

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

**AARP:** Provides information for low-and no cost programs: Health insurance: Medicare and Medicaid; Drug prescriptions plans; **Reverse mortgage**; Senior auto insurance; Legal services; Money matters;

- 888-687-2277 [www.aarp.org](http://www.aarp.org)

**Care Call Systems:** Lifeline 24-Hour Call Support System: Designed to protect love ones in the event of a personal emergency

- El Camino Hospital Lifeline: 650-940-7016 Auxiliary Tele-Care: 650-940-7000
- Alta Bates Summit Medical Center-Tele-Care- Alameda County: 510-204-4487
- Medic Alert: 888-633-4298
- Philips: 408-296-8290
- Stanford Geriatric Health Guest Services -Checking In: 650-725-9212 Lifeline: 650-723-6906
- Bay Area Vital Link, Inc.: 1-800-752-5522

**Caregiver Organizing Task (s) Tool:** [www.lotsahelpinghands.com](http://www.lotsahelpinghands.com)

Lotsa Helping Hands is a private, web-based caregiving coordination service that allows family, friends, neighbors, and colleagues to create a community to assist a family caregiver with the daily tasks that become a challenge during times of medical crisis, caregiver exhaustion, or when caring for an elderly parent-**free**.

**Case Management:** Social worker will evaluate and monitor member progress, provide resources, & referrals-**free** to qualifying patients.

- Avenidas: 650-289-5417
- **Bay Area Community Services-Senior services:** 510-271-8843
- Council on Aging Silicon Valley: 408-296-8290 Fax: 408-249-8918
- **Community Service Agency:** 650-968-0836 Fax: 650-968-2164
- Institute on Aging-OACM Care Management: 415-750-4111 Private pay

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

- Medical Case Management: 800-970-8450 Medi-Cal only
- San Andreas Regional Center: 408-374-9960\*
- Sunnyvale Senior Center: 408-730-7360: (Sunnyvale) 408-730-7732 social worker
- Silicon Valley Independent Living Center: Committed to helping people with disabilities achieve independence: 408-894-9041 Fax: 408-894-9012 [www.svilc.org](http://www.svilc.org)

**Emergency Assistance:** Report Abuse: Neglect; Suicide prevention or to obtain conservatorship

- Adult Protective Services (APS): 800-414-2002 [www.sccgov.org](http://www.sccgov.org)
- California Advocate for Nursing Home Reform: 408-944-0567 if elder abuse in a nursing home or care facility is suspected [www.canhr.org](http://www.canhr.org)
- Conservator/Guardian: 408-577-2500 Fax 408-577-2506 [www.sccgov.org](http://www.sccgov.org)
- Center for Elderly Suicide Prevention: 800-971-0016
- Support Network for Battered Women: 24-hour Crisis Line (English & Spanish): 1-800-572-2782

**Emergency Assistance-Family Services:** Provides emergency assistance to prevent homelessness and hunger for low-income families; the working poor and seniors facing temporary crises.

- Sunnyvale Community Services: 408-738-4321
- Community Services Agency: 650-968-0836-Mountain View
- Sacred Heart Community Service: 408-278-2160-San Jose
- Salvation Army: 408-282-1165-San Jose
- St. Joseph's family Center: 408-842-6662- Gilroy
- West Valley Community Service: 408-255-8033-Cupertino

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

**Fall Prevention Programs:** Free Home Safety Assessment; Home Exercise; Medication Review

- Stanford Medical: 650-724-9369 Fax : 650-725-2359 Santa Clara & San Mateo County  
[www.stanfordhospital.com/clinicsmedservices/medicalservices/emergency/fallprevention](http://www.stanfordhospital.com/clinicsmedservices/medicalservices/emergency/fallprevention)
- Life Elder Care: 510-574-2088 Fax: 510-574-2089 Alameda County [www.lifeeldercare.org](http://www.lifeeldercare.org)
- Visiting Angels Homecare & Respite: 408- 735-0977 Santa Clara Co  
[www.carebyangels.com](http://www.carebyangels.com) 510-284-0000 Alameda Co

