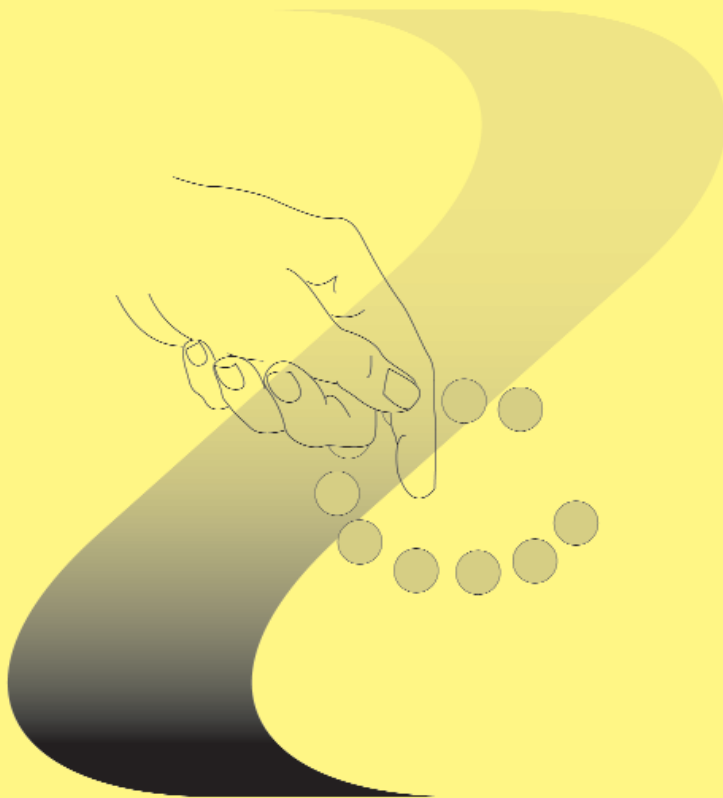


Buncombe County, North Carolina

SENIOR ADULT SERVICES DIRECTORY

Third Edition — 2004



Produced and Distributed by the

Aging Coordinating Consortium (ACC)

in partnership with

2-1-1 Call Center of United Way

and the **Council on Aging (COA)**

FOREWORD

The **2001 Aging Plan for Buncombe County** noted that, of the **32,000 senior adults** living in our county, many were not fully aware of the community services and programs available to them.

This printed **Senior Adult Services Directory** can be a key instrument in **making the over 350 resources known** to our senior citizens, their families and caregivers. With it, they can **have information at their fingertips** that is not easily available in the general realm. **Agencies serving older adults can also make extensive use** of this updated directory because staffs can more quickly find information and referral services using a single source.

The **Senior Adult Services Directory project was planned and accomplished by a partnership** of local organizations, the primary ones being:

- The Buncombe County **Aging Coordinating Consortium (ACC)**, the advisory body to the County Commissioners on aging-related issues,
- The **2-1-1 Call Center** of United Way of Asheville and Buncombe County, and
- The **Council on Aging (COA)**, also an agency of your local United Way.

This edition of the directory **content reflects information in effect as of January 2004**. It has been reviewed for accuracy and completeness by the Aging Coordinating Consortium (ACC), the Area Agency on Aging (Land-of-Sky Regional Council), the Council on Aging, the Buncombe County Department of Social Services, Mission St. Joseph's Hospital and many others.

Information in this directory edition is **planned to be updated on an annual basis**. This Third Edition, as well as subsequent changes, will be published on line at: www.main.nc.us/social_services. That site will also be linked to the official Buncombe County and Council on Aging Web sites for the first time.

DIRECTORY PARTNER

CONTRIBUTION: DATA RESEARCH AND COMPILATION

The Aging Coordinating Consortium *Community Awareness Committee*

What we are: A consortium of individuals and social agency representatives who serve as advisors to the County Commissioners on aging issues.

What we do:

- Promote community awareness regarding aging issues
- Plan for coordinated aging services
- Prepare an Aging Plan for Buncombe County every 5 years
- Advise the County Commissioners on the appropriate allocation of the federal Home and Community Care Block Grant and discretionary County funds.
- Promote effective coordination of efforts among agencies, organizations and individuals involved or interested in senior adult services
- Research and compile this directory

General meetings are open to the public four times per year.



The Aging Coordinating Consortium (ACC)

County of Buncombe
205 College Street – Suite 300
Asheville, NC 28801
(828) 250-4100
Joe Connolly, Chairman
254-7363

DIRECTORY PARTNER

CONTRIBUTION: RESOURCE DATABASE

2-1-1 of Asheville and Buncombe County *A Program of United Way of Asheville and Buncombe County*

What we are: 2-1-1 is a free, confidential, 24-hour community number for access to community resources and volunteer opportunities. 2-1-1 is not accessible by cell phone or pay phone. If you cannot reach us by dialing 2-1-1, then please call (828) 252-HELP (252-4357).

What we do: 2-1-1 provides detailed information about and referral to health and human services. Our trained referral specialists answer your call, assess your needs and determine the service provider best equipped to handle your request. The call is free and confidential, and with your permission, our referral specialists will follow-up with you to see if the referrals provided the assistance you needed.

You may contact us concerning basic needs, benefit information, care-giving, health care, leisure, physical wellness transportation, and volunteer opportunities.



2-1-1 of Asheville and Buncombe County

United Way of Asheville and Buncombe County
50 South French Broad Avenue
Asheville, NC 28801
2-1-1 or (828) 252-4357
Administration: (828) 255-0696
www.211wnc.org

DIRECTORY PARTNER

CONTRIBUTION: HARD COPY DISTRIBUTION AND POSTING ON THE INTERNET

Council on Aging *Buncombe County, North Carolina*

What we are: A United Way agency with additional funding from the Kate B. Reynolds Charitable Trust, Steelcase Foundation, Sisters of Mercy Foundation, plus community and individual donations, and county, state and federal funds. The Council on Aging is dedicated to assisting and linking senior adults and their families with information, opportunities and services that promote and enhance quality of life.

What we do:

- Information, case assistance, and resource coordination
- Outreach to seniors and their families
- 911 Cell Phones – for low-income at risk elderly
- Call-A-Ride – medical/necessary volunteer transportation
- Lifeline Personal Emergency Response Project
- Medicare counseling – SHIP (Senior Health Insurance) - free, unbiased consultations
- Nutrition and commodity programs – senior lunch programs
- Weatherization Program – assistance with applications
- Resource coordination, case assistance and follow up services
- ROSCO (Roundtable of Senior Citizen Organizations)
- Tax assistance for seniors – Jan-April, call for times
- Volunteer services and opportunities



Council on Aging (COA)

50 S. French Broad Ave, Suite 150, Asheville, NC 28801
(828) 258-8027 fax: 828-258-0015
www.coabc.org

SPECIAL RECOGNITION

CONTRIBUTION: FUNDING FOR DISTRIBUTION OF THE 2004 DIRECTORY

Family Caregiver Support Program *Buncombe County, North Carolina*

What we are: A program of the Land-of-Sky Regional Council/Area Agency on Aging. We provide services to support caregivers of frail older persons and to help grandparents and other older relatives who are raising children.

What we provide:

- Information about available services
- Assistance with access to information and services
- Counseling and support services
- Caregiver education and training
- Respite Care (occasional relief for the caregiver)
- Short-term supplemental services



Land-of-Sky Regional Council

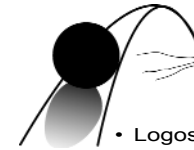
Family Caregiver Support Program

Family Caregiver Specialist: Carol McLimans
(828) 251-6622
www.landofsky.org/aaa

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DIRECTORY DESIGN

CONTRIBUTION: DIRECTORY DESIGN, LAYOUT AND PRODUCTION SUPPORT



George Rogers

Graphic Designer

• Logos & Corporate ID • Advertising • Exhibition Support

vedalite@bellsouth.net (828) 298-3981

INCLUSION POLICY

This directory lists agencies, organizations and businesses in Buncombe County that offer services to senior adults in selected categories. Due to space limitations, inclusion is determined by the following criteria:

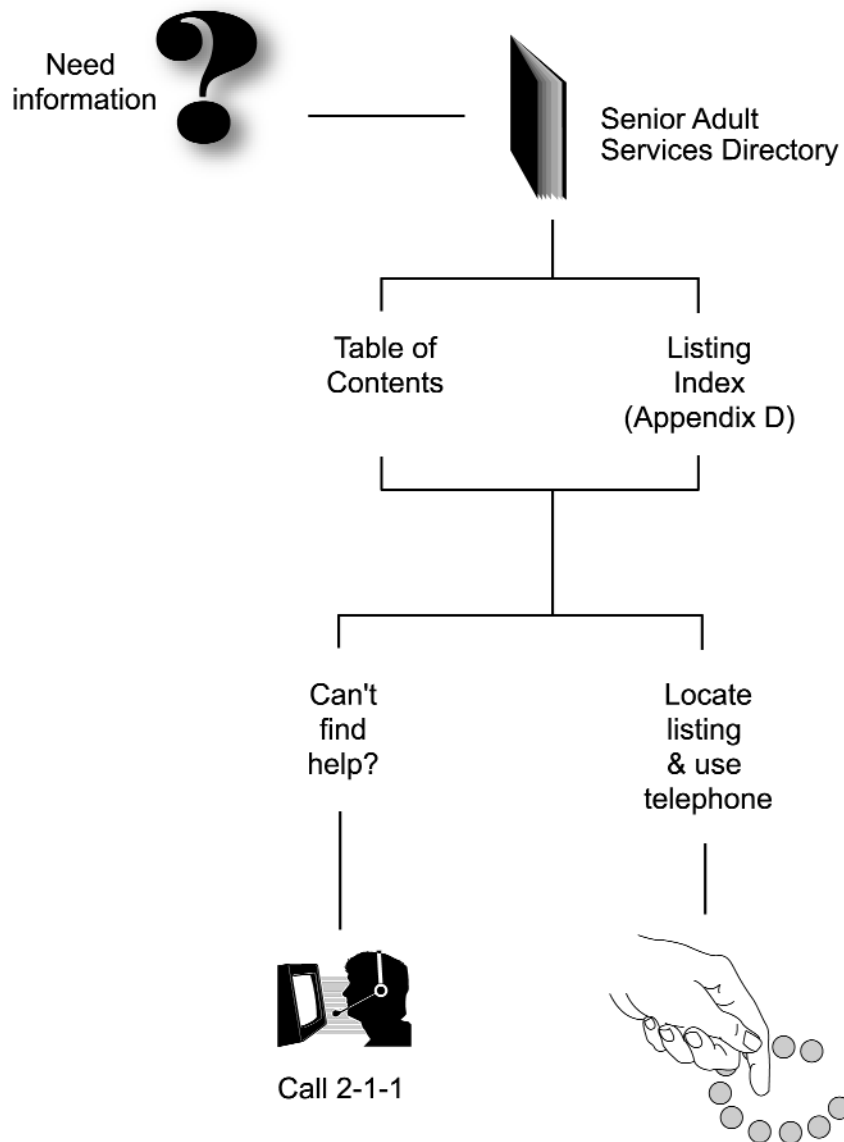
- general information and help-line telephone numbers
- non-profit agencies and organizations listed with 2-1-1
- for-profit entities listed with 2-1-1 (who meet 211 criteria of providing a service which is not provided by non-profit sector)
- physicians who are board-certified in Geriatric Medicine or Geriatric Mental Health
- physicians who have contracted with Medicare as “Participating Physicians”
- members of the National Association of Elder Law Attorneys
- programs only available with physician referral may be included for information purposes

More services can be found by calling 2-1-1, or using the Yellow Pages of the Telephone Directory.

