

Aging & Disability Resource Center (ADRC) of Dane County

2865 N. Sherman Ave., Madison WI 53704
608-240-7400 daneadrc.org

The ADRC is the access point for information for long-term care options and applying for public benefits for older adults and people with disabilities and their families.

Capital Consortium 1-888-794-5556

Economic Support Staff will screen for eligibility for public assistance programs in person or by phone. These include Food-Share and medical assistance savings programs. Apply online at access.wi.gov

Caring for the Caregiver

**National Family Caregiver Support Program
Area Agency on Aging of Dane County
Caregiver Specialist: 608-261-5679
Mobile: 608-381-5733**

The program administers Older Americans Act-funded NFCSP caregiver respite and supplemental services grants for caregivers ages 18+ who are caring for frail older adults ages 60+ or a person with dementia of any age. The grant also provides respite and supplemental services for relative caregivers ages 55+ of severely disabled adults who have been receiving life-long care, and for non-parent relative caregivers of children up to the age of 18. Caregivers may also receive options counseling, referrals, help accessing services, free online education modules with Trualta, and a free monthly newsletter, *Caregiver Chronicles*, with events and useful information for Dane County Caregivers.

Dane County Adult Protective Services Elder Abuse and Adults at Risk (EAN/AAR) EAN/AAR Helpline 608-261-9933

Monday - Friday, 7:45 AM—4:40 PM

This agency offers many forms of protection from physical, verbal, emotional abuse, financial exploitation, sexual assault, or neglect – from police interventions to financial support or transportation to a safe place. All reports and records are confidential.

Dane County Veterans Service Office

**210 Martin Luther King Blvd. Madison, WI
608-266-4158**

A Dane County Veteran Service Office may assist area veterans and their families with obtaining benefits.

Energy Assistance Program

608-267-8601, homeenergyplus.wi.gov

Employees from this program will screen for eligibility and file applications for energy assistance. Appointments are required.

Financial Education Coaching

UW-Madison Extension

Financial Education Center

5201 Fen Oak Dr., Madison, WI 53718

608-224-3722, dane.extension.wisc.edu

Free one-on-one coaching about basic money management issues are available.

Greater Wisconsin Area Agency on Aging Wisconsin Senior Employment (WISE)

Dane County Job Center

**1819 Aberg Ave., Ste D, Madison WI 53704
608-242-4897 or 888-810-1279**

GreenPath Financial Wellness**608-221-1695, greenpath.com**

This non-profit company partners with you to ease financial pressures through a healthy management of analysis, planning, implementation, negotiation and education. Call for a free consultation.

Medicare**U.S. Dept. of Health & Human Services****1-800-MEDICARE or medicare.gov**

Customer service representatives are available 24 hours a day, 7 days a week to answer questions about Medicare including the Medicare Part D Prescription Drug Program, as well as provide up-to-date information regarding the health plans available in your area.

Medigap Helpline 1-800-242-1060**State Health Insurance & Assistance Program**

Call when you decide to change insurance coverage; enroll in Medicare Part B or Part D; quit, change jobs or retire; purchase Long-Term Care insurance; move or relocate.

Part D Prescription Drug Helplines:**1-855-677-2783 (over age 60)****1-800-926-4862 (under age 60)**

Social Security Administration**socialsecurity.gov****1-800-772-1213 or TTY: 1-800-325-0778**

Call this number for a new Medicare card. Please have your Social Security number handy when you call.

Madison Office: 1-866-770-2262**6011 Odana Rd., Madison, WI 53719**

Appointments are needed at this time to enter the building. Call the local office to make an appointment or to find out when drop off hours are if you need to hand deliver documents. When mailing important documents to the Social Security Office, it is suggested that you send them by certified mail so that you can track delivery.

Wisconsin Do Not Call Registry**1-888-382-1222 or donotcall.gov**

Wisconsin's Bureau of Consumer Protection works to enforce the Do Not Call law, protecting Wisconsin residents from unwanted sales calls and texts. Reduce unwanted sales calls and deter fraud by signing up for the registry. Registration on the registry is free and permanent.

