The seventh edition of the Senior Service Directory is published by the Blount County Office on Aging as a public service for the county’s senior citizens and their families. The directory is available at no charge to anyone who needs it and made possible by the generous support of the sponsors listed on the back cover. If this directory is useful to you or your loved ones, please thank them! Copies can be picked up free of charge at many of the sponsors and at

Blount County Community Action Agency
Office on Aging
3509 Tuckaleechee Pike
Maryville, Tennessee 37803
865-983-8411  865-681-1781 (Fax)
Email: inquiry@blountcaa.org
Website: www.blountcaa.org

*The Office on Aging is a source of information & referrals for all matters related to seniors. Other services include Telephone Reassurance & Homemaker Service. Programs are currently being developed to expand adult day care and senior-friendly transportation in Blount County. Call for the latest information.*

Please send corrections, new listings, and suggestions for improvement to Blount County Office on Aging, inquiry@blountcaa.org.
<table>
<thead>
<tr>
<th>TABLE OF CONTENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>SENIOR SUMMARY ................................................................. 1</td>
</tr>
<tr>
<td>ACTIVITIES &amp; RECREATION .......................................................... 44</td>
</tr>
<tr>
<td>ADULT DAY SERVICES ................................................................. 47</td>
</tr>
<tr>
<td>ALCOHOL &amp; DRUG PROBLEMS ............................................................ 49</td>
</tr>
<tr>
<td>ALZHEIMER'S RESOURCES ............................................................... 50</td>
</tr>
<tr>
<td>ASSESSMENT SERVICES ................................................................. 51</td>
</tr>
<tr>
<td>ASSISTED LIVING ....................................................................... 52</td>
</tr>
<tr>
<td>BURIAL ASSISTANCE ................................................................. 52</td>
</tr>
<tr>
<td>CARE MANAGEMENT ................................................................. 53</td>
</tr>
<tr>
<td>COMPUTER SERVICES ............................................................... 54</td>
</tr>
<tr>
<td>CONSUMER INFORMATION ............................................................. 55</td>
</tr>
<tr>
<td>COUNSELING SERVICES ............................................................ 58</td>
</tr>
<tr>
<td>CRISIS &amp; HARDSHIP ASSISTANCE .................................................. 61</td>
</tr>
<tr>
<td>DENTAL CARE ........................................................... 63</td>
</tr>
<tr>
<td>DISABILITY SERVICES ......................................................... 64</td>
</tr>
<tr>
<td>DRIVER SAFETY ............................................................ 72</td>
</tr>
<tr>
<td>EDUCATION .............................................................. 74</td>
</tr>
<tr>
<td>ELDER ABUSE ............................................................ 75</td>
</tr>
<tr>
<td>EMPLOYMENT ............................................................ 77</td>
</tr>
<tr>
<td>ENERGY ASSISTANCE .......................................................... 78</td>
</tr>
<tr>
<td>EYE SERVICES ............................................................. 79</td>
</tr>
<tr>
<td>FAMILY CAREGIVER SUPPORT ............................................ 81</td>
</tr>
<tr>
<td>Service</td>
</tr>
<tr>
<td>----------------------------------------------</td>
</tr>
<tr>
<td>FOOD AND NUTRITION</td>
</tr>
<tr>
<td>GOVERNMENT INFORMATION</td>
</tr>
<tr>
<td>GRANDPARENTS RAISING</td>
</tr>
<tr>
<td>GRANDCHILDREN</td>
</tr>
<tr>
<td>HEALTH CLINICS</td>
</tr>
<tr>
<td>HOME HEALTH CARE</td>
</tr>
<tr>
<td>HOMEMAKERS, SITTERS &amp; IN-HOME SERVICES</td>
</tr>
<tr>
<td>HOME REPAIR &amp; MODIFICATION</td>
</tr>
<tr>
<td>HOSPICE</td>
</tr>
<tr>
<td>HOSPITALS</td>
</tr>
<tr>
<td>HOUSING</td>
</tr>
<tr>
<td>INFORMATION AND REFERRAL</td>
</tr>
<tr>
<td>LEGAL SERVICES</td>
</tr>
<tr>
<td>LIBRARIES</td>
</tr>
<tr>
<td>LIVE-IN HELP</td>
</tr>
<tr>
<td>MEDICAL CARE</td>
</tr>
<tr>
<td>MEDICAL EQUIPMENT &amp; SUPPLIES</td>
</tr>
<tr>
<td>MEDICAL INFORMATION</td>
</tr>
<tr>
<td>MEDICAL INSURANCE</td>
</tr>
<tr>
<td>MENTAL HEALTH</td>
</tr>
<tr>
<td>NURSING HOMES</td>
</tr>
<tr>
<td>PERSONAL EMERGENCY RESPONSE SYSTEMS &amp; REMINDERS</td>
</tr>
<tr>
<td>PRESCRIPTION DRUG ASSISTANCE</td>
</tr>
<tr>
<td>REHABILITATION SERVICES</td>
</tr>
</tbody>
</table>
Guide to Using This Directory

Keep in mind…

- All information is subject to change. The directory is published every three years. Addresses, phone numbers, business names, prices, and hours of operation may change during that time.
- All listings include addresses and phone numbers. All addresses are in Blount County, unless otherwise stated. All times are for the Eastern Time Zone unless indicated.
- All area codes are 865 unless indicated.
- Regardless of how you intend to pay, always ask a provider of health-related services what forms of payment they accept before you choose them.
- TTY and TDD phone numbers are for users of teletypewriters or text telephones only.
- Websites for those organizations who have them are listed at the Blount County Community Action Agency’s website, www.blountcaa.org.
- The sponsors listed beginning on page 158 make this book possible. Please support and thank them with your patronage!

Be sure to call the Blount County Office on Aging if you have questions about any topics covered in this book. The range of senior services is evolving and expanding to meet the needs of a growing senior population in Blount County. The Office on Aging is one of the best resources for current information and updates on services, programs and providers.
Caregiving & Eldercare Assistance

If you are helping or caring for an older person, the first thing this directory can do for you is offer ideas about where you can find practical help. Research shows that caregivers can do a better job of caring for their relatives if they don’t try to do it all themselves but take advantage of community services and take some time off (often called respite).

Information and assistance for caregivers is available through the Office on Aging at 983-8411 or the East TN Area Agency on Aging & Disability at 691-2551. Staff can advise about available resources such as respite, home modification, safety devices, adult day programs, and in-home services.

“Activities of daily living” and “instrumental activities of daily living” (ADLs and IADLs) are terms you may encounter when talking with social workers, healthcare professionals, and insurance representatives. ADLs are functions that healthy people can do for themselves but that sick or frail people can lose the ability to do without assistance. ADLs include eating, bathing, grooming, dressing, toileting, walking, and transferring (i.e., bed to chair, in and out of bath). IADLs include preparing meals, shopping, managing money, using the telephone, light or heavy housework, driving, or using public transportation. IADLs can also include the ability to remember to take daily prescribed medications.

Caregivers are often at a loss to know what is causing a behavior change in the older person they care for, what to expect next, and what they can do about it (for example, the older person seems sad or depressed for long periods of time, is confused, or is irrational). A geriatric assessment program can often offer explanations and recommendations. Mental and behavioral changes can result from disease,
poor nutrition, reactions to medicines, and the stress of major life changes such as a move from the family home or a death in the family. Assessment programs administer a variety of medical, psychological, and mental tests. Staff members interview both the older person and the family members involved. A variety of professionals, including physicians, nurses, social workers, and psychologists study the results of the tests and make recommendations for action. They explain the test results, help the family plan, and suggest services that might help. Geriatric care managers can do a somewhat simpler assessment.

Caregivers must deal with all of the tasks of everyday life, including, for many, a job outside the home in addition to providing care for an elderly person. It therefore helps to be as organized as possible and keep track of all of the tasks and all of the paperwork. For information about caregiver resources and support groups, see page 144.

CONSUMER PROTECTION

Avoiding Scams

Scams come in many forms: telephone calls, mail, in person, internet or email. Con artists often target older people. Be wary, particularly when someone approaches you, suggesting, for example, that your home needs repairs or that you have won a contest that you don’t remember entering. Don’t be taken in by telemarketers. Be suspicious when you are told that your Medicare “needs to be fixed.” NEVER give your bank account, credit card, Medicare, or Social Security numbers to a person you don’t know. Never pay any amount of money for a “prize” that you have supposedly won without checking out the organization that it’s from. Be especially suspicious of offers to help you—for a fee—recover money lost to other telemarketers; it’s an
especially cruel hoax. Remember: If it seems too good to be true, it probably is! Call Legal Aid of East Tennessee (page 115) for help in checking out a telemarketer proposal.

When looking for workers to do home repair, ask friends for referrals or check listings in the phone book yellow pages. Be extremely wary of unsolicited offers to do home repair or improvement jobs, especially if someone drives up to your home uninvited and offers you a bargain. Get an estimate from more than one business; ask if they offer a senior discount.

Check with the city and county business tax offices and the Better Business Bureau about each company. Ask for—and check—references before hiring a worker or signing a contract. Get the agreement in writing. Make an appointment to have someone from Legal Aid of East Tennessee look over a contract before you sign it; their help is free to seniors.

**Hiring In-Home Services**

When you hire an individual or company to come onto your property or into your home, you take on a certain amount of risk, as does the person you’re hiring. There are many issues, including liability for damage to your property, liability for injury to the person you hire, the potential for scams, and who is paying the worker’s Social Security tax. When looking for workers to do home repair, ask friends for referrals or check listings in the phone book yellow pages. Be extremely wary of unsolicited offers to do home repair or improvement jobs, especially if someone drives up to your home uninvited and offers you a bargain. Get an estimate from more than one business; ask if they offer a senior discount. Get an agreement in writing. Make an appointment to have someone from Legal Aid of East Tennessee (page
look over a contract before you sign it; their help is free to seniors.

It is best to know the answers to the following questions before you hire someone to do work for you at home rather than regretting it later.

Questions to Ask When Hiring Someone to Come Onto Your Property or Into Your Home

- Who is going to do the work? Does the company use employees or subcontractors?
- Who supervises the employees or subcontractors?
- Does the individual or company have experience? What type of experience? How long has the individual or company done this type of work?
- What kind of background checks are done by the company?
- What is the company’s policy on hiring employees or subcontractors with a criminal background? Some companies might do a police background check, but might not have a policy against hiring someone with a criminal background.
- Does the individual or company have a business license or other appropriate license? Is it current? Is their license held in Blount County, or somewhere else?
- Is the individual or company accredited by a governing agency? Does the individual or company have workers’ compensation insurance? Is it current?
- Has the individual or company paid an insurance bond?
- If the company uses subcontractors, does the subcontractor have a license? What about workers’ compensation insurance? Has the subcontractor paid an insurance bond?
- Have any complaints against the individual or company been filed with the Better Business Bureau, the Tennessee Consumer Affairs Division, or any applicable licensing board?
- Can the individual or company provide references and contact information for the references?
- What work or services will be provided?
- When will the work or services start and end?
- How much will the work or services cost and what is the payment schedule? Does the individual or company accept checks or money orders so you can prove that you paid for the work or services?
- Ask for a detailed contract that covers the work or services that will be done, any materials that will be used, the cost and payment schedule, and the start and end date.

NOTE: If you hire someone to work in your home, you may be responsible for paying Social Security and Medicare taxes. You will have to pay taxes if you are an “employer” who has the right to tell the worker when, where, and how to do the work.

**Medicare Fraud**

Protecting Medicare’s Trust Funds to ensure the availability of future benefits continues to be a priority of our government. Detecting and deterring Medicare fraud requires the active help of every beneficiary. The Centers for Medicare and Medicaid Services (CMS) suggests:

- Never give your Medicare number to anyone over the phone or to someone you don’t know if you did not initiate the contact. Do not send it over the Internet, except to secure, encrypted sites such as Social Security’s and Medicare’s official sites. If in doubt, don’t do it, or get help.
• Check your Medicare Summary Notice (MSN) or report from your Medigap company to be sure you received the medical service listed.
• Be suspicious of companies that offer “free” medical equipment or offer to waive your copayment.
• Beware of health-care providers/suppliers who use door-to-door or phone offers to sell you goods and services.
• Beware of health-care providers who say they represent Medicare or a federal agency or who use pressure tactics to get you to accept a service, product, or insurance.
• Beware of health-care providers who offer “free” screening tests at senior gatherings and ask for your Medicare number. If the services are really free, they should not need your number.

In East Tennessee, free and confidential information and assistance are available to help you report suspected fraud, waste, and abuse. For information, call the East Tennessee Area Agency on Aging & Disability and ask about the Tennessee Senior Medicare Patrol Project. Call the appropriate agency for Medicare Part A or B to report possible fraud.

ELDER ABUSE & EXPLOITATION

The abuse, neglect, or exploitation of a disabled or older adult is against the law. Elder abuse includes physical abuse, sexual abuse, mental abuse, and depriving a person of services by a caregiver. Elder exploitation includes taking government funds that have been paid to a disabled or older adult.

Tennessee law requires that any person who suspects abuse, neglect, or exploitation of a disabled or older adult to make a report to the Tennessee Department of Human Services, Department of Adult Protective Services. The toll-
free number is 1-888-277-8366. The local number is 594-5685.

The majority of elder abuse & exploitation is inflicted by family members. Much of this relates to taking money or property, obtaining a signature on documents not understood by the signer, or using a power of attorney to misappropriate funds or property.

FINANCES & MEDICAL INSURANCE

Social Security

Nine out of 10 Americans who have reached retirement age receive a monthly income check from Social Security. (Reduced retirement benefits may start at age 62.) Monthly benefits are available to workers upon retirement, to their dependents and/or survivors, and, in some cases, to persons with severe disabilities. Employed persons can begin receiving benefits at full retirement age, regardless of income.

Full-retirement age has been 65 for many years. However, beginning with people born in 1938 or later, that age will gradually increase until it reaches 67 for people born after 1959. A chart on the Social Security website shows the steps in which the retirement age will increase.

To apply, contact the Social Security Administration for instructions on how to file a claim. There are many service options available when you are ready to file a claim: you can file online, call your local Social Security field office, or simply go to your local office for same-day service. Spouses and widows or widowers may be eligible for special benefits, including death benefits. Individuals who are disabled before age 65 may apply for Social Security disability benefits.
Direct deposit of Social Security checks eliminates lost or stolen checks and saves the federal government millions of dollars.

**Supplemental Security Income (SSI)**

Supplemental Security Income (SSI) provides a minimum monthly income to persons with limited income and resources who are age 65 or older, blind, or have other disabilities. Eligibility is based on income and assets. The Social Security office provides information about the program, takes applications, and helps file claims. You may be eligible for TennCare (Medicaid) if you receive SSI now—or if you do not receive SSI now, but you received both Social Security and SSI in at least one month after April 1977. See medical information and financing for TennCare application information. Legal Aid of East TN has information about this eligibility.

**Social Security Disability Insurance (SSDI)**

The Social Security Disability Insurance program (also called SSDI) pays benefits to individuals and certain family members if they paid Social Security taxes and worked long enough to qualify. Adult children also may qualify for benefits through their parents' work records if the children have a disability that started before age 22. If an application for SSDI is denied, the appeal process should be used. It is not required, but it may be helpful to contact an attorney or Legal Aid of East Tennessee for advice on the appeal process.
Disabled individuals ages 18 to 64 years who have low incomes and limited assets may qualify for disability benefits through the Supplemental Security Income (SSI) program.

**Medicare**

Medicare is a federal health insurance program that pays a large part of the medical expenses of most Americans over the age of 65 and some younger, disabled persons who have received federal disability benefits for at least 24 months. Individuals with end-stage renal disease or ALS (amyotrophic lateral sclerosis, often called “Lou Gehrig’s Disease”) may qualify for Medicare without the 24-month requirement. Anyone over age 65 may apply for Medicare.

Most people get their Medicare coverage in one of two ways. The enrollee chooses either an Original Medicare Plan (which has Part A and Part B) + Part D (prescription drug coverage) + optional Medigap (Supplemental) insurance, or a Medicare Advantage Plan (called Part C), which combines Parts A, B, and D. Part A is premium-free to most people. Part B requires payment of a monthly premium. People with lower incomes pay lower premiums for Part B. If you are not yet on Social Security, you will be billed quarterly for Medicare premiums. Part C (Medicare Advantage plans) includes some benefits not available through Original Medicare. Part D is insurance for reducing prescription drug costs. It is optional and may require payment of a monthly premium to a private company.

**Help with Medicare Premiums**

Help is available for low-income enrollees who cannot afford to pay their Medicare premiums, copayments, or deductibles. To find out more about Qualified Medicare Beneficiary (QMB), Special Low-Income Medicare
Beneficiary (SLMB), Qualified Individuals 1 (QI1), and Extra Help programs, or to enroll, see page 125. The resource limits for the Medicare Savings (QMB, SLMB, and QI1) and Extra Help programs have changed. If you were denied help in the past, you can call SHIP (State Health Insurance Assistance Program) at 691-2551 for information about the new resource limits.

**When to Apply for Medicare**

To apply for Medicare benefits, you should contact Social Security three months before you turn 65, whether or not you are retired. If you do not enroll at that time, you may be charged higher premiums later when you do sign up. Contact Social Security for details about when and how to apply. If you are receiving Social Security or Railroad Retirement when you turn 65, you are automatically enrolled in Medicare and will receive your Medicare card in the mail. The only way individuals may delay taking Part B without a penalty is if they are enrolled in a health plan that is at least as good as Medicare.

If you continue to work after age 65 and are covered by your employer’s health insurance, Medicare will be the secondary payer for some hospital services under Part A. Contact Social Security promptly to enroll in Part B when you stop working or your employment-related health insurance terminates. Your premiums could be higher if you do not. You may have special rights to purchase a Medigap policy if your employment-related coverage is ending.

To learn about Medicare coverage, you can request pamphlets about Medicare benefits by telephone, or on the Internet at www.medicare.gov. The Centers for Medicare and Medicaid Services (CMS), the federal agency that administrates Medicare, sends a Medicare & You Handbook to
beneficiaries yearly. It contains the latest information about all of the ways to get your Medicare benefits and where to get help and additional information.

For reliable information about different ways of obtaining the Medicare benefits that you want, contact the local office of Tennessee State Health Insurance Program (SHIP) or the Blount County Office on Aging.

**Original Medicare**

**Part A: Hospital Insurance.** Part A helps pay the cost of inpatient hospital care. In some instances, it helps pay for home health care, hospice care, and skilled nursing care in a nursing home. Per benefit period, copayments, coinsurance, and deductibles may apply. Visit www.medicare.gov or call 1-800-MEDICARE for specific costs. A benefit period begins when an individual is admitted as an inpatient to a hospital and ends when that person has been out of the hospital for 60 days. A new hospital deductible is charged only after that period. Some Medicare Supplement plans cover that cost.

The amount Medicare will pay for a hospital stay is based on a patient’s diagnosis and whether care in a hospital is medically necessary. Once the doctor has decided that it is no longer medically necessary for a patient to remain in the hospital, the person will be discharged.

If the patient or the family disagrees with the doctor’s decision to discharge the patient, they can appeal the decision before having to leave the hospital. To appeal, contact QSource, Tennessee’s healthcare quality improvement organization, for information and assistance in starting the appeal process within the time allowed. You may have to insist on your right to appeal.
Part B: Medical Insurance. Medicare Part B helps pay for medically necessary doctors’ care, out-patient care, home health services, durable medical equipment, and other medical services. Part B also covers many preventive services and general prescriptions. Enrollees pay a monthly premium and all costs until a yearly deductible is met. Then you typically will pay 20% of the Medicare-approved amount of the eligible service. Many preventive procedures do not require the 20-percent copayment. Doctors and durable medical equipment suppliers who accept as their full fee what Medicare allows are said to “accept Medicare assignment.”

Part D: Prescription Drug Insurance. Medicare Part D helps pay for medically necessary prescription drugs for beneficiaries. Part D is optional; however, there is a penalty for beneficiaries who do not enroll when they first become eligible but later decide to enroll. The annual open enrollment period is October 15 to December 7 each year and changes take effect on January 1. Enrollees must participate in Part A, B, or both and may pay a Part D monthly premium and yearly deductible. The limits of coverage are described in the annual Medicare & You handbook.

Enrollees eligible for both Medicare and Medicaid (“dual eligibles”) receive prescription drug coverage through Medicare, not Medicaid.

Help with Medicare Premiums and Deductibles. Help is available for low-income Medicare beneficiaries who cannot afford to pay their Medicare premiums, copayments, or deductibles. To find out more about Qualified Medicare Beneficiary (QMB), Special Low-Income Medicare Beneficiary (SLMB), Qualified Individual (QI), or Extra Help programs, or to enroll, see Medical Insurance & Financing.
Medigap (Medicare Supplement Insurance). Medigap policies are sold by private insurance companies to fill “gaps” in Original Medicare Part A and Part B coverage. Medigap policies help pay your share (coinsurance, copayments, and deductibles) of the costs of Medicare-covered services, and some policies cover certain costs not covered by Original Medicare. In Tennessee, you may choose from up to 10 different standardized types of Medigap policies. Medigap policies must follow federal and state laws. These laws protect you. A Medigap policy must be clearly identified as “Medicare Supplement Insurance.” You need only one Medigap insurance policy. Before purchasing a policy, be sure that the plan provides the coverage that you want and can afford. For more information contact the State Health Insurance Program (SHIP) or the Office on Aging.

State and federal law guarantees your right to purchase the Medicare supplement insurance policy of your choice during an initial open enrollment period that begins when you turn 65 and are enrolled in Parts A and B. You cannot be refused or charged more based on your health, medical history, or claims experience.

Guarantees of access to Medigap (Guaranteed Issue Rights) policies are available outside the initial open enrollment period for people in the following situations:

- Your employer-provided retiree group health insurance that supplemented Medicare is terminated
- You drop your supplement insurance when you enrolled in any Medicare Advantage plan for the first time and elect to leave the plan within 12 months of enrolling
- You move out of the geographic area served by your Medicare Advantage plan
• Your Medicare Advantage plan’s contract with Medicare is not renewed
• Your Medigap policy coverage ends through no fault of your own
• You leave a Medicare Advantage plan or Medigap policy because the company hasn't followed the rules or has misled you.

Very quick action is required: Enrollees must choose a Medigap policy within 63 days of losing previous coverage. For more information or assistance, contact SHIP (State Health Insurance Assistance Program).

**Medicare Advantage Plans** (Medicare Part C) are approved by Medicare but run by private companies. When you join a Medicare Advantage plan you are still in Medicare, but you cannot have a Medicare Advantage plan and Original Medicare at the same time. When you have a Medicare Advantage plan, you do not need a Medigap (supplement) policy, and it is illegal for anyone to sell you one.

Medicare Advantage plans provide all of your Part A and Part B coverage and must cover medically necessary services. They may offer extra benefits (such as dental care, routine eye exams, and preventive care), and many include Part D drug coverage. However, you must still pay your Medicare Part B premiums in addition to any premiums charged by the Medicare Advantage Plan. The kinds of Medicare Advantage Plans available in our area are:

• Health Maintenance Organizations (HMO)
• Preferred Provider Organizations (PPO)
• PPOs with Point of Service (POS) options
• Private Fee-For-Service Plans (PFFS)
- Special Needs Plans
- Medical Savings Account Plans (MSA)

Medicare Advantage plans usually have networks, which mean you may have to see doctors who belong to the plan or go to certain hospitals to get covered services. In many cases, your costs for services can be lower than in the Original Medicare Plan.

Although Medicare Advantage plans can have many advantages, consumers should also understand that providers are encouraged to provide care at the most cost-effective level possible. If you are denied services, an appeal is worth pursuing. Each plan has a member-services telephone number that connects you with a person who will help you work within the plan’s appeal process.

Medicare Advantage Plans available in Tennessee are listed in the Medicare & You handbook, or call Medicare.

Factors to Consider When Choosing Coverage

To decide whether to enroll in a Medicare Advantage plan (HMO, PFFS, PPO, Special Needs, or MSA), or remain in Original Medicare, consider these advantages and disadvantages:

- In an HMO, you are limited to using only the doctors, hospitals, and other health-care providers that have signed contracts with that plan. A PPO allows nonparticipating physician visits with a higher copayment. Original Medicare allows you to choose physicians, hospitals, and other providers, and covers eligible services anywhere in the U.S.
- Check with all your doctors, specialist(s), and hospital to find out whether they are already members of the Medicare Advantage plan you are considering. You may
have to change your primary-care doctor or specialist if he or she is not affiliated with the plan. If your doctor leaves the plan, you will need to find a new physician who participates.

