

This directory has been published by
Mid-East Community Action Agency
as a public service to the older citizens of
Roane County, Tennessee

**Mid-East Community Action Agency
Senior Services**

*Office on Aging
Senior Center
Senior Nutrition*

**2415 N. Gateway Ave., Suite B
Harriman, Tennessee 37748**

**P.O. Box 790
Kingston, TN 37763**

865-354-0450

**Please visit our website at:
www.mecaa.net**

Our Mission:

Mid-East Community Action Agency will partner with the community to strengthen individuals and families through social service programs to increase stability and/or self-sufficiency.

Mid-East Community Action Agency does not discriminate on the basis of race, national origin, sex, disability, or age in its programs, activities, and employment.

The Senior Citizen Service Directory is published as a public service for Roane County's senior citizens and their families by the Roane County Office on Aging.

Thousands of free copies of the Directory are distributed throughout the community each year. The Directory is utilized by senior individuals and their caregivers, senior service providers, as well as health care providers. Directories are distributed to libraries, at senior activities, churches, community service providers, and many other groups.

The Directory has been made available by the generous support of the sponsors listed beginning on page 81. Please let sponsors know that you appreciate their support of the Directory.

Copies of this directory can be picked up at the Roane County Office on Aging.

Roane County Office on Aging
Mid-East Community Action Agency
2415 N. Gateway Ave., Suite B
Harriman, TN 37748

P.O. Box 790
Kingston, TN 37763
Phone: (865) 354-0450, ext. 228
Fax: (865) 245-8162



The directory listings are not all-inclusive of services which are available in Roane and Loudon Counties. Mid-East Community Action Agency does not specifically endorse any agencies listed in this directory.

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IMPORTANT NUMBERS

EMERGENCY.....911
Non-Life Threatening Emergency.....865-354-8045
Non-Emergency Transportation Service.....865-882-6039

Roane County Office of Emergency Services
Administrative Offices
220 North Third Street
Kingston, TN 37763
865-717-4115
Fax: 865-717-0625
www.roanesoes.com

Fire/EMS Operations Building
3070 Roane State Hwy.
Harriman, TN 37748
865-882-3005
Fax: 865-376-3004

POLICE DEPARTMENTS

POLICE – HARRIMAN

Emergency.....911
Non-Emergency.....865-882-3383

POLICE – KINGSTON

Emergency.....911
Non-Emergency.....865-376-2081

POLICE – OLIVER SPRINGS

Emergency.....911
Non-Emergency.....865-435-7777

POLICE – ROCKWOOD

Emergency.....911
Non-Emergency.....865-354-3388

SHERIFF'S OFFICE

ROANE COUNTY SHERIFF'S OFFICE

Emergency.....911
Non-Emergency.....865-717-4700

FAMILY VIOLENCE/SEXUAL ASSAULT

ADULT PROTECTIVE SERVICES.....865-594-5685

To report suspected abuse, neglect, exploitation, or self-neglect of older individuals who are unable to protect themselves. Calls are confidential. According to the law, anyone who has reasonable cause to suspect an adult has suffered abuse, neglect, or exploitation is required to report it.

FAMILY CRISIS CENTER.....865-637-8000

A Department of Helen Ross McNabb Center
901 E. Summit Hill Drive
Knoxville, TN 37915

Provides a 30-day shelter for victims in immediate need of safe shelter. Some of the services offered through the center include counseling and support groups, 24-hour crisis hotline, court advocacy and accompaniment, referrals for housing, employment, education, and specialized services for children and seniors. There is no fee for these services.

FAMILY VIOLENCE HELPLINE.....865-521-6336

SEXUAL ASSAULT CENTER of EAST TENNESSEE.....865-558-9040

6215 Kingston Pike, Suite A
Knoxville, TN 37919

24-Hour Crisis Line.....865-522-7273

www.mcnabbcenter.org/sacet

Provides sexual assault nurse evaluations, advocacy, therapy, education and outreach.

FIRE DEPARTMENTS

HARRIMAN FIRE DEPARTMENT

Emergency.....911
Non-Emergency (330 N. Roane St.).....865-882-3072
Non-Emergency (Carlock Ave.).....865-882-9587

KINGSTON FIRE DEPARTMENT

Emergency.....911
Non-Emergency.....865-376-2936

OLIVER SPRINGS FIRE DEPARTMENT

Emergency.....911
Non-Emergency.....865-435-7778

ROCKWOOD FIRE DEPARTMENT

Emergency.....911
Non-Emergency.....865-354-3121

MEDICAL EMERGENCY

ROANE COUNTY OFFICE OF EMERGENCY SERVICES

Emergency.....911
Non-Emergency Transportation Service.....865-882-3005

ROANE COUNTY RESCUE SQUAD.....865-882-0297

2735 Roane State Hwy.
Harriman, TN 37748

TENNESSEE POISON CENTER.....1-800-222-1222

The statewide poison emergency information and resource center for the public and healthcare professionals.

SENIOR BEHAVIORAL HEALTH

PENINSULA HOSPITAL.....865-970-9800

2347 Jones Bend Road
Louisville, TN 37777

Provides inpatient mental health services and alcohol / drug crisis stabilization services for adults, adolescents, and children.

RIDGEVIEW - LOUISE SINGLETON CENTER.....865-882-1164

Toll Free.....800-834-4178

24-Hour Emergency.....800-870-5481

221 Devonia Street
Harriman, TN 37748

www.ridgevw.com

Provides outpatient mental health services, psychological assessments, outpatient substance abuse services, case management, peer support, and residential treatment options.

RIDGEVIEW MOBILE CRISIS TEAM.....800-870-5481

Service available 7 days a week, 24-hours per day. Emergency assessment of individuals who are severely depressed or suicidal. Emergency assessment of individuals who are experiencing symptoms of psychosis. Referral of individuals to appropriate community resources or treatment facilities.

RIDGEVIEW.....865-482-1076

240 W. Tyrone Road
Oak Ridge, TN 37830

800-870-5481

www.ridgevw.com

Provides acute inpatient mental health services for adults.

SENIOR BEHAVIORAL HEALTH (referrals/add'l info.).....865-970-1805

At Parkwest Medical Center

9325 Park West Blvd.

Knoxville, TN 37923

www.treatedwell.com/seniorbehavioralhealth.com

Provides an advanced level of care for adults ages 55 and older with a wide range of psychiatric and medical issues. Staff members utilize a multidisciplinary approach to patient care, and are trained to evaluate and treat patients with psychiatric problems and/or dementia, as well as to offer medical care or intervention for patients with physical conditions. *To speak with a staff member of the Senior Behavioral Health unit call 865-373-1745.*

EMERGENCY SENIOR SHELTERS

SAMARITAN PLACE.....865-684-1880

3009 Lakebrook Boulevard

Knoxville, TN 37909

A program of Catholic Charities of East TN, Inc.

Provides emergency, transitional, and permanent-supported housing for individuals 55 years of age and older.

AGING INFORMATION AND REFERRAL

Roane County Office on Aging.....865-354-0450

2415 N. Gateway Ave., Suite B

Rockwood, TN 37854

www.mecaa.net

Provides information and referral to individuals 60 years of age and older, their families, and professionals who provide services to seniors.

GENERAL INFORMATION AND REFERRAL

211, East TN Information & Referral

Touchtone Phone.....211
Alternate Phone.....1-866-588-4211

Information and referral source which links callers to appropriate resources, 24-hours per day, 365 days per year.

ACTIVITIES-RECREATION

The following community and senior centers, and programs, offer a wide variety of activities for older persons. Activities include but are not limited to luncheons, recreational outings, physical fitness programs, educational programs and volunteer opportunities. Some activities are free, some charge a nominal fee, and some charge by the class.

AARP SMART DRIVER COURSE.....888-846-3299

The AARP *Smart Driver Course* is the nation's largest driving refresher course. The new curriculum includes an easy to follow format that incorporates adult learning styles, features reader friendly print type, opportunities for participants to learn state specific information, and information on areas of driving where seniors could benefit from additional training including: roundabouts, pavement markings, stop-sign compliance, red light running, and issues of safety such as speeding, seatbelt, and turn-signal use. Learn all of this in an 8-hour stress-free course. As an added bonus, most auto insurance companies provide a multi-year discount to AARP Smart Driver Course graduates! Consult your insurance agent before registering for a class to ensure discount will be applied. There is a minimal fee for the class. ***Classes are scheduled throughout the year. Contact Mid-East Senior Services at 354-0450 for dates/times.***

The class can also be taken online by registering at www.aarpdriversafety.org or by calling 800-350-7028.

COVENANT HEALTH PASSPORT

Senior Membership Program

A free membership program that helps individuals 50 years of age and older enjoy better health and get more out of life. Benefits include: periodic health screenings, lectures and seminars, website access to tips on healthy living, the latest health information, answers to your health questions, the Passport Newsletter, and the Covenant PASSPORT Travel Program.

*To sign up go to **www.convenantpassport.com***

TENNOVA SENIOR EXTRA.....865-549-2021

A free membership program for older adults age 55+ that offers access to a wide variety of services including discounts at the Tennova Hospital, community health seminars, screenings, and events, and discounts and a waiver of the initial new membership fee at the Tennova Health and Fitness Center. Additional benefits include special discounts on a variety of services including prescription drugs, vision and dental plans, gift shop savings, and exiting travel opportunities through Collette Vacations.

Harriman Community Center.....865-882-0942

631 Clinch Street
Harriman, TN 37748

Kingston Community Center.....865-376-9476

201 Patton Ferry Road
Kingston, TN 37763

Rockwood Community Center.....865-354-0434

710 N. Chamberlain Avenue
Rockwood, TN 37854

Senior Activities – Rockwood Center.....865-354-0450

Mid-East Community Action Agency Senior Services
2415 N. Gateway Avenue Suite B
Harriman, TN 37854

www.mecaa.net

Please request a monthly calendar from Mid-East Community Action Agency Senior Services department to learn more about specific programs and activities at the above listed centers, or call 865-354-0450 for additional information.

ADULT DAY SERVICES

CONCORD ADULT DAY ENRICHMENT SERVICES

(CADES).....865-675-2835

Concord United Methodist Church
11020 Roane Drive
Knoxville, TN 37934
www.concordumc.com/CADES

Provides a secure, structured, and caring environment for adults whose needs prevent them from staying safely at home alone. Eligible are adults who are ambulatory or semi-ambulatory, capable of basic self-care, are able to adapt to a group setting, and who are experiencing depression, social isolation, memory loss, etc. Services include nutritional meals and snacks, health checks, exercise programs, active and passive games, reminiscent activities, music, arts & crafts, as well as educational opportunities and guest speakers.

KEYSTONE ELDER DAY CARE.....865-483-6631

First United Methodist Church
1350 Oak Ridge Turnpike
Oak Ridge, TN 37830
www.keystonetn.org

Keystone is an adult day program that provides caregivers with respite from around-the-clock care and to provide participants with a safe, supportive, and stimulating atmosphere. Services include nutritious meals, music and pet therapy, support groups, intergenerational activities, daily programming, and assistance with long term care choices.

VICTORIAN SQUARE ADULT DAY CARE PROGRAM.....865-354-1133

241 S. Chamberlain Ave
Rockwood, TN 37854

The Adult Day Program provides a safe, nurturing environment that offers opportunities for social, physical, and mental stimulation. The program assists participants in achieving and maintaining their level of independence. Support and respite is provided for families and caregivers through participation in the program. The program is available Monday through Friday from 7:00 A.M. – 6:00 P.M. A typical day includes breakfast, music and movement, mental stimulation, snacks, outdoor activities, devotions, lunch, rest time, occasional outings, and arts and crafts.

ALCOHOL & DRUG PROBLEMS

ALCOHOL ANONYMOUS HELP LINE.....865-522-9667

(East TN Intergroup)
1409 E. Magnolia Avenue, Ste. 3
Knoxville, TN 37917

PENINSULA.....865-970-9800

A Division of Parkwest Medical Center
2347 Jones Bend Road
Louisville, TN 37777

RECOVERY CONNECTION.....1-800-993-3869

www.recoveryconnection.org

Provides a 24/7 national helpline to assist individuals and their families find treatment.

