DIRECTORY OF ELDER RESOURCES
FOR
SANTA CRUZ COUNTY
Revised October 10, 2013

SEAGO
AREA AGENCY ON AGING, REGION VI
300 COLLINS ROAD
BISBEE, AZ  85603
520-432-2528

Web site:  www.seago.org (click on Area Agency on Aging)
E-mail:  aging@seago.org

Contact SEAGO with your questions about Medicare at 520-432-2528, ext. 222 or send an
e-mail to <shiphelp@seago.org>.
This directory lists as many resources as possible in order to provide useful information to older persons and their families. Agency names, services provided, or phone numbers do change, so despite attempts for accuracy, there may be changes in some of the information provided. Phone books have community services and/or government listings in the first section of the phone book as well as in the Yellow Pages under Social Services or Elder Care. Many communities have Chambers of Commerce that can give information on community resources. If you have questions or need additional information, please call the Area Agency on Aging at 520-432-2528.

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ABUSE, NEGLECT, AND EXPLOITATION

ADULT PROTECTIVE SERVICES (APS)
1-877-SOS-ADULT or 1-877-767-2385 (Toll free)
APS assesses and makes referrals for services when there is possible abuse, neglect, or exploitation of a vulnerable adult. If you or someone you know is being abused, neglected, or exploited, please call this number. It is mandatory for most care providers to report when there is evidence of abuse, neglect, or exploitation of a vulnerable or incapacitated adult.

TASKFORCE AGAINST SENIOR ABUSE (TASA)
Phoenix: 602-542-2124, or 1-800-352-8431
The Arizona Attorney General’s task force to stem senior abuse.

OMBUDSMAN PROGRAM
Santa Cruz County: 287-3408
Advocates for individuals in nursing homes and assisted living facilities (formerly called supervisory care facilities and adult care homes).

SHELTERS

CROSSROADS NOGALES MISSION
287-5828
Provides domestic violence services and temporary housing for women, and children, three day limit. Offers some longer term housing if appropriate. Offers an adult direct rehab program for women or men for 3 or 6 months.

VICTIM WITNESS
375-7780
May provide support/assistance for victims of crimes.

ADAPTIVE AIDS AND DEVICES/LOAN CLOSETS

In addition to the medical equipment and supply stores listed below there are companies in Tucson that serve Santa Cruz County. These are listed in the local phone book and Tucson phone book. The doctor’s office can also assist you. It is important to get a prescription from your doctor and check with the store to make sure Medicare or your other insurance will cover the item.

ARIZONA LOANS FOR ASSISTIVE TECHNOLOGY (AZLAT)
Phoenix: 1-602-776-4670, or 1-800-477-9921, 1-602-728-9536 TTY
Provide financial loans for purchasing Assistive Technology.

DES INDEPENDENT LIVING REHABILITATION SERVICES
Sierra Vista: 520-458-9309, Ext. 3559 (Jacqueline Hubbert-Grayson)
Counseling and help in finding adaptive aids.

INDEPENDENT LIVING REHABILITATION SERVICES
Tucson: 520-638-2405 (Dave Cheesman) or 520-638-2399 (Al Zulli)
Analyzes needs and provides equipment for qualifying individuals. Can do limited home modifications.
EMERGENCY ALERT SYSTEMS
Individual dialers may be purchased in electronic stores or online or from the number listed below. These dialers do not include any monthly fee or any maintenance. There are also several companies that provide systems that include a start up cost and monthly fees. Some of these systems require contracts for a minimum period of time. The local hospital or the building where a senior resides may have an agreement to use a particular system. Only a few of the systems available on the market are listed below. Their listing here does not reflect any kind of endorsement by SEAGO.

5STAR URGENT RESPONSE: 1-800-918-8543 (Available at Walmart, and Sears)
 ALERT ONE: 1-866-322-8202
 ARIZONA DEFENSE TECHNOLOGIES – 520-747-7403, OR 520-891-9674
 LIFE FONE: 1-800-882-2280
 LIFELINE EMERGENCY DEVICE
 1-800-543-3546 or 1-800-LIFELINE

SAFELINK
Visit the website: www.safelinkwireless.com for information on free cell phones for low income individuals

PERSONAL ASSISTANCE VOICE DIALER
 1-800-675-3044
 A device connected to the phone that rings up to four preprogrammed numbers if pressed.

Also see TELECARE under IN HOME SERVICES

MEDICAL EQUIPMENT
 DEPENDABLE
 Nogales: 761-3211

MEDICAL EQUIPMENT
 Old Pueblo United Drug
 Sonoita: 455-0058
 Green Valley: 751-1929

MEDICAL EQUIPMENT LOAN CLOSET
 Borderland Food Bank
 Nogales: 287-2627
 Has durable medical equipment to loan

SAAVI Visual Aids Store
 Tucson: 520-795-1331, ext. 227

ALZHEIMER'S/DEMENTIA

ALZHEIMER'S ASSOCIATION
 Tucson: 520-322-6601 or 1-800-272-3900.
Provides information, support, resources, educational opportunities, care consultation (case management), and dementia identification registry packet with bracelet.
SAFE RETURN
1-800-572-8566: To register someone with dementia.
1-800-572-1122: To report someone found or missing even if not wearing a bracelet.