- In an HMO, you may be required to have prior approval from your primary-care physician (usually a general practice physician, family care physician, or internist) to see a specialist, have surgery, or obtain medical equipment if you expect the plan to pay for it; in some instances, you must also have prior approval from the managed care company. In Original Medicare you have more freedom in choosing medical providers.
- Some Medicare Advantage plans have modest premiums and low copayments and coinsurance.
- Medical expenses are more predictable under Medigap and Medicare Advantage plans because the monthly premiums and any deductibles are known in advance.
- Inpatient hospitalization may require a daily copay. It may be very expensive, depending on your plan. Evaluate carefully the inpatient deductible for each type of plan you are considering.
- Some Medicare Advantage plans include transportation as one of the services they provide to their enrollees.
- PPOs allow members to see specialists without a referral and may also offer out-of-network benefits.
- You must continue to pay Part B premiums in all types of Medicare Advantage Plans unless you qualify for assistance from the State of Tennessee.
- You should understand clearly what is required by your plan if you need emergency or urgent medical care when you are not in the geographic area served by your plan.
- Benefits, premiums, copayments, and medical providers included in Medicare Advantage plans may
change from year to year, as will the plans available in our area.

- When comparing Medicare Advantage plans, compare copayments, premiums, and added benefits and their costs and limits. For example, what medicines will it pay for? What is the copay for hospital or nursing home stays?
- If you join a Medicare Advantage plan and drop your Medigap policy, you may have special Medigap protections that give you a right to get your old Medigap policy back (possibly at a higher cost) or buy a new one if you choose to leave your Medicare Advantage plan or other Medicare plan within the first year.

You can compare the Medicare Advantage plan choices available in Blount County at www.medicare.gov.

**Medicaid/TennCare**

Medicaid, a national health-care program for low-income persons, is cooperatively financed by the state and federal governments. Administered by the state, the program provides medical services to eligible individuals. Benefits cover hospital, nursing home, and outpatient services.

In Tennessee, Medicaid is called TennCare. TennCare CHOICES is the program that pays for care in a nursing home, an assisted living facility, or for long-term care at home (see page 22 for more information).

TennCare is for Tennesseans who fit into certain categories, including uninsured women under age 65 who need treatment for breast and cervical cancer (must meet eligibility requirements). Anyone receiving SSI is automatically eligible for TennCare. Even if you are not eligible for SSI now, you may be eligible for TennCare if you received both Social Security and SSI in at least one month after April 1977.
Legal Aid of East TN has information about this eligibility. There are additional TennCare categories for some children and families with children. Children and pregnant women with high medical bills are also eligible for TennCare. This type of TennCare is called “Medicaid Spend Down.”

When you enroll in TennCare, you may choose a Managed Care Organization (MCO), or you will be assigned one automatically. For a list of the TennCare MCOs that serve Blount County see Medical Insurance & Financing.

Before you choose your TennCare plan, think about which doctor, hospital, and pharmacy you want, as well as what other medical services you need. Check with each MCO to learn which services are provided under that plan (for example, eye and dental care, geriatric assessment). Check with all of your health-care providers to learn which MCO plans they accept. Choose the MCO that offers the greatest number of services that you need and the doctor, hospital, and pharmacy you prefer.

TennCare MCOs must provide transportation for people signed up with their plan who do not have transportation to medical services. Call your MCO to get instructions about arranging transportation. Arrangements must always be made in advance, sometimes as much as five days ahead. Even in an emergency, call your MCO for instructions about obtaining transportation.

TennCare provides pharmacy benefits to eligible enrollees. However, enrollees who also have Medicare receive their pharmacy benefits through Medicare Part D. Enrollees should contact the Family Assistance Center with questions.

If you or a family member has a problem with medical services under TennCare, begin by reporting the problem to
the MCO; if in a nursing home, begin with the administrator. If the problem is not resolved, call the TennCare Information Line. If you need further assistance, call the TennCare Advocacy Program. Whenever you write or mail anything to TennCare, keep a copy and get proof of mailing from the post office or send it by certified mail, return receipt requested. You then have proof that the document was mailed and received.

If you are helping a family member and do not know whether he or she is on TennCare, or which plan he or she has, call the TennCare Information Line; they can tell you.

TennCare MCOs are responsible for providing mental health services, including substance abuse treatment, to their enrollees. The Mental Health Association of East TN will provide information about TennCare’s coverage of mental health services and will help to advocate or resolve problems.

Cover Tennessee

Cover Tennessee is a health-care initiative that includes five programs:

1. **CoverKids** provides comprehensive coverage for children ages 18 and younger with household income up to 250 percent of federal poverty level. The applicant must have been without health coverage for a period of three months (a "Go Bare" provision), except for newborns up to four months of age. Maternity coverage is available for pregnant women who meet other eligibility criteria.

2. **AccessTN** provides comprehensive coverage for adults, while CoverTN (item 3, below) provides basic health coverage for employed adults. AccessTN covers uninsurable
Tennessee residents age 19 or older with no access to insurance at the time of application and who have been without health coverage for six months (a "Go Bare" provision). The applicant must have exhausted any continuation coverage, including COBRA. Participants must pay monthly premiums.

Those who are eligible for AccessTN may also qualify for the Pre-Existing Condition Insurance Plan (PCIP), a new federally funded high-risk pool. PCIP is administered by the United States Department of Health and Human Services. The program provides coverage to those who prove a pre-existing medical condition with a denial letter from a private insurer and have been uninsured for at least six months. PCIP offers comprehensive coverage with no pre-existing condition exclusion and no annual or lifetime benefit limit. Like AccessTN, PCIP members are responsible for paying monthly premiums, which vary, depending on age.

3. The **CoverTN** program (not to be confused with Cover Tennessee, which is the name of the overall health-care initiative of which CoverTN is a part) provides basic health insurance coverage to workers who live in Tennessee and work an average of 20 hours per week, or are between jobs. Premiums will be shared by the employers, employees, and the state. The employee's spouse can enroll in CoverTN, but the spouse must pay a two-thirds share of the premium.

4. **CoverRx** is a discount program, not insurance, that provides affordable medication for the uninsured. CoverRX provides prescription assistance to Tennessee residents age 19 to 64 with household incomes below 250 percent of the federal poverty level ($55,675 for a family of four in 2011). The program is not available to anyone with prescription drug coverage (including Medicare, TennCare or
employment-based coverage.) Participants have copayments based on income guidelines.

5. **The Prevention, Healthy Lifestyles, and Personal Responsibility** program teaches healthy lifestyles and eating habits to children and has a grant program to reduce Type 2 Diabetes and obesity.

**TennCare CHOICES**

Medicaid pays for nursing home care and, in some instances, for in-home care, for people who are both financially and medically eligible. (Medical eligibility is discussed on page 39-40.) There are two parts to the application process, medical and financial. If you already have TennCare, call your TennCare health plan (MCO). If you do not have TennCare, call the East TN Area Agency on Aging & Disability. The TN Dept. of Human Services makes the decisions on financial eligibility. To start the financial application, call the Department of Human Services.

You may own your home if your equity in the home is under $506,000 (as of February 2011), a car, a limited amount of life insurance, and, in some cases, jointly held property, and still be eligible. The value of these possessions is not counted when establishing eligibility; all other assets are considered. You will need documentation or verification of bank accounts, stocks, bonds, IRAs, CDs, and real estate owned in addition to your home.
CHOICES: Facility-Based

When you can see that you or your spouse are within about 30 days of needing funding from CHOICES for Long-Term Care for nursing home admission, call the Area Agency on Aging & Disability for assistance. They will send your application to the Department of Human Services for an assessment of income and assets. You can also call the Department of Human Services directly. Tennessee has an "income cap" and limits Medicaid eligibility to nursing home patients with incomes of less than $2,022 per month (2011 guidelines). These figures change each year and certain exceptions may also change them, according to your individual case. If your income is too high, it may be possible to get CHOICES by using a special kind of trust called a Qualified Income Trust (sometimes called a "Miller" Trust). For more information, contact an elder-law attorney, Long-Term-Care Ombudsman, or Legal Aid of East Tennessee.

The spouse who is not in the nursing home (called the “community spouse”) is entitled to a minimum income and a maximum amount of assets, set annually—$1,822 per month and $109,560 (as of 2011), respectively.

Lawyers not experienced in elder law may be unaware of the complexities of planning for future CHOICES financial assistance for nursing home costs. Penalties can be applied for transferring assets for less than fair market value into the name of someone other than the person entering a nursing home. In 2006, new penalty rules changed how far back CHOICES looks for asset transfers (five years) and when the penalty period starts.

Without endangering CHOICES eligibility, you may deposit approximately $6,000 into an irrevocable burial trust fund,
using the contract provided by a funeral home, or purchase a prepaid burial insurance policy.

Federal law has authorized states to recover the costs of CHOICES-paid nursing home care when there are resources left after the death of the patient. There is a law that requires a waiver or release from the TennCare program before an estate can be closed in Tennessee, making the likelihood of estate recovery much greater than it used to be. Seek legal advice before transferring the title or deed to property; doing so may cause problems with eligibility for CHOICES. In any case, the community spouse can live in the family home for the remainder of his or her lifetime. Recovery of CHOICES costs would not be sought until after the death of the community spouse.

**CHOICES: Home & Community-Based**

If you want to get care in your home instead of in a nursing home, you may still apply for CHOICES. If you already have TennCare, contact your TennCare insurance plan. If you do not have TennCare, call the East TN Area Agency on Aging & Disability.

Applicants must meet Medicaid’s financial eligibility and medical-need requirements for nursing home admission. The services provided must not cost more than nursing home care would cost for the individual. Many services are available, including adult day care, assisted living, home delivered meals, homemaker, minor home modifications, pest control, and others.

If you need more information about TennCare CHOICES for Long-Term Care, call Legal Aid of East Tennessee.
A program called Options for Community Living provides limited services in the home for those who are eligible.

**LONG-TERM-CARE INSURANCE**

Long-term-care insurance covers some or all of the costs of nursing home care. Some policies also cover care provided at home or services provided in the community, such as adult day programs and assisted living housing. The number of years of care and the payment per day varies with the policy. Cost-of-living increases on the daily benefit should be included if available and affordable. Some offer a care-management benefit—a trained professional who works with an individual or family to find the services needed.

Long-term-care insurance is not appropriate for everyone. Some people have sufficient funds to cover the cost of nursing home care or in-home services; for others, the cost of the premium outweighs the potential benefit of the insurance. Discuss with the State Health Insurance Program or a financial counselor whether long-term-care insurance is prudent for you. Under some conditions, long-term-care insurance premiums can be tax-deductible as a medical expense.

**Long-Term-Care Partnership Program**

The Tennessee Long Term Care Partnership (LTCP) Program, which went into effect on October 1, 2008, changed the face of long-term-care insurance for people who may one day need Medicaid to pay for nursing home care. The program allows people who buy LTCP-approved long-term-care insurance policies to qualify for Medicaid and still exempt forever a sizable portion of their assets from spend down.
The purpose of the program is to encourage individuals to buy long-term-care insurance, which will reduce the government's financial burden in paying for nursing home care. The incentive for the policy holders is that for every dollar that their long-term-care policies pay for their care, they are allowed to keep a dollar of countable assets and still qualify for Medicaid. The exempted assets will never be used when the person's Medicaid eligibility is determined, nor during estate recovery when the person dies. For more information, go to the Tennessee Department of Commerce and Insurance website.

Other Types of Publicly Supported Programs

Other sources of public support that may supplement income for eligible older adults include food stamps, housing assistance, property tax rebates, and low-income home energy assistance programs.

Veterans, their widows or widowers, or their parents with limited income, may be eligible for benefits. Contact Veterans’ Affairs for details.

Older persons must apply in order to participate in any of the programs listed above. Application information is included in the directory listing for each program.

Reverse Mortgages

A reverse mortgage, sometimes called “home equity conversion mortgage” (HECM), can be a source of funds. Reverse mortgages enable homeowners to use the equity in a home as security for a loan, paid to them as monthly payments or in a line of credit, to be called on as needed, up to the approved limit. The funds may be used for anything.
To be eligible, at least one of the homeowners must be 62 or older and must reside in their single-family home. A HUD-approved condominium is also eligible for the program. The person who applies for the reverse mortgage must own the property.

The reverse mortgage applicant must attend consumer education and counseling by a HUD-approved HECM counselor. The reverse mortgage has to be the only mortgage on the property, but if there is already one mortgage on the home, it can often be paid off with the reverse mortgage. The reverse mortgage can also be used to pay for some of the repairs that might be needed to make the home qualify for the reverse mortgage.

A reverse mortgage isn’t appropriate for everyone, but it can be a good decision for some. The application process for a reverse mortgage may take a few months and the closing costs are more than on a traditional loan. If you are considering a reverse mortgage, consult with a legal or financial expert you trust. Counseling about reverse mortgages is available from the Urban League. You can get more information from HUD (U.S. Department of Housing and Urban Development) at www.hud.gov. You may also obtain reverse mortgage information by ordering Reverse Mortgage Loans: Borrowing Against Your Home on the AARP website or call 1-800-209-8085.

**FUNERAL PLANNING**

Planning ahead and comparison-shopping can help families avoid hasty and often expensive decisions. Informed choices about funeral arrangements can be made ahead of time when no one is sick and when everyone who wants to participate in the planning is available. Think and talk about what arrangements you would like to have. Collect
information on the cost of what you want. Prices differ greatly. Put the plans in writing. Keep them where they can be easily found. Tell someone you trust where they are kept. Do not put funeral plans in a will, which will not be read until after the funeral. Organ and body donation can also be preplanned.

The cost of a funeral depends on the casket and services chosen. Funeral homes must provide current prices of all goods and services, in writing, if you wish. Funerals can be prepaid in a lump sum, in payments, through purchase of a special-purpose insurance policy, or through a burial trust fund, which can be purchased through the funeral home. Some funeral homes will “guarantee” your funeral; it will not cost more than you paid, even if prices have risen.

Money that is paid in advance, including the interest that has accumulated, can always be transferred to another funeral home after your death and sometimes before. The new funeral home may charge you more.

Neither the irrevocable burial trust fund nor the irrevocable prepaid policy counts as an asset when determining eligibility for TennCare (Medicaid).

Social Security, the Veterans’ Administration, and life and casualty insurance pay death benefits, depending upon the circumstances at the time of death.

HOUSING

Changing living arrangements—whether short-term or long-term—can be a major event in the life of an older person. Many times this change must be made on short notice in the midst of other difficult changes: decline in health, loss of a loved one, less energy, less money. There has been a
dramatic increase in recent years in the number and variety of housing and in-home care options. This makes it more likely that older consumers can find housing that fits their particular needs. (See Housing and In-Home Services.) Sometimes a move is necessary; other times, the senior’s current home can be modified, or in-home services can be provided (or both), allowing the senior to stay in place.

The National Association of Home Builders’ (NAHB) Remodelers Council, Research Center, and Seniors Housing Council partnered with AARP to develop the Certified Aging in Place Specialist (CAPS) program to address the needs of consumers who want to make their houses into homes for a lifetime, regardless of the homeowner’s age or functional abilities. Certified Aging-in-Place Specialists are contractors who have been trained to understand the unique needs of older people; to make modifications that can help people continue living independently in their homes longer; to be familiar with the most common remodeling projects; and to have solutions to common housing barriers. Call the Homebuilders Association of Greater Knoxville, 546-4665, for a list of local contractors who have CAPS certification.

If a move to new housing is necessary, the first question is often cost and what an individual can afford, with the equally important issue of the kind and amount of services that are needed. When possible, it’s best to take enough time to think carefully and determine what services and issues are most important, balanced with the cost of each and the senior’s budget.

Some real estate professionals specialize in helping seniors find appropriate housing. Certified Aging in Place Specialists receive training to help them counsel seniors who are fearful of changing their living arrangements, to work with other aging-network professionals, and to gain an understanding
of tax laws, probate, and estate planning. A list of local seniors real estate specialists can be found at the National Association of Realtors website or by calling the Homebuilders Association of Greater Knoxville, 546-4665.

Sometimes a package of in-home services can be put together that allows an individual to stay at home. Depending on the kinds of services needed, this can be more or less expensive than an assisted living facility or a nursing home. The Office on Aging or a private geriatric care manager can help an individual or caregiver consider available options.

LEGAL SERVICES

Attorneys can become certified elder law specialists by passing a rigorous national examination that covers public benefits and aging-related law, and by meeting character and experience standards. The Blount County Bar Association can provide names of local certified specialists. NAELA, the National Academy of Elder Law Attorneys, can provide, for a fee, regional directories of elder law attorneys. Members with the special certification in elder law are designated with "CELA" after their names. Elder law attorneys who are members of the Council of Advanced Practitioner—considered leaders in the practice—are listed at www.naelacap.org.

Prepaid legal service companies offer legal services for a monthly fee. Before signing a contract with a provider of prepaid legal services, read the contract carefully. Many plans will not cover certain types of services or will charge extra fees for those services. As with any other type of contract, make sure you “read the fine print.”
Before you add someone else’s name to your bank account or other assets, consult an attorney about the possible negative consequences for both parties.

Consider taking the practical legal steps outlined below to plan ahead for the possibility of mental or physical incapacity. If you are helping an older person who can no longer appropriately manage his or her own affairs, legal steps need to be taken as soon as possible. Even persons diagnosed with dementia may still have the capacity to execute legal documents. The purpose of legal action is to safeguard the rights and interests of the older person, to protect them and their property, and to obtain advice and counsel for them on financial and business concerns. Legal action can also protect and empower a caregiver to act on behalf of an older person.

1. Power of Attorney

Power of attorney is a legal step that permits one individual, known as the “principal,” to give to another person, called the “attorney-in-fact,” the authority to act on his or her behalf. The attorney-in-fact is authorized to handle banking and real estate, incur expenses, pay bills, and handle a wide variety of legal affairs for a specified period of time. The power of attorney can continue indefinitely during the lifetime of the principal as long as that person is competent and capable of granting or revoking a power of attorney. If the principal becomes comatose or mentally incompetent, the power of attorney automatically expires just as it would if the principal died. Therefore, this power of attorney may expire just when it is most needed.
2. Durable Power of Attorney

Because the power of attorney ceases to be effective when the principal becomes incompetent or incapable, many states, including Tennessee, have authorized a legal device called a durable power of attorney that takes effect when the principal becomes incompetent or unable to handle his or her own affairs. The durable power of attorney defines the circumstances under which it will take effect and lists what it authorizes the attorney-in-fact to do. (It should be noted that some banks have recently adopted the policy that financial powers of attorney will be accepted by the bank only if the document is effective upon signing, not later, upon a proving of mental incapacity.) This legal device, which must be executed while the principal is still mentally competent, can prevent the necessity of filing for a conservatorship in most cases. The attorney-in-fact must have agreed to serve. Once the principal is incompetent or incapable, the attorney-in-fact can be removed only by petitioning the court for a conservatorship. The principal can revoke (cancel) the durable power of attorney at any time as long as he or she is competent. The principal must inform the attorney-in-fact that the power is canceled; without that notice, the attorney-in-fact could legally continue to act for the principal.

Laws governing powers of attorney vary from state to state, and, since a durable power of attorney puts a considerable amount of power in the hands of the attorney-in-fact, the document should be drawn up by a lawyer licensed to practice in the state in which the principal resides. Financial powers of attorney should be tailored to the specific assets owned by the principal.
3. Representative Payee

The authority of a power of attorney does not extend to Social Security, SSI, or SSDI. These arrangements must be made with the Social Security Administration. If you are helping an older person who can no longer manage his or her own financial affairs, report this to Social Security. You can request an appointment as Representative Payee. If a person needs a “Rep Payee” and there is no obvious person to take on the role, the Social Security Administration will try to find the best person to do it or will assign them to an agency that will provide a Rep Payee.

The Rep Payee handles Social Security-related finances. After investigating, Social Security will send the beneficiary’s checks to the Rep Payee. The Rep Payee must spend the funds for the personal care or benefit of the beneficiary, saving any excess funds; make periodic accounting to Social Security about how the money has been spent; and inform the agency when the beneficiary moves or dies.

Tennessee law uses the term “conservatorship” for adults and “guardianship” for minors. A conservatorship is a legal mechanism by which the court declares a person unable to handle his or her own affairs and, therefore, appoints a conservator. The court can transfer to the conservator the responsibility for making decisions about any or all of the following: financial affairs, living arrangements, and medical care. For someone who needs a conservator but no appropriate person is available to serve in that capacity, the Public Guardian can be appointed.

A conservator must make regular reports to the court on his or her ward’s affairs. Obtaining a conservatorship can be expensive, involve more than one attorney, and, if contested,
take many months. Check to be sure your attorney has experience in filing for conservatorship.

4. Wills

A well-prepared will is an effective tool that provides explicit instructions for the distribution of a person's property and, if appropriate, how that property is to be used after a person dies. A will designates a person to serve as the Personal Representative (formerly executor) responsible for carrying out the instructions in the will. A will makes it easier to settle affairs quickly and with fewer legal expenses. Since a will is seldom consulted until after the funeral, instructions about funeral arrangements should be given to whoever will be responsible for making those arrangements. These instructions, and any regarding body donation, should be included in a durable power of attorney.

5. Advance Care Plans (Living Wills)

Public attention is increasingly focused on “right-to-die” issues as medical technology makes it possible to sustain some vestige of life in dying patients. Although older laws related to living wills and powers of attorney for health care are still valid, the Health Care Decisions Act, enacted in Tennessee in 2004, was intended to make it easier for individuals to express their wishes concerning end-of-life decisions. New advance care forms have been developed by the State of Tennessee and can be downloaded from the Internet (see Advance Directive). Documents prepared under the old laws are still valid. However, the new forms may be more appealing to some people.

An advance care plan must be signed, dated, and witnessed or notarized. You should discuss your advance care plan with your family and doctors. Give each of your doctors a
signed copy to be added to your medical file, and confirm with the physician that he or she will honor such a document. Give a copy to the person who will make medical decisions for you in the event that you are unable to do so. Review your advance care plan yearly to make any needed changes. You may append a letter spelling out your specific wishes. Legal Aid of East Tennessee has advance care plan forms and notaries available.

When a person is in a nursing facility and is approaching the end of life, family members might want to consider filling out one or both of the following forms: DNR (Do Not Resuscitate) and POST (Physician’s Order for Scope of Treatment). The POST form allows a patient (or legal representative) to outline a plan for end-of-life treatment that is much more specific to the situation than an advance care plan. Both forms should be available at nursing facilities.

6. Appointment of Health Care Agent (Durable Health Care Power of Attorney)

You can also obtain an Appointment of Health Care Agent (previously called a durable health care power of attorney) in Tennessee. Under it, you can give authority to another person(s), with his or her consent, to make health-care decisions on your behalf. This includes consent, refusal to consent, and withdrawal of consent to maintain any care, treatment, service, or procedure, and to diagnose or treat a physical or mental condition. It must be signed, dated, and witnessed or notarized. You should discuss it with your family, primary physician, and, in detail, with your chosen attorney(s)-in-fact. Copies and notarization are available as above in the section on advance care plans. Revocation or discharge of an agent may be made either orally or in writing. These documents should be tailored to the individual
to incorporate particular desires and preferences regarding religious ceremonies, burial, and so forth.

7. Other Legal Issues

A. Issues concerning property, estates, and trusts are governed by state laws and, in some cases, local ordinances. If finances do not permit hiring a private attorney, Legal Aid of East Tennessee may provide, either directly or by referral to volunteer attorneys from the Blount County Bar Association, both legal advice and legal representation in court to low-income elderly persons.

B. To get advice on tenant/landlord issues regarding leases, services, rental rights, and obligations, contact your attorney or Legal Aid of East Tennessee.

C. Families often have questions about their responsibility for the cost of an older person’s health care and long-term care. They may need to seek legal advice about what their financial obligations are, if any. See your attorney, make an appointment with a Legal Aid of East Tennessee representative, or contact the Long-Term-Care Ombudsman for advice about responsibility for the costs of nursing home care and, specifically, about what to sign and not sign when arranging for a relative to enter a nursing home. You do not have to sign as a responsible party in order for the elder to be admitted.

The Legal Assistance for the Elderly program offers confidential services to people 60 years of age or older. For information on legal issues, including wills, conservatorships, estates and trusts, benefits appeals, and other issues of particular interest to older persons, contact an attorney with Legal Assistance for the Elderly, East Tennessee Human Resource Agency, 9111 Cross
LONG-TERM CARE & HEALTHCARE FACILITIES

A healthcare facility is any place where healthcare professionals are involved in administering treatment or care to people with chronic or acute illnesses or injuries. This includes hospitals, nursing homes, assisted living facilities, residential homes for the aged, walk-in clinics, dialysis clinics, and more.

