

# The ADRC Connection

Our mission is to be a resourceful place of information and respectful provider of support for the elderly and disabled residents of Waupaca County and their caregivers and to help them achieve dignity and quality of life through maximum independence and choice.



Volume 33 Number 1

Spring 2016

## IRS Telephone Scam Shows No Signs of Slowing



*Submitted by Elder  
Benefit Specialist,  
Peggy Strey*

A pervasive IRS telephone scam surfaced around 2013 and shows no signs of letting up. Since 2013, the IRS has issued over fifteen warnings regarding this particular scam, calling it "sophisticated and aggressive." To date, the Treasury Inspector General for Tax Administration has received reports of 736,000 scam contacts from all states in the country, with nearly 4,500 victims paying over \$23 million as a result. While this is an ongoing scam year-round, the IRS cautions that people are more at risk the closer we get to tax season. In this highly successful scam, the scammer calls a vulnerable person and threatens them, usually saying that he or she owes taxes. The scammer further threatens that if the money is not paid immediately, the person will be arrested. Recent immigrants are more at risk, with scammers using threats of deportation, arrest, loss of a business, utility shut-off, or driver license revocation. The scammer usually demands cash, wire transfer, prepaid debit cards, or even checks or money orders deposited into a bank account. The scammers are usually very specific about the way the "owed tax" must be paid. Most IRS and con-

sumer warnings mention the middlemen (the recipients and/or owners of the bank accounts) in these IRS scams as being the scammers themselves. However, in a recent Wisconsin case, an older person with memory issues was discovered to have multiple bank accounts open at different banks and over 20 credit/debit cards with names on them that were not his own. He had transactions — both money coming in and going out — that he could not explain. He also could not explain why he had so many bank accounts. He cashed checks mailed to him without knowing who they were from or what they were for. This behavior had been going on for several years. Most likely, he was receiving telephone threats for his failure to comply with the scammers.

Whether a person is being targeted for either layer of this scam, the recommendations are the same:

- If you're concerned about owed taxes, call the IRS directly at 1-800-829-1040.
- The IRS will always send taxpayers a written notification of any tax due via U.S. Postal mail. The IRS will not call a person without first sending a bill in the mail.
- Never give bank information (debit card, PIN, account numbers) over the phone. The IRS never asks for this information over the phone.
- The IRS does not demand payment without offering the opportunity to question the amount owed or appeal the decision.

nity to question the amount owed or appeal the decision.

- The IRS will not threaten to bring in the police or other agencies to arrest you for not paying/complying.
- If you receive such a phone call, call and report it to the Treasury Inspector General for Tax Administration at 800-366-4484 and include the words "IRS Telephone Scam."

Some of the additional warnings from the IRS include:

- The main tactic the scammers

use is fear. They will threaten, insult, bully, harass, and confuse the victims. If they threaten arrest or revocation of driver licenses, the victim will usually receive another phone call from a different person pretending to be from the police department or DMV to make the threat seem credible.

- The scammers are able to make their telephone numbers mimic one from the IRS so it looks legitimate on

See **Scam** page 6

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**Waupaca County Aging & Disability Resource Center:**  
<https://www.facebook.com/adrcofwaupacacounty>

Current and past issues of the ADRC Connection are Available on our website – [www.co.waupaca.wi.us/communitycare/home.aspx](http://www.co.waupaca.wi.us/communitycare/home.aspx)

**Waupaca County Dept. of Health & Human Services: 715-258-6300**  
**Aging & Disability Resource Center (ADRC): 715-258-6400 or Toll Free: 1-866-739-2372**  
**811 Harding Street – Waupaca WI 54981 Hours: Monday-Friday 8:00am-4:30pm E-mail: [ADRC@co.waupaca.wi.us](mailto:ADRC@co.waupaca.wi.us)**

PLEASE NOTE: Being an advertiser in this newsletter does not constitute an endorsement from Waupaca County Department of Health & Human Services

# Wisconsin Voter Photo ID

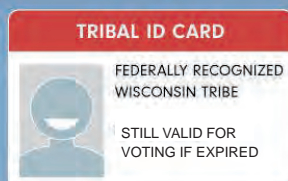
## What Seniors need to know.



The Wisconsin voter photo ID law is now in effect with some limited exceptions.

### You must show one of these IDs

Address on your ID does not have to be current!



#### PROOF OF ENROLLMENT

Proof of Enrollment varies for each college. It is a separate document (may be electronic), such as a class schedule or enrollment verification form.

If you are not sure about your proof of enrollment, please ask your college.

Your college ID card MUST have all of the following to be used for voting:

- Photo
- Signature
- Issuance Date
- Expiration date\* that is not expired
- Your school must be a WI accredited college

\*Cannot be more than 2 years after card's date of issue

### Absentee Ballot Voting

You must include a copy of your acceptable Voter Photo ID when you send in your signed absentee ballot request, unless you qualify for one of these **two exemptions**:

If you are indefinitely confined, you **DO NOT** have to provide a copy of a photo ID, instead you may:

- ☒ Indicate on your absentee ballot application form that you are indefinitely confined because of age, illness or disability.
- ☒ Sign your absentee ballot envelope, and then have your absentee witness verify your identity by also signing your absentee ballot envelope before you return it.

If you live in a nursing home or senior residential facility and do not have an acceptable photo ID:

- ☒ If your nursing home/facility is **visited by Special Voting Deputies (SVDs)**, you may instead have these two SVDs verify your identity by signing your absentee ballot envelope as witnesses.
- ☒ If your facility is **not visited by Special Voting Deputies** you may ask an authorized representative of the facility to sign the absentee ballot envelope to verify your identity.

Voting is a right you can't afford to lose.

If you do not have an acceptable form of Photo ID and need one, turn over this flyer to find out how to get one for **free**!



# Here's how to Get a Free Voter Photo ID

**Go** to your **local Division of Motor Vehicles (DMV) service center.**

(Find the location of your local DMV at: <http://wisconsindot.gov/Pages/online-srvcs/find-dmv>)

**Bring** your **Social Security number** (doesn't have to be your SS Card) and *original* documents that prove your name and date of birth; your identity; U.S. Citizenship; and Wisconsin residency (*see lists below*).

**Fill out** a "Wisconsin Identification Card" application.

## Documents needed to get a Free Voter Photo ID

**Bring one from each of the following four categories (originals, no photo copies).**

Documents in **bold** can be used as proof in more than one category (e.g., Birth Certificate).

*Note: the lists below contain examples of the most common documents – for more information or a complete list of acceptable documents, visit: [www.BringIt.wi.gov/how-do-i-get-free-state-id-card](http://www.BringIt.wi.gov/how-do-i-get-free-state-id-card) or call 1-866-VOTE-WIS Mon-Fri, 7:45 a.m. to 4:30 p.m.*

### Name and Date of Birth:

- **Birth Certificate (certified)**
- **Certificate of Citizenship**
- Court Order (Adoption, Divorce, Name or Gender Change)
- **Certificate of Naturalization**

### Proof of U.S. Citizenship:

- **U.S. Birth Certificate (certified)**
- **Certificate of Citizenship**
- **Certificate of Naturalization**

### Proof of Identity:

- Marriage or Divorce Certificate
- Social Security Card
- Driver's License (Other U.S. State)
- State ID Card (Other U.S. State)
- U.S. Gov & Military Dependent Card
- Military Discharge Papers (including Federal DD-214)

**Bring ONE from each category!**

### Wisconsin Residency (must show name and address):

- Utility Bill (e.g., Cable, Phone)\*
- Bank/Financial Institution Statement\*
- Pay Stub\*
- Insurance Policy dated within last year
- Gov Issued Correspondence issued within the last year
- Mortgage Documents for WI Property

\*Issued within the last 90 days

**If you don't have the required documents** to prove U.S. Citizenship, name and date of birth, and/or legal name change, **you can still get a free ID**, but you must:

Be a U.S. Citizen, indicate that **the ID card is required free of charge for the purposes of voting**; and **fill out a short form** claiming that documents required to prove U.S. Citizenship, name and date of birth and/or legal name change are unavailable and require a fee to a government agency to obtain.