ADDITIONAL COPIES

Additional copies may be available at the Council on Aging, 50 S. French Broad Ave (258-8027). For more than 50 copies, please call ahead. Permission is granted to copy this directory in its entirety. Log on and download it at: www.main.nc.us/social_services, or link from www.coabc.org or www.buncombecounty.org.

HOW TO LOCATE HELP



HOW TO UPDATE YOUR DIRECTORY

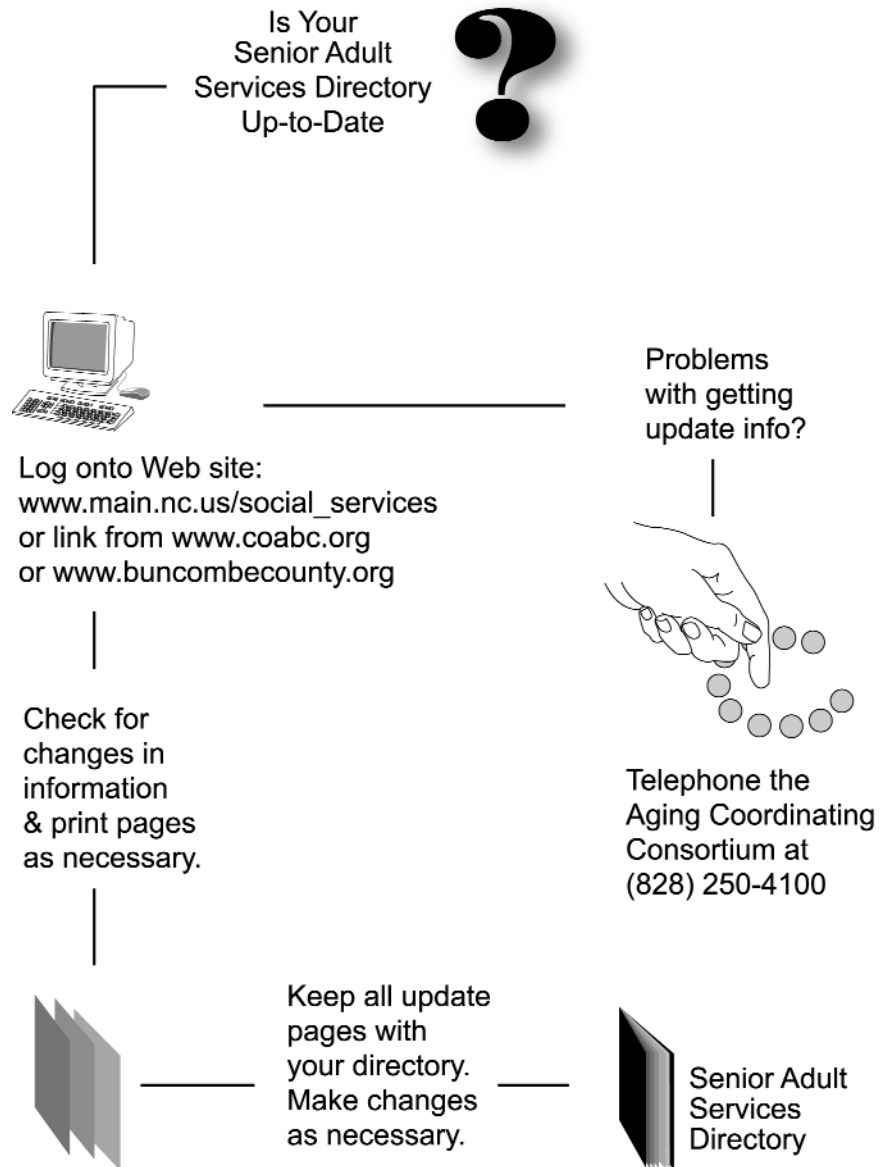


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SENIOR ADULT SERVICES DIRECTORY

Third Edition 2004

LIST OF SERVICES

GENERAL

- 2-1-1 Call Center of United Way** 2-1-1
24-hour link to community services
- CARELINE** (State Office of Citizen Services) (800) 662-7030
*Housing, food, prescriptions, transportation
and financial*
- 800# Directory Assistance** (800) 555-1212
Hotlines for specific diseases

ALSO SEE YELLOW PAGES UNDER ASSOCIATIONS

ALSO SEE YELLOW PAGES UNDER SOCIAL SERVICE ORGANIZATIONS

ABUSE & NEGLECT – see Legal Services

ADULT DAY CARE

- Irene Wortham Center** (State-certified) 274-7518
Activities for physical and mentally disabled adults
- Jewish Community Center** 253-0701
Senior Program (3 days/week)
- MountainCARE Adult Day Services** (State-certified) 277-3399
Health surveillance, social and therapeutic activities
- Nazareth First Baptist Church**
- Senior Care Fellowship 258-3826
- One-day-a-week group respite program 274-8851

ALSO SEE RESPITE CARE IN THIS DIRECTORY

ADULT CARE HOMES – see Long Term Care

AGING ORGANIZATIONS

- Aging Coordinating Consortium (ACC)**
 Lead Agency is Buncombe County **250-4830**
*Agencies & individuals concerned about aging issues;
 public meetings held quarterly*
- Council on Aging** **258-8027**
*Your connection to senior services: Seniors Safe at
 Home; Information and assistance; Home visit
 assessments, case assistance & follow up services;
 Call-A-Ride; Hearing Aid Loan Bank, Lifeline;
 Medicare counseling*
 Battery Park Apartments Outreach Center (2nd Wed)
 Laurelwood Apartments Outreach Center (1st Tues)
 ROSCO (Roundtable of Senior Citizen Organizations)
Monthly meetings to learn and discuss aging services
- Dept of Social Services (Buncombe County)** **250-5800**
*Adult care home placement and monitoring
 Adult protective services
 Case management
 Public Guardianships
 In-home services*
- Land-of-Sky Regional Council/Area Agency on Aging** **251-6622**
 Family Caregiver Support Program
 Foster Grandparent Program
 Long Term Care Ombudsman
 Retired and Senior Volunteer Program
 Senior Community Employment Program
 Senior Home Companion Program
- AARP (American Association of Retired Persons)**
*Health, life, auto and homeowner insurance;
 pharmacy, and investment services (for
 members)*
 National Office **(800) 424-2277**
 State Office **(919) 755-9757**
 Health Insurance **(800) 523-5800**
- National Council on Aging** **(800) 424-9046**
National Institute on Aging **(800) 222-2225**

ALCOHOL & SUBSTANCE ABUSE

- Alcoholics Anonymous**
 Local **254-8539**
 Regional – Meeting information **(800) 524-0465**
 National – Self-help, information and referral **(800) 729-1481**
- ARP/Phoenix** **254-2700**
Assessment and treatment
- Asheville Industries (for-profit)** **253-7066**
Family intervention and substance abuse treatment
- Blue Ridge Substance Abuse Center** **252-8748**
Counseling and other services
- Mountain Center for Substance Abuse Prevention** **252-3240**
Information and referral
- Mountain Treatment Center (for-profit)** **255-8655**
Outpatient, family and individual counseling
- Narcotics Anonymous**
 Local **258-4537**
 Regional – Meeting information **(800) 876-5985**
 National **(800) 467-7314**
- Al-Anon**
 Regional – Meeting information **(800) 286-1326**
 Family Group **(800) 344-2666**
- Alcohol Helpline**
 State **(800) 688-4232**
 Regional – Meeting information **(800) 688-4232**
 National **(800) 622-2255**

ALSO SEE YELLOW PAGES UNDER ALCOHOLISM
 INFORMATION & TREATMENT CENTERS

ALTERNATIVE & COMPLEMENTARY MEDICINE

- Local Resources** **2-1-1**
National Center for Complementary Medicine **(301) 594-1452**
 ALSO SEE YELLOW PAGES UNDER CLINICS – NATUROPATHIC
 ALSO SEE YELLOW PAGES UNDER HOLISTIC PRACTITIONERS

ALSO SEE YELLOW PAGES UNDER NATUROPATHIC PHYSICIANS

ALSO SEE YELLOW PAGES UNDER NUTRITIONISTS

ALZHEIMER'S & DEMENTIA-RELATED DISORDERS

Alzheimer's Association of WNC 254-7363

Education, respite care, support groups for caregivers

Black Mountain Center 669-3150

Second-stage adult Alzheimer's program

Caregiver Helpline (Alzheimer's) 254-7363

Information on Alzheimer's disease and other dementia

Memory Disorders Clinic (Givens Estate) 771-2219

Evaluation and treatment of memory disorders

Residential Care

Altterra Clare Bridge (for-profit) 687-0155

Arbor Terrace (for-profit) 681-5533

Black Mountain Center 669-3150

Brian Center, Weaverville (for-profit) 645-4297

Magnolia Health Care Center (for-profit) 252-0099

Respite Care

Greenwood Inn (Black Mountain Center) 669-3301

Jewish Community Center 253-0701

Life Ministries (in-home) 274-8851

Magnolia Health Care Center (for-profit) 252-0099

MountainCARE Adult Day Services (CarePartners) 277-3399

Nazareth First Baptist Church (group) 274-8851

National Alzheimer's Association

Caregiver Hotline (800) 522-2451

Information and referral (National) (800) 272-3900

NC Alzheimer's Association (State) (800) 522-2451

ALSO SEE YELLOW PAGES UNDER ALZHEIMER'S CARE

ARTHRITIS & OSTEOPOROSIS

Mission Hospitals 213-8250

Women's Resource Center – Free bone densitometry

Thoms Rehabilitation Hospital 684-0982

Arthritis Support Group

Arthritis Foundation

State (800) 883-8806

National (800) 283-7800

Osteoporosis Information (National) (301) 223-2226

Osteoporosis Resource Center (800) 624-2663

ALSO SEE YELLOW PAGES UNDER PHYSICIANS & SURGEONS

MD – RHEUMATOLOGY (ARTHRITIS)

ASSISTED LIVING CENTERS – see Long Term Care

ASTHMA – see Lung

BLIND SERVICES – see Vision Services

CANCER

American Cancer Society

Local - *volunteer and support group* 254-6931

State - *education and information* (800) 888-9934

Buncombe County Health Center 250-5260

Breast and cervical cancer programs for uninsured persons

Leukemia and Lymphoma Society

Local - *information and referral* 254-4234

Mission Hospitals 213-4655

Breast Cancer Support

Comprehensive program for mastectomy, support group

Cancer Connection

Information for people with cancer

Ostomy Association 891-9426

Volunteer support for new patients

Pathways – Life After Cancer 252-4106

Education, therapy and support groups

Prostate Cancer Support Group 274-5331

“Man to Man” meetings

Cancer Research Center and Foundation (Denver) (800) 525-3777
Duke Cancer Institute (800) 422-6237
National Breast Cancer Support (800) 221-2141

ALSO SEE YELLOW PAGES UNDER PHYSICIANS &
 SURGEONS – MD – CANCER
 ALSO SEE SPECIFIC DISEASES

CAREGIVER SUPPORT

Aging Advocates (for-profit) 225-0790
In-home counseling for seniors and caregivers

