



# An Information Guide for Senior Citizens



Distributed by State Representative

## Victoria Garcia Wilburn

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## Overview

This free publication, *An Information Guide for Senior Citizens*, provides the details of government programs and related resources that pertain to the lives of senior citizens in Indiana.

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1-800-382-9842  
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## General Resources

### Indiana Division of Aging

The Division of Aging falls directly under the Family and Social Services Administration (FSSA). The division is granted the legal authority to establish and monitor programs that serve the needs of Indiana senior citizens. The agency collaborates with communities, local organizations, and other units of government to provide services to individuals and their families.

Contact the Division of Aging toll-free at **1-888-673-0002** or visit **in.gov/fssa/da** to learn more.

### Indiana 211 Partnership

Indiana 211 Partnership, Inc. (IN211) is a nonprofit 501(c)3 organization dedicated to providing the 2-1-1 information and referral service for Indiana. The goal is that anyone in Indiana in need of human services will have quick referrals to those who provide them.



2-1-1 telephone service is available in all 92 Indiana counties. The service is free, confidential and available 24 hours a day / 7 days a week. By calling 2-1-1 you can learn about resources in your community that provide assistance with housing, food, shelter, employment, education, mental health, transportation, disaster services, and more.

2-1-1 also helps Hoosier families understand new health care options. The IN211 Healthcare Project is a special project where IN 211 and its Centers maintain information about new health care options including detailed information about certified Indiana Navigators; provide pre-screening and referrals to a subset of callers; and maintain a master calendar of health care outreach and enrollment events.

Indiana 211 hosts an experienced, responsive, and compassionate team of Community Navigators who are skilled at actively listening and identifying needs and providing referrals that best meet those needs. You can connect to a Community Navigator by texting your ZIP code to **898-211**.

Indiana 211 Partnership is also available via email at **in211info@fssa.in.gov** or online at **in211.org**.

### FSSA INConnect Alliance

It can be a daunting experience caring for an elderly or disabled loved one. Caregivers often do not know where to turn during this stressful time. To simplify the process, Indiana has created the INConnect Alliance as an access point for those seeking help for themselves or a loved one.

To learn more about navigating the complex system of long-term services and supports across the state, visit the INConnect Alliance at **INconnectAlliance.org** or call **1-800-713-9023**.

### State Information Center

The State Information Center is the single point of contact for the general public and businesses to find answers to questions relating to state government. It provides answers to your questions or refers you to the appropriate resource for assistance to meet your specific needs. State Information Counselors are available Monday through Friday from 7 a.m. to 5 p.m.

**Call:** 800-457-8283 (800-45-STATE)    **Text:** 1-855-463-5292    **Chat Online:** Help.IN.gov

# Indiana's Area Agencies on Aging

## Planning and Service Area 1

### Northwest Indiana Community Action Corporation

5240 Fountain Drive  
Crown Point, IN 46307  
219-794-1829 or 800-826-7871  
TTY: 888-814-7597  
FAX 219-794-1860  
www.nwi-ca.com  
director@nwi-ca.org

## Planning and Service Area 2

### REAL Services Inc.

1151 S. Michigan St.  
South Bend, IN 46601-3427  
574-284-2644 or 800-552-7928  
FAX 574-284-2642  
www.realservices.org  
info@realservices.org

## Planning and Service Area 3

### Aging and In-Home Services of Northeast Indiana Inc.

8101 W. Jefferson Blvd.  
Fort Wayne, IN 46804  
260-745-1200 or 800-552-3662  
FAX 260-422-4916  
www.agingihs.org  
info@agingihs.org

## Planning and Service Area 4

### Area IV Agency on Aging & Community Action Programs Inc.

660 N. 36th St.  
Lafayette, IN 47903-4727  
765-447-7683 or 800-382-7556  
TDD 765-447-3307  
FAX 765-447-6862  
www.areaivagency.org

## Planning and Service Area 5

### Area Five Agency on Aging & Community Services Inc.

1801 Smith St., Suite 300  
Logansport, IN 46947-1577  
574-722-4451 or 800-654-9421  
FAX 574-722-3447  
areafive.com  
areafive@areafive.com

## Planning and Service Area 6

### LifeStream Services Inc.

1701 Pilgrim Blvd.  
Yorktown, IN 47396-0308  
765-759-1121 or 800-589-1121  
TDY 866-801-6606  
FAX 765-759-0060  
www.lifestreaminc.org  
mail@lifestreaminc.org

## Planning and Service Area 7

### Thrive West Central

2800 Poplar St., Suite 9A  
Terre Haute, IN 47803  
812-238-1561 or 800-489-1561  
TDD 800-489-1561  
FAX 812-238-1564  
www.thrivewestcentral.com  
adrc@thrivewestcentral.com