SEAHEC
287-4721
Has a resource library with resources about this disease. A support group meets at 10 a.m. on the second Friday of every month at the office located at 1171 West Target Range Road, behind the hospital.

Also see CAREGIVING Section of this booklet.

AREA AGENCY ON AGING

SEAGO AREA AGENCY ON AGING
Bisbee: 520-432-2528, ext. 220 or 208
Provides information about services available, and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

ASSISTED LIVING

Homes and centers that are licensed by the Office of Assisted Living Licensure of the Arizona Department of Health Services may provide supervisory, personal, or directed care to individuals who need assistance and who do not need 24-hour nursing care. Individuals and their families should visit and compare facilities before making a selection. A current license should be posted in every facility. Information about selecting a home is available from the ombudsman program.

STATE OFFICE OF ASSISTED LIVING LICENSURE: Tucson: 520-628-6965

OMBUDSMAN PROGRAM: Nogales: 287-3408

ASSISTED LIVING HOMES

La Paloma – 377-2255
2064 N. Calle Trinidad
Nogales, AZ 85621

Martinez’s Home -281-2323
2429 N. Grand Ave.
Nogales, AZ 85621

Vivian’s Home Care – 281-8659
671 Windy Lane
Rio Rico, AZ 85648

The Rose – 761-4044
490 Plaza Karina
Nogales, AZ 85621

BEHAVIORAL HEALTH SERVICES

ALCOHOLICS ANONYMOUS
Nogales: 281-1533  Sonoita: 455-5779  Patagonia: 394-2274
Support groups for recovering alcoholics and their families.

CENPATICO SERVICES
Behavioral health services offered are based on eligibility for services and the needs of the participant. Typical services for those that are Title 19 include, but are not limited to, case management, individual and group
counseling, skills groups, employment services, medication management and transportation to appointments. Services for those that are not Title 19 are limited to crisis services and medication management. If you are interested in enrolling in services please call Cenpatico Customer Service at 1-866-495-6738 and a representative will assist you in finding a provider agency near you, or call the Provider agency directly listed below. The following agencies hold contracts with Cenpatico:

COMMUNITY INTERVENTION ASSOCIATES (CIA)
Nogales: 32 Blvd. Del Rey David
Nogales, AZ 85621
520-394-7400

CORAZON
Nogales: 1891 N. Mastick Way
Nogales, AZ 85621
520-375-5300

PINAL HISPANIC COUNCIL
Nogales 275 N. Grand Court Plaza
Nogales, AZ 85621
520-287-0015

HAVEN SENIOR HORIZONS
Phoenix: 623-236 – 2000
A licensed psychiatric facility for seniors.

WELLNESS CONNECTIONS
Sierra Vista: 459-2624
A self-help center located in Sierra Vista and surrounding communities, serving individuals with mental illness. Wellness Connections dedicated to promoting wellness and recovery through peer support, life skills training & education, and other life-enhancing activities. Transportation also available. Serving Bridgeway/ALTCS and CENPATICO enrolled members, and U.S. Military Veterans. Services are delivered to surrounding communities through Wellness Connections mobile outreach program, providing countywide peer support and rehabilitation services. (Mental health, wellness, recovery, and substance abuse).

Many communities and towns have support groups for a number of diseases, illnesses, and various living situations. Contact the local hospital, Health Department, or Area Agency on Aging Case Manager.

**BENEFITS**

DIRECT
Tucson: 520-624-6452, or 800-342-1853
Independent Living Center for the region. Provides information and referral for individuals who have disabilities.

SOCIAL SECURITY ADMINISTRATION
1-800-772-1213 or Nogales: 1-877-405-5472
For Social Security retirement, disability, survivor’s benefits, and Supplemental Security Income (SSI).

VETERANS’ BENEFITS
520-628-6308
To find out about eligibility for veterans, widows, widowers, and spouses. See VETERANS’ Section.
WESTERN STATES PENSION ASSISTANCE PROJECT
TOLL FREE:  1-866-413-9411, or long distance at:  1-916-930-4923
For pension or retirement savings counseling within Arizona.

**CAREGIVER/CASE MANAGEMENT**

Nearly 22 million Americans provide unpaid care so that their senior family members can remain at home. However, there are local services that help families care for their frail loved ones. Area Agency on Aging case managers can help families explore their options by explaining what services exist and their eligibility requirements. In addition to case management, other services that might help include home delivered meals, housekeeping, personal care, in-home respite, and home health, which includes home nursing.

**AREA AGENCY ON AGING (SEAGO)**
  Bisbee:  520-432-2528, ext. 220 or 208
  Provides information about services available and how to access them. Serves Cochise, Graham, Greenlee, and Santa Cruz Counties.

**EVALUATION/CASE MANAGEMENT**
  Area Agency on Aging Case Management
  Santa Cruz County Public Fiduciary
  Nogales:  375-7892
  Information is provided to individuals and family caregivers about in-home services available for elderly and disabled individuals. Case managers evaluate individuals in their homes and determine eligibility for Area Agency on Aging services.

**FAMILY CAREGIVER PROGRAM**
  Area Agency on Aging Case Management
  Santa Cruz County Public Fiduciary
  Nogales:  375-7892
  Case management/family support services, including training and information to unpaid caregivers.