Common Cause in Wisconsin  
152 W. Johnson Street | Suite 212  
Madison, WI 53701 | 608-256-2686  
[www.commoncausewisconsin.org](http://www.commoncausewisconsin.org)

League of Women Voters of Wisconsin  
612 W. Main Street | Suite 200  
Madison, WI 53703 | 608-256-0827  
[www.lwwwi.org](http://www.lwwwi.org)

Our Democracy 2020  
633 S. Hawley Road | Suite 112  
Milwaukee, WI 53214 | 414-226-4289  
[www.ourdemocracy2020.com](http://www.ourdemocracy2020.com)

# HOMESTEAD TAX CREDIT and INCOME TAX ASSISTANCE

Benefit Specialists, Peggy Strey and Karen Engel, along with AARP Tax-Aide volunteers, will be assisting Waupaca

County's senior and disabled citizens with the filing of their **2015** Homestead Tax Credit and Income Tax returns.

**The qualifications for applying for Homestead Tax Credit are:**

- You must have been a legal resident of Wisconsin for all of 2015, from January 1 through December 31.

- You must be 18 years of age or older on December 31, 2015

- You cannot be claimed as a dependent on someone else's 2015 federal income tax return.

- Your household income must have been less than \$24,680 for 2015.

**Note:** "Household income" includes certain nontaxable income such as social security and SSI benefits, pensions and annuities, unemployment

compensation, capital gains, contributions to IRAs and Keogh, SEP, SIMPLE, and deferred compensation plans, court ordered support money and maintenance payments, scholarships, fellowships, and grants, military compensation, interest on U.S. government securities, county relief benefits, cash public assistance (Wisconsin Works (W2), Kinship care, etc.), and all depreciation and depletion claimed in computing Wisconsin taxable income. This list is not all inclusive

- You must not, at the time of filing a claim, be living in a nursing home and receiving Title XIX medical assistance.

- No claim may be filed on behalf of a person after his or her death.

**The following is REQUIRED... Please bring your:**

See **Homestead** page 6

## Food **SAFETY** Scraps

### Expiration Dates

It's not always clear when a food is no longer good. Many food companies use dates and codes that are designed for their own tracking purposes, but many of these codes are not dates and are not easily read by consumers. Food items like meats and dairy products often have expiration dates—dates when the food should be discarded if not eaten. But what about the others? A *Sell-By* date tells the store how long to display the product for sale. You should buy the product before the date expires. A *Best if*

*Used By* (or *Before*) date is recommended for best flavor or quality but is not a purchase or safety date. A *Use-By* date is the last date recommended for the use of the product while at peak quality, but can be used to indicate the safety of a food item. It may come as a surprise that even fresh vegetables can have a use-by date. Cut baby carrots and bagged lettuce lose quality over time, and may become unsafe if left too long in the fridge. The Food Code says that potentially hazardous, ready-to-

eat foods cannot be kept longer than 7 days in the fridge. So once you open that bag of baby carrots or hot dogs, they need to be consumed within 7 days or they should be discarded (starting with the day the package is opened as day 1). Even though most dates are guides for quality, they could be based on the safety of the food, so watch those dates closely.



"If you would not be forgotten, as soon as you are rotten, either write things worth reading, or do things worth the writing"

- Benjamin Franklin



When a fresh fruit or vegetable is cut, the food's natural protective barrier is compromised and it becomes a potentially hazardous food and then must be handled under the proper conditions

### Did You Know?

Visit [www.fsis.usda.gov](http://www.fsis.usda.gov)

Enter **food product dating** in the search box

Except for infant formula and some baby food, product dating is not generally required by federal regulations

Canned food must exhibit a packing code to enable tracking of the product in interstate commerce

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## Caring Companion

Family Grief Support Letter... Winter 2016

Church and Chapel Funeral Homes  
Providing Comprehensive, Compassionate and Dignified Funeral Services  
[www.churchandchapel.com](http://www.churchandchapel.com)

To Love is to fully live... To grieve is to have fully loved...  
To heal is to fully live again, anew



From our family to yours...  
the Ted and Pam Larsen Family

### Three Really Important Questions

By Pete Reinl, CSG, Director of Grief Support Services for Church and Chapel Funeral Homes

Experiencing the death of someone in our lives and the grief that follows lends itself to being a self-reflective time, if we allow it to be. Quite honestly, this movement of going inward is a necessity, if we are to grow and heal in our grief. It's in the making of this personal interior journey where we move beyond the first version of our story, the version we initially tell ourselves and others, to discover and come face to face with the truth of our story. And, it's where we find meaning in our story, as well as where we create the options (the choices) of how the rest of our story might unfold. Please remember, as fearful and as vulnerable as it may feel (and it is), grieving is primarily an experience of the heart, of the soul, which is by nature an interior experience. Although we like to remain and operate in our minds because it seems safer there, the invitation is to also walk the road of our heart which always leads us to our soul. Ultimately, this, indeed, is soul work.

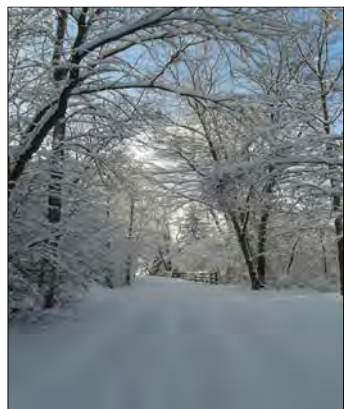
I recently attended a grief conference in which the presenter, Ben Wolfe, invited the gathering of bereaved to reflect upon three questions:

- 1) What have I really lost?
- 2) What do I have left?
- 3) What now are my options? What can I do?

These are really important questions for us to ask ourselves and they provide us fodder for some very meaningful interior work. Each question gradually summons us to go deeper still into our lives while eventually calling us to reach out beyond ourselves.

#### What have I really lost?

"Really?! This person has died in my life and you're asking me what have I lost?" Yes, I am. The question begs us to look at all the multiple losses we have and are experiencing because of the death of this significant person in our lives. The question invites us to look at the totality of our loss. *This death has created a domino effect of other losses in our lives.* I would like to suggest we grieve as profoundly these surrounding losses as much as we grieve the person who died. How might you answer this question? Perhaps, in addition to losing this person, you've also lost your social network – those that were once friends seem so distant now. Perhaps this death has affected your relationship with God or your spirituality – once so close but now not wanting anything to do with it. Perhaps you've lost a sense of security: who will manage the checkbook, investments – who will plow the snow and take care of the lawn – who will cook and grocery shop – can you stay in this house? Perhaps you're experiencing the loss of trust – trust in yourself, trust in the healthcare profession, trust in others, trust in your family, trust in your faith community, trust in the world. Perhaps you've lost dreams and hopes and desires and imaginings of how your life – their life – would be. Perhaps you've lost a bit of yourself, your identity, your self-confidence. Perhaps you've lost your confidant – your go to person with whom you shared secrets and embarrassments and accomplishments. The list of surrounding losses you experience are so very many when someone in your life dies. It is vitally important for you to become aware of these losses. Hmmm, because of this person's death, "What have I really lost?" Only you can answer this question.



