

Medicare

Federal medical coverage for persons 65 years and older and those with permanent disabilities.

Claims Processing & Benefits 1-800-633-4227
Teletypewriter (TTY) 1-877-486-2048

Medicaid

Medical coverage for eligible low-income persons who live in Michigan. (Department of Health & Human Services)

Clinton 989-224-5500
Eaton 517-543-0860
Ingham 517-887-9400
Beneficiary Hotline 1-800-642-3195
Call the State of Michigan Office of the Inspector General to report Medicaid Fraud at:
1-855-643-7283

Mental Health

Community Mental Health (CMH)
Access 1-888-800-1559 or 517-346-8318
Crisis Services 517-346-8460
Geropsychiatry Program (GEMS)
McLaren 517-975-3212
University of Michigan Sparrow Geriatric Psychiatry Program 517-364-7670

Options Counseling

Assists older adults and their support system to create a care plan for current and long-term needs. Includes a review of community supports and services designed to help with independent living.

TCOA 517-887-1440 or 1-800-405-9141

Personal Care, Homemaker, Respite Care & Adult Home Help

Help at home for daily living activities. Contact TCOA Information and Assistance for a list of Private Hire Aides. Programs may be available for qualified low-income persons.

Dept. of Human Services-Adult Home Help
Clinton 517-775-8876
Eaton 517-543-0860
Ingham 517-887-9652
TCOA 517-887-1440 or 1-800-405-9141

Personal Emergency Response Systems

For a list of personal emergency response system providers who serve the tri-county area, contact:

TCOA 517-887-1440 or 1-800-405-9141
Central MI 211 211

Public Transportation

Clinton County—Clinton Area Transit System 989-224-8127
Eaton County—Eaton County Transportation Authority (EATRAN) 517-371-3312
Ingham County—Capital Area Transportation Authority (CATA) - Includes Spec-Tran and Rural Service 517-394-2282

Social Security Administration

Have your Social Security Number ready when you call:
1-800-772-1213
Lansing Office 1-877-512-5944

Veterans Affairs (VA)

Local Departments of Veterans Affairs
Clinton & Ingham 517-887-4331
Eaton 517-543-3740
Veterans Crisis Line 988, then press 1
Text 838255
Lansing VA Outpatient Clinic 517-267-3925
MI Veterans Affairs Agency 1-800-642-4838
MI Veterans Trust Fund 517-284-5299
Federal Department of Veterans Affairs 1-844-698-2411

Bureau of Aging, Community Living, and Supports (ACLS Bureau)

There are 16 Area Agencies on Aging (AAA) in Michigan. Michigan ACLS Bureau contracts with AAAs to connect seniors to services and plan supports based on where they live.

Bureau of Aging, Community Living, and Supports 517-241-4100

This Long-Term Services and Supports Guide is supported by state funding from the Michigan Department of Health and Human Services.

Long-Term Services and Supports



Options and services for long-term care

Our Mission is to Promote and Preserve the Independence and Dignity of the Aging Population



5303 S. Cedar St., Suite 1, Lansing, MI 48911-3800
Telephone 517-887-1440 • Toll Free 1-800-405-9141 • Fax 517-887-8071

www.tcoa.org •    

Independent Living Options

Many people choose to stay in their home. Services may include a companion, preparing meals, bathing, house chores, rides, etc. Caregivers can receive respite with in-home or adult day care services. Persons may pay for services on their own. They might also be medically or financially eligible for a program to pay for services. Contact TCOA Information and Assistance for a list of service providers.

Senior Housing

Senior housing means apartments or retirement centers that require a certain age to live there. For many seniors and persons with disabilities, this option provides a community that supports independent living.

Senior housing often offers planned group activities. These are coordinated by residents or staff.

Low Income/Subsidized Housing

Subsidized housing is based on income. The rental price is usually 30% of the adjusted gross income. Facilities might be only seniors or open to all age groups. The criteria to qualify and types of subsidies can vary by program and location. There are often waiting lists.

