

The Virginia Nursing Home Survival Guide

APPENDIX B — VIRGINIA & NATIONAL RESOURCES

AARP

601 E St., NW
Washington, D.C. 20049
Telephone: 202-434-2277
www.aarp.org

A national membership organization whose purpose is to enhance the quality of life for persons over age 50, promote independence, and improve the image of aging.

Alzheimer's Association

National Capitol Area
11240 Waples Mill Road, Suite 402
Fairfax, Virginia 22030
Telephone: 703-359-4440
Toll-free: 866-259-0042
www.alz-nca.org

The Alzheimer's Association is the premier source of information and support for Americans with Alzheimer's disease and related disorders.

Eldercare Locator

Toll Free: 800-677-1116
www.eldercare.gov

A public service of the U.S. Administration on Aging designed to help identify community resources for seniors and their caregivers anywhere in the U.S.

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Guide to Retirement Living

Douglas Publishing Company

P.O. Box 7512

McLean, VA 22106-7512

Tel: 800-394-9990

www.retirement-living.com

A publication listing senior housing, home care, and other resources for older persons in the metropolitan Washington, D.C. area. Free copies are available at Senior Centers, Churches, or by contacting the publisher.

Hispanic Committee of Virginia

5827 Columbia Pike, Suite 200

Falls Church, VA 22041

Telephone: 703-671-5666

www.hispaniccommitteeofvirginia.org

Offers information and referral services, interpreters, and varied assistance to Spanish-speaking persons.

Medicare

Toll Free: 800-633-4227

TTY: 877-486-2048

www.medicare.gov

Medicare has two parts:

Part A is hospital insurance, which helps to pay hospital bills and some follow-up care.

Part B is medical insurance, which helps to pay doctors' bills and other services.

Medicare Nursing Home Compare Web Site

Online nursing home comparison tool.

www.medicare.gov/NHCompare

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Mid-Atlantic Geriatric Care Managers Association

Telephone: 520-881-8008

www.gcomonline.org

A group of professionals trained in the field of human services who are dedicated to promoting the advancement of dignified care for older adults. Members are certified or licensed at the independent practice level. Serve older adults and their families on a fee-for-service basis throughout Maryland, Virginia, and Washington, DC.

National Citizens' Coalition for Nursing Home Reform

1424 16th Street, NW

Washington, D.C. 20036-2211

Telephone: 202-332-2275

A non-profit group whose mission is to improve the quality of care and quality of life for residents in nursing homes. Will provide consumer information upon request.

Northern Virginia Information Line of the Jewish Council for the Aging

Telephone: 703-425-0999

Assists older adults and their families by referring them to services and programs.

Northern Virginia Long-Term Care Ombudsman

12011 Gov't Center Pkwy, Suite 708

Fairfax, VA 22035

Telephone: 703-324-5861

TTY: 800-828-1140

Inspects health care facilities, programs and services for compliance with federal and state regulations; investigates consumer complaints regarding quality of health care services.

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Personal Advocate Service

A program sponsored by the Arlington Agency on Aging to assist Arlington residents 60 and over and their families to identify and access community services by using trained volunteers. Includes volunteers specially trained about Medicare, Medigap, Managed Care, and Long-Term Care Insurance.

Telephone: 703-228-1700

TTY: 703-228-1788

Social Security Administration

Toll Free: 800-772-1213

TTY: 800-325-0778

www.ssa.gov

May pay cash benefits to people who are unable to work for a year or more because of a disability.

Virginia State Bureau of Insurance

Toll Free: 800-552-7945

For questions about Medicare supplementary insurance and long-term care insurance policies, as well as complaints about alleged insurance abuses.

Virginia Board of Nursing Home Administrators

Telephone: 804-662-7457

TTY: 804-662-7197

Complaints: 800-533-1560

Licensing body for nursing home administrators in Virginia; accepts complaints.

Virginia Department of Medical Assistance Services

600 East Broad Street

Richmond, VA 23219

Telephone: 804-786-4231

<http://165.176.249.159>

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Virginia Department of Social Services

Agency responsible for taking Medicaid applications.

Telephone: 800-230-6977

www.dss.state.va.us/benefit/medicaid.html

Virginia Health Information

www.vhi.org

Listing of all Nursing Homes in Virginia with link to Medicare's Nursing Home Compare Web site.