Purpose of This Guide

This guide was created by West Tennessee care transitions communities working with Qsource to reduce hospital readmissions for Medicare patients. It contains all known, applicable life-management resources to help West Tennessee providers and caregivers offer the right services to Medicare patients during and after transfer of care.

This is living document and will be updated as new resources and services become available. It does not provide individual physician information. To make a suggestion or to request to be included in this guide, email ghunt@qsource.org.

Download the most recent edition of this guide at www.qsource.org/ResourceGuide.
Alcoholism/Drug Abuse/Mental Health
Alcoholics Anonymous (AA)/Narcotics Anonymous (NA) Groups

Bradford, TN AA
Location: Hwy 54 across from Bestway Grocery
Time: Meeting 8pm Friday & Sunday
Contact: 877-426-8330

Central West TN, Intergroup of AA
Locations/Times: Various, from Somerville to Union City
Contact: 877-426-8330
Web: http://www.aawesttn.org

Humboldt, TN AA
Location: St. Thomas Episcopal Church, 6 Esquire Lewis Road
Time: 8am Wednesday
Contact: 731-784-2872

Memphis, TN AA
Locations/Times: Various
Contact: 901-454-1414
Web: http://www.memphis-aa.org

Milan Fellowship, TN AA
Location: 1075 S. Front Street (First Baptist Church’s house)
Time: 10am Saturday; 8pm Tuesday, Thursday & Saturday
Contact: 877-426-8330

Trenton, TN AA
Location: First Presbyterian Church, 503 S. High Street
Time: 8pm Tuesday & Thursday
Contact: 731-855-2736 (Church) or call 731-855-9543

Trenton, TN NA
Location: First Presbyterian Church, 503 S. High Street
Time: 7pm Monday, Tuesday, Wednesday, Friday & Saturday
Contact: 731-855-2736 (Church) or call 731-855-9543

West Tennessee Area, NA
Locations/Times: Various
Contact: 901-276-5483 (LIVE)
Web: http://www.na-wt.org
General

Al-Anon/Al-Ateen Family Group
Locations: Various
Contact: 888-425-2666 (meeting referral)
Web: http://www.al-anon.alateen.org
Services: Support group for friends and families of problem drinkers

Cocaine Anonymous
Locations: Various
Contact: 800-347-8998 or 901-725-5010
Web: http://www.ca.org
Services: Support group for persons with cocaine addiction problems

Gamblers Anonymous
Contact: Memphis hotline 901-438-3695, Nashville hotline 615-599-3201
Web: http://www.gamblersanonymous.org
Services: Support group for people with gambling addictions

Substance Abuse and Mental Health Services Administration
Contact: 301-443-0373
Web: http://www.samhsa.gov
Services: Helps people with mental and substance use disorders, supports the families of people with mental and substance use disorders, builds strong and supportive communities, prevents costly behavioral health problems and promotes better health for all Americans

Tennessee Department of Mental Health and Substance Abuse Services—Nashville, TN
Location: 500 Deaderick Street
Contact: 1-855-CRISIS-1
Web: http://www.tn.gov/mental
Services: Provides information, resources and statewide drop-in centers

Treatment Facilities

Baptist Behavioral Unit—Union City, TN
Location: 1201 Bishop Street
Contact: 731-884-8400 or 800-828-4578, Fax 731-884-8417
Web: http://www.baptistonline.org/union-city/services/behavioral
Services: 24-hour service; a continuum of alcohol/drug and mental health services, including group therapy, aftercare, support groups, psychiatric services on outpatient basis, individual/family therapy and intensive inpatient services
Behavioral Healthcare Center of Martin—Martin, TN
Location: 458 Hannings Lane
Contact: 731-588-2830, Fax 731-587-6923
Web: http://www.tnhealthmanagement.com/BHC/Martin
Services: Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF); 16-bed geriatric behavioral inpatient hospital that specializes in treating behaviors related to brain diseases such as Alzheimer’s disease and dementia, as well as mental illness diagnosis

Carey Counseling Center, Inc.—Trenton, TN
Location: 1263 Highway 45 Bypass North
Contact: 731-855-2871, Fax 731-855-2877
24-Hour Crisis Line 800-353-9918
For first appointment call 800-611-7757
Web: http://www.bhillc.org/careyweb/www/index.htm
Services: Individual group therapy (adult, adolescent, children); family counseling; marital therapy; psychological psychiatric evaluation; day treatment program; parent training classes; alcohol drug counseling; consultation; education services; court-ordered evaluation; group home for male clients

Cumberland Heights Outpatient Services—Jackson, TN
Location: 130 Stonebridge Boulevard, Suite C
Contact: 800-646-9998
Web: http://www.cumberlandheights.org
Services: Intensive outpatient assessment of youth for inpatient family group counseling; counseling for adults; affiliated with inpatient facility in Nashville

Jackson Area Council on Alcoholism and Drug Dependency (JACOA)—Jackson, TN
Location: 900 E. Chester
Contact: 731-423-3653, Fax 731-422-2820
Web: http://jacoa.org
Services: Residential treatment, intensive outpatient program, DUI offenders program, underage drinkers program, aftercare program, outpatient program

Lakeside Hospital—Memphis, TN
Location: 2911 Brunswick Road
Contact: 800-242-7837, Fax 901-373-0937
Web: http://lakesidebhs.com
Services: Full-service, 290-bed psychiatric hospital, offers treatment of alcohol/drug related adults, children and geriatric, also treat persons with behavioral health issues

