



# Facts for Life

## ADRC Celebrates Older American's Month Never Too Old to Play!

May is Older Americans Month, a perfect opportunity for the ADRC to show appreciation for the older adults in our community. Since 1963, communities across the nation have joined in the annual commemoration of Older Americans Month - a proud tradition that shows our nation's commitment to celebrating the contributions and achievements of older Americans.

The theme for Older Americans Month 2012 - *Never Too Old to Play!* - puts a spotlight on the important role older adults play in sharing their experiences, wisdom, and knowledge, to the benefit of other generations.

Lifelong participation in social, creative, and physical activities

has proven health benefits, including retaining mobility, muscle mass, and cognitive abilities. But older adults are not the only ones who benefit from their engagement in community life. Studies show their interactions with family, friends, and neighbors across generations enrich the lives of everyone involved.

While the Aging and Disability Resource Center of Ozaukee County provides services, support, and resources to Americans year-round, Older Americans Month is a great opportunity to show special appreciation for some of our most beloved citizens. We have many reasons to celebrate them!

This newsletter is funded by Ozaukee County and the Older Americans' Act

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## Save the Date: Older American's Month Celebration

Please join us for a very special event to celebrate Older American's Month.

**Thursday, May 3rd**  
**1:30 to 3:30 p.m.**

**At the Cedarburg Cultural Center**  
**W62 N546 Washington Ave**  
**Cedarburg, WI**  
**(Free parking behind the building)**

- Sing along to songs of the 40's, 50's and 60's with Terry Morgenroth
- Trivia Game with Audience Participation
- Bingo
- Door Prizes
- Refreshments

**Space is limited so reservations are needed.**



The afternoon's activities will include:

- The "Oldiewed" Game (A version of the original Newlywed Game!)

Please call (262) 284-8120 or (262) 238-8120 to reserve your spot today!

## Retirement 101

Questions about what you need to do before you turn 65? Or, are you confused by the different parts of Medicare? Attend the Retirement 101 series to have your basic questions answered!

The series is broken into three parts. Attend one part or all parts. You do not need to attend in order. Series repeats every 3 months.

**Part 1:** Social Security, Insurance Options before 65, coordination of Benefits, Union or Employer health coverage, and Medicare sign-up.

*Wednesday, April 11, 2012*

*Wednesday, July 11, 2012*

*Tuesday, October 9, 2012*

**Part 2:** Original Medicare, Supplemental Insurance, Medicare Summary Notices, Medicare Savings Program.

*Wednesday, May 9, 2012*

*Wednesday, August 8, 2012*

*Tuesday, November 13, 2012*

**Part 3:** Medicare Advantage Plans, Prescription Drug Programs, Insurance Company Marketing Season, Low Income Subsidy for Part D and SeniorCare.

*Wednesday, June 13, 2012*

*Tuesday, September 11, 2012*

*Tuesday, December 11, 2012*

There are two sessions each day held in the County Administration Building Auditorium located at 121 W. Main Street, Port Washington.

**Afternoon Session - 1 to 3 p.m.**

**Evening Session - 6 to 8 p.m.**

Reserve your spot today by calling (262) 284-8120 or (262) 238-8120 or sign up on the web at [www.co.ozaukee.wi.us/ADRC](http://www.co.ozaukee.wi.us/ADRC) and select Elderly Benefit Specialist and then Retirement 101.

## \$0 Co-Pays on Medicare Part D Drugs

Beginning January 1, 2012, all "Dual Eligibles", or individuals with both Medicare and Medicaid benefits, receiving home and community based waiver services (HCBS) were no longer required to pay co-payments for their medications. The Affordable Care Act eliminated drug co-payments for dually eligible individuals enrolled in the following programs: Family Care, IRIS, Legacy Waivers (COP, CIP, BIW), Children's Long-Term Support Waiver, and Partnership.