**Family Caregiver (s) Resource:** Discharge plan guidance

- Alzheimer's Association: 1-800-272-3900 (24/7)  
[www.alz.org/norcal](http://www.alz.org/norcal)
- Catholic Charities of Santa Clara County: 408-468-0100  
[www.catholiccharitiesscc.org](http://www.catholiccharitiesscc.org)
- **Family Caregiver Alliance: 1-800-445-8106** [www.caregiver.org](http://www.caregiver.org)
- National Caregivers Library: 804-327-1112  
[www.caregiverslibrary](http://www.caregiverslibrary)
- SafeCare: 1-888-789-4589 [www.senorimedi-benefits.org](http://www.senorimedi-benefits.org)

**Financial Support:** Assist with costs of illness; Home health care; Transportation, Child care; Scholarships for students: with parent (s) battling or have a parent who has passed a result of a primary brain tumor

### Brain Tumor:

- Brain Tumor Society: 1-800-770-8287 [www.braintumor.org](http://www.braintumor.org)

### Cancer:

- Cancer Care, Inc.: 1-800-813-4673 [www.cancercare.org](http://www.cancercare.org)
- Co-pay: 866-55-COPAY

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

- Chronic Disease Fund: 877-968-7233
- FamiliesCAN: 650-948-8268 [www.familiescan.org](http://www.familiescan.org)
- Healthwell Foundation: 1-800-675-8416
- Leukemia & Lymphoma Society: 877-557-2672
- National Organization for Rare Disorders: 800-999-6673
- Dream Foundation: 805-564-2131  
[www.dreamfoundation.org](http://www.dreamfoundation.org)

### Diabetes Care:

- 1-800-860-8747 [www.diabetes.niddk.nih.gov](http://www.diabetes.niddk.nih.gov)

**Patient Air Transportation:** For patients with a terminal illness

- Air Care Alliance: 1-800-296-1217

**Patient Service Incorporated-PSI-** Advocates for families with Expensive Chronic Diseases; Offers Assistance Programs:  
[http://www.uneedpsi.org/CMS400Min/online\\_referral/index.aspx](http://www.uneedpsi.org/CMS400Min/online_referral/index.aspx)

- 1-800-366-7741 Fax 804-744-5407
  - Subsidizes the cost of health insurance premiums
  - Works with Medicare patients to satisfy their 20% co-payment threshold
  - Helps Medicare Part D patients cover out-of-pocket costs
  - Offers assistance to cover certain pharmacy costs and treatment co-payments
  - Supplies some medically-necessary items & services to the Bleeding Disorders Community.
  - Provides Medical Expense Programs for specific chronic conditions not covered by insurance such as assistance with medical evaluation testing, assistive devices, transportation, & lodging.

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

**Energy Partner Program:** Reduced rates for low-to middle-income households

- PG&E: 1-800-743-5000
  - Medical Baseline allowance (medical need for cooling/heating systems)
  - Family Electric Rate Assistance:
  - Weatherization Assistance:
  - Energy Crisis Intervention Program: assistance for those with 24/48 disconnect notice

### **Terminal Illness Foundation Funds:**

- Heartland Hospice Memorial Fund: 419-252-5724
- Dream Foundation: 805-564-2131
- FamiliesCan: 650-948-8268

### **Food & Nutrition:**

- California Dietetic Association: Nutritional counseling/nutritional education 1-800-366-1655
  - [www.dietitian.org](http://www.dietitian.org)
- Santa Clara County Senior Nutrition Program: 1-800-510-2020
- The Oley Foundation: 1-800-776-6539 [www.oley.org](http://www.oley.org)
  - Free supplies: home parenteral (I.V.) and enteral (tube feeding) nutrition patients

### **Food Banks:**

- Second Harvest Food Bank: 1-800-984-3663
- Sunnyvale Community Services: 408-738-4321
- InnVision: 408-292-4286 [www.innvision.org](http://www.innvision.org)

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

### Home-Delivered Meals:

- Meals on Wheels/Council on Aging Silicon Valley: 408-296-3246 ([Frozen Meals](#))
- Meals on Wheels/The Health Trust: 1-800-505-3367 ([Hot Meals](#)) or 408-559-9385
- Meals on Wheels/Santa Clara County: 408-975-4862
- Meals on Wheels/San Mateo County: 650-323-2022
- Japanese American Community Senior Service (Yu-Ai-Kai): 408-294-2525