Memphis VA Medical Center: Chemical Dependency Treatment—Memphis, TN
Location: 1030 Jefferson Ave
Contact: 901-523-8990 or 800-636-8262
Web: http://www.memphis.va.gov
Services: Offers medical services and support to U.S. veterans through the U.S. Department of Veterans Affairs
Pathways Behavioral Health Services
Locations: Bolivar, Brownsville, Dyersburg, Jackson, Lexington, Martin, Milan, Tiptonville, Trenton, Union City
Web: http://www.wth.org/locations/branches/pathways-behavioral-health-services
Services: In/outpatient services, diagnostic evaluation

St. Francis Hospital—Memphis, TN
Location: 5959 Park Avenue
Contact: 901-765-1000
Web: http://www.saintfrancishosp.com
Services: Assessment and acute psychiatric care; open 24 hours a day, seven days a week
Alzheimer’s/Dementia Services

Alzheimer’s Association
Locations: Various
Contact: 800-272-3900, 800-237-3225
Web: [http://www.alz.org/altn](http://www.alz.org/altn)
Services: 24-hour listening/supportive services; serves people with memory problems, family and paid caregivers in the 23 counties in West Tennessee; services are free

Behavioral Healthcare Center of Martin—Martin, TN
Location: 458 Hannings Lane
Contact: 731-588-2830, Fax 731-587-6923
Web: [http://www.tnhealthmanagement.com/BHC/Martin](http://www.tnhealthmanagement.com/BHC/Martin)
Services: Accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF); 16-bed geriatric behavioral inpatient hospital that specializes in treating behaviors related to brain diseases such as Alzheimer’s disease and dementia, as well as mental illness diagnosis

National Institute on Aging: Alzheimer’s Disease Education and Referral Center
Web: [http://www.nia.nih.gov/alzheimers](http://www.nia.nih.gov/alzheimers)
Services: Online information, publications, news, resources, and research on Alzheimer’s topics for patients, caregivers and providers

Tennessee Commission on Aging and Disability: Alzheimer’s Resources—Nashville, TN
Location: 502 Deaderick Street, 9th Floor
Contact: 615-741-2056
Web: [http://www.tn.gov/comaging/links.html](http://www.tn.gov/comaging/links.html)
Services: Provides information and links to assist individuals and caregivers dealing with issues surrounding Alzheimer’s disease
**Blind & Visually Impaired Services**

**Disability.gov**
Web: [https://www.disability.gov](https://www.disability.gov)
Services: A federal government website for people with disabilities that provides information about disability benefits, healthcare, housing programs, tools and resources

**Southern College of Optometry—Sliding-Scale Services**
Location: 1245 Madison Avenue
Contact: 901-722-3200
Web: [http://www.sco.edu](http://www.sco.edu)
Services: Helps patient enjoy the best quality of vision possible through outstanding eye health and vision care

**Tennessee Department of Human Services: Division of Rehabilitation Services—Nashville, TN**
Location: 400 Deaderick Street, 15th Floor
Contact: 800-628-7818
Web: [http://www.tn.gov/humanserv/rehab/bvis.html](http://www.tn.gov/humanserv/rehab/bvis.html)
Services: Vocational rehabilitation, independent living services, deaf-blind services, newsline for the blind and visually impaired, Tennessee business enterprises

**Tennessee Library for the Blind and Physically Handicapped—Nashville, TN**
Location: 403 Seventh Avenue North
Contact: 800-342-3308
Web: [http://www.tennessee.gov/tsla/lbph](http://www.tennessee.gov/tsla/lbph)
Services: Free public library, talking books, magazines, books for adults and children, large print books, books in Braille, descriptive videos, music
Cancer Care

American Cancer Society—Local offices
  Contact: Jackson 731-664-4663, Memphis 901-278-2000
  Web: http://www.cancer.org
  Services: Helps with the challenges of dealing with cancer, including housing, cosmetics, counseling

National Cancer Institute/Cancer Information Services
  Contact: 800-4-Cancer, 800-422-6237
  Web: http://www.cancer.gov
  Services: Educates the public about cancer prevention, risk factors, symptoms, diagnosis, treatment and research
Care Management

Caregiver Action Network
Web: http://www.caregiveraction.org
Contact: 202-772-5050
Services: Works to improve the quality of life for Americans who care for loved ones with chronic conditions, disabilities, diseases, or the frailties of old age

ElderCare Consultants—Memphis, TN
Contact: 901-680-0151
Web: http://www.ElderCareMemphis.com
Services: Helps elderly or homebound people who need special care

Geriatric Consultants, LLC—Memphis, TN
Location: 5515 Barfield Road
Contact: 901-603-2765
Web: http://www.eldercarechannel.com/providers/geriatric-consultants-llc
Services: Offers geriatric care managers and consultants

Hospice Education Institute
Contact: 800-331-1620 or 800-562-3383
Web: http://www.hospiceworld.org
Services: An independent, not-for-profit organization, serving members of the public and healthcare professionals with information and education about the many facets of caring for the dying and the bereaved

Jewish Family Services—Memphis, TN
Location: 6560 Poplar Avenue
Contact: 901-767-8511
Web: http://www.jfsmemphis.org
Services: Full-service outpatient mental health clinic provides assessment and therapy services, community education and support, transportation assistance and meals, assistance and referrals for seniors

Tennessee Commission on Aging and Disability: Ombudsman Long-Term Care Program—Nashville, TN
Location: 502 Deaderick Street, 9th Floor
Contact: 615-253-4392, Toll free 877-236-0013
Web: http://www.tn.gov/comaging/ombudsman.shtml
Services: Provides assistance to elderly residing in nursing homes, homes for the aged, assisted care living facilities, and adult care homes

Long-Term Services & Supports—Nashville, TN
Location: 310 Great Circle Rd.
Contact: 800-342-3145
Web: http://www.tn.gov/tenncare/longtermcare.shtml
Deaf & Hard-of-Hearing Services

