ECCOG/AAA Senior HelpMATE Project - *Policies and Procedures* - **Fact Sheet**

***Purpose*:** The purpose of the Project is to provide assistance/services to persons aged 60 and over in Cheyenne, Elbert, Kit Carson and Lincoln Counties, Colorado.

***Administration*:** The East Central Council of Local Governments/AAA (ECCOG) will administer the Project. It will screen and refer clients to provider of their choice; and it will provide direct reimbursement to providers of the pre-determined amount. The client will be responsible for the balance not paid by the ECCOG. Once money is allocated to an individual, that person will have 120 days to use the funds. If funds have not been used during that time frame, they will be reallocated back to the HelpMATE project. Please note that if funds are received late in the fiscal year, they must be used by June 15.

***Client Services*:** Assistance/services provided to eligible clients by participating providers include:

* *Eye Care* - Maximum assistance of $ 500
* *Dentures/Major Dental Treatment* - Maximum assistance of $ 2000 (payor of last resort)
* *Mobility Related Assistance* - Maximum assistance of $200
* *Hearing Aids* - Maximum assistance of $ 2000
* *Medical/Health Related Devices* - Maximum assistance of $200
* *Emergency Alert/Response System* - Maximum assistance of $200
* *Wheelchair Ramps* – Maximum assistance of $500

Client must be *pre-approved* for assistance, and an estimate for the cost of service submitted to the Area Agency office ***before*** any service has been rendered. The agency will not pay for any services already provided.

***Client Eligibility*:** In accordance with state and federal regulations, all individuals aged 60 and over are eligible to participate in this project, funded under Title III of the Older Americans Act. Assistance is targeted to persons with the greatest social and economic need, with particular attention to low income and minority elderly and to older individuals who have no other access to assistance. Eligible clients are those who have enrolled in the project by completing a client intake and who have been referred to the provider by the East Central Council of Local Governments/AAA. It is the policy of this program that clients are eligible for only one type of service per year, and those who have received assistance through the Title III Senior HelpMATE Project shall not be considered eligible for the same assistance for at least two (2) years from the date of the previous assistance.

***Reimbursement*:** Providers will submit monthly statements. The statements must be received on the Friday before the first Wednesday of each month and must document the following for each client: *date of service, description of service/materials provided, total service cost.* Exception for the Emergency Alert System, ECCOG will purchase the device and ask client for donation. Payment is made directly to the provider following approval by the ECCOG Governing Board on the first Wednesday of each month.

***Client Responsibility*:** An instruction letter sent to clients includes information regarding client responsibility for any balance exceeding the maximum amount paid by the agency.

***Client Donations:*** Clients will be sent a letter showing the amount of assistance they received. The suggested donation will be 10% of the amount of assistance received and will be noted in the letter. A coupon will be provided indicating where donations should be sent. Client donations are put back into the program to provide additional assistance. Eligibility for service is not affected by the inability to donate to the program.

***Contact*:** If you have any questions or need further information, please contact:

East Central Council of Local Governments

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