## Planning and Service Area 8

### CICOA Aging & In-Home Solutions

8440 Woodfield Crossing Blvd., Ste. 175  
Indianapolis, IN 46240-4359  
317-254-5465 or 800-432-2422  
FAX 317-254-5494  
TDD 317-254-5497  
www.cicoa.org

## Planning and Service Area 9

### LifeStream Services Inc.

2404 National Road W  
Richmond, IN 47374  
Phone: 765-966-1795  
Fax: 765-759-1121  
www.lifestreaminc.org  
mail@lifestreaminc.org

## Planning and Service Area 10

### Area 10 Agency on Aging

631 W. Edgewood Drive  
Ellettsville, IN 47429  
812-876-3383 or 800-844-1010  
FAX 812-876-9922  
www.area10agency.org  
info@area10agency.org

## Planning and Service Area 11

### Thrive Alliance

1531 13th St., Suite G900  
Columbus, IN 47201  
812-372-6918 or 866-644-6407  
FAX 812-372-7864  
www.thrive-alliance.org  
contact@thrive-alliance.org

## Planning and Service Area 12

### LifeTime Resources Inc.

13091 Benedict Drive  
Dillsboro, IN 47018  
812-432-6200 or 800-742-5001  
FAX 812-432-3822  
www.lifetime-resources.org  
contactltr@lifetime-resources.org

## Planning and Service Area 13

### Generations

Vincennes University  
Statewide Services  
1019 N. Fourth St.  
Vincennes, IN 47591  
812-888-5880 or 800-742-9002  
FAX 812-888-4566  
www.generationsnetwork.org  
generations@vinu.edu

## Planning and Service Area 14

### Lifespan Resources Inc.

33 State St., Third Floor  
New Albany, IN 47151-0995  
812-948-8330 or 888-948-8330  
TTY 812-542-6895  
FAX 812-948-0147  
www.lsr14.org

## Planning and Service Area 15

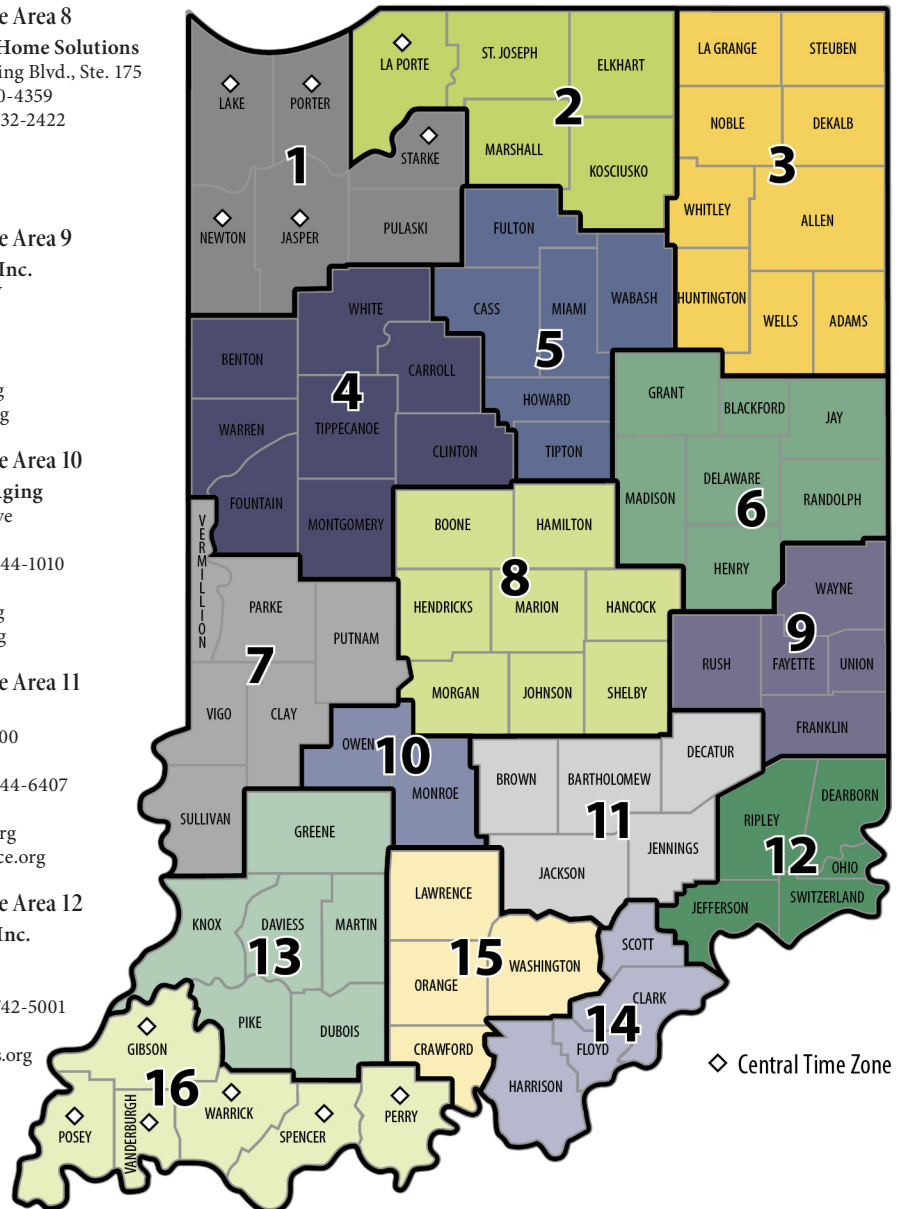
### Hoosier Uplands/Area 15 Agency on Aging and Disability Services

