



## Did You Know?

**Using a Care Manager just makes it easier for everyone**

*The Private Care Managers act as the quarterback of the situation - coordinating care with home health or hospice, physicians, our (personal assistance) company and the family.*

Tyler Sutliff, The Home Option

Please welcome **Shelly Power**, our newest Care Manager, the AACM point of contact for the San Antonio community and long-time San Antonio resident. Shelly brings a Masters of Arts degree in Gerontology from Trinity University and over 20 years of experience in financial services, education and non-profit settings to our team.

Shelly's expert research skills are used daily by the team whether it is gathering the latest information on aging topics and trends, finding local housing options, or meeting a special need. Shelly is an active volunteer with San Antonio's Meals on Wheels program and the Northeast Senior Assistance ecumenical agency where she enjoys helping homebound seniors in her free time.

Care Manager **Heidi Shanklin-Spock** received her Certified Advanced Social Work Case Manager designation from the National Association of Social Workers.

Care Manager **Diane Hayes** received a Certified Hospice and Palliative Nurse designation, accredited by the American Board of Nursing Specialists.

## SEPTEMBER 2009

### Accountable Aging Clarifies Mission and Role

We've been busy since our last newsletter! We have a new name, and a new logo and tag line - did you notice it at the top? We're revamping our website and we've launched a new program called **Accountable Partners**<sup>SM</sup>.

Because the Care Managers with Accountable Aging Care Management regularly refer our clients to businesses such as home health care, personal assistance services, eldercare facilities, and a multitude of other services, we decided we needed a better way to gather information on these businesses and provide it to clients. That system is the **Accountable Partners** program. While we continue to research all providers we recommend, this new program enables us to make a broader sweep of available service providers in Central Texas and gather important information for clients. We then take the information they give us through our **Accountable Partner Survey** and create a profile for each business. We distribute these Accountable Partner Profiles to clients when we they have a decision to make.

*"Your survey got to the heart of what information family decision makers need,"* Adam Katz, Serenity Home Care.

The Accountable Partners Program is our way of helping clients discover all their options, so they can make the best choice for their situation. The Profiles go *beyond* what they can find in any brochure or website. Accountable Aging Care Managers provide an objective, third-party perspective that helps clients see the whole picture.

There is **NO COST** to participate in the Accountable Partners Program. We do not accept referral fees from any of the service providers, facilities or agencies with whom we work. So far, over 125 companies have filled out the surveys to create Accountable Partner Profiles.

*"We've already learned new distinctions about the people we've been working with all these years,"* said Mary Koffend.

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If you serve the eldercare community, and you didn't receive our request to join the Accountable Aging Partners Program, please go to our website now and fill out a survey (<http://www.accountableaging.com/survey/>) Having the most current information on your business helps us refer the right kind of clients to you. If you'd like to see what a sample Accountable Partners Report looks like, we've included a [sample here](#).

### Cautions to avoid Fraud or Identity Theft with 2010 U.S. Census

Because AACM is a member of the Better Business Bureau (BBB), we received this information that you might find valuable for the people you serve. With the 2010 U.S. Census process beginning, the BBB advises people to be cooperative, but cautious, so as not to become a victim of fraud or identity theft. The first phase of the 2010 U.S. Census is under way and eventually, more than 140,000 U.S. Census workers will count every person in the United States. They will gather information about every person living at each address including name, age, gender, race, and other relevant data. The question is - how do you tell the difference between a U.S. Census worker and a con artist? BBB offers the following advice:

**A)** If a U.S. Census worker knocks on your door, they will have a badge, a handheld device, a Census Bureau canvas bag, and a confidentiality notice. Ask to see their identification and their badge before answering their questions. However, you should never invite anyone you don't know into your home.

**B)** Census workers are currently only knocking on doors to verify address information. **Do not give your Social Security number, credit card or banking information to anyone, even if they claim they need it for the U.S. Census.** While the Census Bureau might ask for basic financial information, such as a salary range, it will **NOT** ask for Social Security, bank account, or credit card numbers nor will employees solicit donations.

Eventually, Census workers may contact you by telephone, mail, or in person at home. However, they will **NOT** contact you by Email, *so be on the lookout for Email scams impersonating the Census.* Never click on a link or open any attachments in an Email that are supposedly from the U.S. Census Bureau.