ROANE COUNTY ANTI-DRUG COALITION.....865-224-0205

151 E. Race Street
Kingston, TN 37763

Roane County Anti-Drug Coalition has as its mission to reduce youth substance abuse; to education and raise awareness of alcohol, tobacco, and other drug issues; to promote community involvement; and to strengthen partnership and prevention strategies.

ALZHEIMER’S RESOURCES

ALZHEIMER’S TENNESSEE, INC.....865-544-6288

5801 Kingston Pike
Knoxville, TN 37919

www.alztennessee.org

Provides information about Alzheimer’s and related dementias, their diagnosis, and treatment; professional and family care-giving classes; support groups (including telephone support groups); referral to community agencies that provide assistance; adult day care and other services.

ALZHEIMER’S CAREGIVER

SUPPORT GROUP.....865-354-3366

(Facilitated by staff from The Bridge at Rockwood. Please contact The Bridge at Rockwood for additional information.)

The support group meets in Roane County at the following location and time:

First Baptist Church
215 N. Kentucky St.
Kingston, TN 37763
3rd Monday of each month
1:30 P.M.

ASSESSMENT SERVICES (SENIOR)

BRIDGING THE GAP.....865-692-2200

(A program of East Tennessee Personal Care Service)

9125 Cross Park Drive, Suite 100

Knoxville, TN 37922

The first step towards a brain healthy lifestyle, the program includes a personalized approach for improving your brain health, which may delay the onset of Alzheimer's disease. The program includes an In-Home Assessment, a Full Functional Assessment, consultation with a Registered Dietician, a comprehensive report of your results, communication with your Primary Care Provider, a copy of the *Better Brain Health Book*, recommendations on nutrition and exercise, and results and follow-up. Please call for more information.

COLE NEUROSCIENCE CENTER.....865-305-6740

University of Tennessee Medical Center

1928 Alcoa Hwy

Medical Bldg. B, Suite 102

Knoxville, TN 37920

Provides evaluations, treatment, planning, and assistance with treatment for person with memory problems, seizures, multiple sclerosis, movement or other neuromuscular disorders.

SENIOR BEHAVIORAL HEALTH (referrals/add'l info.).....865-970-1805

At Parkwest Medical Center

9325 Park West Blvd.

Knoxville, TN 37923

www.treatedwell.com/seniorbehavioralhealth.com

Provides an advanced level of care for adults ages 55 and older with a wide range of psychiatric and medical issues. Staff members utilize a multidisciplinary approach to patient care, and are trained to evaluate and treat patients with psychiatric problems and/or dementia, as well as to offer

medical care or intervention for patients with physical conditions. *To speak with a staff member of the Senior Behavioral Health unit call 865-373-1745.*

ASSISTED LIVING

The facilities listed here provide housing for senior citizens with a multitude of supportive services which include one or more of the following: daily meals, housekeeping, laundry services, socialization activities, assistance with activities of daily living, medication reminders, respite and Alzheimer's care.

JAMESTOWNE.....865-376-3030

851 Lawnville Road
Kingston, TN 37763

www.ssmgrp.com/assisted-living-tn-kingston

VICTORIAN SQUARE.....865-354-1133

241 S. Chamberlain Avenue
Rockwood, TN 37854

www.victoriansquare.net

BROOKDALE KINGSTON.....865-376-9848

1098 Bradford Way
Kingston, TN 37763

www.brookdale.com/communities/wellington-place-of-kingston/

COMPUTER SERVICES

Please check with local libraries and Roane State Community College for computer training classes. Public access computers are available at all Roane County libraries. Wireless Internet access at all libraries for laptops and other devices that are Wi-Fi equipped.

Many for-profit organizations also provide computer training or other computer related services. Please see phone book yellow pages.

CONSUMER ADVOCACY

Many organizations exist to protect consumer rights, and to give opportunities to be informed about businesses and charitable organizations before using these services or donating money.

AARP **888-687-2277**

601 E. Street NW
Washington D.C. 20049

www.aarp.org

A non-profit membership organization dedicated to addressing the needs and interests of individuals 50 years of age and older. Through information, education, advocacy, and service, AARP strives to enhance the quality of life for all by promoting independence, dignity and purpose. AARP provides publications on a wide variety of subjects including crime prevention, finances, health, housing, long-term issues and insurance and reverse mortgages.

BETTER BUSINESS BUREAU **865-692-1600**

255 N. Peters Road
Knoxville, TN 37923

www.bbb.org/knoxville

Agency files complaints, and determines if complaints are currently on file, for local business and charitable organizations. Provides information on topics of consumer interest including scams, prize giveaway offers, work at home offers, telemarketing, foreign letter scams, and arbitration and mediation programs.

**TENNESSEE DIVISION OF
CONSUMER AFFAIRS** **615-741-4737**

Toll Free **800-342-8385**

500 James Robertson Parkway
Nashville, TN 37243-0600

Works to enforce the state Consumer Protection Act and assists consumers and businesses affected by unfair trade practices. Offers educational materials and programs to make smart purchasing decisions and avoid misleading businesses offerings. Resolves consumer complaints through mediation. Publishes a list of “Buyer Beware” businesses that fail to address complaints.

CRISIS AND HARDSHIP ASSISTANCE

AMERICAN RED CROSS.....865-584-2999
6921 Middlebrook Pike
Knoxville, TN 37909
www.knoxarc.org

Provides disaster relief, including assistance for families that have been displaced due to fire, flood, or other disasters. Provides emergency-related services to member of the U.S. Armed Forces, veterans and their families. Serves as the primary emergency communication link between service personnel and their families. CPR, First Aid, Family Caregiving, Swimming, Lifeguarding, and Babysitting are some of the Adult Health and Safety training and certifications offered.

ANGELIC MINISTRIES.....865-523-8884
1218 N. Central Avenue
Knoxville, TN 37917

This service provides household items, home appliances, clothing, hygiene items, and furniture through referrals from community agencies and area churches. Clients may receive hygiene and clothing items every 60 days without a referral. Referrals must be written on referring agency’s letterhead. Clients are served Tuesday and Wednesday beginning at 8:00 A.M. **Donated items are accepted Monday – Thursday, 8:00 A.M. – 3:30 P.M. and Saturday, 8:00 A.M. – 11:30 A.M.**

AREA CHURCHES THAT PROVIDE ASSISTANCE

| | |
|---------------------------------------|--------------|
| Blessed Sacrament..... | 865-882-9838 |
| Harriman Church of God..... | 865-882-3249 |
| Kingston Church of Christ..... | 865-376-9230 |
| Kingston First Baptist..... | 865-376-6041 |
| Kingston United Methodist Church..... | 865-376-6337 |
| Luminary United Methodist Church..... | 865-376-7040 |
| Morrison Hill Christian Church..... | 865-376-5205 |
| South Harriman Baptist Church..... | 865-882-1816 |
| Trenton Street Baptist Church..... | 865-882-9232 |

ECUMENICAL STOREHOUSE, INC.865-481-0274

134 East Division Road
Oak Ridge, TN 37831

The storehouse accepts, stores, and distributes household goods to individuals living in Anderson and surrounding counties through referral from community agencies and area churches. Goods are distributed Monday, Wednesday, and Friday from 9:00 A.M. – Noon.

HANDS OF MERCY ENTERPRISES.....865-717-9885

147 Court Street
Kingston, TN 37763

Provides emergency food and hygiene items (when available) to Roane County residents. Hours of operation are Monday: 2:00 P.M – 5:00 P.M. and Tuesday through Friday: 10:00 A.M. – 1:00 P.M.

ROANE COUNTY COOPERATIVE MINISTRIES.....865-376-4798

733 East Race Street
Kingston, TN 37763

Provides a variety of services including rent and utility assistance, support to help purchase needed medication (when no other assistance is available), and Vegetable Garden Grant Vouchers which provide seed, vegetable plants and fertilizer (in limited quantities). Trainings are provided in the area

of poverty awareness for all service providers and the “Getting Ahead” Workshop.

ROCKWOOD MINISTERIAL ASSOCIATION.....865-354-1750

Corner of Front Avenue and Strang Street in Rockwood, TN
P.O. Box 845
Rockwood, TN 37854

The Rockwood Ministerial Association provides assistance with a number of food and emergency-related services including but not limited to a food pantry, “Warm Thoughts” assistance with gas bills, the Food for Kids program, the Love Kitchen, and holiday food baskets. The food pantry is open Monday through Friday, 10:00 A.M. – 12:00 P.M. and 2:00 P.M. – 4:00 P.M., but is closed on Tuesday afternoons. Applications for financial assistance are only taken on Monday during the food pantry hours. Applications for the “Warm Thoughts” assistance are taken Thursdays during the food pantry hours. Call for current information.

SALVATION ARMY.....865-717-9885

147 Court Street
Kingston, TN 37763

Provides emergency assistance for utilities, clothing assistance, etc. Provides an annual summer camp for underserved children in the community. Volunteer opportunities include the “Red Kettle” fundraising campaign.

**UNITED WAY SOCIAL SERVICES
OF ROANE COUNTY.....865-882-7711**

2735 Roane State Highway
Harriman, TN 37748
www.unitedwayroane.org

Roane County United Way facilitates community improvement initiatives and invests in services provided by partner agencies to residents of Roane County. Encourages and assists partner service providers, as well as other community service providers, in employing a Linking Relief, Rehabilitation, and Development (LRRD) service model in providing services to Roane

County residents. The LRRD service model seeks to provide emergency relief while focusing on offering service recipients a pathway to self-sustainability.

DEAF/HEARING IMPAIRED

AT&T

**Operator / Directory Assistance.....866-241-6568 (Cell Phone)
866-341-2355 (Land Line)**

www.wireless.att.com/learn.articles-resources/disability-resources/411-assistance.jsp (website to obtain paper application)

There is a charge for Directory Assistance services, but persons 65 years of age and older and those with disabilities can qualify for free Directory Assistance. If utilizing a cell phone, call the number listed above, press “2”, then press “2” again for the National Disabilities Group.

**KNOXVILLE CENTER FOR THE DEAF.....865-579-0832
TTY.....865-579-5640**

3731 Martin Mill Pike
Knoxville, TN 37920

www.kcdtn.org

KCD provides 24/7 sign language interpreting services for deaf and deaf-blind persons for medical, legal, psychological, social, employment and other situations. Job placement services include assisting with job searches, the application process, resume development, interview training and interpreting services for job interviews. Other services available please call or refer to website.

**LIBRARY SERVICES FOR THE DEAF
AND HARD OF HEARING (VOICE/TTY).....800-342-3262**

615 Church Street
Nashville, TN 37219

www.tndeaflibrary.nashville.gov

A special statewide library dedicated to meeting the information and accessibility needs of the deaf, hard of hearing, and deaf-blind communities, as well as meeting the information needs concerning hearing loss to all Tennesseans. Services include an extensive lending library of books, media programs and assistive devices, information and referral services, accessible adult and children's programming, publishing the *Tennessee Directory of Services for People who are Deaf or Hard of Hearing*, demonstration of assistive devices, and Video Relay Service access. Refer to website for an application to access materials at the library.

TELECOMMUNICATIONS DEVICES ACCESS PROGRAM (TDAP)

Tennessee Regulatory Authority

Voice.....800-342-8359

TTY.....888-276-0677

www.tn.gov/tra/topic/telecommunications-devices-access-programs-tdap

Program distributes devices so that eligible persons who have significant hearing, hearing and visual, or speech impairment may effectively use telephone service. Devices issued on a first-come basis without charge, but some persons may receive the devices on a priority basis. ***Mid-East Community Action Agency Senior Services can assist you with the application process. Contact us at 354-0450 ext. 228.***

TN DEPT. OF HUMAN SERVICES.....800-628-7818

www.state.tn.us/humanserv/Disability.html

Provides services for the visually impaired, blind, deaf, deaf-blind, hard of hearing,

Telecommunications Center for Customers with Disabilities

Voice.....888-390-7770

TTY.....888-341-2355

Billing inquiries, Braille billing statements, referral to Lifeline and special equipment assistance.

TENNESSEE RELAY CENTER (TRC)

| | |
|-----------------------|--------------|
| All calls..... | 711 |
| Hearing callers..... | 800-848-0299 |
| TTY..... | 800-848-0298 |
| Spanish..... | 866-503-0263 |
| Speech-to-speech..... | 866-503-0264 |

Relays telephone calls between voice customers and customers who use TTY and are deaf, hard of hearing, or speech impaired. Speech-to-speech service allows speech-disabled person to use their own voice synthesizers rather than using a TDD/TYY. No charge for local calls.