#### What do I have left?

An incredibly critical question to ask while grieving, and yet a question often forgotten. Of course it's forgotten because we are mired in all of our losses and self-preservation practices and, often, living in survival mode. However, it would serve us well to deeply reflect upon all that is left in our lives despite our losses. To stop, breathe, and to look around at all that is left. Some people refer to these as "blessings." So, what do you have left? What follows might be some possibilities: *a treasure chest of stories and memories* that can never be stolen, some lessons that were taught by word and example, traditions

that were shared, values and secrets entrusted to you. Maybe what you have left includes realizing with deep gratitude that you have loved and that you were loved – not just by anyone, but by this person. Perhaps what you have left is that you continue to be loved by family members, friends, neighbors, co-workers who not only love you but want you, dare I say, need you in their lives. Perhaps noticing some of the simple things you still have left like a roof over your head, clothes on your back, and food in your stomach. Perhaps basic of all, you have your life left – you're still alive (although this is sometimes a hard one for us to accept). Indeed, you have lost much, but, I believe with some inner reflection, you can articulate any number of "gifts" that have remained. And, while in the throes of grieving, it is necessary for your heart and your soul to do so. Hmmm, although overwhelmed with all of the losses, what do I have left? Only you can answer this question.

#### What now are my options? What can I do?

This question is imperative because it points to our having choices, it points to our intention, points to our ability to create – to write the rest of our story. It is this question that invites us to be an active participant in our grief versus being a passive recipient. You don't have a choice regarding your losses, nor do you have a choice in grieving these losses, but *you do have choice in who you will become, how you will walk in this world and how you will engage with others.* You do have a choice to set your intention to heal and to grow. You do have a choice to reach out to others for support and to ask for what you need – perhaps this means pursuing professional guidance or participating in a support group or being honest with someone when asked, "How can I help?" You do have a choice to seek forgiveness, to offer forgiveness, to extend thanks, to say "I Love You." You do have a choice to learn lessons from your losses: the preciousness of each moment, of time, of simplicity, of patience, of humility, of love and connection, of spontaneity and laughter, of gratitude and grace. You do have a choice to let go of guilt, regrets, resentments, perhaps shame. You do have a choice to companion others as they experience loss. *You have a choice to remember and honor your dear loved one by the life you now choose to live.* Hmmm, given the reality of my life as it is today, what now are my options – what can I do? Yep, only you can answer this question as well.

So, here's where I suggest keeping a journal. I know, I can literally hear you sighing. There's conclusive research as to the positive effects writing has on us particularly when experiencing change and transition. It doesn't have to be anything elaborate, a simple spiral notebook will do. And, you don't have to devote much time to it. But, you do need to dedicate yourself daily to taking a few minutes to write some of your answers to each of these three really important questions.

May you be compassionate with yourself, find courage in your honesty and make connections with others as you take this most important interior journey of your heart and soul.

# Reporting Changes to SSA is Your Responsibility



By Karen Engel,  
Disability Benefit  
Specialist

To get a complete list of reporting responsibilities under disability,

If you receive benefits from Social Security, you have a legal obligation to report changes, which could affect your eligibility for disability, retirement, and Supplemental Security Income (SSI) benefits. You must report any changes that may affect your benefits immediately, and no later than 10 days after the end of the month in which the change occurred.

In addition to changes in address and phone numbers, if you are on Social Security Disability benefits you need to report changes in your ability to work, if you return to work, or your medical condition improves. If you are on Supplemental Security Income you need to report changes to income and assets.

read What You Need to Know When You get Social Security Disability Benefits, and for SSI, read What You Need to Know When You Get Supplemental Security Income. If you're receiving retirement benefits, What You Need to Know When You Get Retirement or Survivors Benefits is also helpful. If you do not have access to the internet you can contact SSA at 1-800-772-1213 and request the publications be sent to you.

Life changes can affect your benefits. You may be due additional payments, or you may be overpaid and have to pay them back because you didn't report the overpayment in a timely manner. The SSI

See SSA page 12

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## Aging & Disability Resource Center (ADRC)

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Phone: 715-258-6400 or 1-866-739-2372

E-mail: [adrc@co.waupaca.wi.us](mailto:adrc@co.waupaca.wi.us)



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Waupaca County Aging & Disability Resource Center:  
<https://www.facebook.com/adrcofwaupacacounty>

**Waupaca County Courthouse**  
811 Harding Street, Waupaca - Second level

- 2015 Property Tax bill if you are a homeowner, OR a completed Rent Certificate signed by your landlord if you are a renter.
  - Bank statements or other documents showing the total interest or dividends earned in **2015**
  - Social Security statement of total benefits for 2015
  - SSI – Supplemental Security Income – statement of total benefits for 2015
  - Any proof of other income received during **2015** (Pension, wages, annuities, rental income, unemployment and any other type of compensation received etc.)
  - Amount of your Medicare premium that is deducted from your Social Security.
  - Amount of your monthly Medicare Supplemental insurance premium.
  - Amount of your monthly Long Term Care insurance premium.
- 2015 Schedule H and H EZ forms will be available. There is no charge for this service, however, donations are appreciated.

DATE	LOCATION	TIME
February 9	Clintonville Senior Center & Senior Dining Site 30 South Main St. 715-823-7667	9:00 AM – 3:00 PM
February 10	Waupaca Senior Center 407 School St 715-258-4437	9:00 AM – 3:00 PM
February 11	New London Senior Center & Senior Dining Site 600 West Washington St 920-982-8522	9:00 AM – 3:00 PM
February 23 ** Homestead Only	Iola – Living Oaks 505 W Iola St. 715-445-2548	9:00 AM – Noon

DATE	LOCATION	TIME
February 24	New London Senior Center & Senior Dining Site 600 West Washington St 920-982-8522	9:00 AM – 3:00 PM
February 25	Waupaca Senior Center 407 School St 715-258-4437	9:00 AM – 3:00 PM
February 25 **Homestead Only	Manawa City Hall 500 South Bridge Street 715-258-6400 (ADRC)	9:00 AM – 3:00 PM
March 1 **Homestead Only	Marion Senior Center & Senior Dining Site 325 W Garfield Ave 715-754-2482	9:00 AM - Noon
March 3 **Homestead Only	Weyauwega Senior Center & Senior Dining Site 1st Presbyterian Church 200 S Pine St 920-867-3213	9:00 AM – Noon
March 8	Clintonville Senior Center & Senior Dining Site 30 South Main St. 715-823-7667	9:00 AM – 3:00 PM
March 9	Waupaca Senior Center 407 School St 715-258-4437	9:00 AM – 3:00 PM
March 10 AARP only	New London Senior Center & Senior Dining Site 600 West Washington St 920-982-8522	9:00 AM – 3:00 PM
March 15 **Homestead Only	Fremont Village Hall 317 Wolf River Drive 715-258-6400 (ADRC)	9:00 AM – 3:00 PM
March 23	Waupaca Senior Center 407 School St 715-258-4437	9:00 AM – 3:00 PM
March 24 AARP only	Waupaca Senior Center 407 School St 715-258-4437	9:00 AM – 3:00 PM

The Clintonville, Iola, Marion, New London and Weyauwega locations also host senior dining sites, serving those ages 60 and over. You are welcome to join in having a meal there if you wish, however, reservations are required so, please call the site at least one day in advance to reserve your meal. The menus are published in local newspapers and can also be found on the Waupaca county website at [www.co.waupaca.wi.us](http://www.co.waupaca.wi.us) – under **Health and Human Services** click on **Senior Meal Sites** and select the menu for the community you will be attending. Serving times are also listed. There is no set cost for the meal, however, donations are appreciated as it is a donation based program. The actual cost of the meal is \$7.35. The suggested donation amount is \$4.00.