For more advice on avoiding identity theft and fraud, visit [www.bbb.org](http://www.bbb.org).

### Medicare.gov Resource that can be helpful

Most people have trouble making sense of government websites. So, Medicare got smart and created a more user-friendly version of their site at [www.medicare.gov/caregivers](http://www.medicare.gov/caregivers). Do you know Caregivers who could benefit from the information on the [Caregivers Support](http://www.medicare.gov/caregivers) site on Medicare.gov? Caregivers can receive information on filing Medicare claims, finding local support and services or finding resources on some common issues such as coping with chronic illness. Of course, you could call AACM and set up a meeting with one of our care managers, which would probably answer most of your questions without searching around on their site...just an idea.

### Have you read Mary's latest post on Caring.com?

Mary Koffend, President of AACM has been writing for the website Caring.com answering people's questions about dealing with eldercare issues. Read her latest posts: ([www.caring.com/authors/mary-koffend](http://www.caring.com/authors/mary-koffend)) about getting elders to be more active, making the transition to assisted living, tax deductions for eldercare and how to reconnect your marriage after the mother-in-law moves to a long-term care home.

### Medicare, Medicaid & Medigap

Mary Koffend will present an informational session on Medicare at the Austin Groups for the Elderly Center on Sat., Nov. 14 from 10:30 – 11:30am. The Center is located at 3710 Cedar Street, Austin, TX 78705.

Mary will give an overview of the basics of Medicare, Medicaid, Medigap (Medicare supplemental insurance), Medicare Advantage plans, and Medicare Part D prescription drug plans. This seminar is primarily for seniors nearing age 65 (who need to make decisions about what health insurances to get) or those who are unhappy or confused with their current coverage and may want to change policies during the open enrollment period in December of each year. It is open to the public but pre-registration is requested

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by emailing Bruce Kravitz, Community Education Director at AGE (bkravitz@ageofaustin.org). Austin Groups for the Elderly is a non-profit organization empowering caregivers, the elderly and their families through education, advocacy, resources and support.

Check out all the educational opportunities that AACM participates in on their website:  
[www.accountableaging.com](http://www.accountableaging.com)

### **Medicare Part D Changes with Healthcare Reform?**

Open enrollment for Medicare Part D is scheduled for Nov. 15 – Dec. 31, 2009. Will the impending healthcare reforms affect your decisions on Medicare Part D? We have no idea! (Neither does anyone else at this point, including Medicare.) So, the best defense is a good offense. Start gathering the information you will need to make an informed decision. Visit [medicare.gov](http://medicare.gov) and if you get really frustrated and confused, please call us for a consultation. We regularly help clients find the most comprehensive plan at the most affordable prices. Especially if this is your first year to sign up, email us for some help ([info@accountableaging.com](mailto:info@accountableaging.com)).

### **Updated Information on AACM**

We've updated one of our most popular information sheets, our [Services Flyer](#). We are confident that most people will be able to tell exactly how we can help them after reading this flyer. We hope you can too and tell your friends!

## **Accountable Aging Care Management Team**

**Mary Koffend**, President  
**Mick Koffend**, Director of Services  
**Mary Pat Smith**, MSN, RN, CNS, Geriatric Nurse Consultant  
**Heidi Shanklin-Spock**, LMSW, C-ASWCM, Care Manager  
**Mary Cooper**, BS, RN, Care Manager  
**Diane Hayes**, BS, RN, CHPN, Care Manager  
**Shelly Power**, MAG, Care Manager  
**Myra Richmond**, MSG, CMC, Care Manager  
**Deb Roush**, RN, Nurse Consultant  
**Ruth Rivette**, Office Manager  
**Janet Troutman**, Client Relations Manager  
**Cheryl Usry**, Data Base Administrator

With this newsletter, our aim is to provide a trusted conduit for eldercare information and resources and to highlight the services we offer that meet the needs of senior adults and their families.

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San Antonio 210.568.7934

Visit us online: [www.accountableaging.com](http://www.accountableaging.com)

**Accountable Aging Care Management is an eldercare consulting and care management firm.**

**When a family doesn't know where to start with elder care options, they start with us.**

**Accountable Aging is a single source for seniors and their families to attain knowledge, resources and on-going assistance with the challenges related to aging or caring for an elder loved one. We serve seniors in Austin, Dallas, San Antonio and the surrounding areas.**

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