DENTAL ASSISTANCE

COMMUNITY DENTAL CLINIC.....865-482-2000, EXT. 2150

At Roane State Community College (Oak Ridge Campus)
701 Briarcliff Avenue
Oak Ridge, TN 37830

Offers limited free dental services to low-income, uninsured adults aged 18 and older in our service area. Services include examinations, x-rays, cancer screenings, cleanings, fillings, extractions, self-care instruction. Root canals, dentures, crowns, and orthodontics NOT PROVIDED.

REMOTE AREA MEDICAL.....865-579-2555

2200 Stock Creek Blvd
Rockford, TN 37853
www.ramusa.org

A non-profit, volunteer, airborne relief corps dedicated to serving mankind by providing free health, dental, eye, and veterinary care, as well as technical and educational assistance to remote areas of the United States and the world. Clinics are scheduled throughout East Tennessee. Please refer to the website for schedules. Plan to arrive at the clinic no later than 3:30 A.M. to register for the best chance to be seen by a physician. Once

registered be prepared for long waiting periods. Prepare for inclement weather. Please bring snacks and water to prepare for wait times.

DISABILITY SERVICES

EAST TENNESSEE TECHNOLOGY

ACCESS CENTER (ETTAC).....865-219-0130

116 Childress Street
Knoxville, TN 37920
www.ettac.org

The Mission of ETTAC is to connect people in East Tennessee to the adaptive technology tools and services they need to live with maximum independence and dignity. Some of the program provided include Device ReUse, Education Technology Services, Rehabilitation Technology Services, HeartSong Center for Accessible Music and Art, Toy Tech Repair, technical assistance to other agencies, and Community Living/Tech: a program for seniors, adults, and veterans with disabilities that enables them to live with maximum dignity and independence through the use of technology, from simple to complex.

EMORY VALLEY CENTER.....865-483-4385

715 Emory Valley Road
Oak Ridge, TN 37830

To enhance the lives of children, adults and families in an environment that promotes independence, dignity and respect. The center provides services for adults including Adult Day Services, Advantage Center, Family Support Program, Healthcare Management, Personal Assistance, Residential Program and Supported Employment. Services for children include Early Intervention, and Early Learning Center.

TENNESSEE DISABILITY

PATHFINDER.....1-800-640-4636

www.kc.vanderbilt.edu/pathfinder

Provides comprehensive multilingual disability services and supports to individual and their families in Tennessee. Three major program

components include Disability Information and Referral Services, Education and Training Programs, and a Multicultural Outreach Program.

VOCATIONAL REHABILITATION.....865-376-6998

1088 N. Gateway Avenue
Rockwood, TN 37854

Located within the Tennessee Career Center. Counselors serve disabled individuals in Roane County with job screening and referrals for individuals with disabilities.

EDUCATIONAL OPPORTUNITIES

AARP SMART DRIVER COURSE.....800-350-7025

Learn defensive driving techniques, new traffic laws, rules of the road, and much more in this 8-hour course. Find out how to adjust your driving to age-related changes in vision, hearing, and reaction time. Get an insurance discount. Auto insurance companies in most states provide a multi-year discount to AARP graduates! Consult your insurance agent before registering for a class to ensure discount will be applied. There is a minimal fee charged to cover the cost of materials for the class. ***Classes are scheduled throughout the year in Roane County. Check with Mid-East Community Action Agency Senior Services AT 865-354-0450, ext. 228 for dates and times.***

The class can also be taken online at www.aarpdriversafety.org

ADULT EDUCATION.....865-376-6663

Tennessee Career Center
1028 N. Gateway Avenue
Rockwood, TN 37854

To provide quality instruction for adults who seek to further their education and become life-long learners, impacting themselves, their families, community and workplace.

ROANE STATE COMMUNITY COLLEGE.....865-354-3000
Toll-Free.....1-866-462-7722
276 Patton Lane
Rockwood, TN 37854
www.roanestate.edu

Disabled persons suffering from a permanent total disability and persons 60 years of age or older, who live in Tennessee, are eligible to enroll in courses for AUDIT without payment of tuition, technology, student activity fees, or registration fees. All remaining fees including special course fees will be assessed at the normal rate.

Disabled persons and persons sixty-five years of age or older, who live in Tennessee, are eligible to enroll in courses for CREDIT at the rate of one-half the credit hour fee per semester hour, up to a maximum of \$77. This rate applies to tuition fees, technology fees, student activity fees and registration fees. Special fees (such as graduation fee, telecourse/audio course fee, etc.) will be assessed at the regular rate. Arrangements should be made well in advance of registration day to provide documented evidence of disability or age. Fees for all Community Service courses must be paid at the regular rate.

TENNESSEE COLLEGE OF APPLIED TECHNOLOGY.....865-882-6703
1745 Harriman Highway / P.O. Box 1109 800-599-9426
Harriman, TN 37748
www.tcatharriman.edu

The Mission of the Tennessee College of Applied Technology is to provide high quality technical training to prepare individuals for lasting and rewarding employment, lifelong learning, and to upgrade skills of employed workers. Programs are offered in a variety of areas including but not limited to Administrative Office Technology, Automotive Technology, Business Systems Technology, Computer Information Technology, Cosmetology, Diesel Power Equipment Technology, Industrial Maintenance Technology, Machine Tool Technology, Practical Nursing, Residential Wiring Technology, and Welding.

**UNIVERSITY OF TENNESSEE
REGULAR CREDIT CLASSES.....865-974-1111**
<http://onestop.utk.edu/your-classes/registering-for-classes/>

Persons 60 years and older may audit classes without paying fees.

Persons 65 years or older or totally disabled individuals who are Tennessee residents may enroll in classes for credit at a reduced rate of \$7.00 per semester hour.

Please refer to the web address listed above for additional information and tuition waiver information for both credit and non-credit courses or call the number listed above.

**UNIVERSITY OF TENNESSEE
NON-CREDIT COURSES.....865-974-0150**

Professional and Personal Development
313 Conference Center Building
600 Henley Street
Knoxville, TN 37902
www.noncreditutk.edu/Professional

The Professional Development courses at UT provide courses, seminars, and certificate programs essential for job and career success. You can change or advance your career while maintaining your current position. An online directory of courses is available.

Personal Development courses allow you to learn a new skill or hobby, or are simply fun to take with friends for enjoyment. Some program titles include Medical Sales Certificate, Paralegal Certificate Program, grant writing courses, and Beginning Watercolor.

ELDER ABUSE

ADULT PROTECTIVE SERVICES (APS).....865-594-5685
Department of Human Services.....1-877-277-8366 (Toll-Free)
(Adult Referral Line for Roane and surrounding counties)

To report suspected abuse, neglect, exploitation, or self-neglect of an older individual who is unable to protect himself / herself. Calls are confidential. *According to the law, anyone who has reasonable cause to suspect an adult has suffered abuse, neglect, or exploitation is required to report it.*

**ADULT PROTECTIVE SERVICES
ROANE COUNTY OFFICE.....865-376-5627
DEPARTMENT OF HUMAN SERVICES**
1082 N. Gateway Avenue
Rockwood, TN 37854

To obtain general information about adult protective services. To report abuse or neglect, call **865-594-5685**.

ELDERCARE LOCATOR.....800-677-1116
www.eldercare.gov

Access to information and referral in your community concerning elder abuse.

KENT C. WITHER'S FAMILY CRISIS CENTER.....865-637-8000
Division of Helen Ross McNabb Center
901 E. Summit Hill Drive
Knoxville, TN 37915
www.mcnabbcenter.org

Provides a place of refuge for individuals experiencing domestic violence and their children. While at the shelter victims receive on-site counseling, advocacy, and case management. The hot-line number listed above provides 24-hour per day access to safety planning and information on

emergency shelters, support groups, and other domestic violence services from trained and knowledgeable staff.

IVA’S PLACE - Crisis Center for Women.....865-816-3481
CRISIS LINE.....865-988-7867
TOLL-FREE HOTLINE.....866-239-0871

P.O. Box 71
Lenoir City, TN 37771
www.ivasplace.com

Provides comprehensive free services to women and women with dependent children in crisis and services include immediate access to shelter, clothing, food, medical, and counseling services.

NATIONAL CENTER ON ELDER ABUSE (NCEA).....302-831-3525

c/o University of Southern California Keck School of Medicine
Department of Family Medicine and Geriatrics
1000 Fremont Avenue, Bldg. A-7, Unit 22
Alhambra, CA 91803
www.ncea.aoa.gov

The NCEA is the place to turn to for up-to-date information regarding research, training, best practices, news and resources on elder abuse, neglect and exploitation. The Center provides information to policy makers, professionals in the elder justice field, and the public.

ROANE COUNTY ELDERWATCH.....865-354-0450

A proactive and dedicated group of volunteers, Roane County ElderWatch provides information and programming for Roane County residents on the issues of fraud, abuse, and neglect of seniors and those with disabilities. Meetings are held on the first Thursday of the month at 11:30 A.M. at the Bridge in Rockwood. Anyone interested in elder abuse issues is welcome and encouraged to attend. First time attendees may want to call ahead for updated meeting information.

ROANE COUNTY SENIOR CITIZEN AWARENESS NETWORK (SCAN)

Dedicated, trained, and screened volunteers who provide monthly visitation to the elderly and disabled in Roane County. SCAN volunteers check on the safety and welfare of clients, make agency referrals, and provide much needed socialization. Referrals for visitation and individuals interested in volunteering please contact the Roane County Sheriff's Department at 865-717-4748.

SAMARITAN PLACE.....865-524-9896

Catholic Charities of East Tennessee

3009 Lake Brook Blvd.

Knoxville, TN 37909

www.ccetn.org

Provides emergency, transitional, and long-term supportive housing for seniors 60 years of age and older who are ambulatory and are able to maintain activities of daily living with minimal assistance.

SEXUAL ASSAULT CENTER OF EAST TENNESSEE.....865-558-9040

Division of Helen Ross McNabb Center

2455 Sutherland Avenue, Building B

Knoxville, TN 37919

***24-Hour Crisis Line*.....865-522-7273**

www.mcnabbcenter.org/sacet

The mission of the SACET is to provide excellent and compassionate services for survivors of sexual assault and to empower communities through education and social change.

EMPLOYEES OCCUPATIONAL ILLNESS COMPENSATION

**EMPLOYEES COMPENSATION ILLNESS
COMPENSATION PROGRAM ACT (EEOICPA).....866-481-0411**

Energy Employees Compensation Center
Jackson Plaza Office Complex, Suite C-103
800 Oak Ridge Turnpike
Oak Ridge, TN 37830

The EEOICPA provides compensation and medical benefits to employees and their survivors who became ill as a result of working in the atomic weapons industry. Workers who developed certain illnesses as a result of work performed in the production and testing of nuclear weapons while they were employees of the Department of Energy (DOE), its predecessor agencies, or its contractors and subcontractors, may be eligible for benefits. Call for eligibility requirements and additional information about EEOICPA benefits.

The following agencies are healthcare service providers for the DOE EEOIC program.

PATRIOT HOME CARE.....865-234-7007

514 Devonia Street
Harriman, TN 37748

PROFESSIONAL CASE MANAGEMENT.....865-481-4800

800 Oak Ridge Turnpike, Suite 100
Oak Ridge, TN 37830

THE HOME OPTION.....865-220-1700

800 Oak Ridge Turnpike, Suite A208
Oak Ridge, TN 37830

EMPLOYMENT SERVICES

SENIOR COMMUNITY SERVICE

EMPLOYMENT PROGRAM.....865-691-2551

A program of the East Tennessee Human Resource Agency
911 1 Cross Park Drive, Suite D-100
Knoxville, TN 37923

The Senior Community Service Employment Program provides job seekers who are 55 years of age and older and economically disadvantaged with training and supervision while they seek other employment. SCSEP enrollees are placed in non-profit host agencies for training and supervision opportunities. Please contact for additional information and eligibility.