Credentialed Court Interpreter Program—Nashville, TN
Location: Administrative Office of the Courts, 511 Union Street, Suite 600
Contact: 615-741-2687
Web: http://www.tncourts.gov/programs/court-interpreters
Services: Tests people who will interpret in the courtroom for those that do not understand English

Disability.gov
Web: https://www.disability.gov
Services: A federal government website for people with disabilities providing information about disability benefits, healthcare, housing programs, tools and resources

Jackson Center for Independent Living (JCIL): Deaf and Hard of Hearing Services—Jackson, TN
Location: 1981 Hollywood Drive
Contact: 731-668-2211, Fax 731-668-0406
Email: information@jcil.tn.org
Services: Includes interpreting services

Library Services for the Deaf and Hard of Hearing—Nashville, TN
Location: 615 Church Street
Contact: 615-862-5750 (Voice/TTY), Toll Free 800-342-3262 (Voice/TTY)
Web: https://tndeaflibrary.nashville.gov/contact
Services: Includes materials to educate the hearing public about hearing loss and deafness, as well as accessible, informational and entertaining materials for people who are deaf or hard of hearing

Tennessee Department of Human Services: Deaf & Hard of Hearing Services
Locations: Various regional offices
Web: http://www.tn.gov/humanserv/rehab/dhhs.html
Services: May include guidance and counseling, vocational training, post secondary education, interpreting services, provision of hearing aids and adaptive devices, personal adjustment training, technology services, job placement, physical restoration, information referral

West Tennessee Hearing & Speech Center—Jackson, TN
Location: 65 Ridgecrest Road
Contact: 731-668-6076, Fax 731-668-7033
Web: http://www.westtennesseehearingandspeech.com
Services: Private, nonprofit organization providing services to the school system and public health; vocational hearing, speech, language and feeding therapy; hearing aids; birth to geriatrics.
Dental Care

Free Dental Care: National Directory of Free Dental Clinics
Web: http://www.freedentalcare.us/st/tennessee
Services: Provides a comprehensive list of free and sliding scale dental resources

Tennessee Department of Health: Dental Clinics
Location: Various, statewide
Contact: 615-741-3111
Web: http://health.state.tn.us/oralhealth/state.html
Services: Provides clinical dental services to segments of the population that would otherwise not receive care
Equipment—Medical/Assistive

Easter Seals Tennessee—Nashville, TN
Location: 2001 Woodmont
Contact: 615-292-6640, ext. 120
Web: http://tn.easterseals.com/site/PageServer?pagename=TNDR_homepage
Services: To provide services to ensure that all people with disabilities or special needs and their families have equal opportunities to live, learn, work and play in their community

Gibson County Office on Aging—Bradford, TN
Location: 168 East Main Street
Contact: 731-742-2891, Fax 731-742-3208
Services: List of sitters and medical equipment for loan

Mid-South Access Center for Technology—Memphis, TN
Location: University of Memphis, College of Education, Ball Hall, Room 307B
Contact: 901-678-3919
Web: http://www.memphis.edu/act
Services: Provides assistive technology resources and services for individuals with disabilities in Memphis and the Mid-South region

Milan Senior Citizens Center—Milan, TN
Location: 1075 B East Van Hook Street
Contact: 731-686-0851
Web: http://www.cityofmilantn.com/senior-citizens-center-calendar-of-events
Services: Wheelchairs only
Financial Assistance

Memphis Public Library: Financial Assistance—Memphis, TN
Web: http://www.memphislibrary.org/hardtimes/financialassistance
Services: Webpage lists various resources for financial help

Modest Needs
Contact: 212-463-7042
Web: https://www.modestneeds.org
Services: A national, nonprofit organization that accepts online applications for modest one-time financial assistance

Shelby County Trustee: Property Tax Relief—Memphis, TN
Contact: 901-432-4829
Services: A state-funded tax relief program for taxpayers 65 and older, disabled citizens and veterans
Health Clinics—Low/No-cost

Church Health Center—Memphis, TN
Location: 1210 Peabody Avenue
Contact: 901-272-0003
Web: http://www.churchhealthcenter.org
Services: Provides healthcare for the working uninsured and promotes healthy bodies and spirits for all

Christ Community Health Services—Memphis, TN
Locations: Various
Contact: 901-260-8500
Web: http://www.christcommunityhealth.org
Services: Focuses on fulfilling the physical, spiritual, and emotional needs of the poor, the uninsured, and the homeless in Memphis

Faith Health Center—Jackson, TN
Location: 510 Carriage House Drive
Contact: 731-215-2500
Web: http://www.faithhealthcenter.com
Services: Accepts uninsured, underinsured, insurance, Medicare, Medicaid, sliding scale available

Hardeman County Community Health Center—Bolivar, TN
Location: 629 Nuckolls Road
Contact: 731-658-3388
Web: http://www.hardemanhealth.org/clinics.html
Services: Accepts uninsured, underinsured, insurance, Medicare, Medicaid, sliding-scale fees based on income

Lifespan Health—Clifton, TN
Location: 207 Main Street
Contact: 931-676-3121
Web: http://www.lifespanhealth.com
Services: Accepts uninsured, underinsured, insurance, Medicare, Medicaid, sliding-scale fees based on income

