

**2926 – GEORGIA CARES**

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| <b>POLICY STATEMENT</b>     | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>HISTORY</b>              | <p>GeorgiaCares is a Private-Public Partnership sponsored by the Department of Human Services, 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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>BASIC CONSIDERATIONS</b> | <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"><li>• Low cost prescription assistance programs</li><li>• Health insurance</li><li>• Managed Care</li><li>• Long-term care insurance</li><li>• Medigap (Medical Supplemental Insurance)</li><li>• Medicare savings programs</li></ul> <p>GeorgiaCares provides help with:</p> <ul style="list-style-type: none"><li>• Applying for all low cost prescription assistance programs</li><li>• Understanding the rights of a Medicare Beneficiary</li><li>• Analyzing Medicare Summary Notices (MSN)</li><li>• Comparing and evaluating health insurance and managed care plans</li><li>• Sorting through medical bills and assistance in filing medical claims</li></ul> |

**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.