

# CHAPTER 3

## ADVOCACY AND RESOURCES

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# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## 3.1 Advocacy Service

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### **Able South Carolina**

136 Stonemark Lane Suite 100 Columbia, SC 29210

Tel: 803-779-5121 or Toll Free: 800-681-6805

TTY: 803-779-0949

[www.able-sc.org](http://www.able-sc.org)

Able SC is a Center for Independent Living (CIL), an organization not about “helping” people with disabilities, but built on the central concept of self-empowerment. It is a consumer-controlled, community-based, cross disability nonprofit that provides an array of independent living services.

### **Central Midlands Long-Term Care Ombudsman Program**

236 Stoneridge Drive Columbia, SC 29210

Tel: 803-376-5389 or Toll Free: 1-800-391-1185

Fax: 803-253-7542

[www.cmcog.org](http://www.cmcog.org)

The regional ombudsman receives calls and investigates complaints related to residents in long-term care facilities. Complaints range from abuse, neglect and exploitation to quality of care issues.

### **SC Client Assistance Program (S.C. Office of the Governor)**

Edgar A. Brown Building 1205 Pendleton Street Columbia, SC 29201

Tel: 803-734-0285 or Toll Free: 1-800-868-0040

Fax: 803-734-0546

E-Mail: [cap@oepp.sc.gov](mailto:cap@oepp.sc.gov) , website: [www.cap.sc.gov](http://www.cap.sc.gov)

The Client Assistance Program (CAP) is the federally mandated program that advocates for persons with disabilities in South Carolina who are seeking or receiving services through the Vocational Rehabilitation Department (VR), Commission for the Blind (CB), and all Independent Living Programs (IL) and projects funded under the Rehabilitation Act of 1973, as amended. CAP assists consumers with questions regarding the Americans with Disabilities Act, Title I.

### **Protection & Advocacy System for People with Disabilities, Inc.**

3710 Landmark Drive Suite 208 Columbia, SC 29204

Tel: 803-782-0639 or Toll Free: 1-866-275-7273

TTY: 1-866-232-4525

E-Mail: [info@pandasc.org](mailto:info@pandasc.org) , website: [www.pandasc.org](http://www.pandasc.org)

Since 1977 P&A has been an independent, statewide, non-profit corporation that protects and advances the legal rights of people with disabilities. Under annual priorities set by a volunteer Board of Directors, P&A investigates reports of abuse and neglect and advocates for disability rights in areas such as health care, education, employment and housing. P&A serves people of all ages and disabilities. P&A does not charge for its services.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## 3.1 Advocacy Service

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### **SC Association of the Deaf**

437 Center Street West Columbia, SC 29169

Tel: 803-794-3175

TTY: 803-794-7059 or VP: 803-403-9255

Fax: 803-794-4420

E-Mail: [info@scadservices.org](mailto:info@scadservices.org), website: [www.scadservices.org](http://www.scadservices.org)

The South Carolina Association of the Deaf, Inc. (SCAD) is a statewide organization working with and for the Deaf and Hard of Hearing people in South Carolina. SCAD is the South Carolina affiliate of the National Association of the Deaf (NAD) and focuses on promoting equal treatment toward deaf and hard of hearing citizens in education, employment, legislation, healthcare, and other fields pertaining to the Deaf and Hard of Hearing citizens of South Carolina.

### **SC Autism Society**

806 12<sup>th</sup> Street West Columbia, SC 29169

Tel: 803-750-6988 or Toll Free: 1-800-438-4790

Fax: 803-750-8121

[www.scautism.org](http://www.scautism.org)

We have worked with families and legislators to generate funding for programs and develop new programs like the Pervasive Developmental Disorder Program, and Ryan's Law. We have also been working with the State Department of Education to update the eligibility criteria under the autism category to include the full spectrum.

### **SC Crime Victim's Ombudsman (CVO)**

Wade Hampton Building 1200 Senate Street Columbia, SC 29201

Mailing Address: 1205 Pendleton Street Columbia, SC 29201

Tel: 803-734-0357 or Toll Free: 1-888-238-0697

Fax: 803-734-1428

E-Mail: [cvo@admin.sc.gov](mailto:cvo@admin.sc.gov), website: [www.cvo.sc.gov](http://www.cvo.sc.gov)

The mission of the Office of the Crime Victims' Ombudsman (CVO) is to ensure that the South Carolina Criminal Justice System and its victim service organizations serve victims of crime justly, equitably and fairly. Additionally, the CVO through its Office of Victim Services Education and Certification (OVSEC) provides oversight of training, education and certification for victim service providers.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## 3.1 Advocacy Service

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### **SC Human Affairs Commission**

#### **To Report Age Discrimination**

1026 Sumter Street Columbia, SC 29201

Tel: 803-737-7800 or Toll Free: 1-800-521-0725

TDD: 803-253-4152

Fax: 803-737-7835

E-Mail: [information@schac.sc.gov](mailto:information@schac.sc.gov), website: [www.schac.sc.gov](http://www.schac.sc.gov)

The Mission of the South Carolina Human Affairs Commission is to eliminate and prevent unlawful discrimination in: employment on the basis of race, color, national origin, religion, sex, age, and disability; housing on the basis of race, color, national origin, religion, sex, familial status, and disability; and public accommodations on the basis of race, color, national origin, and religion.