All healthcare facilities in Tennessee are licensed and regulated by the Tennessee Department of Health, Division of Health Care Facilities, or sometimes by the Centers for Medicare and Medicaid Services, to make sure that the facilities comply with federal guidelines.

To find out whether a specific facility that you are interested in is licensed—and is the kind of facility you need—you can call Health Care Facilities at 588-5656. The office is located at 5904 Lyons View Pike, Lakeshore Park, Bldg 1, Knoxville. Information about all of the licensed facilities in the state, as well as useful information about all such facilities, is on the agency’s website, http://health.state.tn.us/licensure (click on the link for licensed health facilities listings in the menu on the left).

The Department of Health also has a Complaint Hotline for reporting any complaint about how one of these licensed facilities is operating or to ask questions about a facility’s licensure status. The Complaint Hotline number is 1-877-287-0010.
Older people generally continue to live independently throughout all or most of their lives and are able to remain in their own homes. For those who need assistance, families can often supply the practical and emotional support required. In some cases, when an older person has no family help available, requires more assistance than his or her family can provide, or wishes to downsize or wants the social environment and activities of a communal setting, he or she can move into a long-term-care facility such as an assisted living facility or a nursing home.

**Choosing a Facility in Advance**

If a change in housing becomes necessary, think about how to choose and pay for an appropriate facility.

Whenever possible, an older person should participate in making the decision to move into a long-term-care facility. Having some sense of control and choice can ease adjustment to the new place. Early planning allows time to look at many or all of the senior housing facilities (see Housing and Nursing Homes) in the area and improves the chances of making an appropriate decision.

You can get information about how to choose a nursing home from Blount County Office on Aging, Long Term Care Ombudsman, medical and social work professionals, clergy, and friends who have relatives in long-term-care facilities. In addition, many publications offer advice. Medicare has *Your Guide to Choosing a Nursing Home*. AARP and Legal Aid Society of Middle Tennessee publish *You Have Rights in a Nursing Home*. You can get a copy from Legal Aid of East Tennessee.
Six important factors influence the choice of a facility:

A. Type of care needed. The state licenses three levels of long-term care: Residential Homes for the Aged (RHAs), Assisted Care Living Facilities (ACLFs), and nursing homes. ACLFs and RHAs can offer services such as meals, laundry, and housekeeping, and some help with personal care, but usually cannot provide medical care unless they have 24-hour licensed nursing staff. If your loved one has dementia, you may need to consider only facilities that have secure units for people who might wander. Typically, no public dollars pay for staying in an ACLF or an RHA, and residents of these types of facilities pay the entire cost of their stay. However, some long-term-care insurance policies will pay for housing with assistance and in some cases, the Medicaid Waiver or Veteran’s Affairs Aid & Attendance might cover some of the cost.

Nursing homes offer medical care and they often offer more than one level of care. A physician will do an evaluation that determines whether skilled or intermediate care is needed before a person can be admitted to a nursing home. Some nursing homes also have secured units for the safe care of people with dementia. Note: In the following descriptions, “skilled” is a term for a particular type of care and does not refer to the expertise or ability of the person giving the care.

Skilled Care provides 24-hour-a-day nursing services for a person who has serious health-care needs, up to and including high-level wound care, a respirator, tube feeding, intravenous therapy, and more. Rehabilitation services are also provided as needed. The specific services offered in each skilled-care facility may vary; ask about services when you are evaluating facilities. Skilled care is sometimes offered in transitional care units in hospitals.
Intermediate Care provides less extensive health care than skilled care. Nursing and rehabilitation services are provided for patients in intermediate care, but not around the clock. Intermediate care is for persons who need medical supervision and help with personal care, but not skilled nursing.

B. Certification. If ongoing long-term care will probably be necessary, choose a facility that is both Medicare- and Medicaid-certified. Some facilities do not accept Medicaid patients. In a dually certified nursing home, a move would not be necessary if the patient’s funds run out.

C. The older person’s financial status. Make a complete inventory of available resources, including source and level of income, property owned, savings accounts, stocks and bonds, veterans’ benefits, pensions, insurance benefits, and any family assistance available. If there is not enough money to pay for nursing home care, contact the Department of Human Services office.

Medicare offers limited coverage for nursing home care. Visit www.medicare.gov or review the current Medicare & You handbook for details.

If you need to have nursing home care paid for by CHOICES, you must be both income eligible and medically eligible.

If paying for nursing home care has used up your money, and you need to apply for CHOICES, tell the nursing home staff and ask their assistance. Apply before Medicare coverage or personal financial resources run out. Apply at the Blount County Department of Human Services (page 62) to establish financial eligibility. You must submit a Pre-Admission Evaluation (PAE) for approval to the TennCare
Bureau, even though you are already in the nursing home. Approval can be, and has been, denied. Be prepared to appeal if you are turned down. Directions for doing so are included with the denial letter. If you are denied on medical grounds, you can request an onsite visit from the TennCare Bureau. The Blount County Department of Human Services Medicaid/TennCare staff will work with you.

D. Location. Choosing a facility that is convenient to family and friends makes visiting and monitoring easier.

E. Availability of a bed. Many nursing homes have long waiting lists. Finding a bed in a facility that accepts Medicaid patients can sometimes be difficult because some facilities have opted out of the Medicaid system.

F. Atmosphere. Nursing homes with special amenities create a more homelike, less institutional setting. There are two new options to the traditional institutional nursing home design: the “Greenhouse” design and the Adult Care Home. Both options are smaller facilities in a homelike setting. Another alternative nursing home is the Eden Alternative. See www.edenalt.org, for a description of this kind of long-term-care community.

Choosing a Facility in an Emergency

Many older persons and their families avoid discussions and decisions about nursing home placement until a medical crisis forces an immediate decision. If immediate help is needed in locating a nursing home, contact the sources referred to in Nursing Homes on pages 134-138.

If an older person is required to transfer from the hospital to a nursing home on short notice because the doctor is ready to discharge him or her, emergency placement in a nursing
home may be unavoidable. Even then, timing and arrangements for the transfer should be discussed with the physician and hospital personnel. You must still know what level of care is needed, whether the certification is by both Medicare and Medicaid, what funds are available to pay for care, consider the convenience of a facility’s location to family and friends of the patient, and find an available bed.

**Long-Term-Care Ombudsman**

The best way to ensure quality care for an elderly relative in a nursing home is for family members and friends to visit frequently and to establish and maintain good communication with the nursing home staff. To ask a question or resolve a problem regarding care of the nursing home resident, first talk to the nursing staff or the social worker. If the problem continues, talk to the nursing home administrator. If these steps do not resolve the issue, contact the district Long Term Care Ombudsman.

All states have an ombudsman program that is responsible for investigating, mediating, and trying to resolve complaints made by or on behalf of residents in long-term-care facilities (nursing homes, ACLFs, and RHAs). In Tennessee, the state, regional, or volunteer ombudsmen monitor and ensure the implementation of federal, state, and local laws governing resident rights and quality of care in long-term-care facilities. There is no charge for ombudsman services. You can find out about the ombudsman in another state by calling the Eldercare Locator.

In East Tennessee, the names and contact information of a facility’s ombudsmen are posted in a prominent place at each facility. When a loved one enters a nursing home, arrange to meet the ombudsman and acquaint him or her
with your relative. The ombudsman can keep an eye on your patient and help resolve problems that may arise.


Complaints about nursing homes can also be filed with Health Care Facilities. To file an anonymous complaint, call the Complaint Hotline at 1-877-287-0010.

Patients’ Rights

Nursing homes that participate in the Medicaid and Medicare programs must have established patients’ rights policies. Ask the nursing home for a copy of its patients’ rights policy. Contact the district Long Term Care Ombudsman for more information.

Families’ Rights

Questions about family responsibility for the cost of an older person’s health care and long-term care frequently arise. Families may need to seek legal advice about what their financial obligations are, if any. Speak to your attorney or a Legal Aid of East Tennessee representative for advice about the responsibility for the costs of nursing home care and, specifically, about what to sign and not sign when arranging for a relative to enter a nursing home. You do not have to sign as a responsible party in order for the elder to be admitted. The spouse of a nursing home resident who is on Medicaid has the right to a certain minimum income and a maximum amount of assets.
ACTIVITIES & RECREATION

This is a partial listing of activities and recreational opportunities for older persons in Blount County. Please call the listed resource for current information on programs, activities, and fees. Some churches also offer senior fitness classes and activities for people from the community.

**AARP** ........................................................ 856-1537
Meets on fourth Tuesday of each month at 2:00 p.m. at Everett Senior Center. Activities include community service projects, educational programs, scholarships, and social gatherings.

**ARTHRITE FOUNDATION**
**EXERCISE PROGRAMS** ......................... 470-7909
Life Improvement Series classes are offered at locations throughout East Tennessee. Aquatic and floor exercises, Tai Chi, Walk With Ease programs are all designed specifically for persons with arthritis and related conditions but anyone is welcome.

**BLOUNT MEMORIAL**
**MEDICAL FITNESS CENTER** ................... 977-5636
907 E. Lamar Alexander Parkway, Maryville, 37804
Supervised exercise for people living with chronic disease or who simply prefer coaching. Access to state-of-the-art exercise equipment. Educational as well as group strength classes. Physician referral
required. A voluntary, self-pay program. Call for details. See sponsor message on page 161.

**BLOUNT MEMORIAL WELLNESS CENTER**
A variety of group exercise classes with a focus on fitness and health, including aqua classes. Special programs and discounted memberships for seniors.

- **CHEROKEE** ........................................ 238-6091
  1412 Sevierville Rd, Maryville, 37804
- **SPRINGBROOK** ................................. 980-7100
  220 Associates Blvd, Alcoa, 37701

**EVERETT SENIOR CENTER** ............... 983-9422
702 Burchfield St, Maryville, 37804
Multi-purpose senior center offering recreation and leisure programs including dances, billiards, art classes, quilting and poetry groups, potlucks, day tours, card playing, duplicate bridge, exercise programs and a walking group.

**GREAT SMOKY MOUNTAINS NATIONAL PARK** .................. 1-865-436-1200
107 Park Headquarters Rd, Gatlinburg, 37738
For visitor information call this recorded message. Also check the website for information on park programs and services.

**MARTIN LUTHER KING JR. COMMUNITY CENTER** .................. 983-1954
209 E Franklin St, Alcoa, 37701
Multi-purpose center offers a variety of activities for all ages. An area of the center has been set aside for seniors. Special activities for seniors. Facility can be rented for events. Call for information.

MARYVILLE COLLEGE POOL ............... 981-8290
502 E Lamar Alexander Pkwy, Maryville, 37804
Community swimming opportunities open to the public include Aqua Aerobics Monday and Wednesday at 5:30 p.m. for a small fee per class. Call for current information. The pool is closed during traditional school breaks.

NATIONAL PARK PASS ............... 1-888-275-8747
Offers lifetime entrance to most national parks, TVA campgrounds, and other recreation areas that have fees. Also 50% discount on some facilities and services fees, such as boat launching and tours (some restrictions). Disabled persons can get an Access Pass for free with proof of medically determined permanent disability. Those 62+ can get the Senior Pass for $10 with proof of age and residency. Call for list of locations and how to purchase or check website.

OLYMPIA ATHLETIC CLUB............... 984-8300
398 Olympia Dr, Maryville, 37804
Group fitness classes for special conditioning needs of senior adults to increase muscular strength and range of motion. Call for information on classes and special membership rates for seniors.
SENIOR OLYMPICS
EAST TENNESSEE DISTRICT................. 453-5441
200 Gary Wade Blvd, Sevierville, 37862
Olympic-style athletics for adults age 50+. Events
include golf, tennis, bowling, swimming, basketball,
track and field and many others. District events held
each spring; winners qualify for state competition.
Preregistration required.

SMOKY MOUNTAIN VISITORS BUREAU
TOWNSEND VISITORS CENTER .......... 448-6134
7906 E Lamar Alexander Pkwy, Townsend, 37882
Call for information on the Great Smoky Mountains
National Park and other tourist and recreational
opportunities in Townsend and Blount County.

ADULT DAY SERVICES
Adult day services provide structured, supervised,
comprehensive programs for adults that include
physical and mental stimulation, health screenings,
therapeutic activities, nutritional snacks, and hot
meals. They also provide respite for caregivers. An
individual plan of care is developed for each
participant. Eligibility criteria vary among programs.
Seniors and their caregivers are strongly
encouraged to talk to staff and visit the programs to
choose the one that meets their needs. Admission
procedures vary. A physician’s release is usually
required. Rates vary. Some
programs have a limited number of scholarships. Some assisted care living facilities may offer adult day services on a drop-in, space available basis. Call Blount Co Office on Aging for information.

**BARTLETT DAY OUT PROGRAM ........ 983-0182**
New Providence Presbyterian Church
703 W Broadway Ave, Maryville, 37801
Social model day program for older adults needing structured activities.

**BLOUNT CO OFFICE ON AGING ........... 984-8311**
Call for information on additional day programs in Blount County.

**CADES - CONCORD ADULT DAY ENRICHMENT SERVICES .................. 675-2835**
Concord United Methodist Church
11020 Roane Dr, Knoxville, 37934
Mon-Fri, 8:00 am-5:00 pm. See sponsor message on page 162.

**HOWARD CIRCLE OF FRIENDS ADULT DAY SERVICES ..................... 524-9457**
Mt. Calvary Baptist Church
1807 Dandridge Ave, Knoxville, 37915
Mon-Fri, 8:00 am-4:30 pm.

**KAY SENIOR CARE CENTER ............. 521-0289**
Church Street United Methodist Church
900 Henley St (at Main), Knoxville, 37902
Mon-Fri, 8:00 am-4:30 pm.
The following agencies and programs provide information, assessment, or referral to treatment programs for people with substance abuse problems.

**AL-Anon** .............................................................525-9040
Provides information about meetings for anyone affected by another’s alcoholism or drinking. Answering machine provides numbers to call for information.

**Alcoholics Anonymous (AA)** .............522-9667
Provides information about meetings for anyone affected by alcoholism or drinking.

**Blount Memorial Emotional Health & Recovery Center** ........................................981-2300
907 E Lamar Alexander Pkwy, Maryville, 37804
See sponsor message on page 161.
NARCOTICS ANONYMOUS.............. 1-866-617-1710
24-hour helpline. Call for list of local meeting places.

ALZHEIMER’S RESOURCES

Alzheimer’s disease is not “normal aging.” There is no cure, but there are new medications that help manage the symptoms. For additional information about services that benefit Alzheimer’s patients and their families/caregivers, see Adult Day Services; Assessment; Homemakers, Sitters & In-Home Services; Housing; Nursing Homes and Respite.

ALZHEIMER’S TENNESSEE, INC .............. 544-6288
5801 Kingston Pike, Knoxville 37919
Provides information about the disease, its diagnosis, and treatment; professional and caregiving classes; support groups (including telephone); referral to community resources; and advocacy. Medic Alert & Safe Return program to help identify, locate, and return to safety people with memory impairments.

For website links to organizations listed in the directory, visit www.blountcaa.org.
A team of healthcare professionals evaluate an older person’s memory or physical and psychological health. If ongoing treatment is needed, referrals are made to appropriate facilities. Assessments help individuals and families make better decisions about immediate and long-term options.

OUTPATIENT PROGRAMS

BLOUNT MEMORIAL EMOTIONAL HEALTH & RECOVERY .................. 981-2300
907 E Lamar Alexander Pkwy, Maryville, 37804
Free walk-in assessments for adults. See sponsor message on page 161.

COLE NEUROSCIENCE CENTER ............. 305-6740
University of Tennessee Medical Center
1928 Alcoa Hwy, Bldg B, Ste 102, Knoxville, 37920
Comprehensive diagnosis and treatment options for seniors with cognitive impairments.

GERIATRIC ASSESSMENT PROGRAM (GAP) ...................................... 632-5058
Affiliated with Tennova Healthcare
101 E Blount Ave, Ste 650, Knoxville, 37901
Works with people 55+ who are experiencing memory loss, depression, anxiety, and other symptoms which result in decreased levels of functioning.
INPATIENT PROGRAMS

BLOUNT MEMORIAL EMOTIONAL HEALTH & RECOVERY .......................... 981-2300
See sponsor message on page 161.

ASSISTED LIVING

Assisted living facilities offer a range of assistance and support to senior citizens. Services available to residents in assisted living units usually include dining-room meals, housekeeping, some transportation, activities, some laundry service, access to mental health services, and temporary assistance from home health care agencies. Assisted living facilities also usually include help, as needed, in bathing, dressing, and remembering to take medications. All have nursing care available—some have nurses on staff while others have nurses on call. For a list of assisted living facilities, see Housing, pages 101-108.

BURIAL ASSISTANCE

ANATOMY BEQUEST PROGRAM ............................................. 1-901-448-5965
855 Monroe Ave, Room 515, UT-Memphis, 38163
For information on body donation, call between 8:00 am-5:00 pm, Central Time.
BLOUNT COUNTY MAYOR ..........................273-5700
341 Court St., Maryville, 37804
Limited funds allocated yearly to cover minimal costs of burial for indigent residents. Cases decided on an individual basis. Funds not always available. Indigent deceased and/or family must be without assets or resources which could be used to pay for burial.

VETERANS AFFAIRS - BLOUNT COUNTY..............................273-5760
305 Court St., Blount Co Courthouse, Maryville, 37804
Information on death and burial benefits, including burial in national cemeteries, headstones and markers, presidential memorial certificates, burial flags, and reimbursement of burial expenses for eligible veterans.

CARE MANAGEMENT

A care manager is a professional, usually a social worker or a nurse, who evaluates an older person’s situation to determine what services are needed and to identify agencies that offer the appropriate services. The care manager sometimes also makes arrangements for the client to receive those services and checks regularly to be sure that the services are being reliably delivered. Some care managers work for seniors or their families, some work for service providers and primarily determine eligibility for service, and some represent insurance companies and must be
concerned with keeping costs low. Some care managers are certified as geriatric care managers by the National Association of Professional Geriatric Care Managers.

**COVENANT HEALTH**  
**SENIOR SERVICES** ........................................ 374-0463
1921 Topside Rd, Louisville, 37777
See sponsor message on page 171.

**COMPUTER SERVICES**

The following are nonprofit agencies or organizations that offer computer training or other computer-related services free to qualifying individuals or organizations. A wealth of information is available from the Internet, including information about a variety of topics relevant to senior citizens. Internet classes should teach computer users how to browse for subjects that interest them.

**BLOUNT COUNTY**  
**ADULT EDUCATION** ........................................ 982-8998
Everett Learning Opportunity Center
1500 Jett Rd, Maryville, 37804
Instruction in basic computer skills, Microsoft Word, Internet (search engines and e-mail), and Microsoft Excel. Call for information on next class. Class fees may apply. Limited scholarships may be available.
**BLOUNT COUNTY PUBLIC LIBRARY**.............................................982-0981
508 N Cusick St, Maryville, 37804
Public Internet Computers with a one- to two-hour time limit per day. Free computer classes offered, single and multi-session. Advance registration required.

**DISCOVERET.ORG** ..................................................456-7969
PO Box 51264, Knoxville, 37950
Nonprofit information network for East Tennessee that hosts websites and group email lists for nonprofit groups and helps with web-page design.

**EVERETT SENIOR CENTER**..........................983-9422
702 Burchfield Street, Maryville, 37804
Computers with internet access available for use by senior center members. Call for more information.

**CONSUMER INFORMATION**

Many organizations protect consumers’ rights and give consumers an opportunity to be informed about businesses and charities before they use their services or give money to them. See Action Guide, pages 3-7.

**AARP** ..........................................................1-866-295-7274
150 Fourth Ave N, Ste 180, Nashville, 37219
Information and referral on services provided by AARP, including volunteer opportunities and advocacy on state and national issues. Many publications available on wide variety of subjects. Call for titles and order numbers; order by mail only.

**BETTER BUSINESS BUREAU** .................... 692-1600
255 N Peters Rd, Ste A, Knoxville, 37923
Call to get report or find out if there are complaints on file about area businesses or check on charitable organizations. Offers mediation and arbitration to resolve problems. Information about scams and other topics of consumer interest.

**BLOUNT COUNTY CHAMBER OF COMMERCE** ................. 983-2241
Local resources and activities within Blount County.

**CREDABILITY** .................................... 1-800-251-2227
309 College St, Maryville, 37804
Nonprofit, formerly known as Consumer Credit Counseling, that provides financial counseling on budgets, debt management, housing, and reverse mortgages. Education in money management and consumerism. Sliding scale fees.

**LEGAL AID OF EAST TN** .......................... 637-0484
502 S Gay St, Ste 404, Knoxville, 37902
Reviews consumer contracts (home repair, landlord-tenant, buying car, etc) before signed. Consultation for persons age 60+ and legal representation for low-
income clients in consumer fraud claims. Call for appointment.

**NATIONAL DO NOT CALL REGISTER** ................................. 1-877-872-7030
Call or go online to enroll in this list of residential telephone subscribers who do not wish to be solicited by telemarketers. Effective within 60 days of enrollment, solicitors are prohibited from calling unless exempt by law. Does not expire. Tennessee Do Not Call registration is online only.

**NONDRIVER IDENTIFICATION** ..................... 981-2359
318 Home Ave, Maryville, 37801
Photo ID for nondrivers. Call for details on hours and proofs required to obtain ID.

**OPT OUT** ................................................ 1-888-567-8688
This toll-free line offered by credit bureaus enables consumers to opt out of having preapproved credit offers sent to their homes for five years.

**TENNESSEE DIVISION OF CONSUMER AFFAIRS** ................. 1-800-342-8385
File a complaint about unfair trade practices, deception, fraud, or illegal practices.

**TENNESSEE HUMAN RIGHTS COMMISSION** ........................................ 594-6500
531 Henley St, Ste 701, Knoxville, 37902
Investigates complaints of discrimination in employment, housing, and public accommodations.

**COUNSELING SERVICES**

The following agencies provide counseling free, on a sliding scale, or they bill Medicare, TennCare, or private insurance. Cost varies. For a list of other counseling resources, call the Mental Health Association of East TN, Inc., at 584-9125, or see the phone book yellow pages under Counselors, Social Workers, or Mental Health Services. For information about TennCare coverage of mental health services, see Medical Insurance & Financing, page 124.

**COUNSELING, MEDICATION, HOSPITAL ADMISSIONS**

**BLOUNT MEMORIAL COUNSELING & CONCERN** .......................................................... 984-4223
Counseling for seniors experiencing depression, anxiety, substance abuse, chronic illness, grief. Self-pay, Medicare, private insurance. See sponsor message on page 161.

**BLOUNT MEMORIAL SENIOR SERVICES** .............................................. 977-5744
907 E Lamar Alexander Pkwy, Maryville, 37804
Non-clinical caregiver consultations at no charge to any adult caring for another adult. See sponsor message on page 161.

COVENANT HEALTH SENIOR SERVICES.................................374-0463
1921 Topside Rd, Louisville, 37777
Non-clinical counseling, case management, helpline.
See sponsor message on page 171.

HELEN ROSS McNABB CENTER.................637-9711
201 W. Springdale Ave, Knoxville, 37917
Individual counseling and treatment. Patients can be referred by self, family, health-care professionals, or other.

MARYVILLE WELLNESS RECOVERY CENTER..........................379-6030
1431 E Harper Ave, Maryville, 37804
Individual counseling, information and education.

PENINSULA OUTPATIENT CENTERS ........970-9800
1451 Dowell Springs Blvd, Ste 101, Knoxville, 37909
Counseling, psychiatric medication management, case management, and support groups. Insurance, private pay.

VETERANS' AFFAIRS KNOXVILLE OUTPATIENT CLINIC.........................545-4592
8033 Ray Mears Blvd, Knoxville, 37923
Medical and psychiatric treatment, counseling, and medications for veterans.

OUTPATIENT COUNSELING

CHILD & FAMILY TENNESSEE
OUTPATIENT SERVICES ..................................................246-1100
3006 Lake Brook Blvd, Knoxville, 37909
Intake and referral line. Outpatient services.

SAFE HAVEN .................................................................522-7273
Comprehensive rape crisis center, providing 24-hour crisis line, forensic nursing services, individual and group therapy, advocacy, and support groups for recent or past survivors of rape and child sexual abuse and their loved ones. Provides education and prevention programs. Free.

UT PSYCHOLOGICAL CLINIC .................................974-2161
227 Austin Peay Bldg, 1404 Circle Dr, Knoxville, 37996
Therapy and evaluation by appointment only. Sliding scale fee for therapy only. Private pay.

VET CENTER .................................................................545-4680
2817 E Magnolia Ave, Knoxville, 37914
Individual and group counseling and psychotherapy for eligible veterans (and their families—if problem is related to veteran’s military service). All combat vets from WWII to present are eligible. No appointment required.
IN-HOME COUNSELING
Nursing homes (page 134) and some retirement centers and assisted living facilities (page 101) can help residents arrange counseling services. Costs are paid by resident (Medicare, TennCare, or private insurance may pay some costs).