521 W. Main St.  
Mitchell, IN 47446  
812-849-4457 or 800-333-2451  
TDD 800-473-3333  
FAX 812-849-4467  
www.hoosieruplands.org  
area15@hoosieruplands.org

## Planning and Service Area 16

### SWIRCA & More

16 W. Virginia St.  
Evansville, IN 47737-3938  
812-464-7800 or 800-253-2188  
FAX 812-464-7843 or 812-464-7811  
www.swirca.org  
swirca@swirca.org



◇ Central Time Zone



**Division of Aging**



INconnect Alliance is a statewide network of 15 Area Agencies on Aging (serving 16 planning and service areas). Contact your local agency directly or call 800-713-9023 and provide your ZIP code to be connected or visit [www.INconnectAlliance.org](http://www.INconnectAlliance.org).

**800-713-9023**

### CHOICE: Community and Home Options to Institutional Care for the Elderly and Disabled

The CHOICE program is administered through Indiana's 16 Area Agencies on Aging. The CHOICE program provides home- and community-based services to assist individuals in maintaining their independence in their own homes or communities for as long as is safely possible.

CHOICE applicants must be at least 60 years of age or have a disability. Applicants must also be found to be at risk of losing their independence, usually indicated by difficulties with activities of daily living, such as bathing, dressing, walking, transferring or medication set-ups.

CHOICE funds may not be used if other funding such as Medicare or Medicaid is available to meet the individual's needs. Some of the services available under the CHOICE program would include adult day services, attendant care, case management, environmental modification, handy chore, homemaker, home-delivered meals, home health aide, personal emergency response systems, pest control, respite, skilled nursing, specialized medical equipment, transportation and vehicle modifications.

There are no limits for the CHOICE program. However, there is a cost-sharing formula, and applicants with higher incomes may be asked to pay for a portion of their services.

To apply for the CHOICE program, please contact your local Area agencies on Aging at 1-800-986-3505 and they will assist you with the application. A complete list of Area Agencies on aging is available on page 5.

### Adult Protective Services

The Adult Protective Services (APS) program was established to investigate reports and provide intervention and protection to vulnerable adults who are victims of abuse, neglect, or exploitation. To be eligible for service under this program, an individual must be a resident of the state of Indiana, 18 years of age or older, physically or mentally incapacitated and reported as abused, neglected or exploited.

APS field investigators operate out of the offices of county prosecutors throughout the state. **All persons are required by law to report all cases of suspected abuse, neglect or exploitation to either the nearest APS office or to law enforcement. All reports are secure and kept confidential.**

To report abuse by phone, call **1-800-992-6978**.

To file a report online, visit [in.gov/fssa/da/area-agencies-on-aging](https://in.gov/fssa/da/area-agencies-on-aging).

### Indiana Long Term Care Insurance Program

Long term care refers to a wide range of services and supports designed to help individuals who are unable to care for themselves because of a prolonged illness, disability, frailty, or mental deterioration. Your likelihood of needing long term care increases as you get older, if you live alone, and if you're a woman. Your family and individual medical history also play a major role in determining whether or not you will need long term care.

Long term care can be expensive. The average cost of nursing home care in Indiana is more than \$70,000 a year. Long term care insurance is specifically designed to pay for long term care services. This type of insurance helps

cover in-home care, community-based care such as adult day care, assisted living facility care, and nursing home care. A long term care insurance policy protects your assets because the insurance benefits will help pay for your long term care expenses instead of having to pay out of your own pocket.

The Indiana Long Term Care insurance Program is a partnership between State government and private insurance companies. Insurance companies voluntarily agree to participate in the Program by offering long term care insurance policies that meet more stringent State requirements than other policies. Additionally, the policies offered are available for shorter terms that have lower premiums and the premiums paid may be taken as a deduction on your Indiana tax return.

To learn more about the Indiana Long Term Care Insurance Program, call (866) 234-4582 or (317) 232-2187, or visit [longtermcareinsurance.in.gov](http://longtermcareinsurance.in.gov).

