

## **Emergency Services Frequently Asked Questions**

1. Q - What types of emergencies can the Area Agency on Aging provide assistance?  
A - The most common requests are for: heating oil, electric bills, medications, hygiene supplies, medical equipment, in-home care, food, clothing, transportation, home repairs.
2. Q - Can the Area Agency on Aging provide reimbursement to someone who has already paid for an emergency situation?  
A - No. Emergency services must be provided at the time of the emergency.
3. Q - Where can I get assistance with purchasing a hearing aide or eyeglasses?  
A - Contact the local Lions Club. The Area Agency on Aging may be aware of a resource in your area.
4. Q - I was just discharged from the hospital and need medical equipment to help me at home. What resources can help with this?  
A - Contact your local Area Agency on Aging for listing of local loan closets. Work with your hospital discharge planner or local social worker. Medicaid or Medicare will cover some durable medical equipment if ordered by a physician.
5. Q - Where can I get help with purchasing medications?  
A - The Area Agency on Aging can assist with applying for the *Pharmacy Connection Program*, which will provide free medications to eligible individuals. A physician must authorize the service. Also there are a number of private prescription plans to consider. Also you can apply for Medicaid through the local department of social services, which pays for medications.
6. Q - My utilities are being cut off. Where can I get assistance paying the bill?  
A - Area Agencies on Aging can provide one-time emergency energy assistance, depending on available funds. The local department of social services administers a fuel assistance program.
7. Q - Where can I get assistance in repairing my home?

- A - Contact your local Area Agency on Aging to see if they provide residential renovation and repair services. Also local *Community Action Programs* may be a resource for home repairs. Some localities have *Christmas in April*, the leading volunteer organization that rehabilitates the homes of low-income homeowners.
8. Q - I have received some important documents about my benefits that I cannot understand. There are forms to complete and return. Where can I get assistance with the forms?
- A - Contact your local Area Agency on Aging and request assistance with completing the forms.
9. Q - I need help with my insurance and doctor bills. Where can I get assistance?
- A - Contact your local Area Agency on Aging and request assistance from the Virginia Insurance Counseling Assistance Program (VICAP).

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