

Section I

# **Advocacy**

# American Association of Retired Persons (AARP)

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## Description:

The American Association of Retired Persons (AARP) is a voluntary, non-profit, non-partisan organization dedicated to enhancing the quality of life for persons as they age. AARP has more than 40 million members nationwide and more than 629,000 members in Connecticut. Every state has an AARP state office.

AARP provides information and resources, engages in legislative, regulatory and legal advocacy, assists members in serving their communities and offers a wide range of unique benefits, special products and services to its members.

The AARP CT state office volunteers and staff represent the interests of people who are age 50 and older in Connecticut. Members can get involved by:

- Becoming an AARP Citizen Advocate and receiving updates and action alerts on what is happening in their state legislature and in Congress;
- Becoming an Advocacy Volunteer working on issues among which include health care quality and financial security; or
- Volunteering for a community service program such as Driver Safety, Tax-Aide, Money Management or the Benefits Outreach Program.

AARP also has 51 chapters in Connecticut that work collaboratively on a local level on priorities of the AARP CT state office and the national office.

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## Eligibility Requirements, Service Areas and Program Year:

Eligibility Requirements:

- Must be age 50 or older for membership.

Service Areas:

Statewide

Program Year:

N/A

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## Contact Information:

To learn how to get involved or for answers to questions:

AARP Connecticut State Office  
21 Oak Street, Suite 104  
Hartford, CT 06106  
Telephone: 866-295-7279  
Email: [ctaarp@aarp.org](mailto:ctaarp@aarp.org)  
Website: <http://www.aarp.org/states/ct/>

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**Related Information:**

*N/A*

# Center for Medicare Advocacy, Inc.

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## **Description:**

The Center for Medicare Advocacy, Inc. is a national, non-partisan, education and advocacy organization with its headquarters in Connecticut that works to ensure that older adults and persons with disabilities have fair access to Medicare and quality health care. The Center works to advance access to necessary health care for these individuals by addressing the many concerns they have regarding Medicare and related programs.

The Center is staffed by attorneys, paralegals, nurses and information management experts; it may provide legal advice, self-help materials and representation for older adults and persons with disabilities who are unfairly denied Medicare and/or access to health care. It provides education to help individuals access health care benefits and services, including prescription drug coverage. The Center also provides consumers with information on: Medicare coverage and appeals, including Medicare Parts A, B, C and D, Medigap supplemental health insurance, ConnPACE and related programs that help low-income individuals pay for medical care. It hosts two websites, [www.medicareadvocacy.org](http://www.medicareadvocacy.org) and [www.fairmedicare.org](http://www.fairmedicare.org). The Center's services and self-help materials are free to Connecticut residents.

The Center for Medicare Advocacy provides consultants and trainers for groups that are interested in learning about individuals' health care rights, Medicare coverage and appeals and/or in developing advocacy projects. These services are provided for topics including assisted living, coordination of health insurance benefits, discharge planning, hospice, Medicare appeals, Medicare coverage for people with chronic conditions, Medicare home health coverage, Medicare skilled nursing facility coverage, nursing home resident's rights, Medicare Part B coverage and Medicare prescription drug coverage. Much of the organization's assistance is available in Spanish.

The Center additionally serves as a partner, primary trainer and legal support for Connecticut's state health insurance program, known as CHOICES.

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## **Eligibility Requirements, Service Areas and Program Year:**

### Eligibility Requirements:

- Must be age 65 or older, a person with disabilities, a family member or support network to receive advocacy, education, information or training services.

### Service Areas:

Statewide

Program Year:  
July 1 – June 30

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**Contact Information:**

Judy Stein, Executive Director  
Center for Medicare Advocacy, Inc.  
P.O. Box 350  
Willimantic, CT 06226  
Telephone: 860-456-7790 or 800-262-4414  
Fax: 860-456-2614  
Website: [www.medicareadvocacy.org](http://www.medicareadvocacy.org)

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**Related Information:**

[\*CHOICES, refer to page XIII – 5.\*](#)  
[\*Medicare, refer to page IX – 9.\*](#)  
[\*Medigap Insurance Policies, refer to page IX – 16\*](#)

# Health Care for All Coalition

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## Description:

The Health Care for All Coalition is staffed by the Connecticut Citizen Action Group. It is comprised of over 30 organizations across Connecticut. Participants include consumers, civil rights activists, churches, labor representatives and many others. The Coalition fights at the state and national level for health care reform that will provide quality, affordable and accessible health care for all people. Two objectives of the Coalition are to address managed care issues that protect consumers and to lower the cost of prescription drugs. The Coalition aims to unite all organizations and people who share these common principles through legislative, educational and other activities, which encourage the greatest degree of coordination and cooperation among its members.

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## Eligibility Requirements, Service Areas and Program Year:

### Eligibility Requirements:

- Interest in reforming health care to make it affordable and accessible for all.

### Service Areas:

Statewide

### Program Year:

N/A

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## Contact Information:

Phil Sherwood, CCAG Deputy Director  
Health Care for All Coalition  
32 Arbor Road, 4<sup>th</sup> Floor  
Hartford, CT 06106  
Telephone: 860-233-2181  
Fax: 860-233-2189  
Website: [www.hcfact.org](http://www.hcfact.org)

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## Related Information:

[AARP, refer to page I – 1](#)

# Long Term Care Ombudsman Program

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## **Description:**

The Connecticut Long Term Care Ombudsman Program is mandated by the Older Americans Act to protect the health, safety, welfare and rights of residents and applicants of nursing homes, residential care homes and assisted living communities. The Ombudsman Program is responsible for monitoring state and federal laws and regulations affecting the lives of long term care residents and making recommendations for improvements. All Ombudsman activity is performed on behalf of and at the direction of these residents. Communication with residents, their family members or legal guardians is held in strict confidence. Regional Ombudsmen provide information, education and referral services to residents, their family members, facility staff, public and private organizations and the general public along with individual advocacy and complaint resolution.