**IN-HOME RESPITE**
  Call Area Agency on Aging Case Manager.
  Provides relief to a family caregiver. (See previous entry for telephone number.)
  For Private Pay options, contact agencies listed under In-Home Supportive Services.

Also see **FOOD, HOME HEALTH, HOSPICE, and IN-HOME SUPPORTIVE SERVICES** Sections of this booklet.

**CREDIT PROBLEMS**

**CONSUMER CREDIT COUNSELING SERVICE OF ARIZONA**
  1-800-338-3328
  Nonprofit agency to consult when debt is a problem, prior to pursuing bankruptcy. Provide free credit counseling and credit education classes. Also offer debt repayment program for which there is a small processing fee.
DENTAL

Reduced or sliding fee scale.

MARIPOSA COMMUNITY HEALTH CENTER - Nogales: 281-1550

ST. ELIZABETH’S OF HUNGARY- Tucson: 520-628-7871

DIABETES

DIABETES EDUCATION
Mariposa Community Health Center: 281-1550
Held every Wednesday at 10 a.m. and 5:30 p.m. at 1852 N. Mastick Way.

DIALYSIS CENTER: DAVITA - Nogales: 281-5779

DISCOUNTS/REFUNDS

EARNED INCOME CREDIT
1-800-829-1040
A federal tax credit for low income working individuals and families, or for grandparents raising grandchildren. Grandparent must be under 65, and have an income below qualifying limits. Contact the IRS for more information.

EXCISE TAX
Phoenix: 1-800-352-4090
The 140ET is a refundable credit for low-income Arizona resident taxpayers to help mitigate the sales tax (transaction privilege tax) increase for education. This credit can be claimed with or without an Arizona return depending on your income level or if you do not qualify for the 140PTC. Your federal adjusted gross income must be $25,000 or less if married filing a joint return or a head of household, or $12,500 or less if single or married filing separately. If you are filing a 140PTC claim, this credit is available on that form. The amount of credit is $25.00 for each person who is a resident of Arizona. Credits can also be claimed for dependents, but not to exceed $100 per household.

INCOME TAX PREPARATION HELP
Visit the VITA/AARP website at www.cir.org/seasonal-tax-aarp.html. Or, if you are home bound, call 1-888-227-7669.

NATURAL GAS DISCOUNT
SOUTHWEST GAS COMPANY
Sierra Vista: 520-459-1702 or 1-800-428-7324
A program giving discounts on services, during the winter, for eligible persons.

PROPERTY TAX EXEMPTIONS
SANTA CRUZ COUNTY ASSESSOR
375-8030
A program for widows/widowers, and disabled persons. All Social Security income is exempt. Requires special forms from the County Assessor’s Office, and be filed between January 1 and March 1.
PROPERTY TAX REFUNDS
1-800-352-4090
For owners or renters aged 65 or older or those on SSI, who have been Arizona residents for the entire calendar year. Income not counting Social Security must be less than $3,751 single or $5,501 married. Use form 140PTC at tax time. Contact the Arizona Department of Revenue.

SENIOR PROPERTY VALUATION FREEZE
SANTA CRUZ COUNTY ASSESSOR: 375-8030
A program to freeze the property valuation of a primary residence in which homeowners aged 65 or older have resided for at least 2 years. Contact assessor for income eligibility limits. File with the county assessor, between July 15 and September 1.

SOUTHEASTERN ARIZONA COMMUNITY ACTION PROGRAM
Nogales: 287-5066
Offering financial assistance for appliance repair and replacement, weatherization, rental assistance/deposits, utility bill payments/deposits.

TELEPHONE DISCOUNTS
SEACAP: 287-5066 or 1-800-293-1144
Provides information on several discount telephone programs.

SAFELINK
Visit the website: www.safelinkwireless.com for information on free cell phones for low income individuals

VEHICLE REGISTRATION DISCOUNTS
SANTA CUZ COUNTY ASSESSOR
375-8030
A program for widows/widowers and disabled persons giving a discount.

THRIFT STORES
Check in Yellow Pages under thrift stores or secondhand stores.

COMMUNITY FOOD BANK
Amado: 520-398-2942
Has used clothing.

FOOD

CONGREGATE MEALS SITES FOR ELDERLY. See SENIOR CENTERS Section.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) – Formerly known as Food Stamps:
Nogales: 281-2634
A state and federal program of food assistance for low-income individuals and families.
HOME DELIVERED MEALS
375-7892
Referrals are made to the Area Agency on Aging Case Management/Santa Cruz Public Fiduciary office. For private pay meals, call Santa Cruz Council on Aging at 287-7422.

FOOD BANKS, PANTRIES, AND COMMODITY DISTRIBUTION
Each food bank sets its own days and hours of operation and its own eligibility requirements. Food banks distributing monthly commodities are marked by *.

Amado
Community Food Bank -398-2942*

Nogales
Borderland Food bank -287-2627
Community Food bank -281-2790*

Patagonia
East Santa Cruz Food Bank – 394-9038*

OTHER
Crossroads Mission – 287-5828
Offers hot lunch Monday – Friday. Occasionally will assist with a food box

Nogales Borderland Food Bank – 287-2627
Distributes surplus produce and delivers to homebound and senior centers.