### Senior Nutrition Program Sites/Centers:

- Alma Senior Center: 408-275-1315 (San Jose)
- Avenidas Senior Center: 650-289-5400 (Palo Alto)
- Campbell Adult Center: 408-866-2764
- Chinese Community Center of the Peninsula: 650-324-4786 (Palo Alto)
- India Community Center: 408-292-6592
- Korean American Community Services: 408-920-9733 (San Jose)
- Live Oak Senior Nutrition & Service Center: 408-354-0707 (Los Gatos)
- [Los Altos Senior Center](#): 650-947-2797
- Mountain View Senior Center: 650-903-6330
- Portuguese Organization for Social Services: 408-293-0877
- Santa Clara Senior Center: 408-615-3170
- Sunnyvale Senior Nutrition Program: 408-739-0833
- Redwood City Senior Services Information & Referral: 650-780-7274

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

**Friendly Visitor Services:** Free- Volunteers visit homebound patients or those living in a SNF

- Catholic Charities: 408-325-5151 (Living in a long-term care facility) 408-468-0100 (frail/elderly) [www.ccsj.org](http://www.ccsj.org)
- Heart of the Valley: 408-241-1571 [www.servicesforseniors.org](http://www.servicesforseniors.org)
- Stanford Medical: Partners-In-Caring: 650-725-4137
- Love, Inc.: 408-379-9223

**General Information:** Bi-Cultural Service Agencies

- Afro-American Community Service Center: 408-292-3157
- Arab Cultural & Community Center (ACCC): 415-664-2200
- Armenian National Committee: 415-387-3433
- Asian American for Community Involvement: 408-975-2730
- Catholic Charities: Day Break II Program 408-282-1134 (Chinese & Vietnamese)
- Chinese-American Community Service Santa Clara: Self-Help for the Elderly: 408-961-7080
- Chinese-American Mutual Assistance Association: 408-274-9282
- Chinese Community Center of the Peninsula: 650-324-4786
- [Eastern European Service Agency](#): 408-297-7348
- Ethiopian Community Services: 408-297-7638
- Farsi Spoken: Grace Adult Day Health Care: 408-731-8686 social workers
- Korean-American Community Services: 408-920-9733
- Japanese American Community Senior Services: 408-294-2505- social workers
- Jewish Community Center: 650-493-9400
- Jewish Community Center of Silicon Valley: 408-358-3636
- Polish Community Social Services: 650-302-3577

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

- Portuguese Organization for Social Services Opportunities: 408-293-0877
- Mexican American Community Services Agency: 408-928-1153- social workers
- Russian Spoken: Adult Day Health Center: 650-964-1964
- Senior Center Without Walls: 1-877-797-7299 (**homebound**)
- Tagalog Spoken: Catholic Charities of Santa Clara: 408-270-4900
- Ujirani Family Resource Center (African-American): 408-452-6560- social workers
- Vietnamese American Cultural & Social Council: 408-971-8280

**Home Care Management:** Personal Care (PC): Grooming & dressing; Bathing; Restroom assistance/incontinence care; Medication reminders. Non-Personal Care (NPC): Assistance with paperwork: Shopping services; Errands; Light yard; shopping services:

**All are members of National Private Duty Association or the California Assoc.**

- Alzheimer's Association: (Northern CA): 800-272-3900 24/7 helpline [www.alzsf.org](http://www.alzsf.org)
- AristoCare: 408-287-2273 (free RN assessment) Santa Clara County [www.aristocare.net/sanjose](http://www.aristocare.net/sanjose)
- Avenidas Senior Care/Palo Alto/Stanford: 650-289-5438 or 650-289-5433
- Older Adult Family Services: (Alzheimer, Parkinson) Caregiver support 1-800-943-4333-
- Community Service Agency of Mountain View and Los Altos: 650-968-0836-**free**
- Council on Aging Referral Registry: 408-350-3259 (to get a list of affordable home care agencies)
- Elder Consult: 650-357-8834 (Geriatric specialist making house calls)-