Assisted Residential Options

Adult Foster Care, Homes for the Aged & Assisted Living

Adult Foster Care (AFC) and Homes for the Aged (HFA) are similar. Each can provide room and board, supervision, help with personal care, and/or daily living activities.

Assisted Living usually means that various services are available for an added fee. The fee might be part of a contract or residents can pay separately.

Nursing Homes

This is for persons who require more nursing and personal care than other settings provide. Nursing homes have a state license. Waiting lists are common. There are two options for levels of care:

- 1) *Rehabilitation or Skilled Care* provides daily medical care from licensed providers (RN, PT, etc.) for a limited number of days. Care may include: tube feedings, treating pressure ulcers, physical or speech therapy. If eligible, Medicare and Medicaid may pay for this type of care.
- 2) *Long-Term Care* includes help with daily living activities, as well as observing and assessing of nursing care needs. (This is sometimes called Basic/Custodial Care.) If eligible, Medicaid may cover care for persons who cannot pay on their own.

Project Choices/MI Choice Waiver Program

This program is an alternative to living in a nursing home. This requires medical and financial eligibility. A nurse and social worker assist with: support circle, a plan of care (develop, coordinate, and monitor), and key services. They respect each person's right to choose their own options. Call TCOA for more information: 517-887-1440 or 1-800-405-9141.

Program of All-Inclusive Care for the Elderly (PACE)

This is also an alternative to a nursing home. PACE is a health care program. It provides community services to people age 55 or older. It is funded by Medicare and Medicaid. This requires financial and other eligibility. Call Senior Community Care of Michigan for more information: 517-319-0700.

Programs and Services in the Tri-County Area and Other Important Phone Numbers

(All help may have income guidelines)

Adult Day Programs

Seniors who need supervision and social time can attend. This gives caregivers time to rest or work.

Forster Woods Adult Day Care	517-349-3101
Elizabeth's Place	517-580-3965
Sensations Memory Care	517-543-8101

Emergency Services

Ambulance/Emergency Response	911
Adult Protective Services	1-855-444-3911
Crisis Services for the Elderly	
TCOA (utility & Rx assistance)	517-887-1440
or after hours	517-483-7205
Greater Lansing Food Bank	517-853-7800 or 211
Mental Health Crisis Services	517-346-8460

Hospice Services

Contact TCOA Information & Assistance (below) or Central MI 211 for a list of area hospice providers.

Information & Assistance (I&A)

TCOA	517-887-1440 or 1-800-405-9141
Capital Area Community Services	
Clinton County	989-224-6702
Eaton County	517-543-5465
Lansing	517-393-7077
Rural Ingham	517-676-1065
Central MI 211	211
Cristo Rey Community Center*	517-372-4700
Alzheimer's Association*	1-800-272-3900
Disability Network Capital Area	517-999-2760
City of Lansing Resident Services	311

**Spanish language available*

Health Insurance

Unbiased information about health insurance:

MI Department of Insurance & Financial Services	
- Health Insurance Consumers Assistance Program	1-877-999-6442
Medicare Medicaid Assistance Program (MMAP)	1-800-803-7174

Legal Services

Legal Services of South-Central Michigan	1-888-783-8190
Sixty Plus Elder Law Clinic	517-334-5760
Elder Law of Michigan	1-866-400-9164
Counsel & Advocacy Hotline	1-888-783-8190

Long-Term Care Ombudsman

Advocacy for residents of nursing homes, homes for the aged and adult foster care homes. Information on placement and community education is available.

Local	517-394-3027
State	1-866-485-9393 or 517-827-8040

Meal Programs

Meals on Wheels/TCOA	
Home Delivered Meals	1-888-224-3030
Senior Dining Sites	517-887-1393
Mobile Meals/Charlotte	517-541-5909
Mom's Meals	1-877-508-6667

Medicare/Medicaid Assistance Program (MMAP)

Trained volunteers answer questions about Medicare, Medicaid, medical bills, supplemental insurance, prescription drug coverage and more. 1-800-803-7174