HEALTHY MIND COUNSELING SERVICES, INC. .............................................. 588-3173
5410 Homberg Dr, Ste 14, Knoxville, 37919
Professional counseling services for depression, grief, anxiety, adult children, and medical problems.

CRISIS & HARDSHIP ASSISTANCE

AMERICAN RED CROSS ........................................ 983-0821
PO Box 4939, Maryville, 37802
Disaster relief services provided to the community, including assistance to persons who have suffered loss due to a natural disaster or act of terrorism, armed forces and their families. CPR and CNA instruction.

BLOUNT COUNTY COMMUNITY ACTION AGENCY ............... 983-8411
3509 Tuckaleechee Pike, Maryville, 37803
Emergency hardship assistance with utilities and utility deposits, and other miscellaneous services depending on need and eligibility.
CHILHOWEE BAPTIST CENTER ..................981-2992
1905 E Broadway, Maryville, 37804
Emergency assistance, clothing, furniture and food.
Very limited financial assistance available for utility bills.
Food free four times in twelve months. All services are by appointment.

DEPARTMENT OF HUMAN SERVICES ............................................981-2350
303 Home Ave, Maryville, 37801
Assists in determining eligibility for food stamps, TennCare, and Nursing Homes. Help for families in homeless crisis situation.

GOOD NEIGHBORS .................................................681-5420
1021 Hampshire Dr, Maryville, 37804
Limited emergency financial assistance provided to Blount County residents. Can include help with utilities, deposits, rent or mortgage, gasoline and some medications. Referrals to other community resources. Appointments required to apply for financial assistance.

HAVEN HOUSE (CRISIS LINE) ......................982-1087
PO Box 134, Alcoa, 37701
Emergency shelter, counseling, food, clothing for victims of domestic violence. Referrals for legal, medical, housing and finances. Crisis line 24 hours.

KNOX AREA RESCUE MINISTRIES ............673-6540
418 N Broadway, Knoxville, 37917
Help with food, clothing and furniture. Vouchers for clothing and furniture available. Emergency shelter and long-term rehabilitation residency programs.

MENTAL HEALTH
COOPERATIVE ........................................ 1-800-809-9957
Crisis line open 24 hours a day, 7 days a week. Open to anyone who needs mental health crisis services. Call routed to closest crisis team.

SALVATION ARMY ........................................ 983-7135
1414 Sevierville Rd, Maryville, 37804
Emergency help with food, clothing, kerosene for heating (ten-gallon limit), household items. Programs available to anyone but must call for an appointment.

SAMARITAN PLACE ........................................ 684-1880
3009 Lake Brook Blvd, Knoxville, 37909
Temporary emergency housing for seniors 55 + who are ambulatory. Also offers respite care.

DENTAL CARE

AFFORDABLE DENTURES .......... 1-865-986-3234
TOLL-FREE INFO CENTER .......... 1-800-336-8873
16374 Hotchkiss Valley Road E, Loudon, 37774
Denture and extraction services only. Appointments not required. Four styles/prices of dentures. On-site lab. Same-day service provided in many cases.
Payment required at time of service. Call for office hours and patient information.

REMOTE AREA MEDICAL ............................. 579-1530
1834 Beech St, Knoxville, 37920
Free dental, vision and veterinary care provided during weekend clinics staffed by volunteer providers. No permanent staff. Services are free to unemployed, uninsured, and those unable to afford services in a conventional setting. Call for scheduled clinics.

TRINITY HEALTH MINISTRIES ....................... 681-0770
1127 E Lamar Alexander Pkwy, Maryville, 37804
Basic dental care for low-income, uninsured, underserved adults. Nominal fees charged for services. Call for information on current hours and services available.

The Americans with Disabilities Act (ADA) is designed to protect the civil rights of persons with disabilities. Five areas of life are covered: state and local government operations, transportation, public accommodations, employment, and telecommunications. For a list of resources that provide accessible housing, transportation, assistive or adaptive equipment, or offer other similar services or products for persons with disabilities, call the Disability Resource Center at 637-3666. For information about housing for disabled older persons, see Housing (pages 101-111).
AMERICAN COUNCIL
OF THE BLIND ...................................... 1-800-424-8666
National information, referral, and consumer advocacy group. Staff answers phone Mon-Fri, 9:00 am-5:00 pm.

AMPUTEE COALITION .................................. 524-8772
900 E Hill Ave, Ste 205, Knoxville, 37915
Outreach, education, advocacy, and empowerment of amputees. A comprehensive source of information for people living with limb differences. Provides information and help to all amputees, caregivers, and professionals.

AT&T SPECIAL NEEDS CENTER
VOICE CUSTOMERS .................................. 1-800-982-2891
TTY/TTD/VCO/HCO .................................. 1-888-341-2355
Trained representatives help customers determine the best products and services for their needs. Equipment and devices, services, and calling features for special needs customers. Establish new service or change existing service, report a problem or get billing information.

BLOUNT COUNTY CLERK ............................ 273-5800
Handicapped Parking Placard and License Plate
345 Court St, Maryville, 37804
Applications at Blount County Clerk’s offices located in the Courthouse, at Foothills Mall, or at the drive-through window at the Blount County Chamber of Commerce. Call for details. Physician must sign application.
BLOUNT COUNTY ELECTION COMMISSION ................................................... 273-5920
383 Court St, Maryville, 37804
All registered voters 65 years or older or registered voters with a disability are allowed to vote at the Election Commission Office on election day or by absentee ballot if their usual voting place is not accessible. Nursing home residents no longer allowed to vote by absentee ballot; Election Commission will visit them to collect their votes.

BLUE BOOK ............................................. 301-589-3786
TTY (for deaf only) .................................... 301-589-3006
Telecommunication for the Deaf, Inc.
8630 Fenton Street, #604, Silver Spring, MD 20910
The “Blue Book is a directory of TTY (teletype and text telephone) residential and business numbers can be purchased from the publisher.

DEAF-BLIND SERVICES ...................... 1-800-628-7818
TTY (for deaf only) ............................... 1-800-270-1349
TN Dept. of Human Services, Deaf-Blind Specialist
Information and technical help for persons who are legally blind or have progressive visual loss leading to blindness and have a chronic or progressive hearing loss that interferes with communication.

DISABILITY LAW & ADVOCACY CENTER OF TN ................................ 1-800-342-1660
TTY (for deaf only) ............................... 1-888-852-2852
9050 Executive Park Dr, Knoxville, 37923
Advocates for legal rights of individuals with disabilities. Investigates allegations of abuse and neglect within institutions, and discrimination in employment, housing, and transportation. Assists with access to services, obtaining assistive technology services and devices, and access to vocational rehabilitation and employment.

**EAST TENNESSEE TECHNOLOGY ACCESS CENTER (ETTAC)**

.................................219-0130
116 Childress St, Knoxville, 37920
Provides information and access, through loan and donation, to assistive equipment, including items for people with hearing, visual, and physical disabilities. Sliding scale fees.

**EMORY VALLEY CENTER**

..........................1-865-483-4385
Family Support Program (EXT. 158 OR EXT. 142)
715 Emory Valley Rd, Oak Ridge, 37830
This program helps families wanting the option of continuing to provide care at home for a family member with significant disabilities by providing funds to meet various needs. Specialized equipment may be purchased or repaired. Funds may be used to purchase homemaker and personal care services and respite care or to buy specialized nutrition products and other supplies. Waiting lists and limited fund availability.
ETHRA PUBLIC TRANSIT .................. 1-800-232-1565
East Tennessee Human Resource Agency
9111 Cross Park Dr, Suite D-100, Knoxville, 37923
Door-to-door non-emergency transportation offering accessibility to elderly and persons with disabilities. Transportation provided within Blount County and to appointments in surrounding counties. Three business days advance notice preferred.

HEARING & SPEECH FOUNDATION ..................................................977-0981
1652 E Broadway, Maryville, 37804
A non-profit organization providing hearing aids and low- cost hearing related services. Loans of behind-the-ear hearing aids to income eligible individuals. A co-pay may be required from a patient with an approved application. Funding is limited. Applications accepted on first-come first-served basis.

LIBRARY SERVICES FOR THE DEAF & HARD OF HEARING ....................1-800-342-3262
615 Church St, Nashville, 37219-2314
Statewide special library dedicated to meeting information and accessibility needs of TN residents who are deaf, hard of hearing or deaf-blind. Services are open to general public and include access to library services; information and referral services; book and video lending library; reference periodicals related to deafness; public awareness programs; and loans of TTY and assistive listening devices.
TELECOMMUNICATIONS DEVICES
ACCESS PROGRAM  Voice............... 1-800-342-8359
Voice/TTY .............................................. 1-888-276-0677
Distributes free telephone assistive equipment, on a first-come basis, to people with disabilities such as significant hearing, hearing and visual, speech, or mobility impairments. Equipment includes amplified teletype, big-button, and hands-free phones. To be eligible, recipient must be a permanent resident of Tennessee who has a physician-verified disability.

TELEPHONE SERVICES
Some telephone service providers offer information on equipment, services, and calling features for people with visual, hearing, physical, or speech impairments. Some also offer free or discounted Directory Assistance to people who, because of a disability, are unable to read or use the phone book. Companies that offer this service often require a letter from a physician and may require additional proof of disability. Some companies may extend these services to nondisabled seniors as well. Some long-distance providers also offer special services for persons with disabilities. Call your phone service or long-distance providers for information about which services they provide for senior citizens or persons with disabilities.
TELL ME! ................................................ 1-800-555-8355
Voice-activated prerecorded messages on topics such as local weather, movie listings, time, restaurants, taxis, and sports. Also includes stock quotes, shop talk, driving instructions, travel, news, and much more. Information available for local calling area or for anywhere in U.S.

TENNESSEE DISABILITY PATHFINDER ........................................ 1-800-640-4636
1211 21st Ave S, Ste 539, Nashville, 37212
Free comprehensive bilingual disability information and referral resources and support services to and for people with disabilities and their families. All types of disabilities included (mental, intellectual, physical, developmental, learning).

TENNESSEE LIBRARY FOR THE BLIND & PHYSICALLY HANDICAPPED........1-800-342-3308
403 Seventh Avenue N, Nashville, 37243-0313
Recorded books and loaned equipment for listening. Large-print and Braille materials. Free to eligible persons.

TENNESSEE RELAY CENTER (TRC) ................. 711
or, hearing callers ........................................ 1-800-848-0299
TTY (for deaf only) ....................................... 1-800-848-0298
Spanish (Español) ........................................ 1-866-503-0263
Speech-to-speech service ..................... 1-866-503-0264
Customer service ................................. 1-866-503-0262
Provides free, statewide assisted telephone service to those who have speech, hearing, and visual impairments. Relays telephone calls between voice and TTY customers. Speech-to-speech service allows speech-disabled persons to use their own voice synthesizers rather than a TDD/TTY.

**TENNESSEE SERVICES FOR THE BLIND**

594-6060

TN Dept. of Human Services
531 Henley St, Ste 520, Knoxville, 37902

Rehabilitation Teaching Program provides, for people who are visually impaired or blind, independent-living-skills training, including counseling and instruction in coping with vision loss, communication skills, home and personal management, orientation and mobility, and other activities. Training and employment opportunities for the severely visually impaired also available.

**TICKET TO WORK**

1-866-968-7842

TTY (for deaf only) 1-866-833-2967

Social Security Administration (Administered by Maximus, Inc.)
8530 Kingston Pike, Knoxville, 37919

Work opportunities for individuals with disabilities who are receiving Social Security or SSI benefits and are between the ages of 18 and 64 years.

**U. T. HEARING & SPEECH CENTER**

974-5453

455 S Stadium Hall, Knoxville, 37996

**SPEECH SERVICES**.......................... 974-5451
1600 Peyton Manning Pass, Knoxville, 37996
Diagnostic and treatment services for individuals with communication disorders including swallowing or voice disorders.

**WILDERWOOD SERVICE DOGS**........... 660-0095
1319 Tuckaleechee Trail, Maryville, 37803
Non-profit organization trains service dogs to help individuals with mental and emotional disabilities cope with daily life. Service dogs can help increase the independence and level of functioning of people with emotional disorders, anxiety disorders, Alzheimer’s disease, autism, mental retardation, and brain injuries.

**ACCESSIBLE MOBILITY SPECIALIST** ....687-5601
1810 N Broadway, Knoxville, 37917
Vehicle modifications and adaptive equipment.

**ADAPTIVE DRIVING PROGRAM**............541-2493
Patricia Neal Rehabilitation Center
1901 Clinch Ave, Knoxville, 37916
Offers objective evaluation of driving skills of people with physical and cognitive problems and, if possible, trains them to safely drive with adaptive equipment or an alternative method. Requires a doctor’s prescription. Private pay.

**AAA SAFE DRIVING FOR MATURE OPERATORS CLASS**..................................862-9250
100 W Fifth Ave, Knoxville, 37917
Eight-hour driver-safety course offered periodically.
Graduates entitled to insurance discounts. Fee.

**AARP DRIVER SAFETY PROGRAM** ..........922-5648
Eight hour driver-safety course offered periodically.
Graduates entitled to insurance discounts. Fee.

**PHOENIX CONVERSIONS** .........................670-4060
9617 Parkside Dr, Knoxville, 37922
Vehicle modifications and adaptive equipment.

**SUPERIOR VAN & MOBILITY** ......................622-6550
10640 Braden Dickey Lane, Knoxville, 37932
Vehicle modifications and adaptive equipment.

**WORLD OF INDEPENDENCE** ..........................932-2880
8742 Asheville Hwy, Knoxville, 37924
Vehicle modifications and adaptive equipment.
BLOUNT COUNTY
ADULT EDUCATION ........................................982-8998
1500 Jett Rd, Maryville, 37804
GED preparation, basic skills instruction in reading,
writing and math, and instruction in English as a

BLOUNT COUNTY/
UT EXTENSION ...........................................982-6430
219 Court St, Maryville, 37804
Information and continuing education programs on
nutrition, health, finances/money management, and
family life issues such as grandparenting and
caregiving. Also instruction on food preservation and
on cooking for the diabetic. Open to all ages.

EVERETT SENIOR CENTER .........................983-9422
702 Burchfield St, Maryville, 37804
Multi-purpose senior center offering recreation and
leisure programs including dances, billiards, art classes,
quilting and poetry groups, potlucks, day tours, card
playing, duplicate bridge, exercise programs and a
walking group.

PELLISSIPPI STATE
COMMUNITY COLLEGE .................................981-5300
2731 W Lamar Alexander Pkwy, Friendsville, 37737
Any adult age 60 and older may audit courses without paying tuition charges or other fees according to space availability in the specific classroom. Credit courses are available to people age 65+ for a reduced fee. Call for information.

ROAD SCHOLAR..................................................1-800-454-5768
11 Avenue De Lafayette, Boston, MA 02111
Formerly called Elderhostel. Write or call for catalog of low-cost, weeklong programs of education and recreation for those age 50+ on college campuses (including University of Tennessee, Knoxville) and at resort parks throughout the world. Scholarships available.

UNIVERSITY OF TENNESSEE
Credit Classes..........................................................974-2101
209 Student Services Bldg, Knoxville, 37996
Disability Services..................................................974-6087
2227 Dunford Hall, Knoxville, 37996
Professional & Personal Development.......974-0150
600 Henley St, Ste 313, Knoxville, 37902
313 Conference Center Building, 37996 (mailing)
Noncredit classes on varied topics. Call for free catalog.

ELDER ABUSE

ADULT PROTECTIVE SERVICES
(APS) INTAKE LINE...........................................594-5685
Tennessee Department of Human Services
531 Henley St, Ste 325, Knoxville, 37902
Call confidentially to report suspected abuse, neglect, exploitation or self-neglect of elderly and vulnerable adults. All have legal obligation to report.

LOCAL BLOUNT COUNTY OFFICE ............. 981-2350
Tennessee Department of Human Services
303 Home Ave, Maryville, 37801
For general information about adult protective services. All referrals must go through the APS intake line listed above.

OUTSIDE KNOXVILLE CALLING AREA,
CALL TOLL FREE................................. 1-888-277-8366

ELDER ABUSE & EXPLOITATION PROJECT
LEGAL AID OF EAST TENNESSEE.......... 637-0484
502 S Gay St, Ste 404, Knoxville, 37902
Legal assistance for elderly persons age 60+ who are victims of abuse or exploitation. The suspected abuser could be a neighbor, relative, caregiver, home repair company, sales company, etc. Assistance may be requested by the victim, a relative, caregiver, or friend. No charge for the legal assistance.

HAVEN HOUSE (CRISIS LINE)............... 982-1087
Business Line .......................................................... 983-6818
PO Box 134, Alcoa, 37701
Comprehensive domestic violence resource center providing shelter, court advocacy, support groups for women and children. Crisis line open 24 hours. Community education programs about domestic violence.

**SAMARITAN PLACE** ........................................ 684-1880
Catholic Charities of East Tennessee
3009 Lake Brook Blvd, Knoxville, 37909
Short-term (30 days) emergency housing to people age 55 and older.

**CAREER CENTER OF BLOUNT COUNTY** ......................... 379-5525
TN Dept of Labor & Workforce Development
366 Glascock St, Ste 120, Alcoa, 37701
Services for clients age 55 and older include training in job search skills and assistance with job development and job placement. Limited funds available for short term skill training leading to employment.

**SENIOR EMPLOYMENT SERVICES** ........ 691-2551
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Assists those 55+ and economically disadvantaged with training and supervision while seeking other employment.
LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)  983-8411
Blount County Community Action Agency
3509 Tuckaleechee Pike, Maryville, 37803
Year-round program offering low-income households limited help (usually once each 12-month period) toward utility bills and paying for home-delivered fuels. Eligibility requirements. Call for current intake information.

EMERGENCY ENERGY ASSISTANCE PROGRAM  983-8411
Blount County Community Action Agency
3509 Tuckaleechee Pike, Maryville, 37803
Emergency help with utility bills available from various sources of funds, including federal LIHEAP emergency funds, the Federal Emergency Food and Shelter Program, and partnerships with local utility company programs through Share The Warmth Program. Utility deposits may also be paid for qualified persons. Income guidelines apply to all programs. Funding not always available. Call for current information.
WEATHERIZATION ASSISTANCE PROGRAM ................................................ 983-8411
Blount County Community Action Agency
3509 Tuckaleechee Pike, Maryville, 37803
This program aims to reduce home heating and cooling costs for low income households by weatherizing homes to improve energy efficiency. Services can include attic, wall and floor insulation, dryer ventilation, caulking of windows and doors, and screens for windows and doors. Water heaters and refrigerators may also be replaced. Income guidelines apply. Call for more information.

ASSOCIATION FOR MACULAR DISEASES, INC ........................................ 1-212-605-3719
210 E 64th St, 8th floor, NY, NY, 10021
A national support group for individuals with macular problems including age-related macular degeneration. Member services include phone hotline, newsletter, and medical and related updates.

EAST TENNESSEE TECHNOLOGY ACCESS CENTER (ETTAC) .................. 219-0130
116 Childress St, Knoxville, 37920
Training in the use of visual aids. Help obtaining assistive equipment and products for people with visual disabilities. Fees vary.
MARYVILLE LIONS CLUB .................. 448-6716
Limited funds to help financially needy people pay for eyeglasses. Costs shared by the club and the recipient. The club also collects used eyeglasses for recycling.

REMOTE AREA MEDICAL .................. 579-1530
1834 Beech St, Knoxville, 37920
Free vision care provided during weekend clinics staffed by volunteer providers. Unemployed, uninsured and low income people are served. No charge for services. Various locations.

SENIORS EYECARE PROGRAM .................. 1-800-222-3937
Call toll-free helpline to determine eligibility for a referral to a volunteer ophthalmologist for medical eye care. Patients referred must by U.S. citizens or legal residents, age 65+. Comprehensive medical eye exam and up to one year of treatment at no out-of-pocket cost, for any disease diagnosed during the initial exam. Patients without Medicare or other insurance receive care at no charge.

TENNESSEE SERVICES FOR THE BLIND .................. 594-6060
Tennessee Department of Human Services
531 Henley St, Ste 225, Knoxville, 37902
Staff will visit blind or low-vision individual’s home to mark items for safety and identification purposes, will teach personal care and household organization
and offer other instruction in daily living activities. Free service. Select extension 1149.

FAMILY CAREGIVER SUPPORT

For additional information about services that can benefit family caregivers, see Adult Day Services (page 47); Assessment (page 51); Homemakers, Sitters, & In-Home Services (page 91); Housing (page 101); Nursing Homes (page 134); and Respite (page 142).

ALZHEIMER’S TENNESSEE.................. 544-6288
Eastern Tennessee Chapter
2200 Sutherland Ave, Ste H102, Knoxville, 37919
Provides information about the disease, its diagnosis, and treatment; professional and family caregiving classes; support groups (including by telephone) and referral to support groups; referral to community agencies that offer assistance; and political advocacy. Medic Alert + Safe Return program helps to identify, locate, and return to safety people with memory impairments.

BLOUNT MEMORIAL SENIOR SERVICES..........................977-5744
907 E Lamar Alexander Pkwy, Maryville, 37804
Staff facilitate day and evening support groups for caregivers. Call for information. See sponsor message on page 161.
HOPE: HELPING OTHERS PROVIDE EXCEPTIONAL CARE ................................. 824-4329
Senior Citizens Home Assistance Service
215 Bearden Place, Knoxville, 37917
Free program and monthly class to train family caregivers to provide care in the home. Respite provided if needed so that caregivers can attend.

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM ............................... 691-2551
East TN Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Offers information and referral and supportive services to qualifying family caregivers (relatives or friends caring for seniors). Supports caregivers of frail older persons to remain in their homes rather than enter a long-term-care facility and provides in-home and community-based services.

FOOD & NUTRITION

ANGEL FOOD MINISTRIES
www.angelfoodministries.com
Nonprofit organization offering low-cost, high-quality food delivered to various sites in Blount County. Menus vary each month and include fresh, frozen and canned items.
BLOUNT COUNTY
FOOD PANTRY ........................................ 983-4206
2148 Big Springs Rd, Maryville, 37801
Open Mon-Fri, 11:00 am - 2:00 pm.

CHILHOWEE BAPTIST CENTER......... 981-2992
1905 E Broadway, Maryville, 37804
Families may receive food a total of four times in a
twelve-month period. No income guidelines apply.
Identification and proof of address required. Special
needs considered. Families may also receive
USDA Commodity Foods once each three-month
period. Income guidelines apply and identification
required. Open Mon-Thu, 9:00 am - 3:00 pm. All
services by appointment.

COMMODITY FOOD PROGRAM .......... 983-8411
3509 Tuckaleechee Pike, Maryville, 37803
Surplus government foods distributed four times
each year. Household eligibility set at 150 percent
of federal poverty guidelines. Anyone receiving SSI,
Food Stamps, AFDC, energy assistance, or residing
in public housing is automatically eligible. Call for
next distribution date.

COMMUNITY FOOD CONNECTION
OF BLOUNT COUNTY ....................... 977-4400
311 Whitecrest, Maryville, 37801
Non-profit organization operated by volunteers
and supported by local churches, civic clubs,
community organizations and others. Emergency food assistance for the needy. Open Mon, Wed and Fri, 10:00 am-2:00 pm.

FAIRVIEW UNITED METHODOIST CHURCH .................. 983-2080
2508 Old Niles Ferry Rd, Maryville, 37803
Emergency assistance with food and clothing) each Wed, 9:00 am-11:45 am.

FOOD STAMPS/SNAP ...................... 981-2350
Tennessee Department of Human Services
303 Home Ave, Maryville, 37801
Must be U.S. citizen, U.S. national or legal resident to get food stamps. Income tests apply.

MANNA OUTREACH ...................... 980-9439
2615 E Lamar Alexander Pkwy, Maryville, 37804
Emergency food assistance for the needy. Open Mon from 10:00 am-2:00 pm. Closed 12-12:30 pm.

SENIOR NUTRITION PROGRAM .......... 983-8411
3509 Tuckaleechee Pike, Maryville, 37803
Noon meals Mon-Fri for persons age 60+ without regard to income. Participants contribute.
Congregate Meals: Group dining facilities at several Blount County locations. Some transportation available. Call for information.
Home-Delivered Meals: Meals delivered by volunteers to homebound. (Meals on Wheels)
WELCOME TABLE
New Providence Presbyterian ............... 983-0182
703 W Broadway, Maryville, 37804
Tue, 5 pm-6 pm
First United Methodist ..................... 982-1273
804 Montvale Station Rd, Maryville, 37803
Thur, 5 pm-6 pm. Group dining, donations.