### **SC Victim Assistance Network**

1900 Broad River Road, PO Box 212863 Columbia, SC 29221

Tel: 803-750-1200 or Toll Free: 1-888-852-1900

Fax: 1-866-473-1272

[www.scvan.org](http://www.scvan.org)

To provide support services for victims of crime and to prevent future crimes through advocacy, education, public awareness, and technical assistance.

### **U.S. Department of Justice**

#### **To Report a Crime: FBI – Columbia Division**

151 Westpark Blvd Columbia, SC 29210-3857

Tel: 803-551-4200

Fax: 803-551-4324

Submit a Tip: [www.tips.fbi.gov](http://www.tips.fbi.gov)

### **Civil Rights Division**

Office of the Assistant Attorney General

950 Pennsylvania Ave NW Washington, DC 20530-0001

Tel: 202-514-4609

TTY: 202-514-0716

[www.justice.gov](http://www.justice.gov)

The mission of the Criminal Division is to serve the public interest through the enforcement of criminal statutes in a vigorous, fair, and effective manner; and to exercise general supervision over the enforcement of all federal criminal laws, with the exception of those statutes specifically assigned to the Antitrust, Civil Rights, Environment and Natural Resources, or Tax Divisions.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## 3.2 Adult Protective Services

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### What is Adult Protective Services?

A vulnerable adult is a person eighteen years or older who has a physical condition or mental condition which substantially impairs the person for his/her own care or protection. This includes impairments due to infirmities of aging including, but not limited to, organic brain damage, advance age, and physical, mental or emotional dysfunctional. Legal competency is not an issue for consideration.

### What is Neglect?

Neglect means the failure or omission of a caregiver to provide the care, goods, or services necessary to maintain the health or safety of vulnerable adult including, but not limited to food, clothing, medicine, shelter, supervision, and medical services. (Types of Neglect: Self-Neglect, Physical Abuse, Exploitation, Financial Exploitation, Psychological Abuse).

### Mandated Reporters

A physician, nurse, dentist, optometrist, medical examiner, coroner, other medical, mental health or allied health professional, Christian Science practitioner, religious healer, school teacher, counselor, psychologist, mental health or mental retardation specialist, socialist, social or public assistance worker caregiver staff or volunteer of an adult day care center or of a facility, or law enforcement officer. Any other person who has actual knowledge that a vulnerable adult has been abused, neglected, or exploited shall report the incident in accordance with the Department of Social Services and local law enforcement.

### Adult Protective Services

#### SC Department of Social Services

P.O. Box 1520 Columbia, SC 29202-1520

Tel: 803-898-7318 (during normal business hours)

[www.dss.sc.gov](http://www.dss.sc.gov)

### Fairfield County

#### Fairfield County DSS

1136 Kincaid Bridge Road

Winnsboro, SC 29180

Tel: 803- 635-5502

Fax: 803- 635-2322

Mailing Address:

PO Box 210

Winnsboro, SC 29180

**Child and Adult Protective Services Intake Hotline** Tel: 1-888- 227-3487

Out-of-Home Abuse and Neglect Intake Hotline (OHAN) (803) 898-7669

After Hours Reporting:

803- 635-5511 Law Enforcement Dispatch

911 Fairfield County Law Enforcement

800- 645-9789 Out-of-Home Abuse and Neglect (OHAN)

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## 3.2 Adult Protective Services

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### Lexington County

#### **Lexington County DSS**

1070 S Lake Drive Suite A  
Lexington, SC 29073  
Tel: 803- 785-7333  
Fax: 803- 785-7438

#### **Mailing Address:**

**Lexington County DSS**  
P.O. Box 84129  
Lexington, SC 29073

#### **After Hours Reporting:**

911 Lexington County Law Enforcement

### Newberry County

#### **Newberry County DSS**

2107 Wilson Road  
Newberry, SC 29108  
Tel: 803- 321-2155  
Fax: 803- 321-2168

#### **Mailing Address:**

Newberry County DSS  
PO Box 309  
Newberry, SC 29108

#### **After Hours Reporting:**

803- 321-2222 Newberry County Sheriff's Office Dispatch

### Richland County

#### **Richland County DSS**

3220 Two Notch Road  
Columbia, SC 29204  
Tel: 803- 714-7300  
Fax: 803- 714-7301

#### **Eastover Branch Office Address:**

Richland County DSS  
120 Clarkson Street Eastover, SC 29044  
Tel: 803- 353-3295