## Long Term Care Ombudsman

The Indiana Long Term Care Ombudsman Program provides advocacy and related services for consumers of congregate long term care services, regardless of age or payer source, including nursing facilities, residential care facilities, assisted living facilities, adult foster care homes and county-operated residential care facilities.

The mission of the Long Term Care Ombudsman Program is to improve the quality of life and care for residents of long term care facilities. There are 22 certified local and numerous volunteer Ombudsman who are representatives of the Office of the State Long Term Care Ombudsman. These representatives operate out of 17 local offices across the state, whose contact information can be found at [in.gov/ombudsman/2347.htm](http://in.gov/ombudsman/2347.htm).

Anyone may contact the Ombudsman program on behalf of a long term care consumer, but Ombudsmen are guided in their actions by the individual receiving direct service. There is no charge for Ombudsman services. The names of persons contacting Ombudsmen and the information they provide is confidential.

### What does the Ombudsman do?

- Receives, investigates and attempts to resolve problems or complaints affecting residents of long term care facilities.
- Answers questions and provides information and referrals about long term care related services, including alternatives to nursing home care and how to choose a nursing home.
- Promotes resident, family, and community involvement in long term care.
- Promotes community education and awareness of the needs of residents.
- Coordinates efforts with other agencies and organizations concerned with long term care.
- Identifies issues and problem areas in long term care and recommend needed changes.

### Who can contact the Ombudsman?

- Residents or potential residents of long term care facilities.
- Relatives or friends of long term care residents.
- Long term care administrators and employees.
- Representatives of agencies and professional groups.
- Members of community groups or citizens interested in improving long term care.
- ANYONE!

### Office of the Long Term Care Ombudsman

402 W Washington Street, Room W451  
P.O. Box 7083, MS 27, Indianapolis, IN 46207  
Phone: 1-800-622-4484 or 317-232-7134  
[LongTermCareOmbudsman@ombudsman.IN.gov](mailto:LongTermCareOmbudsman@ombudsman.IN.gov)

# Medicare

Medicare is a federal health insurance program for people 65 and older, and for eligible people who are under 65 and disabled. Medicare is run by the Centers of Medicare and Medicaid Services, an agency of the U.S. Department of Health and Human Services. It is controlled by Congress.

The Indiana Department of Insurance (IDOI) is the agency overseeing Medicare for Hoosiers. Contact IDOI for additional information at **1-800-457-8283** or **in.gov/idoi**.

Medicare was never intended to pay 100% of medical bills. Its purpose is to help pay a portion of medical expenses. Medicare beneficiaries also pay a portion of their medical expenses, which includes deductibles, co payments, and services not covered by Medicare.

There are four parts to Medicare:

1. Hospital insurance (Part A) helps pay for inpatient care in a hospital or skilled nursing facility (following a hospital stay), some home health care, and hospice care.
2. Medical insurance (Part B) helps pay for doctors, many medical services, and supplies that are not covered by hospital insurance.
3. Medicare Advantage (Part C) formerly known as Medicare + Choice plan is available in many areas. People with Medicare Parts A and B can choose to receive all of their health care services through one of these provider organizations under Part C.
4. Prescription drug coverage (Part D) helps pay for medications doctors prescribe for treatment.

## Am I eligible for Medicare?

To receive Medicare, you must be eligible for Social Security benefits.

### *Part A Eligibility*

Most people age 65 or older are eligible for Medicare Part A (Hospital Insurance) based on their own employment, or their spouse's employment. Most people have enough Social Security credits to get Part A for free. Others must purchase it.

You are eligible for Medicare Part A if you meet one of the following criteria:

- You are eligible for Social Security or Railroad Retirement benefits, even if you do not receive those benefits.
- You are entitled to Social Security benefits based on a spouse's, or divorced spouse's work record, and that spouse is at least 62 years old.
- You have worked long enough in a federal, state, or local government job to be eligible for Medicare.

If you are under 65, you are eligible for Medicare Part A if you meet one of the following criteria:

- You have received Social Security disability benefits for 24 months.
- You have received Social Security benefits as a disabled widow(er), divorced disabled widow(er), or a disabled child for 24 months.
- You have worked long enough in a federal, state, or local government job and meet the requirements of the Social Security disability program.
- You have permanent kidney failure that requires maintenance dialysis or a kidney transplant.
- You are diagnosed with ALS or Lou Gehrig's disease.

### *Part B Eligibility*

If you are eligible for Part A, you can enroll in Medicare Part B (Medical Insurance) which has a monthly premium.

# How do I enroll?

You apply for Medicare with the Social Security Administration. Contact the Social Security Administration in the way that is most convenient for you.

- Call Social Security at a toll-free number (800) 772-1213 to schedule an appointment with your local Social Security office - in person or over the phone.
- Visit your local Social Security Administration office during normal business hours.
- Call your local Social Security Administration office to make an appointment.
- For more information, visit the Social Security Administration online at [ssa.gov](https://www.ssa.gov).