GOVERNMENT INFORMATION

BLOUNT COUNTY CLERK ..................... 273-5800
345 Court St, Maryville, 37804
Passports, handicap placards and license plates.

BLOUNT COUNTY
ELECTION COMMISSION ..................... 273-5920
383 Court St, Maryville, 37804
Call for information on absentee ballot procedures
and photo identification requirements.

BLOUNT COUNTY MAYOR .................... 273-5700
341 Court St, Maryville, 37804
Connect with services and officials within county
and cities.

SOCIAL SECURITY
ADMINISTRATION (local) .................... 982-3714
(national) ........................................ 1-800-772-1213
TTY (for deaf only) ........................... 1-800-325-0778
222 Keller Ln, Maryville, 37801
Supplemental Security Income (SSI), disability, survivors’ and retirement benefits are available, based on eligibility determination. Busiest time is first few days of each month.

TENNESSEE GOVERNOR’S OFFICE ................................. 1-615-741-2001
First Floor, Governor’s Office, State Capitol Bldg, 600 Charlotte Ave, Nashville, 37243-0001
Seeks to serve citizens who have questions or problems involving all state departments (such as TennCare, legislation, Veterans Affairs, retired state employees).

GRANDPARENTS RAISING GRANDCHILDREN

AARP GRANDPARENT INFORMATION CENTER............... 1-888-687-2277
601 E St NW, Washington, DC, 20049
Provides information about services and programs that can improve the lives of grandparent-headed households.

GENERATIONS UNITED ............... 1-202-289-3979
1331 H St NW, Ste 900, Washington, DC, 20005
Promotes intergenerational programs and policies, including those related to issues of relatives raising children.
HEALTH CLINICS

BLOUNT COUNTY
HEALTH DEPARTMENT .................... 983-4582
301 McGhee St, Maryville, 37801
Primary care services offered for uninsured ages 19-65 years. Basic medical services for uninsured adults offered on a sliding fee scale. Breast and cervical cancer screening and exams; flu shots and other immunizations; TB clinic; communicable disease control; medical nutrition therapy for diabetes, hypertension and weight loss; diabetic cooking classes; birth and death certificates.

CHEROKEE HEALTH
GOOD SAMARITAN CLINIC ............... 273-1616
255 E Watt, Alcoa, 37701
Community health center that serves insured, uninsured, and underinsured in community. Primary medical services on a sliding fee scale. Services include treatment for acute and chronic illness, immunizations, medications, and minor surgical procedures. In addition to medical staff, services are provided with assistance of trained volunteers and volunteer professionals in the areas of orthopedic, vision, and behavioral health. Not a walk-in clinic.
EAST TENNESSEE MEDICAL GROUP .......................... 984-3864
APPOINTMENTS ........................................... 268-2600
266 Joule St, Alcoa, 37701
Health screening and treatment from variety of family practice and internal medicine doctors and specialists. Medicaid, Medicare, private insurance. See sponsor messages on pages 159 & 164.

DIALYSIS CLINICS

BLOUNT DIALYSIS CENTER ..................... 379-1070
714 E Harper Ave, Maryville, 37804

DIALYSIS CLINIC, INC .............................. 983-2212
1851 Crest Rd, Maryville, 37804

EAST TENNESSEE DIALYSIS CENTER . 681-2900
1629 E Broadway, Maryville, 37804

HOME HEALTH CARE

Home health care agencies can provide skilled nursing; nurses’ aides; physical, speech, respiratory, and occupational therapy; social services; and other health services while you are homebound. Many provide psychiatric nursing services, including medication monitoring, family education in behavior management, and some counseling. Some agencies provide “high-tech” nursing: home infusion (intravenous nutrition, blood products, rehydration, medications and TPN, and pain
management) and, in some cases, ventilators or other types of respiratory therapy. Some offer specialized cardiac nursing.

A physician must prescribe these services, but the patient has the right to choose the provider. Before making arrangements, be sure that an agency provides the services that are needed. Medicare, TennCare, private insurance, or private pay; some long-term-care insurance pays for services. Call Medicare, 1-800-633-4227, if you have questions about or problems with Medicare’s coverage of home health care.

Medicare reports information on the quality of home health care to help you choose high-quality health care. Visit www.medicare.gov or call 1-800-633-4227 for a comparison chart of these services. When you hire an individual or company to come onto your property or into your home, you take on a certain amount of risk, as does the person you're hiring. See pages 5-6 for a list of questions to ask when hiring an in-home service.

Many of these agencies also provide private-duty nurses, sitters, light housekeeping, and, in some cases, live-in help or 24-hour care (see Live-In Help, page 119, for description); these services do not require a physician’s order, and most are private pay. Some long-term-care insurance covers the cost for patients who have a medical diagnosis that requires the service. Some agencies offer personal care (bathing, hair care, more). See also Homemakers, Sitters & In-Home Services (pages 91-95).

To file a complaint about home health care services, call Tennessee Dept of Health, Division of Health Care Facilities Home Health Agency Complaint Hotline 1-800-541-7367 (within Tennessee only).
AMEDISYS HOME HEALTH CARE .......... 982-0245
205 Foothills Mall Dr, Maryville, 37801
See sponsor message on page 162.

BLOUNT MEMORIAL
HOME SERVICES............................. 981-2160
1095 E Lamar Alexander Pkwy, Maryville 37804
See sponsor message on page 161.

CAMELLIA HOME HEALTH
PRIORITY DIVISION.......................... 584-4010
1700 Liberty St, Knoxville, 37921

COVENANT HOMECARE....................... 374-0600
3001 Lake Brook Blvd, Ste 101, Knoxville, 37909
See sponsor message on page 171.

GENTIVA HEALTH SERVICES............... 584-3133
6223 Highland Place Wy, Ste 101, Knoxville, 37919

GIRLING HEALTH CARE...................... 690-7767
320 N. Cedar Bluff Rd, Ste 360, Knoxville, 37923

NHC HOMECARE............................. 539-0242
9000 Executive Pk Dr, Ste A-205, Knoxville, 37923

QUALITY HOME HEALTH.................... 531-0016
9333 Parkwest Blvd, Ste 209, Knoxville, 37923

TENNOVA HOME HEALTH.................... 545-3500
4127 E Emory Rd, Knoxville, 37938
These agencies can provide some of the following: sitters, escorted transportation, grocery shopping, meal preparation, companionship, and light housekeeping. Some of these agencies provide 24-hour care or live-in sitters (see Live-In Help, page 119, for description). Most offer personal care (bathing, dressing, changing beds, hair care, and more); some offer personal care packages for a flat rate, others charge an hourly fee. Many home health care agencies also provide personal care (see page 89). These services can help frail older persons remain in their homes instead of entering a long-term-care facility.

Agencies that provide these services must now be licensed as personal support service agencies with the Tennessee Department of Mental Health. When you hire an individual or company to come onto your property or into your home, you take on a certain amount of risk, as does the person you’re hiring. See pages 5-6 for a list of questions to ask when hiring an in-home service.

Some agencies will perform an in-home assessment of client’s needs, then make recommendations to client and family or referrals to community agencies and businesses to provide the needed services. Some agencies provide assessment and referrals for free, others might charge.

Some agencies listed provide services such as sitters, bill-paying, money management, in-home counseling, care
coordination, pet care, foot care, and other tasks that may be helpful to seniors. If you need a specific service, call and ask whether it is offered.

Most nonmedical in-home services are not covered by Medicare, TennCare, or private medical insurance but are covered by some long-term-care insurance. Rates vary.

**AID & ASSIST AT HOME, INC** .................. **246-7000**  
1645 Downtown West Blvd, Knoxville, 37919  
See sponsor message on page 159.

**BLOUNT CO OFFICE ON AGING** .......... **983-8411**  
3509 Tuckaleechee Pike, Maryville, 37803  
List of individual sitters available for hire.

**CHOICES** ........................................ **1-866-836-6678**  
East TN Area Agency on Aging & Disability  
9111 Cross Park Dr, Ste D-100, Knoxville, 37923  
Provides services in the home as an alternative to nursing home admission for adults who meet financial and medical eligibility for Medicaid Long-Term Care. Must be able to receive services at less than the cost of nursing home care.

**COMFORT KEEPERS** ......................... **670-9339**  
2575 Willow Point Way, Ste 107, Knoxville, 37932  
See sponsor message on page 169.

**D & S COMMUNITY SERVICES** ............ **980-5502**  
269 Cusick Rd, Ste C2, Alcoa, 37701
EAST TENNESSEE
PERSONAL CARE SERVICE .................. 692-2200
320 N. Cedar Bluff Rd, Ste 220, Knoxville, 37923
See sponsor message on page 173.

EXTENDED FAMILY SERVICES .............. 980-0700
1000 E Harper Ave, Maryville, 37804
See sponsor message on page 175.

HELPING HANDS
HOME ASSISTANCE, INC .................. 692-5258
9123 Cross Park Dr, Ste 150, Knoxville, 37923

HOME HELPERS
OF EAST TENNESSEE .................. 771-9119
2240 Sutherland Ave, Ste 106, Knoxville, 37919
See sponsor message on page 164.

HOME INSTEAD SENIOR CARE .......... 273-2178
346 S Washington St, Maryville, 37804
See sponsor message on page 176.

HOMEWATCH CAREGIVERS ............ 470-4292
9111 Cross Park Dr, Ste D200, Knoxville, 37923
See sponsor message on page 160.

NATIONAL FAMILY CAREGIVER
SUPPORT PROGRAM .................. 1-866-836-6678
East TN Area Agency on Aging and Disability
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
A federally funded program offering respite care and
other services for caregivers.
OPTIONS
FOR COMMUNITY LIVING .......... 1-866-836-6678
East TN Area Agency on Aging & Disability
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
A state-funded program that provides services such as homemaker, home-delivered meals, or personal care for a limited number of eligible persons, including some elderly and disabled adults. Sliding scale fee based on income.

PERSONAL CARE CHOICES ............ 681-0999
357 N. Houston St, Maryville, 37801
See sponsor message on page 170.

PREFERRED CARE AT HOME ............ 851-7075
448 N Cedar Bluff, Ste 196, Knoxville, 37923
See sponsor message on page 171.

RESCARE HOMECARE .................. 558-8431
5401 Kingston Pike, Ste 130, Knoxville, 37919

SENIOR CITIZENS HOME
ASSISTANCE SERVICE, INC ............ 983-4710
386 High St, Maryville, 37801
Sliding scale fees. See sponsor message on page 163.
Limited help with minor home repairs and home weatherization. The Certified Aging in Place Specialist (CAPS) program was developed to train and certify building contractors to address the needs of consumers who want to repair or modify their houses to make them homes for a lifetime. See pages 29-30 in the Action Guide for more information about local contractors with CAPS certification.

BLOUNT COUNTY
COMMUNITY ACTION AGENCY .......... 983-8411
3509 Tuckaleechee Pike, Maryville, 37803
HOME PROGRAM: Qualified homeowners have homes rehabilitated and brought up to International Building Code. A homeowner receives five-year forgivable loan.
HOUSE REPAIR PROGRAM: Community Services Block Grant (CSBG) program designates a portion
of grant funding to purchase materials and supplies for minor home renovations including wheelchair ramps, plumbing and wiring repair, and other projects. Applicants must meet income guidelines. Work is performed by local volunteer groups.

**H.O.U.S.E. PROGRAM:** Repairs and improvements made to bring existing older homes up to the International Building Code. Applicants for the H.O.U.S.E. program must meet federal income guidelines and be approved for a loan.

**WEATHERIZATION PROGRAM:** Homeowners and renters qualifying under federal income guidelines can apply for assistance in weatherizing their house or mobile home to improve energy efficiency. Water heaters and refrigerators may be replaced.

**CITY OF ALCOA** ........................................ 380-4730
223 Associates Boulevard, Alcoa, 37701
HOME PROGRAM provides 100% grants for qualified homeowners residing in Alcoa to rehabilitate owner-occupied housing.

**HOME REPAIR COLLABORATIVE (HRC)** ......................... 982-8717
Volunteer group that assists qualified homeowners with house repairs. Leave message at extension 223.
Hospice is nursing care and emotional support for those in the last six months of life, in the patient’s home or in a facility. Primary focus is patient- and family-centered care, with attention to pain and symptom management. Medicare, TennCare, private insurance. When you hire an individual or company to come onto your property or into your home, you take on a certain amount of risk, as does the person you’re hiring. See pages 5-6 for a list of questions to ask when hiring an in-home service.

**IN-HOME HOSPICE**
In-home hospice allows terminally ill patients to spend their last days at home, surrounded by familiar people and things, if that is their preference. If the patient is enrolled in Medicare, be sure to choose a Medicare-approved hospice provider.

**AMEDISYS HOSPICE**............................... 689-7123
1420 Dutch Valley Road, Knoxville, 37918

**BLOUNT MEMORIAL HOSPICE & PALLIATIVE CARE**............................. 977-5702
1095 E Lamar Alexander Pkwy, Maryville, 37804
See sponsor message on page 161.

**COVENANT HOSPICE**.............................. 374-0600
3001 Lake Brook Blvd, Ste 101, Knoxville, 37909
See sponsor message on page 171.

**UT HOSPICE**................................. 544-6222
2270 Sutherland Ave, Ste 101, Knoxville, 37919
FACILITY-BASED HOSPICE
Hospice is also available to nursing home residents and hospital patients. Some nursing homes offer hospice by contract with an agency; in others, the resident or family members may contact a hospice agency themselves to establish the service. Ask the nursing home staff about those arrangements.

Hospice patients who meet admission criteria can be admitted to a hospital transitional care unit, on doctor’s orders, if care of a dying patient is more than a family can manage.

HOSPITALS

BLOUNT MEMORIAL HOSPITAL .......... 983-7211
907 E Lamar Alexander Pkwy, Maryville, 37804
Fully accredited acute care facility offering comprehensive care services. See sponsor message on page 161.

AREA HOSPITALS

FORT SANDERS
REGIONAL MEDICAL CENTER.......... 541-1111
A member of Covenant Health
1901 Clinch Ave, Knoxville, 37916
TTY (for deaf only).......................... 541-1890
Senior Services Information .......... 541-4500
Transitional Care Unit............... 541-1191
LAKESHORE
MENTAL HEALTH INSTITUTE............. 584-1561
5908 Lyons View Pike, Knoxville, 37919
Psychiatric hospital. Medicare, TennCare, private insurance.

PARKWEST MEDICAL CENTER.......... 373-1000
A member of Covenant Health
9352 Park West Blvd, Knoxville, 37923

PENINSULA HOSPITAL.................... 970-9800
A member of Covenant Health
2437 Jones Bend Rd, Louisville, 37777
Inpatient mental health and substance abuse treatment. Accepts voluntary admissions and commitments. Accepts Medicare, TennCare, and private insurance. See sponsor message on page 171.

PHYSICIANS REGIONAL
MEDICAL CENTER ...................... 545-8000
a member of Tennova Healthcare
900 E. Oak Hill Ave, Knoxville, 37917

TURKEY CREEK
MEDICAL CENTER ...................... 218-7011
A member of Tennova Healthcare
10820 Parkside Dr, Knoxville, 37922
Hospital Compare
A tool to compare and measure outcomes of various area hospitals. See patient ratings on care received. Consider important questions you and your family should ask before admission to a hospital. See your patient rights.

www.medicare.gov/hospital

For a complete list of links to organization websites, visit www.blountcaa.org.
Facilities in this section are divided into two main categories: Senior Housing with Support Services and Assisted-Rent Housing. Each of these two categories includes several types of housing, as follows. It is important to read the introduction to each section or subsection to understand the differences between the kinds of facilities listed.

**Senior Housing with Support Services**

- Independent Living (seniors-only apartments with supportive services)
- Residential Homes for the Aged (RHAs)
- Assisted Care Living Facilities (ACLFs)
- Continuing Care Retirement Centers (CCRCs)

**Affordable-Rent Housing**

- Government-Subsidized Housing
- Housing Choice Voucher Program (“Section 8”)

**SENIOR HOUSING WITH SUPPORT SERVICES**

Many seniors are healthy and active and want to live in a place that offers special services or amenities for seniors, requires little maintenance on their part, and offers complete independence so that they may pursue their activities and interests with no interference or home-care responsibilities. There
are a variety of facilities in the area that offer this combination of independence and services. There are five basic groups of housing with special services for seniors. They are:

- Independent Living
- Residential Home for the Aged (RHA)
- Assisted Care Living Facility (ACLF)
- Nursing Home
- Continuing Care Retirement Community (CCRC)

Listed in this section of the directory are only those facilities that offer special “support” services for seniors and that admit only (or predominantly) senior citizens as residents. The kinds of support services offered at all of the facilities listed here might include some or all of—but are not limited to—the following:

- daily meals
- laundry service
- housekeeping
- medication management
- organized activities
- secured units or other security measures
- personal/emergency response systems
- help in accessing community services

Some of the services are included in the cost of the facility, some cost extra. Private pay; some long-term-care insurance policies cover assisted living.
Some facilities require nonrefundable deposits for admission.

Some facilities have secured units, making them safe places for people who have Alzheimer’s or other memory disorders and are prone to wander.

**Independent Living** is a level of housing for people who require the least amount of care. Residents are able to take care of themselves and are often quite healthy and active. There is no state certification or licensing for independent living facilities. They are often informally known as retirement centers or as independent living centers. Some are part of a Continuing Care Retirement Community.

**Residential Home for the Aged (RHA)** is a level of housing for people who want or need slightly more care than that available in independent living units. Residents are independently ambulatory (may use a cane, wheelchair, or other supportive device) and require permanent room, board, and supervision or assistance with functional activities of daily living, such as bathing, grooming and dressing, but not nursing or medical care. Residents must be physically and mentally able in an emergency to find a way to safety without the physical assistance of another person. An RHA is not required to employ a nurse but is required to have at least one responsible attendant on the premises at all times.
Assisted Care Living Facility (ACLF) is a level of housing for people who want or need more care than that available in a Residential Home for the Aged but less than that provided in a nursing home. Residents are ambulatory (may use a cane, walker, or wheelchair), and must be able to transfer (move from bed to chair or chair to bed). Residents may also require nonmedical living assistance services, such as medication procedures and administration of medications that are typically self-administered; emergency response service; and short-term home health care as prescribed by a physician. Residents must be able in an emergency to evacuate to a “safe place” within 13 minutes. An ACLF is required to have at least one responsible attendant on premises at all times and a sufficient number of other staff to meet residents’ needs. A licensed nurse must be available as needed.

Continuing Care Retirement Community (CCRC) is a facility that contains, usually in separate buildings or separate wings of one building, independent living units, either a Residential Home for the Aged or an Assisted Care Living Facility, and a nursing home. One advantage of such facilities is that residents of the independent living component are guaranteed a space in the other components should they ever need a higher level of care. See general section introduction for kinds of services offered in these facilities.
Nursing Homes are listed in a separate section, beginning on page 134.

For information about the licensing and regulation of any kind of health-care facility, including those listed here, or to register a complaint about such facilities, see page 43. Only licensed area CCRCs, Assisted Care Living Facilities, and Residential Homes for the Aged are listed.

Facilities that offer, if space permits, short stays for senior citizens as respite for family caregivers are marked with an asterisk (*). These “day-stay” programs can provide structured activities in a safe environment for seniors who cannot stay at home alone. However, these are not licensed adult day service programs (see page 47). A detailed application must be completed before participating. Space is often quite limited.

Please note: the designations ACLF, CCRC, RHA, and Independent Living are explained on pages 103-104.

**ASBURY PLACE OF MARYVILLE**........... 984-1660
2648 Sevierville Rd, Maryville, 37804
CCRC. Asbury Place offers private 2-3 bedroom cottages for independent living; a licensed assisted care living facility with 78 single-level apartments providing 24-hour nursing availability, restaurant-
style meals, housekeeping/linen services, transportation, activity/wellness programs, with additional personal care services available as needed. A 181-bed healthcare center offers intermediate and skilled care and dementia care. An outpatient therapy center offers physical, occupational and speech therapy. See sponsor message on page 163.

BLOUNT MEMORIAL MORNINGVIEW VILLAGE SENIOR COMMUNITY ............. 980-6000 2304 E Lamar Alexander Pkwy, Maryville, 37804 ACLF. There are 32 independent living apartments, 43 assisted living apartments, and 18 suites for memory support. Temporary recuperative and other short term stays are offered. A skilled nursing center on campus offers 24-hour nursing care. See sponsor message on page 161.

LIBERTY ASSISTED LIVING ................. 984-7047 312 McMasters Place, Maryville, 37801 ACLF. Private and semi-private rooms, 24-hour staff, assistance with ADLs. Private pay and help with obtaining VA assistance for residents who qualify. See sponsor message on page 178.

THE MANOR AT NORTHGATE TERRACE............... 403-1410 4301 Whittle Springs Rd, #209, Knoxville, 37917 Independent Living with Supportive Services
High-rise apartment building for seniors with apartments on the second and third floors set aside as THE MANOR, offering supportive services. Like other government-subsidized units, a tenant’s rent and utility payment is 30 percent of adjusted gross income. Applicants must meet HUD income guidelines and be assessed to determine if he or she can live safely with the level of supportive services provided. Operated by KCDC.

QUALITY CARE ASSISTED LIVING
DOROTHY MORTON CENTER ............... 980-9806
3917 Miser Station Rd, Louisville, 37777
ACLF. 16-bed facility. Private pay and VA assistance for residents who qualify.

RENAISSANCE TERRACE .................. 544-1710
215 Bearden Place, 37917
ACLF. See sponsor message on page 163.

SHANNONDALE
OF MARYVILLE .......................................... 982-4599
804 Shannondale Way, Maryville, 37803
CCRC. Specialized Alzheimer’s wing and a skilled nursing facility.

*STERLING HOUSE ............................... 681-1300
Brookdale Senior Living
511 Pearson Springs Rd, Maryville, 37803
ACLF. See sponsor message on page 167.
WELLINGTON PLACE .......................... 984-3030
Brookdale Senior Living
1869 Crest Rd, Maryville, 37804
ACLF. Specialized programs for those with
Alzheimer’s disease or dementia. See sponsor
message on page 167.

*WILLIAMSBURG VILLAS ..................... 573-0100
A Morningside Community
3020 Heatherton Way, Knoxville, 37920
ACLF. Specializing in higher levels of care for
persons with memory loss and dementia.
Overnight, weekly and monthly stays. Adult day
care services also available. See sponsor message
on page 166.

AFFORDABLE-RENT HOUSING

MARYVILLE HOUSING
AUTHORITY........................................ 983-4958
311 Atlantic Ave, Maryville, 37801
Public housing authority operating four housing
communities in Blount County and also a Housing
Choice Voucher Program. Income eligibility for
subsidized housing is based on federal HUD
guidelines. A tenant may also qualify as elderly (age
62 or older) or disabled for certain units. A tenant’s
monthly rent and utility payment is 30 percent of
adjusted gross income. Call Maryville Housing
Authority for information on the following four housing complexes:

- **Broadway Towers**, 132 W. Broadway, Maryville
- **East Park**, Ironwood Circle, Maryville
- **McGhee Terrace**, McGhee St, Maryville
- **Parkside**, McCammon Ave, Maryville.

Visit website www.mhatn.com to
- Apply for housing assistance electronically.
- Link to housing plans, income limits, etc.
- Download copies of lease and resident policies.

**MARYVILLE TOWERS AFFORDABLE HOUSING CORPORATION** ........................ 983-8296
210 McGhee St, Maryville, 37801
Residents must be age 62 or older or disabled. Eligibility based on federal HUD guidelines. Tenant’s monthly rent and utility payment is 30 percent of adjusted gross income. Some units accommodate wheelchairs.

**PRIVATELY OWNED SUBSIDIZED APARTMENTS**
These are privately owned and operated apartment complexes for those who qualify for government rental assistance. These units are not designated “elderly only.” Eligibility is based on annual gross income and other factors. Rent and utility payment is based on 30 percent of adjusted gross income.
ATCHLEY APARTMENTS .................. 982-0572
100 Atchley Dr, Maryville, 37801
GARDEN VALE APARTMENTS .......... 984-0712
1415 Montvale Station Rd, Maryville, 37803
GRANT PROPERTY APARTMENTS ...... 982-2474
801 Grant Townhouses Dr, Maryville, 37804
MEADOWOOD APARTMENTS .............. 982-4802
944 N Wright Rd, Alcoa, 37701

HOUSING CHOICE VOUCHER PROGRAM

Commonly called “Section 8,” the voucher program allows very-low-income persons to choose where they want to live by providing rental subsidy to landlords in the private market. Participating landlords must meet certain quality and pricing standards. A housing subsidy is paid to the landlord by the public housing authority on behalf of the tenant. Tenants pay a percentage, usually 30 percent, of monthly adjusted gross income for rent and utilities. Residents may receive a utility allowance as part of the subsidy but may have to pay excess utility costs.

