

2926 – GEORGIA CARES

POLICY STATEMENT	GeorgiaCares is a statewide coalition to assist low-income senior citizens in applying for various drug assistance programs. This program also provides health insurance information, counseling and community education to Georgia's citizens.
HISTORY	<p>GeorgiaCares is a Private-Public Partnership sponsored by the Department of Human Resources, Division of Aging Services and Area Agencies on Aging. Partners include pharmaceutical companies, pharmacies, physicians, hospitals, state universities and other agencies.</p> <p>GeorgiaCares is Georgia's State Health Insurance Program (SHIP) program for Medicare beneficiaries, State Health Insurance Counseling and Assistance Program, and Georgia's Senior Medicare Patrol Project.</p>
BASIC CONSIDERATIONS	<p>GeorgiaCares counselors, volunteers and staff will educate and assist Medicare beneficiaries sort through the complexities of Medicare and related health insurance concerns.</p> <p>The Senior Medicare Patrol Project provides trained volunteer counselors to educate seniors on detecting and reporting Medicare fraud, error and abuse.</p> <p>GeorgiaCares provides information about:</p> <ul style="list-style-type: none">• Low cost prescription assistance programs• Health insurance• Managed Care• Long-term care insurance• Medigap (Medical Supplemental Insurance)• Medicare savings programs <p>GeorgiaCares provides help with:</p> <ul style="list-style-type: none">• Applying for all low cost prescription assistance programs• Understanding the rights of a Medicare Beneficiary• Analyzing Medicare Summary Notices (MSN)• Comparing and evaluating health insurance and managed care plans• Sorting through medical bills and assistance in filing medical claims

**BASIC
CONSIDERATIONS
(cont.)**

GeorgiaCares also provides these services:

- Assistance with complicated Medicare problems
- Referrals to other appropriate agencies
- Community education
- Counseling in person and by phone

PROCEDURES

To apply for GeorgiaCares services, customers may call 1-800-669-8387 24 hours a day and seven (7) days a week. This toll free number automatically routes callers to the local offices.

All calls will be returned within two (2) business days.

NOTE: GeorgiaCares counselors, volunteers and staff are available Monday through Friday from 8:30 AM through 5:00 PM.