Memphis Health Loop—Memphis, TN
Locations & Contacts:
  - South Third: 1955 South Third Street, 901-515-5800
  - Frayser: 2574 Frayser Boulevard, 901-515-5300
  - Guthrie: 1064 Breedlove, 901-515-5400
  - Hollywood: 2500 Peres, 901-515-5500
Web: http://www.the-med.org/health-loop
Services: A hospital-based clinic owned and operated by Regional Medical Center; provides primary medical care in pediatrics, family medicine and OB/GYN; appointments and walk-in services available; skilled interpreters available to assist patients who speak languages other than English
Memphis Health Center—Memphis & Rossville, TN
Locations & Contacts:
Main site: 360 East EH Crump Boulevard, 901-261-2000
Towne Center: 915 East McLemore Avenue 901-672-8390
Rossville: 4940 Highway 57, 901-261-7303
Web: http://www.memphishealthcenter.org
Services: Offers family practice and preventative medical and dental services for the insured or uninsured

NeedyMeds: Clinic List for Tennessee
Web: http://www.needymeds.org/free_clinics.taf?_function=list&state=tn
Services: Website that helps patients find help with the cost of medicine and medical services
Housing/Utilities
General

Community Alliance for the Homeless—Memphis, TN
   Location: 44 North Second Street, Suite 302
   Contact: 901-527-1302
   Web: http://www.communityallianceforthehomeless.com
   Services: Works to end homelessness in Memphis

Memphis Light Gas and Water: Rental/Assistance Programs—Memphis, TN
   Location: 220 South Main Street
   Contact: 901-544-6549
   Web: http://www.mlgw.com/residential/assistanceprograms
   Services: Offers payment assistance plans and extension policies

Tennessee Housing Development Agency—Nashville, TN
   Location: 502 Deaderick Street
   Contact: 615-815-2200, Toll free 800-228-THDA
   Services: Provides rental and low-income home energy assistance

Subsidized—No Age Restrictions

Bradford Apartments—Bradford, TN
   Location: 23 Blue Belew Cove
   Contact: 731-742-2292
   Services: 20 Units, 2 Disabled

Crockett Manor—Trenton, TN
   Location: 2047 S. Hwy 45 Bypass
   Contact: 731-855-0017
   Services: 38 Units, 2 Disabled

Dyer Apartments—Dyer, TN
   Location: Rocky Point Drive
   Contact: 731-692-2220
   Services: 54 Units, 3 Disabled

Gibson House Apartments—Trenton, TN
   Location: 2220 Highway 45 Bypass
   Contact: 731-855-4668
   Services: 48 Units
Humboldt Housing Authority—Humboldt, TN
  Location: 3532 Seymour Loop
  Contact: 731-784-9772
  Services: 200 Units, 46 Disabled

Milan Housing Authority—Milan, TN
  Location: 1000 Northside Terrace
  Contact: 731-686-8571
  Email: milanhouse@bellsouth.net
  Services: 100 Units, 5 Disabled

Trenton Housing Authority—Trenton, TN
  Location: 128 Burnett Drive
  Contact: 731-855-1231
  Services: 210 Units, 5 Disabled

Nonsubsidized

Cherrywood Place—Medina, TN
  Location: 345 W. Church Avenue
  Contact: 731-783-3516
  Services: 16 Units FHA Standards
Insurance & Medicare

AARP
Contact: 800-523-5800
Times: 7am–11pm Monday–Friday EST
Web: http://www.aarphealth.com
Services: Medicare supplemental information

FindHelpTN
Web: http://www.tn.gov/tenncare/findhelptn/benefits
Services: Website helps Tennesseans find state and federal programs and services for which they might qualify

Health Assist Tennessee (formerly TennCare Advocacy Program)—Nashville, TN
Location: P.O. Box 281858
Contact: 800-269-4038, Fax 615-313-9242
Web: http://www.healthassisttn.org
Services: Advocacy and outreach counselors help Tennesseans who are enrolled in, or applying for, Medicaid to get the medical care they need, answering questions about the processes and programs related to TennCare and referring clients to other agencies who can help them

Medicare—Beneficiaries
Contact: 877-486-2048
Web: http://www.medicare.gov
Services: Online website provides official Medicare guidance for beneficiaries

Medicare Complaints/Case Review—Memphis, TN
Location: 3340 Players Club Parkway, Suite #300
Contact: 800-489-4633, Complaints 800-633-4227 or TTY/TTD 877-486-2048
Services: Reviews complaints about the quality of care given by: inpatient hospitals, hospital outpatient departments, hospital emergency rooms, skilled nursing facilities, home health agencies, Private Fee-for Service plans, and ambulatory surgical centers

National Council on Aging: Benefits Check up
Contact: 202-479-1200
Web: https://www.benefitscheckup.org
Services: Helps people answer questions to find benefit programs to help seniors pay for medications, healthcare, food, utilities and more

Qsource—Memphis, TN
Location: 3340 Players Club Parkway, Suite #300
Contact: 800-528-2655
Web: http://www.qsource.org
Services: The quality improvement organization contracted by the Center for Medicare & Medicaid Services for the state of Tennessee
Tennessee’s State Health Insurance Assistance Program (SHIP)
Locations: Various, through the Area Agencies on Aging and Disability
Contact: 877-801-0044
Web: http://www.tn.gov/comaging/ship.html
Services: Provides free, unbiased counseling and assistance in navigating the components of Medicare and other related health insurances
Legal Services

Community Legal Center—Memphis, TN
Location: 910 Vance
Contact: 901-543-3395
Web: http://www.clcmemphis.com
Services: Pro bono help for Memphis area residents

Justice for All: A TN Supreme Court Initiative
Locations: Various
Contacts: Various
Web: http://www.justiceforalltn.org/county/gibson
Services: Helps people who cannot afford a lawyer and need legal help in civil cases to find a lawyer, an agency or information

Legal Information for Tennesseans (LIFT)
Contact: 2-1-1
Web: http://www.legalinfotn.org
Services: Helps find legal help at public libraries