TENNESSEE CAREER CENTER.....865-376-3082

1028 N. Gateway Avenue
Rockwood, TN 37854

ENERGY ASSISTANCE

CRISIS ASSISTANCE.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Rockwood, TN 37854
www.mecaa.net

MECAA administers various programs that may be able to assist with Crisis Assistance. Assistance is based on available funding and applicants must meet eligibility requirements. Please call the office to see if you qualify.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP).....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Rockwood, TN 37854
www.mecaa.net

Low Income Home Energy Assistance Program (LIHEAP) is federally funded and administered through MECAA in Roane and Loudon Counties. LIHEAP is a year round program that provides assistance with residential high energy costs. LIHEAP is available in all counties of Tennessee.

ROCKWOOD MINISTERIAL ASSOCIATION.....865-354-1750
Corner of Front Avenue and Strang Street in Rockwood, TN

P.O. Box 845
Rockwood, TN 37854

Provides financial assistance for utility bills and for Rockwood Natural Gas bills through the “Warm Thoughts” program. Call for current information and eligibility guidelines.

WEATHERIZATION ASSISTANCE PROGRAM.....865-244-3080

Knoxville – Knox County Community Action Committee
2247 Western Avenue
Knoxville, TN 37921
www.knoxcac.org

The Weatherization Assistance Program (WAP) is federally funded and administered through Knox Co CAC in Roane and Loudon Counties. WAP is a year round program that provides assistance in completing energy saving measures to the dwelling to reduce high energy consumption.

EYE SERVICES

ELDERLY SUPPORT.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Rockwood, TN 37854
www.mecaa.net

The Community Services Block Grant (CSBG) provides Elderly Assistance to individuals who are in need of eyeglasses or nutritional drinks. Individuals must meet eligibility requirements; assistance is based on available funding.

LION’S CLUB.....865-376-1646

Program provides assistance for eligible individuals for eyeglasses and exams. There are twenty-six drop-off locations for used eyeglasses in Roane County. Lion’s Club also sponsors a Children’s I.D. program.

**TENNESSEE LIBRARY FOR THE BLIND
AND PHYSICALLY HANDICAPPED.....800-342-3308**

403 7th Avenue N.
Nashville, TN 37243-0313
www.tn.gov/tsla/lbph

Free public library service for eligible people who cannot read, hold, or turn the pages of a regular print book due to a visual or physical handicap. The library service loans recorded, large print and Braille books and magazines, music scores in large print and Braille, and special playback equipment. Descriptive videos are also available. All materials delivered and returned via U.S. mail at no charge to the borrower. An application (available at the website above) is required to begin borrowing material.

**TENNESSEE SERVICES
FOR THE BLIND AND VISUALLY IMPAIRED.....865-594-6060**

TN Department of Human Services
520 W. Summitt Hill Drive, Suite 301
Knoxville, TN 37902

Services include Vocational Rehabilitation, Independent Living Services, Blind-Deaf Services, Newslines for the Blind and Visually Impaired, Register for the Blind, and Tennessee Business Enterprises.

FOOD AND NUTRITION

With all listings for food and nutrition please contact first to ensure hours of operation, eligibility, and documentation required.

ELDERLY ASSISTANCE.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Rockwood, TN 37854
www.mecaa.net

The Community Services Block Grant (CSBG) provides Elderly Assistance to individuals who are in need of eyeglasses or nutritional drinks. Individuals must meet eligibility requirements; assistance is based on available funding.

HANDS OF MERCY ENTERPRISES.....865-717-9885

147 Court Street
Kingston, TN 37763

Provides emergency food and hygiene items (when available) to Roane County residents. Hours of operation are Monday: 2:00 P.M. – 4:45 P.M. and Tuesday through Thursday: 10:00 A.M. – 12:45 P.M., and Saturday from 11:00 A.M. – 12:45 P.M. New clients are accepted Mondays 2:00 P.M. – 3:00 P.M. and Tuesday – Thursday 10:00 A.M. – 11:00 A.M.

KINGSTON CHURCH OF CHRIST.....865-376-6041

303 N. Kentucky Street
Kingston, TN 37763

LUMINARY UNITED METHODIST CHURCH.....865-376-7040

3401 River Road
Ten Mile, TN 37880

MORRISON HILL CHRISTIAN CHURCH.....865-376-3158

106 Morrison Hill Circle
Kingston, TN 37763

OPTIONS FOR COMMUNITY LIVING.....866-836-6678

East TN Area Agency on Aging and Disability
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923
www.ethra.org

Services available to eligible individuals 18 years of age and older with disabilities. Services include **Home-delivered meals**, Information, Referral, Homemaker, Personal Care, and Case Management. The consumer plays a prominent role in designing his or her service plan.

SNAP (FORMERLY FOOD STAMPS).....865-376-5627

Department of Human Services
1086 N. Gateway Avenue
Rockwood, TN 37854
www.tennessee.gov/humanserv

Provides nutritional assistance benefits to children and families, the elderly, the disabled, unemployed and working families. Contact this office for an application and for general information concerning food stamps. A downloadable application can be printed from the web address listed above.

TENNCARE CHOICES.....866-836-6678

Program for adults (age 21 and older) with a physical disability and seniors (age 65 and older) that offers help doing everyday activities that you may no longer be able to do for yourself as you grow older, or if you have a physical disability. Some of the services provided include Homemaker, Personal Care, Pest Control, **Home-Delivered Meals**, Adult Day Care, Respite Care and others. If you already have TennCare contact your TennCare health plan (MCO). The number is on the back of your TennCare card.

TRENTON STREET BAPTIST CHURCH.....865-882-9232

519 Trenton Street
Harriman, TN 37748

ROCKWOOD MINISTERIAL ASSOCIATION.....865-354-1750

Corner of Front Avenue and Strang Street in Rockwood, TN

P.O. Box 845
Rockwood, TN 37854

A food pantry is available to Rockwood residents, regardless of income, and based on the number of individuals in a household. Rockwood residents can receive food assistance once a month. The Food Pantry is open Monday through Friday from 10:00 A.M. – 12:00 P.M. and 2:00 P.M. and 4:00 P.M. The food pantry is closed on Tuesday afternoons. Please call for current information and eligibility guidelines.

SENIOR NUTRITION PROGRAM.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Rockwood, TN 37854
www.mecaa.net

Home-Delivered Meals

Program provides one nutritionally balanced meal delivered Monday through Friday to eligible individuals 60 years of age and older in Roane and Loudon Counties. Eligibility is determined by in-home assessment. Allows for continued nutritional health as individuals strive to stay independent at home. Also serves as a daily well check to older, frail individuals in our community.

Congregate Meals

Provides socialization along with one nutritionally balanced meal served in a congregate setting to eligible seniors 60 years of age and older. An excellent opportunity for older adults who are still mobile, want to get involved with activities, meet new friends, and maintain nutritional health.

Sites are located in Roane and Loudon counties. Contact for additional details and eligibility.

USDA COMMODITIES.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Rockwood, TN 37854
www.mecaa.net

Provides bulk food items to eligible individuals in Roane and Loudon counties on a quarterly basis. Annual application renewal begins July of each year. Call for additional information and eligibility requirements.

HEALTH CLINICS

ROANE COUNTY

HEALTH DEPARTMENT.....865-354-1220

1362 N. Gateway Avenue
Rockwood, TN 37854

Provides a variety of health related services including but not limited to: child health, immunizations (adult and child immunizations), primary care, family planning, communicable disease control, health education, WIC (Women, Infants, and Children), vital records, and health education programming.

DIALYSIS CLINICS

FRESENIUS DIALYSIS CLINIC.....865-717-1032

1662 Roane State Hwy.
Harriman, TN 37748

Provides outpatient hemodialysis services. Open Monday through Saturday, 6:00 A.M. – 5:00 P.M.

KINGSTON DIALYSIS CLINIC.....865-248-8006

1208 N. Kentucky Street
Kingston, TN 37763

Provides outpatient hemodialysis services. Open Monday, Wednesday, and Friday from 6:00 A.M. – 5:00 P.M.

FREE MEDICAL CLINIC (FMC).....865-483-3904

116 East Division Rd.
Oak Ridge, TN 37830
www.fmc.org

Provides primary healthcare to people in Anderson, Morgan, and Roane Counties who do not have health insurance and cannot afford to pay for medical services. Must meet income guidelines.

HOME HEALTH CARE

Home health agencies can provide skilled nursing, nurses' aids, physical, speech, respiratory, and occupational therapy; social services, and other health services while you are homebound.

A physician prescribes these services, but the patient has the right to choose the provider. Medicare, TennCare, private insurance, private pay, and some long-term policies pay for home health care services.

To assist in making an informed decision on home health care services visit **www.medicare.gov** or call **1-800-633-4227**.

AMEDISYS HOME HEALTH SERVICES.....865-376-6207

1855 Tanner Way, Suite 230
Harriman, TN 37748
www.amedisys.com

CAMELLIA HOME HEALTH CARE AND HOSPICE.....865-882-5477

404 W. Race St.
Kingston, TN 37763
www.camellia.com

CLINCH RIVER HOME HEALTH, INC.....865-457-4263

401 Sulphur Springs Road
Clinton, TN 37717
www.crhh.net

COVENANT HOMECARE AND HOSPICE.....865-835-5065

150 W. Tennessee Avenue
Oak Ridge, TN 37830
www.covenanthomecareandhospice.com

GENTIVA HOME HEALTH KNOXVILLE.....865-590-1406

320 N. Cedar Bluff Road, Suite 380
Knoxville, TN 37923
www.gentiva.com

**HOME HEALTH CARE OF EAST
TN, INC AND HOSPICE.....1-800-790-0461**

106 Simpson Road, Suite 1
Lenoir City, TN 37771
www.hhcoet.com

INTREPID USA HEALTHCARE SERVICES.....865-540-1160

5401 Kingston Pike, Bldg. 1, Suite 210
Knoxville, TN 37919
www.intrepidusa.com

MAXIM HEALTHCARE SERVICES.....865-330-2336

7417 Kingston Pike, Suite 105
Knoxville, TN 37919
www.maximhealthcare.com

NHC HOMECARE.....865-539-0242
9000 Executive Park Drive, Suite A205
Knoxville, TN 37923
www.nhccare.com

PERSONAL CARE CHOICES.....865-681-0999
357 N. Houston Street
Maryville, TN 37801
www.personalcarechoices.com

QUALITY HOME HEALTH.....423-346-3302
202 S. Cumberland Street
Wartburg, TN 37887
www.qualityhomehealth.com

UT HOME CARE SERVICE.....865-544-6200
2270 Sutherland Avenue, Suite 101
Knoxville, TN 37919
www.lhcgroup.com

HOME REPAIR

**AID TO DISTRESSED FAMILIES
OF APPALACHIAN COUNTIES.....865-483-6028**
1051 Oak Ridge Turnpike
Oak Ridge, TN 37831
www.adfac.org

Provides a broad variety of programs designed to meet unfilled needs in the community and currently answers over 6,000 requests for assistance each year. ADFAC, an independent non-profit agency, exists to serve the basic needs of primarily low-income residents in Anderson and surrounding Appalachian counties. ADFAC's goal is to help families become stable and self-sufficient through a variety of direct assistance services provided by our **Social Services** and **Affordable Housing** programs. Services provided through the Affordable Housing program include Volunteer Repair, Minor Home Rehabilitation, Major Home Rehabilitation, New Home Construction,

Elder Repair Program, Yard Enhancement, Home Reconstruction, Weatherization GreenKits and Workshops, Financial Literacy / Homeownership Education, Preventative Home Maintenance Education and Low-Interest Rate Loans. ***The Affordable Housing program can be reached at 865-481-3837.*** The Social Services component of ADFAC includes assistance with utilities, rent and mortgage, rent and utilities deposits, Crisis Cupboard, Fresh Food Vouchers, school supplies, “Warm Fuzzies” gifts for teens, prescription assistance, transportation loans, and Money Matters Budgeting Classes. Contact for updated information and eligibility guidelines.

BIG EMORY BAPTIST ASSOCIATION.....865-882-6446

1216 Ruritan Road
Harriman, TN 37748

Provides assistance for the construction of handicapped ramps. Hours of service are Monday through Friday, 8:00 A.M. – 4:00 P.M. The office is close between 12:00 P.M. and 1:00 P.M.

