

# MISSOURI FAMILY CAREGIVER RESOURCES

## AREA AGENCIES ON AGING

The National Family Caregiver Support Program assists families and informal caregivers. The area agencies on aging (AAAs) provide support such as information and referral services, counseling, support groups, training, respite care, and supplemental services. Eligible Missourians include adult caregivers of people over the age of 60, caregivers of those with dementia, and older relatives caring for minor children or adults with disabilities.



**Call the Senior Resource Line to reach your  
local Area Agency on Aging & explore  
CAREGIVER options  
1-800-235-5503**

## MISSOURI CAREGIVER PROGRAM

The Missouri Caregiver Program supports caregivers of persons with Alzheimer's disease and related dementias through education, respite, and supportive services. This program is designed to reduce stress, improve communication, make home safety improvements, and provide partial reimbursement for qualified care-related expenses. To qualify, the caregiver and care recipient must live together in the same home and the care recipient must have a diagnosis of Alzheimer's disease or a related dementia.



**Call Community Asset Builders  
to speak with the Program Manager  
about enrollment  
573-415-6427**

## SHARED CARE TAX CREDIT

If you care for a relative in your home, you might be eligible for a tax credit up to \$500 on your Missouri Income Tax Return. This includes spouses or children caring for a person 60 years or older who cannot otherwise live alone. The process involves becoming certified through the Division of Senior and Disability Services (DSDS) as an eligible Shared Care Member and filing appropriate paperwork with the Department of Revenue. Assistance in filing is available.



**To begin the process, contact DSDS  
to request a Shared Care Registration Packet  
573-751-4842**

## MEDICAID STRUCTURED FAMILY CAREGIVING WAIVER

If you are caring for an individual with dementia that has active Medicaid, lives in the same home, and requires a nursing home level of care without your support, you may qualify for this waiver. This program provides homemaker services, attendant care, medication oversight, escorting individuals, substitute qualified caregiver, and/or a supportive and health related attendant. There are limited slots available in this waiver.



**Call the HCBS Intake Team to Submit  
a Referral or Request  
1-866-835-3505**

Scan to access  
a list of more  
resources for  
caregivers







## Structured Family Caregiving Waiver (SFCW)

### Quick Guide

#### Eligibility and Requirements:

- Adults age 21 and over.
- Adults with Alzheimer's or related disorders diagnosed by a licensed physician in Missouri.
- Caregivers must live in the same household as the participant.
- Participants must meet nursing facility level of care.

#### Services Provided:

- Homemaker: general household tasks like cleaning and laundry.
- Attendant Care: assistance with activities of daily living like bathing and dressing.
- Medication Oversight: managing medications and doses.
- Escorting or Transporting Individuals: travel for appointments or shopping trips.

#### Provider Requirements:

- Must be a Type 26 Medicaid provider.
- Must have a provider addendum for the SFCW assigned through Missouri Medicaid Audit and Compliance (MMAC).

#### How to Submit a Referral or Request:

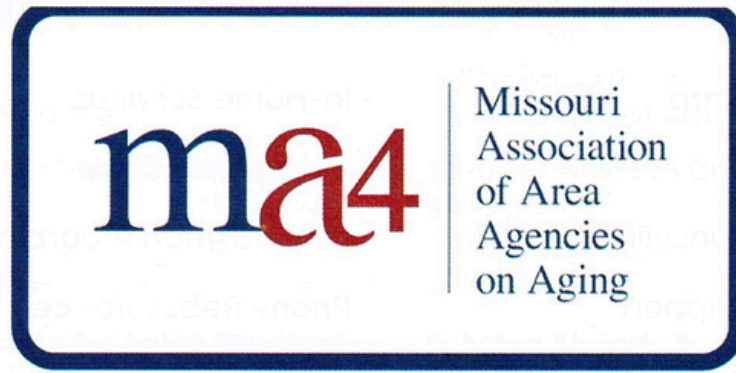
Submit an online initial HCBS referral form at [health.mo.gov/seniors](https://health.mo.gov/seniors).

Existing participants can submit a care plan change request at [health.mo.gov/seniors](https://health.mo.gov/seniors).

Call the HCBS Intake team at **866-835-3505**. Please reserve the call center phone lines for participants and others who have no other means to initiate referrals or requests.