Memphis Bar Association: Lawyer Referral—Memphis, TN
Location: 145 Court Avenue, #301
Contact: 901-527-3573
Web: http://www.memphisbar.org/displaycommon.cfm?an=1&subarticlenbr=35

Mid-America Pension Rights Project
Contact: 866-735-7737
Web: http://www.mid-americanpensions.org
Services: Provides help with pension-related problems at no charge; of special interest to divorced persons, retirees and workers planning to retire

Mortgage and Foreclosure Assistance, Fair Housing and Housing Counseling
Contact: 731-423-0616, Toll Free 800-372-8346
Web: http://www.wtls.org
Services: Provides legal representation, counseling education and outreach on fair housing issues; foreclosure, predatory lending, fair housing issues and reverse mortgage

Northwest Assistance for the Elderly Project
Contact: 731-426-1316, Toll Free 800-372-8346
Web: http://www.wtls.org/NWAsst.htm
Services: Offers legal advice and education in SNAP/Food Stamps, Social Security, SSI, Medicaid, TennCare, Medicare, nursing home care and access, boarding home care, federally subsidized housing, utilities, age discrimination, cases involving the immediate risk of loss of housing; adult abuse, neglect and exploitation; and medical collection actions threatening access to health care.
Online Tennessee Justice
Web: [http://www.onlinetnjustice.org](http://www.onlinetnjustice.org)
Services: Volunteer attorneys answer legal questions online, confidentially and at no charge; requires household income below 250% of the federal poverty level and liquid assets below $5,000 in value; provides advice on civil and administrative legal problems, not criminal

Disability Law & Advocacy Center of Tennessee
Contact: 800-342-1660
Web: [http://www.dlactn.org](http://www.dlactn.org)
Services: Various advocacy services for Tennesseans, of all ages and incomes, with disabilities; specific focus areas include freedom from discrimination in business, work and government services; investigates reports of abuse and neglect in institutions and community settings

Tennessee Justice Center
Contact: 877-608-1009 or 615-255-0331
Website: [http://www.tnjustice.org](http://www.tnjustice.org)
Services: Help for enrollees with insurance and TennCare problems; emphasis on foster children and those with the greatest medical need

Tennessee Legal Z
Contact: 888-253-4259
Services: Statewide help by phone, for finding resources to deal with civil (non-criminal) legal problems

West Tennessee Legal Services—Jackson, TN
Location: 210 W. Main
Contact: 423-0616, Toll Free 800-372-8346, Fax 423-2600
Web: [http://www.wtls.org](http://www.wtls.org)
Additional locations:
- Huntingdon Office: 113 West Paris Street
- Dyersburg Office: 208 South Church Street
- Selmer Office: 141 North Third Street
Services: Provides legal representation to low income individuals, families and communities in 17 counties in West Tennessee; sponsors classes on housing counseling, information and referral; offers a consumer clinic

Military Families and Veterans

ABA HomeFront Project
Services: Features an Information Center with publications and resources on a variety of legal topics that military families may encounter

Stateside Legal Help
Web: [http://www.statesidelegal.org](http://www.statesidelegal.org)
Services: Helps service members, veterans, family members and advocates find easy-to-use legal information and networking tools
Veteran Justice Legal Clinic—Memphis, TN
Location: 1030 Jefferson Avenue
Time: 4th Tuesday of the month, 12–2pm
Contact: Veteran Justice Coordinator, 901-523-8990, ext. 6711
Web: http://www.memphis.va.gov/pressreleases/Memphis_Open_Free_Legal_Clinic_for_Veterans.asp
Services: Free legal clinic for veterans

Immigration, Migrant and Refugee Issues

American Civil Liberties Union of Tennessee: Immigrant Rights Resource Center—Nashville, TN
Location: P.O. Box 120160
Contact: 615-320-7142
Web: http://www.aclu-tn.org/immigrantresourcecenter.htm

Refuge Empowerment Program—Memphis, TN
Location: 1548 Poplar Ave. (Program: 258 N. Merton St)
Contact: 901-725-3103
Web: http://www.repmemphis.org
Services: Addresses the unique needs and concerns of the refugee population of Memphis through empowerment programs and community outreach

Tennessee Justice for Our Neighbors: Tennessee Immigrant and Refugee Rights Coalition —Nashville, TN
Location: Hillcrest United Methodist Church
Times: Third Saturday of the month between 9am–1pm (no clinic in July or December)
Contact: 615-414-1030
Web: http://tnjfon.org
Services: Free legal clinic held monthly, appointment needed
Nutrition

Administration on Aging: Nutrition Services
Web: http://www.aoa.gov/AoA_programs/HCLTC/Nutrition_Services/index.aspx
Services: Aims to reduce hunger and food insecurity, promotes socialization of older individuals, and promotes the health and well-being of older individuals and delay adverse health conditions through access to nutrition and other disease prevention and health promotion services

Metropolitan Inter-Faith Association (MIFA)—Memphis, TN
Location: 910 Vance Avenue
Contact: 901-527-0208
Web: http://www.mifa.org
Services: Supports the independence of vulnerable seniors and families in crisis through high-impact programs

Mid-South Food Bank—Memphis, TN
Location: 239 Dudley
Contact: 901-527-0841
Web: http://www.midsouthfoodbank.org
Services: Feeds children, families and seniors

Nutrition.gov
Web: http://www.nutrition.gov
Services: Offers a compilation of nutrition resources for seniors

St. Luke’s Food Pantry—Smyrna, TN
Location: 10682 Old Nashville Highway
Contact: 615-459-9672, Fax 615-459-3989
Times: Tuesday and Wednesday, 9am–1pm
Web: http://www.saintlukesmyrnatn.com/ministries/food-pantry
Services: Mainly serves North Rutherford County, which includes Smyrna and LaVergne

