

CAYUGA COUNTY OFFICE FOR THE AGING

Frequently Asked Questions

(315) 253-1226

Caregiver Support:

- Alzheimer's Association
24/7 support hotline 800.272.3900 or online support [alzconnected.org](https://www.alzconnected.org)
- Family Caregiver Alliance <https://www.caregiver.org/>

FOOD Needs:

****VOLUNTEERS LOOKING TO HELP DELIVER SENIOR MEALS MAY EMAIL**

meals@cayugacounty.us

- Meals on Wheels (315) 253-1550 for homebound seniors age 60 & up
- CAP Community Action Program (315) 255-1703 for food pantry and mobile food pantry
- Hunger Task Force providing a "to go" meal at several locations in Auburn email:
AuburnHungerTaskForce@gmail.com
- Food Pantries, Soup Kitchens call OFA for complete list of county available options

FULLY PREPARED Meal Options

(Fully prepared meals delivered to home)

- Mom's Meals Nourish Care Momsmeals.com Phone: 1-877-508-6667
- Magic Kitchen MagicKitchen.com Phone: 877-516-2442 (877-51-MAGIC)

Grocery Delivery Service:

- Instacart- Groceries delivered to your door from local grocery stores www.instacart.com
Stores currently participating with Instacart: Wegmans, Tops, BJ's, Aldi
- Maxwell's Food Store in Auburn also delivers (315) 253-5621 ****CALL IN BEFORE 10 AM****
- Walmart Grocery: Shop Walmart's food selection online anytime, anywhere. Enjoy free same-day pickup when you order before 1pm.

Homecare Options:

- **Medical Home Care Needs Must Come through a Physician or Medical Provider-ask the person to contact their medical provider directly for a CHHA referral**
- Call OFA for list of agencies available or further screening for non-medical home options, such as EISEP(Expanded In Home Service for the Elderly Program)
- Private Hire Home Helper List through Boyle Center call (315) 253-6178 for up to date listing

Medicare:

- **1-800-Medicare (1-800-633-4227)** is still active and taking calls
- Persons can contact the number on the back of their insurance cards for coverage-related questions
- Officials are recommending older adults utilize **TELEHEALTH** at this time – most advantage plans offer this option
- Does Medicare cover COVID 19 testing? **YES**. There are NO out of pocket costs for lab testing.

- Will Medicare cover my hospitalization if I have COVID19? **YES**, but you may be responsible for any coinsurance that your plan does not cover.

Medical Care Concerns

If someone has a concerns about their loved one’s care in a **hospital setting: 1-800-804-5447**

If someone has concerns about someone in a facility: **Long Term Care Ombudsman Program-Arise (315) 255-3447 x 320** or you may contact the **Department of Health at 1-888-201-4563**

If someone has concerns about a vulnerable person in the community:

*****911 FOR EMERGENCIES*****

- Sheriff well-check visit (315-253-1222)
- Adult Protective Services-NON EMERGENCIES

NY State Benefits: (SNAP/HEAP)

- **Online Option:** www.mybenefits.ny.gov
- **OFA will assist with applications for individuals 60 years+**
- Can I get insurance right now? **Possibly.** Please call OFA at 315-253-1226 to discuss further

Personal Emergency Response System (PERS): Please call OFA directly for list of options

Social Security:

*****ALL LOCAL OFFICES CLOSED TO THE PUBLIC*****

SS Phone# 800-772-1213 or www.ssa.gov

Syracuse Office: 866-755-4884 Geneva Office: 866-331-7759

Transportation Options:

- SCAT Van is available for grocery shopping & doctor appointments **ONLY**
Auburn/Weedsport/Port Byron Dispatch: 315-253-0996
Cato: 315-626-2732
Moravia: 315-497-2652
Union Springs: 315-889-7255
- VET VAN through Veterans Service Agency (315) 253-1281
- List of other transport options available through OFA-please contact OFA directly
- **Medicaid Transportation Service: (MAS) 866-932-7743** if person has active MEDICAID and needs medical transportation only

Tax Preparation:

AARP cancelled tax prep at the Boyle Center

- CA\$H tax prep for any age; call (315) 294-8797, leave a message for a call back