Unfortunately, because eligibility information was not received by Medicare Part D plans until after January 19, dually eligible individuals receiving HCBS continued to be charged low co-payments for their medications at the pharmacy counter for the first few weeks in January. To remedy this situation, once the Medicare Part D plans received information identifying dual

eligible members receiving HCBS, the plans were required to adjust these members' status retroactively to January 1 and automatically reimburse them for any overpaid out-of-pocket costs they incurred since January 1.

Adjustments made to plan members' status should have occurred without any specific request from plan members. Furthermore, reimbursements to plan members were to be made within 45 days from when their Medicare Part D received information about their members' change in co-payment status. ***If by March 16, 2012 HCBS beneficiaries have not received their reimbursements for overpaid out-of-pocket Medicare Part D co-payments incurred after January 1, 2012, they should contact their Medicare Part D plan directly to specifically request a reimbursement.***

## Senior Farmers Market Vouchers

***\*\*Please note that at the time our newsletter was sent to the printer we had not received any information as to when we will be receiving the vouchers for distribution.\*\****

The ADRC of Ozaukee County will be sponsoring the Senior Farmers Market program. We have been told to expect the vouchers for

distribution in early June. Please call the ADRC of Ozaukee County after **May 18** at (262) 284-8120 or (262) 238-8120 for more information.



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## Where did they go?

If you receive an assistance benefit (such as Medicaid, BadgerCare Plus, or Food Share), you may be wondering where your county worker went...also wondering what is the Moraine Lakes Consortium...also wondering what does this mean for you.

There is no change in your benefits. **There is a change** in the system through which you apply for benefits or complete the required reviews (regular reviews prove that you can continue to receive a benefit). The new system has three parts:

1. **\*\*NEW\*\* The Moraine Lakes Consortium Call Center** is where you call to apply for benefits, report changes, complete renewals, or check on benefits. **You can call the center at 1-888-446-1239, 7:30 a.m. to 4:00 p.m., Monday through Friday.** This call center is handling a large number of calls and there may be a wait until you are connected to a real person. **Please be patient.** An alternative to the call center is to use the online system at [access.wi.gov](http://access.wi.gov).
2. **\*\*NEW\*\* The Centralized Document Processing Unit (“CDPU”)** handles every piece of paper that

you are asked to submit (applications, documents, bank statements, etc.). These items from you are scanned into your electronic account that includes all information about you and the benefits that you receive. All papers that you have to submit should be sent to the “CDPU.” **Do not send originals, send only copies. Your papers will not be returned.** Send to:

CDPU  
PO Box 7190  
Madison, WI 53707-7190

OR

Fax the CDPU at  
1-855-293-1822

3. **The county Economic Support workers** still review applications and reviews. The worker can see all of your documents that have been put in the electronic system by the CDPU. However, you can no longer contact a worker directly. You should call the Moraine Lakes Consortium Call Center if you have any questions or to set up a face-to-face appointment with a county worker for

a new application or a review.

### **Important points to remember:**

- You can no longer contact an Economic Support worker at the county.
- All phone contact is with the Moraine Lakes Consortium call center (including to report changes, apply for benefits, or to set up an appointment with a county worker).
- All documents must be mailed or faxed to the Central Document Processing Unit (CDPU).

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### April is Volunteer Month - Exceptional People, Extraordinary Hearts

The Aging and Disability Resource Center of Ozaukee County would like to extend our sincere “Thank You” to our many volunteers who make our senior dining programs possible. Last year volunteers provided over 5000 hours of service! We could not do it without you!

## Community Preparedness Day

Please join us for this county-wide event

**Saturday, May 5**  
**10:00 a.m. to 12:00 p.m.**  
**Grafton Public Library**  
**1620 11th Avenue**  
**Grafton, WI 53024-2404**

Come with your neighbors, friends and family and learn how to be ready and prepared for any type of disaster.

Participants will begin building emergency kits with donated supplies, develop a family emergency plan and learn about local, regional and state resources. Some of the resources that will be on display will include: Ozaukee County

Incident Command Vehicle, Triage Trailer, Fire Trucks, Police Car, Ambulance and more!