#### **After Hours Reporting:**

803- 714-7444 Richland County DSS 24-Hour Hotline - protective services intake

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## **3.3 Disability Resources**

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### **Able South Carolina**

136 Stonemark Lane Suite 100 Columbia SC 29210

Tel: 803-217-3209 or Toll Free: 1-800-994-4322

TTY: 1-864-779-0949

[www.able-sc.org](http://www.able-sc.org)

Able SC is a Center for Independent Living (CIL), an organization not about “helping” people with disabilities, but built on the central concept of self-empowerment. It is a consumer-controlled, community-based, cross disability nonprofit that provides an array of independent living services.

### **The ARC of South Carolina**

#### **Columbia Office**

1202 12<sup>th</sup> Street Cayce SC 29033

Tel: 803-748-5020 or Toll Free: 1-800-289-7012

[www.arcsc.org](http://www.arcsc.org)

#### **Rock Hill Office**

410 Oakland Avenue Suite 104 Rock Hill SC 29730

Tel: 803-529-5308

Our Service Coordination Department helps you and your family navigates and facilitate enrollment in Department of Disabilities and Special Needs services. Our Service Coordinators are independent advocate that assist families by identifying and addressing needs and concerns, monitoring and evaluating services, constructing lifelong plans, providing information and support, creating and developing opportunities, coordinating resources, educating the community as well as assuring plan achievement. Because each person and family has unique needs and desires, services are customized to fit each family’s request.

### **Autism Institute of South Carolina**

4711 Forest Drive Suite 3 PMB#233 Columbia, SC 29206

Tel: 803-851-6007

E-Mail: [info@autisminstitutesc.com](mailto:info@autisminstitutesc.com), website: [www.autisminstitutesc.com](http://www.autisminstitutesc.com)

The Autism Institute of South Carolina is committed to providing non-aversive, research-based interventions, which promote dignity, self-reliance, and successful outcomes for the children and adults served. Services are currently available in Columbia, SC and surrounding counties

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## 3.3 Disability Resources

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### **Autism Speaks**

#### **Lexington South Carolina**

863 Corley Mill Road Lexington, SC 29072

Tel: 803- 520-8080 or Toll Free: 888- 288-4762

Español: 888- 772-9050

E-Mail: [familyservices@autismspeaks.org](mailto:familyservices@autismspeaks.org) , website: [www.autismspeaks.org](http://www.autismspeaks.org)

The mission of the Autism Speaks Family Services Committee is to empower families and individuals impacted by autism to make informed decisions that maximize the quality of life and development potential of affected individuals throughout the lifespan.

### **Dream Riders**

156 Sandy Hill Road Lexington SC 29072

Tel: 803-957-7906

Fax: 803-951-5261

E-Mail: [dreamr2@mindspring.com](mailto:dreamr2@mindspring.com) , website: [www.dreamrider.org](http://www.dreamrider.org)

Dream Riders is a non-profit 501-C-3 corporation providing a unique approach to physical, emotional, and recreational therapeutic fun for both children and adults with special needs, presently serving people with mental and/or physical disabilities. Every rider is reviewed prior to acceptance into Dream Riders equestrian program for medical releases and our program's ability to provide a safe equestrian experience for the rider. Our certified instructors on each rider as to their progress hold a monthly review and if any changes are needed to their present goals.

### **Easter Seals South Carolina**

PO Box 5715 Columbia, SC 29250

Tel: 803-466-4089

Fax: 803-356-6902

[www.easterseals.com](http://www.easterseals.com)

Easter Seals has been helping individuals with disabilities and special needs, and their families, live better lives for nearly 100 years. From child development centers to physical rehabilitation and job training for people with disabilities, Easter Seals offers a variety of services to help people with disabilities address life's challenges and achieve personal goals.

### **Family Connections of SC**

#### **Columbia Office (State Office)**

1800 St. Julian Place Suite 104 Columbia, SC 29204

Tel: 803-252-0914

E-Mail: [info@familyconnectionsc.org](mailto:info@familyconnectionsc.org) , website: [www.familyconnectionsc.org](http://www.familyconnectionsc.org)

The organization provides support to families with a child that has a disability, including but not limited to developmental delays, learning disabilities, physical, or behavioral concerns and all diagnoses including autism, asthma, ADHD, and cerebral palsy.



# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## 3.3 Disability Resources

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### **Pro-Parents of SC**

625 Bush River Road Suite 203 Columbia SC 29210

Tel: 803-772-5658 or Toll Free: 1-800-759-4776

Fax: 803-772-5341

E-Mail: [PROParents@proparents.org](mailto:PROParents@proparents.org), website:[www.proparents.org](http://www.proparents.org)

Parents Reaching Out to Parents of South Carolina, Inc. is a private, non-profit organization, which provides information, and training about education to families of children with all types of disabilities. PRO-Parents believes parents can be the best advocates for their children. Experienced staffs assist parents to become more aware of their rights and personal consulting through telephone counseling, workshops and written material. With confidence and knowledge, parents can participate as equal partners with professionals on behalf of their children. PRO-Parents also serve professionals in education and related fields throughout South Carolina.

### **Protection & Advocacy for People with Disabilities**

3710 Landmark Drive Suite 208 Columbia SC 29204

Tel: 803-782-0639 or Toll Free: 1-866-232-4525

E-Mail: [info@pandasc.org](mailto:info@pandasc.org) / [www.pandasc.org](http://www.pandasc.org)

Since 1977, P&A has been an independent, statewide, non-profit corporation that protects and advances the legal rights of people with disabilities. Advocacy involves working for our clients to enforce their legal rights. P&A advocates for both individual clients and for groups of individuals.

### **Richland / Lexington Disabilities and Special Needs Board**

301 Greystone Drive Columbia SC 29210

Tel: 803-252-5179 or Toll Free: 1-800-809-1475

Fax: 803-252-5981

E-Mail: [RLDSNB@aol.com](mailto:RLDSNB@aol.com), website:[www.rldsn.org](http://www.rldsn.org)

The Richland/Lexington Disabilities and Special Needs Board supports people with autism, intellectual disabilities and related disabilities, head injuries, spinal cord injuries and similar disabilities and promotes their pursuit of life goals and their presence, participation, and inclusion in the community.

### **SC Access Program**

#### **Lt. Governor's Office on Aging**

1301 Gervais Street Suite 200 Columbia SC 29201

Tel: 803-734-9900

Fax: 803-734-9887

E-Mail: [scaccess@aging.sc.gov](mailto:scaccess@aging.sc.gov), website:[www.scaccesshelp.org](http://www.scaccesshelp.org)

Offers a web-based service directory for older adults, individuals with disabilities and caregivers for services in the community.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## **3.3 Disability Resources**

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### **SC Assistive Technology Program (SCATP)**

#### ***USC School of Medicine Center for Disability Resources***

8301 Farrow Road Columbia SC 29203

Tel: 803-935-5263 or Toll Free: 1-800-915-4522

Fax: 803-935-5342

[www.scatp.med.sc.edu](http://www.scatp.med.sc.edu)

For the past fourteen years, the mission of SCATP has been to increase the provision of, access to, and funding for assistive technology (AT) for South Carolinians of all ages and all disabilities through a variety of comprehensive activities and services available statewide. SCATP programs are not limited by eligibility criteria such as income, age, type of disability, or the reason that an individual needs AT.

### **SC Association of the Deaf**

437 Center Street Columbia SC 29169

Tel: 803-794-3175 or TTY: 803-794-7059

VP: 803-403-9255

Email: [info@scadservices.org](mailto:info@scadservices.org), website: [www.scadservices.org](http://www.scadservices.org)

The Association is committed to advocacy for all deaf and hard of hearing residents in South Carolina. They are to be assured of equal access to a comprehensive, coordinated system of services, and encouraged to achieve their maximum potential through increased independence, productivity and integration into the community.

### **SC Autism Society**

806 12<sup>th</sup> Street West Columbia SC 29169

Tel: 803-750-6988 or Toll Free: 1-800-438-4790

[www.scautism.org](http://www.scautism.org)

Paula's Place Learning Lab and Software Training

The South Carolina Autism Society would like to announce the addition of Paula's Place to their main office in West Columbia. Paula's Place is a learning lab dedicated to individuals with autism of all ages, parents, educators, paraprofessionals, and therapists to learn how to use various software and how to create supports for school and home use.