Children of Aging Parents
 Local – Jewish Community Center 253-0701
 National (800) 227-7294

Council on Aging 258-8027
Family support with case assistance and other resources

Eldercare Resource Center (Givens Estate) 771-2219
Healthy aging and caregiving lending library

Land-of-Sky Regional Council/Area Agency on Aging 251-6622
 Family Caregiver Support Program

Life Ministries
 Nazareth First Baptist Church – *group respite 1 day/wk* 274-8851
 Oakley Baptist Church – *in-home respite* 274-8851

Mountain Area Hospice (CarePartners) 251-0126
Family support – identify options, resources, counseling

Park Ridge Hospital
 Caregivers' Wellness Group 298-7357

Pathways 252-4106
 Caregivers Support Group

Thoms Rehabilitation Hospital
 Eldercare Support Group 255-0231

National Family Caregivers Association (800) 896-3650

Well Spouse Foundation (800) 838-0879

Better Business Bureau 253-2392
Brochures, questions and complaints

CONSUMER INFORMATION

Consumer Protection Agency (State AG) (919) 876-0000

Fraud Information – victims of privacy, credit and fraud
 Local – Asheville Police Dept 277-4945
 State – Attorney General (919) 716-0000
 National – Attorney General (800) 876-7060

Health Fraud Council (201) 723-2955
Health fraud, quackery information

Identity Theft
 Federal Helpline (877) 438-4338
 Identity Theft Resource Center (800) 998-7542

Prescription Scam and Fraud Reporting
 Local – Pisgah Legal Services 252-2392
 State – NC Board of Pharmacy (877) 353-6337

Telemarketers “Do Not Call” List (also see Legal)
 State (Attorney General) (877) 566-7226
 Federal (Attorney General) (888) 382-1222

ALSO SEE YELLOW PAGES UNDER
 CREDIT & DEBT COUNSELING SERVICES

COUNSELING

BEREAVEMENT & CRISIS

Aging Advocates (for-profit) 255-0790
In-home evaluations, support services and elder advocacy

All Souls Counseling Center 274-3369
Counseling on sliding scale for uninsured/underinsured

Blue Ridge Center 258-3500
Mental health, adult crisis and counseling

CareLink (for-profit) 253-6666
On-home counseling

Mountain Area Hospice (CarePartners) 251-0126
Family support services – identify options, resources and counseling

ALSO SEE MENTAL HEALTH IN THIS DIRECTORY

ALSO SEE YELLOW PAGES UNDER
COUNSELORS HUMAN RELATIONS OR LICENSED

DEAF SERVICES – see Hearing Services

DENTAL SERVICES

- Asheville Buncombe Community Christian Ministry (ABCCM) Dental Clinic** 259-5339
Limited services and availability
- A-B Tech Community College Dental Clinic** 254-1921 X271
Free hygiene and dental work on limited basis
- Buncombe County Dental Society** 274-0498
- Buncombe County Health Center Dental Clinic** 250-5011
Dental services for low-income persons
- Ridgelawn Health Center** 285-0622
Medicaid patients only
- Dental Care in Later Years (American Dental Assn) (800)** 621-8099

ALSO SEE YELLOW PAGES UNDER DENTISTS

DIABETES

- Cornerstone Diabetes Support Group** 252-5481
Supportive network, education and advocacy
- Mission Hospitals** 213-4633
Diabetes Center - treatment and education
- American Diabetes Association** (800) 342-2383
- National Association for Diabetes** (800) 682-9692
Information on nutrition, complications, insurance, etc.

ALSO SEE YELLOW PAGES UNDER
PHYSICIANS & SURGEONS - MD – DIABETES

DRUG DEPENDENCY – see Alcohol

EDUCATION

- A-B Tech Community College** 254-1921
Free tuition age 65+
- Eldercare Resource Center (Givens Estate)** 771-2219
Education materials on aging issues and caregiving
- Library System (Asheville/Buncombe County)**
 - Continuing Education Programs 255-5203
 - Book Express – *Home-bound longer than one month* 277-2665
- NC Center for Creative Retirement** 251-6140
(Reuter Center at UNCA; call for catalog and fees)
Programs for members for age 50+
- College for Seniors
Non-credit classes
- Creative Retirement Exploration Weekend (CREW)
Memorial Day Weekend seminar on issues of moving in retirement and of the transition to retirement-age life. Open to the public.
- Retreats and Seminars
Issues surrounding transition to retirement-age life
- Leadership Asheville Seniors
Community leadership seminar program
- Special Events and Lectures
Performances, lectures. Open to the public.
- NC Cooperative Extension (Buncombe County)** 255-5522
Education on aging issues
- ROSCO (Roundtable of Senior Citizen Organizations)**
 - Council on Aging 258-8027
Monthly meetings to learn and discuss aging services
- UNCA – University of North Carolina, Asheville** 251-6600
Reduced tuition for age 65+

ALSO SEE LEISURE IN THIS DIRECTORY

EMERGENCY ASSISTANCE

Asheville Buncombe Community Christian Ministry (ABCCM)	259-5300
<i>Crisis assistance - food, clothing, household, rent, fuel and utilities</i>	
Dept of Social Services (Buncombe County)	250-5500
<i>Crisis intervention, utilities assistance, Project Share</i>	
Eblen Charities	255-3066
<i>Limited assistance with food, rent, utilities, medication, medical supplies, travel</i>	
Hearts with Hands	667-1912
<i>Limited disaster related assistance, food pantry</i>	
Hominy Valley Community Service (Candler)	670-1221
<i>Food, clothing, fuel and medical for indigents</i>	
Mission Hospitals	213-1948
<i>Emergency healthcare for Medicare, Medicaid and uninsured</i>	
North Buncombe Samaritan Ministry (Weaverville)	645-6141
<i>Food, clothing, utilities, rent, prescriptions</i>	
Salvation Army	253-4723
<i>Limited food, rent, utilities, transportation assistance</i>	
South Ministry (Arden)	684-3872
<i>Food, clothing, utilities, rent, prescriptions</i>	
Swannanoa Valley Christian Ministry	669-9404
<i>Limited emergency assistance for transients and Swannanoa residents</i>	

EMPLOYMENT

JOBLINK (Dept. of Social Services, Buncombe County)	250-4761
<i>On-the-job training for age 55+</i>	
Land-of-Sky Regional Council/Area Agency on Aging	251-6622
Senior Community Employment Program <i>Job training and employment for low-income</i>	

NAACP Resource Center	281-3066
<i>Employment counseling</i>	
NC Center for Creative Retirement	251-6140
(Reuter Center at UNCA; call for information and fees) The Un-Retirement Option <i>Seminar focusing on new career paths in retirement-age life</i>	
SCORE - small business counseling	271-4786
COBRA (US Dept of Labor)	(404) 562-2156
<i>Information on benefit questions</i> ALSO SEE YELLOW PAGES UNDER EMPLOYMENT – AGENCIES, PLACEMENT, SCREENING OR TRAINING	

END-OF-LIFE PLANNING

End-of-Life Coalition of WNC – Hospice	255-2870 x8326
<i>Information and referral</i>	
Funeral Consumers Alliance	(800) 765-0107
LifeShare of the Carolinas	258-9502
<i>Information on organ donation</i>	
Pisgah Legal Services	253-0406
Elder Law Project - <i>living wills, advanced directives, end-of-life planning</i>	
NC Advance Directives Registry	(919) 807-2162
NC Bar Association	(800) 662-7407 X323
<i>Free pamphlets</i>	
Partnership for Caring	(800) 989-9455
<i>Information on advance directives and advocacy</i>	
Carolina Center for End of Life Care	(800) 662-8859
Society for the Right to Die	(212) 246-6962
ALSO SEE YELLOW PAGES UNDER FUNERAL HOMES & MEMORIAL PARKS	

FEDERAL & STATE RETIREES

CIVIL AND MILITARY

Civil Retirees

Federal Retirees – Asheville Chapter	252-0463
Federal Retirees – National Chapter	(703) 838-7790
NC Government Retirees	(800) 356-1190

Long Term Care Plan

(800) 582-3337

Federal retirees and military

Veterans – Local Offices

Veterans Affairs	274-5559
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Information and help with all veteran-related issues

Veterans Medical Center	298-7911
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Geriatric and extended care for veterans

Veterans Service Center - Dept. of Social Services	250-5509
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Assistance with benefits and medical claims

Veterans – State Offices

(800) 488-8244

Benefits and Assistance (State)	(336) 766-1496
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Assist with forms and file claims of patient abuse

Veterans – National Offices

TRICARE (formerly Champus)	(800) 931-9501
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Insurance for military retirees and military

Veterans Affairs	(800) 827-1000
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Status of monthly payment, home loans, disability, insurance, veteran education, burial and survival

Veterans Information Hotline	(800) 488-8244
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Veterans of Vietnam War	(570) 825-7215
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Find-A-Vet, POW/MIAs, Agent Orange, homeless and incarcerated veterans

ALSO SEE YELLOW PAGES UNDER VETERANS'
& MILITARY ORGANIZATIONS

FELLOWSHIP - see Leisure

FINANCIAL

Consumer Credit Counseling Service 255-5166

Confidential budget and money management assistance

NAACP Empowerment Resource Center 281-3066

Credit counseling

Credit Bureaus – Identity theft concerns

Equifax (800) 525-6285

Experian (888) 397-3742

Trans Union (800) 680-7289

ALSO SEE YELLOW PAGES UNDER CREDIT
& DEBT COUNSELING SERVICES

FOOT CARE

American Podiatric Medical Association (800) 366-8227

Footcare, arthritis and diabetes effects on feet

Skyland Prosthetics (for-profit) 684-1644

Corrective and diabetic footwear

Thoms Rehabilitation Hospital 254-3392

Orthotics and Prosthetics Center

Full-service orthotics and prosthetics, mobile lab service

ALSO SEE YELLOW PAGES UNDER ORTHOPEDIC APPLIANCES

ALSO SEE YELLOW PAGES UNDER PHYSICIANS &
SURGEONS DPM/PODIATRY

ALSO SEE YELLOW PAGES UNDER PHYSICIANS & SURGEONS

– MD – ORTHOPEDICS (BONE & JOINT)

GERIATRIC CARE MANAGEMENT

ASSESSMENT, COORDINATION, INFORMATION,
REFERRAL, AND TRAINING FOR CAREGIVERS

Aging Advocates (for-profit) 225-0790

In-home evaluations, support services & elder advocacy

Buncombe County Health Center 250-5299

Medical social work services for Health Center patients

CareLink (for-profit) <i>Coordinate care, housekeeping services & counseling</i>	253-6666
Council on Aging <i>Needs assessment, case assistance, resources and follow up services</i>	258-8027
Mountain Area Hospice (CarePartners) <i>Volunteer care management and non-medical support</i>	255-0231
Senior Care Consulting (Spike Gram) (for-profit) <i>Assessment, family and caregiver training and other services</i>	775-3898
Veterans Medical Center <i>Geriatric and extended care for veterans</i> ALSO SEE YELLOW PAGES UNDER SENIOR CITIZEN SERVICES	298-7911

GERIATRIC PHYSICIANS

BOARD-CERTIFIED IN GERIATRIC MEDICINE & GERIATRIC MENTAL HEALTH

Gafford, Janet K., MD (VA Hospital)	298-7911
Grainger, Wade K., MD (Park Ridge Hospital)	684-2008
Joslin, Scott A., MD (VA Hospital)	298-7911
Noel, Margaret A., MD (Memory Disorders Clinic)	771-2219
Rice, Lucian Candler, MD (Biltmore Medical Associates)	258-1188

FOR OTHER DOCTORS PRACTICING GERIATRIC MEDICINE
CALL MEDICAL SOCIETY OF BUNCOMBE COUNTY (274-2267)

HEALTH CARE CENTERS

HOSPITALS, URGENT CARE CENTERS, ETC.