FUNERAL HOMES/GRIEF SUPPORT

Nogales
Adair’s Carroon Mortuary: 281-2424
Martinez Funeral Chapel Nogales: 281-4489

GRIEF SUPPORT
Homicide Survivors, Inc.
Tucson: 520-740-5729
Provides help with Crime Victim Compensation, funeral assistance, mental health and social service referrals.

GUARDIAN and CONSERVATOR SERVICES

SANTA CRUZ COUNTY PUBLIC FIDUCIARY
375-7892 May serve as court appointed guardian, and/or conservator, or probate agency of last resort.

BIG BEAR SERVICES
Tucson: 520-623-9836
Provide fiduciary services to veterans.

PAYEES PLUS
Tucson: 520-395-1599
Provide guardian, conservator, power of attorney and representative payee services.

SHARC
Sierra Vista: 520-458-4611 (Serves the entire county.)
Provide guardian, conservator, power of attorney and representative payee services.
HEARING

ARIZONA COMMISSION FOR THE DEAF AND HARD OF HEARING
1-800-352-8161 V/TTY/TDD
Services and resources, including TDD machines and telephone amplifiers, for hearing impaired individuals.

COMMUNITY OUTREACH PROGRAM FOR THE DEAF
   Tucson: 520-623-0344 (Interpreter 24 hours)
Counseling, job placement, interpreting, independent living, and outreach services.

DES OFFICE OF VOCATIONAL REHABILITATION
   Tucson: 520-629-0225, ext. 223 (Jonathon Pringle, Consultant)
Available for consultation, or referral to other agencies for individuals with combined hearing and vision loss.

LIONS SIGHT AND HEARING FOUNDATION
   Phoenix: 602-954-1723
May assist low-income individuals with hearing aids.

HOME HEALTH

Provides intermittent skilled nursing, therapy, and medical social services to patients in their homes. Services are based on a care plan developed in consultation with the physician. Payment is usually provided by insurance, Medicare or another public funding source. Listed below are the state licensed agencies that provide these services in Santa Cruz County.

AREA AGENCY ON AGING CASE MANAGEMENT
   Nogales: 375-7892
Provides authorization for limited Home Health services to qualified individuals when there is no other payer.

DEPENDABLE HOME HEALTH
   Nogales: 761-3211
Serves all of Santa Cruz County, and is Medicare certified.

HOSPICE SERVICES

Based on a physician’s determination, hospice provides in-home or in-patient services for terminally ill patients and their families. Services may include nursing, personal care, respite, spiritual and bereavement counseling, and pharmacy services. Medicare or insurance usually pays for services.

CARONDOLET HOSPICE: Tucson: 520-205-7700
Serves all of Santa Cruz County.

COMPASSION & CHOICES
   1-800-247-7421
A national, nonprofit agency, providing end of life consultation to patients and their families.
SOULISTIC HOSPICE: 398-2333
Hospice services are available in Tubac, Rio Rico, Nogales and Patagonia. Non-profit and faith based. Sliding fee scale, but care provided regardless of ability to pay.

VETERANS ADMINISTRATION HOSPITAL/HOSPICE
   Tucson: 520-792-1450 or 1-800-470-8262
In-patient hospice.

VALOR HOSPICE CARE: 520-399-0200 or 1-877-615-3996
Serves most of Santa Cruz county.

HOSPITAL

HOLY CROSS HOSPITAL: 285-3000 or 287-2771

HOUSING

CHICANOS POR LA CAUSA (CPLC)
   281-9570
Operates a self-help housing program for very low-income individuals to build a home by contributing labor. CPLC provides technical assistance and training.

CITY OF NOGALES HOUSING AUTHORITY
   287-4183
Subsidized housing (HUD).

REBUILDING TOGETHER HOME REPAIR
   520-761-3681
Brings homes of eligible elderly up to code (by volunteers one day a year).

RURAL DEVELOPMENT
   520-648-1769
   1131 S. La Canada. Suite 203
   Green Valley, AZ 85614
Assists low income elderly with grants and loans.

REVERSE MORTGAGE PROGRAM
   Administration of Resources and Choices: Tucson: 520-327-8250

SOUTHERN ARIZONA LEGAL AID, INC. (SALA)
   Bisbee: 432-1639 or 1-800-231-7106   Tucson: 1-800-248-6789
Provide legal assistance to low and moderate income individuals facing or at risk of foreclosure or legal issues directly related to the foreclosure of their home. Legal assistance may also be provided to tenants living in properties in or at risk of foreclosure and foreclosures associated with Homeowner Association fees.