# Will I need to prove my age?

Yes. You will need to have proof of your age, such as a birth certificate, your previous year's W-2 form or tax return, and possible other proof. Call Social Security ahead of time to find out what proof you will need.

# When do I enroll?

## Do you already receive Social Security benefits?

### *Automatic Enrollment*

- If you already receive Social Security benefits, you qualify for Automatic Enrollment. You will automatically receive a Medicare card approximately three months before your 65th birthday.
- If you receive Social Security Disability benefits, you will automatically get a Medicare card after receiving these benefits for 24 months.
- If you receive Social Security Widow/Widower benefits, you will automatically get a Medicare card after receiving these benefits for 24 months, or when you turn 65, whichever comes first.

## Are you turning 65 soon?

### *Initial Enrollment*

- If you enroll during the three months before your 65th birthday, then Medicare becomes effective on the first day of the month you turn 65.
- If you enroll during the month of your 65th birthday, then Medicare becomes effective on the 1st day of the month after your birth month.
- If you enroll during the three months after your 65th birthday, it will take up to 60 days for your Medicare coverage to start.
- If you continue to work past age 65, or you are covered by an employer group health plan from your job or a working spouse's, see Special Enrollment.

## Did you miss the initial enrollment period?

### *General Enrollment*

If you did not enroll during the three months prior to your 65th birthday, the month of your 65th birthday, or the three months after your 65th birthday, you must wait for a General Enrollment period.

The General Enrollment period is January 1 through March 31 of each year. Your Medicaid coverage will begin July 1 of that year. You will pay a Part B Late Penalty: 10% surcharge for each year you are late in enrolling. This penalty continues forever. For example, if you enrolled four years late, then you will pay a 40% surcharge for every year that you buy Part B.

## Are you covered by an employer group health plan?

### *Special Enrollment*

If you continue to work past 65 and are covered by an employer group health plan, or if you are covered under an employer group health plan of an actively working spouse, you can delay enrollment in Medicare without penalty.

Enroll in Medicare Part A when you turn 65 (remember: it is usually free!). When you, or your spouse, retires, or your active employee health insurance ends, you have eight months to enroll in Medicare Part B without any penalty. Note: Health plans offered as a retiree benefit are not considered active employment group health plans.

If you are in doubt about when to enroll, contact the Social Security Administration at (800) 772-1213 or your local Social Security office.

For more details about Medicare costs and coverage, visit [in.gov/ship/medicare-coverage](https://www.in.gov/ship/medicare-coverage).

## What is Medicare Supplement Insurance?

Medicare Supplement insurance is also called Medigap insurance because it covers the “gaps” in Medicare benefits, such as deductibles and co-payments. Medicare Supplement insurance is a private health insurance policy purchased by a Medicare beneficiary. Federal and state law regulates Medicare Supplement policies. Only a Medicare Supplement policy, or a Medigap policy, will help fill gaps in Medicare benefits. Other kinds of insurance may help you pay out-of-pocket health care costs, but they do not qualify as true Medicare Supplement insurance. For example, an employer retirement health plan may pay for prescriptions, vision, and dental services, but it may not pay for Medicare deductibles and co-payments.

To make it easier for you to compare one Medicare Supplement policy to another, Indiana allows ten standard plans to be sold. The plans are labeled with a letter, A through J. Plan A is the basic benefit package and Plan J is the most comprehensive.

These ten plans are standardized, which means that benefits will be the same no matter which company sells the policy to you. Plan D from one company is the same as Plan D from another company. Since Medicare Supplement policies are standardized, you are free to shop for the company with the best price and customer service.

Generally, Medicare Supplement policies pay most, if not all, Medicare co-payment amounts, and policies may pay Medicare deductible amounts. Also, some of the ten standard plans pay for services not covered by Medicare, such as prescriptions.

Although the benefits are the same for each standard plan, the premiums may vary greatly. Before purchasing a supplement policy, determine how the company calculates its premiums.

An insurance company can calculate premiums one of three ways.

- Issue Age: If you were 65 when you bought the policy, you will pay the same premium the company charges people who are 65 regardless of your age.
- Attained Age: The premium is based on your current age and will increase as you grow older.
- No Age Rating: Everyone pays the same premium regardless of age.

The Indiana Department of Insurance must approve premium rates for all Medicare Supplement policies. To compare Medicare Supplement Policies offered in the state of Indiana, visit [in.gov/ship/medicare-supplement-plans](https://www.in.gov/ship/medicare-supplement-plans).

## What is a Medicare SELECT Insurance policy?

Medicare SELECT policies are a type of Medicare Supplement insurance sold by a few private insurance companies. A Medicare SELECT policy is one of the 10 standardized supplement policies.