American Red Cross <i>Blood pressure screenings at various locations</i>	258-3888
Asheville Buncombe Community Christian Ministry (ABCCM) <i>Medical and dental care for the uninsured</i>	259-5339
North Clinic	645-6141
South Clinic	684-3872
West Clinic	670-1221
Medical and Dental Clinic	259-5339

Buncombe County Health Center Adult Primary Care Clinic	250-5246
MAHEC Clinics Family Health Center Women's Health Services	257-4730 254-5126
Minnie Jones Family Health Center <i>Free clinic for residents of Pisgah View community</i>	251-2455
Mission Hospitals Mission Campus - 24 hour emergency St. Joseph Campus - 24 hour emergency Sleep Center - physician referral only Wound Therapy Center - physician referral only	213-1948 213-4063 213-4670 213-4600
Mountain Area Hospice (CarePartners) Solace Program - respite and in-patient care for terminal patients	255-0231
Park Ridge Hospital <i>In-patient, psychiatric and 24 hour emergency</i>	684-8501
Ridgelawn Health Center <i>Primary health care</i> <i>Dental care (Medicaid patients only)</i>	285-0622
Three Streams Family Healthcare Center <i>Christian part-time center</i>	285-9725
Urgent Care Centers (Sisters of Mercy) <i>Neighborhood medical centers for non-life-threatening care</i> East Center - 2313 Hwy 70, Swannanoa North Center - 155 Weaver Blvd South Center - 1812 Hendersonville Rd West Center - 8 New Leicester Hwy	686-4988 645-5088 274-1462 252-4878
Urgent Care Centers - Other Mid-Town Urgent Care Pro-Med Minor Emergency Clinic	232-1555 281-8131
Veterans Medical Center <i>24 hour emergency care for veterans</i> ALSO SEE YELLOW PAGES UNDER CLINICS - HEALTH, MEDICAL, NATUROPATHIC OR PAIN ALSO SEE YELLOW PAGES UNDER HOSPITALS	298-7911

HEALTH CARE INFORMATION

Buncombe County Health Center	250-5000
<i>Community services for low-income, also immunizations</i>	
Buncombe County Medical Society	274-2267
<i>Access to health care</i>	
Carolina Access Program	250-5590
<i>Managed health care for Medicaid</i>	
HealthPartners	253-7009
<i>Access to health care for the underserved</i>	
Mission Hospitals	213-8250
Congregational Health Advocacy Program	
<i>Information, support through churches and synagogues</i>	
Women's Resource Center	
<i>Screenings, consultations and educational programs</i>	
Project Access (Buncombe Medical Society)	274-6989
<i>Healthcare, medications and hospital for low-income with no medical coverage</i>	
Board-Certified Doctors	(800) 275-2267
<i>Verifies certification of physicians</i>	
National Health Information Center	(800) 336-4797
National Institute of Health	(800) 411-1222
Poison Center	(800) 848-6946
<i>24 hour information</i>	
Senior Care Program (State)	(866) 226-1388

ALSO SEE YELLOW PAGES UNDER HEALTH INFORMATION & REFERRAL

HEARING SERVICES

Council on Aging	258-8027
Hearing Aid Loan Bank	
<i>New and recycled hearing aids for senior adults</i>	

Hearing Center (for-profit)	252-0078
<i>Audiology evaluations</i>	
Services for the Deaf and Hard of Hearing (State)	251-6190
<i>Deaf, hard of hearing, deaf-blind and speech impairments</i>	TDD/TTY 251-6293
Self-Help for Hard of Hearing	
Local	253-1975
National	(301) 657-3248
Thoms Rehabilitation Hospital	277-1000
Audiology and Balance Center	
<i>Assessments (vestibular and balance) and rehabilitation</i>	
Dial-A-Hearing Test	(800) 222-3277
Better Hearing Institute	(800) 327-9355
<i>Information on medical, surgical and rehabilitation options</i>	
NC Relay Center	(800) 735-8262
	TTY (800) 735-2962
TDD/TTY Long Distance Operator – 24 hr service	(800) 855-1155
ALSO SEE YELLOW PAGES UNDER HEARING AIDS	
ALSO SEE YELLOW PAGES UNDER PHYSICIANS & SURGEONS - MD – OTORHINOLARYNGOLOGY (EAR, NOSE & THROAT)	

HEART/CARDIOVASCULAR

Mission Hospitals	
HeartPATH Cardiac Rehabilitation	213-7000
<i>Cardiac rehabilitation, therapy and referral</i>	
Heart PATH Support Group	213-7542
<i>Patients and caregivers of anyone with congestive heart failure</i>	
American Heart Association	(800) 242-8721
ALSO SEE YELLOW PAGES UNDER PHYSICIANS & SURGEONS- MD – CARDIOVASCULAR DISEASES (HEART)	

HOME HEALTH SERVICES (MEDICAL)

(FOR NON-MEDICAL, SEE HOUSEKEEPING)

Advanced Home Care <i>Private duty home care</i>	285-0239
Arcadia Health Care (for-profit) <i>Personal care, RN and CNA's</i>	232-0230
Banaltrum Caregivers (for-profit) <i>Private duty home care</i>	251-0034
Coram Healthcare (for-profit) <i>Home infusion services</i>	258-1150
Dept of Social Services (Buncombe County) CAP (Community Alternative Program) In-Home Aide Programs <i>Services to prevent or delay nursing home placement</i>	250-5814
Home Instead Senior Care <i>Personal in-home care</i>	274-4406
Interim Healthcare (for-profit) <i>Care in-home, hospital and long term care facilities</i>	274-2082
Kelly Assisted Living (for-profit) <i>Private duty home health care</i>	252-0891
Maxim Healthcare (for-profit) <i>Medicaid private duty home care</i>	274-3227
Mountain Area Hospice (CarePartners) <i>Medical, pain management, supplies for terminal patients</i>	255-0231
Park Ridge Hospital Home Health Program - <i>skilled nursing and therapy</i>	687-5261
Pro-Temps Home Care (for-profit) <i>Personal in-home care</i>	277-1580
Unique Care II (for-profit) <i>Personal care services for persons with disabilities</i>	298-2677
Visiting Health Professionals (CarePartners) <i>Assessment, nurses and aides, related therapies, medical escort</i>	252-2255

ALSO SEE HOUSEKEEPING SERVICES (NON-MEDICAL) IN THIS DIRECTORY

ALSO SEE YELLOW PAGES UNDER HOME HEALTH SERVICES

ALSO SEE YELLOW PAGES UNDER NURSES

HOME REPAIRS, IMPROVEMENTS & MODS

Asheville Buncombe Community Christian Ministry (ABCCM) <i>Home repair and weatherization</i>	683-1033
Asheville Fire Department <i>Smoke detector program for needy, elderly and handicapped</i>	259-5647
American Red Cross <i>Smoke detector program for needy and elderly</i>	258-3888
Council on Aging Fan Program - <i>fans for age 60+ with no air conditioning</i> Seniors Safe at Home Program - <i>volunteer minor home repairs</i> <i>Weatherization Program - assistance with applications</i>	258-8027
Eblen Charities <i>Weatherization and energy projects</i>	255-3066
Housing Rehabilitation (Asheville City) "FAIR" Program - <i>for home repairs</i>	259-5735
Mountain Housing Opportunities <i>Rural home repairs and rehabilitation if eligible</i>	254-4030
NC Cooperative Extension <i>Aging education on home modifications</i>	255-5522
Opportunity Corporation <i>Appliance and furnace repairs, weatherization for poorly insulated units</i>	252-2495
ReCreation Ministries <i>Minor home repairs</i>	663-1033
US Department of Agriculture <i>Low-interest loans for home repairs</i>	271-4705

ALSO SEE YELLOW PAGES UNDER HOME IMPROVEMENTS,
REPAIRS & MAINTENANCE SERVICES

HOSPICE

- Mountain Area Hospice (CarePartners)** 255-0231
Comprehensive services to person with terminal illness
- Counseling (for anyone) 255-0231
Faith-In-Action Program 255-0231
Support care teams to serve members of faith congregations
- Family Support Services/Grief Support 251-0126
Home Health Services 255-0231
Solace Program 255-0231
In-patient care
- Transitions Program 255-0231
Volunteer care management and supportive services
- Hospices of the Carolinas** (800) 662-8859
Information Helpline (National Association) (800) 658-8898

HOUSEKEEPING SERVICES (NON-MEDICAL)

(FOR MEDICAL, SEE HOME HEALTH SERVICES - MEDICAL)

- Advanced Home Care** 285-0239
Light housekeeping, meals, errands, transportation
- Asheville Concierge Service** (for-profit) 778-1616
Shopping errands, housecleaning, yardwork and chef service
- CareLink** (for-profit) 253-6666
Coordinate care, housekeeping services, counseling
- Dept of Social Services (Buncombe County)** 250-5814
Home management assistance to prevent or delay placement
- Home Instead** (for-profit) 274-4406
Light housework, meal preparation and/or companionship
- Land-of-Sky Regional Council/Area Agency on Aging** 251-6622
Family Caregiver Support Program
Senior Home Companion Service
Companionship, errands, light housework, cooking, personal care

Visiting Health Professionals (CarePartners) 252-2255

Personal care, household management, medical escort

ALSO SEE YELLOW PAGES UNDER CLEANING (EXTERIOR OR INTERIOR)

ALSO SEE YELLOW PAGES UNDER HOUSE CLEANING

ALSO SEE YELLOW PAGES UNDER LAWN MAINTENANCE

HOUSING

- Affordable Housing Coalition** 259-9216
Rental Resource Guide and education
Home Share Programs
- Affordable Housing Database** (704) 334-8722
Section 8 housing information
- Housing Authority (Asheville City)**
Public Housing 258-1222
Services for the Elderly 257-2638
Section 8 Housing 257-2653
- Housing Directory – Land-of-Sky Regional Council** 251-6622
Public, subsidized, handicapped, mobile, apartments and long term care
- Mountain Housing Opportunities** 254-4030
Information on affordable rentals and ownership
Emergency repair and rural home rehabilitation
ALSO SEE YELLOW PAGES UNDER ASSISTED LIVING
ALSO SEE YELLOW PAGES UNDER NURSING HOMES, REST HOMES
ALSO SEE YELLOW PAGES UNDER RETIREMENT APARTMENTS & HOTELS
ALSO SEE YELLOW PAGES UNDER RETIREMENT & LIFE CARE COMMUNITIES

HYPERTENSION & STROKE

- Blood Pressure Screenings**
American Red Cross 258-3888
Asheville Fire Department - all stations 259-5636
- The Stokers and Crew** 274-0906
Stroke support group for patients and caregivers
- Thoms Rehabilitation Hospital (CarePartners)** 274-2400
Stroke survivors, their families, friends and caregivers

