinelli**

❖ **Greenfield Gardens**: 800-498-4232 Donna Randall Lacey

❖ **Greenfield Senior Center**: 413-772-1517  
Mickey Paquette

❖ **Leverett, Shutesbury & Pelham**: 413-773-5555 Ext. 2287 Cami Elbow, Sarah Boy, Tyll van Geel, Eli Kwartler

❖ **Orange**: 978-544-3481 Tracy Gaudet

❖ **Russian Community Association of MA**: 413-726-1352 Richard Meehan

❖ **ServiceNet clients only (appt. required)**: 413-773-5555 Ext 2287  
Donna Randall Lacy

❖ **Shelburne Falls Senior Center & West County**: 413-625-2502  
Larry Bezio & John Pollard

❖ **South Deerfield, Conway, Sunderland**: 413-665-2141 or 413-665-9508 Lisa Jarvis

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**Medicare Open Enrollment (October 15 - December 7)** is the time to ENROLL IN or CHANGE your Medicare coverage for the coming year. Call now for a SHINE appointment during Open Enrollment: **413-773-5555 or 978-544-2259**.

In September, if you are a member of a Medicare Prescription Drug Plan or a Medicare Advantage Plan, you will be getting information in the mail about changes to your current plan. Save this information and bring it, along with your prescription drug list and Medicare card, to your SHINE appointment.

**Don't wait until it's too late!**  
**Call today 413-773-5555 or 978-544-2259**

Contact Medicare directly 24/7 at  
1-800-MEDICARE