Tennessee Department of Health: Food Stamp Program
Contact: 866-311-4287
Web: http://www.tn.gov/foodstamps
Services: Provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families

Tennessee Department of Health: Nutrition Resources
Web: https://health.state.tn.us/nutrition
Services: Offers online resources for diabetes and weight management, including recipes and nutritional information
Prescription Assistance
Overview

For the most current information on Medicare coverage, click on the links:

MEDICARE A: no prescription coverage
What Medicare Covers: Part A

MEDICARE B:
Limited medical prescription coverage (i.e., diabetic testing supplies, some oral chemotherapy medications, some oral nausea medications, and certain nebulizer medications). Medicare B pays 80%; client is responsible for 20% cost share. If client has a Medicare supplement, it may assist with the cost share (after deductible, if applicable).

MEDICARE C:
Medicare Consumer Guide: Part C

MEDICARE D:
• Voluntary (enrollment required) prescription drug coverage for clients who have Medicare A and/or B.
• Part D may deny prescriptions eligible for Part B coverage.
• Part D plans are subject to monthly premiums and an annual deductible. Once the deductible is paid, clients are responsible for paying co-pays on covered medicines. Co-pay schedules vary depending on client’s type of Medicare D plan.
• Coverage Gap (Donut Hole): The Coverage Gap occurs after a client exhausts a designated amount of benefits. While in the Gap, a client does not have set co-pays, but rather a contracted percent of the full cost for each prescription. The client will “buy” their way out of the Gap when they reach a set amount of out-of-pocket spending. Once out of the Gap, the client will have catastrophic coverage with minimal out-of-pocket costs.

The Affordable Care Act is gradually decreasing the Coverage Gap to close it by 2020. Review updated spending amounts and discount percentages at www.medicare.gov or www.cms.gov.

• Level of Care Change: Part D offers one-time Level of Care overrides and exemptions for clients discharged from a hospital, emergency department, or other facility. Pharmacies may attempt a Level of Care Change request while prior authorization or non-formulary status issues are resolved.
• Low Income Subsidy (Extra Help Credit): All low-income clients should apply for Low-Income Subsidy (LIS). LIS benefits may:
  o Lower prescription co-pays
  o Eliminate the Coverage Gap in benefits
  o Reduce monthly premiums
  o Provide no Open Enrollment restrictions

Medicare Pard D Drug Coverage  | Medicare Consumer Guide: Part D
TN MEDICAID (TENNCARE):
http://www.tn.gov/tenncare/

- Prescription benefits for formulary medications. Most patients are responsible for $3.00 co-pay on name brand drugs and no co-pay for generic drugs.
- Monthly Prescription Limits: TennCare benefits cover 5 prescriptions per month; 3 generic and 2 name brand. There are exceptions to the monthly prescription limit.
- Auto exempt Medications: Medications on this list do not count towards the monthly limit. These medications are automatically exempt from the limit without requiring any authorizations. The Auto exempt List includes medications from a variety of therapies.
- Attestation: Medications on this list may not count against the monthly limit if attested by the provider. The Attestation overrides are available for acute medication needs or maintenance medication needs (ex. Anti-hypertensive). To initiate an Attestation, the Prescriber must call 866-434-5524. Formulary, auto exempt, and attestation lists: https://tnm.rxportal.sxc.com/rxclaim/portal/preLogin

Note: Encourage TennCare patients to purchase their cheaper monthly medications out-of-pocket and save their five spots for the more expensive medications.
- Low-Cost Lists (ex. $4 lists): Not all lists are the same! No income requirement!
  - Various pharmacies offer different versions of low-cost lists of medications.
  - Various pharmacies also offer store programs that offer better pricing on medications for the uninsured. *Note: Medicare and Medicaid clients CANNOT PARTICIPATE in store programs that charge a fee to enroll.
  - Some pharmacies offer FREE MEDICATIONS instead of, or in addition to, a low cost medication list. Examples of medications currently offered for no charge include, but are not limited to:
    - 14 day supply of antibiotics: Amoxicillin, Ampicillin, Cephalexin, SMZ-TMP, Ciprofloxacin, Penicillin VK, Doxycycline Hyclate capsules, & up to 30 days of Metformin and Lisinopril.
    - Unadvertised low cost medications: Some pharmacies with low cost lists also include certain controlled medications (Tramadol, generic Ritalin) unadvertised on their low cost lists.
- Internetdrugcoupons.com — This free website lists coupons and links available from various manufacturers, most are only for use by commercially insured patients or self-pay patients unless free; Medicare, Medicaid, commercially insured and self-pay patients may use most free vouchers or coupons; usually no maximum income limits apply

Pharmaceutical Patient Assistance Programs (PAP)
Programs offered by pharmaceutical companies that provide patients with access to medications at little or no cost to the patient

Gibson County Health Department—Trenton, TN
Location: 1250 Manufacturer’s Row
Contact: 731-855-7601, Fax 731-855-7603
Services: Primary care for uninsured, including prescriptions, stop smoking information; interpreter phone services are available, all languages
Northwest Tennessee State Health Insurance Assistance Program (SHIP, part of NWTAAAD)—Humboldt, TN

Location: 202 N. Central Avenue
Contact: 731-824-3430, Fax 731-784-2814
Email: Diana.hart@nwtdd.org
Web: http://www.tn.gov/comaging/ship.html
Services: Help finding and choosing a patient assistance program through the state’s nine Area Agencies on Aging & Disability (AAADs)

Patient Assistance Programs

These pharmaceutical companies have Patient Assistance Programs that you may want to check into for help in getting prescription medications if income is limited. To acquire the application call the toll-free number provided for your particular drug company. An extensive list of specific medications and companies, including information on how to call for an application, is available online. Just apply and see what is available for your specific situation. If you are unsure of which company manufactures your drug, call your pharmacy.