In addition, Ombudsmen recruit and train Volunteer Resident Advocates. Volunteer Resident Advocates visit nursing homes in their communities four hours per week to assist residents in resolving problems associated with their quality of life and quality of care. Ombudsmen and Volunteer Resident Advocates strive to resolve residents' problems collaboratively with all parties involved.

The Ombudsman Program works collaboratively with organizations within the long term care network to raise awareness of the issues faced by residents in long term care settings. Initiatives such as Money Follows the Person and Culture Change are two of the many programs in which the Ombudsman Program participates on a statewide basis.

The Ombudsmen Program also has organized the Statewide Coalition of Resident Councils and hosts an annual VOICES Forum; the only such meeting of Resident Councils in the country. The Ombudsman Program has developed two statewide workgroups, bringing together many stakeholders to discuss and formulate plans to improve issues of nutrition and hydration and fear of retaliation in long term care facilities. The Connecticut Workgroup on Challenging Behaviors is another collaborative effort of major stakeholders aimed at improving quality of care for residents with mental illness, Alzheimer's and related dementia.

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## **Eligibility Requirements, Service Areas and Program Year:**

### Eligibility Requirements:

- Must be a resident of a nursing home, residential care home or assisted living community to receive advocacy services.
- No requirements to receive information, education and referral services.

Service Areas:

Southern Region:

Ansonia	Haddam	Norwich
Bethany	Hamden	Old Lyme
Bozrah	Jewett City	Old Saybrook
Branford	Killingworth	Orange
Chester	Lebanon	Portland
Clinton	Ledyard	Preston
Colbalt	Lisbon	Salem
Cromwell	Lyme	Seymour
Colchester	Madison	Shelton
Deep River	Meriden	Sprague
Derby	Middlefield	Stonington
Durham	Middletown	Uncasville
East Haddam	Milford	Voluntown
East Hampton	Montville	Wallingford
East Haven	Moodus	Waterford
East Lyme	Mystic	Westbrook
Essex	New London	West Haven
Franklin	Niantic	Woodbridge
Griswold	North Branford	
Groton	North Haven	
Guilford	North Stonington	

Northern Region:

Andover	East Hartford	Plainfield
Ashford	East Windsor	Plainville
Avon	Eastford	Plantsville
Berlin	Ellington	Plymouth
Bloomfield	Enfield	Pomfret
Bolton	Farmington	Putnam
Bristol	Forestville	Rocky Hill
Brooklyn	Glastonbury	Scotland
Burlington	Granby	Simsbury
Canterbury	Hampton	Somers
Canton	Hartford	Southington
Chaplin	Hebron	South Windsor
Collinsville	Kensington	Stafford
Columbia	Killingly	Stafford Springs
Coventry	Manchester	Sterling
Danielson	Mansfield	Storrs
Dayville	Marlborough	Suffield
East Berlin	New Britain	Thompson
East Granby	Newington	Tolland

Union  
Vernon  
West Hartford  
Wethersfield

Willimantic  
Willington  
Windham  
Windsor

Windsor Locks  
Windsor  
Woodstock

Western Region:

Barkhamsted  
Beacon Falls  
Bethel  
Bethlehem  
Bridgeport  
Bridgewater  
Brookfield  
Canaan  
Cheshire  
Colebrook  
Cornwall  
Danbury  
Darien  
Easton  
Fairfield  
Goshen  
Greenwich  
Hartland  
Harwinton  
Kent

Litchfield  
Middlebury  
Morris  
Monroe  
Naugatuck  
New Canaan  
New Fairfield  
New Hartford  
New Milford  
Newtown  
Norfolk  
North Canaan  
Norwalk  
Oxford  
Prospect  
Redding  
Ridgefield  
Roxbury  
Salisbury

Sharon  
Sherman  
Southbury  
Southport  
Stamford  
Stratford  
Thomaston  
Torrington  
Trumbull  
Warren  
Washington  
Waterbury  
Watertown  
Weston  
Westport  
Wilton  
Winchester  
Winsted  
Wolcott  
Woodbury

Program Year:

N/A

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**Contact Information:**

Connecticut State Ombudsman  
Nancy Shaffer  
Department of Social Services  
25 Sigourney Street  
Hartford, CT 06106  
Telephone: 860-424-5200  
Toll-Free: 866-388-1888  
Fax: 860-424-4808

Email: [ltcop@ct.gov](mailto:ltcop@ct.gov)  
Website: [www.ct.gov/ltcop](http://www.ct.gov/ltcop)

Southern Region:  
401 West Thames Street  
Norwich, CT 06360  
Telephone: 860-823-3366  
Fax: 860-859-2667

414 Chapel Street, Suite 301  
New Haven, CT 06511  
Telephone: 203- 974-3030  
Fax: 203-789-7850

Northern Region:  
3580 Main Street  
Hartford, CT 06120  
Telephone: 860-723-1390  
Fax: 860-566-7144

3580 Main Street  
Hartford, CT 06120  
Telephone: 860-723-1124  
Fax: 860-566-4499

Western Region:  
249 Thomaston Avenue  
Waterbury, CT 06702  
Telephone: 203-597-4181  
Fax: 203-597-4048

1057 Broad Street  
Bridgeport, CT 06604  
Telephone: 203-551-5530  
Fax: 203-579-6903

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**Related Information:**

[Managed Residential Communities, refer to page XII – 30](#)

[Nursing Homes, refer to page X – 19.](#)