Wisconsin residents no longer have to sign up every two years. Sign up once, and you're done, as long as you have that number. After you register, other types of organizations may still call you, such as charities, political groups, debt collectors and surveys. Learn more at: donotcall.gov

Guard Your Personal Information

Many scams target seniors. The Wisconsin Department of Agriculture, Trade and Consumer Protection datcp.wi.gov say scammers play on emotions, fears and financial concerns for loved ones to get access to your personal information. Any combination of the following information can be enough for identity theft to occur:

- Name
- Phone Number
- ATM PIN
- Social Security Number
- Financial Account
- Address
- Email Address
- Birthdate
- Mother's Maiden Name
- Numbers

Watch Out for These Common Scams

- Government Imposter
- Grandchild Bail Out
- Romance / Relationship
- Tech Support
- Lottery / Sweepstakes like Publisher's Clearing House
- Medical Device/ Equipment
- Timeshare Resales

Safety Tips

- Most scams come by phone and use fake caller ID information. Hang up on unwanted or threatening calls!
- Never wire money to someone you don't know.
- Ignore requests to pay by gift cards or prepaid cards.
- Never click a link in an unsolicited email or text message.

Safeguard Your Personal Information

- Do not carry your Social Security card with you and do not ever use your social security number as a PIN or password.
- Shred bills, bank statements, receipts, medical billings, credit card offers and other items that contain personal or financial information.
- If you are going to be out of town have the post office hold your mail.
- Never give out your personal information unless you initiated the contact. Legitimate companies or agencies do not call or email asking for personal information.
- Sign up for Wisconsin's Free Do Not Call Registry : 1-888-382-1222 or donotcall.gov
- Keep a list of all credit card and bank account numbers, phone numbers, expiration dates and other sensitive documents in a safe place, such as a safe.
- Stop pre-approved credit card offers: 1-888-567-8688, optoutprescreen.com
- Check your bills and bank statements. Report unauthorized charges right away.
- Make sure you have a firewall and updated virus and spyware protection on your computer. Check your browser security settings to make sure they are not too low.
- Annually, obtain your credit report FREE from each of the three major credit reporting agencies (Equifax, Experian, & TransUnion): 1-877-322-8228, annualcreditreport.com

If You Become a Victim of Identity Theft

- **Contact your bank.** Consider closing and reopening new accounts with new numbers and obtaining a new ATM/debit card with a new PIN.
- **Contact your creditors.** If a thief has used your name to open an account, contact the creditor to close the account and explain what happened as soon as possible.
- **Report the theft to the police.** Be sure to obtain a copy of the report for yourself.
- **Get a 90-day Fraud Alert placed on your credit report.** You only need to contact one of the credit reporting agencies below and they will alert the other two on your behalf.
- **Put a Security Freeze on your credit report.** A freeze is stronger than a fraud alert because it remains in place until you release it and requires that you be alerted if an account in your name is requested. The freeze must be requested by contacting each of the three credit reporting agencies directly. Unless a police report is provided, the fee is \$10 for each agency. You will be given a pin number to temporarily lift the freeze in order for you or a creditor to access your credit report. There may be a \$10 fee each time you lift the freeze.

Experian
PO Box 9554
Allen, TX 75013
1-888-397-3742
experian.com

TransUnion
PO Box 2000
Chester, PA 19016
1-888-909-8872
transunion.com

Equifax Information Services LLC
PO Box 105788
Atlanta, GA 30348-5069
1-800-349-9960
equifax.com

- **File an identity theft complaint with the Bureau of Consumer Protection.** You can request a complaint form at 1-800-422-7128 or at www.datcp.wi.gov.
- **Contact the Division of Motor Vehicles if your driver's license or ID card is stolen.** You can also ask the DMV to place a notation on your driver record so that DMV and law enforcement will require additional identification documents when anyone (including you) attempt to conduct business with them. WI Department of Transportation, PO Box 7995, Madison, WI 53707, 608-264-7447, dot.wisconsin.gov.
- **Contact the Postal Inspector if your mail was stolen or if an identity thief used a false address:** 1-800-275-8777, uspis.gov
- **If a debt collector contacts you** explain that you are the victim of identity theft and that the bill they are trying to collect is fraudulent. Ask for the steps **if you are accused of a crime committed in your name.**
- **Contact the arresting or citing law enforcement agency** to inform them of the situation. You may be required to file a petition with the court to request and prove your innocence. Once law enforcement or a judge conclude that you were not the person who committed the crime, you will be given a Certificate of Clearance that you will need to keep with you at all times.
- **In some cases** criminal identity theft may best be handled by contacting a private attorney to assist with working through the legal process. The Statewide Lawyer Referral Services Hotline, 1-800-362-9082, can help you find affordable representation in your area.

SCAMS ✓

For more information on these and other area services please contact the **Stoughton Area Senior Center:**
248 W. Main Street, Stoughton WI, 53589 608-873-8585 stoughtonseniorcenter.com