### **SC Department of Disabilities and Special Needs**

3440 Harden Street Ext. Columbia SC 29203 Mailing Address: PO Box 4706 Columbia SC 29240

Tel: 803-898-9600 or Toll Free: 1-888-DSN-INFO (376-4636)

V/TTY: 803-898-9600

Fax: 803-898-9653

[www.ddsn.sc.gov](http://www.ddsn.sc.gov)

The SCDDSN, as defined in the South Carolina Code of Law, serves persons with intellectual disabilities, autism, head and spinal cord injury and conditions related to each of these four disabilities.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## ***3.3 Disability Resources***

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### **SC School for the Deaf and Blind**

355 Cedar Springs Road Spartanburg SC 29302  
Tel: 864-585-7711 or Toll Free: 1-888-447-2732

### **Columbia Outreach Center**

101 Executive Center Drive Saluda Building Suite 120 Columbia SC 29210  
Tel: 803-896-9710  
TTY: 803-896-9844

Email: [info@scsdb.org](mailto:info@scsdb.org) website: [www.scsdb.org](http://www.scsdb.org)

The SC School for the Deaf and the Blind's Statewide Division of Outreach Services proudly offers services and programs for individuals who are deaf/hard of hearing, blind/visually impaired or sensory multi-disabled, their families and the professionals who serve them. Outreach Services provides services and resources in every county of the state.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## **3.4 Legal Services**

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### **LAWHELP.ORG/SC**

LawHelp.org/SC is a project of South Carolina Legal Services (SCLS). Our goal is to provide the public with easy internet access to basic legal information and legal resources in South Carolina.  
[www.lawhelp.org/sc](http://www.lawhelp.org/sc)

### **Senior Matters**

2711 Middleburg Drive Suite 201 Columbia SC 29204

Tel: 803-779-1181 or Toll Free: 1-888-779-1182

Fax: 803-779-6499

Email: [info@seniormatters.com](mailto:info@seniormatters.com), website: [www.seniormatters.com](http://www.seniormatters.com)

Legal Guardianship at Senior Matters, our registered legal guardians provide certified legal guardianship services to protect the health, welfare and finances from waste and undue influence. Guardianship is initiated only as a last resort for those individuals who need assistance but have no close relatives or friends who are able to perform the role.

### **SC BAR**

950 Taylor Street Columbia SC 29201

Tel: 803-799-6653 or Toll Free: 1-800-346-5592

Fax: 803-799-4118

Email: [scbar-info@scbar.org](mailto:scbar-info@scbar.org), website: [www.scbar.org](http://www.scbar.org)

The South Carolina Bar began in 1884 as the South Carolina Bar Association, a voluntary organization of approximately 200 lawyers. The South Carolina State Bar was created in 1968. The two organizations were merged in 1975. Currently the Bar has a membership of more than 15,000.

### **SC Legal Services**

#### **SCLS Intake Office - Statewide**

Tel: 803-744-9430 or Toll Free: 803-744-9430

Fax: 803-744-3450

[www.sclegal.org](http://www.sclegal.org)

### **SC Legal Services**

**Columbia Office** (Lee, Lexington, Kershaw, Richland, and Sumter)

2109 Bull Street (PO Box 1445) Columbia, SC 29201

Tel: 803.799.9668 or Toll Free: 888.799.9668

Fax: 803.799.1781

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## ***3.4 Legal Services***

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### **SC Legal Services**

**Rock Hill Office** (Chester, Fairfield, Lancaster, and York Counties)

214 Johnston Street Rock Hill, SC 29730

Tel: 803.327.9001 or Toll Free: 800.922.3853

Fax: 803.327.7105

South Carolina Legal Services (SCLS) provides free legal services in a wide variety of civil (non-criminal) legal matters to eligible low-income residents of South Carolina. SCLS is a non-profit corporation, funded by grants from the federally funded Legal Services Corporation, the South Carolina Bar Foundation, local United Ways, state court filing fees, and other federal, state and local funding.

### **Warner. Payne & Black**

Elder Law Services of SC

Columbia Office

1531 Blanding Street (PO Box 2628) Columbia SC 29202

Tel: 803-799-0554

Fax: 803-799-2517

Email: [cblack@pbplawsc.com](mailto:cblack@pbplawsc.com), website: [www.elderlaw-sc.com](http://www.elderlaw-sc.com)

Elder Law is the name that has been given to the area of our profession that deals with legal needs of older persons and their families. This field of law includes, among other things, Long term care planning, asset preservation planning, Medicaid eligibility, Medicaid appeals, medicare, social security law, incapacity issues, nursing home regulations, the rights of nursing home residents, and elder abuse and exploitation.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## ***3.5 Medicare, Medicaid, Insurance, Social Security***

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### **Benefit Bank of South Carolina**

Email: [contactus@thebenefitbank.org](mailto:contactus@thebenefitbank.org) website: [www.thebenefitbank.com](http://www.thebenefitbank.com)

The Benefit Bank online service simplifies and centralizes the process of applying for programs and resources such as food assistance, health coverage, home energy assistance and much more.