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Scam from page 1


caller ID.

- The scammers will often follow up with emails claiming to be from the IRS to support their threats.
- Scammers generally use common first and last names and often have fake IRS ID badge numbers.
- In many cases, scammers already know a lot about the victim, including the last four digits of his or her social security number. This is probably the most pervasive and persistent scam in recent history. Help yourself and any vulnerable adults in your life avoid falling victim by educating yourself and others. Keep this checklist handy if you get a suspicious call this tax season.

For more information, please visit: [www.irs.gov/uac/Tax-Scams-Consumer-Alerts](http://www.irs.gov/uac/Tax-Scams-Consumer-Alerts)

Permission to Reprint by GWAAR Legal Services Team – Benspectrum, February 2016



 <b>Waupaca County - Nutrition Centers</b>	E-Mail and/or Telephone	Waupaca County - Nutrition Centers	E-Mail and/or Telephone
<b>Clintonville Senior Center</b> Clintonville Community Center Bldg. 30 S. Main St. - Clintonville, WI 54929 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(715) 823-7667</b> <i>Site Manager: Leah Klein (Interim)</i> Leah.Klein@co.waupaca.wi.us Caterer: Steve & Mary's Main St. Café - Marion	<b>New London Senior Center</b> 600 W. Washington St New London, WI 54961 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(920) 982-8522</b> <i>Site Manager: Kim Ebert</i> Kimberlee.Ebert@co.waupaca.wi.us Caterer: Steve & Mary's Main St. Café - Marion
<b>Iola Senior Center</b> Living Oaks 505 W Iola St - Iola, WI 54945 <b>Serving Time: 11:00 (M-F/10 a.m.-1 p.m.)</b>	<b>(715) 445-2548</b> <i>Site Manager: Pat Rosemann</i> Pat.Rosemann@co.waupaca.wi.us Caterer: Living Oaks - Iola	<b>Waupaca Nutrition Center</b> Trinity Lutheran Church 206 E. Badger St. - Waupaca, WI 54981 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(715) 258-9598</b> <i>Site Manager: Joanne Samack</i> Joanne.Samack@co.waupaca.wi.us Caterer: Lakeview Manor - Weyauwega
<b>Manawa Senior Center</b> Town of Little Wolf Town Hall E6325 County Rd N P.O. Box 98 (mailing address) Manawa WI 54949 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(920) 596-3320</b> <i>Site Manager: Mona Golla-Kolosso</i> Mona.Golla-Kolosso@co.waupaca.wi.us Caterer: Living Oaks - Iola	<b>Weyauwega Nutrition Center</b> First Presbyterian Church- 200 S Pine Street P.O. Box 628 (mailing address) Weyauwega, WI 54983 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(920) 867-3213</b> <i>Site Manager: Shani Appleby</i> Shani.Appleby@co.waupaca.wi.us Caterer: Lakeview Manor - Weyauwega
<b>Marion Senior Center</b> Lions Point-325 W. Garfield Avenue P.O. Box 253 (mailing address) Marion, WI 54950-0253 <b>Serving Time: 11:30 (M-F/10 a.m.-1 p.m.)</b>	<b>(715) 754-2482</b> <i>Site Manager: Mary Riske</i> Mary.Riske@co.waupaca.wi.us Caterer: Steve & Mary's Main St. Café - Marion	The Waupaca County Nutrition Program has been in existence for over 30 years. Thanks to the dedication of wonderful volunteers, we now serve over 80,000 meals a year in the Program! The actual cost of each meal is \$7.35, which includes food, transportation, equipment, supplies & administrative costs. Funds used to maintain the nutrition program include federal dollars through the Older Americans Act, funding through the State of Wisconsin, Waupaca County Levy, and donations from participants. For persons age 60 and older the recommended donation for each meal is \$4.00. Contributions are voluntary and confidential. No one will be denied service because of the inability to contribute to the cost of meals.	



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**Crystal River**  
 1401 Churchill St. Waupaca, WI 54981  
**P:** 715.258.8131 **F:** 715.258.0179  
[www.cccriver.com](http://www.cccriver.com)



# Waupaca County Volunteer Driver Transportation Program



*Janna Taylor*  
Transportation  
Coordinator  
715-258-6279

**Getting Started – New Rider Information:** If you are new to the Transportation Program, we'll work with you to answer your questions and determine the most appropriate transportation service for you. Call the Aging & Disability Resource Unit located in the Waupaca County Department of Health and Human Services at 715-258-6279 to talk about your transportation options.

**Am I eligible for transportation services?** Residents of Waupaca County who are aged 60 or older or individuals with a current Social Security Disability Determination, regardless of age (who do not receive Medical Assistance/Medicaid) are eligible to use this transportation service. Transportation is coordinated through the Aging & Disability Resource Unit at

Waupaca Department of Health and Human Services. All rides are provided by friendly, background checked volunteer drivers. Participants must be able to transfer into and out of the volunteer driver's vehicle with minimal assistance. We currently do not have a wheelchair accessible option for transportation.

**What types of activities can I get a ride for?** An elderly and disabled transportation grant through the Wisconsin Department of Transportation allows the Aging & Disability Resource Unit in Waupaca County to provide non-emergency transportation to and from local and out of area medical appointments. The Transportation Program does not provide emergency transportation. Call 9-1-1 if you require emergency medical transportation and care.

The Transportation Program's primary focus and priority is for non-emergency medical trips and appointments but other types of trips will be considered on a case by case basis. Transportation can be provided for all needs including shopping, visiting friends, personal needs, etc. based on volunteer driver availability.

**Cost:** The elderly and disabled in-

dividual transportation program operated by the Waupaca County Aging & Disability Resource Unit is funded in part by Wisconsin Department of Transportation grant dollars. These grant dollars allow for trip costs to be subsidized for riders. Depending on whether a rider is enrolled in a publicly funded long-term care program, riders are responsible for round trip or one-way mileage payment based on the current approved IRS mileage rate of. \$0.54 per mile. When you schedule your ride, we'll let you know how much your particular trip will cost. Riders are invoiced monthly and payments are mailed in. Volunteer drivers do not accept payments.

**To Schedule a Ride:** Call Janna Taylor, Transportation Coordinator at 715-258-6279 at least **THREE BUSINESS DAYS** prior to your appointment.

When you call please be prepared with the following appointment information:

- Appointment date and time
- Approximate length of the appointment
- Facility Name and Address (location of your appointment)

- Information about any special circumstances the driver should be aware of

Once a driver has been assigned to your ride request, you will receive a call from the Transportation Coordinator the business day prior to your scheduled appointment.

\* All requests within 3 business days are accepted on a case by case basis

## **Dispatch Hours:**

Monday through Friday  
7:30 a.m. to 4:00 p.m.