It differs from Medicare Supplement insurance because you are expected to use a network of hospitals associated with the insurance company. In return, you will usually pay lower premiums. Also, in order to enroll in a Medicare SELECT plan, you must live within the service area of a network facility.

## Medicare Prescription Drug Plans

People with Medicare can enroll in a Medicare prescription drug plan and receive extra help paying for the premiums, deductibles, gaps in coverage and co-pays. The 2017 resource limits are \$7,390 (\$11,090 if married) for the full low-income subsidy.

### Hoosier Rx

Indiana's State Pharmaceutical Assistance Program, HoosierRx, can help pay the monthly Part D premium, up to \$70 per month, for members enrolled in Medicare Part D Plan working with HoosierRx.

To be eligible for HoosierRx, you must:

- be an Indiana resident, 65 years old or older
- have a yearly income of \$18,060 or less for a single person, or \$24,276 or less for a married couple living together
- have applied for the "Medicare Extra Help" through Social Security to pay for your Medicare Part D plan, and received either a "Notice of Award" or "Notice of Denial" from Social Security
- Your Social Security "Notice of Denial" must be because your resources are above the limit established by law

Your Social Security "Notice of Award" must state that you are receiving partial extra help subsidy to help pay for your Medicare Part D premium. If you think you meet the eligibility requirements, please call a HoosierRx representative at **1-866-267-4679** or visit the HoosierRx website at **[in.gov/medicaid/members/member-programs/hoosierx](http://in.gov/medicaid/members/member-programs/hoosierx)**.

### VA Prescription Benefit

If you are an honorably discharged veteran, consider using your VA drug benefit (\$8 per prescription-per month). Veterans can use the VA drug benefit by mail order for their monthly maintenance drugs and still use Medicare Part D for other prescriptions. To apply, call **1-877-222-8387**.

# Medicare

Indiana Medicaid provides coverage to the aged, blind, and disabled through two programs.

**Traditional Medicaid** is a program created to provide health care coverage to individuals with low income. Like other health care programs, eligibility and coverage are based on the member's aid category. Members in the following categories will be covered by Traditional Medicaid:

- Members eligible for home and community-based services
- Members who are dually eligible for Medicare and Medicaid
- Members in nursing homes, intermediate care facilities for the intellectually disabled, and state-operated facilities

Some individuals may be eligible for emergency services only. When you apply for Medicaid, you will automatically be enrolled in the program that's right for you. Call **1-800-457-4584** with questions about Traditional Medicaid or visit **[in.gov/Medicaid](http://in.gov/Medicaid)**.

**Hoosier Care Connect** is a health care program for individuals who are aged 65 years and older, blind, or disabled and who are also not eligible for Medicare. In Hoosier Care Connect, you select a health plan that works with you and your doctor to understand your health care needs. These health plans will make sure that you get the most appropriate care based upon your individualized needs.

When you enroll with Hoosier Care Connect, you must select your health plan and choose either Anthem or Managed Health Services (MHS) as the provider. For plan information, visit **[in.gov/medicaid/members/26.htm](http://in.gov/medicaid/members/26.htm)** or call the Hoosier Care Connect Helpline at **1-866-963-7383**.

Contact Information for Hoosier Care Connect by health plan:

Anthem: 1-844-284-1797

Managed Health Services (MHS): 1-877-647-4848

## Medicaid Fraud and Patient Abuse and Neglect

Incidents of Medicaid Fraud by a provider (i.e. transportation company, durable medical equipment company, hospital, doctor, dentist, pharmaceutical company, etc.) and incidents of patient abuse and neglect in nursing homes, homes for the disabled, assisted living residences, homes for the mentally ill and other residential care facilities should be reported to the Indiana Attorney General's Office.

Visit **[in.gov/attorneygeneral/2426.htm](http://in.gov/attorneygeneral/2426.htm)** to file a complaint or call the Indiana Attorney General's Patient Abuse and Neglect Hotline toll-free at **1-800-382-1039**.

## Social Security

Social Security, a program administered by the federal government, has provided financial protection for our nation's people for more than 80 years. When most people think of Social Security, they think of retirement benefits - with good reason. Social Security is a lifeline for most retirees, keeping tens of millions out of poverty. Fifty-one percent of the workforce has no private pension coverage. Thirty-four percent of the workforce has no savings set aside specifically for retirement. With retirement, disability, and survivors benefits, Social Security is one of the most successful anti-poverty programs in our nation's history.

You can apply for Social Security retirement benefits or benefits as a spouse if you:

- Are at least 61 years and 9 months old;
- are not currently receiving benefits on your own Social Security record;
- have not already applied for retirement benefits; AND
- want your benefits to start no more than 4 months in the future.