### **I-CARE (Central Midlands Council of Governments AAA)**

236 Stoneridge Drive Columbia SC 29210

Tel: 803-376-5390

Fax: 803-376-5394

[www.centralmidlands.org](http://www.centralmidlands.org)

I-CARE is insurance counseling and assistance program for seniors sponsored by the Lt. Governor's Office on Aging and the South Carolina Department of Insurance. I-CARE provides up-to-date and accurate information on appropriate health insurance for seniors.

### **LTC Benefits, Inc.**

326 Alexander Road (PO Box 21507 Columbia SC 29221) Columbia SC 29169

Tel: 803-798-7311 or Toll Free: 1-800-922-8177

Fax: 803-731-3887

Email: [ltcbenefitsinc@lctbi.com](mailto:ltcbenefitsinc@lctbi.com), website: [www.lctbi.com](http://www.lctbi.com)

TC Benefits, Inc. is an independent insurance agency dedicated to the Long-Term Care Insurance industry since 1987. LTC Benefits, Inc. has been dedicated to providing long-term care insurance protection, as well as consumer education on long-term care issues for more than a decade to South Carolina residents. We can consistently provide to our clients the best plans available because we continuously research the market for the strongest companies, as well as the newest and most creative plan benefits at the most reasonable rates.

### **Long Term Care Insurance Advisors, LLC**

1180 Columbia Avenue Suite 101 Irmo SC 29063

Tel: 803-403-9777

Fax: 803-454-7878

Email: [info@lctciasc.com](mailto:info@lctciasc.com), website: [www.tciasc.com](http://www.tciasc.com)

We educate our clients using exhaustive research and simplified processes that enable them to make the most suitable value-based decisions, ensuring peace of mind, estate preservation and a lifetime of independence.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## **3.5 Medicare, Medicaid, Insurance, Social Security**

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### **Medicaid**

SC Carolina Health and Human Services (SCDHHS)

PO Box 8206 Columbia SC 29202

Tel: 1-888-549-0820

TTY: 1-888-842-3620

[www.scdhhs.gov](http://www.scdhhs.gov)

Providers: 1-888-289-0709

Medicaid Fraud and Abuse: 1-888-364-3224

Appeals and Hearings: 1-800-763-9087

### **Fairfield County**

1136 Kincaid Bridge Rd Winnsboro, South Carolina 29180-7116

### **Lexington County**

605 West Main Street Lexington, South Carolina 29072-2550

### **Newberry County**

County Human Services Center

2107 Wilson Road Newberry, South Carolina 29108-1603

### **Richland County**

3220 Two Notch Road Columbia, South Carolina 29204-2826

Healthy Connections is South Carolina's Medicaid program. A medical assistance program helps pay for some or all medical bills for many people who cannot afford medical care. The program also assists individuals who are over 65 or have a disability with the costs of nursing facility care and other medical expenses...

### **Medicare**

Center for Medicare & Medicaid Services

7500 Security Boulevard Baltimore MD 21244

Tel: 1-800-MEDICARE (633-4227)

TTY: 1-877-486-2048

[www.medicare.gov](http://www.medicare.gov)

### **Medicare Complaints**

Federal Toll Free: 1-800-633-4227

Medicare is funded through two trust accounts held by the U.S. Treasury. The Hospital Insurance Trust Fund (which pays for Medicare Part A, inpatient hospital care, skilled nursing facility care, home health care, hospice care, and combating fraud and abuse), and the Supplementary Medical Insurance Trust Fund (which pays for Medicare Part B outpatient health care and Medicare Part D prescription drug coverage).

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## **3.5 Medicare, Medicaid, Insurance, Social Security**

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### **Palmetto Project**

#### **Columbia Office**

4500 Fort Jackson Blvd Columbia SC 29209

Tel: 803-779-4875

Fax: 803-212-7124

Email: [Columbia@palmettoproject.org](mailto:Columbia@palmettoproject.org), website: [www.palmettoproject.org](http://www.palmettoproject.org)

### **Palmetto Health Baptist**

#### **Health Insurance Marketplace**

Taylor at Marion Street Columbia SC 29220

Tel: 803-296-CARE (2273)

[www.palmettohealth.org](http://www.palmettohealth.org)

Attend an upcoming free community event to learn more about your Health Insurance Marketplace enrollment options. Community partners, assisting agencies and navigators will be on-site to help with re-enrollment and to enroll new patients.

### **Roadwise RX**

Email: [roadwiserx@aaafoundation.org](mailto:roadwiserx@aaafoundation.org), website: [www.roadwiserx.com](http://www.roadwiserx.com)

Medications have both intended and unintended effects on your body, and the effects change based on the other medications that you are taking and the foods that you eat. Not only does that affect how you feel, many of these effects can also affect your ability to drive safely.