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

- From the Heart Home Care: 408-298-0063 (PC)  
[www.fromthehearthomecare.com](http://www.fromthehearthomecare.com)
- Geriatric Home Care: 408-358-7779 [www.geriatrichomecare.com](http://www.geriatrichomecare.com)
- Heart of the Valley: 408-241-1571 (Supportive in home services- NPC)-free
- Home Sweet Home Care: 800-286-2774 (PC) [www.home-sweet-home-care.com](http://www.home-sweet-home-care.com)
- Home Care Assistance: 1-866-454-8346  
[www.HomeCareAssistance.com](http://www.HomeCareAssistance.com)
- Homecare California: 650-324-2600 [www.HomecareCal.com](http://www.HomecareCal.com)
- Love, Inc.: 408-379-9223
- Partners in Caring (PIC): 650-725-4137 (Stanford Hospital & Clinics NPC)-free
- Professional HealthCare AT Home: 408-879-2341 (PC & NPC)  
[www.professionalhc.com](http://www.professionalhc.com)
- Right at Home: 408-496-0833 [www.santaclara.rightathome.net](http://www.santaclara.rightathome.net)
- Samaria Elderly Care, Inc.: 408-985-9074@
- Sutter Senior Care: 916-424-8412 (PACE program for the frail elderly ) [www.checksutterfirst.com](http://www.checksutterfirst.com)
- Visiting Angels: 800-365-4189 [www.carebyangels.com](http://www.carebyangels.com)
- We Care Personal Services, Inc.: 408-556-0330  
[Transition Programs-resource case coordination-free](#)
- Healthy Transition Companion Program: 408-294-2505  
Hospital to home transition
- Transitions: 408-559-5610  
Individuals facing life-limiting illness

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

**Home Safety Evaluations:** Assesses home safety & makes modification recommendations; provides grab bars **free** to qualifying patients

- Center for Independence of the Disabled: 650-595-0783 Lois Glover (San Mateo County)
- Council on Aging (Santa Clara County): 1-800-510-2020 (referral services)
- Farewells to Fall: Stanford Medical and Trauma Center: 650-724-9369 [www.stanfordhospital.com](http://www.stanfordhospital.com)
- Heartland: 1-800-514-4329 or 408-450-7850
- Independent Living Center: 408-894-9041 (Santa Clara County)
- Community Service Agency (CSA): 650-968-0836 Service Area: Mountain View; Los Altos
- Council on Aging Silicon Valley: Sunnyvale Senior Center: 408-730-7360: Sunnyvale
- Vista Center: Seniors with some visual impairment 650-858-0202 [www.vistacenter.org](http://www.vistacenter.org)

**Hospice:** Focus on **home** care & support for a terminal illness; family support and bereavement

- Asian Network Pacific Home Care & Hospice: 408-272-8882  
[www.anphc.com](http://www.anphc.com) serving Alameda; San Mateo; Santa Clara & San Francisco Counties
- Hospice of the Valley: 408-559-5600 [www.hospicevalley.org](http://www.hospicevalley.org)
- Heartland: 408-450-7850
- Mission Hospice of San Mateo: 650-554-1000
- Odyssey: 408-626-4868 [www.odsyhealth.com](http://www.odsyhealth.com)
- Optimal Hospice: 408-857-5425
- Pathways: 888-755-7855

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

- Self-Help Homecare & Hospice (Chinese-American) 408-961-7080  
Social Worker: 408-961-7077 [www.selfhelpelderly.org](http://www.selfhelpelderly.org)
- Sutter VNA & Hospice: 1-800-557-9777 Emeryville, Fremont, San Mateo [www.suttervna.org](http://www.suttervna.org)
- VA Hospice Care Center: 650-849-0550
- Vitas: 510-360-4801
- **KARA**: Bereavement group for children 650-321-5272 [www.kara-grief.org](http://www.kara-grief.org)

**Housing-Long Term Care:** Residential Care Facilities: Assisted Living; Nursing Homes; Board and Care facilities.\* Specializes in helping families obtain Federal long-term care nursing home benefits.