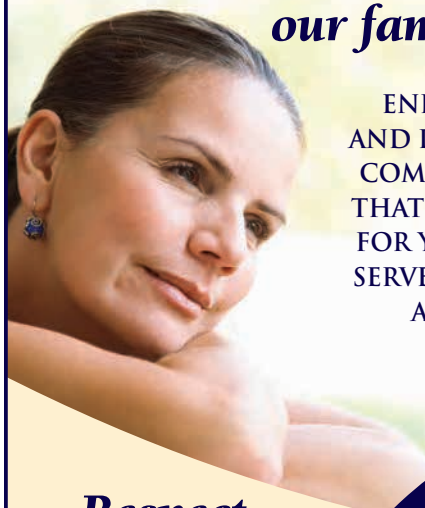
\*Appointments outside this time frame are scheduled on a case by case basis

## **Volunteer Drivers**

The Transportation Program would not be possible without the time and dedication of our volunteer drivers. Donations or any contributions to the program help keep this valuable resource available to those in need. If you would like to know more about the Volunteer Driver Program call:

Janna Taylor  
Transportation Coordinator  
715-258-6279

**When you need us most,  
our family is here for you.**



ENDURING A LOSS IS A CONFUSING AND DISORIENTING TIME, BUT THERE IS COMFORT TO BE FOUND IN KNOWING THAT WE ARE HERE TO HANDLE THINGS FOR YOU. A.J. HOLLY & SONS IS HERE TO SERVE YOU WITH A TRADITION OF CARE AND A LEGACY OF EXCELLENCE.

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Dignity  
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**COMPASSION AND UNDERSTANDING  
IN YOUR TIME OF NEED**

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Wild Rose ..... 920-622-3774  
[www.hollyfuneralhome.com](http://www.hollyfuneralhome.com) • Email: [hollyfuneralhome@charter.net](mailto:hollyfuneralhome@charter.net)

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06203872



# To Drive, Or Not To Drive...That is the Question?

Article submitted by



Amy Temby, Michelle Gardner, Tracy Wisner  
Adult Protective Services – Waupaca County Department of  
Health and Human Services

Most of us gained a form of independence around the age of sixteen when we first obtained our driver's license. We generally had to still rely on our parents to let us borrow the car, but it felt freeing. We were able to find a job farther than a bike ride away and were able to go to the library without having to ask a family member or friend to drive us. Then we eventually graduated to a car of our own and learned the value of oil changes, tire rotations and general upkeep because when we found ourselves in a situation where our vehicle was in the shop for repairs, we felt absolutely helpless. How will I get to work? How will the kids get to school? How will I get the bread and milk needed for

breakfast? Now advance to the stage of life when your eye sight is not as it used to be and your reflexes just are not as swift as they once were and you are starting to get more cautious about getting behind the wheel of your car. This stage of life can feel very scary and be somewhat traumatic. Especially when you think you are going in for a routine doctor's appointment and they inform you that it is no longer safe for you to drive and they are now revoking your driving privileges. At this point in life some people have been driving for sixty plus years. Imagine one day just not being able to safely do it anymore.

Having the conversation with a loved one that it may be time for them to stop driving or coming to the realization on your own can be very difficult. It is important to take the loss of independence into account when having this conversation. Some of the fear for the person comes from the unknown of how they will get along without being able to drive. When having the conversation, try to have

solutions or suggestions for ways for the person to still be able to do the things they used too. For example, if a person is involved in a church or place of worship, determining if there are volunteers from that organization that will pick up people for service or groups, may help to alleviate their fear. Or for grocery shopping, setting up a grocery shopping schedule with the person so they know that they will be able to replenish their food on certain days. Eligibility for the Meals on Wheels program can be determined by contacting the Waupaca County Aging and Disability Resource Center (715-258-6400). Waupaca County also has a volunteer transportation program for those individuals who are 60+ years old or have a Social Security Disability Determination, that can assist with getting to medical appointments and can be set up by calling 715-258-6279.

According to AARP.org, the following are some warning signs that indicate a person should begin to limit or stop driving.

1. Almost crashing, with frequent "close calls"
2. Finding dents and scrapes on the car, on fences, mailboxes, garage doors, curbs, etc.

3. Getting lost, especially in familiar locations
  4. Having trouble seeing or following traffic signals, road signs, and pavement markings
  5. Responding more slowly to unexpected situations, or having trouble moving their foot from the gas to the brake pedal; confusing the two pedals
  6. Misjudging gaps in traffic at intersections and on highway entrance and exit ramps
  7. Experiencing road rage or causing other drivers to honk or complain
  8. Easily becoming distracted or having difficulty concentrating while driving
  9. Having a hard time turning around to check the rear view while backing up or changing lanes
  10. Receiving multiple traffic tickets or "warnings" from law enforcement officers
- ([http://www.aarp.org/home-garden/transportation/info-05-2010/Warning\\_Signs\\_Stopping.html](http://www.aarp.org/home-garden/transportation/info-05-2010/Warning_Signs_Stopping.html))



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Phone: 920-867-2183  
Fax: 920-867-2153

For more information or to schedule a tour please contact our Admissions Coordinator Carrie Baxter-Crist at 920-867-2183 ext. 2332 or via email at [Carrie.BaxterCrist@co.waupaca.wi.us](mailto:Carrie.BaxterCrist@co.waupaca.wi.us)



Lakeview Manor provides the following services:

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Psychiatric Services

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No awkward exits from this recliner! Tilts forward for ease of rising — better than a hand up. Bolstered back for comfort; hand-held control (to recline or exit); storage pocket for convenience. For confidence, lifetime-warranted Flexsteel seat spring and frame.

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- Massagers soothe your body
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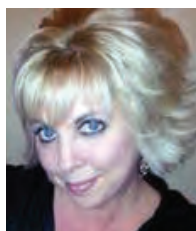
990 WEST FULTON STREET • WAUPACA  
715/258-7803 OR 800-773-4746  
MONDAY-THURSDAY 9 A.M.-6 P.M.;  
FRIDAY 9 A.M. -7 P.M.;  
SATURDAY 9 A.M.-5 P.M.;







# Volunteer Spotlight



*Kristine Wiegman  
Volunteer Coordinator &  
Health & Wellness  
Coordinator  
Kristine.Wiegman@  
co.waupaca.wi.us  
715-258-6277*

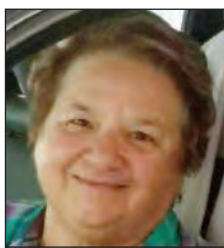
Spring is in the air! There is something exciting about the anticipation of the grass peeking out from underneath the snow, birds returning from their winter havens and new life blossoming!

One of the wonderful aspects of my position as the Volunteer Coordinator is to be surrounded by rays of sunshine otherwise known as Volunteers. In this edition, you will meet three volunteers who bring that bright light into someone's day! Happy reading!

**LEE MAGLIETTO** became a Volunteer Driver 14 years ago thanks to her friend who was a volunteer driver

at the time & encouraged her to give it a try. She was born in New York, moved to California & when this particular friend persuaded her to visit Waupaca – she never left. "I love the people! Before retiring, I was a nurse & have always enjoyed listening to others stories. My favorite part about being a volunteer driver is getting to know all the riders. I've gotten close to them. There is this one rider that requests only me. They've become my family & I have become theirs." In Lee's spare time she creates beautiful patchwork quilts, is active in her church and crochets hats & scarves which she joyfully donates to whom ever needs them.

After 41 years as a Regional Field Crops Sales Manager, **DAVE CHAPMAN** of New London was looking for something to do in his retirement. He



*Lee Maglietto*

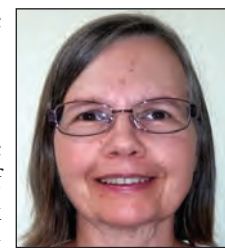
saw an ad in the newspaper looking for volunteer drivers. Fast forward 5 years and he has become one of the most requested drivers! "I was looking for something to do & I like to drive. Volunteering makes you feel good. Most of the people really appreciate the ride and the company. I try to make the ride enjoyable. It makes me happy to see them happy!"