EAST TENNESSEE
HUMAN RESOURCE AGENCY .......... 691-2551
Administrative office for multi-county area
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
MARYVILLE
HOUSING AUTHORITY .......................... 983-4958
311 Atlantic Ave, Maryville, 37801
Mon-Fri, 9:00 am-3:00 pm. Waiting list. Applicants
may inquire in person about status. For other
business, call for an appointment to speak with a
housing specialist.

INFORMATION & REFERRAL

BLOUNT COUNTY
OFFICE ON AGING ........................... 983-8411
Blount County Community Action Agency
3509 Tuckaleechee Pike, Maryville, 37803
Information about services for older people.

BLOUNT COUNTY
COMMUNITY ACTION AGENCY .......... 983-8411
3509 Tuckaleechee Pike, Maryville, 37803
Information and assistance in obtaining services for
low-income households, elderly and disabled.

EAST TENNESSEE AREA AGENCY
ON AGING AND DISABILITY ....... 1-866-836-6678
East Tennessee Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Administers the Tennessee Information &
Assistance Network for the Tennessee Commission
on Aging in the East Tennessee district. Trained I & Assistance to people age 60 and over and to persons with disabilities age 18 and in multi-county area. The point of entry for the Home and Community Based Services network, including the following programs:

- Choices (see pages 92 and 137)
- Options for Community Living (see page 94)
- National Family Caregiver Support (see page 81)

**TENNESSEE DEPARTMENT OF HUMAN SERVICES** ............................ 981-2350
303 Home Ave, Maryville, 37801
Local office provides information and referral in specific program areas including TennCare Medicaid, food stamps, resource assessment for financial eligibility for Medicaid prior to nursing home placement; QMB/SLMB programs; adult protective services.

**211, COMPREHENSIVE INFORMATION REFERRAL GUIDE**................................. 2-1-1
Toll Free.................................................. 1-866-588-4211

**County Offices on Aging**

**ANDERSON COUNTY** ......................... 457-3259
125 Leinart St, Ste 5, Clinton, 37716

**CAMPBELL COUNTY** ....................... 1-423-562-2948
2301 Jacksboro Pike, LaFollette, 37766 (street)
PO Box 1394, La Follette, 37766 (mailing)
CLAIBORNE COUNTY .......................... 1-423-626-9471
180 Jaycee Lane, Tazewell, 37879 (street)
PO Box 326, Tazewell, 37879 (mailing)

COcke COUNTY .................................. 1-423-623-1400
115 Mulberry St, Newport, 37821 (street)
386 E Main St, Newport, 37821 (mailing)

Grainger County ................................. 828-5397
8659 Rutledge Pike, Rutledge, 37861 (street)
PO Box 191, Rutledge, 37861 (mailing)

Hamblen County .............................. 1-423-581-5166
Senior Citizens’ Center, 841 Lincoln Ave,
Morristown, 37813

Jefferson County ................................. 475-2222
1427 Russell Ave, Ste 1, Jefferson City, 37760

Knoxville-Knox County ......................... 524-2786
2247 Western Ave, Knoxville, 37950

Loudon County ................................. 458-5445
901 Main St, Loudon, 37774

Monroe County ................................. 1-423-442-2022
Cora Veal Senior Center, 144 College St S,
Madisonville, 37354

Morgan County ................................. 1-423-346-6651
821 Spring St, PO Box 406, Wartburg, 37887
For an explanation of legal issues important to seniors and families, including an explanation of elder law certification for attorneys, see Action Guide, page 30.

KNOXVILLE BAR ASSOCIATION ........ 522-6522
505 Main St, Ste 50, Knoxville, 37902 (street)
PO Box 2027, Knoxville, 37901 (mailing)
Public education programs, such as Community Law School and LawTalk, designed to create better-informed citizens who understand our justice system. LawLine OnLine is a free public service program available on the Internet that provides general information on over 70 topics.
LEGAL AID OF EAST TN .................. 981-1818
307 Ellis Ave, Maryville, 37804
Free legal help to low income residents of Blount County.

LEGAL ASSISTANCE
FOR THE ELDERLY ............... 691-2551 EXT 4212
Legal representation, information and assistance to qualified East TN residents age 60+. Consultation and assistance in these areas of law: social security, SSI, Medicare, Medicaid, protective services in cases of elder abuse, and housing.

PUBLIC GUARDIANSHIP
FOR THE ELDERLY .............. 691-2551, EXT 4218
East TN Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Assists adults age 60+ who are determined by the courts to be unable to care for their own affairs and have no family, friends, or agency willing or able to serve as conservator.

LIBRARIES

For materials on tape for persons who have difficulty reading because of learning or physical disabilities, see Disability Services, page 64.

BLOUNTS COUNTY
PUBLIC LIBRARY ......................... 982-0981
508 N Cusick St, Maryville, 37804
Full service library with special collections, including local history and genealogy, large print books, books on tape, e-books, videos for the visually impaired. No fees for regular services, small fee for special services. Internet access and computer classes. The library’s on-line catalog is available at www.blountlibrary.org

TENNESSEE ELECTRONIC LIBRARY (TEL) .......................... 982-0981
Access electronically to more than 10,000 magazines, newspapers and reference sources, including professional, scientific, leisure, educational and recreational periodicals. To obtain your password to these databases, or for more information, contact the library’s reference department.

LIVE-IN HELP

Sometimes a sitter is needed round-the-clock for a frail senior. In this book, “live-in help” refers to a sitter (one person) who lives full-time in the home of an older person to provide care. However, there is a shortage of this kind of service. More often, agencies (see Home Health Care, page 89, and Homemakers, Sitters & In-Home Services, page 91) provide 24-hour care, which, in this book, refers to different people who work in shifts to provide 24/7 coverage. There are advantages and disadvantages to each kind of service,
depending on what the needs are. Not all agencies will use the same terminology that is used here; know what kind of care you want, and ask specific questions when shopping for round-the-clock sitters. This service is not covered by Medicare, Medicaid, TennCare, or private insurance. Some long-term-care insurance will cover patients who have a medical diagnosis that requires live-in help.

The Blount County Office on Aging maintains a list of self-employed, self-referred private individuals seeking employment as part-time sitters or companions. There may be individuals on this list interested in a 24-hour live-in position. Call 983-8411 to have the list mailed. No endorsement or recommendation of any person listed is given. Families are strongly encouraged to do background and reference checks and be aware of the regulations regarding tax withholding, social security withholding, workers’ compensation insurance, and other liability issues when hiring an individual privately.

MEDICAL CARE

BLOUNT COUNTY HEALTH DEPARTMENT .......................... 983-4582
302 McGhee St, Maryville, 37801
Primary care services offered for uninsured ages 19-65 years. Basic medical services for uninsured adults offered on a sliding fee scale. Breast and cervical cancer screening and exams; flu shots and other immunizations; TB clinic; communicable disease control; medical nutrition therapy for
diabetes, hypertension and weight loss; diabetic cooking classes; birth and death certificates.

BLOUNT MEMORIAL FAMILY CARE CENTERS
- **Blount Memorial** ........................................ 980-5355
  907 E Lamar Alexander Pkwy, Maryville
- **Foothills** .................................................. 342-8100
  720 Foothills Mall Dr, Maryville
- **Springbrook** ............................................. 273-1555
  220 Associates Blvd, Alcoa
See sponsor message on page 161.

CHEROKEE HEALTH
GOOD SAMARITAN CLINIC ............................. 273-1616
255 E Watt, Alcoa, 37701
Community health center that serves insured, uninsured, and underinsured in community. Primary medical services on a sliding fee scale. Medical care, behavioral health, and preventive health are blended into holistic approach. Not a walk-in clinic.

EAST TENNESSEE
MEDICAL GROUP .......................................... 984-3864
APPOINTMENTS .............................................. 268-2600
266 Joule St, Alcoa, 37701
Health screening and treatment from variety of family practice and internal medicine doctors and specialists. Medicaid, Medicare, private insurance. See sponsor messages on pages 159 & 164.
VETERANS’ AFFAIRS
OUTPATIENT CLINIC..................................694-7111
8033 Ray Mears Blvd, Knoxville, 37919
Medical and psychiatric treatment, counseling, and medications for veterans.

MEDICAL EQUIPMENT & SUPPLIES

The following nonprofit organizations offer home medical equipment on loan for those unable to buy or rent; items available on limited basis. Some churches and other nonprofit agencies sometimes have medical equipment that they will give or loan to people who cannot afford these items. This is done on a limited basis. Some of the organizations listed in Medical Information, page 122, also have very limited, first-come loan closets. For for-profit businesses and organizations that sell or rent medical or hospital equipment, oxygen, and supplies for home or hospital use, see Hospital (or Medical) Equipment and Supplies in the phone book yellow pages. They bill Medicare, TennCare, and private insurance directly for the customer. Call Medicare at 1-800-633-4227 if you have questions about Medicare’s coverage of durable medical equipment.

ETTAC EQUIPMENT
REUSE & LOAN PROGRAM...............219-0130
East TN Technology Access Center
116 Childress Street, 37920
Short- or long-term donation or loan of equipment can be requested by any senior or person with a disability who needs it but can’t afford to purchase it or has been denied insurance (including Medicare) coverage for it.

**HARVEST FIELD MINISTRIES**.......................... 379-1292
Walkers, wheelchairs, commodes, and other used equipment for long-term loan or donation.

**MEDICAL INFORMATION**

The following organizations, as well as most Hospitals (page 99), provide individual and community education and information, support group referrals, and other assistance. Some have loan closets: see also Medical Equipment & Supplies (page 121).

**ALZHEIMER’S TENNESSEE**....................... 544-6288
Eastern Tennessee Chapter
2200 Sutherland Ave, Ste H102, Knoxville, 37919
Information about the disease, its diagnosis, and treatment.

**AMERICAN CANCER SOCIETY** ............... 584-1668
871 N Weisgarber Rd, Knoxville, 37909
Support programs. Callers can talk to an oncology nurse and cancer information specialists. Phones answered 24 hours/day, seven days/week.
AMERICAN DIABETES
ASSOCIATION.............................. 1-888-342-2383
211 Center Park Dr, Ste 3010, Knoxville, 37922
Advocacy, information and referral, research, and
education for people affected by diabetes.

AMERICAN HEART ASSOCIATION .... 212-6500
4708 Papermill Dr, Knoxville, 37909
Information and materials on cardiovascular
disease.

AMERICAN LUNG
ASSOCIATION OF TN.............. 1-800-432-5864
One Vantage Way, Ste D220, Nashville, 37228
Information about asthma, emphysema, COPD, TB,
and other lung diseases; air quality, radon, and
related issues; and stop-smoking programs and
self-help guide.

AMERICAN STROKE
ASSOCIATION............................. 1-888-478-7653
Division of American Heart Association
7272 Greenville Avenue, Dallas, TX 75231
Information about strokes and support services for
stroke survivors and their families and friends.

AMPUTEE COALITION ...................... 524-8772
900 E Hill Ave, Ste 205, Knoxville, 37915
Outreach, education, advocacy, empowerment of
amputees, comprehensive source of information.
ANATOMY BEQUEST
PROGRAM .................................................. 1-901-448-5965
(Mon-Fri, 8:00 am-5:00 pm, Central Time)
24-hour number for off hours 1-901-448-2640
855 Monroe Ave, UT Center for Health Sciences,
Memphis, 38163. Information on body donation.

ARTHRITIS FOUNDATION ....................... 470-7909
6504 Deane Hill Dr, Ste C, Knoxville, 37919
Free educational materials on arthritis. Call for local
Arthritis Foundation exercise programs.

BLOUNT MEMORIAL
HEALTHLINE ........................................... 981-3983
907 E Lamar Alexander Pkwy, Maryville, 37804
See sponsor message on page 161.

CANCER SUPPORT COMMUNITY
EAST TENNESSEE .............................. 546-4661
2230 Sutherland Ave, Knoxville, 37919
Healthy Lifestyle programs, exercise, yoga, and
nutrition classes, for cancer patients and their loved
ones. Information, workshops, support groups, and
relaxation programs. Free.

CONSUMER & PATIENT
HEALTH INFORMATION SERVICE ...... 305-9525
Preston Medical Library,
UT Graduate School of Medicine
1924 Alcoa Hwy, Knoxville, 37920
Medical librarians help find information on disease, diagnosis, and treatments. Free service; information can be mailed.

**LUPUS FOUNDATION OF AMERICA, INC.**

............... 1-877-865-8787
MidSouth Chapter
4004 Hillsboro Rd, Ste 216-B, Nashville, 37215
Telephone peer counseling, support groups, education, advocacy, and information and referral for those with lupus.

**NATIONAL KIDNEY FOUNDATION**

.......................... 1-800-444-8113
2911 Tazewell Pike, Suite 108, Knoxville, 37918
Provides information and education about chronic kidney disease and organ donation.

**NATIONAL MULTIPLE SCLEROSIS SOCIETY**

................. 1-800-269-9055
4219 Hillsboro Rd, Ste 306, Nashville, 37215
Information, health and wellness programs.

**NATIONAL PARKINSON FOUNDATION**

........................................ 1-800-473-4636
1501 Northwest 9th Ave, Miami, FL 33136
Provides information and referral on Parkinson’s Disease to patients, family members, and professionals. Offers counseling, local support group referrals, and education for those with Parkinson’s. Mon-Fri, 9:00 am-5:00 pm.
POSITIVELY LIVING .......................... 525-1540
1501 E. Fifth Ave, Knoxville, 37917
For persons with HIV/AIDS: case management, support groups, housing assistance, HOPWA assistance, individual and group therapy.

TENNESSEE DONOR SERVICES .......... 588-1031
7015 Middlebrook Pike, Knoxville, 37909
Information on organ and tissue donation.

MEDICAL INSURANCE

Agencies and organizations related to paying for medical care are listed here. Most, but not all, are associated with public insurance (Medicare and TennCare). TennCare Managed Care Organizations (MCOs) are listed. For a more thorough explanation of some of the services, products, and types of coverage listed here, and for a more in-depth look at Medicare options, see the Action Guide, pages 10-18. See pages 18 and 40 for more information about TennCare. The annual Medicare & You Handbook is a valuable source of current information. To learn about receiving prescription medicines by mail or applying for a program that helps low-income seniors with medication costs, call the Office on Aging, 983-8411.

COVER TENNESSEE ................. 1-866-268-3786
Cover Tennessee includes two health insurance programs for adults: CoverTN, basic, low-cost health coverage that targets the needs of small business and uninsured working adults; and
AccessTN, comprehensive health insurance for the uninsurable.

**LEGAL AID OF EAST TN .................. 637-0484**
307 Ellis Ave, Maryville, 37804
Counseling on medical insurance issues, including Medicaid/TennCare and Medicare. Call for appointment.

**MEDICAID/TENNCARE (Application)............................... 981-2350**
TN Dept. of Human Services
303 Home Ave, Maryville, 37801
Applications for nursing home coverage for persons 65+ or with disabilities who are qualified by income, resources, and medical condition.

**MEDICARE ....................... 1-800-633-4227**
TTY (for deaf only) ....................... 1-877-486-2048
Health insurance for those age 65+ who are drawing Social Security or paying monthly premiums; also for younger persons who have drawn disability benefits (SSDI) for two years or, in some cases, who have a diagnosis of terminal illness. It has four parts: Part A, which pays for hospital and nursing home stays; Part B, an option for which you pay an additional premium and receive outpatient services; Part C (the private insurance alternative to Original Medicare), which partially covers hospital, outpatient, and prescription expenses; and Part D, which helps pay for
prescription drugs. Phones answered by agents 24 hours a day, seven days a week; closed only for federal holidays.

**Medicare Parts A & B**
Information and answers to questions about individual claims about hospital and medical (outpatient) coverage. Can also provide information about Medicare-participating physicians and equipment suppliers. Some of these services can be accessed on the Medicare website, which also includes information about quality of service from health-care providers (including hospitals, nursing homes, and home-health agencies).

**Medicare Part C**
Contact your Medicare Advantage plan’s customer service department (most are open 24 hours a day/7 days a week). The toll-free number is on the back of your member ID card. For general information about Medicare Part C, call Medicare or go to website, which also includes evaluations of all Medicare Advantage plans.

**Medicare Part D**
Contact your Medicare Part D (prescription drug) plan’s customer service department (most are open 24 hours a day/7 days a week). The toll free number is on the back of your member ID card. The Medicare website also includes evaluations of all Medicare Part D plans. For help in choosing or enrolling in a Medicare Part D plan, contact Medicare.
MEDICARE SAVINGS PROGRAMS (MSP) .......................... 981-2350
TN Dept. of Human Services
303 Home Ave, Maryville, 37801
Qualified Medicare Beneficiaries (QMB), Specified Low- income Medicare Beneficiaries (SLMB), and Qualifying Individuals 1 (QI1) programs help low-income seniors pay for Medicare coverage. Call to check income eligibility.

MEDICARE EXTRA HELP FOR PART D ......................... 1-866-331-9091
Social Security Office
222 Keller Ln, Maryville, 37801
Extra help through the Low Income Subsidy for eligible Medicare Part D enrollees whose income and assets are low. Online applications preferred.

MEDICARE FRAUD & ABUSE .... 1-800-633-4227
TTY 1-877-486-2048
Report discrepancies and receive answers related to billing and provider concerns.

QSOURCE ........................................... 1-800-528-2655
3175 Lenox Park Blvd, Ste 309, Memphis, 38115
A healthcare quality improvement organization. Answers questions, explains rights, and makes appropriate referrals regarding Medicare. Responds to written complaints about quality of medical care received in hospitals, outpatient and
skilled nursing facilities, and home health services. Works with providers to improve quality of care.

STATE HEALTH INSURANCE PROGRAM (SHIP) .... 1-877-801-0044
Local ............................................ 691-2551 ext 4308
East TN Area Agency on Aging & Disability
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Provides free counseling and advocacy on health insurance issues, including information and assistance with Medicare, Medicare Health Plans, Medicare Part D, and Medicare supplemental (Medigap) insurance.

TENNCARE (Application) ..................... 982-3714
TN Dept. of Human Services
222 Keller Lane, Maryville, 37801
For TennCare questions and applications.

TENNCARE & TENNCARE BEHAVIORAL HEALTH ADVOCACY PROGRAM ............ 1-800-758-1638
TTY (for deaf only) ......................... 1-877-779-3103
TN Community Services Agency
Mon-Fri, 9:00 am - 7:00 pm. Helps determine whether consumers qualify for TennCare and how to apply for or verify TennCare enrollment. Enrollees can receive explanation of their benefits, available services and how to access them, and how to file an appeal. An automated phone system answers; press “2” for help with behavioral health
issues. Helps consumers of behavioral health and substance abuse services navigate and understand TennCare. Advocacy counselors assist with application process; benefit information; accessing services; and filing complaints, grievances, and appeals.

**TENNCARE INFORMATION LINE/FAMILY ASSISTANCE CENTER** ... 1-866-311-4287
TTY (for deaf only) ........................ 1-800-772-7647
PO Box 820, Nashville, 37202-9968
For people already on TennCare, call to get answers about services, such as food stamps and Medicaid.

**TENNCARE MANAGED CARE ORGANIZATIONS**
United Healthcare ......................... 1-800-690-1606
2033 Meadowview Ln, Ste 300, Kingsport, 37660

Blue Cross/Blue Shield of TN
BlueCare Division ......................... 1-800-468-9698
801 Pine St, Chattanooga, 37402-2555

TennCare Select ......................... 1-800-263-5479
801 Pine St, Chattanooga, 37402-2555

**TENNCARE SOLUTIONS UNIT** ..... 1-800-878-3192
To file appeals on TennCare claims or to change TennCare MCOs.
For information about TennCare’s coverage of mental health services, see Medical Insurance & Financing on page 126. Call the Mental Health Association of East Tennessee, Inc., if you have problems or questions concerning TennCare’s coverage of mental health services.

CRISIS MENTAL HEALTH SERVICES

MOBILE CRISIS UNIT .............................. 539-2409
Emergency mental health assistance 24 hours a day. This unit provides in-home assessments and can assist with an emergency commitment to the hospital.

MENTAL HEALTH COOPERATIVE .............................. 1-800-809-9957
Crisis line open 24 hours a day, 7 days a week. Open to anyone who needs mental health crisis services. Call routed to closest crisis team.

GERIATRIC ASSESSMENT UNITS
These hospital units evaluate older adults having medical, behavioral, mood or memory problems and provide short-term inpatient treatment. Medicare, TennCare, private insurance, and private pay. See Assessment, page 51.
INFORMATION AND ADVOCACY

DISABILITY LAW & ADVOCACY
CENTER OF TN .......................... 1-800-342-1660
9050 Executive Park Dr, Ste A220, Knoxville, 37923
Advocates for legal rights of persons with
developmental and mental disabilities, and
investigates institutional abuse and neglect of
persons with mental illness.

MENTAL HEALTH ASSOCIATION
OF EAST TN, INC. ....................... 584-9125
9050 Executive Park Dr, Ste 104-A, 37923 (street)
P.O. Box 32731, Knoxville, 37930-2731 (mailing)
Specializes in mental health education, information
and referral, screenings, referrals to support groups
and services, and family and consumer advocacy.
Specific assistance includes support group referrals,
free mental illness screenings, and client access to
care advocacy. Website includes many resources
concerning seniors and stress, dementia,
 depression, and more; also offers a free and
anonymous Geriatric Depression Rating Scale. Call
also to report problems with TennCare’s coverage
for behavioral health issues.

NATIONAL ALLIANCE ON MENTAL ILLNESS
NAMI MARYVILLE ..................... 1-800-771-5491
Provides free support groups, classes, and
information about community resources for family
and friends of persons who are mentally ill.
TENNESSEE DEPT OF
MENTAL HEALTH ...................................... 594-6551
531 Henley St, Knoxville, 37902
Provides in-home non-medical personal support services and licenses supportive living facilities for adults with mental health diagnosis.

ONGOING MENTAL HEALTH TREATMENT
AND COUNSELING
See page 58 for a listing of agencies that provide counseling. Many home health care agencies (pages 89) and nursing homes (page 134) provide mental health services, including monitoring of medication levels, education in behavior management, and counseling (in home or facility).

BLOUNT MEMORIAL
COUNSELING & CONCERN ..................... 984-4223
262 Cherokee Professional Pk, Maryville, 37804
Counseling for seniors. Medicare and most insurances accepted. See sponsor message on page 161.

BLOUNT MEMORIAL EMOTIONAL
HEALTH & RECOVERY CENTER .......... 981-2300
907 E Lamar Alexander Pkwy, Maryville, 37804
Geriatric crisis stabilization on case-by-case basis that offers safe, secure environment for intervention, assessment, treatment and stabilization for older people. 24 hours a day, 7 days a week, with 7-10 day stay. See sponsor message on page 161.
CHEROKEE HEALTH
GOOD SAMARITAN CLINIC .................. 273-1616
255 E Watt St, Alcoa, 37701
Provides access to mental health care to anyone in
the community: insured, underinsured, and
uninsured. Sliding fee scale.

HELEN ROSS McNABB CENTER ........... 637-9711
201 W Springdale Ave, Knoxville, 37917
Integrated mental health care system, substance
abuse/ addiction treatment, and social services for
people of all ages. Individual prevention, treatment,
and rehab services. Patients can be referred by self,
family, or professionals. In emergency, McNabb
patients may call 24 hours/day.

PENINSULA HOSPITAL...................... 970-9800
2347 Jones Bend Rd, Louisville, 37777
Provides inpatient mental health and alcohol/drug
crisis stabilization services for adults.

PENINSULA OUTPATIENT CENTER ...... 970-9800
210 Simmons St, Maryville, 37801
Services for those experiencing psychiatric illnesses
or symptoms, substance abuse, or both.
RIVERSTONE SENIOR BEHAVIORAL CENTER ..................... 373-1745
9352 Park West Blvd, Knoxville, 37923
Advanced level of care for older psychiatric patients.

NURSING HOMES

For help in keeping a person at home who might otherwise have to enter a nursing home, see pages 37-41 in the Action Guide and the introductions to Family Caregiver Support, page 81, and Homemakers, Sitters & In-Home Services, page 91.

For a list of all 24 nursing homes in the region call the Long Term Care Ombudsman Program, listed below, or the Office on Aging. For information about nursing home admissions and financing see Action Guide, pages 22-25 and 37-41. Payment method can be Medicaid, Medicare, private insurance, long-term-care insurance and private pay. Not all nursing homes accept patients on Medicaid. All Medicaid applications to nursing homes are screened by Medicaid/TennCare (page 125).