- Avenidas Housing Information Services: 650-289-5433  
[www.avenidas.org](http://www.avenidas.org)
- **A Place for Mom:** 866-333-2930 (Specializing in Dementia & Alzheimer's LTC planning)-**free** [www.aplaceformom.com](http://www.aplaceformom.com)
- California Nursing Home Search [www.calnhs.org](http://www.calnhs.org): Identifying Medi-Cal & Medicare payment options
- Residential Care Guide [www.residentialcareguide.org](http://www.residentialcareguide.org)
- \*Nursing Home Solutions: 800-773-6467 [www.nhscare.com](http://www.nhscare.com)

**Philips Life Line (on-line)Independent Living Assessment tool**  
[www.Lifeline-ILA.com](http://www.Lifeline-ILA.com)

**Housing Rehabilitation Programs:** San Mateo & Santa Clara Co.:  
Rehabilitates; minor repairs-**free**:

City of San Jose-Department of Housing: 408-975-4440  
[www.sjhousing.org](http://www.sjhousing.org)

Rebuilding Together-Peninsula: 650-366-6597  
[www.rebuildingtogetherpeninsula.org](http://www.rebuildingtogetherpeninsula.org)

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

Rebuilding Together-Silicon Valley: 408-578-9519

[www.rebuildingtogether-sv.org](http://www.rebuildingtogether-sv.org)

City of Sunnyvale-Department of Housing: 408-730-7459

### Legal Services: free

- Asian Law Alliance: 408-287-9710
- Bay Area Legal Aid: 408-850-7066
- California Advocates for Nursing Home Reform: 1-800-474-1116
- Health Insurance Counseling and Advocacy Program (HICAP): 1-800-434-0222 [www.cahealthadvocates.org](http://www.cahealthadvocates.org)
- Law Foundation of Silicon Valley: 408-293-3135
- Lawyers in the Library: 408-998-5298
- Next Door Solutions to Domestic Violence Legal Advocacy Program: 408-279-7550 (English & Spanish):
- The Patient Advocate Foundation: 1-866-512-3861
- Public Administrator/Guardian/Conservator-Santa Clara County: 408-577-2500
- Senior Adult Legal Assistance: 408-847-7252      650-969-8656
- Senior Legal Hotline: 1-800-222-1753 [www.seniorlegalhotline.org](http://www.seniorlegalhotline.org)

### Loan Closet: Shower benches; Commodes; Wheelchairs; Walkers (with baskets & seats)-No cost loan

- Able People Foundation: 408-263-8000 Fax 408-273-6660
- Avenidas: Contact person Katie Haskins: 650-289-5453
- Home Cares Equipment Recyclers: 510-251-2273  
[www.homecares.org](http://www.homecares.org)
- Saratoga Area Senior Coordinating Council: 408-868-1998 X237

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

### **Medi-Cal:** Request emergency Medi-Cal; usually available in 2- 3 days

- Alameda County: 510-639-1090 In-Home-Supportive-Services: 510-577-1800
- San Mateo County: 650-802-5018 In-Home-Supportive-Services: 1-800-675-8437
- Santa Clara County: 408-271-5600 In-Home-Supportive-Services: 408-975-4899

To request an application via mail: 408-271-5605

Eligibility Unit: 408-793-1838     [www.dhcs.ca.gov](http://www.dhcs.ca.gov)

### **Medical Supplies:** Incontinence supplies covered by Medi-Cal

- KKMS: 408-971-1034    408-971-6665 Fax MEDI-CAL
- The Oley Foundation: 1-800-776-6539 Pampers-Adult medium  
[www.oley.org](http://www.oley.org)

### **Medicare Rights Center:** 1-800-333-4114 [www.medicare.gov](http://www.medicare.gov)

- COBRA: 1-866-44-3272 [www.dol.gov](http://www.dol.gov)

[MedicareInteractive.org](http://MedicareInteractive.org)

### **Medicare covered Home Health agencies:**

[www.MEDICARE.GOV/HHCompare/Home.asp](http://www.MEDICARE.GOV/HHCompare/Home.asp)