Similar to Lee's story, Clintonville volunteer **MARY HODNE** retired after 43 years of being a Registered Nurse. She was urged by her friend to become a Home Delivered Meals volunteer in January 2015. "This is such a wonderful program for homebound seniors. They really depend on the meal & the visit. We are often their only welfare check. It's up to us to bring a smile to their day!" Mary was also quick to mention "This



*Dave Chapman*

is not a huge time commitment. I can easily swap days if needed. The schedule is flexible so if something urgent comes up last minute, I can call to have my route covered." Mary ended the conversation by sharing that "It is rewarding to do something for other people. It is so beneficial for the people to provide nutrition & a daily contact. A nice feeling to know you are doing good & are appreciated! Someday I may need the same help & hope that others will do the same for me."



*Mary Hodne*



## The Washington Center

**If you're looking for a place to maintain your current independent lifestyle, yet receive some assistance with daily living, The Washington Center is for you.**

**We offer efficiency, one- and two-bedroom apartments with a variety of amenities, social activities and care, all depending on your individual needs, such as:**

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St. Joseph Residence is licensed to provide care for private pay residents, as well as those insured by Medicare, Medicaid and many private insurance plans.

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**www.StJosephResidence.com**



# Spring into action... VOLUNTEER!



Kristine Wiegman  
Volunteer Coordinator &  
Health & Wellness  
Coordinator  
Kristine.Wiegman@  
co.waupaca.wi.us  
715-258-6277

Are you looking for a way to give back and make a difference? Here are some great opportunities to be involved in our community!

## Volunteer Driver

Are you retired or looking for something to do? Enjoy meeting new people? Maybe this is for you! Provide safe & dependable transportation to Waupaca County residents who are elderly or disabled primarily for medical, nutrition or employment needs. Background check required. Volunteers utilize their own vehicle & are paid for mileage. Valid Wisconsin driver's license & clean driving record are required.

## Health & Wellness Workshop Facilitator

Improve your health & well being and help others do the same! Become a trained leader in any of our Health, Wellness & Prevention Programs!

Facilitate evidence-based programs geared for Seniors in Waupaca County! Programs offered through the Aging & Disability Resource Center (ADRC). Help Seniors make positive changes in their life by leading workshops geared for their health & well being! Training is required & paid for. Mileage is reimbursed for the workshops you facilitate as well as a

stipend. Current evidence based programs offered are:

## Stepping On:

Stepping On is a seven-week workshop using adult education to develop the knowledge and skills needed to help older adults prevent falls. It focuses on how strength and balancing exercises, medication management, home safety, footwear, vision, and mobility all play an important in fall prevention.

## Living Well with Chronic Conditions:

This six-week program teaches new strategies that will give participants the confidence and skills needed to manage the challenges of living with a chronic health condition such as pain and fatigue, diabetes, arthritis, high blood pressure heart disease, chronic pain or anxiety.

## Healthy Living with Diabetes:

If you have diabetes or care for someone with diabetes, you may be ideal for co-leading this workshop! This researched and proven, peer-led workshop is designed to help adults with type 2 diabetes or pre-diabetes learn skills for managing their diabetes. Healthy Living with Diabetes promotes self-management skills for people living with diabetes. This workshop meets for 6 consecutive weeks.

## Senior Nutrition Centers

**Senior Dining** Do you enjoy the company of seniors? If so, please join us at any of the 7 Senior Nutrition Sites!



Sites are located in:



Clintonville, Iola, Manawa, Marion, New London, Waupaca & Weyauwega.

- Assist at the meal site – food server, meal set up & clean up.
- Offer your talents to the participants through music, art or professional abilities.
- Hours are approx 10:00 am – 1:00 pm, Monday – Friday. (no holidays) Flexible schedule! Choose the day(s) you're available.

**We have a GREAT NEED for Home Delivered Meals in all communities!**

**Can you commit to giving 1-2 hours a week or a month? That's all it takes to change a life! Consider becoming a Home Delivered Meals driver in Clintonville, Iola, Manawa, Marion, New London, Waupaca or Weyauwega/Fremont.**

A home delivered meal with a smile can do amazing things for those we serve. Consider being a Home Delivered Meals Driver!

• Meals are delivered to home bound residents Monday – Friday (no holidays). Delivery times & length of route vary by the local nutrition site. Approximate times are 10:45 a.m. – 12:30 p.m. If you can offer even one day a month to deliver, it would make a huge difference in someone's life that needs a meal & appreciates the visit!



**'Like' 'Waupaca County DHHS Volunteer Program' on Facebook!**

<http://www.facebook.com/waupacacountydhhsvolunteerprogram>



Our organization is supported by the work of the Volunteer Center of East Central Wisconsin and by volunteers like you! Find volunteer opportunities in our community by visiting [www.VolunteerCenter.net](http://www.VolunteerCenter.net)

## Be the Change!

# Iola Senior Living

## BY IOLA LIVING ASSISTANCE

**"A non-profit provider"**



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• Skilled Nursing Facility

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**(715) 445-2412**



# Volunteer Ombudsman-Advocates for the Elderly in Nursing Home.

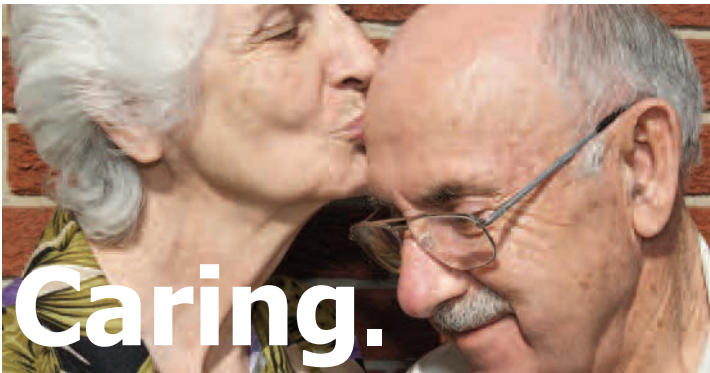
The Board on Aging and Long Term Care began its Volunteer Ombudsman Program in Waupaca in 2004. The program, which was established in 1994, in southern Wisconsin, offers people the opportunity to serve as volunteer ombudsman in area long-term care facilities.

Volunteers are screened, trained and assigned a local nursing home by the coordinator of the program. Volunteers will be guided and receive ongoing education training to ensure excellence in advocating for nursing home residents.

Our volunteer advocates make weekly visits to their assigned facility for 2-3 hours a week. They talk with residents and check with residents as to how things are going for them. The volunteers advocates empower residents get areas of concern corrected. As a resident advocate, representing the Board on Aging and Long Term Care, they can promote residents rights and quality of life.

For more information call Suzanne Ankenbrandt, Coordinator Volunteer Program, at 715-342-3086 or 1-800-815-0015 [suzanne.ankenbrandt@wisconsin.gov](mailto:suzanne.ankenbrandt@wisconsin.gov)

Training will be held for those interested in the May.



## It's not the hard part of caregiving.

When someone you love needs care, it's natural to want to be the one to provide it. But when caregiving becomes difficult, talking with people who understand can help.

Find support by joining the **Family Caregiver Call-In**. You'll talk with caregivers and experts and find resources to help you better care for your loved one – and yourself.

### Family Caregiver Call-In It's FREE and easy to participate.

**Step 1:** Call **715-258-6400** to reserve your spot on the call and to get the call-in phone number

**Step 2:** Dial in on the 2nd Tuesday of each month from 1:00 - 2:30 pm

**For more information, contact the Aging & Disability Resource Center of Waupaca County at 715-258-6400**

## SSA from page 5

program may apply a penalty that will reduce your benefits if you fail to report a change, or if you reported the change later than 10 days after the end of the month in which the change occurred. If you fail to report changes in a timely way, or if you intentionally make a false statement, they may stop your SSI, disability, and retirement benefits. They may also impose a sanction against your payments. The first sanction is a loss of payments for six months. Subsequent sanctions are for 12 and 24 months.