SOUTHWEST FAIR HOUSING COUNCIL
   520-798-1568 or toll-free: 1-888-624-4611
Takes complaints for potential housing discrimination situations.
SENIOR AND/OR LOW INCOME SUBSIDIZED APARTMENTS

Casitas de Santa Cruz – 287-9133
1769 W. Target Range Road
Nogales, AZ 85621

Las Terrazas Apt. I/II – 287-6610
661 Patagonia Hwy.
Nogales, AZ 85621

Lomas Mariposa – 377-2585
1790 N. Lomas Mariposa Road
Nogales, AZ 85621

Las Terrazas Apt. I/II
661 Patagonia Hwy.
Nogales, AZ 85621

Santa Rita Apts. – 761-1757
1100 W. Mariposa Ranch Road
Nogales, AZ 85621

United Church Village – 281-1521
320 E. Placita Naco Circle
Nogales, AZ 85621

Patagonia Garden Apts. – 394-2229
283 Pennsylvania Avenue
Patagonia, AZ 85624

INFORMATION AND ASSISTANCE

DIRECT

Tucson: 520-624-6452, or 800-342-1853
Center for Independent Living Services for the region. Provides information and referral for individuals who have disabilities.

ELDERCARE LOCATOR
1-800-677-1116
This nationwide system provides telephone number for local Area Agency on Aging who can in turn refer to direct aging services in that location.

EPILEPSY OUTREACH PROJECT, INC.
Tucson: 520-326-6690, or 1-800-234-0935
A Tucson based, independent agency. Provides information, support, and advocacy for those with a seizure-disorder (epilepsy) and for their family and friends. Open 24 hour a day, 7 days a week.

FAMILY HEALTHCARE AMIGOS
520-604-0943 www.fhamigos.com
A resource in the Patagonia area for educational information and training.

For information on Retirement benefits counseling see the “BENEFITS” section.

IN-HOME SUPPORTIVE SERVICES

A state license is not required of agencies that provide these services, but a local business license may be required. Services include custodial, attendant, companion, homemaker, and respite provided in a home setting. Payment for services is not usually covered by insurance. In addition to the agencies listed below, case managers for the Area Agency on Aging services and some hospital social workers have lists of individuals and agencies that provide in-home services on a private pay basis in each community.

AREA AGENCY ON AGING CASE MANAGEMENT
Nogales: 375-7892
Provide authorization for limited Home Health services to qualified individuals when there is no other payer.

ACCENTCARE
1-888-883-7448

TELECARE
Jerry Smith – 281-0943
Provides daily calls by volunteers to check on welfare of homebound elders.
DEPENDABLE HOME HEALTH  
Nogales: 761-3211

LUTHERAN SENIOR SERVICES  
Tucson: 520-514-7342  Nogales: 281-9240

PATAGONIA ASSISTED CARE  
Patagonia: 520-604-8179  
www.carepatagonia.com

LEGAL SERVICES

ARIZONA CENTER FOR DISABILITY LAW  
1-800-922-1447  
Provide protection and advocacy for individuals with mental illness and developmental disabilities, and advocates for individuals with substantial physical impairments.

SOUTHERN ARIZONA LEGAL AID (SALA)  
Tucson: 1-800-248-6789  
Nogales: 287-9441, ext. 4141  
The Tucson office of Southern Arizona Legal Aid provides assistance with most civil legal issues to residents of Santa Cruz County. Some areas of specialty include Social Security, public benefits, housing, consumer law and landlord/tenant. Free booklets are available on landlord/tenant problems, and other frequently encountered legal issues. Provide legal assistance to low and moderate income individuals facing or at risk of foreclosure or legal issues directly related to the foreclosure of their home. Legal assistance may also be provided to tenants living in properties in or at risk of foreclosure and foreclosures associated with Homeowner Association fees.

VICTIM WITNESS  
281-5868  
May provide support/assistance for victims of crime.

MEDICAL INSURANCE

AFFORDABLE CARE ACT  

ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM (AHCCCS)  
Nogales: 281-2634  
DES determines eligibility for health insurance for individuals who are eligible for AHCCCS based on federal poverty guidelines. In other states, this program is called Medicaid. AHCCCS benefits are automatic for recipients of Supplemental Security Income (SSI), and certain other programs. To apply for AHCCCS, you may also go to www.healthearizonaplus.gov or call 855-432-7587 (interpretation services available).

ARIZONA LONG TERM CARE SYSTEM (ALTCS)  
1-888-782-5827  
This Medicaid program, operated by AHCCCS, provides acute medical services and covers the cost of long-term care in a facility or if cost effective through in-home services. Medical and financial eligibility is determined by the state ALTCS office. ALTCS provides services in clients’ homes, in assisted living facilities, and in nursing homes.
MARIPOSA COMMUNITY HEALTH CENTERS, INC.

Nogales: 281-1550 or Rio Rico: 375-5003
Has individuals (navigators) trained to assist those seeking insurance from the Affordable Care Act to understand how to use the health exchange/marketplace.

MEDICAL INSURANCE COUNSELING and MEDICARE SUPPLEMENT POLICY

INFORMATION

SEAGO: 432-2528, ext. 222
State Health Insurance Assistance Program: 1-800-432-4040
These agencies have information on most health insurance policies available and provide assistance in understanding and applying for various forms of insurance.

MEDICARE

1-800-772-1213 or Nogales: 1-877-405-5472 (Social Security Office)
This health insurance program primarily serves those aged 65 or older. To apply, contact Social Security Administration.

1-800-633-4227 (Medicare)
For questions, information, or problems regarding a claim.

To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site- www.medicare.com, or call SEAGO at the above phone number.