### **Mental Health:**

- El Camino Hospital: Older Adult Transitions Program (O.A.T.S.) 650-940-7138
- El Camino Hospital: Clinical Nurse Specialist Gerontology Behavioral Health: 650-940-7137
- PAMF: Psychiatry & Behavioral Health Palo Alto Clinic: 650-853-2904 Alcohol & Drug Treatment Program-Meredith Brown, MFT & Bruce Hill, LCSW
- PAMF: Psychiatry & Behavioral Health Redwood Shores Clinic: 650-853-4726

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

- Gardner Family Care Corporation, Inc-Older Adult Program: 408-287-6200 [www.gardnerfamilyhealth.com](http://www.gardnerfamilyhealth.com) Medi-Cal/Medicare & uninsured a 211 referral
- Golden Gateway-Catholic Charities: 866-469-0969 Santa Clara County: Medi-Cal/Medicare
- Good Samaritan Behavioral Health & Substance Abuse Services: 408-559-2000
- Mental Health Urgent Care: 408-885-7855 San Jose
- Mental Health Advocacy Project: 408-249-9730 or 800-248-6427
- National Alliance on Mental Illness (NAMI):408-583-0001  
[www.nami.org](http://www.nami.org)

**National Multiple Sclerosis Society:** **Financial Assistance;** Durable Medical Equipment; Public Transportation Vouchers; Permanent Modification to Home; Respite Care; Cooling Equipment

- 1-800-344-4867

**National Parkinson's Foundation:** Balance classes & PT covered by Medicare 1-800-327-4545

- Parkinson's Institute: 408-734-2800

**National Stroke Association:** 1-800-787-6537

- American Stroke Association: 1-800-242-8721
- Peninsula Stroke Association: 650-565-8485 [www.psastroke.org](http://www.psastroke.org)
- Stroke Family Warm-line Team: 1-888-478-7653
- Skills Plus: 408-423-2102 [www.scae.org/skillsplus](http://www.scae.org/skillsplus)

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

**PACE Programs:** Benefited under both Medicare and Medicaid that focuses entirely on older people, who are frail enough to meet California's standards for nursing home care. [www.cms.hhs.gov/PACE](http://www.cms.hhs.gov/PACE)

- AltaMed Senior Buena Care: Los Angeles 323-728-0411
- Center for Elders Independence: Oakland 510-433-1150
- On Lok Senior Health Services: San Francisco 415-292-8888
- On Lok Senior Health Services: San Jose 408-535-4600
- Sutter Senior Care: Sacramento: 916-446-3100

**Palliative Care:** A medical specialty **focused on relief of pain** and other life threatening illness to prevent or ease suffering to the patient.

- El Camino Hospital: 650-988-7624
- HeartLand: 408-450-7850
- Seniors\*At\*Home: 415-449-3700 [www.seniorsathome.org](http://www.seniorsathome.org)
- **Sutter VNA & Hospice-Advanced Illness Management (AIM) Program:** 510-450-8533 Home-based palliative care & "transition management" for patients with advanced chronic illness.  
[www.suttervnaandhospice.org](http://www.suttervnaandhospice.org)

### **Palo Alto Medical Foundation:**

- Advance Health Care Directive: 650-934-7380
- Medical Social Worker-Cancer care-Short term counseling-651-321-4121 Coleen Travers, MSW
- Community Health Resource Centers: **Palo Alto:** 650-614-3200  
**Camino:** 650-934-7380. **Fremont:**510-623-2231  
**Dublin:**925-875-6150
- Health Education-Camino: 650-934-7373 Palo Alto: 650-853-2960

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

- Nutrition Services- Camino: 650-934-7177 Palo Alto: 650-853-2961  
Fremont: 510-498-2184
- **Medical Concierge:** 650-934-8626 Cynthia Sartori  
Helps members register; schedule appoints and transfer Medical records in a different region from their home Region.