You can report your change by calling toll free at 1-800-772-1213. If you're deaf or hearing-impaired call TTY 1-800-325-0778. Mail the information to your local Social Security office at 607 W Northland Avenue, Appleton WI 54911 or in person if you prefer. If you receive SSI, you should ask about our options to use the automated toll-free [SSI Telephone Wage Reporting Service](#) or the free SSI Mobile Wage Reporting Smartphone app.

If you receive benefits and need to change your address or direct deposit, you can conveniently do so by creating a my Social Security account at [www.socialsecurity.gov/myaccount](http://www.socialsecurity.gov/myaccount).



In honor of the hundreds of awesome Waupaca County Dept. of Health & Human Services Volunteers, there are celebrations planned throughout the County over a two week period!

A huge **THANK YOU** to the Volunteers that serve meals at the Senior Nutrition Site, deliver meals to the homebound, serve on committees that care for the aging population, assist with foster care permanency placement, help with the immunization clinics, organize activities at the Senior Nutrition Sites, drive residents to medical appointments, use their talents to work on office projects & lead prevention classes throughout the community! **YOU ARE GREATLY APPRECIATED!!**



DATE	TIME	LOCATION	RSVP
Tuesday, April 12	11:00 am	New London Senior Center 600 W. Washington St	By April 11 at Noon 920-982-8522
Wednesday, April 13	12:30 pm	Clintonville Senior Center 30 S. Main St.	By April 12 at Noon 715-823-7667
Friday, April 15	10:00 am	Iola Nutrition Site Living Oaks, 505 W. Iola St	By April 14 at Noon 715-445-2548
Wednesday, April 20	11:00 am	Weyauwega Nutrition Site First Presbyterian Church 200 S. Pine St.	By April 19 at Noon 920-867-3213
Thursday, April 21	11:00 am	Manawa Nutrition Site Little Wolf Town Hall E6325 County Rd. N	By April 20 at Noon 920-596-3320
Thursday, April 21	1:00 pm	Marion Nutrition Site 325 W. Garfield Ave.	By April 20 at Noon 715-754-2482
Friday, April 22	9:30 am	Waupaca Nutrition Site Trinity Lutheran 206 E. Badger St.	By April 21 at Noon 715-258-9598



# Understanding VA Death Benefits



Jesse P. Cuff  
Waupaca County Veterans  
Service Officer  
Courthouse, 811 Harding  
Street  
Waupaca, WI 54981  
715-258-6475 [www.facebook.com/WaupacaVeteransOffice](http://www.facebook.com/WaupacaVeteransOffice)  
Hours: Mon. – Fri. 8a-4p

## VA DEATH BENEFITS

Like most things in life, dealing with the death of a loved one is best handled by the prepared. It's a topic no one wants to talk about, but everyone will all have to work through at some point. Being prepared and arming your loved ones with your final wishes, rather than leaving them to sort it out in the wake of your passing, is the responsible handoff of a life well lived. In order to receive benefits applicants must meet eligibility requirements, provide necessary evidence, and make application. Benefits include Burial Flags, Burial Reimbursement (partial), Survivor Pension, Dependency and Indemnity Compensation, Presidential Memorial Certificate, Grave Marker, Accrued Benefits, Funeral Honors (State / VSO), Bronze War Period Flag Holder (CVSO), and other survivor benefits. Since every situation is unique, our office can assist in linking you with the appropriate benefits.

### WHOS ELLIGIBLE?

– Here are two common benefits, other benefits are available

#### Burial Benefits

- You paid for a Veteran's burial or funeral, AND
- You have not been reimbursed by another government agency or some other source, such as the deceased Veteran's employer, AND
- The Veteran was discharged under conditions other than dishonorable, AND
- The Veteran died because of a service-related disability, OR
- The Veteran was receiving VA pension or compensation at the time of death, OR
- The Veteran was entitled to receive VA

pension or compensation, but decided not to reduce his/her military retirement or disability pay, OR

- The Veteran died while hospitalized by VA, or while receiving care under VA contract at a non-VA facility, OR

- The Veteran died while traveling under proper authorization and at VA expense to or from a specified place for the purpose of examination, treatment, or care, OR

- The Veteran had an original or reopened claim pending at the time of death and has been found entitled to compensation or pension from a date prior to the date of death, OR

- The Veteran died on or after October 9, 1996, while a patient at a VA-approved state nursing home.

#### Survivor Pension

The deceased Veteran must have met the following service requirements:

- For service on or before September 7, 1980, the Veteran must have served at least 90 days of active military service, with at least one day during a war time period.

- If he or she entered active duty

after September 7, 1980, generally he or she must have served at least 24 months or the full period for which called or ordered to active duty with at least one day during a war time period.

- Was discharged from service under other than dishonorable conditions.

Survivors Pension is also based on your yearly family income, which must be less than the amount set by Congress to qualify.

While an un-remarried spouse is eligible at any age, a child of a deceased wartime Veteran must be:

- Under 18, OR
- Under age 23 if attending a VA-approved school, OR
- Permanently incapable of self-support due to a disability before age 18

**Your yearly family income must be less than the amount set by Congress to qualify for the Survivors Pension benefit. Learn more about income and net worth limitation, and see an example of how VA calculates the Survivors Pension benefit.**

Understanding these and other VA Benefits can seem daunting, but the Waupaca County Veterans Service Office can help. If you could use a little help navigating the VA Benefit system please schedule an appointment today!

#### For more information:

- <http://www.benefits.va.gov/compensation/claims-special-burial.asp>
- [http://www.va.gov/opa/publications/factsheets/fs\\_survivor\\_benefits.pdf](http://www.va.gov/opa/publications/factsheets/fs_survivor_benefits.pdf)
- [http://www.va.gov/opa/publications/factsheets/fs\\_military\\_honors.pdf](http://www.va.gov/opa/publications/factsheets/fs_military_honors.pdf)
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# Wisconsin Medicaid and BadgerCare Plus Non-Emergency Medical Transportation



By Peggy Strey,  
Elder Benefit  
Specialist

As the state of Wisconsin's non-emergency medical transportation (NEMT) manager, MTM Inc. arranges transportation for eligible Medicaid and BadgerCare Plus members throughout the state to their covered preventative and life-sustaining medical appointments.



However, if you or a friend or relative have access to a car but, do not have the funds to buy gas to get to your medical appointments, you may qualify for gas mileage reimbursement. MTM is committed to removing barriers to transportation that can cause people to miss important appointments, treatments, and check-ups.

## Mileage Reimbursement Puts You In the Driver's Seat



There are many benefits to the program. The most important benefit is that you retain your independence and control over your health. Here are just a few of the other benefits:

- You get paid to drive yourself to your medical appointments
- No waiting for a transportation vendor to arrive
- Friends, relatives and neighbors can be paid to take you to your medical appointments

### Mileage Reimbursement Logs -

You must complete and submit a trip log form to be reimbursed for mileage to and from covered medical appointments. **All information must be completed.** (your medical provider will need to sign the form to verify the appointment). There is no need to track mileage; MTM's system will do it for you.

You may use the trip log form for

one or several trips. Just make sure to mail, fax, or email the completed form to MTM no later than 60 days from the date of the oldest appointment. Once MTM receives the trip log form, they will verify the information and issue payment.