Stroke Information Helpline (National Association) (800) 787-6537

Information and local referrals

ALSO SEE YELLOW PAGES UNDER PHYSICIANS & SURGEONS – MD

INCONTINENCE & KIDNEY

Kidney Foundation

Local 271-6930
State (919) 715-3113
National (800) 356-5362

Kidney and Urological Disease Information (800) 891-5390

National Association for Continence (800) 252-3337

ALSO SEE YELLOW PAGES UNDER PHYSICIANS &
SURGEONS - MD – UROLOGY (URINARY TRACT)

INDEPENDENT LIVING

AARP (American Association of Retired Persons) (800) 424-3410

Request brochure on independent living

ACCESS Independent Living 250-9929

Information and advocacy

ACCESS North Carolina (State) (919) 733-5407

AdaptAbility (800) 288-9941

Black Mountain Center – Mountain Ability Program 669-3249

Assistive technology for persons with disabilities

Home Instead (for-profit) 274-4406

Assistance for household tasks, meals and more

Independent Living Center – Western Alliance 274-0444

Options, rights, training to participate fully

Independent Living Program (State) 298-9137

Home modification for severely disabled

Jewish Community Center 253-0701

*Transportation, day care and other
services for disabled*

National Association on Disability Research (800) 227-0216

Database of aid products

Project LINK (Center for Assistive Technology) (800) 628-2281

Vocational Rehabilitation (State) 298-8986

Home modification to maintain employment

Also see Yellow Pages under Disability
Products & Services

INSURANCE

Council on Aging 258-8027

Free, unbiased Medicare counselling

Free training to provide counseling to others

Dept of Social Services (Buncombe County) 250-5500

Medicare Aid Program – *limited premium,
deductibles and co-payment*

QMB Program – *limited assistance to pay
Part B premium*

NC Western Regional Office 251-6483

Link to NC Dept. of Insurance

Insurance rating services

Senior Health Insurance Information (SHIIP) (800) 443-9354

(NC Dept of Insurance) *Toll-free hotline
on Medicare, supplemental insurance,
long-term care insurance and more*

ALSO SEE MEDICARE HOTLINES IN THIS DIRECTORY

ALSO SEE MEDICAID HOTLINES IN THIS DIRECTORY

LEGAL

AARP Legal Services Network (800) 424-3410

Free 30-min legal consultation for AARP members

Dept of Social Services (Buncombe County) 250-5814

Adult Protective Services

*Report abuse, neglect and exploitation
of disabled adults*

Public Guardianships 250-5830

Incompetent adults with no family or assets

Elder Law Attorneys

(Members of National Association of Elderlaw Attorneys)

Biggers, William T. – Elder Law (for-profit)	258-0576
Craig, Wendy A. – Elder Law (for-profit)	669-0799
Hartley, Larry S. – Elder Law (for-profit)	258-0994
Karriker, Robert S. – Elder Law (for-profit)	252-0127
Miller, Michael L. – Elder Law (for-profit)	251-1200
St. John-Ritzen, Cathy – Elder Law (for-profit)	236-3057

Legal Aid of NC

Disability, SSI, Medicare appeals for low-income

Mediation Center

Alternative to litigation to resolve disputes

NC Court System

Estates and Probate Division	232-2696
<i>Forms and information</i>	
Guardianships – Private	251-6130
<i>Supervision of healthcare and/or finances</i>	

Pension Rights Center (National) (800) 998-7542

Self-help and referrals to pension attorneys

Pisgah Legal Services 253-0406

Help with basic needs of housing, disability, SSI, Medicare

Telemarketers “Do Not Call” List (also see Consumer Info)

Better Business Bureau	253-2392
Asheville Police Dept	250-5940
Buncombe County Sheriff	250-4442
SAFENET Program	

ALSO SEE YELLOW PAGES UNDER ATTORNEYS –

CHECK SPECIFIC HEADINGS

LEISURE

Center for Adult Lifelong Learning – Montreat College 669-8011

Classes for seniors, trips

NC Center for Creative Retirement 251-6140

(Reuter Center at UNCA for members; call for information)

Special Interest Groups

Shared interests, activities, travel.

Also see Education.

Senior Fellowship Centers

Offer activities and programs for senior adults

Harvest House - 205 Kenilworth Rd	252-6021
Lakeview Senior Center - Rhododendron Ave, Blk Mtn	669-8610
Murphy-Oakley Center - 749 Fairview Rd	274-7088
North Asheville Center - 37 E. Larchmont Rd	258-2453
Senior Opportunity Center - 36 Grove St	254-6184
Shiloh Center - 121 Shiloh Rd	274-7739
Spring Mountain Center - Old Fort Rd	628-2439
West Asheville Community Center - 970 Haywood Rd	258-2235

Senior Games

Asheville City Parks and Recreation	250-4260
Black Mountain Parks and Recreation	669-8610
Buncombe County Recreation Services	254-6540

Senior Programs

Asheville City Parks and Recreation	259-5800
Buncombe County Recreation Services	298-6118
Senior Sightseers	298-6118

ALSO SEE EDUCATION IN THIS DIRECTORY

ALSO SEE PHYSICAL WELLNESS IN THIS DIRECTORY

LONG TERM CARE

DEFINITIONS, LOCATORS, REFERRALS, INSURANCE, ETC.

Definitions:

1. **Adult Care Homes** (includes Rest Homes) - *licensed group homes, with meals, 24 hr staff to help with ADLs, nurses are not required*
2. **Group homes** for developmentally disabled adults - *licensed for 2-9 persons*
3. **Multi-unit Assisted Housing** with services - *licensed group housing with one meal and housekeeping services*
4. **Family Care Homes** - *licensed homes up to 6 residents, nurse not required*

5. **Nursing Homes** - *provide care for chronically ill or recuperating from illness or injury, with regular nursing care*

6. **Retirement Centers** - *Continuing Care Retirement Center (CCRC); provide continuum of housing and care options*

Community Advisory Committees 250-4105

Board of County Commissioners

Adult Care Homes

Nursing Homes

Dept of Social Services 250-5814

Assistance in finding licensed substitute homes or facilities

Land-of-Sky Regional Council/Area Agency on Aging 251-6622

Nursing/Adult Home Placement

Assist adults to find licensed substitute homes or facilities

Bill of Rights for Adult Care Home Residents

Long Term Care Directory

Ombudsman - *advocate for residents of long term care facilities*

Resource Library

Adult Care Homes – Division of Facility Services

Local 232-2447

State (919) 733-2342

Assisted Living Federation of America

State (919) 467-2486

National (703) 691-8100

Eldercare Locator (National) (800) 677-1116

Health Care Facility Association (State) (919) 782-3827

Long Term Care Insurance Information (State) (800) 443-9354

NC Advisory Committee - information & referrals (800) 662-7030

NC Association of Long Term Care Facilities (919) 787-3560

More Local Resources 2-1-1

ALSO SEE YELLOW PAGES UNDER ASSISTED LIVING

ALSO SEE YELLOW PAGES UNDER NURSING HOMES, REST HOMES

ALSO SEE YELLOW PAGES UNDER RETIREMENT & LIFE CARE COMMUNITIES

LUNG (ASTHMA & LUNG DISEASES)

American Lung Association

Local - *assistance, education and information* 252-2071

National (800) 452-8252

Mission Hospitals

Smoking Cessation Program 213-0292

American Academy of Allergy and Asthma (800) 822-2762

Asthma Information (National Association) (800) 336-4797

Asthma and respiratory disease

ALSO SEE YELLOW PAGES UNDER PHYSICIANS &
SURGEONS - MD - PULMONARY

MEDICAID HOTLINES

Medicaid Information

Dept of Social Services (Local) 250-5500

Eligibility and available services

Division of Aging (State) (919) 733-0443

Division of Medicaid Assistance (State) (800) 662-7030

MEDICAL EQUIPMENT

FOR INFUSION & RESPIRATORY SERVICES

Advanced Home Care 285-0239

Home infusion, respiratory service and medical equipment

Coram Healthcare (for-profit) 258-1150

Home infusion services

Mobility Concepts (for-profit) 277-2577

Wheelchairs, scooters, lifts, home medical equipment

Mountain Respiratory Services (for-profit) 253-2805

Infusion and respiratory services

PSA Healthcare (for-profit) 258-3613

Home equipment, supplies, oxygen and service

United Medical Supplies (for-profit) 252-9999

Respiratory service and home medical supplies

Medical Equipment Loan Closets

ABCCM	259-5300
Advanced Home Care	285-0239
Alzheimer's Association of WNC	254-7363
American Cancer Society	254-6931
American Red Cross	258-3888
Asbury United Methodist Church	253-0765
Eblen Charities	255-3066

ALSO SEE YELLOW PAGES UNDER HOME HEALTH CARE
EQUIPMENT & SUPPLIES

ALSO SEE YELLOW PAGES UNDER MEDICAL EQUIPMENT & SUPPLIES

ALSO SEE YELLOW PAGES UNDER OXYGEN

ALSO SEE YELLOW PAGES UNDER RESPIRATORY THERAPY

MEDICARE HOTLINES

Medicare Appeals

Legal Aid of NC (low-income)	236-1080
Pisgah Legal Services	253-0406

Council on Aging

258-8027

Information link to SHIP - see Insurance.

*Free consultations about Medicare, supplemental
and long term care insurance*

Dept of Social Services (Buncombe County)

250-5500

Medicare Aid Program

*Limited program for premium, deductibles
and co-payment*

Mission Hospitals

Golden Care Membership Program	213-4663
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*Assistance with Medicare and supplemental
insurance filing*

Social Security Administration

Local	251-9941
National	(800) 633-4273

Medicare (Center for Medicare Services)

(800) 633-4227

Part A – Palmetto (NC) (800) 685-1212

Part B – Cigna (800) 672-3071

Durable Medical Equipment – Palmetto (SC)	(800) 583-2236
Coordination of Benefits	(800) 999-1188
Prescriptions	(800) 633-4227
Medicare Abuse Reporting (Medical Review of NC)	(800) 722-0468

Medicare Fraud Reporting (Inspector General) (800) 447-8477
TDD/TTY (800) 377-4950

NC SHIP (Senior Health Insurance

Information Program) (800) 443-9354
Medicare and more

MEDICARE PARTICIPATING PHYSICIANS

Family Practice/Internal Medicine doctors in Buncombe County listed below ALWAYS accept Medicare as FULL payment based upon Medicare's Web site list dated 9-4-03.

For other specialties, see www.medicare.gov. Click on "Participating Physicians", then enter zip code & specialty desired.

