



Western Illinois Area Agency on Aging

Aging and Disability Resource Center

729 34th Ave., Rock Island, IL 61201-5950

Phone: (309) 793-6800
Toll Free (800) 322-1051

Fax: (309) 793-6807
Website: www.wiaaa.org

Dear Participant,

We are excited to inform you that our office is reopening to the public beginning July 20, 2021. We have missed seeing our participants and can't wait to see you back in the office. Please call our office at 309-793-6800 or toll-free at 800-322-1051 to schedule your appointment for one or more of the following services:

- **Information and Assistance:** assistance for older adults, caregivers, and grandparents raising grandchildren to access community-based services and supports.
- **Options Counseling:** person-centered decision-making process to help older adults and adults with disabilities to make informed decisions about community-based services to help with their needs.
- **Benefit Application Assistance:** assistance applying for and understanding the following services:
 - Medicaid
 - SNAP/Food Stamps
 - Seniors/Adults with Disability Ride Free Bus Card
 - License Plate Discount
 - Medicare Part B & D Assistance
- **Senior Health Insurance Program (SHIP):** provide unbiased counseling/assistance in choosing a Medicare plan when you turn 65, during Open Enrollment and if you have a major life event that change your circumstances. Our trained and certified SHIP counselors offer one-on-one counseling and assistance with Medicare and Medicaid.

We understand you may not feel comfortable coming in person just yet. If this is the case, please let the receptionist know you would like to schedule a remote appointment for any of the services listed above.

We have new safety protocols in place to ensure you and our team are safe, including adding extra time in between appointments to disinfect and wearing masks while in the office. After you schedule an appointment, you will receive an appointment letter in the mail with our new protocol in greater detail.

We look forward to seeing you!