




# The New Mexico Aging and Disability Resource Center

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# Objectives of the Training

- Identify how the ADRC can assist individuals in their community.
- Identify at least three statewide programs offered by the ADRC.
- Identify at least two ways to help find services and resources.



# What is the Aging and Disability Resource Center?

## **New Mexico ADRC Mission Statement**

Serving all of New Mexico-Connecting people with resources to maximize personal choice and independence.

Real People

Real Answers

Real Options

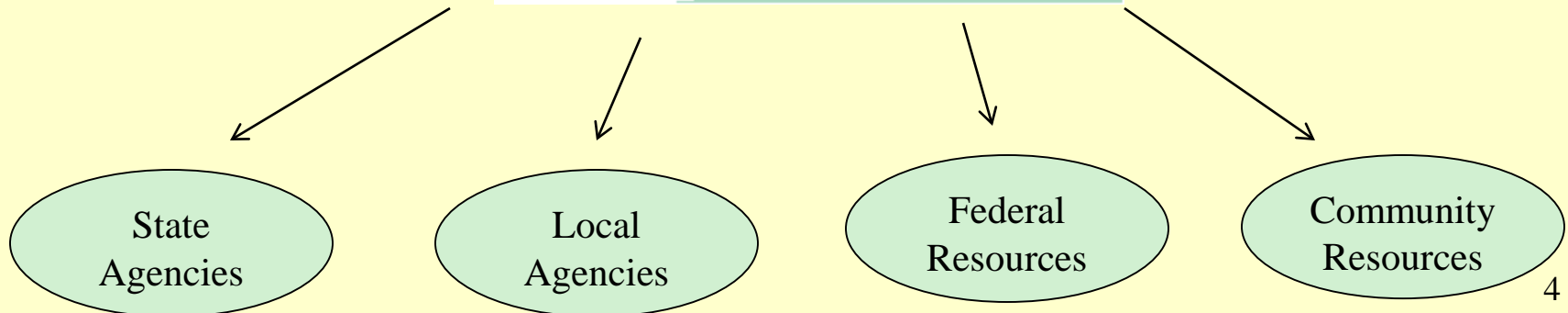
Helping people understand their options, pointing them in the right direction, advocating on their behalf, and improving their quality of life in some way are basic concepts of an New Mexico Aging and Disability Resource Center.


# How We Can Help

**YOU**




**Living within the community**





# What is the Aging and Disability Resource Center?

- The ADRC provides access to information, assistance, referrals, options counseling and advocacy in those areas of daily living that maximize personal choice and independence for New Mexico's older adults, adults with disabilities and their families and caregivers through a telephonic, web-based, and community-based point of entry system.
- The Aging & Disability Resource Center staff offer options, coordinate New Mexico's aging and disability service systems, provide objective information and assistance, and empower people to make informed decisions.



# What is the Aging and Disability Resource Center?

- Statewide coverage toll free number 1-800-432-2080.
- Community assistance with offices in Las Cruces, Albuquerque and Roswell.
- Operational Monday through Friday 7:45 am to 5:00 pm.
- 45 dedicated staff.
- On average, the ADRC receives over 110 phone calls and walk-ins per day



# How We Can Help

## Long-Term Options Counseling

- Empowering individuals to make informed decisions about Long-Term Services and Supports (LTSS).
- Provide a clear pathway for individuals to access LTSS.
- Help understand and obtain benefits for which they are eligible.
- Provide short-term assistance in connecting individuals to available services and supports.
- Follow up to assist in resolving any issues and ensure the assistance was a success.



# How We Can Help

## Care Transitions and Short Term Assistance

- Provide support to individuals in short term crisis situations until long-term supports arrangements have been made.
- Provide assistance to individuals in accessing available programs and services to support the greatest level of independence possible in a community setting.
- Provide assistance to client transitioning from critical pathway providers (hospital, physician office, nursing home, rehabilitation centers, and other community residential service providers back into a least restrictive setting in the community).