*Note: " **" indicates that you may REQUEST a doctor in that
practice who accepts Medicare as full payment.*

Arden Medical Center – (**)	684-0011
Asheville Cardiology Associates – (**)	274-6000
Asheville Endocrinology Associates – (**)	670-6812
Asheville Family Health Center – (**)	258-8681
Asheville Family Medicine – (**)	252-8885
Asheville Gastroenterology – (**)	254-0881
Asheville Internal Medicine – (**)	253-4851
Asheville Pulmonary – (**)	255-7733
Asheville Wellness Center – (**)	253-3140
Biltmore Medical Associates – (**)	258-1188
Cancer Care – (**)	253-4262
Carolina Family Practice – (**)	254-2444
Carolina Internal Medicine – (**)	258-0397
Community Family Practice – (**)	298-7981
Dermatology Associates – (**)	252-3576

MEDICARE PARTICIPATING PHYSICIANS (Cont'd)

MAHEC Family Practice – (**)	257-4735
Memory Disorders Clinic – (Dr. Noel)	771-2219
Mountain Kidney Associates – (**)	258-8545
Parkway Family Physicians – (**)	298-0333
Pro-Med Minor Emergency Clinic – (**)	281-8131
Ravenscroft Family Health Center – (**)	252-2511
Ridgelawn Health Center – (**)	285-0622
Weaverville Family Practice – (**)	645-3066

Solo Practices (Family Practice or Internal Medicine):

Cain, Larry, MD (Internal) – 5-H Doctors Park	285-0014
Caldwell, Ronald, MD (Internal) – 200 Charlotte St	258-9068
Cargile, Leslie, MD (Family) – 3164 Hwy 70, Black Mtn	669-4505
Chang, Paul, MD (Internal) – 1710 Old Haywood Rd	254-2367
Cogburn, M. David, MD (Internal) – 78 Long Shoals Rd	684-0703
Edwards, Matthew, MD (Family) – 946 Tunnel Rd	298-7981
Evins, Grace, MD (General) – 16 McDowell	255-8900
Fields, Robert, MD (Family) – 2585 Hendersonville Rd	251-2700
Foo, May, MD (Internal) – 445 Biltmore Ave, #G102	253-7077
Gonzales, Jose, MD (Family) – 2270 Hendersonville Rd	684-2000
Holt, John, MD (Family) – 92 Congress St	255-8494
Jaber, Peter, MD (Internal) – 281 McDowell	252-5676
Lane, Wendy, MD (Internal) – 141 Asheland	258-2404
Lee II, Sung, MD (Internal) – 123-A Acton Ct	667-5298
MacDowell, Brian, MD (Family) – 141 Hwy 70, Blk Mtn	664-1000
Plemmons, Robert, MD (Family) – 21 Turtle Creek Rd	277-7558
Puckett, James, MD (Internal) – 1 Doctors Dr	254-2824
Rosenberg, Larry, MD (Family) – 92 Congress St	254-0277
Smith, Ellison, MD (Internal) – 445 Biltmore, #306	258-9533
Uhren, Robert, MD (Family) – 1132 Hwy 70, Blk Mtn	669-9704
Voth, Mary Lorena, MD (Family) – 6 Brooklet St	250-0898

Watson, Ruth, MD (Internal) – 16 McDowell	255-8900
Wright, Robin, MD (Internal) – 179 Charlotte	250-0510
Young, Michael, MD (Internal) – 86 Victoria Rd	252-6061

MEDICATION ASSISTANCE

Asheville Buncombe Community Christian Ministry (ABCCM)	259-5300
<i>Crisis Ministry - assistance with prescriptions</i>	
Buncombe County Health Center (BCHC)	255-5682
<i>Assistance for low-income patients of BCHC</i>	
Doctor's Medical Clinic - ABCCM	259-5339
<i>Assistance for uninsured (no Medicaid, no Medicare)</i>	
Dept of Social Services (Buncombe County)	250-5500
<i>Medicaid Health Choice</i>	
East Buncombe Medication/Health Ministry	274-1355
<i>Assistance for low-income with no prescription coverage for the chronically ill and disabled</i>	
Eblen Charities	255-3066
<i>Help securing medications, supplies, equipment, travel and emergency aid</i>	
Hominy Valley Medication/Health Ministry (Candler)	665-8744
<i>Assistance for chronic illnesses</i>	
Kidney Foundation	271-6930
<i>Limited financial assistance for low-income with kidney failure</i>	
Minnie Jones Family Health Center	251-2455
<i>Assistance for Pisgah View community only</i>	
North Buncombe Samaritan Ministry (Weaverville)	645-6141
<i>Assistance for indigents with chronic illnesses</i>	
Project Access (Buncombe Medical Society)	274-6989
<i>Medications for low-income with no medical coverage</i>	
Salvation Army	253-4723
<i>Limited assistance for low-income</i>	

South Ministry (Arden) <i>Assistance for chronic illnesses</i>	684-3872
Swannanoa Valley Christian Ministry <i>Limited assistance for indigent</i>	669-9404
NC Senior Care Plan (State) <i>Limited prescription assistance for low-income seniors</i>	(866) 226-1388
Pharmaceutical Patient Assistance Programs	
Glaxo Smith Kline – Orange Card	(888) 672-6436
Novartis – Care Card	(866) 974-2273
Pfizer – Share Card	(800) 717-6005
Together RX Card	(800) 865-7211
Prescription Legislation Support (Medicare)	(800) 633-4227
Rare Disorders Prescription Assistance <i>Sliding scale based on income</i>	(203) 746-6518
TRICARE (formerly Champus) <i>Low-cost prescriptions for veterans and military</i>	(877) 363-6337
Veterans Administration <i>Prescription assistance if eligible</i>	(877) 222-8387

MENTAL HEALTH & DEPRESSION

National Alliance for Mentally Ill (NAMI)	
Western North Carolina	298-1847
State	(800) 451-2682
National	(800) 950-6264
Aging Advocates (for-profit) <i>In-home counseling and evaluations, depression/dementia</i>	225-0790
All Souls Counseling Center <i>Licensed therapist for uninsured and underinsured</i>	274-3369
Catholic Social Services <i>Counseling on sliding fee basis</i>	255-0146
Mission Hospitals Copestone - <i>in-patient treatment</i>	213-4055
Park Ridge Hospital Geropsychiatric Dept - <i>in-patient treatment</i>	681-2282

Western Highlands LME (formerly Blue Ridge Mental Health Center) <i>Counseling on sliding fee basis</i>	258-3500
American Association of Geriatric Psychiatry	(301) 220-0952
National Institute of Mental Health	(800) 421-4211
National Mental Health Research Center	(800) 969-6642
NC Mental Health Consumers Organization	(800) 326-3842
Also see Yellow Pages under Counselors or Psychotherapists	
Also see Yellow Pages under Mental Health Services	

NURSING HOMES – see Long-Term Care

NUTRITION

Buncombe County Health Center (BCHC) <i>Nutrition education and food assistance for home-bound</i>	250-5182
Council on Aging <i>Link to nutrition and commodity programs</i>	258-8027
Delicious Abundance (for-profit) <i>Home-delivered meals for anyone</i>	669-8467
Delivery Dimensions (for-profit) <i>Home-delivered meals for anyone</i>	258-3663
Dept of Social Services (Buncombe County) <i>Food Assistance Division</i>	250-5500
Eblen Charities MANNA, Eblen Grocery Program	255-3066
Food Pantries	2-1-1
Loving Food Resources – <i>for Hospice patients</i>	255-9282
Meals on Wheels <i>Hot lunch five days a week for home-bound</i>	253-5286
NC Cooperative Extension <i>Nutrition, food and wellness education</i>	255-5522
Ask-A-Dietitian	(800) 843-8114

Nutrition Sites/Senior Dining Program**(Council on Aging)****258-8027**

Arden First Baptist Church – 3070 Sweeten Creek Rd
 Asheville Terrace Apartments – 200 Tunnel Rd
 Lakeview Senior Center – 401 Rhododendron, Black Mountain
 Senior Opportunity Center – 36 Grove St
 Weaverville First Baptist Church – Weaverville
 West Asheville Community Center – 970 Haywood

Also see Yellow Pages under Food Banks

Also see Yellow Pages under Foods – Carry Out

Also see Yellow Pages under Nutritionists

ORTHOTICS & PROSTHETICS – see Foot Care**OSTEOPOROSIS – see Arthritis****PENSION RIGHTS – see Legal****PHYSICAL THERAPY & REHABILITATION****Black Mountain Center****669-3379**

Developmentally disabled or Alzheimer's

Brian Center, Weaverville (for-profit)**645-4297**

Rehabilitation home

Interim Healthcare (for-profit)**274-2082**

In-home therapy and rehabilitation services

Magnolia Health Care Center (for-profit)**252-0099**

Rehabilitation in Alzheimer's and dementia for discharge to home

Mission Hospitals

Outpatient Rehabilitation

213-0850

Women's Resource Center

213-8250**Mountain Physical Therapy (for-profit)****254-3425**

Accepts Medicare

Park Ridge Hospital Home Health Care**687-5261**

In-home and in-patient physical and speech therapy

Thoms Rehabilitation Hospital (CarePartners)

In-Patient Rehabilitation

274-2400

Strokes, orthopedic surgeries, traumatic injuries, etc.

Out-Patient Rehabilitation

274-6188

Physical therapy clinics in several locations, pool therapy, occupational and speech therapy, massage therapy, balance center, drivers evaluations, wheelchair seating clinic, orthotics and prosthetics

Visiting Health Professionals (CarePartners)**252-2255**

Physical therapy, occupational therapy, speech therapy, nursing and aid services in the home

YMCA – Water fitness, arthritis, injury rehab, and cardiac exercise

252-4726

YWCA – Aquatic exercise, physical therapy and arthritis classes

254-7206

Also see Yellow Pages under Physical Therapists

Also see Yellow Pages under Rehabilitation Services

PHYSICAL WELL-BEING**Jewish Community Center****253-0701**

Water aerobics, exercise classes

Lighten-Up Yoga & Healing Arts Center (for-profit)**254-7756**

Yoga exercises for back care and stress management

Mission Hospitals

Women's Resource Center

213-1804

Exercise classes, health screenings, strength training, Tai Chi, Yoga

NC Center for Creative Retirement**251-6140**

(Reuter Center at UNCA; call for catalog and fees)

College for Seniors Wellness Classes

Including Tai Chi Ch'uan, Dancing, Strength Training, and Yoga

YMCA – Water fitness, arthritis, injury rehab and cardiac exercise

252-4726

YWCA – Aquatic exercise, physical therapy and arthritis classes

254-7206

Also see Yellow Pages under Exercise & Physical Fitness
 Also see Yellow Pages under Health & Fitness
 Program Consultants
 Also see Yellow Pages under Health Clubs

PRESCRIPTION DRUG INFORMATION

FOR PRESCRIPTION INFORMATION
 CALL YOUR LOCAL PHARMACY

Mail Order Pharmacies (SHIP examples)

AARP R-Choice Pharmacy	(800) 439-4457
Drug Place	(800) 881-6325
Drug Store	(800) 378-4786
Save Well Program	(800) 474-2583

Prescription Legislation Support

AARP Legislative Action Center	(800) 424-3410
Medicare (Federal)	(800) 633-4227

TRICARE (formerly Champus) (877) 353-6337

Prescriptions for veterans and military

ALSO SEE YELLOW PAGES UNDER PHARMACIES

REHABILITATION – see Physical Therapy

RESPIRE CARE

Alzheimer's Respite Care

Greenwood Inn (Black Mountain Center)	669-3150
Jewish Community Center – Elder Day Club	253-0701
Magnolia Health Care Center	252-0099
MountainCARE Adult Day Services (CarePartners)	277-3399

Life Ministries - *in-home respite* 274-8851

Nazareth First Baptist Church - *group respite care* 274-8851

ALSO SEE ADULT DAY CARE IN THIS DIRECTORY

ALSO SEE CAREGIVER SUPPORT IN THIS DIRECTORY

ALSO SEE HOME HEALTH IN THIS DIRECTORY

ALSO SEE HOSPICE IN THIS DIRECTORY

ALSO SEE HOUSEKEEPING (NON-MEDICAL) IN THIS DIRECTORY

RETIREMENT CENTERS – see Long Term Care

SAFETY

American Red Cross 258-3888

Health and Safety Services
 Smoke Detector Program
 Vial-of-Life Project - *plastic vial for emergency telephone numbers*