AstraZeneca
Contact: 800-424-3727
Web: http://www.astrazeneca-us.com/medicines/help-affording-your-medicines

BlueCare—Precert Volunteer State Health Plan
Contact: 731-499-4352
Additional contacts: 901-544-2490, 423-535-5253, Fax 800-919-9213
Web: http://bluecare.bcbst.com
Services: Managed Care Organization (MCO)

Bristol-Myers-Squibb
Contact: 800-736-0003
Web: http://www.needymeds.org/papforms/bripae0042.pdf

Boehringer Ingelheim
Contact: 800-556-8317
Web: http://www.needymeds.org/papforms/boepae0039.pdf

GlaxoSmithKline—Bridges to Access
Contact: 866-728-4368 (general)
Web: http://www.BridgesToAccess.com or http://www.BridgesToAccess.gsk.com
Contact: 866-265-6491 (oncology)
Web: http://www.gskcta.com

Graceway Pharmaceuticals
Location: P.O. Box 8202, Somerville, NJ 08876
Contact: 866-628-6498, Fax 866-838-5820
Health Assist Tennessee (formerly TennCare Advocacy Program)—Nashville, TN  
Contact: 800-722-7474, Fax 615-313-9242  
Web: [http://www.healthassisttn.org](http://www.healthassisttn.org)  
Services: Advocacy and outreach counselors help Tennesseans enrolled in or applying for TennCare get the medical care they need

Merck Patient Assistance Program  
Contact: 800-727-5400  
Web: [http://www.merckpap.com](http://www.merckpap.com)

NeedyMeds.org  
Web: [http://www.needymeds.org](http://www.needymeds.org)  
Services: Online service that helps patients find help with the cost of medicine and medical services

Novartis  
Contact: 800-245-5356  

Partnership for Prescription Assistance  
Contact: 888-477-2669 or 888-4PPA-NOW  
Web: [http://www.pparx.org](http://www.pparx.org)

Pfizer—Helpful Answers  
Contact: 866-706-2400  
Web: [https://www.phahelps.com](https://www.phahelps.com)

Proctor & Gamble  
Contact: 800-830-9049  

Rx Outreach  
Contact: 800-769-3880  
Web: [http://www.rxoutreach.com](http://www.rxoutreach.com)  
Services: For Tennessee residents below 250% poverty level, based on annual income and family size; mail-order program with 3 tiers of pricing for a 90 day supply ($20, $30, $40)

TennCare  
Health Assist Tennessee (formerly TennCare Consumer Advocacy)  
Contact: 800-722-7474  
Web: [http://www.healthassisttn.org](http://www.healthassisttn.org)  
Services: Help for uninsured in Tennessee
TennCare Solutions: How to file a medical appeal
Contact: 800-878-3192
Services: Helps with how to file an appeal about medical or prescription problems

TennCare—Nashville, TN
Location: 310 Great Circle Road
Contact: 800-342-3145
Web: [http://www.tn.gov/tenncare](http://www.tn.gov/tenncare)
Services: TennCare is Tennessee's managed-care Medicaid program, serving low-income children, pregnant women and disabled Tennesseans

TennCare Select—BlueCross/BlueShield—Chattanooga, TN
Location: 801 Pine Street
Contact: 800-276-1978, After hours 800-299-1407 (Provider Services)
Contact 2: 800-263-5479, After hours 800-999-1658 (Member Services)
Contact 3: Fax 423-752-6790
Web: [http://www.bcbst.com](http://www.bcbst.com)
Services: Managed Care Organization (MCO)

Wal-Mart
 Locations/Contacts: Various
Web: [http://www.walmart.com](http://www.walmart.com)
Services: Offers many generic prescriptions for $4

United Health—Americhoice
Contact: Precertification 800-690-1606
Contact 2: Non-emergency Transportation 866-405-0238
Services: Managed Care Organization (MCO)
Public Agencies

Aging Commission of the Mid-South: Area Agency on Aging & Disability — Memphis, TN
Location: 2670 Union Avenue, Suite 1000
Contact: 901-222-4100
Web: http://www.agingcommission.org
Services: Counties include Shelby, Fayette, Lauderdale, Tipton

Area Agency on Aging & Disability: Southwest — Jackson, TN
Location: 102 East College Street
Contact: 731-668-6403
Web: http://www.swtdd.org
Services: Counties include Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, McNairy and Madison

Area Agency on Aging & Disability: Northwest — Martin, TN
Location: Northwest Development District, 124 Weldon Drive
Contact: 731-587-4213
Web: http://www.nwtdhbra.org
Services: Counties include Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, Weakley

Center for Disease Control and Prevention (CDC)
Contact: 800-CDC-1311
Web: http://www.cdc.gov

Equal Employment Opportunity Commission
Contact: 901-544-0115 or 800-669-4000
Services: Government agency in charge of assuring minorities/women fair treatment

Northwest TN Workforce Board Area 12 — Dyersburg, TN
Location: 313 W. Cedar Street
Contact: 731-286-3585
Local Office Location: 1481 Mullins Street, Humboldt, TN 38343
Contact: 731-784-3552, Fax 731-784-4285
Services: Provide training services to the unemployed and underemployed through training grants, on the job training, workshops and testing

