

# LOCATING SERVICES AND BENEFITS

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If you are looking for services and/or benefits to pay for services, here are some resources to consider:

## **Report Abuse, Neglect or Exploitation**

Anyone who suspects that an adult is being abused, neglected or financially exploited has a legal obligation to make a report to Adult Protective Services (APS). Any concerned party can make a complaint by calling their 24-hour toll-free number at (866)654-3219. The more evidence that you can provide of such abuse, the easier it will be for APS to thoroughly investigate and substantiate the complaint. For more information on the guidelines for investigations by APS, call (505)841-4500 or visit the website for the New Mexico Aging and Long Term Services Department at [http://www.nmaging.state.nm.us/Adult\\_Protective\\_Services\\_Division.html](http://www.nmaging.state.nm.us/Adult_Protective_Services_Division.html). If you are living in a facility, such as a nursing home or assisted living facility, APS will only investigate complaints alleging abuse or exploitation by persons in the community and will not consider complaints against the facility itself, or its staff. If you have complaints regarding the way you or a loved one are being treated by the facility, you should contact your Ombudsman at (866)451-2901.

## **The Ombudsman Helps Advocate for Your Rights**

The Ombudsman advocates for the rights of persons residing in long-term care facilities, such as nursing homes and assisted living facilities. Volunteers regularly visit residents and help them address concerns and complaints about their rights, including the right to choice, privacy and dignity. Posters describing residents' rights and listing the phone number for the Ombudsman in your area are required to be prominently displayed in an obvious location in each facility. If you believe your rights, or those of a loved one, are being violated, call the number on this poster, or call (866)451-2901 to locate the Ombudsman in your area. You can find more information on the Ombudsman Program on the website for the New Mexico Aging and Long Term Services Department at [http://www.nmaging.state.nm.us/Ombudsman\\_bureau.html](http://www.nmaging.state.nm.us/Ombudsman_bureau.html).

## **Complaints to the Department of Health**

If you believe that you or a loved one are receiving substandard care from a facility where they reside or an agency providing in-home care, you can make a complaint with the New Mexico Department of Health by calling (800)752-8649. For more information on services provided by the Department of Health, call (505)476-8925 or visit their website at [www.health.state.nm.us](http://www.health.state.nm.us).

## **Aging and Disability Resource Center**

For free information on services for elders and persons with disabilities, call the Aging and Disability Resource Center at the New Mexico Aging and Long Term Services Department (ALTSD) at (800) 432-2080. Their counselors can help you locate services in every part of the state and also benefits that can pay for such services. They can

also assist with locating low-cost prescriptions and selecting a Medicare drug plan. You can also consult their Social Service Resource Directory online at [www.nmresourcedirectory.org](http://www.nmresourcedirectory.org). The ALTSD website at [www.nmaging.state.nm.us](http://www.nmaging.state.nm.us) also contains a great deal of other useful information.

### **Santa Fe Senior Services Department**

There are volunteer and other services available through the City of Santa Fe. You can reach them at (505) 955-4721 or visit their website online at [www.santafenm.gov/index.aspx?nid=311](http://www.santafenm.gov/index.aspx?nid=311). They also offer transportation services, Meals on Wheels, respite and non-medical care, homemaker services, computer classes, benefits counseling, defensive driving courses, health education, caregiver support programs, income tax preparation, and referrals to a senior center in your area that offers nutritious meals and a variety of activities. For those who live outside of the Santa Fe area, check with your city government to see if they offer similar services.

### **What Medicare Covers**

Medicare is available to persons who are receiving Social Security retirement benefits. You do not need to meet financial eligibility requirements in order to qualify. When ordered by a doctor, Medicare will pay for up to 100 days in a nursing home if you are receiving services designed to rehabilitate you and improve your level of functioning, such as physical therapy or skilled nursing. Your eligibility for Medicare must be reviewed every 30 days in order to “recertify” you for continued services. If you are not making satisfactory progress toward regaining functioning, Medicare may terminate your services. In addition, Medicare can pay for hospice care if your doctor has determined that your illness is likely to be terminal.

Medicare can also pay for services received while living in your home for a limited time (once again, if ordered by a doctor). These services can include physical therapy, occupational therapy, speech therapy, skilled nursing and hospice care. If you are receiving these services, Medicare can also pay for a home health aide to visit you twice a week for an hour to shower or bathe you. Medicare does not pay for other services provided by a caregiver in your home. As with care in a nursing home, you must be periodically recertified in order to continue receiving services at home.

### **What Medicaid Covers**

In order to be eligible for Medicaid, you must meet certain financial eligibility requirements. Outpatient Medicaid coverage is automatically provided to anyone who is unable to work and qualifies for SSI (Supplemental Security Income) through the Social Security Administration. This will pay for most medical care, hospitalization, and prescriptions. Institutional Medicaid is available through the Human Resources Department Medical Assistance Division. This type of Medicaid will pay for long-term care in a nursing home, but not in an assisted living facility. A person who is receiving Institutional Medicaid must pay all of their income to the facility where they reside, including Social Security benefits, VA benefits, or pensions, except for a small monthly allowance for incidentals. This allowance may be \$30 per month or \$60 per month, depending on how much the person has worked and paid taxes during their lifetime.

For information on eligibility requirements or to apply for Institutional Medicaid, call (505)827-3100, or visit their website at <http://www.hsd.state.nm.us/mad/faqs/institutionalcare.html>.

### **Waiver Programs**

In-home services are available to financially eligible persons who meet the criteria to receive care in an institution but prefer to remain at home. These “waiver programs” include: Coordination of Long Term Services Program (CoLTS), Disabled and Elderly Waiver, Developmental Disabilities Waiver, Medically Fragile Waiver (for children), AIDS Waiver, Mi Via Waiver and Personal Care Option (PCO). A few assisted living facilities accept CoLTS as payment for their services. For more information, contact the Aging and Long Term Services Resource Center at (800) 432-2080.

### **Veterans Benefits**

A veteran can receive medical and dental care and prescriptions at very low cost through clinics approved by the Veterans Administration (VA) and can also be eligible for nursing home care. For more information on available benefits, visit the VA website at <https://www.va.gov/healtheligibility/application/>. In-home assistance is also available for a veteran or surviving spouse through the VA Aide and Attendance Program. In order to qualify for in-home services, the veteran must have served during wartime, but is not required to have served in combat or have been injured. The veteran or surviving spouse must meet financial eligibility and level of care requirements and must be receiving a pension from the VA. For more information, call the VA at (800)827-1000 or visit websites at <http://www.vba.va.gov/bln/21/pension/vetpen.htm#7> or <http://www.veteranaid.org/program.php>.