**State of Missouri  
Dept of Health & Senior Services  
Div of Senior & Disability Services**



**CONNECT WITH RESOURCES IN YOUR AREA!**



**CALL 1-800-235-5503**

**Enter your zip code & get connected w  
your local area Agency on Aging & find  
out about programs available for  
you & your loved one!**

**Christina Scott  
Aging Program Specialist  
573-526-6601**

**[Christina.Scott@health.mo.gov](mailto:Christina.Scott@health.mo.gov)**



## FY 2021 MISSOURI'S AAAS



222,901 individuals served

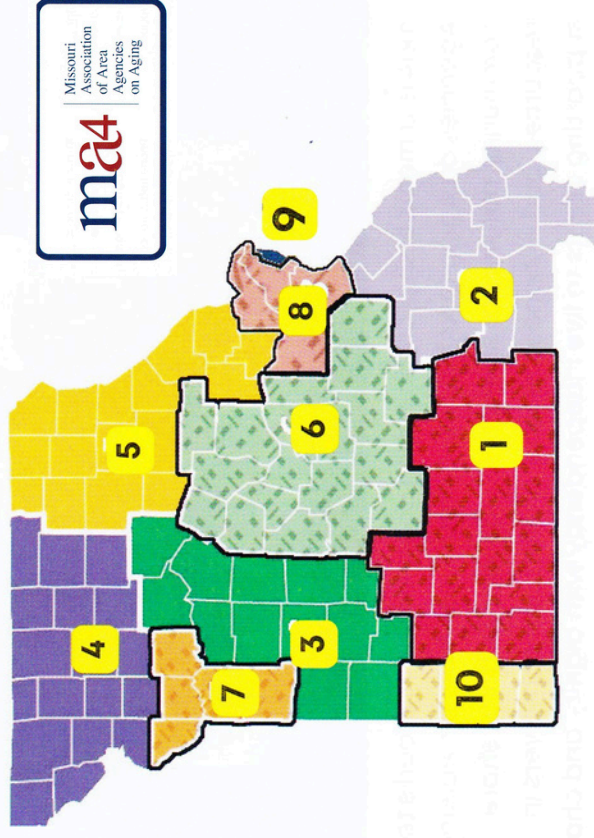
9.3 million units of service provided

7.2 million meals served

206 Senior Centers sponsored

Missouri's Area Agencies on Aging connect aging adults to the services they need in every county throughout the state.

## TEN AAA REGIONS IN MISSOURI



## AREA AGENCY SERVICES MENU

- Adult Day Care
- Advocacy
- Benefits Counseling
- Caregiver Support
- Case Management
- Evidence-Based Disease Prevention & Health Promotion
- Home Delivered Meals
- Homemaker Services
- Information & Assistance
- In-Home Services
- Legal Assistance
- Ombudsman Program
- Phone Reassurance
- Physical Fitness and Exercise
- Respite Care
- Senior Center Meals
- Silver Hair Legislation
- Transportation
- Volunteer Services

**1. SeniorAge AAA - Springfield**  
417-862-0762  
1-800-497-0822  
[www.senioragemo.org](http://www.senioragemo.org)

**2. Aging Matters - Cape Girardeau**  
573-335-3331  
1-800-392-8771  
[www.agingmatters2u.com](http://www.agingmatters2u.com)

**3. Care Connection for Aging Services - Warrensburg**  
660-747-3107  
1-800-748-7826  
[www.goaging.org](http://www.goaging.org)

**4. Young at Heart - Albany**  
1-888-844-5626  
[www.yahresources.org](http://www.yahresources.org)

**5. Northeast MO AAA - Kirksville**  
660-665-4682  
1-800-664-6338  
[www.nemoaaa.com](http://www.nemoaaa.com)

**6. Aging Best - Columbia**  
573-443-5823  
1-800-369-5211  
[www.agingbest.org](http://www.agingbest.org)

**7. MARC - Kansas City**  
816-421-4980  
1-800-593-7948  
[www.marc.org](http://www.marc.org)

**8. Aging Ahead - St. Louis Metro**  
636-207-0847  
1-800-243-6060  
[www.agingahead.org](http://www.agingahead.org)

**9. St. Louis AAA - St. Louis City**  
314-612-5918  
1-877-612-5918  
[www.slaaaa.org](http://www.slaaaa.org)

**10. Region X AAA - Joplin**  
417-781-7562  
[www.aaaregionx.org](http://www.aaaregionx.org)



## Do you qualify?

1. Do you have Medicare?

YES  NO

2. If single, is your total monthly income less than \$1,903? If married, is your total monthly income less than \$2,575?

YES  NO

3. If single, are your total resources \$15,720<sup>1</sup> or less? If married, are your total resources \$31,360<sup>1</sup> or less?

YES  NO

<sup>1</sup>Do not count home, vehicles, personal possessions, burial plots, irrevocable burial contracts or back payments from Social Security or SSI. The cash value of a life insurance policy is excluded up to \$1,500.