LOUDON COUNTY BAPTIST ASSOCIATION.....865-986-2292

814 Webb Circle
Lenoir City, TN 37771

Loudon County Baptist Association is a group of 40 Southern Baptist Churches in Loudon, Roane, and Blount Counties whose mission is “Living Faith, Sharing Love, Changing Lives.” The association can assist those who qualify with minor home maintenance and repairs. Call for additional information.

WEATHERIZATION ASSISTANCE PROGRAM.....865-244-3080

Knoxville – Knox County Community Action Agency
2247 Western Avenue.
Knoxville, TN 37950

P.O. Box 51650
Knoxville, TN 37950-1650

The Weatherization Assistance Program is designed to assist low-income households in reducing their fuel costs while contributing to national energy conservation through increased energy efficiency and consumer education. The program is designed to reduce energy consumption for low-income households, making the dwelling more energy efficient. Program is available to Loudon and Roane County residents. Please call for eligibility requirements and information on applying for service.

HOSPICE

Hospice is home-based care for terminally ill patients and their families. The hospice team typically includes a medical director, nurses and nursing assistants specializing in symptom management, pastoral and chaplain support, social workers, and help from trained hospice volunteers. Fees may be covered by the Medicare Hospice Benefit, TennCare, private insurance, or private pay.

Many home health agencies provide hospice services. **Please refer to the section entitled Home Health Care to see if a specific home health care agency of your choice offers a hospice program and if the program is Medicaid/Medicare certified. Some agencies provide hospice services in nursing homes, assisted living facilities, and even in hospital settings. Check with your preferred home health agency.**

AMEDISYS HOSPICE865-689-7123

(Adventa)
1420 Dutch Valley Road
Knoxville, TN 37918

AVALON HOSPICE.....865-769-5110

120 Marketplace Blvd., Suite F152
Knoxville, TN 37922

CARIS HEALTHCARE.....865-988-8034

501 Andesa Blvd., Suite 130
Lenoir City, TN 37771

HOME HEALTHCARE OF EAST TN AND HOSPICE.....866-919-4606
2497 S. Roane Street, Suite 230
Harriman, TN 37748

HOSPITALS

CUMBERLAND MEDICAL CENTER.....931-484-9511
421 South Main Street
Crossville, TN 38557
www.cmchealthcare.org

FT. LOUDOUN MEDICAL CENTER.....865-271-6000
550 Ft. Loudoun Medical Center Drive
Lenoir City, TN 37772
www.ftloudoun.com

FT. SANDERS REGIONAL MEDICAL CENTER.....865-541-1111
1901 Clinch Avenue
Knoxville, TN 37916
www.fsregional.com

METHODIST MEDICAL CENTER.....865-835-1000
990 Oak Ridge Turnpike
Oak Ridge, TN 37830
www.mmcoakridge.com

PARKWEST MEDICAL CENTER.....865-373-1000
9352 Park West Blvd.
Knoxville, TN 37923
www.treatedwell.com

PHYSICANS REGIONAL MEDICAL CENTER.....865-545-8000
900 E. Oak Hill Avenue
Knoxville, TN 37917
www.tennova.com

ROANE MEDICAL CENTER.....865-316-1000
8045 Roane Medical Center Drive
Harriman, TN 37748
www.roanemedical.com

TURKEY CREEK MEDICAL CENTER.....865-218-7011
10820 Parkside Drive
Knoxville, TN 37934
www.tennova.com

**UNIVERSITY OF TENNESSEE
MEDICAL CENTER865-305-9000**
1924 Alcoa Hwy.
Knoxville, TN 37920
www.utmedicalcenter.org

HOUSING

HARRIMAN GARDENS.....865-882-2777
929 Sewanee Street
Harriman, TN 37748

HARRIMAN HOUSING AUTHORITY.....865-882-9636
924 Sewanee Street
Harriman, TN 37748

LAKWOOD VILLAGE APARTMENTS.....865-376-3290
375 S. Third Street
Kingston, TN 37763

OLIVER SPRINGS HOUSING AUTHORITY.....865-435-1711
113 Wagner Court
Oliver Springs, TN 37840

ROCKWOOD HOUSING AUTHORITY.....865-354-9841
320 Carpenter Road
Rockwood, TN 37854

ROCKWOOD VILLAGE.....865-354-3945
601 S. Chamberlain Avenue
Rockwood, TN 37854
www.benchmarkgrp.com/rockwood

INFORMATION AND REFERRAL

ROANE COUNTY OFFICE ON AGING.....865-354-0450
Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Rockwood, TN 37854
www.mecaa.net

P.O. Box 790
Kingston, TN 37763

The Office on Aging offers information and referral to individuals 60 years of age and older in Roane County. Provides outreach on new and existing services. Screens individuals and assists in application process for needed services. Assesses, and develops new program as needed and strives to be the initial point of contact for older adults in Roane County.

COUNTY OFFICES ON AGING

For information about services for older people in surrounding East Tennessee counties, call the Office on Aging in that county listed below and on the following pages.

ANDERSON COUNTY.....865-457-3259
195 Edgewood Avenue
Clinton, TN 37716

BLOUNT COUNTY.....865-983-8411
3509 Tuchaleechee Pike
Maryville, TN 37803

| | |
|--|---------------------|
| CAMPBELL COUNTY | 423-562-2948 |
| 2301 Jacksboro Pike, Suite 4-B LaFollette, TN 37766 | |
| CLAIBORNE COUNTY | 423-626-9471 |
| 108 Jaycee Lane P.O. Box 326 Tazewell, TN 37879 | |
| COCKE COUNTY | 423-623-7296 |
| 386 East Main Street Newport, TN 37821 | |
| GRAINGER COUNTY | 865-221-9925 |
| 1480 Highland Springs Road Blaine, TN 37709 | |
| HAMBLEN COUNTY | 423-581-5166 |
| 841 Lincoln Center Morristown, TN 37813 | |
| JEFFERSON COUNTY | 865-397-3197 |
| 931 Industrial Park Road Dandridge, TN 37725 | |
| KNOX COUNTY | 865-524-2786 |
| 2247 Western Avenue Knoxville, TN 37921 | |
| LOUDON COUNTY | 865-458-5445 |
| 901 Main Street Loudon, TN 37774 | |
| MONROE COUNTY | 423-442-2022 |
| 144 College Street Madisonville, TN 37354 | |

MORGAN COUNTY.....**423-346-6651**
1111 Knoxville Hwy.
Wartburg, TN 37887

ROANE COUNTY.....**865-354-0450**
2415 N. Gateway Avenue, Suite B
Harriman, TN 37748

SCOTT COUNTY.....**423-569-3212**
102 S. Main Street
Oneida, TN 37840

SEVIER COUNTY.....**865-453-8080**
1220 West Main Street
Sevierville, TN 37862

UNION COUNTY.....**865-992-0361**
298 Main Street
Maynardville, TN 37807

**EAST TENNESSEE AREA AGENCY
ON AGING AND DISABILITY**.....**866-836-6678**
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923
www.ethra.org

Administers the Tennessee Information and Assistance Network for the Tennessee Commission on Aging and Disability in the East Tennessee region. Trained staff answer calls and provide assistance to individuals age 60 and over and to persons with disabilities age 18 and over. This toll-free number also serves as the point of entry for CHOICES, Options for Community Living, and National Family Caregiver Support.

ELDERCARE LOCATOR.....**800-677-1116**
www.eldercare.gov

A national, toll-free telephone referral service that provides information about community resources for seniors anywhere in the United States. Call

Monday through Friday 9:00 A.M. – 8:00 P.M. Eastern Time. Have available the county, city, or zip code of the older person requiring assistance as well as a brief description of the assistance needed. Eldercare Locator provides names and phone numbers of organizations within the specified location.

**TENNESSEE COMMISSION
ON AGING AND DISABILITY.....615-741-2056**
502 Deaderick Street, 9th Floor
Nashville, TN 37243-0860
www.tennessee.gov/aging

Information about aging services and providers in Tennessee.

211, COMMUNITY SERVICES HELP LINE.....2-1-1
Toll-Free.....866-588-4211
www.211tn.org

Residents may dial 2-1-1 to access health and human services programs through a comprehensive database of over 10,000 providers.

INSURANCE AND INSURANCE FINANCING

KEPRO.....844-430-9504
Rock Run Center, Suite 100
5700 Lombardo Center Drive
Seven Hills, OH 44131

Kepro, Tennessee’s Medicare quality improvement organization answers questions, explains rights, makes appropriate referrals, and assists with filing appeals.

**LEGAL AID SOCIETY OF MIDDLE TENNESSEE
AND THE CUMBERLANDS.....865-483-8454**
226 Broadway
Jackson Square
Oak Ridge, TN 37831
800-483-8457
(Toll Free) 800-238-1443

P.O. Box 5209
Oak Ridge, TN 37831-5209
www.las.org

Counseling on medical insurance issues including Medicare and Medicaid.
Please call before going to a local office.

MEDICAID/TENNCARE.....800-318-2596
www.healthcare.gov

Apply for Medicaid /TennCare through the Health Insurance Marketplace at the number or website listed above.

MEDICARE.....800-633-4227

Health insurance for individuals 65 and older, those under 65 with certain disabilities, and people of any age with End-Stage Renal Disease (ERSD).

What are the different parts of Medicare?

MEDICARE PART A (Hospital Insurance) helps cover inpatient hospital care, skilled nursing facility care, hospice care, and home health care.

MEDICARE PART B (Medical Insurance) helps cover services from doctors and other health care providers, outpatient care, home health care, durable medical equipment and some preventative services.

MEDICARE PART C (Medicare Advantage) includes all benefits and services covered under Medicare Part A and Part B, usually includes prescription drug coverage (Part D) as part of the plan, run by Medicare-approved private insurance companies, and may include extra benefits and services for an extra cost.

MEDICARE PART D (Medicare prescription drug coverage) helps cover the cost of prescription drugs, run by Medicare approved private insurance companies, may help lower your prescription drug costs and help protect against higher costs in the future.

MEDICARE EXTRA HELP FOR PART D.....888-676-2954

Social Security Administration
Oak Ridge Office
565 Oak Ridge Turnpike
Oak Ridge, TN 37830

Extra Help is a Medicare program to help people with limited income and resources pay Medicare prescription drug costs. You can also apply online at <https://www.socialsecurity.gov/medicare/prescriptionhelp/>. *The Senior Services Department of Mid-East Community Action Agency can assist Medicare beneficiaries in applying for Extra Help. Please call the office at 865-354-0450.*

MEDICARE SAVINGS PLANS

- **QMB** (Qualified Medicare Beneficiary) - The state is required to pay Medicare premiums, deductibles and coinsurance for low income individuals with limited resources who are eligible for Medicare Part A. QMB pays the part B monthly premium, the Part B annual deductible, the Part A hospital deductible, and also covers the 20% of Medicare-approved charges for Part B services that Medicare does not pay. QMB does not cover prescription drugs. QMB works like a Medicare Supplement policy, but does more than a supplement as QMB pays the Part B monthly premium each month.

- **SLMB** (Special Low Income Medicare Beneficiary) - A person with income too high to qualify for QMB may be eligible for SLMB. This program pays the Part B Medicare monthly premium. It does not pay medical co-pays or deductibles. To qualify, income must be equal to or less than 120% of the poverty level and the resource test must be met.

- **QI** (Qualified Individual) – In this category the program will pay the Medicare Part B premiums for an individual who meets the income limit (between 120% and 135% of poverty) as long as federal funds are available.

To request an application for QMB, SLMB, or QI1 contact the **Tennessee Health Connection at 1-800-259-0701**. *The Senior Services Department of*

Mid-East Community Action Agency can assist Medicare beneficiaries in applying for these services. Please call the office at 865-354-0450.

STATE HEALTH INSURANCE ASSISTANCE PROGRAM (SHIP).....877-801-0044

Tennessee’s SHIP program is a statewide program that provides free and objective counseling and assistance to persons with questions or problems regarding Medicare, TennCare, and other related health insurances. In Tennessee, SHIP operated through the state’s nine Area Agencies on Aging and Disability. When you call the toll-free number listed above your call will be directed to the SHIP counselor at the Area Agency on Aging and Disability nearest to where you live.