### **South Carolina Department of Insurance**

1201 Main Street Suite 100(PO Box 100105 "29202") Columbia SC 29201

Tel: 803-737-6180 or Toll Free: 1-800-768-3467

Fax: 803-737-6231

Email: [consumers@doi.sc.gov](mailto:consumers@doi.sc.gov), website: [www.doi.sc.gov](http://www.doi.sc.gov)

The mission of the State of South Carolina Department of Insurance is to protect the insurance consumers, the public interest, and the insurance marketplace by ensuring the solvency of insurers; by enforcing and implementing the insurance laws of this State; and by regulating the insurance industry in an efficient, courteous, responsive, fair, and equitable manner.

### **South Carolina Lieutenant Governor's Office on Aging**

1301 Gervais Street Suite 350 Columbia, SC 29201

Tel: 803-734-9900 or Toll Free: 1-800-868-9095

Email: [askus@aging.sc.gov](mailto:askus@aging.sc.gov), website: [www.aging.sc.gov](http://www.aging.sc.gov)

The vision of the Lieutenant Governor's Office on Aging is to be the first resource considered when anyone needs information, service options, and guidance concerning issues related to seniors and vulnerable adults.

The mission of the Lieutenant Governor's Office on Aging is to partner with state and local governments, non-profit organizations, and the private sector to enhance the quality of life for seniors and/or vulnerable adults.



# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## **3.5 Medicare, Medicaid, Insurance, Social Security**

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### **SC Thrive**

#### **Columbia Headquarters**

2211 Alpine Road Ext (PO Box 23503 Columbia SC 29224) Columbia, SC 29223

Toll Free: 1-800-726-8774

Fax: 803-764-3325

Email: [contact@scthrive.org](mailto:contact@scthrive.org), website: [www.scthrive.org](http://www.scthrive.org)

SC Thrive is a nonprofit offering solution to South Carolinians in need of accessing resources but facing a multitude of barriers. With several online services, training programs and strategic partnerships SC Thrive helps simplify complex processes and give people more efficient access to needed resources so they can move to stability.

### **South Carolina Worker's Compensation Commission**

1333 Main Street Suite 500 (PO Box 1715) Columbia SC 29202

Tel: 803-737-5700

Insurance, Medical & Administrative Services Department;

Fax: 803-737-5715

[www.wcc.sc.gov](http://www.wcc.sc.gov)

The Compliance Division is the investigation and enforcement arm of the SC Workers' Compensation Commission. When a claim is filed for which there is no apparent insurance coverage, the case is assigned to an investigator to determine who should be the responsible party. The division prosecutes employers who fail to maintain workers' compensation coverage.

### **Social Security Administration Office**

Strom Thurmond Federal Building 11<sup>th</sup> Floor

1835 Assembly Street Columbia SC 29201

Tel: 1-866-964-7564 or Toll Free: 1-800-772-1213

TTY: 1-800-325-0778

### **Newberry County Office**

292 Professional Park Road Clinton SC 29325

Tel: 1-866-526-9854

TTY: 1-800-325-0775

[www.ssa.gov](http://www.ssa.gov)

Supplemental Security Income (SSI) is a Federal Income Supplement Program; funded by general tax revenues (*not* Social Security taxes): It is designed to help aged, blind, and disabled people, who have little or no income; and it provides cash to meet basic needs for food, clothing, and shelter.

### **Tri-Care**

#### **Defense Health Agency (DHA)**

7700 Arlington Boulevard Suite 5101 Falls Church, VA 22042-5101

Tel: 1-800-444-5445

[www.HumanaMilitary.com](http://www.HumanaMilitary.com) or [www.tricare.mil](http://www.tricare.mil)

Health support for the full range of military operations and sustaining the health of all those entrusted to our care.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## *3.5 Medicare, Medicaid, Insurance, Social Security*

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### **U.S. Department of Labor**

#### **South Carolina Regional Office (Atlanta)**

61 Forsythe Street Suite 7B54 Atlanta GA 30303

Tel: 404-302-3900

Fax: 404-302-3975

### **Employee Retirement Income Security Act (ERISA) (EBSA)**

Frances Perkins Building

200 Constitution Ave. NW Washington, DC 20210

Tel: 1-866-4USA-DOL (487-2365)

[www.dol.gov](http://www.dol.gov)

The mission of the Employee Benefits Security Administration is to assure the security of the retirement, health and other workplace related benefits of America's workers and their families. We will accomplish this mission by developing effective regulations; assisting and educating workers, plan sponsors, fiduciaries and service providers; and vigorously enforcing the law.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## 3.6 Senior Scams & Frauds