This event is being planned by Aurora Medical Center - Grafton, Columbia St. Mary's Hospital - Ozaukee, Ozaukee County Emergency Management and Ozaukee County Public Health Department.

*(This project has been funded in whole or in part with Federal Funds from the National Library of Medicine, National Institutes of Health, Department of Health and Human Services, under Contract No. HHSN-276-2011-00005C with the University of Illinois at Chicago.)*

## Have a Gardening Question? Ask a Master Gardener

The gardening season is starting soon, and some problems are sure to happen.

The UW-Extension of Ozaukee County offers a yard and garden helpline, staffed by trained Master Gardener volunteers. These Master Gardener volunteers are available to assist you with advice on trees, shrubs, houseplants, flowers, vegetables, and lawns.

We can help with questions on seed starting, insect problems, plant diseases, pruning and composting just to name a few. The yard and garden line operates *May thru*

*September* on Monday and Thursday afternoons from 1:00 to 4:00 p.m. The line is open *October thru April* on Thursdays only from 1:00 to 4:00 p.m. Give us a call at (262) 284-8288 or (262) 238-8288 or via email [mastergardener@co.ozaukee.wi.us](mailto:mastergardener@co.ozaukee.wi.us) all year round.

You can also drop off samples at the UW-Extension office in the lower level of the County Administration Center at 121 W. Main Street in Port Washington. We all hope you have an enjoyable and productive growing season this year!

## 2012 Senior Conference

The date and location for this year's Ozaukee County Senior Conference will be June 20 at the Grafton High School. This is the tenth year for this special event and in commemorating this milestone, the conference theme and all visual effects will be a reflection of past decades.

Our keynote speaker will be Ben Merens, a radio commentator on Wisconsin Public Radio during the 4:00 and 5:00 evening hours. Ben is a very caring speaker who will address how listening and connecting with others, especially older adults who through sharing their wisdom and history, can be an extremely valuable asset to their family, grandchildren, and society as a whole.

The conference format will be the same as years past with viewing of the exhibitors, breakout sessions, lunch, keynote speaker, breakout sessions again, and time for door prizes. The cost for the entire day will be \$15. ***If you have attended the event in the past, a registration form will be coming to you in the mail.*** If you are interested in attending for the first time, registration forms will be available at different locations in the community or at the ADRC of Ozaukee County in late April to early May. Please call the ADRC of Ozaukee County at (262) 284-8120 or (262) 238-8120 for any questions or information.



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## Putting “spring” into your step to avoid a fall

With spring already here we are probably looking forward to getting out to take advantage of the warmer weather and the beautiful scenery. However, as we get older sometimes we may limit what we do because of a fear of falling. We might have a concern about sidewalks that are uneven or just the fact that we have been cooped up all winter and feel less steady on our feet, which limits how much we are willing to get out.

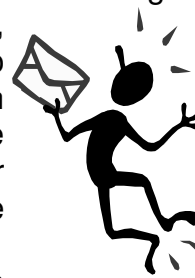
If this sounds familiar we have something for you! **Stepping On**, a program that has been proven to build confidence and reduce the risk of falls for older adults, will be

offered beginning in May. This program brings together experts in the fields of Physical Therapy (Don Olson, Northshore Physical Therapy), Medications/Pharmacy (Jon Jankowski, Ye Old Pharmacy), and Vision Services (Rob Buettner, Badger Association) to provide insight in developing an exercise program and other strategies to reduce the risk of falls.

Falls have an enormous cost to both the individual and the community, and many times the fall is preventable, with just a bit of

knowledge. We have the tools, we just need you! For more information or to register, please call Mary at (262) 284-8120 or (262) 238-8120.

The class is scheduled to begin on **Tuesday, May 1** at the Port Washington Senior Center from 1:00 to 3:00 p.m. and class size is limited. A \$10 donation is suggested for the entire program. We look forward in seeing you.



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## What condition is your condition in?

The Aging and Disability Resource Center continues to move forward in offering of evidence-based prevention programs. Evidence-based programs are programs that have been well researched and their positive outcomes have been documented.