TENNCARE FAMILY ASSISTANCE SERVICE CENTER.....866-311-4287

The service center can answer questions concerning Families First and Supplemental Nutrition Assistance Program (SNAP) formerly Food Stamps.

TENNESSEE HEALTH CONNECTION.....855-259-0701

P.O. Box 305240
Nashville, Tennessee 37230-5240

Answers questions for TennCare, to report changes to your personal information, and more.

LEGAL SERVICES

LEGAL ASSISTANCE FOR THE ELDERLY.....865-691-2551

East Tennessee Human Resource Agency
9111 Cross Park Dr., Suite D-100
Knoxville, TN 37923

Funded under the federal Older American Act, this program provides legal representation, information and assistance to qualified individuals 60 years of age and older in East Tennessee. Consultation and legal assistance in special areas of the law including Social Security, SSI, Medicare, Medicaid,

protective services, and housing. Information on power of attorney documents, wills, benefits appeals, estates and trusts, and other issues of interest to older citizens.

**LEGAL AID SOCIETY OF MIDDLE TENNESSEE
AND THE CUMBERLANDS.....**

226 Broadway
Jackson Square
Oak Ridge, TN 37831

865-483-8454
800-483-8457
(Toll Free) 800-238-1443

P.O. Box 5209
Oak Ridge, TN 37831-5209
www.las.org

The Legal Aid Society provides free legal advice to individuals with low income. The types of cases taken deal with domestic violence, employment, family issues, medical issues, money issues, and housing issues. Please call prior to visiting the local office.

PUBLIC GUARDIANSHIP.....865-691-2551

East Tennessee Human Resource Agency
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923

Agency assists individuals who are deemed to be unable to care for their own affairs and have no family or friends willing or able to serve as conservator. Services are provided to individuals 60 years of age and older. The range of responsibility includes such things as making medical decisions on behalf of the client, monthly budgeting services, tax filing, investment of assets, and sale of property. Clients may live at home or in long-term care facilities.

Please support the sponsors of this directory listed beginning on page 81.

LIBRARIES

HARRIMAN PUBLIC LIBRARY.....865-882-3195

601 Walden Street
Harriman, TN 37748

www.harrimanlibrary.org

KINGSTON PUBLIC LIBRARY.....865-376-9905

1004 Bradford Way
Kingston, TN 37763

www.kingstonpubliclibrarytn.org

OLIVER SPRINGS PUBLIC LIBRARY.....865-435-2509

610 Walker Avenue
Oliver Springs, TN 37840

www.oliversprings-tn.gov

ROCKWOOD PUBLIC LIBRARY.....865-354-1281

117 N. Front Street
Rockwood, TN 37854

www.rockwoodtn.org/library.asp

TENNESSEE ELECTRONIC LIBRARY.....615-532-4627

www.tntel.tnsos.org

A virtual library that can be accessed from your home, library, school, computer lab, smart phone, anywhere there is access to the Internet. The library provides access to over 400,000 electronic resources including magazines, scholarly journals, podcasts, videos, e-books, test preparation materials, federal census records, and much, much more.

**TENNESSEE LIBRARY FOR THE BLIND
AND PHYSICALLY HANDICAPPED.....800-342-3308**

403 7th Avenue N.
Nashville, TN 37243-0313

www.tennessee.gov/tsla

Free public library service for eligible people who cannot read, hold, or turn the pages of a regular print book due to a visual or physical handicap. The library service loans recorded, large print and Braille books and magazines, music scores in large print and Braille, and special playback equipment. Descriptive videos are also available. All materials delivered and returned via U.S. mail at no charge to the borrower. An application (available at the website above) is required to begin borrowing material.

MEDICAL EQUIPMENT

Medicare covers durable medical equipment needed for use in a patient's home. Some typical home care equipment and supplies are oxygen and respiratory care products, power wheelchairs and scooters, walkers, canes, crutches, hospital beds, and blood glucose monitors. Medicare will also cover the supplies needed for use with the equipment, such as test strips for use with blood glucose monitors.

GUIDELINES FOR OBTAINING DURABLE MEDICAL EQUIPMENT, PROSTHETICS, ORTHOTICS, AND SUPPLIES (DMEPOS):

- Patient must have Medicare Part B.
- Item must be on the Medicare approved list of covered equipment.
- Physician must prescribe equipment and complete paperwork.
- Determine if your area has been included in the competitive bidding program.
- Locate a supplier.
- Medicare pays 80% of its "approved" charge based on the new lower rates resulting from the competitive bidding process.

Visit www.medicare.gov and click on the "Find suppliers of medical equipment and supplies". Enter your zip code, and select the type of equipment needed. You will then be given a list of providers who are approved under the Medicare program to provide medical equipment. You can also contact Medicare at 1-800-633-4227. Your area may be part of the Competitive Bidding Program as well.

**EAST TENNESSEE TECHNOLOGY
ACCESS CENTER (ETTAC).....865-219-0130**
116 Childress Street
Knoxville, TN 37920
www.ettac.org

May have equipment available for loan or donation to individuals with disabilities through their Loan and Reuse program. See the website or call for additional information.

MEDICAL MISCELLANEOUS

**ALZHEIMER’S ASSOCIATION
EAST TN CHAPTER.....865-272-3900**
1545 Western Avenue, Suite 110A
Knoxville, Tennessee 37921
www.alz.org/tn

ALZHEIMER’S TENNESSEE.....888-326-9888
5801 Kingston Pike
Knoxville, Tennessee 37919

AMERICAN CANCER SOCIETY.....865-584-1669
871 Weisgarber Road
Knoxville, Tennessee 37909
www.cancer.org

AMERICAN DIABETES ASSOCIATION.....865-524-7868
4660 Old Broadway
Knoxville, Tennessee 37918
www.diabetes.org

AMERICAN HEART ASSOCIATION.....865-212-6500
4708 Papermill Drive
Knoxville, TN 37909
www.heart.org

AMERICAN LUNG ASSOCIATION OF TN.....615-329-1151

One Vantage Way, Suite D220
Nashville, Tennessee 37228
www.lung.org

AMERICAN STROKE ASSOCIATION.....1-888-478-7653

7272 Greenville Avenue
Dallas, Texas 75231

ARTHRITIS FOUNDATION.....865-470-7909

6504 Deane Hill Drive
Knoxville, Tennessee 37919
www.athritis.org

CANCER SUPPORT COMMUNITY.....865-546-4661

Rachael Young Center
2230 Sutherland Avenue
Knoxville, Tennessee 37919
www.cancersupportet.org

EASTENNESSEE KIDNEY FOUNDATION.....865-288-7531

P.O. Box 22072
Knoxville, Tennessee 37933
www.etkidney.org

NATIONAL PARKINSON FOUNDATION.....800-473-4636

200 SE 1st Street, Suite 800
Miami, Florida 33131
www.parkinson.org

ROANE COUNTY HEALTH DEPARTMENT.....865-354-1220

1362 N. Gateway Avenue
Rockwood, TN 37854

MEDICARE

Medicare is health insurance for people 65 or older, people under 65 with certain disabilities, and those of any age with End-Stage Renal Disease (ERSD).

When To Apply For Medicare

Enrollment into Medicare is handled in one of two ways: either you apply or you are enrolled automatically. To apply contact the Social Security Administration at 1-800-772-1213 three months before you turn 65 even if you have not retired yet. This is important to avoid any late enrollment penalties.

Automatic enrollment occurs if you have already started receiving your Social Security Retirement benefits, and Part A and Part B benefits start the first day of the month you turn 65. If you receive Social Security disability or Railroad Retirement disability, your Medicare coverage should begin automatically after 24 months on disability.

MEDICARE.....**800-633-4227**
TTY Users.....877-486-2048

The Different Parts of Medicare

MEDICARE PART A (Hospital Insurance) helps cover inpatient hospital care, skilled nursing facility care, hospice care, and home health care.

MEDICARE PART B (Medical Insurance) helps cover services from doctors and other health care providers, outpatient care, home health care, durable medical equipment and some preventative services.

MEDICARE PART C (Medicare Advantage) includes all benefits and services covered under Medicare Part A and Part B, usually includes prescription drug coverage (Part D) as part of the plan, run by Medicare-approved private insurance companies, and may include extra benefits and services for an extra cost.

MEDICARE PART D (Medicare prescription drug coverage) helps cover the cost of prescription drugs, run by Medicare approved private insurance companies, may help lower your prescription drug costs and help protect against higher costs in the future.

MEDICARE EXTRA HELP FOR PART D.....888-676-2954

Social Security Administration
Oak Ridge Office
565 Oak Ridge Turnpike
Oak Ridge, TN 37830

Extra Help is a Medicare program to help people with limited income and resources pay Medicare prescription drug costs. You can also apply online at <https://www.socialsecurity.gov/medicare/prescriptionhelp/>. *The Senior Services Department of Mid-East Community Action Agency can assist Medicare beneficiaries in applying for Extra Help. Please call the office at 865-354-0450.*

MEDICARE SAVINGS PLANS

You may be eligible for assistance from the state to pay your Medicare premiums. There are four types of Medicare Savings Program:

QMB (Qualified Medicare Beneficiary) - helps pay your Part A and Part B premiums and other costs (like deductibles, coinsurance and copayments).

SLMB (Specified Low-Income Medicare Beneficiary) - pays the Part B premium only.

QI (Qualifying Individual) – pays the Part B premium only.

QWDI (Qualified & Working Individuals) – pays the Part A premium only.

To request an application for QMB, SLMB, or QI1 contact the **Tennessee Health Connection at 1-800-259-0701**. *The Senior Services Department of*

Mid-East Community Action Agency can assist Medicare beneficiaries in applying for these services. Please call the office at 865-354-0450.

Medicare Choices

Medicare gives you choices in how you get your health and prescription drug coverage. Learn as much as possible about types of plans and coverage options available to you. Things to consider include your health situation, and what you can afford. For most Medicare beneficiaries the choice of Medicare health plans is between the Original Medicare Plan and Medicare Advantage Plan.

Original Medicare – coverage provided by Medicare directly, you have your choice of providers that accept Medicare, you or your supplemental coverage pay deductibles and co-insurance, you usually pay a premium for Part B.

You will need to decide if you want prescription drug coverage.

You will need to decide if you want supplemental coverage.

Medicare Advantage (Part C) - private insurance companies approved by Medicare provide this coverage, must utilize for most plans the network of providers or you may have to pay some or all of the costs, you may pay a monthly premium (in addition to your Part B premium), deductibles, co-payments, or coinsurance for covered services, and costs, extra coverage, and rules vary by plan.

You will need to decide if you want prescription drug coverage. If you want drug coverage and it is offered by your Medicare Advantage Plan then, in most cases, you must get your coverage through your plan. In some types of plans that don't offer drug coverage, you can join a Medicare Prescription Drug Plan.

If you join a Medicare Advantage Plan, you can't use Medicare Supplement Insurance to pay for out-of-pocket expenses you have in the Medicare Advantage Plan. If you already have a Medicare Advantage plan, you can't be sold a Medicare Supplemental Insurance policy.

Prescription Drug Coverage

Once you have chosen either Original Medicare (with or without Medigap coverage) or a Medicare Advantage Plan the next step is to decide if you want Medicare Part D prescription drug coverage. *Part D is optional, but if you choose not to enroll when you are first eligible, you will have a monetary penalty if you choose to enroll at a later date.* You can delay signing up for Part D without penalty if you have “creditable” prescription drug coverage through an employer or union, that is expected to pay at least as much as Medicare’s standard drug coverage.

The annual open enrollment period for enrolling into Part D coverage is October 15 – December 7 of each year.

If you choose Original Medicare and want prescription drug coverage you must choose, and enroll in a stand-alone Medicare Part D Prescription Drug Plan. Medicare Advantage Plans offer prescription drug coverage for an additional monthly cost. If you join a Medicare Advantage Plan you must enroll in that company’s prescription drug plan.

After you enroll into a Medicare drug plan, the plan will mail you membership materials, including a card to use when you get your prescriptions filled. You will pay part of the cost of each drug, either a flat fee or a percentage of the drug cost. Some plans may offer coverage through the “coverage gap”.