Tennessee Department of Health — Nashville, TN
Location: 710 James Robertson Parkway
Contact: 615-741-3111
Web: http://health.state.tn.us
Services: Dental clinics, environmental health, communicable disease control, Health Educator, primary care, vital records, tobacco cessation
Tennessee Department of Human Services—Nashville, TN
Location: 400 Deadrick Street, 15th Floor
Contact: 615-313-4700
Web: http://www.tn.gov/humanserv
Services: Food stamps, Families First, Medicaid/TennCare, adult protective services, vocational rehabilitation including blind services, fraud investigations

Tennessee Department of Commerce: Insurance Division—Nashville, TN
Location: 500 James Robertson Parkway, 6th Floor
Contact: 800-342-4029
Web: http://www.tn.gov/insurance/consumerRes.shtml
Services: Educates consumers and mediates insurance-related disputes

United States Department of Veteran Affairs: Memphis VA Medical Center—Memphis, TN
Location: 1030 Jefferson Avenue
Contact: 901-523-8990
Web: http://www.memphis.va.gov
Services: Serves American veterans, their dependents and survivors
Transportation

Delta HRA—Convington, TN
Location: 915 Highway 51 South
Contact: 888-477-5226
Web: http://www.deltahra.org/home
Services: Serves the economically disadvantaged, elderly and handicapped persons in the counties of Tipton, Lauderdale and Fayette and in rural Shelby with the Rural Transportation program

ITNMemphis—Memphis, TN
Location: 561 South Prescott Street
Contact: 901-833-7666
Web: http://itnmemphis.org
Services: Provides transportation to seniors and people with visual impairments, within a 15 mile radius of Memphis offices

Jewish Family Services: Shalom Taxi—Memphis, TN
Location: 6560 Poplar Avenue
Contact: 901-767-8511
Web: http://www.jfsmemphis.org/SeniorDirectory.en.html
Services: Transportation assistance within the Memphis area

MATA—Memphis, TN
Locations: Various
Contact: 901-722-7100
Web: http://www.matatransit.com
Services: Fixed bus routes, low-cost far for seniors and those with disabilities

Northwest Community Health Agency—Union City, TN
Location: P.O. Box 368, 1604 W. Reelfoot Avenue
Contact: 800-883-2365, Fax 884-2644
Services: Coordinates all TennCare transportation, public transportation for all ages, serves all of Gibson County, transports anywhere in West Tennessee

Northwest Tennessee HRA: Rural Public Transportation—Martin, TN
Contact: 877-557-4337
Web: http://www.nwthratransit.org
Services: Low-cost quality transportation service for the citizens of Northwest Tennessee
Women & Minorities

CAAP, Inc. Domestic Violence Programs—Memphis, TN
  Location: 4023 Knight Arnold Road
  Contact: 901-272-2227 or Hotline 901-367-7550, Fax 901-261-7555
  Services: Domestic violence help for Shelby county

City of Memphis Sexual Assault Resource Center (MSARC)—Memphis, TN
  Location: 2675 Union Avenue Extended
  Phone: 901-327-0233 or Hotline 901-272-2020, Fax 901-274-2769
  Services: Sexual assault services for Fayette, Lauderdale, Shelby, Tipton, Union and Dyer counties and West Tennessee

Fayette Cares—Somerville, TN
  Location: 13300 North Main Street
  Phone: 901-465-3802
  Hotline: 901-466-0015
  Email: info@fayettecares.org
  Services: Domestic violence intervention including, 24-hour hotline, emergency shelter, court accompaniment, safety planning, security systems and emergency cell phones

Northwest Safeline—Dyersburg, TN
  Location: P.O. Box 1831
  Contact: 731-285-6470 or Hotline 800-957-0055, Fax 731-286-9176
  Services: Domestic violence help for Crockett, Dyer, Henry, Lauderdale, Lake, Obion, Tipton and Weakley counties

Northwest Tennessee Economic Development Council—Dresden, TN
  Location: 231 South Wilson Street
  Contact: 731-364-3228 or Hotline 888-282-4283, Fax 731-364-5163
  Services: Domestic violence help for Weakley, Henry, Carol and Obion counties

The Journey Center—Somerville, TN
  Location: P.O. Box 326
  Phone: 901-466-3802 or Hotline 901-466-0015, Fax 901-466-9934
  Services: Domestic violence help for Fayette and Shelby counties

Wo/Men’s Rape and Resource Assistance Program—Jackson, TN
  Location: 62 Directors Row
  Contact: 800-273-8712
  Web: http://www.wraptn.org
  Services: Counseling for victims of domestic violence and assault

YWCA of Greater Memphis—Memphis, TN
  Location: 766 South Highland
  Phone: 901-725-5861 or Hotline 901-725-4277, Fax 901-725-0161
  Services: Domestic violence help for Shelby county
Additional Assistance

2-1-1
Contact: 211
Web: http://tn211.mycommunitypt.com
Services: Dial 211 to get help locating Tennessee community resources

Consumer Complaints—Nashville, TN
Location: 500 James Robertson Parkway
Contact: 800-342-8385 or 615-741-4737, Fax 615-532-4994
Web: http://www.tn.gov/consumer

Exchange Club—Memphis, TN
Locations: 2180 Union Avenue
Contact: 901-276-2200
Web: http://www.exchangeclub.net
Services: Offers programs and services in three major areas to help end child abuse and family violence.

Jewish Family Services: Senior Directory—Memphis, TN
Location: 6560 Poplar Avenue
Contact: 901-767-8511
Web: http://www.jfsmemphis.org/SeniorDirectory.en.html
Services: A full-service outpatient mental health clinic providing assessment and therapy services, community education and support, transportation assistance and meals, assistance and referrals for seniors
Download the most recent edition of this guide at www.qsource.org/ResourceGuide.