For more information or to apply online, visit [ssa.gov/benefits/retirement](https://ssa.gov/benefits/retirement). You can also contact the Social Security Administration toll-free at 1-800-772-1213 (TTY: 1-800-325-0778).

## Register to Vote

To register to vote in Indiana, visit **IndianaVoters.in.gov** and have a valid Indiana Driver's License Number or Indiana State Identification Card Number available. In addition to registering to vote for the first time online, you can also update your voter registration with a new address or name change online.

If you do not have a valid Indiana Driver's License Number or Indiana State Identification Number available, you can download and print the Indiana Voter Registration Application (VRG-7) and register to vote by mail.

Citizens may also register to vote at:

- The Indiana Election Division: Indiana Government Center South, 302 W Washington Street, Room E-204, Indianapolis, Indiana 46204
- Your local county voter registration office (click "Find Election Administrators" to search by county at **IndianaVoters.in.gov**)
- Any Bureau of Motor Vehicles License Branch
- Any National Voter Registration Act full service agency [i.e. Workforce Development offices, Family and Social Services Administration (FSSA) offices]
- In addition, local public libraries routinely have voter registration applications available.

You have the right to vote in Indiana if:

- you are both a U.S. citizen and a resident of Indiana; and
- you will be at least 18 years of age on or before the next General or Municipal Election; and
- you are not currently in prison after being convicted of a crime; and
- you will have lived in the precinct where you vote for at least 30 days prior to the election; and
- you are registered to vote in Indiana.

For more information on how to register to vote, information on deadlines and other important dates, and any other election-related questions, please visit the Indiana Secretary of State's Voter Information Portal at **IndianaVoters.in.gov**. You may also call the Hoosier Voter Hotline at **1-866-IN-1-VOTE**.

## Absentee Ballots

In order to vote absentee-by-mail, one of the following must apply:

1. You have a specific, reasonable expectation that you will be absent from the county on Election Day during the entire 12 hours that the polls are open (6 a.m. to 6 p.m.).
2. You have a disability.
3. You are at least 65 years of age.
4. You will have official election duties outside of your precinct.
5. You are scheduled to work at your regular place of employment during the entire 12 hours that the polls are open.
6. You will be confined due to illness or injury or you will be caring for an individual confined due to illness or injury during the entire 12 hours that the polls are open.
7. You are prevented from voting because of a religious discipline or religious holiday during the entire 12 hours that the polls are open.
8. You are a participant in the state's address confidentiality program.

9. You are a member of the military or a public safety officer.
10. You are eligible to vote at a precinct or former residence under a fail-safe procedure in IC 3-10-11 or IC 3-10-12.
11. You are a “serious sex offender.”
12. You are prevented from voting due to the unavailability of transportation to the polls.

In order to vote absentee-by-mail, you must complete the Application for Absentee Ballot (ABS-Mail) form and mail it to your local county election office. When the county election board receives your application for a mail-in absentee ballot, they will process it, and, if the application is approved, mail you an absentee ballot for the upcoming election. To request a copy of the Application for Absentee Ballot (ABS-Mail) form, call your local county election office or visit [IndianaVoters.in.gov](http://IndianaVoters.in.gov) to download and print the form.

You can also vote absentee in person beginning 28 days before Election Day at locations designated by your county’s election board. For more information, contact your local county election office. Contact information for all 92 county election offices can be found at **IndianaVoters.in.gov** or you can call the Hoosier Voter Hotline at **1-866-IN-1-VOTE**.

## Work the Polls

Our democracy depends on the support and volunteerism of Hoosiers like you working the polls on Election Day. Poll workers play a vital role in the democratic process. It takes 30,000 poll workers to run Indiana’s 5,000 precincts. Volunteering at the polls is a fun opportunity to participate in the election process and earn a few extra dollars.

There are two easy requirements in order to participate:

- You must be a registered voter and a resident of the county in which you wish to work
- You must be at least 18 years old (or 16/17 if participating in Election Day Live)

To sign-up, please contact your county election office (contact information for all 92 counties can be found at **IndianaVoters.in.gov** or by calling **1-866-IN-1-VOTE**) or your local political party headquarters. You will be required to participate in training in-person or online. Poll workers earn between \$70 and \$150 for their service, depending on the county.

## Voter Accessibility

State law requires polling locations and voting machines to be accessible to all voters, especially seniors and voters with disabilities. If you need assistance voting, you may choose someone to help you (other than your employer or union officer) or one poll worker from each major political party. Call the Hoosier Voter Hotline at **1-866-IN-1-VOTE** or the Indiana Election Division at **1-800-622-4941** to file a grievance about your polling place’s accessibility or to report you were denied the right to vote or possible fraudulent election activities.