Coverage Gap: Most Medicare Part D plans have a coverage gap or “donut hole”. The gap begins after you and your drug plan together have paid a certain amount for covered drugs. Once you enter the coverage gap you pay a percentage of the plan’s cost for covered brand name and generic drugs until you reach the end of the coverage gap. Not everyone will enter the coverage gap because their drug costs will not be high enough. The following items all count toward getting out of the coverage gap: yearly deductibles, coinsurance, and copayments; the discount you get on covered brand-name drugs in the coverage gap; what you pay in the coverage gap. The drug plan premium and what you pay for drugs that are not covered do not count toward getting out of the coverage gap. Over the next few years there will be increasing coverage for brand-name and generic drugs in the coverage gap until the gap completely closes in 2020.

Extra Help for Prescription Drug Coverage

If you have limited income and resources, you may be eligible for extra help from Medicare to pay for prescription drug costs. You apply for extra help through the Social Security Administration. Individuals who qualify get the following:

- Help paying the monthly Medicare Part D premium.
- Help paying the annual deductible for drugs.
- Help paying prescription drug coinsurance and copays.
- No coverage gap or “donut hole”.
- No late enrollment penalty.

Contact the Social Security Administration at 1-800-772-1213 or visit them online at **www.ssa.gov** to complete and submit an application.

Getting the Help You Need

- Call 1-800-MEDICARE (1-800-633-4227)
- Look at www.medicare.gov
- Register at www.MyMedicare.gov – Personalized information on Medicare’s secure online service. Track health care claims, check your Part B deductible status, get copies of Medicare Summary Notices, and track preventative services you are eligible for.
- State Health Insurance Assistance Program (SHIP) 1-877-801-0044
- Mid-East Community Action Agency Senior Services at 865-354-0450

MENTAL HEALTH SERVICES

Please refer to the Senior Behavioral Health section found on page 8 for a listing of mental health providers and services.

NURSING HOMES

Nursing home care is an important component in the total system of long-term care services for the elderly and disabled.

The 60-page “Guide to Choosing a Nursing Home” is available from the Centers for Medicare and Medicaid Services. You can read the guide online at www.medicare.gov. Type “Guide to Choosing a Nursing Home” in the search bar in the upper right hand corner. The guide can be ordered by calling 1-800-MEDICARE (1-800-633-4227).

Levels of Care

Skilled care provides care 24 hours- a- day including nursing services for a person with serious health-care needs and can include high-level wound care, respirator, tube feeding, intravenous therapy and more. Rehabilitation services are also available.

Intermediate care provides less extensive care than skilled care. Nursing and rehabilitation services are provided but not 24-hours-a-day. Medical supervision and help with personal care is provided but not skilled care.

Payment Options

Original Medicare pays for a limited amount of skilled nursing facility care if it is deemed medically necessary and the patient was admitted to a hospital for at least 3 days (the day of discharge is not counted) for the medical reason in which skilled facility care is needed. Generally, Original Medicare will pay all costs for the first 20 days. A coinsurance per day will be charged for days 21-100, and after 100 days Original Medicare pays nothing.

Original Medicare does not pay for intermediate care. CHOICES for Long Term Care will cover medically necessary intermediate care for financially and medically eligible patients. If you need nursing home care paid by CHOICES you must be income and medically eligible. If you already have Medicaid call the phone number listed on the back of your Medicaid card. If you do not have Medicaid contact the East TN Area Agency on Aging and Disability at 1-866-836-6678 for more information and to apply for CHOICES. More information on the CHOICES program can be found at www.tn.gov/tenncare/topic/choices

Information about health care facilities in the State of Tennessee can be obtained at <https://tn.gov/health/section/hcf-main>

HARRIMAN CARE AND REHABILITATION CENTER.....865-882-9159
240 Hannah Road
Harriman, TN 37748

LONG TERM CARE OMBUDSMAN PROGRAM.....865-691-2551
East Tennessee Human Resource Agency
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923

Primary responsibility is serving as an advocate for nursing home residents. The Long-Term Care Ombudsman and a team of trained and certified volunteers help nursing home residents resolve problems and concerns. Each volunteer is assigned a facility and visits on a regular basis in order to form a relationship with the residents. Some of the issues volunteers deal with include the quality of medical and personal care provided to residents. Volunteers investigate complaints and act as mediators and problem solvers by working with residents, families, and facility administration and staff.

NURSING HOME COMPARISON
www.medicare.gov

This tool allows individuals and families to compare information about past performances of every Medicare and Medicaid certified nursing home in your area. Click “Find Nursing Homes” from the home page on the left hand side of the page as you scroll down and you will be taken to Nursing Home Compare.

RENAISSANCE TERRACE CARE AND REHABILITATION CENTER.....865-354-3941
257 Patton Lane
Harriman, TN 37748

THE BRIDGE AT ROCKWOOD.....865-354-3366
580 Roane State Highway
Rockwood, TN 37854

PERSONAL EMERGENCY RESPONSE SYSTEMS

Personal emergency response systems provide 24-hour assistance to individuals at the touch of a button. A small, portable help button is worn around the neck or on the wrist. When the wearer pushes the button trained personnel are alerted and a responder calls with assistance. PERS are perfect for seniors wanting to maintain independence at home, those with chronic illnesses, individuals concerned with personal safety, post-operative patients and others. Requires installation and monthly fees. Compare price, maintenance and quality of response. At an extra cost some systems will provide reminders about medications, doctor's appointments, blood sugar checks, meals, etc.

GOLDEN AGE TECHNOLOGY.....865-882-0302
www.golden-age-tech.com

Provides passive monitoring systems, wandering alert systems, home automation and medical monitoring systems as well.

LIFESTATION MEDICAL ALERT.....800-554-4600
www.lifestation.com

MID-EAST COMMUNITY ACTION AGENCY
“CONNECT TO HELP” PROGRAM.....865-354-0450
2415 N. Gateway Avenue
Harriman, TN 37748
www.mecaa.net

P.O. Box 790
Kingston, TN 37763

“Connect to Help” provides qualifying individuals with a personal emergency response system that provides access to emergency service 24 hours per day, 364 days per year. In addition, information is available on other options for service.

PHILIPS LIFELINE.....855-681-5351
www.lifelinesys.com

SENIOR MEDICAL ALERT.....888-995-5520
www.senioralertmedical.com

TENNESSEE REGULATORY AUTHORITY.....800-342-8359
502 Deaderick Street, 4th Floor
Nashville, TN 37243
www.tn.gov/tra/

Established in 1996, the TRA was created to meet the challenge of the changing telecommunications and utility environment. The Agency's assistance and consumer protection programs assist consumers targeted by unfair utility practices and aid consumers that are in need of telephone assistance.

Example of some services include:

- CapTel is a telephone service that allows the user to speak, read captions and hear as they maintain business and personal telecommunications. CapTel is a free service that is available to all Tennesseans.
- TDAP is designed to distribute appropriate telecommunications devices so that persons who have a disability may effectively use basic telephone service. One service available through TDAP is the Clear Sound ER Phone with Wristband. The large button phone enables the user to program six emergency contact numbers into the phone in the event of an emergency. The client wears a necklace or wristband which can be pushed to summon help.

These devices / equipment are issued on a first-come, first-served basis. An application must be completed including a professional certification by a health-care worker with knowledge of the applicant's condition and appropriate documentation.

VRI.....800-860-4230
1400 Commerce Center Drive
Franklin, OH 45005
www.vricares.com

PERSONAL SUPPORT SERVICES AGENCIES

Some home health care agencies may also provide in-home services such as homemaker assistance, personal care, and companionship. Private pay, long-term care insurance. Some agencies are Options for Community Living and CHOICES providers.

ADDUS KNOXVILLE.....865-246-7000
1645 Downtown West Blvd.
Knoxville, TN 37919

CAMELLIA HOME HEALTH CARE AND HOSPICE.....865-882-5477
404 W. Race Street
Kingston, TN 37763
www.camellia.com

CHOICES.....866-836-6678

Program for adults (age 21 and older) with a physical disability and seniors (age 65 and older) that offers help doing everyday activities that you may no longer be able to do for yourself as you grow older, or if you have a physical disability. Some of the services provided include **Homemaker, Personal Care**, Pest Control, Home-Delivered Meals, Adult Day Care, Respite Care and others. If you already have TennCare contact your TennCare health plan (MCO). The number is on the back of your TennCare card.

**DEPARTMENT OF INTELLECTUAL AND DEVELOPMENTAL
DISABILITIES.....865-813-0578**
Emory Valley Center
715 Emory Valley Road
Oak Ridge, TN 37830

The Family Support Services program assists families who are caring for a relative with a severe disability. Services can include personal or attendant services, respite care, homemaker services, specialized equipment, family counseling and support groups, and transportation services. Contact the regional office listed above for more details and information on the application process.

EAST TENNESSEE PERSONAL CARE SERVICE.....865-692-2200

9125 Cross Park Drive, Suite 100

Knoxville, TN 37923

www.etpcs.net

HEART AND HOME PERSONAL SUPPORT SERVICE....1-877-491-7318

717 New Highway 68

Sweetwater, TN 37874

www.hhcoet.com

HOME HELPERS OF EAST TENNESSEE.....865-771-9119

224 Southerland Ave., Suite 3

Knoxville, TN 37919

www.homecareknoxvilletn.com

HOME INSTEAD SENIOR CARE.....865-523-1300

4635 Chambliss Avenue

Knoxville, TN 37919

www.homeinstead.com

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM....865-836-6678

East Tennessee Area Agency on Aging and Disability

9111 Cross Park Drive, Suite D-100

Knoxville, TN 37923

A federal and state funded program providing respite care and other services for caregivers. Those eligible to apply are:

- a caregiver of a senior 60 years of age or older; or,
- grandparents or other senior relatives, 60 years of age or older, who are the primary caregivers of children 18 years of age or younger.

The program assists caregivers in gaining access to supportive services.

OPTIONS FOR COMMUNITY LIVING.....866-836-6678

East TN Area Agency on Aging and Disability
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923
www.ethra.org

Services available to eligible individuals 18 years of age and older with disabilities. Services include Home-delivered meals, Information, Referral, **Homemaker, Personal Care**, and Case Management. The consumer plays a prominent role in designing his or her service plan.

RESCARE HOMECARE.....865-558-8431

5401 Kingston Pike, Suite 130
Knoxville, TN 37919

SENIOR CITIZENS HOME ASSISTANCE SERVICE.....865-245-8165

1064 N. Gateway Avenue, Suite 3
Harriman, TN 37748
www.schas.org

SENIOR HOME ASSISTANCE OF TENNESSEE.....865-769-4170

2911 Essary Drive
Knoxville, TN 37918
www.seniorhomeassistance.us

PRESCRIPTION DRUG ASSISTANCE

COVERRX.....800-424-5815

www.tn.gov/hcfa/section/coverrx

CoverRx is a pharmaceutical assistance program designed to assist those who have no pharmacy coverage, but have a need for medication. The program provides affordable access to over 250 generic medications. There are no monthly premiums, just affordable co-payments that vary with income. Eligibility requirements apply.

MEDICARE PART D.....800-633-4227

The optional Medicare Prescription Drug benefit (Medicare Part D) is available to all Medicare beneficiaries enrolled in Part A or Part B or a Medicare Advantage plan. Contact the Roane County Office on Aging at 354-0450 for advice and assistance in enrolling in Medicare Part D and for help in applying for Extra Help for Part D.

PARTNERSHIP FOR PRESCRIPTION ASSISTANCE.....888-477-2669
www.pparx.org

Offers information on hundreds of public and private patient assistance programs, including programs offered by pharmaceutical companies. PPARx can help patients determine which programs they may be eligible for and can assist with the application process.

PHARMACY HOME DELIVERY (PHD).....800-862-1456
P.O. Box 668
Roswell, GA 30077
www.pharmhd.com

PHD helps individuals maximize their drug benefits, reduce drug costs, assist patients with qualifying for lower premiums / co-pays, apply for programs that provide prescriptions for free, sets up mail order for home delivery of prescriptions, and provides advice on Medicare Part D.

ROANE MEDICAL CENTER PATIENT ADVOCATE.....865-316-2563

Provides assistance in obtaining needed medications through pharmaceutical manufacturer programs for individuals who qualify. May be able to assist individuals with Medicare Part D who are in the coverage gap or “donut hole” who qualify.