You can get mileage reimbursement forms on the MTM website at: <https://www.mtm-inc.net/mileage-reimbursement/> The 2016 IRS medical mileage reimbursement rate is 19¢/mile.

## How Will I Be Paid?

Once approved, a Comdata MasterCard will be issued and the mileage reimbursement amount will be automatically deposited to that card.

### TIPS for using your COMDATA MasterCard:

**Avoid Card Fees** - As with any debit or credit card, you will be charged fees for certain purchases.

- Do not use your card before it is activated.
- Check your balance online at [www.cardholder.comdata.com](http://www.cardholder.comdata.com). You can also call Cardholder Services at **1-888-265-8228**.
- Choose credit instead of debit when making a purchase.
- Do not use the card for a purchase that is greater than your balance unless you know the balance. Tell the salesperson to deduct the balance amount from the card. Use other funds to pay for the rest of your purchase.

## Mileage Reimbursement Questions?

If you have questions about this process, please call MTM at **1-888-513-0703**.

## What If I Am Denied and Disagree With the Decision?



To appeal a denied transportation service (including mileage reimbursement), you can either appeal to the MTM Inc. ombudsman or request a fair hearing directly from the Division of Hearings and Appeals.

Appealing to the MTM Inc. ombudsman is optional, but may be the fastest way to resolve your denial because you may be able to come to an agreement without having to wait for a fair hearing with the Division of Hearings and Appeals to take place.

## Appeals with the MTM Inc. Ombudsman

To appeal to the MTM Inc. ombudsman, you can do either of the following:

- Call the "We Care" number at 1-866-436-0457 and ask to file an appeal.

- Write to the following address:  
MTM Inc. - Appeals Dept  
5117 W Terrace Dr. - Ste 400  
Madison WI 53718

If you request an appeal, MTM Inc. will send you a letter within 10 business days, even if the appeal is not resolved. If the appeal was not resolved within 10 business days, MTM will send you a final letter after a decision has been made. The appeal process will not take more than 45 days.

If you are not satisfied with the decision of the MTM Inc. ombudsman, you can follow the continued appeal process described in the letter. If you are still not satisfied, you may still request a fair hearing with the Division of Hearings and Appeals.

## Fair Hearings

To request a fair hearing with the Division of Hearings and Appeals, complete the Request for Fair Hearing form and submit it to the following address: Department of Administration  
Division of Hearings and Appeals  
PO Box 7875  
Madison WI 53707-7875

You can get the Request for Fair Hearing form online at [www.dhs.wisconsin.gov/forwardhealth/customerhelp/index.htm](http://www.dhs.wisconsin.gov/forwardhealth/customerhelp/index.htm) or by calling 1-608-266-3096.

If you choose to write a letter in place of the form, you must include the following:

- Your name.
- Your mailing address.
- A brief description of the problem.
- The name of the agency that took the action or denied the service.
- Your Social Security number.
- Your signature.

If you need help with asking for a fair hearing, please call 1-800-362-3002.

- <https://www.dhs.wisconsin.gov/forwardhealth/customerhelp/memberupdate-06-2013mtm.pdf> Retrieved 1/28/2016
- <https://www.irs.gov/uac/Newsroom/2016-Standard-Mileage-Rates-for-Business-Medical-and-Moving-Announced> Retrieved 1/28/2016
- <https://www.mtm-inc.net/wisconsin-website/wisconsin-home/> Retrieved 1/28/2016
- <https://www.mtm-inc.net/mileage-reimbursement/> Retrieved 1/28/2016

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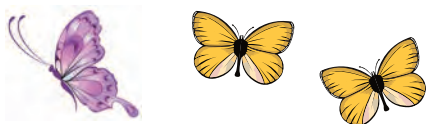
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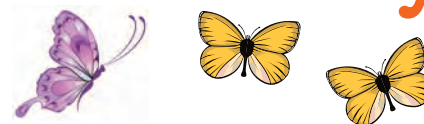
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# The following **FREE** workshops are sponsored by:



## Waupaca Area THRIVES\* Coalition



### LIVING WELL WITH CHRONIC CONDITIONS

Join this workshop where you'll learn practical ways to deal with pain and fatigue, discover better nutrition and exercise choices, and understand new treatment choices. If you have conditions such as diabetes, arthritis, high blood pressure heart disease, chronic pain or anxiety – this workshop is for you! Classes will be held at the Maasch Education Center – Riverside Medical Center - 902 Building.

**Thursdays, Starting April 7, 2016 – May 12, 2016** from 9:00 am – 11:30 am.

Class meets for six consecutive weeks!

### STEPPING ON

A workshop where you'll learn exercises and strategies to help prevent you from falling. Topics included: Simple and fun balance and strength

training, the role vision plays in keeping your balance, How medications can contribute to falls, and more. Workshops are lively and interactive making the learning experience both interesting and fun. Classes will be held at the Maasch Education Center – Riverside Medical Center - 902 Building.

**Tuesdays, Starting April 12, 2016 – May 24, 2016** from 9:00 am – 11:00 am.

Class meets for seven consecutive weeks!

### POWERFUL TOOLS FOR CAREGIVERS

Powerful Tools for Caregivers is an educational program designed to help family caregivers take care of themselves while caring for a relative or friend. You will benefit from this class whether you are helping a parent, spouse, or friend. Participants

will learn to reduce stress, improve self-confidence, better communicate feelings, increase their ability to make tough decisions and locate helpful resources. Classes will be held at the Maasch Education Center – Riverside Medical Center 902 Building.

**Wednesdays Starting April 27, 2016 – June 1, 2016** from 5:30 pm – 7:00 pm.

This class meets for six consecutive weeks!

**Register Early ~ Class size is limited ~ Ask a friend!**

**Pre-Registration Required TO REGISTER:**

**Call 715.258.1119 or visit the ThedaCare website @ [www.thedacare.org](http://www.thedacare.org)**

\*THRIVES stands for: "Teaming for Health and Resiliency Improvement Via Education and Support." The THRIVES coalition is a group of agencies working together to offer educational and supportive workshops to help all members of our community.

For more information on any of the THRIVES workshops, contact the RMC Health and Wellness Department at 715-258-1183 or the Waupaca Senior Center at 715-258-4437.



## Care Partners Assisted Living

**"Partners In Caring For You"**

### About Us

Our pledge is to serve each resident with kindness, respect, compassion and professionalism. While we encourage our resident's independence, we will be nurturing their spirit, preserving their dignity and involving their families. The foundation of our program is based on our theory that the quality of life for a person can be significantly improved by creating an environment that allows individuals daily life choices. We believe that proper training, ongoing education, and specialty enhancement programming are the key ingredients to ensuring excellence in care. Our main goal is to ensure that our residents and their loved ones can see the difference in the care received. We operate with the same philosophy throughout all of our facilities, namely, the provision of quality care with a "Family" touch.



[www.carepartners-countryterrace.com](http://www.carepartners-countryterrace.com)

## Care Partners Assisted Living

Paula Hunter-Wilhelm—Director  
3349 Whiting Avenue  
Stevens Point, WI 54481

Phone: 715-345-9904  
E-mail: [cp14stevenspoint@cpalct.com](mailto:cp14stevenspoint@cpalct.com)

Corina Krueger—Director  
59 Industrial Avenue  
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Phone: 715-460-3466  
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- **Washer and dryer or hookups (most units)**
- **Attached garage with electric opener (most units)**
- Private entry with covered porch (most units)
- Mailboxes on site
- Community Room (most locations)
- Smoke free property

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- Mauston
- Montello
- Seymour
- Waupaca
- **Wausau** (High rise  
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- **WI Rapids - 2  
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