MEDICARE SAVINGS PROGRAM (QMB/SLMB/QI)

1-602-417-5010
This program pays the Medicare Part B premium for low income Medicare beneficiaries. It also qualifies an individual for Part D extra help. Eligibility requirements must be met. Contact SEAGO for assistance in completing forms: 432-2528, ext. 222. Or apply online through HEAplus at www.azahcccs.gov

V.A. HEALTH CARE SYSTEM

Tucson: 520-628-6308
Arizona Department of Veteran’s Services will assist with enrollment forms for V.A. health coverage. The V.A. determines eligibility.

MEDICAL SERVICES

Resources having reduced/sliding fee scale or free services.

FAMILY HEALTH CENTER - Patagonia: 394-2262
Provide basic medical services.

MARIPOSA COMMUNITY HEALTH CENTERS, INC.

Nogales: 281-1550 or Rio Rico: 375-5003
Payment is based on a sliding fee scale. Provides medical services, pharmacy, lab, X-ray, and dental services. Also, Well Woman Health Check Program and a number of health promotion/disease prevention programs. Immunizations, pneumonia and flu shots also provided. Transportation for appointments can be arranged up to 24 hours in advance by calling the clinic.
MARIPOSA COMMUNITY HEALTH CENTERS, INC.
    Nogales: 761-7920
Tuberculosis screening.

NOGALES SENIOR CENTER
    Nogales: 287-7422
Staff from Carondoleet provides free health screenings including blood pressure, sugar checks, and medication review. Thursdays from 9 a.m. to noon at the senior center.

SOULISTIC MEDICAL INSTITUTE
    Tubac: 398-2333
Non-profit and faith based. Sliding fee scale, but care provided regardless of ability to pay. Doctor will make house calls. Medicare, AHCCCS and most insurances accepted.

V.A. HEALTH CARE SYSTEM: 1-800-470-8262

MEDICATIONS

There are numerous prescription discount programs. Some are sponsored by drug manufacturers and usually have specific eligibility criteria. There are discount prescription plans sponsored by pharmacy chains, organizations, insurance plans, and even the state of Arizona, in which one pays an annual membership fee and/or monthly fee in order to receive discounts.

For individuals eligible for Medicare, the Part D insurance program provides more than a discount, it helps pay for the cost of drugs.

MEDICARE PART D
    1-800-MEDICARE or 1-800-633-4227
    SEAGO at 520-432-2528, ext. 222
To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site www.medicare.com, or contact the above numbers. Part D provides insurance to purchase prescription drugs listed on the insurance plan’s formulary. Insurance plans included stand alone drug coverage, and drug coverage within a Medicare managed care plan. Extra help is available to assist low income individuals to pay Medicare Part D premiums and co-pays. Apply for extra help at the AHCCCS/ALTCS office or at Social Security. SEAGO can assist in completing applications for extra help.

STATE OF ARIZONA COPPER RX PROGRAM
    1-888-227-8315
Provides discounts on various prescriptions for persons who join.

STATE HEALTH INSURANCE ASSISTANCE PROGRAM
    1-800-432-4040
    SEAGO: 520-432-2528, ext. 222
Provide information, counseling, and assistance to individuals with questions about various prescription discount programs, and insurance plans to pay for prescriptions. To sign up for a Medicare Part D plan, use Planfinder on the Medicare Web site www.medicare.com, or call SEAGO at the above phone number.
MENTAL HEALTH SERVICES

See BEHAVIORAL HEALTH SERVICES

NURSING HOMES

The Office of Long Term Care Licensure of the Arizona Department of Health Services licenses nursing homes and long-term care units in hospitals. Information about selecting a nursing home is available from the ombudsman program. Certain small rural hospitals have a “swing bed” agreement. Under this agreement, the hospital is participating in Medicare and has approval to provide post-hospital skilled care and meets certain requirements. Medicare Part A (the hospital insurance program) covers post-hospital extended care services given by a swing bed hospital. This allows an individual to get rehabilitation in a rural hospital instead of having to go to a nursing home.

There are currently no nursing homes open in Santa Cruz County. For more information, please contact the two offices listed below:

OFFICE OF LONG TERM CARE LICENSURE-Tucson: 520-628-6965
OMBUDSMAN PROGRAM (NOGALES): 287-3408

POLICE AND EMERGENCY NUMBERS

AMERICAN RED CROSS: 1-800-341-6943
Assists persons experiencing home fire or other disaster.

BORDER PATROL: 377-6000
EMERGENCIES: 911

NOGALES POLICE DEPARTMENT: 287-9111

PATAGONIA TOWN MARSHAL: 394-2091

POISON CONTROL: 1-800-222-1222

SANTA CRUZ COUNTY SHERIFF: 761-7869

SCAMS, CONSUMER, AND FRAUD ISSUES

ARIZONA ATTORNEY GENERAL - ELDER ABUSE PROJECT
602-542-2124 or 1-800-352-8431
Consumer information and complaints, including scams.

ELDER AFFAIRS UNIT (Arizona Attorney General’s Office)
602-542-2124 or 1-800-352-8431
Ask to be transferred to the Elder Affairs Program. This program is available to talk with a senior or caregiver about issues, information, or problems. They are also available to give information on life planning and other areas.
EXAMPLES OF SCAMS:

CAR REPAIR SCAM
You have car problems and while fixing one issue, another problem is found costing hundreds or thousands of dollars more than the estimate.