## Do you need assistance?

### Contact:

Division of Senior and Disability Services  
573-526-4542

Department of Social Services  
Family Support Division  
1-855-373-4636

Local Area Agency on Aging  
[www.ma4web.org](http://www.ma4web.org)

For additional copies of this brochure, call:  
573.526.4542



### MEDICARE HEALTH INSURANCE

Name/Nombre

**JOHN L SMITH**

Medicare Number/Numero de Medicare

**1EG4-TE5-MK72**

Entitled to/Con derecho a

**HOSPITAL (PART A) 03-01-2016**

**MEDICAL (PART B) 03-01-2016**

Coverage starts/Cobertura empieza

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# Receive help with MEDICARE Costs



## You may be eligible for programs that SAVE you MONEY!

If you answered "Yes" to all three questions above, you may be eligible! Check inside for more details.

For more information visit:  
[Health.Mo.Gov/mippa](http://Health.Mo.Gov/mippa)

May 2024



THE MEDICARE SAVINGS PROGRAMS PAY:						
	Part A Premium	Part A Coinsurance	Part B Premium	Part B Coinsurance	Parts A&B Deductible	Eligible for LIS
QMB	✓	✓	✓	✓	✓	✓
SLMB			✓			✓
QI			✓			✓

Qualified Medicare Beneficiary (QMB) Program	
Monthly Income	Single = up to \$1,275 Married = up to \$1,724
Resources*:	Single = \$9,430 <sup>^</sup> Married = \$14,130 <sup>^</sup>
Specified Low Income Medicare Beneficiary (SLMB) Program	
Monthly Income:	Single = \$1,526 Married = \$2,064
Resources*:	Single = \$9,430 <sup>^</sup> Married = \$14,130 <sup>^</sup>
Qualified Individual (QI) Program	
Monthly Income:	Single = \$1,715 Married = \$2,320
Resources*:	Single = \$9,430 <sup>^</sup> Married = \$14,130 <sup>^</sup>

\*Resources exclude your home, vehicle and personal possessions. Other exclusions may apply. If you are within the income guidelines, please contact your area agency on aging to determine resource exclusions.

<sup>^</sup>Resources do not include a \$1,500 per person burial allowance.

### IMPORTANT!

Complete an application to see if you qualify for savings - even if your income and resources may be higher than listed.

For more information visit:  
[Health.Mo.Gov/mippa](http://Health.Mo.Gov/mippa)

### LOW INCOME SUBSIDY/EXTRA HELP PROGRAM PAYS:

	Part D Monthly Premium	Part D Deductible	Part D Copayment
Full Benefit	✓	✓	Copay: \$4.50 generic/ \$11.20 brand Catastrophic copay: \$0

Full Low Income Subsidy (LIS) /Extra Help	
Monthly Income:	Single = up to \$1,903 Married = up to \$2,575
Resources*:	Single = \$15,720 <sup>^</sup> Married = \$31,360 <sup>^</sup>

### Definitions:

#### Coinsurance

An amount you pay as your share of the cost for medical services after you meet your deductible.

#### Copayment

A set amount you may pay each time you get a medical service or supply.

#### Deductible

The amount you must pay for health care or prescriptions before your insurance begins to pay.

#### Premium

The monthly cost you pay for coverage.



## An Ombudsman is:

- An advocate for residents' rights.
- Not a state inspector or an employee of a long-term care or veterans home.
- Free and confidential.

The Ombudsman Program is composed mostly of volunteers who are specially trained and certified in helping residents and facility staff come together in finding a resolution that respects residents' wishes.



For more information  
or to contact an  
ombudsman,  
please contact:

Missouri Department of  
Health and Senior Services

**State Office of  
Long-Term Care  
Ombudsman**

P.O. Box 570

Jefferson City, MO 65102

**1-800-309-3282**

[health.mo.gov/ombudsman](http://health.mo.gov/ombudsman)

[LTCOmbudsman@health.mo.gov](mailto:LTCOmbudsman@health.mo.gov)



An EO/AA employer: Services provided  
on a nondiscriminatory basis.

Individuals who are deaf, hard-of-hearing,  
or have a speech disability can dial 711 or  
1-800-735-2966.

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# An Advocate Can Help





## If You Live in a Long-term Care Home...

- You can talk with the ombudsman who visits your long-term care or veteran home.
- You can share concerns about your situation or other problems that bother you.
- You can be assured that the ombudsman will keep your talks completely confidential.
- You can get help with a problem you may be having because the ombudsman will assist you in reaching a solution.
- You can get information about your rights as a long-term care or veterans home resident from the ombudsman.