Many nursing homes provide both skilled and intermediate care (see page 39 for definitions of these terms), although some may provide only one or the other. Some hospitals also have transitional care units that provide services equivalent to those found in nursing homes (see page 148 for description). Skilled care, or transitional care, can include high-level wound care, respirators, tube feeding, intravenous therapy, and more.
Nursing homes must provide mental health counseling for residents who need it; most do so by contract with a mental health agency. Cost is paid by resident, although it is often covered by Medicare, TennCare, or private insurance. Nursing homes also must offer rehabilitation services (physical, speech, and occupational therapy) for residents who need it. Some offer rehabilitation services on an outpatient basis as well. A doctor must prescribe the therapy, but the patient can choose the provider.

LONG TERM CARE
OMBUDSMAN PROGRAM....... 691-2551 ext. 4223
East TN Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Assistance in resolving complaints between patient or family and nursing home, assisted living facility, or residential home for the aged. May also obtain information about long-term care.

BEN ATCHLEY TENNESSEE
STATE VETERANS’ HOME.................. 862-8100
One Veterans Way, Knoxville, 37931 (street)

ASBURY PLACE
OF MARYVILLE............................. 984-1660
2648 Sevierville Rd, Maryville, 37804
Continuing Care Retirement Community. Medicaid, Medicare, private pay, insurance. Secured unit for persons with Alzheimer’s and dementia diagnoses. See sponsor message on page 163.
BLOUNT MEMORIAL
TRANSITIONAL CARE CENTER .......... 273-8300
2320 E Lamar Alexander Pkwy, Maryville, 37804
Subacute care, long-term care, rehabilitation.
Medicare, private pay, insurance. See sponsor message on page 161.

COLONIAL HILLS
NURSING CENTER ......................... 982-6161
2034 Cochran Rd, Maryville, 37803
Level I (intermediate) and Level II (skilled) care with various therapies and special health services.
Secured unit. Medicaid, Medicare, private pay, insurance. See sponsor message on page 168.

FAIRPARK
HEALTHCARE CENTER .................. 983-0261
307 N Fifth St, Maryville, 37804
Level I (intermediate) and Level II (skilled) care with various therapies and special health services.
Medicaid, Medicare, private pay, insurance

MARYVILLE HEALTHCARE
AND REHABILITATION CENTER ........ 984-7400
1012 Jamestown Way, Maryville, 37803
Level I (intermediate) and Level II (skilled) care; rehabilitation with physical, occupational and speech therapists. Medicaid, Medicare, private pay.
See sponsor message on page 174.
AN ALTERNATIVE TO NURSING HOME CARE

Long Term Care Community Choices Act of 2008 allowed an expansion of home and community based services to include more kinds of home care options for persons who are elderly or who have physical disabilities. The entry point to apply for CHOICES (HCBS Waiver) services is through the local Area Agency on Aging and Disability (see below).

Eligibility
Individuals wishing to enroll and receive care under the CHOICES (HCBS Medicaid Waiver) program must:

- Live in Tennessee.
- Be at least 65 years of age or be an adult 21 years of age and older with a physical disability.
- Receive SSI payments or qualify financially for Medicaid through the local DHS office.
- Meet TennCare Pre-Admission Evaluation (PAE) medical criteria for Level 1 nursing facility care but want to get care at home instead.
- Have a safe home where services can be provided.
- Have someone that will agree to check on them or care for them when they are not receiving Waiver
CHOICES does not offer around-the-clock care.

- The individual’s needs must be safely and effectively able to be met at home.
- The total cost of each individual’s care at home cannot be more than nursing home care.

Services
The kinds of services provided are based on the needs of each person and may include a combination of the following:

- Personal Care Services
- Personal Care Attendant
- Homemaker
- Home Delivered Meals
- Adult Day Care
- In-Home Respite and/or Inpatient Respite
- Assistive Technology
- Minor Home Modifications
- Personal Emergency Response System (PERS)
- Pest Control
- Community-Based Residential Alternatives – places that offer care and support for someone who can no longer live alone, like an Assisted Living Facility

For more information on CHOICES (HCBS Medicaid Waiver), contact

EAST TENNESSEE AREA AGENCY ON AGING AND DISABILITY . . . . 1-866-836-6678
East Tennessee Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Personal response systems enable seniors to remain independent in their own homes and provide 24-hour contact in case of accidents and emergencies (medical or nonmedical). Help is available at the press of a button usually worn on person (styles vary; some offer buttons on necklace, wristband, or belt clip; all are waterproof). Installation and monthly fee. Systems can be used for 24-hour reassurance as well. Security systems companies also offer personal response systems. Compare price, maintenance, and quality of response.

Some offer a service that provides, at extra cost, reminders about taking medications, going to doctors’ appointments, checking blood sugar, exercising, eating properly, etc. Some of these services use personalized recorded messages, some use 24-hour attendants.

**BLOUNT MEMORIAL LIFELINE ............. 981-2160**
1095 E Lamar Alexander Pkwy, Maryville, 37804
See sponsor message on page 161.

**COVENANT HEALTH
PASSPORT LIFELINE .................... 541-4500**
1921 Topside Rd, Louisville, 37777
See sponsor message on page 171.

**TENNESSEE MEDICAL ALERT ............ 470-7778**
200 Kirkwall Lane, Knoxville, 37909
See sponsor message on page 172.
VRI MEDICAL ALERT SYSTEMS .......................... 1-800-860-4230

PRESCRIPTION DRUG ASSISTANCE

For information about receiving prescription medicines by mail or help in lowering prescription medication costs, call the Office on Aging, 983-8411, ext 25.

MEDICARE PART D ....................... 1-800-633-4227
The optional Medicare Prescription Drug benefit (Medicare Part D) is available to all Medicare beneficiaries enrolled in Part A or Part B or a Medicare Advantage plan. Call for advice and assistance in enrolling in Part D and for help in applying for Extra Help for Part D.

NATIONAL COUNCIL ON AGING .................... 1-888-268-6706
Offers an Internet search engine, called Benefits Checkup. Website for information on assistance with prescription drugs and other expenses.

PARTNERSHIP FOR PRESCRIPTION ASSISTANCE .......................... 1-888-477-2669
Information about free and discounted medicines through Patient Assistance Programs offered by the manufacturers of name-brand medicines. PPARx
program assists eligible inquirers with the application process. Information also available at the PPARx website.

REHABILITATION SERVICES

Rehabilitation services include physical, occupational, respiratory, cardio-, and other kinds of therapy. People suffering from stroke, arthritis, neurological disorders, spinal cord and brain injuries, or recovering from joint replacements, injuries, or some surgical procedures may require rehabilitation services. There are many providers of inpatient and outpatient rehabilitation services. Therapy can be provided on an inpatient basis in nursing homes (page 134) and hospitals (page 99). Outpatient rehabilitation services are also available from home health care agencies (page 89), nursing homes, and private therapists. Doctor must prescribe; patient may choose provider. Medicare, TennCare, private insurance, private pay.

BLOUNT MEMORIAL TOTAL REHABILITATION .............................. 977-5591
Inpatient and outpatient rehabilitation, fall prevention programs, physical and occupational therapies, speech-language pathology, wound care. Three Blount County locations. See sponsor message on page 161.
Short-term relief for the family caregiver by providing a trained substitute caregiver, either in or outside the home, is called respite. Adult day services (page 47) and homemakers, sitters & in-home services (page 91) also provide care for an older person and time off for a caretaker. Some nursing homes (page 134), retirement centers, assisted care living facilities, and residential homes for the aged (pages 101-108) offer weekend and vacation respite, space permitting, but be aware that space, especially in nursing homes, is often limited. Private pay; some long-term-care insurance policies cover respite.

**BLOUNT COUNTY OFFICE ON AGING** .................... 983-8411 ext 25  
3509 Tuckaleechee Pike, Maryville, 37803  
Call for list of private sitters who are self-employed and have offered their services to the public. These individuals have not been interviewed or screened by the Office on Aging and the list is only provided as a service of the office. See pages 4-6 before hiring someone to work in your home.

The Office on Aging is working to bring comprehensive adult day services in Blount County. Check with the office for the latest information.

**SAMARITAN PLACE** .......................... 684-1880  
a program of Catholic Charities of East TN, Inc.  
3009 Lake Brook Blvd, Knoxville, 37909
24-hour supervised facility for individuals 55+ who need temporary supportive care. Private pay.

**RETIREMENT BENEFITS**

For information about retirement benefits for veterans, see Veterans Assistance (page 151).

**RAILROAD RETIREMENT BOARD**  **1-877-772-5772**
233 Cumberland Bend, Ste 104, Nashville, 37228
Information for railroad retirees and their survivors. Toll-free number directs you to your area office. Phone answered Mon-Fri, 9:00 am-3:30 pm, Eastern time.

**SOCIAL SECURITY ADMINISTRATION** ......................... **982-3714**
TTY (for deaf only) ......................... **1-800-325-0778**
222 Keller Lane, Maryville, 37801
Supplemental Security Income (SSI), disability, survivors’, and retirement benefits are available, based on eligibility. If appointment at local office is necessary, you can schedule by calling this number between 7:00 am and 7:00 pm, Mon - Fri. Busiest time is first few days of each month. Visit website for many online options.
**SENIOR CENTERS**

**EVERETT SENIOR CENTER** 983-9422
702 Burchfield Street, Maryville, 37804
Multi-purpose senior center offering recreation and leisure programs including dances, billiards, art classes, quilting and poetry groups, potlucks, day tours, card playing, duplicate bridge, exercise programs and a walking group.

**SUPPORT GROUPS**

A support group is a gathering of people with similar situations or diagnoses who meet regularly to share their concerns and victories with others in the group. United Way of Blount County (982-2251) and Blount Memorial Emotional Health and Recovery (981-2300) maintain lists of support groups in Blount County and the surrounding area. Many churches, hospitals, nursing homes, social service agencies, home health care agencies, and other organizations that serve seniors facilitate regular support groups.

**TAXES**

INTERNAL REVENUE SERVICE ... 1-800-829-1040
TTY (for deaf only) .................... 1-800-829-4059
Telephone tax assistance.
PROPERTY TAX RELIEF PROGRAM

BLOUNT COUNTY TRUSTEE............... 273-5900
347 Court St, Maryville, 37804

CITY OF ALCOA................................. 380-4700
223 Associates Blvd, Alcoa, 37701

CITY OF MARYVILLE......................... 273-3499
400 W Broadway, Maryville, 37801

Low-income homeowners age 65+ or with medically determined disability, and eligible disabled veterans, get partial rebate on property taxes. Call for more information.

TAX PREPARATION ASSISTANCE

AARP TAX-AIDE PROGRAM............... 983-7754
Trained volunteers help low and moderate income taxpayers, elderly, and disabled taxpayers prepare and file their tax returns. Priority given to seniors. Various locations within Blount County. Announcements made via local media beginning in January each year.

TELEPHONE REASSURANCE

BLOUNT COUNTY
OFFICE ON AGING ...................... 983-8411 ext 25
Blount County Community Action Agency
3509 Tuckaleechee Pike, Maryville, 37803
Weekly calls made by volunteers upon request of elderly or disabled persons who live alone or are isolated. Concerns receive staff follow-up. Persons who are feeling lonely, afraid, isolated, or in need of reassurance can call Mon-Fri, 9:00 am-3:00 pm.

**TELEPHONE SERVICE DISCOUNTS**

The following services are provided to help people with low incomes better afford telephone installation/activation and service. For information about phone services for persons with disabilities, see Disability Services, page 64. To qualify for any of the services listed here, persons must receive assistance from federal programs including but not limited to TennCare Medicaid, SSI, and Food Stamps. Some persons who do not receive federal public assistance might qualify based on gross monthly income. To qualify, proof of income and benefits are required.

Note: You cannot receive assistance from both the landline services and the wireless plans listed in this section. You can have either a land line or a wireless plan through these programs, but not both.

**LANDLINE PHONE SERVICE**

Most local landline telephone providers offer the following discounted or free services for those who qualify.
Contact a local telephone provider or the TN Regulatory Authority (TRA) (page 148) for information about these programs.

**Lifeline Service**
Discounted monthly rate for phone service for individuals who qualify.

**Link Up Tennessee**
Provides a discount for persons who cannot afford the entire installation and connection charges to have a telephone. Cost of installation can also be spread over several months. No deposit for customers who request local service only when connecting through this program.

**WIRELESS PHONE SERVICE**

The following wireless (also known as mobile or cell) phone companies offer discounted or free plans for those who qualify. This is the Lifeline program, described above, for wireless phones. The Federal Communications Commission (FCC) regulates the services provided by these companies.

The companies listed here offer free cell phones and free basic wireless talk plans, with a specified number of monthly minutes.
ASSURANCE WIRELESS ............ 1-888-898-4888
Basic plan provides 250 voice minutes each month. Additional plans (more monthly minutes, text plans, data plans) available for a fee (which varies, depending on the plans the consumer wants). An automated phone system answers calls. Customer service representatives can be accessed easily if caller needs more information. Can also apply through website.

SAFELINK WIRELESS .............. 1-800-977-3768
Basic plans provide 68, 125, or 250 voice/text minutes each month. Additional minutes can be added by buying a phone card, available locally. No data plans are available. An automated phone system will answer calls; it is possible but not easy to speak to a customer-service representative. Can also apply through website.

FOR MORE INFORMATION
TN REGULATORY AUTHORITY .... 1-800-342-8359
TTY ........................................ 1-888-276-0677
Consumer Services Division
460 James Robertson Pkwy, Nashville, 37243

TRANSITIONAL CARE UNITS

Some area hospitals (page 99) provide transitional care units (called TCUs)—usually for patients already in the hospital. The level of care offered in a TCU is less than that provided in an acute unit and equivalent to what is provided in some
skilled-care nursing homes. Cost is covered by Medicare, TennCare, and private insurance if the patient meets the admission criteria. A patient can be moved to the unit only under a doctor’s orders. Hospice patients who meet admission criteria can be admitted to a TCU, on doctor’s orders, if care of a dying patient is more than a family can manage.

BLOUNT MEMORIAL MORNINGVIEW VILLAGE SENIOR COMMUNITY .......... 273-8300
2320 E Lamar Alexander Pkwy, Maryville, 37804
Offers sub-acute care, rehabilitation services, and long-term care. See sponsor message on page 161.

TRANSPORTATION

Many of the providers listed below offer nonemergency transportation for medical appointments, to and from nursing homes and hospitals, for holiday or special-occasion visits, and other trips. Some hospitals, eye doctors, medical, rehabilitation, or other service providers offer free transportation for their patients or clients to or from their facilities. Private pay; TennCare, when applicable. Private companies and individuals also provide transportation for errands; see Homemakers, Personal Care, Sitters & In-Home Services, page 91.

BLOUNT COUNTY OFFICE ON AGING ....................... 983-8411
3509 Tuckaleechee Pike, Maryville, 37803
Call for the latest options in senior-friendly transportation.
ETHRA TRANSPORTATION
CALL CENTER ............................. 1-800-232-1565
East TN Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Van service available Mon-Fri. Lift vans available for those in wheelchairs. Three business days advance notice recommended when scheduling a trip.

RURAL METRO AMBULANCE SERVICE
EMERGENCY ..................................................... 911
NON-EMERGENCY ........................................ 982-2500
BUSINESS OFFICE ................................. 977-5420
296 E Howe St, Alcoa, 37701
Emergency and non-emergency transportation available. Annual subscription fee for EmergiCare, an ambulance membership program to protect against unexpected costs when medically necessary ambulance transportation is required to and from local hospitals. See sponsor message on page 163.

SENIOR NUTRITION PROGRAM .......... 983-8411
Blount County Community Action Agency
3509 Tuckaleechee Pike, Maryville, 37803
Congregate Meals: Van transportation may be arranged to the senior nutrition congregate dining sites. Open to people age 60+. No charge for transportation. Call for more information.
VETERANS ADMINISTRATION
DAV TRANSPORTATION
NETWORK ..................................... 545-4592, EXT 231
VA Annex Bldg, 1557 Downtown West Blvd, 37919
Schedule free van transportation to the VA Medical Center in Johnson City or the VA Medical Center in Nashville. Volunteers transport veterans several times each week. All scheduling done in Knoxville.

VETERANS ASSISTANCE

AMERICAN RED CROSS ....................... 983-0821
Blount County Chapter
1741 Triangle Park Dr, Maryville, 37801
Information and referral, emergency transportation for VA appointments within the state, emergency communication for military personnel and their families worldwide, financial assistance to military personnel and families, military retirees, and immediate family members.

BEN ATCHLEY
STATE VETERANS’ HOME ...................... 862-8100
One Veterans Way, Knoxville, 37931

BLOUNT COUNTY
VETERAN’S SERVICES ...................... 273-5760
305 Court St, Maryville, 37804
Assistance in filing all VA claims; referrals to services; call for other services. Mon-Fri, 7:30 am-4:00 pm.

TENNESSEE DEPARTMENT OF VETERANS’ AFFAIRS.............................. 594-6158
301 S Concord St, Knoxville, 37919
Information about all VA benefits. Help in filing claims and other paperwork.

U.S. DEPARTMENT OF VETERANS’ AFFAIRS.................... 1-800-827-1000
VA benefits including information about education programs; home loans; disability; VA medical care; burial, survivors’, and insurance benefits; and more. Automated phone system; have Social Security or VA number available.

VA MEDICAL CENTER.................. 1-423-926-1171
James H. Quillen VAMC, Johnson City
PO Box 4000, Mountain Home, TN  37684

VETERANS’ AFFAIRS
KNOXVILLE OUTPATIENT CLINIC ........ 694-7111
803 Ray Mears Blvd, Knoxville, 37919
Medical and psychiatric treatment, counseling, and medications for veterans.
Many agencies and organizations listed in this directory have opportunities for volunteers. Call the specific organization for information. This section offers a partial listing of varied opportunities for volunteers.

**AMERICAN RED CROSS** .......................... 983-0821
1741 Triangle Park Dr, Maryville, 37801
Volunteers needed to serve as instructors in health, safety and youth programs, to help with disaster response and education, and in other areas including availability as emergency responders.

**BLOUNT COUNTY**
**ADULT EDUCATION** .......................... 982-8998
1500 Jett Rd, Maryville, 37804
Will train volunteers to work with adults who need to improve their reading, math or English skills. Day and evening schedules available.

**BLOUNT COUNTY**
**COMMUNITY ACTION AGENCY** ............. 983-8411
3509 Tuckaleechee Pike, Maryville, 37803
- deliver meals to homebound elderly
- sort, pack and distribute surplus commodity foods on site several times each year
- provide minor household repairs for low-income elderly and disabled clients
- Phone calls or visits to homebound elderly
- **CALL FOR THE LATEST OPENINGS!**

153
BLOUNT COUNTY PUBLIC LIBRARY ........................................... 982-0981
508 N Cusick St, Maryville, 37804
Assist with shelving books and other tasks, work with Friends of the Library. Application available at check-out desk.

BLOUNT COUNTY SHERIFF’S OFFICE SENIOR OUTREACH PROGRAM .......... 273-5200
Blount County Justice Center
940 E Lamar Alexander Pkwy, Maryville, 37804
Two-person teams make regular home visits to outreach recipients, offering companionship and linking seniors to additional services as needed. Extensive training provided.

BLOUNT MEMORIAL HOSPICE .......... 981-2322
1095 E Lamar Alexander Pkwy, Maryville, 37804
Provide assistance and emotional support to hospice patients and their families during illness and bereavement. Extensive training provided. See sponsor message on page 161.

BLOUNT MEMORIAL VOLUNTEER SERVICES ......................... 977-5609
907 E Lamar Alexander Pkwy, Maryville, 37804
Staff information desks, welcome new patients, deliver reading materials and work in the gift shop through service in the hospital Auxiliary. See sponsor message on page 161.
LONG-TERM CARE
OMBUDSMAN PROGRAM ..... 691-2551, EXT 4223
East Tennessee Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Serve as patient advocates in nursing homes, assisted care living facilities and residential homes for the aged. Extensive training provided and certification required.

PUBLIC GUARDIANSHIP PROGRAM FOR THE ELDERLY ............... 691-2551, EXT 4218
East Tennessee Human Resource Agency
9111 Cross Park Dr, Ste D-100, Knoxville, 37923
Court determines duties for each client that is assigned a volunteer. Personal contact at least monthly, most often weekly. Services may include decisions about housing, medical care, and financial management.

TAX PREPARATION ASSISTANCE – AARP ......................... 983-7754
Provide tax preparation assistance to elderly, low and moderate income and disabled taxpayers.

UNITED WAY OF BLOUNT COUNTY ......................... 982-2251
1615 E Broadway, Maryville, 37804
United Way community partners and many other non-profit organizations are in need of volunteers on a regular basis.
Your patronage of the businesses listed in the following section is greatly appreciated. Their contributions made this directory possible!
A
AAA Safe Driving Class .................................................. 73
AARP ................................................................. 44, 55
AARP Driver Safety Program ......................................... 73
AARP Grandparent Information Center ......................... 86
AARP Tax-Aide Program ........................................... 145
Abuse, Elder ............................................................ 75-77
AccessTN ................................................................... 21, 125
Accessible Mobility Specialist ....................................... 72
Adaptive Driving Program ........................................... 73
Activities & Recreation ............................................. 44-47
Adult Day Services ............................................... 47-49
Adult Education ......................................................... 54, 74, 153
Adult Protective Services ......................................... 75-76
Advance care plans ................................................... 34
Advance Directives ............................................. 34
Affordable Dentures ................................................ 63
Affordable Rent Housing ........................................... 108-111
Aid & Assist At Home, Inc ......................................... 92, 159
Al-Anon ........................................................................ 49
Alcoa (City of Alcoa) Home Program ........................ 145
Alcoa (City of Alcoa) Property Tax Relief ................. 145
Alcohol & Drug Problems ........................................ 49
Alcoholics Anonymous (AA) ...................................... 49
Alzheimer’s Tennessee, Inc ....................................... 50, 81, 121
Alzheimer’s Resources ............................................. 50
Ambulance .................................................................. 150
Amedisys Home Health Care ................................... 90, 162
Amedisys Hospice Service ......................................... 97
American Cancer Society ........................................... 120
American Council of the Blind .................................. 65
American Diabetes Association ................................ 121
American Heart Association .................................... 121
American Lung Association of TN ......................... 121
American Red Cross .................................... 61, 151, 153
American Stroke Association ................................. 121
Americans with Disabilities Act (ADA) .................. 64
Amputee Coalition of America .............................. 65, 121
Anatomy Bequest Program ................................. 52, 122
Anderson County Office on Aging ....................... 112
Angel Food Ministries ......................................... 82
Apartments ......................................................... 109
APS ................................................................... 75-76
Area Agency on Aging & Disability ....................... 111
Arthritis Foundation ........................................... 122
Asbury Place of Maryville ................................. 105, 135, 163
Assessment ....................................................... 51-52
Assisted Care Living Facility (ACLF) ................. 104
Assisted Living .................................................. 52, 104
Association for Macular Diseases ....................... 79
Assurance Wireless ............................................ 148
AT&T Special Needs Center ......................... 65
Atchley Apartments ......................................... 110
Atchley, Ben, State Veterans Home ................ 135, 151

B
Banks ................................................................. 169, 175
Bar Association (Blount County) ...................... 30
Bar Association (Knoxville) .......................... 114
Bartlett Day Out Program ............................... 48
Ben Atchley State Veterans Home .................. 135, 151
Better Business Bureau ................................ 4, 56
Birth and death certificates .............................. 117-118
Blessed Assurance ............................................... 168
Blount County Adult Education ...................... 54, 153
Blount County Chamber of Commerce .......... 56
Blount County Clerk ..................................... 65, 85