CREDIT CARD SCAM
You get unsolicited mail offering you a low interest credit card with a high credit limit. When you receive the credit card it can only be used to purchase items from their catalog.

HOME IMPROVEMENT SCHEMES
Usually a salesperson comes to your door saying they spotted something deficient with your home. They offer to do the job immediately. They always insist on cash up-front. Do not pay it!

INVESTMENT FRAUD
Unsolicited phone calls from salesperson with an investment opportunity. Usually offering higher returns than other investments. Check with a reputable money manager.

LIVING TRUST SCAM
Pressuring unsuspecting seniors into buying living trusts that they may not want or need using kits, which on average cost $1,500.

MAGAZINE SUBSCRIPTIONS
The company calls you up. If you buy their magazines, you will be entered in their prize drawing. You usually receive the magazine but get a phone call shortly after to buy more magazines to go even higher in the prize lottery. Seniors often spend $800 or more per year on magazine subscriptions.

MEDICAL EQUIPMENT DEVICES
They often leave flyers in mailboxes or solicit you in the hospital or doctor’s parking lot. You are told to go to them and for a small fee Medicare will pick up the entire bill.

SWEEPSTAKES WINNERS
You receive an unsolicited phone call stating you have won a foreign lottery or a prize. Person states you only have to send a little money to receive the winnings or prize. You will usually be asked to send the money to a post office box so that it cannot be traced.

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<thead>
<tr>
<th>SENIOR CENTER/NUTRITION SITES</th>
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<tr>
<td>SANTA CRUZ COUNCIL ON AGING</td>
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<tr>
<td><strong>Nogales</strong>  - 287-7422</td>
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<tr>
<td>Nogales Senior Center</td>
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<tr>
<td>125 East Madison Street</td>
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<tr>
<td>Nogales, AZ 85621</td>
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<tr>
<td><strong>Patagonia</strong>  – 394-2494</td>
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<tr>
<td>Patagonia Senior/Community Center</td>
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<tr>
<td>100 Quiroga Drive</td>
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<td>Patagonia, AZ 85624</td>
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TRANSPORTATION

CITY OF NOGALES:  285-5757
Senior rides must be scheduled 24 hours in advance, and are on Mondays through Fridays, between 8:00 a.m. and 4:00 p.m. (last home pickup is at 3:00, last store or office pickup is at 4:00 pm). They will take you anywhere in Nogales.

DAV (DISABLED AMERICAN VETS) TRANSPORTATION
1-800-470-8262
Appointments made through Tucson V.A. Hospital.

SANTA CRUZ COUNCIL ON AGING TRANSPORTATION SERVICES
Nogales:  287-7422
Transportation for elderly and disabled to nutrition site and medical appointments with 4 hours notice.
Tubac:  398-2191 (Willie Armijo)
Transports seniors who are members of Santa Cruz Council on Aging from Tubac area to Tucson with two weeks’ notice, also to Nogales, or to Green Valley. One regular shuttle every other Tuesday to Wal-Mart in Nogales.

SENIOR CITIZENS OF PATAGONIA:  394-2494
Patagonia senior citizens or the disabled of any age may call this number with a week’s advance notice to get a ride from Patagonia to doctor appointments in Tucson, Green Valley, or Sierra Vista. You can also catch a ride to Nogales doctor appointments. Every Wednesday you can get a ride to Wal-Mart or Safeway in Nogales.

UNION SHUTTLE
520-287-9686
Nogales to Phoenix Airport with 24 hours advance notice.

AAA TRANSPORT
520-312-5540
Transportation to Tucson airport, train and bus terminals, and to non-emergency appointments in Tucson.

TAXIS
ACOSTA TAXI – 287-2967
CITY TAXI – 287-2111
8AS TAXI – 287-9087
ENCINAS CAB – 287-6995
HERNANDEZ TAXI – 287-7347
UNION TAXISTAS
NOGALES – 287-9686
PATAGONIA TAXI – 604-6151
From Patagonia to Tucson or Phoenix

VETERANS

ARIZONA DEPARTMENT OF VETERANS’ SERVICES
520-628-6308
Phoenix: 1-800-852-(VETS)
Fiduciary Division - Phoenix: 602-248-1554
Tucson: 520-628-6489
Assists with enrollment in the V.A. Health System, benefit counseling and application, referral to fiduciary services, help with claims.
DAV (DISABLED AMERICAN VETS) TRANSPORTATION
1-800-470-8262
Appointments made through Tucson V.A. Hospital.

GREEN VALLEY V.A. CLINIC
1-800-470-8262
Appointments made through the V.A. Hospital.

Vet to Vet Peer Support Program (Wellness Connections)
   Sierra Vista: 459-2624 or vets@seacrs.org
Veterans helping veterans get through everything from PTSD to readjustment to civilian life. Serving all veterans, regardless of service era, or combat status.

V.A. HOSPITAL - Tucson - 520-792-1450 or
   TLC (Telephone Linked Care) 1-800-470-8262
Provide medical services, hospice services, and transportation to V.A. hospital.

