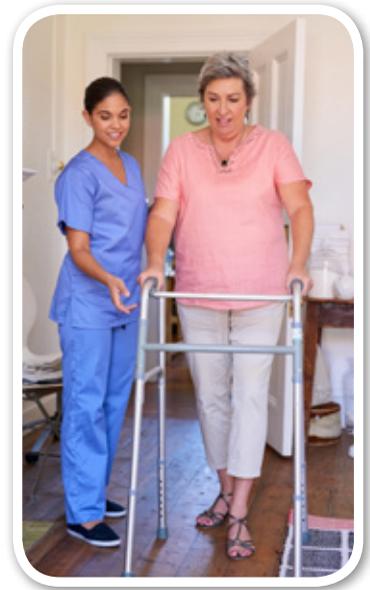


# Medical Services and Supplies

**A**long with age comes an increased likelihood that an older adult will need to access medical services. As a result, the Eldercare Locator connects older adults, caregivers and others to supports that can help them access and afford these vital services. It is through these services and supports that older adults and their caregivers can receive assistance with finding ways to afford hearing aids, dental care, vision care and medical prescriptions.

Although Medicare covers doctors' visits, it does not pay for many aspects related to medical care, including co-payments, non-emergency medical transportation, hearing aids, dental care, long-term services and supports and many other services. As a result, many older adults and caregivers contact the Eldercare Locator to seek financial assistance and information on programs that will help them afford medical care.



## Consumer Needs: Issues Facing Older Adults in America Based on Inquiries Received by the Eldercare Locator



In 2018, individuals contacting the Eldercare Locator about medical services received information on ways to afford these services (29 percent), and information on dental services (26 percent), hearing aids (19 percent), prescription assistance (14 percent) and vision programs. Other requests for medical services included inquiries related to mental health, substance abuse, rehabilitation and hospice facilities.

Consumers contacting the Eldercare Locator in 2018 also sought financial assistance that would enable them to afford medical supplies, including durable medical equipment such as wheelchairs, blood sugar monitors, canes, crutches, hospital beds, incontinence supplies, personal emergency response systems and more.



## CALL CONNECTIONS

When Mr. Lee learned that his insulin prescription wasn't fully covered by his insurance and that he would need supplemental insurance to cover medical expenses that weren't covered by Medicare, he conducted online research, which led him to the Eldercare Locator. Mr. Lee was quickly connected to his local SHIP (State Health Insurance Assistance Program), which provides counseling that could help Mr. Lee explore options for supplemental insurance. He was also referred to his local Area Agency on Aging which could provide Mr. Lee information about other supportive resources such as healthy aging programs.



Connecting You to Community Services



advocacy action answers on aging

### About the Eldercare Locator

Launched in 1991, the Eldercare Locator is the only national information and referral service that provides support to consumers across the spectrum of issues affecting older Americans. The Locator was established and is funded by the U.S. Administration on Aging, which is part of the Administration for Community Living, and is administered by the National Association of Area Agencies on Aging (n4a).

### About the National Association of Area Agencies on Aging (n4a)

The mission of n4a is to build the capacity of Area Agencies on Aging and Title VI Native American aging programs so they can better help older adults and people with disabilities live with dignity and choices in their homes and communities. [www.n4a.org](http://www.n4a.org)

This project was supported, in part, by grant number 90EEIR0001, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, DC 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

1 (800) 677-1116 (Monday-Friday, 9:00 am – 8:00 pm) | [eldercare.acl.gov](http://eldercare.acl.gov)



[www.facebook.com/eldercarelocator](https://www.facebook.com/eldercarelocator)



[www.twitter.com/eldercareloc](https://www.twitter.com/eldercareloc)