# Government Contacts

## State Level

State Information Center .....	1-800-457-8283
Indiana House of Representatives .....	1-800-382-9842
Indiana Senate .....	1-800-382-9467
Office of the Governor .....	1-317-232-4567
Secretary of State.....	1-317-232-6531
Bureau of Motor Vehicles.....	1-888-692-6841
Consumer Protection.....	1-800-382-5516
Department of Natural Resources.....	1-877-463-6367
Department of Labor.....	1-317-232-2655
Department of Insurance Consumer Hotline.....	1-800-622-4461
Family and Social Services.....	1-800-403-0864
Medicaid Information.....	1-800-457-4584
Unemployment Claims.....	1-800-891-6499
Individual Income Tax Questions.....	1-317-232-2240
Property Tax Questions.....	1-888-739-9826
Unclaimed Property.....	1-866-462-5246, <a href="http://indianaunclaimed.gov">indianaunclaimed.gov</a>
Indiana Do Not Call List.....	1-888-834-9969, <a href="http://indianaconsumer.com">indianaconsumer.com</a>
Indiana Foreclosure Prevention Network/Hardest Hit Fund .....	1-877-GET-HOPE (1-877-438-4673), <a href="http://877gethope.org">877gethope.org</a>

## Federal Level

Federal Information Center .....	1-800-688-9889
U.S. Congressman André Carson .....	1-317-283-6516
U.S. Senator Mike Braun .....	1-202-224-4814
U.S. Senator Todd Young .....	1-202-224-5623
Medicare.....	1-800-633-4227
I.R.S.....	1-800-829-1040
Social Security.....	1-800-772-1213
National Do Not Call List.....	1-888-382-1222, <a href="http://donotcall.gov">donotcall.gov</a>

### ServeIndiana - Volunteer Opportunities

Volunteering is one of the most important resources communities have and an expression of civic responsibility and awareness. Hoosiers are a dedicated and selfless people who have a long and proud tradition of helping their neighbors and those less fortunate than themselves. In that spirit, the mission of ServeIndiana is to connect organizations and communities to grants, services, and each other; promote volunteerism and service to improve the lives of Hoosiers; encourage public and private resources to seed and sustain innovative and high quality community and faith-based initiatives; and highlight the good works of individuals and their communities with best practices and innovative models.

To learn more, visit [ServeIndiana.gov](http://ServeIndiana.gov).

### Golden Hoosier Award

The Golden Hoosier Award was established in 2008 to acknowledge and recognize outstanding senior citizens for their lifetime of service to their communities. Sponsored by the Office of Indiana Lieutenant Governor Suzanne Crouch in collaboration and partnership with the Indiana Family and Social Services Administration's Division of Aging, the Golden Hoosier Award is the highest honor bestowed on a senior citizen in Indiana.

The ideal recipient is considered an unsung hero, who has not already received a Golden Hoosier Award, for the impact they have made in the lives of others and the community.

#### *Eligibility Requirements*

To be eligible for the Golden Hoosier Award, the nominee must currently be:

- An Indiana resident; and
- Age 65 or older; and
- Have been a volunteer in the community for the past three years.

For more information about the Golden Hoosier Award, please email [GoldenHoosiers@fssa.in.gov](mailto:GoldenHoosiers@fssa.in.gov). Nominations can be submitted through the Lieutenant Governor's website at [in.gov/lg/2532.htm](http://in.gov/lg/2532.htm).

### Golden Hoosier Passport for Recreation on State Lands

A Golden Hoosier Passport provides unlimited admission to all Indiana state-owned parks, recreation areas, reservoirs, and forests. Indiana residents who are at least 65 years of age, or are a resident eligible for Social Security disability payments under 42 U.S. C. 401, may purchase the Golden Hoosier Passport at a discounted price of \$25. The pass is good for one calendar year.

The Golden Hoosier Passport is NOT valid for historic sites, museums, memorials and other Department of Natural Resource (DNR) facilities. Indiana residents who are former POWs or their surviving spouses are entitled to a free Indiana Golden Hoosier Permit. Indiana residents who qualify for a Disabled American Veteran 1 or Disabled American Veteran 2 license plate may purchase an Indiana Golden Hoosier Permit regardless of age.

Golden Hoosier Passports are available for purchase at state parks and reservoirs at property offices and entrance gates when staffed. They are also available for purchase online at [stores.innsgifts.com](http://stores.innsgifts.com).

For additional information, call the State Information Center at 1-800-457-8283 (800-45-STATE).

## Laws of Aging

The best resource for anyone wanting to know more about laws related to the lives of older Hoosiers, such as long term care alternatives, age discrimination, elder abuse, estate planning, and more, is a publication titled “Laws of aging” compiled by the Indiana State Bar Association and the Indiana Bar Foundation.

The publication can be downloaded as a PDF for free at [inbar.org/page/publications2](http://inbar.org/page/publications2). To call and order a printed copy, contact the Indiana State Bar Association at (317) 639-5465 or toll-free at 1-800-266-2581.