Asheville Police Dept 259-5940

Older Adult Victim Services - *information, counseling, referral, court and medical escort*

Buncombe County Sheriff 250-4492

Senior Reassurance Program

Council on Aging (Buncombe County) 258-8027

911 Cell Phones - *for low-income at risk elderly*
 Lifeline Personal Emergency Response Project
Assistance with installation and monthly maintenance for low-income at risk elderly
 Seniors Safe at Home - *volunteer minor home repairs*

Helpmate 254-0516

Counseling and shelter for abused women

Mission Hospitals 213-4881

Lifeline Project - *emergency personal response system*

NC Cooperative Extension 255-5522

Aging education on home modifications

SENIOR CENTERS

OFFER SOCIAL, EXERCISE AND CRAFT
 ACTIVITIES 8 HOURS PER DAY

Harvest House – 205 Kenilworth Rd, 28805 252-6021

Lakeview Senior Center – Rhododendron Ave, Blk Mtn 669-8610

Senior Opportunity Center – 36 Grove St, 28801 254-6184

ALSO SEE FELLOWSHIP IN THIS DIRECTORY

ALSO SEE NUTRITION IN THIS DIRECTORY

SENIOR TAR-HEEL LEGISLATURE

ADVOCACY CONCERNING AGING ISSUES
BEFORE THE NC GENERAL ASSEMBLY

Buncombe County Delegate – Julia Reeves 254-3339
Buncombe County Alternate – Mary Alston 258-9664

SOCIAL SECURITY

Social Security Administration – Buncombe County 251-9941
Cash benefit to elderly, disabled and supplemental income

Social Security Disability

Legal Aid of NC 236-1080
Disability, SSI assistance for low-income

Pisgah Legal Services 253-0406
Social security disability assistance

Information Helpline (Federal) (800) 772-1213

National Committee for Preservation of Social Security and Medicare (800) 998-0180

STROKE – see Hypertension & Stroke

SUBSTANCE ABUSE – see Alcohol

TAX ASSISTANCE

AARP Tax Assistance (888) 227-7669
10,000 AARP tax aide sites in US

Buncombe County Tax Office 250-4900
Property assessments, senior exemptions

Council on Aging 258-8027
Tax assistance for seniors - volunteers Jan-April, call for times

IRS – Information Helpline (National) (800) 829-1040
Tax assistance - volunteers Jan-April

ALSO SEE YELLOW PAGES UNDER
TAX RETURN PREPARATION & FILING

THRIFT STORES

SEE YELLOW PAGES UNDER THRIFT STORES

TRANSPORTATION

Arc'Angel Service (for-profit) 696-0515
Ambulance and wheelchair transportation services

Asheville Transit System (City) 253-5691

Council on Aging 258-8027
Call-A-Ride - medical/necessary volunteer transportation on donation basis (prior appointment required)

Dept of Social Services (Buncombe County)

Medical transportation (Medicaid only) 250-5569

Medical Emergency Ambulance (for-profit) 684-0287
Bed-confined patients

Mission Hospitals

55 Alive Driver Program 213-1800
Defensive driving for seniors (for insurance discount)

Mountain Mobility

Eligibility 258-0186
Reservations 258-3887
TDD 258-4085

Round-A-Bout Transportation (for-profit) 253-0057
7 days a week with advance notice

Thoms Rehabilitation Hospital (CarePartners)

Driver Evaluation Program 274-6179
Evaluate driving skills - by doctor referral only

ALSO SEE YELLOW PAGES UNDER TRANSPORTATION – PERSONAL

VETERANS SERVICES – see Federal & State

VISION SERVICES

Asheville Lions Eye Clinic 252-5706
Free screenings for glaucoma, diabetes and vision; can purchase eyeglasses and pay for eye exams

Dept of Social Services (Buncombe County)	250-5814
Blind Services – assistance, including glasses	
Eblen Charities	255-3066
<i>Assistance with purchase</i>	
Mission Hospitals	213-4370
<i>Low Vision Center - evaluation, prescription, training, support group</i>	
Services for the Blind (State)	251-6732
American Blind Council	(800) 424-8666
<i>Social security benefit information, referrals, training</i>	
Guide Dog Foundation for the Blind	(800) 548-4337
Lighthouse Center for Vision and Aging	(800) 829-0500
Vision Connection	(800) 334-5497
Vision Council of America	(800) 424-8422

ALSO SEE YELLOW PAGES UNDER
BLIND SERVICES & FACILITIES

VOLUNTEER OPPORTUNITIES

LISTINGS BELOW PROVIDE REFERRALS
TO OTHER AGENCIES

Buncombe County Government Boards and Commissions Opportunities	250-4105
<i>Aiding the governing process by keeping Buncombe County in touch with the ideas and attitudes of its citizens.</i>	
Land-of-Sky Regional Council/Area Agency on Aging	251-6622
<i>Retired and Senior Volunteer Program (RSVP)- opportunities in other agencies</i>	
NC Center for Creative Retirement	251-6140
<i>(Reuter Center at UNCA; members only) Community and UNCA Campus Projects Intergenerational computer mentoring, career advising and other service projects.</i>	

Volunteer Center (United Way)	252-4357
<i>Refer to over 600 opportunities</i>	
Monday to Friday	2-1-1
24 hour calls	

ALSO SEE TELEPHONE DIRECTORY UNDER
SPECIFIC ORGANIZATION
ALSO SEE YELLOW PAGES UNDER
SOCIAL SERVICE ORGANIZATIONS

WHEELCHAIRS

Arc'Angel Wheelchair Service (for-profit)	696-0515
<i>Wheelchair transportation and ambulance services</i>	
Mobility Concepts (for-profit)	277-2577
<i>Wheelchairs, scooters, lifts</i>	
Round-A-Bout Transportation (for-profit)	253-0057
<i>Wheelchair vans 7 days a week with advance notice</i>	
Thoms Rehabilitation Hospital (CarePartners)	274-6183
<i>Wheelchair Seating and Mobility Clinic Determine need for manual or power</i>	
Veterans Medical Center (Military)	298-7911
<i>Wheelchair services</i>	
Wheelchairman	285-9198
<i>Motorized wheelchairs at no cost to eligible, repairs at low cost</i>	
Miracle on Wheels	(800) 749-8778
Seniors in Motion	(800) 594-1225
<i>Motorized, manual wheelchairs or scooters available at no cost if qualify</i>	

ALSO SEE YELLOW PAGES UNDER WHEELCHAIRS &
LIFTS, RAMPS, RENTING &
SPECIAL NEEDS TRANSPORTATION

APPENDIX A – INTERNET SITES FOR SENIORS

USE INTERNET SEARCH ENGINES
TO LOCATE OTHER WEB SITES OF INTEREST

AGING AGENCIES AND ORGANIZATIONS

AARP – American Association of Retired Persons	www.aarp.org
ACC – Aging Coordinating Consortium (Senior Adult Services Directory)	main.nc.us/social_services
Administration on Aging	www.aoa.gov
Area Agency on Aging	landofsky.org/aaa
Buncombe County	www.buncombecounty.org
Directory of Senior Services	www.main.nc.us/social_services
Council on Aging (Buncombe County)	www.coabc.org
National Institute on Aging	www.nih.gov/nia
NC Division of Aging	www.dhhs.state.nc.us/aging

AGING (GENERAL)

American Federation for Aging Research	www.intoaging.org
First Gov for Seniors (Federal)	www.firstgov.gov
Government Benefits	www.govbenefits.gov
NC Division of Aging	www.dhhs.state.nc.us/aging
Senior Resource	www.seniorresource.com
Seniors Site (Social Security Administration)	www.seniors.gov
Setting Priorities for Retirement (SPRY)	www.spry.org
US Administrationon Aging	www.aoa.gov/eldfam/How_to_find/how_to_find.asp

ALCOHOL AND DRUG ABUSE

Alcohol & Drug HelpLine	www.drughelp.org
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Al-Anon www.al-anon.alateen.org
 National Council on www.alcoholdrughelp.org
 Alcoholism and Drug Dependency

ALTERNATIVE AND COMPLEMENTARY MEDICINE

Alternative Medicine Foundation www.amfoundatiion.org/aging.htm
 National Center for Complementary Medicine www.nccam.nih.gov

ALZHEIMER'S

Alzheimer's Disease Education & Referral www.alzheimers.org
 Alzheimer's Information alzinfo.org
 NC Alzheimer's Association www.alz-nc.org

ARTHRITIS & OSTEOPOROSIS

Arthritis Foundation www.arthritis.org
 National Institute of Arthritis (Federal) www.nih.gov/niams
 Osteoporosis National Resource Center www.osteoporosis.org

CANCER

American Cancer Society www.cancer.org
 Breast Cancer Support www.y-me.org
 National Cancer Institute www.cancer.gov
 Skin Cancer www.skincancer.org/older

CAREGIVERS

Administration on Aging www.aoa.gov/caregivers

Caregiver Resources www.aoa.gov/NAIC/notes/caregiverresource.html
 Care Guide www.eldercare.com
 Children of Aging Parents www.caps4caregivers.org
 Family Caregiver Alliance www.caregiver.org
 Support Groups www.supportpath.com
 Well Spouse Foundation www.wellspouse.org

CONSUMER INFORMATION

Better Business Bureau www.ashevillebbb.org
 Consumer Action Web Site www.consumeraction.gov
 National Consumer Law Centers www.consumerlaw.org
 National Fraud Information Center www.fraud.org
 National Victim Assistance Organization www.try-nova.org
 Telemarketers "Do Not Call" list (Federal) www.donotcall.gov

DENTAL

Dental Care in Later Years
 (Amer. Dental Assn.) www.ada.org/public/topics/mature/index.html
 Oral Health Information Center www.infoaging.org/e-oral-home.html

DIABETES

American Diabetes Association www.diabetes.org
 National Institute of Diabetes www.niddk.nih.gov

EDUCATION

NC Center for Creative Retirement – UNCA www.unca.edu/ncccr

Computer Self-Help (Federal)	www.firstgov.gov/computers.html
First Gov for Seniors (Federal)	www.firstgov.gov
Senior Net	www.seniornet.org
Seniors Site (Social Security Administration)	www.seniors.gov

END OF LIFE PLANNING

Advance Directives	www.nclifelinks.org
Funeral Consumers Alliance	www.funerals.org
Funeral Planning	www.funeralplan.com/links.html
Issues & Planning	www.aarp.org/endoflife

FEDERAL & STATE RETIREES– CIVIL AND MILITARY

Federal Long Term Care Insurance Program	www.ltcfeds.com
NC Retired Government Employees Association	www.ncrgea.com
TRICARE – Military Health System	www.tricare.osd.mil
Veterans Administration	www.va.gov

FEDERAL INFORMATION (GENERAL)

Access America for Seniors	www.senior.gov
First Government Clearinghouse	www.firstgov.gov
Government Benefits	ww.govbenefits.gov
NC Aging Website	www.dhhs.state.nc.us/aging

FINANCIAL

AARP Money & Work	www.aarp.org/money
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Credit Bureaus:	
Equifax	www.equifax.com
Experian	www.experian.com
Trans Union	www.transunion.com
Consumer Action Website	www.consumeraction.gov
Consumer Audit Reports	www.debtstress.org
Estate Planning	www.ces.ncsu.edu/depts/fcs/estates
Personal Financial Planning	www.aarp.org/financial
Reverse Mortgage	www.aarp.org/revmort