The data is compelling, almost overwhelming: If older adults increase physical activity, improve eating habits, take some simple steps to manage health conditions, they could live longer and healthier lives, and it is NEVER to late to begin!

One such program is **Living Well with Chronic**

**Conditions.** The program is open to individuals who suffer from a chronic condition (diabetes, heart disease, arthritis) who would like to develop a better understanding of their condition and the skills to manage their illness. Preventing or delaying chronic illness can help stem rising health care costs, help the older person remain more independent, and improve their quality of life.



beginning June 4 from 1:00 to 3:00 p.m. and class size is limited. For more information or to register, please call Mary Ferrell at (262) 284-8120 or (262) 238-8120. A \$10 donation is suggested for the entire program. We look forward in seeing you.

This is a 6-week program that will be offered

## New Supports for Caregivers

The Aging and Disability Resource Center has always been very supportive of caregiver's needs, but in December we added new areas where we can help.

A new display board full of brochures regarding caregiving has been added to the wall outside our office. These brochures include information on communication between the caregiver and doctor, on making mealtime easier, on the basics of daily care, on dealing with wandering, on sleeping through the night, as well as many on caregiver emotions. These brochures can be picked up at any time without making an appointment to see one of the Information and Assistance Specialists in the office. We also have reorganized and highlighted our lending library so that a caregiver can find books on caregiving much easier. Our lending library is easy to use as we do not have a specified time period in which a book needs to be returned.

We also purchased a number of assistive devices to help a care recipient be more independent. These devices include reachers, bath sponges, button aids, sock aids, dressing stick, a leg lifter, and shoehorns. By using these items, a person should be able to complete the task

of dressing by themselves which in turn allows the caregiver some free time. Some other items purchased include gait belts and washable underpads. All these items are available by request with a few requirements that must be met by the caregiver and care recipient. If both are over 60 years of age, there should be no problem in acquiring these assists.

Finally, we have been able to purchase several *Kindle's* that we would like to make available to caregivers. We envisioned these devices to be of use to caregivers when they are waiting for their loved one to complete a medical appointment or during an extended hospital stay. The *Kindle* will come preloaded with several magazines to view and games to help pass the time. These devices are easy to use. We will include a short demonstration for the first time user. You will be surprised at how quickly time can pass when you engage in a rousing game of "word search" or "Sudoku" or are able to catch up on the latest issue of Milwaukee Magazine!

Please feel free to call our office at (262) 284-8120 or (262) 238-8120 if you would like additional information about these items or hear about the latest updates for caregivers!

## A shot in the arm for your *Grandchildren*

Tdap - Just the Facts:

### **Q: Whooping Cough...Is it back?**

*A: The truth is Whooping Cough (pertussis) never left. Due to high vaccination rates in children, the disease has been kept under control, but vaccines did not eliminate the disease entirely.*

### **Q: How serious is Whooping Cough?**

*A: Whooping Cough can be a very serious illness for infants, young children and other at-risk individuals. A new Tetanus vaccine, Tdap, is recommended for individuals who may be around young children, especially those children under the age of six months.*

### **Q: What if I already had whooping cough?**

*A: For adults who have had pertussis infection, you may or may not have lifetime protection. This means you could possibly get sick with pertussis again. Beginning in 2005, the Tdap vaccine was offered to boost protection for pertussis in certain age groups.*

### **Q: Who should get the Tdap (Tetanus/diphtheria/whooping cough) Vaccine now?**

*A: The tetanus booster, Tdap, is recommended for anyone over the age of 10 who wishes to protect themselves again.*

### **Q: Where can I get more information about the Tdap vaccine?**

*A: Call your doctor for more information or contact the Ozaukee County Health Department at (262) 284-8170.*

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## ADVOCACY IN ACTION: You and Your Physician

Building a good relationship with your primary physician or for that matter, any doctor who may be providing you with care is crucial to making sure that you get the care you need as well as the care that you want. To do so, you're going to need to communicate effectively, ask the right questions, and maximize the time you have with your doctor. Physicians are always busy, but the time you've reserved for your appointment is your time and you should use it wisely. The following are two simple tips to make the most of your visit with your doctor.