## If You Have a Relative or Friend in a Long-term Care Home...

- You can have the ombudsman's help in developing a good relationship with the home's staff.
- You may call on the ombudsman for advice and assistance on behalf of your loved one.
- You may ask questions about your loved one's care, charges for care or about obtaining services for resources outside the home.
- You can get information about the state regulations that apply to your loved one's home.



## If You Work in a Long-term Care Home...

- You can use the ombudsman's services to work on starting helpful conversations between you and the home's residents.
- You may refer residents with special needs to the ombudsman who can then spend extra time visiting with them.
- You can call on the ombudsman to help you better understand an individual resident's needs, because the ombudsman's visits can provide insight into a resident's particular concerns.
- You may discover that the ombudsman can help find solutions to small problems before they become large problems.





## Client Rights

The client's rights include the right to confidentiality, self-determination, protection, assistance, refusal of services, refusal of medical treatment and participation in care planning.

APS cannot provide follow-up information to those who have reported allegations due to the client's rights and state law.



## OUR MISSION:

Promote health and safety through prevention, collaboration, education, innovation and response.

**Adult Abuse & Neglect Hotline**

**800-392-0210**

**Health.Mo.Gov/abuse**



SCAN ME

## Contact Us



P.O. Box 570  
Jefferson City, MO 65102



800-392-0210



[info@health.mo.gov](mailto:info@health.mo.gov)



[Health.Mo.Gov/abuse](http://Health.Mo.Gov/abuse)

#1285



MISSOURI DEPARTMENT OF  
**HEALTH &  
SENIOR SERVICES**



**Partnering to Protect  
Vulnerable Adults**

from

**Abuse, Neglect and  
Financial Exploitation**





## Partnering with Adult Protective Services

Most older adults and adults with disabilities live independently without assistance. However, some experience abuse, neglect, self-neglect or exploitation. Adult Protective Services (APS) advocates on behalf of these individuals utilizing support providers in the local community.

Through community partnerships, older adults and adults with disabilities can carry out activities of daily living without fear.

APS helps by assessing the reported adult's unique needs and develops a service plan to maintain the individual's safety, health and independence.

During abuse, neglect, self-neglect and financial exploitation investigations, APS specialists work with community partners such as law enforcement, medical providers, financial institutions and other community agencies to gather information or arrange services for clients. The best results occur when APS and community partners work together to meet the needs of vulnerable adults.

## Who Is Eligible for Adult Protective Services

Missouri citizens 60 years or older who are unable to protect their own interests or adequately perform or obtain services which are necessary to meet daily needs.

Missouri citizens between the ages of 18-59 with physical, mental or intellectual disabilities that substantially limit one or more major life activities and are unable to protect their own interests or adequately obtain services which are necessary to meet their needs.

## What APS Investigates

- **Abuse.** Abuse comes in physical, mental or sexual forms and can have physical or emotional signs.
- **Neglect.** When a primary caregiver fails to provide adequate assistance that the individual depends on – such as food, clothing, shelter or necessary medical care.
- **Self-Neglect.** An unintentional act where an individual fails to meet one's own essential physical, psychological or social needs, which threaten the individual's health, safety and well-being.
- **Exploitation.** When someone takes advantage of the individual for personal benefit by either financial or legal means.

## What APS Can Do

- Examine all aspects of alleged abuse, neglect, self-neglect and financial exploitation.
- Work together with clients to maintain their independence.
- Develop a case plan that involves the least restrictive alternative for the client.
- Refer clients to local services and resources.
- Ensure clients have basic necessities to address immediate short-term needs.
- Collaborate with community partners and others to support our clients.
- Assist in coordinating services such as shelter, home repairs, food assistance, transportation, money management, medical care, home health care services and mental health services.



## What APS Cannot Do

- Place an adult in a nursing home, hospital or mental health facility.
- Remove or evict an adult from their home.
- Force a competent adult to change their behavior or lifestyle.
- Transport under any circumstances.

Adult Abuse & Neglect Hotline

Health.Mo.Gov/abuse

800-392-0210





# Care to Live Your Life



Help at Home®



We are a home care provider who offers care 24 hour a day, 7 days a week to meet your specific needs.

Our local care team partners with you, your family and case managers to develop, deliver and adapt a care plan that meets your changing needs.

## Caregiver Services:



Meal Prep & Personal Care  
Homemaker Services  
Bathing, Dressing, Grooming  
Visitation  
Transportation

*All employees undergo a background check and are thoroughly trained!*

## Pay Sources Include:

Medicaid Waiver  
Workers Compensation  
Services for Veterans  
Long Term Care  
Insurance  
VA  
Private Pay  
and many more...



**Call us  
today!**



**Go to:  
HelpAtHome.com  
for More Info!**