FOOT CARE

American Orthopedic Foot & Ankle Society	www.aofas.org
American Podiatric Medical Association	www.apma.org

GERIATRIC CARE MANAGEMENT

Geriatric Care Management (National Assn)	www.caremanager.org
Physician Training & History	www.healthgrades.com
Quack Watch	www.quackwatch.com

HEALTH & HEALTHCARE INFORMATION

American Board of Medical Specialties	www.abms.org
CarePartners	www.carepartners.org
First Gov for Seniors (Federal)	www.firstgov.gov
Buncombe County Health Center	www.buncombecounty.org

HEALTH & HEALTHCARE INFORMATION (CONT'D)

Health Search Engines	www.emd.com dir.yahoo.com/health/senior_health healthfinder.gov nihseniorhealth.gov www.fda.gov/oc/olderpersons/olderpubs.html www.hon.ch
House Call	www.housecall.com
Mayo Clinic On-Line	www.mayohealth.org
Medicare	www.medicare.gov
Medline Plus (National Institute of Health)	www.nlm.nih.gov/medlineplus/seniorshealthgeneral.html
National Institute of Health	www.health.nih.gov
National Institute of Health - Clinical Center	www.cc.nih.gov
Partnership for Healthy Weight	www.consumer.gov/weightloss

HEARING

Better Hearing Institute	www.betterhearing.org
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HOSPICE

Hospice (Local)	www.mountainareahospice.org
Hospice (National)	www.nhpco.org

HOUSEKEEPING

Comfort Keepers	www.comfortkeepers.com
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HOUSING

Affordable Housing Database	www.socialserve.com
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HYPERTENSION & STROKE

Hypertension Education Foundation	www.hypertensionfoundation.org
National Stroke Association	www.stroke.org

INCONTINENCE

National Association for Continence	www.nafc.org
National Institute for Diabetes & Kidney	www.niddk.nih.gov
NC Kidney Foundation	www.nkfn.org

INDEPENDENT LIVING

AdaptAbility	www.adaptability.com
Nat'l Assn on Disability Research	www.abledata.com

INSURANCE

Health Insurance Rates	www.healthinsurance.com
NC Dept. of Insurance SHIIP (Note: There are 2 i's)	www.ncshiiip.com
Rate Comparisons	www.insurancemarket.com www.quotesmith.com
Understanding Your Options	www.aarp.org/hcchoices

IDENTITY THEFT

Identity Theft information (Federal)	www.consumer.gov/idtheft
Identity Theft Information	www.identitytheft.org
Identity Theft Resource Center	wwwidtheftcenter.org

LEGAL SERVICES

AARP Legal Services Network	www.aarp.org/lsn
AARP Reverse Mortgage	www.aarp.org/revmort
Elder Abuse Center (National)	www.elderabusecenter.org
National Consumer Law Center	www.consumerlaw.org
National Fraud Information Center	www.fraud.org
National Health Law Program	www.healthlaw.org

LEISURE

Elder Hostel	www.elderhostel.org
First Gov for Seniors (Federal)	www.firstgov.gov
Senior Net	www.seniornet.org
Senior Site (Social Security Administration)	www.seniors.gov
Smarter Living	www.smarterliving.com
Third Age	www.ageofreason.com

LONG TERM CARE

Adult Care Homes – Information	www.buncombe.org/ach
Assisted Living Federation of America	www.alfa.org
Eldercare Locator	www.aoa.dhhs.gov
Elderweb	www.elderweb.com
LTC insurance rate comparisons	www.quotesmith.com
Long Term Care Directory (Buncombe Cty)	www.landofsky.org/aaa
Medicare Nursing Home Comparisons	www.medicare.gov/Nhcompare/home.asp

LUNG

American Lung Association	www.lungusa.org
Asthma & Allergy Foundation	www.aafa.org

MEDICAID

Medicaid Guide to Pre-Paid Funeral Contracts & Burial Plots	ww.larcc.org/pamphlets/elderly/funeral_contract.htm
NC Dept of Health & Human Services	www.dhhs.state.nc.us/docs/issues/olderad.html

MEDICARE

Medicare – coordination of benefits	www.medicare.gov
Part A (Palmetto)	www.ncmedicare.com
Part B (CIGNA)	www.cignamedicare.com
Durable Medical Equipment	www.pgba.com
Medicare Fraud (Inspector General)	http://oig.hhs.gov
Medicare Legislation Updates	www.whitehouse.gov
Medicare Rights Center	www.medicarerights.org

MEDICATION ASSISTANCE

NC Senior Care Plan	www.ncseniorcare.com
Rare Disorders Prescription Assistance	www.rarediseases.org
Together RX Card	www.togetherrx.com
TRICARE (Military)	www.tricare.osd.mil

MENTAL HEALTH

National Alliance for Mentally Ill (NC) www.naminc.org
Substance Abuse & Mental Health Svcs Adm www.samhsa.gov
National Institute of Mental Health www.nimh.nih.gov
National Mental Health Association www.nmha.org

NUTRITION

Agency on Aging Nutrition www.aoa.gov/eldfam/nutrition/nutrition.asp
American Dietetic Association www.eatright.org

PHYSICAL WELLNESS

50 Plus Fitness Assn www.50plus.org
Aging with Gusto www.aarp.org/health
Meet Your Fitness Goals www.ces.ncsu.edu/debts/fcs/aging/tittle.html
President's Council on Physical Fitness www.fitness.gov
Seniors in Motion www.horizonmobility.com

PRESCRIPTIONS

Mail Order Pharmacies
AARP Pharmacy Service www.aarp-pharmacy.com
Drug Place www.drugplace.com
Drug Store www.drugstore.com
Medline Plus (National Institute of Health)
www.nlm.nih.gov/medlineplus/druginformation.htm
NC Board of Pharmacies www.ncbop.org
Prescription Drug Information www.drugdigest.org

www.nlm.nih.gov

www.pharminfo.com

www.planetrx.com

www.rxlist.com

www.tricare.osd.mil

TRICARE (Military)

SAFETY

House Safety www.ces.ncsu.edu/buncombe/house/env
National Victim Assistance Organization www.try-nova.org

SENIOR HEALTH INSURANCE

NC Dept. of Insurance (SHIP) [*There are two i's.*] www.ncship.com

SOCIAL SECURITY

Social Security Administration www.ssa.gov
Preserve Social Security & Medicare www.ncpssm.org

TAXES

AARP Tax Helpline www.aarp.org/taxaide
Buncombe County Tax Office www.buncombecounty.org
First Gov for Seniors (Federal) www.firstgov.gov
IRS Information Helpline www.irs.gov
Senior Site (Social Security Administration) www.seniors.gov

TRANSPORTATION

Buncombe County Mountain Mobility www.buncombecounty.org
Driving Safety www.aarp.org/drive

VISION

American Council for the Blind	www.acb.org
Guide Dog Foundation	www.guidedog.org
National Association for Visually Handicapped	www.navh.org
National Eye Institute	www.nei.nih.gov
National Library Aging Service for the Blind	www.lcweb.loc.gov/nls
NC Dept of Health and Human Services	www.dhhs.state.nc.us/docs/issues/olderad.html
Vision Connection	www.visionconnection.org

VOLUNTEERISM

Buncombe County Government	www.buncombecounty.org/governing/citizens/
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WHEELCHAIRS

Miracle on Wheels	www.durablemedical.com/mow
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APPENDIX B – VERY IMPORTANT PORTFOLIO (VIP)

Senior Adults may want to consider preparing a VIP to assist their heirs (Very Important Portfolio of Information). Remember to list for both yourself and your spouse, if appropriate. Also tell your heirs where you keep the portfolio.

LOCATIONS OF ORIGINAL DOCUMENTS & CERTIFICATES

- Birth Certificate or Passport
- Marriage Certificate
- Will, Living Wills, Advance Directives, Power of Attorney
- Social Security Card
- Pension information – including benefits, and contact telephone and address
- Deeds – house, timeshares, and any others
- Titles – cars, etc.
- Insurance Policies – Life, Medical, House, Care, Long Term Care, and any others
- Citizenship Papers (if born outside US)

PERSONAL DATA

- Full birth name – any other names used during your lifetime
- Social Security Number
- Date and location of birth
- Date and location of marriage
- Date started working (for Social Security)
- Military information – date inducted, place inducted, where served
- Organizations worked for and dates

PERSONS TO BE NOTIFIED OF YOUR DEATH

- Family (Names and contact information)
- Friends (Names and contact information)

LIST OF PROFESSIONAL CONTACTS

- Doctors – primary care physician and specialists currently treating you
- Attorneys – name, address, telephone
- Accountant – name, address, telephone
- Life Insurance Agents – name, address, telephone
- Banks, investment brokers, etc. – name, address, telephone

PENSION PLAN INFORMATION

- Self – company, address, telephone, plan name and number
- Spouse – company, address, telephone, plan name and number

NOTE: Remember to consult your attorney or estate planner for additional information.

SOURCE: Retirement and Planning Handbook, published by the HIRE Institute (Human Incentive and Resource Institute) (703/237-3465), with assistance from the NC Center for Creative Retirement at UNC, Asheville (251-6140)

APPENDIX C – TIPS FOR FAMILY CAREGIVERS

As a family caregiver, how can you be a happy person, gain a feeling of confidence in your abilities and have a sense of pride in your achievements? How do you stand up for yourself, take care of yourself and find a balance between your own needs and those of your loved ones?

HERE ARE A FEW TIPS FROM THE NATIONAL FAMILY CAREGIVERS ASSOCIATION (WWW.NFCACARES.ORG)

- Choose to **take charge of your life**. Don't let your loved one's illness or disability always take center stage
- Remember to **be good to yourself**. Love, honor and value yourself. You're doing a very hard job and you deserve some quality time, just for you.
- **Watch out** for signs of depression, and don't delay in getting professional help when you need it.
- When people offer to help, **accept the offer** and suggest specific things that they can do.
- **Educate yourself** about your loved one's condition. Information is empowering.
- There's a difference between caring and doing. **Be open to technologies and ideas** that promote your loved one's independence.
- **Trust your instincts**. Most of the time they'll lead you in the right direction.
- Grieve for your losses, and then allow yourself to **dream new dreams**.
- **Stand up for your rights** as a caregiver and a citizen.
- **Seek support** from other caregivers.

COMMUNITY-BASED SERVICES THAT FAMILY CAREGIVERS MIGHT FIND HELPFUL

This list is provided by the U.S. Government Agency on Aging (www.aoa.gov/caregivers)

- Personal and in-home services (non-medical)
- Home health care (medical)
- Transportation
- Meals programs
- Cleaning and yard work services
- Home modification
- Senior centers
- Respite services including adult day care

IMPROVING COMMUNICATIONS BETWEEN FAMILY CAREGIVERS AND PHYSICIANS

Improving communications can bring better care for the patient, less stress and illness for the caregiver, efficient use of doctor’s time, reduced cost for the health care system, and more satisfaction for all concerned, according to National Family Caregivers Association (www.nfcacares.org)

- **Write down questions** so you won’t forget them.
- **Educate yourself** about your loved one’s disease or disability. With all the information on the Internet or through agencies and organizations, it is easier than ever before.
- Recognize that **not all questions have answers** – especially those beginning with “why”.
- Separate your anger and sense of impotence about not being able to help your loved one as much as you would like, from your feeling about the doctor. **Remember, you are both on the same side.**
- **Appreciate what the doctor is doing** to help and say “thank you” from time to time.

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