### **BRING AN APPOINTMENT BUDDY**

Any appointment with your physician can cause you a little bit of anxiety, but when there is a more significant reason for your visit, you want to eliminate as much stress as you can, so you can focus on the matter at hand. If you have an appointment scheduled, you may want to consider inviting a friend, family member, or loved one to go with you.

During your appointment you will undoubtedly have questions or concerns that need to be addressed. You may want to discuss your current prescriptions or prescriptions the doctor is recommending. You may want to know about medical equipment or services available to you in your home. If you are scheduled for some type of surgery, you may have questions regarding pre-op, recovery, or rehabilitation. Having a loved one who can take notes, ask additional questions, or just be present for moral support, can be invaluable.

### **SPEAK FRANKLY**

Doctors say they often encounter patients who are reluctant or embarrassed to talk about their symptoms. Let's be honest...some of the things you may want to talk about or find answers to in the doctor's office can be downright embarrassing. Sexual dysfunction, hemorrhoids, and vaginal discharge, are all examples



of things that can be hard to discuss with your doctor. However, what we all need to realize is that there is nothing a doctor has not heard before. So, as difficult as it may be to discuss, feel free to give details about whatever it is that is concerning you. It is the best and fastest way to get better.

Speaking frankly also extends to asking for things you want from the doctor. In a study of patient visits with 45 physicians, patients who left their doctors office with unvoiced desires - such as a referral to a specialist, medical equipment, or a different medication - were unhappier with their doctor and recovered more slowly than patients who made their desires known. So speak up - advocate for yourself and for your health. Ask for the things you want and have an open and honest discussion with your physician. You will be the one who benefits for your advocacy actions!

Aging and Disability Resource  
Center of Ozaukee County

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(262) 238-8120 metro  
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(262) 238-7726 metro  
Toll Free: (866) 537-4261  
E-mail: [adrc@co.ozaukee.wi.us](mailto:adrc@co.ozaukee.wi.us)



ANY CORRECTIONS TO  
NAMES, ADDRESSES,  
NOTIFICATION OF A  
DECEASED RELATIVE STILL  
RECEIVING THIS  
NEWSLETTER, OR TO BE  
ADDED TO OUR EMAIL LIST  
PLEASE CALL  
(262) 284-8120 OR  
(262) 238-8120 METRO

The Aging and Disability Resource Center (ADRC) of Ozaukee County is primarily supported by State and Federal funds. We also rely on donations from the public to help support our services. Due to the current economy, each of these funding sources has decreased in the past several years. If you have received services from the ADRC and are able to make a monetary contribution of any amount, please consider donating to the ADRC. You may also want to consider the ADRC as a recipient of a memorial in honor of a loved one who has passed away. Thank you for your consideration.

## Staff and Committees

### ADRC Board

Patricia Treffert (Chair)  
Suzanne Bruner  
James Fisher  
Michael Gottfried  
Donna Kolanko  
Karen Nadolski  
Supervisor Katie Callen  
Stan Suring  
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Michelle Pike

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Jan Braby  
Kathy Schmitz  
Lucy Bloedorn  
Cathy Bonvicini  
Joanne Ferraro

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Laura Schimberg (*Elderly*)  
Kay Ella Dee (*Disabilities*)

### Aging Services Manager

Mary Ferrell

### Dining Center Managers

Lois Lanser  
Lynn Crevcoure  
Jill Casper  
Jayne Schroeder  
Deb Sheets

### Meal Program Drivers

Fred Learned  
Lee Johnson

*"Ozaukee County agrees, in accordance with applicable state and federal law, not to discriminate on the grounds of age, race, religion, color, handicap, sex, physical condition, developmental disability as defined in Wis. Stat. 51.01 (5), sexual orientation or national origin."*