**Partnership for Prescription Assistance:** Helping those who cannot afford medicine. 1-888-477-2669 [www.PPARx.org](http://www.PPARx.org)

- AstraZeneca: 1-800-292-6363 [www.astrazeneca-us.com](http://www.astrazeneca-us.com)
- Needy Meds.com: 1-800-599-6070 [www.needymeds.com](http://www.needymeds.com)
- **National Organization for Rare Diseases** administered programs: 800-999-6673 [www.rarediseases.org](http://www.rarediseases.org).
  - **NORD Medical Foods (PKU) Program:** call 1-877-798-8716
- **Merck Patient Assistance Program:** 800-994-2111 (physicians only)  
Patients: 800-727-5400 [www.merck.com](http://www.merck.com)
- **Pharmaceutical discounts:** 1-888-477-2669 [www.ppsv.com](http://www.ppsv.com)
- **Viro Pharma:** 1-866-694-2547 fax: 1-866-694-2549  
[www.viopharma.com/patients.aspx](http://www.viopharma.com/patients.aspx)

**Respite Care:** Provides temporary break for caregivers

- Avenidas Rose Kleiner Senior Day Health Center: 650-289-5499
- Catholic Charities: 408-270-4900 [www.catholiccharitiesscc.org](http://www.catholiccharitiesscc.org)
- Catholic Charities: 408-530-8734 Sunnyvale
- Heart of the Valley: 408-241-1571
- Heartland: 408-450-7850
- Senior Companion Program: 408-979-7915

### **Respite Grant \$\$**

- Alzheimer's Association: 650-962-8111
- Council on Aging: 408-296-8290

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

- Family Caregiver Alliance: limited funding-1-800-4458106  
[www.caregiver.org](http://www.caregiver.org)

**Seniors Centers:** Free notary service; Recreation; Education; Fitness; Transport; Home Safety Evaluations; Case Management Services;

\*\*Medical Equipment Lending Program

- Avenidas: Mt. View 650-289-5499 Palo Alto: 650-289-5400
- Catholic Charities: 408-530-8734 Sunnyvale Tues-Thurs 10:am-3pm
- Cupertino Senior Center: 408-777-3150 (95129 zip codes only)
- Fremont Senior Center: 510-574-2053
- Los Altos Senior Center: 650-947-2797
- Menlo Park Senior Center: 650-330-2280
- Mountain View Senior Center: 650-903-6330
- Rosener House: 650-322-0126 (Menlo Park)
- San Jose Office on Aging: 408-979-7904
- Saratoga Area Senior Coordinating Council: 408-868-1998 X237 \*\*
- Sunnyvale Senior Center: 408-730-7360
- Santa Clara Senior Center: 408-615-3170
- Senior Outreach Program: 408-436-2865

**Shelters:** Shelter Hotline 1-800-774-3583 24-hour access to shelter information

- Housing for Independent People-HIP-650-348-6660-San Mateo County
- Housing Santa Clara County [www.housingbcc.org](http://www.housingbcc.org)

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

**Technology Resource Center:** Provides technical training and refurbished computer equipment to: Schools, non-profit organizations, economically and/or physically disadvantaged individuals.

- Alameda County Computer Resource Center: ACCRC- 510-528-4052
- California Telephone Access Program: 1-800-806-1191  
**Specialized phones: difficulty seeing, hearing, speaking, remembering or moving**

### **Transportation:**

- El Camino Hospital Road Runners 650-940-7016
- American Cancer Society: 408-879-1032 (**free** to cancer patients)
- Avenidas Transportation Services: 650-289-5425 door-to-door} Palo Alto residents only [www.avenidas.org](http://www.avenidas.org)
- Catholic Charities: 408-468-0100 (Sunnyvale)
- East Palo Alto Senior Shuttle (**free**) 650-329-5900 EPA; Redwood City; PA; Mt. View
- F.I.S.H: 650-570-6002 (San Mateo) 650-593-1288 Belmont; San Carlos; Redwood
- Heart of the Valley: 408-241-1571 (certain zip codes apply)  
[www.servicesforseniors.org](http://www.servicesforseniors.org)
- Love INC: 408-379-9223-(**free**)
- Palo Alto Shuttle: 650-329-2520
- Peninsula Jewish Community Center-Get Up & Go: 650-212-7522 (San Mateo Co.) roundtrip
- Outreach & Escort, Inc.: 408-436-4860-One-way trip & open return (door-to-door service & same-day service) [www.Outreach1.org](http://www.Outreach1.org)
- Redi-Wheels: 1-800-660-4287 or 650-508-6200
- Stanford Marguerite: 650-723-9362
- STAR-Senior Transportation and Resources: 408-436-2865