REHABILITATION SERVICES

Services include physical, occupational, respiratory, cardio, speech, and other kinds of therapy. Therapy can be provided on an inpatient basis in nursing homes, or at hospitals. Outpatient services are sometimes available through home health care agencies, nursing home, and private therapists. A physician must prescribe the needed services and the patient may choose the provider. For more information or referral, talk with your health care provider. Payers of rehabilitation services include Medicare, TennCare, private insurance, and private pay.

RESPIRE CARE

Respite provides short-term relief for family caregivers by providing a trained substitute caregiver, either inside or outside of the home. **Adult day services** (pages 12-13) and **personal support services agencies** (pages 68-70). Some nursing homes, retirement centers, assisted living facilities and residential homes for the aged may offer respite services. Private pay and some long-term care plans may cover respite.

TENNESSEE RESPITE COALITION888-579-3754

2200 21ST Avenue South
Suite 310
Nashville, TN 37212

To enhance the quality of life for family caregivers through respite. Service include help line, voucher program, and Senior Companion Program.

NATIONAL FAMILY CAREGIVER SUPPORT PROGRAM...866-836-6678

East TN Area Agency on Aging and Disability
9111 Cross Park Drive, Suite D-100
Knoxville, TN 37923

A federally funded program providing respite care and other services for caregivers. Those eligible to apply are:

- a caregiver of a senior 60 years of age or older; or,

- grandparents or other senior relatives, 60 years of age or older, who are the primary caregivers of children 18 years of age or younger.

RETIREMENT BENEFITS

RAILROAD RETIREMENT BOARD.....877-772-5772

233 Cumberland Bend, Suite 104

Nashville, TN 37228

www.rrb.gov

Information for railroad employees, retirees and their survivors...

SOCIAL SECURITY ADMINISTRATION.....800-772-1213

565 Oak Ridge Turnpike.....800-676-2954

Oak Ridge, TN 37830

www.ssa.gov

Supplemental Security Income (SSI), disability, survivor and retirement benefits are available based on eligibility. You can now file for retirement, spouse, and disability benefits online. You may also estimate your retirement benefits using the online benefit calculator tool.

SENIOR ADVOCACY

AARP (TENNESSEE STATE OFFICE).....866-295-7274

www.aarp.org

Membership organization. Nonpartisan advocacy at the local, state, and national levels. Addresses issues facing individuals 50 years of age and older and their families. Call for a list of local chapters and other information.

ROANE COUNTY OFFICE AGING.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Harriman, TN 37748
www.mecaa.net

P.O. Box 790
Kingston, TN 37763

The Roane County Office on Aging offers information and referral to individuals 60 years of age and older in Roane County. Provides outreach on new and existing services. Screens individuals and assists in the application process as needed. Advocates for seniors and the families who care for them.

SUPPORT GROUPS

ALZHEIMER'S SUPPORT GROUP.....865-354-3366

Meets the 3rd Monday of each month at 1:30 P.M. at the following location:

First Baptist Church
215 N. Kentucky Street
Kingston, TN 37763

GRIEF SUPPORT GROUP.....865-376-6041

First Baptist Church
215 N. Kentucky Street
Kingston, TN 37763

Meets the 1st Monday of each month at 1:30 P.M. unless there is a holiday.

**NATIONAL ALLIANCE FOR
THE MENTALLY ILL OF
ROANE COUNTY (NAMI).....800-771-5491**

Meets the 1st Monday of each month at 6:00 P.M. for an educational meeting, and the 3rd Monday of each month at 6:30 P.M. for a support / business meeting both held at the Kingston Community Center.

PARKINSON'S SUPPORT GROUP.....865-679-8872

Bethel Presbyterian Church (Fellowship Hall)
203 S. Kentucky Street
Kingston, TN 37763

Support group dedicated to providing education and support to Parkinson's patients, their families, friends and care givers. Meets the 3rd Wednesday of each month at the following location:

TAX ASSISTANCE

AARP TAX ASSISTANCE.....865-376-1356

Kingston Community Center
201 Patton Ferry Road
Kingston, TN 37763

Trained AARP volunteers assist in filling out federal income and Tennessee tax forms. Call for dates and times.

INTERNAL REVENUE SERVICE.....800-829-1040

www.irs.gov

PROPERTY TAX ASSISTANCE / TAX FREEZE.....865-376-4938

Roane County Trustee
200 E. Roane Street
Kingston, TN 37763

Low-income homeowners who are age 65 and older or who have a medical disability and who are determined to be eligible may receive a rebate on property taxes. You may apply beginning when you receive your county and/or city property tax bill. The deadline to apply is 35 days after the

jurisdiction's delinquency date. Taxes must be paid in order to receive the rebate. For city taxes, contact the city collecting official's office in your city of residence.

VOLUNTEER INCOME TAX ASSISTANCE (VITA).....865-882-7711

Roane County United Way
2735 Roane State Hwy.
Harriman, TN 37748

VITA offers free basic tax returns and e-filing. Includes Earned Income Tax Credit, Child Tax Credit, Student Loan Deduction and more. Cannot complete state returns. Call for more information and schedule beginning in February of each year.

TELEPHONE REASSURANCE

Please refer to the section entitled Personal Emergency Response Systems (page 65) for telephone reassurance services.

CONTACT HELPLINE, INC.....865-584-4424

Office 865-312-7450
P.O. Box 4641
Oak Ridge, TN 37831-4641

Daily, free, telephone reassurance check for elderly or disabled individuals who live alone or are isolated. Hours of service are 8:00 A.M. – 11:00 P.M. seven days a week to call registered individuals. Call the business office between 10:00 A.M. and 5:00 P.M. to establish service.

TELEPHONE SERVICE DISCOUNTS

Individuals with low-incomes may qualify for the programs listed below to better afford telephone installation / activation and service. To qualify an individual must receive assistance from federal programs including but not limited to TennCare Medicaid, SSI, and SNAP. Some individuals who do not receive federal assistance may qualify on the basis of gross monthly

income. Proof of income and benefits is required to receive assistance. ***You can get assistance to have either a landline service discount or a wireless plan with these programs, but not both.***

LANDLINE PHONE SERVICE

Lifeline Service.....800-342-8359

Discounted monthly rate for phone service for individuals who qualify.

WIRELESS PHONE SERVICE

The following companies offer cell or mobile phone service free or at a discounted rate to those who qualify. This is the Lifeline program, as described above, for cell phone service. The companies listed offer free cell phones and free basic wireless service plans with a specified number of monthly minutes and text messaging if applicable.

ASSURANCE WIRELESS.....888-898-4888
www.assurancewireless.com

The basic plan provides callers with 250 voice minutes each month. Additional plans (more minutes, text plans and data plans) are available for various fees. Call the number listed above to apply, or visit the website to apply or print an application.

SAFELINK WIRELESS.....800-723-3546
www.safelinkwireless.com

Safelink plans provide 68, 125 or 250 voice/text minutes per month and unlimited text messaging. Additional minutes can be added by purchasing a phone card available at most retail stores. Visit the website above to apply.

The Mid-East Senior Services Department is very knowledgeable about the above referenced programs and can answer questions and help with applications for service. Contact 865-354-0450 for more information.

TRANSPORTATION

ETHRA PUBLIC TRANSPORTATION CALL CENTER.....800-232-1565

Public transportation which provides transportation for medical appointments, benefits appointments, shopping, and other errands in East Tennessee. Medical trips take priority. A small fare is charged for each one-way trip, and an additional fee is charged when crossing county lines. Lift vans are available. Trips are scheduled on a first-come, first-serve basis. Three days advance notice is requested.

FISH.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Ave., Suite B
Harriman, TN 37748
www.mecaa.net

P.O. Box 790
Kingston, TN 37763

Provides assistance to offset the cost of fuel for medical appointments only. No income or age guideline required. Must provide three day notice of appointment. Verification of appointment prior and post appointment.

ROUND ABOUT ROANE.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Harriman, TN 37854
www.mecaa.net

P.O. Box 790
Kingston, TN 37763

Provides volunteer-assisted, senior-friendly, door-through-door transportation for individuals 60 years of age and older to essential trips within Roane County. Riders must be able to walk unassisted (can utilize a walker, cane, or rollator-walker). Annual membership fee is \$25.00 and

each round trip is \$6.00 paid in advance. Three-day notice is required to request a ride once membership is established.

VETERANS ASSISTANCE

AMERICAN RED CROSS.....865-584-2999

6921 Middlebrook Pike
Knoxville, TN 37909

BEN ATCHLEY STATE VERTERAN’S HOME.....865-862-8100

One Veterans Way
Knoxville, TN 37931

DISABLED AMERICAN VETERANS.....865-304-0162

Post 86 – TRANSPORTATION PROGRAM

Transportation to Nashville or Murfreesboro, weekly on Tuesday and Thursday. Must be ambulatory. Must schedule your trip 2 weeks in advance. Tell your scheduler that you are a van rider when making your appointment so the correct time will be scheduled.

TENNESSEE DEPARTMENT OF VETERAN’S AFFAIRS.....865-594-6158

601 S. Concord Street, Suite 108
Knoxville, TN 37919

Assistance in filing claims and other paperwork. Information about all VA benefits.

U.S DEPARTMENT OF VETERANS’ AFFAIRS.....800-827-1000

VA MEDICAL CENTER.....423-926-1171

James J. Quillen Medical Center
P.O. Box 4000
Mountain Home, TN 37684

VA COMMUNITY BASED OUTPATIENT CLINIC..... 865-882-2010

2305 N. Gateway Avenue
Harriman, TN 37748

VETERAN'S UPWARD BOUND PROGRAM.....865-974-4466

1914 Andy Holt, 25 HPER
University of Tennessee
Knoxville, TN 37996-2745

For veterans (low-income or first in family to go to college) who are potential college students, even if they need a GED first. Free services to prepare for enrollment in post-secondary programs at vocational, technical, or college levels. Must have been discharged on or after January 31, 1955 under conditions other than dishonorable.

VOLUNTEER OPPORTUNITIES

ROUND ABOUT ROANE.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Harriman, TN 37748
www.mecaa.net

Volunteer drivers needed to transport eligible seniors to essential trips within Roane County. Potential drivers will complete required background checks and initial and on-going training. Must be 21 years of age, have a valid TN driver's license, and proof of insurance.

SENIOR NUTRITION PROGRAM.....865-354-0450

Mid-East Community Action Agency
2415 N. Gateway Avenue, Suite B
Harriman, TN 37748

Volunteers are sought for a variety of assignments including but not limited to meal delivery, assisting at congregate meal sites, clerical assistance, fundraising.

**ROANE COUNTY UNITED WAY
VOLUNTEER CLEARING HOUSE
www.unitedwayroane.galaxydigital.com/**

The volunteer clearing house allows Roane County organizations that provide non-profit services to the community to list volunteer opportunities, community events, and in-kind needs.

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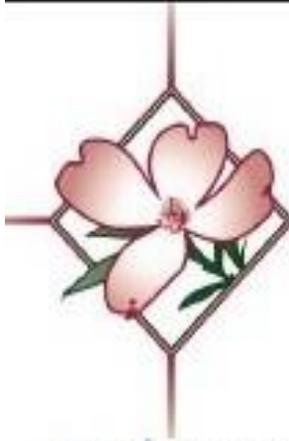


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- Long Term Care Insurance
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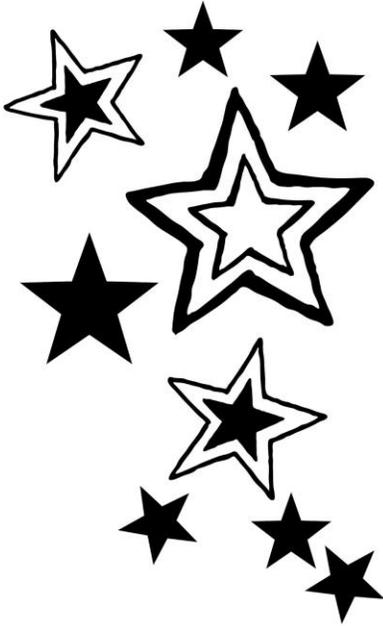
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ROANE MEDICAL CENTER
ROCKWOOD VILLAGE APARTMENTS
THE BRIDGE AT ROCKWOOD
QUALITY HOME HEALTH

Thank You!