V.A. REGIONAL OFFICE
1-800–827-1000
Processes claims for disability compensation, education benefits, pensions, widows benefits, veteran’s home loans, etc.

For FIDUCIARY SERVICES FOR VETS see GUARDIAN AND CONSERVATOR SERVICES section

VISION

DES OFFICE OF VOCATIONAL REHABILITATION
   Tucson: 520-629-0225, ext. 223 (Jonathon Pringle, Consultant)
Available for consultation, or referral to other agencies for individuals with combined hearing and vision loss.

LIONS SIGHT AND HEARING FOUNDATION
   602-954-1723
May assist low-income individuals with glasses or surgery.

SANTA CRUZ ASSOCIATION FOR THE BLIND
   Nogales: 382 International Street
Provides planned group activities, shopping at local stores, training in handicraft skills, and information about services available to the visually impaired.

SAAVI - SOUTHERN ARIZONA ASSOCIATION FOR VISUALLY IMPAIRED
   Tucson: 520-795-1331
Provide a variety of rehabilitation services and workshops for adults experiencing vision loss, who are looking for employment skills or better quality of life. Services are FREE to clients and can be provided at the center or at home.

SUN SOUNDS RADIO
   Tucson: 520-296-2400
Radio station for visually impaired. Receiver provided free of charge.
TALKING BOOKS  
**Phoenix**: 1-800-255-5578  
Available from Rural Blind Program and from public libraries.

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**VOLUNTEER OPPORTUNITIES**

**MEDICAL INSURANCE COUNSELING** and **MEDICARE SUPPLEMENT POLICY INFORMATION**: 
**SEAGO**: 520-432-2528, ext. 222

**OMBUDSMAN PROGRAM** - **Nogales**: 520-287-3408  
Recruits volunteer advocates for individuals in nursing homes and assisted living facilities.

**RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)**  
RSVP in Cochise and Santa Cruz Counties is sponsored by the Civic Service Institute at Northern Arizona University (NAU) and offers Americans 55 years of age and older the opportunity to volunteer by connecting them to non-profit agencies in need of volunteer support. If you a non-profit organization seeking volunteers or a volunteer looking for an opportunity to serve your community, please contact Melissa Hernandez at 520-305-2482 or Melissa.Hernandez@nau.edu.

**SAAVI – SOUTHERN ARIZONA ASSOCIATION FOR THE VISUALLY IMPAIRED**  
**Tucson**: 520-795-1331  
For volunteer opportunities, working with adults who are blind and visually impaired. Volunteer opportunities are in a rehabilitation setting and can encompass many experiences. Call for details.

**HOSPICE “SOULISTIC”: 520-398-2333**  
Provide services in Tubac, Rio Rico, Nogales and Patagonia. Need volunteers to provide emotional and spiritual support, to do shopping and help with meal preparation as a support to families, and to provide respite to families.

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**WEB SITES**

- [www.aarp/az](http://www.aarp/az)  
  AARP’s Web site contains info on insurance, legal assistance, etc.

- [www.azapda.org](http://www.azapda.org)  
  Arizona Chapter of American Parkinson Disease Association

- [www.alz.org](http://www.alz.org)  
  Information for caregivers and education about Alzheimer’s.

- [www.arizonaselfhelp.org](http://www.arizonaselfhelp.org)  
  Can inform about programs that may be of benefit and where to go for help.

- [www.azag.gov](http://www.azag.gov)  

- [www.azaging.org](http://www.azaging.org)  
  Information about the Arizona Association of Area Agencies on Aging

- [www.azdes.gov/reportadultabuse](http://www.azdes.gov/reportadultabuse)  
  APS’s site for reporting abuse online.
www.azheadspine.org/index.asp
Info for individuals with spine and head injuries.

www.azlat.net
Helps provide loans for purchasing assistive technology

www.azlinks.gov
Helps find aging and disability resources.

www.azlawhelp.org
Helps to solve legal problems for low-income individuals.

www.aztap.org
Helps with assistive device technology

www.nfcacares.org
Helps educate, support, and empower caregivers.

www.caregiver.org
Resources to help caregivers

www.cdc.gov
Center for Disease Control.

www.co.santa-cruz.az.us/
Information about Santa Cruz County government and services.

www.donotcall.gov
Sign up for blocking phone sales pitches.

www.eldercare.gov
The Elder Locator Web site provides information about local aging services.

www.elderhostel.org
Travel/learning opportunities for seniors.

www.healthcare.gov
To apply for the Marketplace of health insurance options.

www.health.harvard.edu
Health information.

www.hospicenet.org
For patients and families facing a life threatening illness.

www.medicare.gov
Information about Medicare.

www.medlineplus.gov
Health information

www.medlineplus.gov/esp (Spanish)
Health information.

www.nhcoa.org
National Hispanic Council on Aging.
www.saavi.us
Southern Arizona Association for the Visually Impaired.

www.safeaging.org
Library of safety information for seniors and caregivers.

www.safelinkwireless.com
Information on free cell phone for low income individuals

www.sath.org
Provides information for accessible travel and hospitality.

www.seago.org
Provides information about the SEAGO region.

www.seniors.gov
Assists seniors in obtaining health and security information and services.

www.ssa.gov
Social Security’s website