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

**Visually Impaired:** Orientation & Mobility; Daily Living Skills; Diabetes Management; Information 7 referral; Counseling programs; Support groups; case management

- Vista Center: 1-800-660-2009 (free)

### County Services:

- **Santa Clara County** Council on Aging: 408-296-8290  
[www.careaccess.org](http://www.careaccess.org)  
Contact Council on Aging Silicon Valley to obtain their Senior Services Directory
- Adults Protection Services-APS: 1-800-414-2002 Santa Clara County- 24hrs
- Santa Clara County Social Service Office: 408-271-5600
- Phoenix Data Center: maintains index of free & low income services offered throughout Santa Clara Co. [www.phoenixdatacenter.org](http://www.phoenixdatacenter.org)
- **San Mateo County** Aging and Adult Services: 800-675-8437
- Adults Protection Services-APS: 1-800-675-8437 San Mateo County-24hrs
- **Alameda County** Area Agency on Aging: 800-510-2020  
[www.alamedasocialservices.org](http://www.alamedasocialservices.org)

### State Services:

- 211California Alliance of Information & Referral Systems: free  
[www.211scc.org](http://www.211scc.org) (24/7) Language line 866-896-3587
- California Assisted Living Waiver Pilot Project (Medi-Cal only)  
[www.californiaassistedliving.org](http://www.californiaassistedliving.org)
- Low income Home Energy Assistance Program: 1-866-675-6623
  - [www.csd.ca.gov](http://www.csd.ca.gov)
- Food Stamp Program: 408-271-5600
  - [www.dss.cahwnet.gov/foodstamps](http://www.dss.cahwnet.gov/foodstamps)

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

- **DMV**-Identification Placard for the Disabled: 1-800-777-0133 application and physician certification
  - [www.dmv.ca.gov](http://www.dmv.ca.gov)
  - You may request a Driver Re-examination (DS 699):  
**If symptoms such as: lapse of consciousness, stroke, Parkinson's Disease, cognitive impairments, sleep disorders & Diabetes**
- Homeowner/Rental Assistance Program: 1-800-868-4171
  - [www.ftb.ca.gov](http://www.ftb.ca.gov)
- Property Tax Postponement: senior citizens, blind or disabled citizens program 1-800-952-5661
  - [www.sco.ca.gov](http://www.sco.ca.gov)
- State of California-Health and Human Services: Guide Dog for the Blind: 916-657-2628
- State of California-Consumer Home Mortgage Information & counseling Services [www.yourhome.ca.gov](http://www.yourhome.ca.gov) (Renter & Fair Housing Assistance)

### **Federal Services:** Disability; Retirement; Survivors; SSI; Medicare

- Social Security: 1-800-772-1213  
[www.socialsecurity.gov](http://www.socialsecurity.gov)
- SSDI is based on your work history and disability.
- SSI benefits to people with limited or no income who are disabled, blind, or age 65 or older.
- COBRA: 1-866-444-3272 [www.dol.gov](http://www.dol.gov)

## MANAGED CARE DEPARTMENT SENIOR RESOURCES

### Organize Your Important Papers

Keep a list of your documents in an accessible place, and either give a copy to a trusted relative or friend or let them know where they can find it when needed.

#### Wills

**Advance Health Care Directive:** PAMF - Community Health Resource Centers:

650-853-2960 Palo Alto

650-934-7380 Camino

925-875-6150 Dublin

510-623-2231 Fremont

Power of Attorney (Finance)

Spouse/Partner's Will

Safe Combination

Trust Agreement

Life Insurance Policy

Health Insurance Policy

Life Insurance Policy

Homeowner's Policy

Car Insurance Policy

Employment Contracts

Partnership Agreements

Checking, Savings Accounts

Credit Cards

Retirement Papers

## **MANAGED CARE DEPARTMENT SENIOR RESOURCES**

**Deferred Compensation, IRA  
Funeral Arrangements  
Titles and Deeds  
Notes (Mortgages)  
Auto Ownership Records  
Birth Certificates  
Military Veterans Papers  
Marriage Certificate  
Children's Birth Certificates  
Divorce/Separation Records**