180
Blount County Community Action Agency 61, 78, 84, 95, 111, 142, 145, 149, 153
Blount County Election Commission .......................... 66, 85
Blount County Food Pantry ........................................ 83
Blount County Health Department .............................. 87, 117
Blount County Mayor ............................................. 53, 85
Blount County Office on Aging 48, 92, 111, 142, 145, 149
Blount County Public Library ..................................... 55, 115, 154
Blount County Sheriff’s Office Senior Outreach .......... 154
Blount County Trustee ............................................ 145
Blount County/UT Extension ..................................... 74
Blount County Veteran’s Services ............................... 151
Blount Dialysis Center .......................................... 88
Blount Discount Pharmacy ....................................... 176
Blount Memorial Counseling & CONCERN .. 58, 132, 161
Blount Memorial Emotional Health & Recovery Center ..................... 49, 51, 52, 132, 161
Blount Memorial Family Care Centers .................. 118, 161
Blount Memorial Healthline ..................................... 122
Blount Memorial Home Services ............................. 90, 161
Blount Memorial Hospice ........................................ 97, 154, 161
Blount Memorial Hospital .................................... 98, 118, 161
Blount Memorial Lifeline ....................................... 139, 161
Blount Memorial Medical Fitness Center ............... 44, 161
Blount Memorial Morningview Village .................. 106, 149, 161
Blount Memorial Senior Services ............................ 58, 81, 161
Blount Memorial Total Rehabilitation ....................... 141, 161
Blount Memorial Transitional Care Center.  136, 149, 161
Blount Memorial Volunteer Services ....................... 154
Blount Memorial Wellness Center ........................... 45, 161
Blue Book ................................................................ 66
BlueCare (TennCare MCO) ...................................... 129, 158
Blue Cross Blue Shield of Tennessee .................... 129, 158
Broadway Towers .............................................. 109
<table>
<thead>
<tr>
<th>Service</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brookdale Senior Living</td>
<td>107, 108, 167</td>
</tr>
<tr>
<td><strong>Burial Assistance</strong></td>
<td>52</td>
</tr>
<tr>
<td>C</td>
<td></td>
</tr>
<tr>
<td>CADES</td>
<td>48, 162</td>
</tr>
<tr>
<td>CBBC (Citizens Bank Blount County)</td>
<td>169</td>
</tr>
<tr>
<td>Camellia Home Health</td>
<td>90</td>
</tr>
<tr>
<td>Campbell County Office on Aging</td>
<td>112</td>
</tr>
<tr>
<td>Cancer Support Community</td>
<td>122</td>
</tr>
<tr>
<td>Career Center of Blount County</td>
<td>77</td>
</tr>
<tr>
<td><strong>Care Management</strong></td>
<td>53</td>
</tr>
<tr>
<td>Catholic Charities – Samaritan Place</td>
<td>49, 63, 77, 142</td>
</tr>
<tr>
<td>Cell phone service</td>
<td>147</td>
</tr>
<tr>
<td>Centers for Medicare &amp; Medicaid Services</td>
<td>6, 11, 43</td>
</tr>
<tr>
<td>Certified Elder Law Attorneys</td>
<td>30</td>
</tr>
<tr>
<td>Cherokee Health Good Samaritan Clinic</td>
<td>87, 118, 133</td>
</tr>
<tr>
<td>Child &amp; Family Tennessee</td>
<td>60</td>
</tr>
<tr>
<td>Chilhowee Baptist Center</td>
<td>62, 83</td>
</tr>
<tr>
<td>CHOICES</td>
<td>22, 92, 137</td>
</tr>
<tr>
<td>City of Alcoa</td>
<td>96, 145</td>
</tr>
<tr>
<td>City of Maryville</td>
<td>145</td>
</tr>
<tr>
<td>Claiborne County Office on Aging</td>
<td>113</td>
</tr>
<tr>
<td>Cocke County Office on Aging</td>
<td>113</td>
</tr>
<tr>
<td>Cole Neuroscience Center</td>
<td>51</td>
</tr>
<tr>
<td>Colonial Hills Nursing Center</td>
<td>136, 168</td>
</tr>
<tr>
<td>Comfort Keepers</td>
<td>92, 169</td>
</tr>
<tr>
<td>Commodity Food Program</td>
<td>83</td>
</tr>
<tr>
<td>Community Food Connection</td>
<td>83</td>
</tr>
<tr>
<td>Compassionate Friends</td>
<td>145</td>
</tr>
<tr>
<td>Complaint Hotline (nursing homes)</td>
<td>43, 137</td>
</tr>
<tr>
<td><strong>Computer Services</strong></td>
<td>54</td>
</tr>
<tr>
<td>Concord Adult Day Enrichment Services (CADES)</td>
<td>48, 162</td>
</tr>
<tr>
<td>Congregate Meals</td>
<td>84</td>
</tr>
</tbody>
</table>
Driver Safety ................................................................. 72
Durable Medical Equipment ....................... 119, 161
Durable Power of Attorney .............................. 32

E
East Park (Apartments) .............................................. 109
East Tennessee Dialysis Center .......................... 88
East Tennessee Area Agency on Aging
and Disability .................................................. 7, 22, 111, 138
East Tennessee Human Resource Agency ...... 37, 110
East Tennessee Medical Group .................. 88, 118, 159, 164
East Tennessee Personal Care Service .......... 93, 173
East Tennessee Technology Access Center
(ETTAC) .................................................. 67, 79, 119
Education ............................................................... 74
Edward Jones .................................................. 159
Elder Abuse ............................................................. 75
Elder Abuse & Exploitation Project ............... 76
Elder Law Attorneys ........................................... 30, 166, 171
Elder Law of East Tennessee ....................... 171
Elder Law Practice of Monica Franklin ........... 166
Election Commission, Blount County ............ 85
Emergency Energy Assistance Program ........ 78
EmergiCare, Ambulance Plan ....................... 150
Emory Valley Center Family Support Program .. 67-68
Employment ......................................................... 77
Energy Assistance .................................................. 78-79
ETHRA Public Transit ........................................ 68, 150
ETHRA Transportation Call Center .......... 150
ETMG Care Today Clinic ............................ 88, 118
ETTAC Equipment Reuse & Loan Program ... 119
Everett Senior Center .................................. 45, 55, 74, 144
Extended Family Services .......................... 93, 175
Extra Help Part D ........................................... 127

184
Eye Services ............................................................... 79-81

F
Facility-Based Hospice ............................................. 98
Fairpark Healthcare Center ........................................ 136
Fairview United Methodist Church ........................... 84
Family Assistance Service Center ............................. 129
Family Caregiver Support ........................................ 81-82
Family Support Program, Emory Valley Center ............ 67
Federal Recreation Senior Pass ................................. 46
First United Methodist Church, Maryville ................. 85
Food and Nutrition ................................................... 82-85
Food Stamps ............................................................. 84
Fort Sanders Regional Medical Center ....................... 98
Fraud .................................................................. 3-4, 127
Funeral Planning ...................................................... 27-28

G
GAP (Tennova) ........................................................... 51
Garden Vale Apartments ........................................... 110
Generations United .................................................. 86
Gentiva Health Services ............................................ 90
Geriatric Assessment Program (GAP) ......................... 51
Geriatric Assessment Units ....................................... 130
Girling Health Care .................................................. 90
Good Neighbors ...................................................... 62
Good Samaritan Clinic ............................................. 87, 118
Government Information .......................................... 85-86
Governor’s Office ...................................................... 86
Grainger County Office on Aging ............................. 113
Grantparent Information Center ................................. 86
Grandparents Raising Grandchildren ....................... 86
Grant Property Apartments ..................................... 110
Great Smoky Mountains National Park ..................... 45
Guardianship Program For The Elderly............. 115, 155

H
Hamblen County Office on Aging. ................. 113
Handicapped License Plate ......................... 65
Handicapped Parking Placard ......................... 65
Hardship Assistance .................................... 61-63
Harvest Field Ministries ............................... 120
Haven House ............................................. 62, 76
HCBS Medicaid Waiver Programs 22, 125, 128-129, 137
Health Care Agent ...................................... 35
Health Care Facilities, Division o ............ 37
Health Clinics ............................................. 87-88
Health Department, Blount County .......... 87
Healthy Mind Counseling Center ............. 61
Hearing and Speech Center, UT ............... 72
Hearing & Speech Foundation .................. 68
Helen Ross McNabb Center .................... 59, 133
Helping Hands Home Assistance, Inc ...... 93
HIV/AIDS .................................................. 124
Home & Community Based Services,
Medicaid Waiver .............................. 22, 125, 128-129, 137
Home Delivered Meals ......................... 84
Home Equity Conversion Mortgage Insurance
Program (HECM) ...................................... 26-27
Home Health Agency Complaint Hotline .... 89
Home Health Care ........................................ 88-91
Home Helpers of East TN .......... 93, 164
Home Instead Senior Care ................... 93, 176
Home Program ......................................... 95-96
Home Repair & Modification ................... 95-96
Home Repair Collaborative .................... 96
Home Repair Scams .............................. 3, 76
Homeless Services ............................... 61-63
Homemakers, Personal Care, Sitters &
Other In-Home Services .......................................... 91-95
Homewatch Caregivers ........................................... 93, 160
Hope: Helping Others Provide
Exceptional Care ..................................................... 82
Hospice ............................................................... 97-98
Hospice, Residential .............................................. 98
Hospital Compare .................................................. 100
Hospitals ............................................................ 98-100
H.O.U.S.E. Program .............................................. 96
House Repair Program .......................................... 95
Housing .............................................................. 101-111
Housing Choice Voucher Program......................... 110
Howard Circle of Friends ..................................... 48
HUD (Housing & Urban Development)
Subsidized Housing ............................................. 108-109
Human Rights, TN Commission on ....................... 57

I
Illumined Life .......................................................... 160
Immunizations ........................................................ 87
Income Tax Assistance ......................................... 144-145
Independent Living ............................................... 103
Information and Referral ..................................... 111-114
In-Home Counseling ............................................ 61
In-Home Hospice ................................................ 97
Insurance Assistance ......................................... 10-18, 40, 124-128
Insurance, Long-Term Care ................................. 25
Internal Revenue Service ..................................... 144

J
Jefferson County Office on Aging ......................... 113
Job Referrals and Training ..................................... 77
K
KARM (Knox Area Rescue Ministries) ....................... 62-63
Kay Senior Care Center ........................................... 48
Kidney Foundation .................................................. 123
Kizer & Black, Attorneys, PLLC .............................. 177
Knox Area Rescue Ministries ............................... 62-63
Knoxville Bar Association ..................................... 114
Knoxville-Knox County Office on Aging ................. 113

L
Lakeshore Mental Health Institute ....................... 99
Landline Phone Service ......................................... 146
LawLine Online .................................................. 114
Legal Aid of East Tennessee ................................. 56, 115, 125
Legal Assistance for the Elderly Program ............. 36, 115
Legal Services ................................................. 114-115
Liberty Assisted Living ......................................... 106, 178
Libraries ......................................................... 115-116
Library, Blount County Public ............................. 115
Library for the Blind & Physically Handicapped .... 70
Library Services for the Deaf & Hard of Hearing .... 68
Lifeline Telephone Assistance Program .................. 147
LIHEAP ......................................................... 78
Link-Up Telephone Assistance Program .................. 147
Live-In Help .................................................... 117
Living Will ........................................................ 34
Long-Term Care Insurance .................................. 25
Long-Term Care Ombudsman Program ................. 42, 135, 155
Loudon County Office on Aging ......................... 113
Low Income Home Energy Assistance Program (LIHEAP) ........................................ 78
Lung Association, American ............................... 121
Lupus Foundation of America .............................. 123
<table>
<thead>
<tr>
<th>M</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managed Care Organizations (MCOs)</td>
</tr>
<tr>
<td>Manna Outreach</td>
</tr>
<tr>
<td>Manor at Northgate Terrace</td>
</tr>
<tr>
<td>Martin Luther King Jr. Community Center</td>
</tr>
<tr>
<td>Maryville (City of) Property Tax Relief</td>
</tr>
<tr>
<td>Maryville College Pool</td>
</tr>
<tr>
<td>Maryville Healthcare and Rehabilitation Center</td>
</tr>
<tr>
<td>Maryville Housing Authority</td>
</tr>
<tr>
<td>Maryville Lions Club</td>
</tr>
<tr>
<td>Maryville Towers Affordable Housing Corp</td>
</tr>
<tr>
<td>Maryville Wellness Recovery Center</td>
</tr>
<tr>
<td>McGhee, Melanie (Illumined Life)</td>
</tr>
<tr>
<td>McGhee Terrace Apartments</td>
</tr>
<tr>
<td>MCOs (Managed Care Organizations)</td>
</tr>
<tr>
<td>Meadowood Apartments</td>
</tr>
<tr>
<td>Meals, Home Delivered and Congregate</td>
</tr>
<tr>
<td>Medicaid Choices, Long-Term Care</td>
</tr>
<tr>
<td>Medicaid/Nursing Homes</td>
</tr>
<tr>
<td>Medicaid/TennCare</td>
</tr>
<tr>
<td>Medicaid Waiver</td>
</tr>
<tr>
<td>Medical Care</td>
</tr>
<tr>
<td>Medical Equipment &amp; Supplies</td>
</tr>
<tr>
<td>Medical Fitness Program</td>
</tr>
<tr>
<td>Medical Information</td>
</tr>
<tr>
<td>Medical Insurance</td>
</tr>
<tr>
<td>Medicare</td>
</tr>
<tr>
<td>Medicare Advantage Plans</td>
</tr>
<tr>
<td>Medicare Durable Medical Equipment</td>
</tr>
<tr>
<td>Medicare Extra Help for Part D</td>
</tr>
<tr>
<td>Medicare Fraud</td>
</tr>
<tr>
<td>Medicare Handbook</td>
</tr>
<tr>
<td>Medicare Part A</td>
</tr>
<tr>
<td><strong>New Providence Presbyterian Church</strong></td>
</tr>
<tr>
<td><strong>NHC HomeCare</strong></td>
</tr>
<tr>
<td><strong>Nondriver Identification</strong></td>
</tr>
<tr>
<td><strong>Nursing Home Complaint Hotline</strong></td>
</tr>
<tr>
<td><strong>Nursing Home Decisions</strong></td>
</tr>
<tr>
<td><strong>Nursing Home Licensing</strong></td>
</tr>
<tr>
<td><strong>Nursing Homes</strong></td>
</tr>
<tr>
<td><strong>Nutrition, Congregate Meals</strong></td>
</tr>
<tr>
<td><strong>Nutrition, Meals on Wheels</strong></td>
</tr>
</tbody>
</table>

**O**

| **Office on Aging, Blount County** | 2, 48, 92, 111, 142, 145, 149 |
| **Offices on Aging, East TN** | 112-114 |
| **Olympia Athletic Club** | 46 |
| **Ombudsman Program, Long-Term Care** | 42, 135, 155 |
| **Opt Out** | 57 |
| **Options For Community Living** | 94 |
| **Organ Donation** | 28 |
| **Original Medicare** | 12-13, 125-126 |
| **Outpatient Counseling** | 60 |

**P**

| **Parkside Apartments** | 109 |
| **Parkwest Medical Center** | 99 |
| **Partnership For Prescription Assistance** | 140 |
| **Pellissippi State Technical Community College** | 74 |
| **Peninsula Hospital** | 99, 133 |
| **Peninsula Outpatient Centers** | 133 |
| **Personal Care Choices** | 94, 170 |
| **Personal Emergency Response Systems** | 139 |
| **Personal Support Services Agency License** | 91 |
| **Phoenix Conversions** | 73 |
| **Physicians Regional Medical Center** | 99 |
Positively Living ................................................................. 124
Power of Attorney .......................................................... 31-32
Preferred Care at Home .............................................. 94, 171
Prescription Drug Assistance ............................ 140-141
Prescription Drug Program/Medicare Part D 13, 126, 140
Preston Medical Library .............................................. 122
Property Tax Relief ..................................................... 145
Public Guardianship Program 
For The Elderly .................................................. 115, 155
Public Housing ......................................................... 26, 108

Q
QI (Qualified Individual) ............................................. 13, 127
QMB (Qualified Medicare Beneficiary) .......... 13, 127
QSource, Center for Health Care Quality ......... 127
Quality Care Assisted Living, Dorothy Morton Center 107
Quality Home Health .................................................. 90
Quillen VA Medical Center ................................. 152

R
Railroad Retirement Board ...................................... 143
RainTree Senior Care ............................................ 166
RAM (Remote Area Medical) ........................... 64, 80
Recreation ............................................................... 44-47
Red Cross, American .............................................. 61,
Rehabilitation Services ......................................... 141
Remote Area Medical .................................................. 64, 80
Renaissance Terrace (ACLF) .............................. 107
Representative Payee ............................................. 33
ResCare HomeCare ............................................. 94
Residential Home for the Aged ............................. 103
Respite Services ....................................................... 142
Retirement Benefits .............................................. 143
Reverse Mortgages .................................................. 26-27

192
<table>
<thead>
<tr>
<th>Service</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Riverstone Senior Behavioral Center</td>
<td>134</td>
</tr>
<tr>
<td>Road Scholar</td>
<td>75</td>
</tr>
<tr>
<td>Roane County Office on Aging</td>
<td>114</td>
</tr>
<tr>
<td>Rural Metro Ambulance Service</td>
<td>150, 163</td>
</tr>
<tr>
<td>Safe Haven</td>
<td>60</td>
</tr>
<tr>
<td>Safelink Wireless</td>
<td>148</td>
</tr>
<tr>
<td>Salvation Army</td>
<td>63</td>
</tr>
<tr>
<td>Samaritan Place</td>
<td>63, 77, 142</td>
</tr>
<tr>
<td>Scott County Office on Aging</td>
<td>114</td>
</tr>
<tr>
<td><strong>Senior Centers</strong></td>
<td><strong>144</strong></td>
</tr>
<tr>
<td>Senior Citizens Home</td>
<td></td>
</tr>
<tr>
<td>Assistance Services (SCHAS)</td>
<td>94, 163</td>
</tr>
<tr>
<td>Senior Employment Services</td>
<td>77</td>
</tr>
<tr>
<td>Seniors Eyecare Program</td>
<td>80</td>
</tr>
<tr>
<td>Senior Home Assistance</td>
<td>95</td>
</tr>
<tr>
<td>Senior Housing with Support Services</td>
<td>101</td>
</tr>
<tr>
<td>Senior Nutrition Program</td>
<td>84, 150</td>
</tr>
<tr>
<td>Senior Olympics</td>
<td>47</td>
</tr>
<tr>
<td>Seniors Helping Seniors</td>
<td>95, 162</td>
</tr>
<tr>
<td>Sevier County Office on Aging</td>
<td>114</td>
</tr>
<tr>
<td>Shannondale of Maryville</td>
<td>107, 137</td>
</tr>
<tr>
<td>Share The Warmth</td>
<td>78</td>
</tr>
<tr>
<td>Sheriff’s Office Senior Outreach Program</td>
<td>154</td>
</tr>
<tr>
<td>SHIP (State Health Insurance Assistance Program)</td>
<td>11-14, 128</td>
</tr>
<tr>
<td>Sitters</td>
<td>91-95</td>
</tr>
<tr>
<td>SLMB (Special Low Income Medicare Beneficiary)</td>
<td>10-11, 13, 127</td>
</tr>
<tr>
<td>Smoky Mountain Visitors Bureau</td>
<td>47</td>
</tr>
<tr>
<td>Social Security</td>
<td>8-9, 85, 127, 143</td>
</tr>
<tr>
<td>Social Security, Local Office</td>
<td>85, 143</td>
</tr>
<tr>
<td>Southern Stairlifts</td>
<td>164</td>
</tr>
</tbody>
</table>
Special Needs, AT&T .......................................................... 65
Speech Services, U.T.Hearing & Speech Center ........ 72
SSI (Supplemental Security Income) .............................. 9
State Health Insurance Assistance Program (SHIP) ........... 11-14, 128
State Veterans Home, Ben Atchley ..................... 135, 151
Stay At Home ............................................................... 95, 172
Sterling House ............................................................... 107, 167
Subsidized Apartments ........................................... 109-110
Superior Van & Mobility .............................................. 73
Supplemental Security Income .................................... 9, 71
Support Groups ............................................................ 144
Surgical Specialists of Tennessee, PLC .................... 160

T
Tax Preparation Assistance ........................................ 145, 155
Tax Preparation Assistance ........................................... 144-145
Taxes ................................................................. 144-145
Taxes, Property Tax Relief Program ............................. 145
Technology Access Center (ETTAC) ......................... 67
Telecommunications Devices Access Program ...... 69
Telephone Reassurance .............................................. 145-146
Telephone Service Discounts .............................. 69, 146-148
Telephone Service Providers/Disabilities ........... 69, 146
Tell Me! ............................................................... 70
TennCare ............................................................. 18-20, 22-24, 125, 128-129
TennCare Applications ........................................... 128
TennCare Behavioral Health Advocacy Program .... 128
TennCare Consumer Advocacy Program ................. 128
TennCare Information & Assistance Line ............ 111, 129
TennCare Managed Care Organizations ............... 129
TennCare Mental Health .......................................... 128
TennCare Select ......................................................... 129
TennCare Solutions Unit ........................................ 129
Tennessee Breast Center, Inc ................................. 178

194
Tennessee Career Center of Blount County .................. 77
Tennessee Dept of Human Services .................... 62, 112
Tennessee Dept of Human Services, APS ............. 75-76
Tennessee Dept of Human Services, Food Stamps ... 84
Tennessee Dept of Mental Health & Developmental Disabilities ........................................ 132
Tennessee Dept of Veteran’s Affairs .................... 152
Tennessee Disability Pathfinder ........................................ 70
Tennessee Division of Consumer Affairs .......... 57
Tennessee Donor Services ...................................... 124
Tennessee Electronic Library (TEL) ..................... 116
Tennessee Governor’s Office ................................ 86
Tennessee Human Rights Commission ................ 57-58
Tennessee Library for the Blind and Physically Handicapped ........................................ 70
Tennessee Medical Alert ........................................... 139, 172
Tennessee Regulatory Authority (TRA) .............. 148
Tennessee Relay Center (TRC) .......................... 70-71
Tennessee Services for the Blind ....................... 71, 80
Tennova Home Health ........................................ 90
Ticket to Work ..................................................... 71
Transitional Care Units ...................................... 148-149
Transportation .................................................. 149-151
Trinity Health Ministries ........................................ 64
Trustee, Blount County ....................................... 145
Turkey Creek Medical Center ............................. 99
211, Information Referral Guide ......................... 112

U
Union County Office on Aging .......................... 114
United Community Bank .................................... 175
United Healthcare ................................................. 129
United Way of Blount County ......................... 155
University of Tennessee Classes ................................ 75
University of Tennessee Home Care Services .......... 91
University of Tennessee Medical Center .............. 100
US Dept of Veteran’s Affairs ................................. 152
UT Extension/Blount County Office ..................... 74
UT Hearing & Speech Center ................................. 72
UT Hospice Services ........................................... 97
UT Home Care Services ....................................... 91
UT Psychological Clinic ....................................... 60
UT Preston Medical Library ................................ 122
Utility Bill Assistance ........................................ 78-79

V
Vehicle Modifications ......................................... 72-73
Veterans Administration DAV
Transportation Network ...................................... 151
Vet Center .......................................................... 60
Veterans Administration Medical Center ................ 152
Veterans Affairs, Blount County Office .............. 53, 151
Veterans Affairs Outpatient Clinic ..................... 59, 119, 152
Veterans Affairs, US Dept of ............................... 152
Veterans Assistance ........................................... 151-152
Village Pharmacy ............................................. 165
Volunteer Opportunities ................................... 153-155
VRI Medical Alert Systems .................................. 140

W
Walgreen’s ......................................................... 172
Watts Chiropractic ............................................. 169
Weatherization Program .................................... 79, 96
Welcome Table .................................................... 85
Wellington Place ............................................... 108, 167
Wellness Center, Blount Memorial ...................... 45
Wilderwood Service Dogs .................................................. 72
Williamsburg Villas .......................................................... 108
Wills ........................................................................ 34-35
Wireless Phone Service .................................................. 147
World of Independence ..................................................... 73

For a complete list of websites and links to organizations found in this Senior Service Directory, go to www.blountcaa.org.
CONTRIBUTORS

Asbury Place
CBBC
CADES: Concord Day Enrichment Services
Edward Jones/Regina Greene
Elder Law of East Tennessee
Elder Law Practice of Monica Franklin
Illumined Life/Melanie McGhee
Preferred Care at Home
RainTree Senior Care
Rural Metro Ambulance
Seniors Helping Seniors
Southern Stairlifts
Stay at Home
Surgical Specialists of Tennessee
Tennessee Breast Center
United Community Bank
Walgreen’s
Watts Chiropractic Center

The businesses and organizations listed on these pages made the Seventh Edition of the Blount County Senior Service Directory possible. Please thank them if you find this resource helpful!
SPONSORS

Blount Memorial Hospital & Senior Services
Blue Cross Blue Shield of Tennessee
Brookdale Senior Living
East Tennessee Personal Care Service
Blount County Friends of the Library
Kizer and Black, Attorneys
Maryville Healthcare & Rehabilitation
Personal Care Choices
Village Pharmacy

SUPPORTERS

Amedisys Home Health
Blessed Assurance LLC
Blount Discount Pharmacy
Colonial Hills Nursing Center
Comfort Keepers
Covenant Health Senior Services
East Tennessee Medical Group
Extended Family Services
Home Helpers of East Tennessee
Home Instead Senior Care
Homewatch CareGivers
Liberty Assisted Living
Senior Citizens Home Assistance
Tennessee Medical Alert
Village Pharmacy
Williamsburg Villas

Please see inside back cover for remaining sponsors!