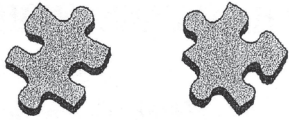
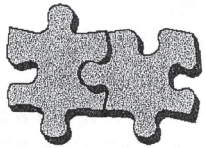


Health benefits for elders can be very puzzling!



**Let us help you
put the pieces together!**



*There is no charge for this service but
donations are welcome.*

*Please send donations to:
Franklin County Home Care , SHINE Program
330 Montague City Rd., Suite 1
Turners Falls, MA 01376*

*The SHINE program is the
State Health Insurance Program
that provides free, one-on-one
health insurance information,
counseling & assistance to
Medicare beneficiaries of all ages.*



LOCAL HELP FOR PEOPLE WITH MEDICARE

*Commonwealth of Massachusetts
Executive Office of Elder Affairs*

*Search www.800ageinfo.com or
call 1-800-AGE-INFO (1-800-243-4636)
for information & services for
Massachusetts elders & their families.*

Franklin County Home Care Corporation/Area Agency on Aging (FCHCC) is a private, non-profit corporation, which develops, provides, and coordinates a range of services to support the independent living of elders, people with disabilities and caregivers.



FCHCC serves all Franklin County towns plus Athol, Petersham, Phillipston and Royalston in Worcester County.



We are committed to preventing or postponing the need for institutional care, facilitating the return home after an institutional stay, advocating for elders and people with disabilities, funding local projects and providing support to local Councils on Aging and Senior Centers.



FCHCC is committed to diversity in employment practices and service delivery. Our agency prohibits, discrimination and takes affirmative action in these areas, to serve people in our community with fairness and respect for all. We recognize that many differences among people may be barriers to inclusion. These differences include race, physical appearance and ability, sex, age, nationality and ancestry, class, religious and political beliefs, marital status, sexual orientation, and gender identity. We welcome and value all persons and we dedicate our agency to an ongoing effort to achieve the goal of greater diversity among our employees, clients and others whom we serve.



Franklin County Home Care Corporation/Area Agency on Aging is funded in part by the federal Older Americans Act, the state Executive office of Elder Affairs, the Division of Medical Assistance, Department of Public Health and other sources both public and private. FCHCC is operated by a local volunteer Board of Directors, a majority of whom are, by law, elders. The agency is an AA/EOE employer, and does not discriminate in program admissions, access, services or employment practices.

Updated November 2010



Western Massachusetts

SHINE

program

Serving Health Information Needs of Elders



*The SHINE program provides
Health Insurance Counseling
for parts of Hampden, Hampshire,
Franklin & Worcester Counties.*

800-498-4232

**A Service of
Franklin County Home Care Corporation
330 Montague City Road, Suite 1
Turners Falls, MA 01376-2530**

**413-773-5555 ❖ 978-544-2259
800-732-4636**

**TDD 413-772-6566 ❖ Fax 413-772-1084
info@fchcc.org ❖ www.fchcc.org**



Information & Counseling Assistance

SHINE Counselors provide information, counseling and assistance to Medicare beneficiaries and elders with questions about:

- ◆ Medicare
- ◆ Medicare Advantage Plans (Medicare HMOs, PFFS, PPO)
- ◆ Insurance Claim Forms
- ◆ Medicare Supplements (“Medigap”)
- ◆ Long-term Care Insurance
- ◆ Medicaid/MassHealth
- ◆ Prescription Advantage
- ◆ Medicare Prescription Drug Plans
- ◆ Other Health Insurance Options
- ◆ Other Prescription Drug Options

SHINE is a network of volunteers trained and certified by the Massachusetts Executive Office of Elder Affairs in partnership with elder network agencies. SHINE counseling is confidential & free of charge.

For more information about the **SHINE** program (including help at locations not listed here) or Volunteering in the program contact:
Lorraine York-Edberg, Program Director
Western Massachusetts SHINE
800-498-4232
lyork-edberg@fchcc.org

Where are **SHINE** Counselors?

HAMPDEN & HAMPSHIRE COUNTIES

- ❖ **Amherst***: 413-259-3060
Cami Elbow, Tyll vanGeel, Sarah Boy, & Eli Kwartler
- ❖ **Cummington, Huntington, Plainfield**
Lucille Temple/John Bergeron 800-498-4232
- ❖ **Easthampton***: Connie Rackliffe & Judy Imes
413-527-6151
- ❖ **Florence**: Connie Rackliffe 800-498-4232
- ❖ **Hadley***: Gladys Kozera 413-586-4023
- ❖ **Hatfield***: Connie Rackliffe 413-247-9003
- ❖ **Northampton** 413-587-1228
Lorraine York-Edberg, Lucille Temple, Crystal Cote & Connie Rackliffe
- ❖ **Northern & Southern Hilltown Region**:
800-498-4232 Lucille Temple, John Bergeron, Marilyn Riddle
- ❖ **Easthampton Community Center**:
Richard Bauman 413-527-5240
- ❖ **Southampton**: Richard Bauman 413-529-2105
- ❖ **Southwick***: Marilyn Riddle 413-569-5498
- ❖ **STAVROS/Center for Independent Living**:
Linda Mason 413-256-0473 (appt. required)
- ❖ **Westfield**: Karen Noblit 413-562-6435
- ❖ **Westhampton**: Lucille Temple & Richard Bauman 800-498-4232
- ❖ **Williamsburg Region***: 413-268-8407
Lucille Temple

* = at Senior Center

FRANKLIN COUNTY & NORTH QUABBIN REGION

- ❖ **Athol** : Ruth Black 978-249-8986
- ❖ **Baystate Franklin Medical Center** :
413-773-2849 Larry Bezio (Tuesdays only)
- ❖ **Bernardston & Northfield**: 800-498-4232
Dianne Ryan
- ❖ **Franklin County Home Care**: 413-773-5555
Mickey Paquette, Linda Comstock, Larry Bezio, Dianne Ryan, Lucia Russom, Donna Randall Lacey, Cheryl Richardson, Mary Johnson, Marilyn Riechert, Doris Martin
- ❖ **Greenfield Senior Center**: 413-772-1517
Mickey Paquette & Barbara Koch
- ❖ **Leverett, Shutesbury & Pelham**:
413-773-5555 Ext. 2287 Cami Elbow, Sarah Boy, Pete Rogers, Tyll vanGeel, Eli Kwartler
- ❖ **Orange**: 978-544-3481 Tracy Gaudet
- ❖ **Shelburne Falls Senior Center & West County**:
413-625-2502 Larry Bezio & Linda Comstock
- ❖ **Sunderland, South Deerfield & Montague**:
413-665-2141 Pete Rogers
- ❖ **Greenfield Gardens**:
800-498-4232 Donna Randall Lacey
- ❖ **Elm Terrace**:
413-773-5555 Ext 2219 Jen Glover
- ❖ **Russian Community Association of MA**:
413-726-1352 Lyuba Kurbanova (Russian SHINE counselor)
- ❖ **ServiceNet (appt. required)**:
413-772-3701 Ext 217 Donna Randall Lacy