# How We Can Help

## Information and Assistance

- The consumer's gateway to information, assistance, and access to services.
- Provide information on community services, over 2,600 social service programs in ADRC data base.

## Health and Independent Living

- Health and wellness, prevention and early intervention.
- Providing information and education on understanding and living with disabilities, connecting to wellness programs, and staying healthy and independent.



# How We Can Help

## Live Web Chat

- Easily access information quickly and by methods which include popular mobile devices.
- Increase accessibility for Caregivers and Care Recipients.
- Counselors available Monday –Friday 7:45 am to 5:00 pm.
- [www.nmaging.state.nm.us](http://www.nmaging.state.nm.us)



# How We Can Help

## Medicaid Centennial Care Choice Counseling

- Administer the Central Registry for the Centennial Care Community Benefit.
- Educate callers on Medicaid benefits and services.
- Assist in selection of Managed Care Organization.
- Educate callers on Self-Directed Community Benefit.
- Enrolled with Agency Based Community Benefits and can then move to Self-Directed Community Benefit after 120 days.



# How We Can Help

## State Health Insurance Programs (SHIP)

- Providing answers to questions and concerns regarding private and government benefit programs.
- Offers one-on-one benefit counseling and assistance to people with Medicare and their families.
- Coordinators provide benefits counseling on the Medicare, Medicare Prescription Drug Program, and Low Income Subsidy Programs.
- Ensures that New Mexicans receive accurate, unbiased information about health care options and other entitlements.
- The Program does not sell, endorse or recommend any specific insurance or other health plans.



# How We Can Help

## Senior Medicare Patrol (SMP) Program

- Health Care Fraud Prevention
- Help Medicare and Medicaid beneficiaries *avoid, detect, and prevent* health care fraud.
- Help preserve the integrity of the Medicare and Medicaid programs.
- Teach Medicare beneficiaries how to protect their personal identity, identify and report errors on their health care bills and identify deceptive health care practices, such as illegal marketing, providing unnecessary or inappropriate services and charging for services that were never provided.



# How We Can Help

## Prescription Drug Assistance

- Providing help paying for medications
- Assist uninsured and under-insured individuals obtain the medications they need at a cost they can afford.
- Other programs may be available,
  - Copayment relief programs
  - Rx Outreach
  - \$4 prescription drug program

Call 1-800-432-2080 for information about our prescription drug assistance program.



# How We Can Help

## ALTSD- ADRC Resource Directory

- The online gateway to social service providers
- Easy way to access up-to-date, comprehensive services offered by national, state, and local social service providers.
- Access important health resources and social service resources in your community.
- Online library of information about health and human services.
- <http://newmexico.networkofcare.org/aging/>



# How We Can Help

## Community Information and Education

- Providing community partners with up-to-date information
- Presentations on the following:
  - ADRC
  - Transition Support Assistance
  - Low Income Subsidy (LIS)
  - Medicare 101
  - Medicare Fraud
  - Medicare Preventative Services
  - Prescription Drug Assistance





# How You Can Help

## Volunteer!

- Nothing feels quite as good as helping someone else...
- ADRC needs volunteers to carry out its advocacy services.
- Our volunteers provide benefit counseling, presentations, administrative work and most important they make a difference in people's lives.
- Call today at 1-800-432-2080 to become one of our many needed volunteers!



# Get the Assistance You Need

- Long -Term Options  
Counseling/Short-Term  
Assistance
- Transition Support  
Assistance
- Information and Assistance
- Health and Independent  
Living
- Medicaid Centennial Care
- State Health Insurance  
Program
- Senior Medicare Patrol
- Prescription Drug  
Assistance
- Community Information and  
Education

# Questions or Comments?



Thank you!

# Contact Information

Aging & Disability Resource Center

<http://www.nmaging.state.nm.us/adrc.aspx>

1-800-432-2080