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### SENIOR MEDICARE (FRAUD) PATROL

Nationwide Toll Free: 1-877-808-2468

Email: [info@smpresource.org](mailto:info@smpresource.org) website: [www.smpresource.org](http://www.smpresource.org)

South Carolina SMP's purpose is to educate Medicare/Medicaid beneficiaries and caregivers about Medicare/Medicaid benefits in order to understand Medicare statements such as Medicare Summary Notices (MSN), Medicare Part D Prescription Drug Plan (PDP) Explanations of Benefits (EOB) and other related health care statements. Through this knowledge, a person can identify, resolve and/or report possible billing errors, fraud, abuse and waste to the SMP.

### SENIOR SCAM ALERT

**All frauds should be reported to the South Carolina Department of Consumer Affairs immediately.**

#### South Carolina Department of Consumer Affairs

3600 Forest Drive, Suite 300 Columbia, SC 29204

Tel: 803-734-4200 or Toll Free: 1-800-922.1594

E-mail: [scdca@dca.state.sc.us](mailto:scdca@dca.state.sc.us), website: [www.sconsumer.gov](http://www.sconsumer.gov)

[http://www.consumer.sc.gov/consumer/publications/Documents/Fast%20Facts/sweepstakes\\_scam.pdf](http://www.consumer.sc.gov/consumer/publications/Documents/Fast%20Facts/sweepstakes_scam.pdf)

### Important Information on Senior Fraud and Scams

Every day senior citizens in South Carolina fall prey to unscrupulous individuals who seek to defraud and defraud the elderly. In order to combat this growing problem, the Lieutenant Governor's Office on Aging has aggressively targeted those who victimize senior citizens.

If you or a loved one ever receive a letter or telephone call announcing you have won the lottery or a sweepstakes contest – **DO NOT PROVIDE ANY PERSONAL OR FINANCIAL INFORMATION.**

### Avoiding Financial Exploitation

#### Perceptive Saving Seniors

Older adults face complicated decisions about their finances, retirement choices, and long-term planning. The Office of Financial Protection for Older Americans is tasked with preventing unfair, deceptive, and abusive practices targeted at seniors.

## 3.6 Senior Scams & Frauds

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### Scams and Fraud Links

#### SC Department of Consumer Affairs

<http://www.sconsumer.gov/>

#### US Administration on Aging

[http://www.aoa.gov/AoARoot/AoA\\_Programs/Elder\\_Rights/EA\\_Prevention/index.aspx](http://www.aoa.gov/AoARoot/AoA_Programs/Elder_Rights/EA_Prevention/index.aspx) and/or  
[http://www.aoa.gov/AoA\\_programs/Elder\\_Rights/Legal/index.aspx](http://www.aoa.gov/AoA_programs/Elder_Rights/Legal/index.aspx)

#### AoA Funded Stop Senior Scams Project (Stetson University)

<http://elder.law.stetson.edu/solicitors.php>

and/or

[http://elder.law.stetson.edu/helpful\\_links.php](http://elder.law.stetson.edu/helpful_links.php)

#### Consumer Scam Checklists

<http://elder.law.stetson.edu/checklists.php>

and/or

<http://elder.law.stetson.edu/consumer.php>

#### Senior fraud page

<http://www.fraud.org/>

#### National Crime Prevention

<http://www.ncpc.org/mcgruff/safer-with-mcgruff/seniors>

### Examples of Scams Targeting Senior Citizens

#### Medicare Discount Card Scams

The Medicare discount drug card is available to people enrolled in Medicare, but not everyone on Medicare is eligible. If you are in a state Medicare program that provides drug coverage, you cannot get a Medicare discount drug card.

Often scam-artists will call, email, or knock at your door to sell you this card. If they do so, it is a scam. Under the program, companies are allowed to advertise their cards by mail, TV, radio and newspapers or other print media. They, however, are not allowed to call, send emails, nor do home visits unless YOU ask them.

You can protect yourself and your loved ones from such scams by visiting the Medicare Web site, [www.medicare.gov](http://www.medicare.gov), to access a list of approved cards and other information or call toll-free, 800-633-4227. AARP also has helpful information at [www.aarp.org](http://www.aarp.org).

#### Charity Scams

Older Americans are very generous in helping others. However, there are many people looking to exploit the senior citizens' good nature. The elderly are often asked by professional con artists to supply credit card information to help the victims of a recent natural disaster. In addition to credit card fraud, senior citizens also are asked to provide their sensitive personal financial information including bank account numbers and Social Security numbers.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## **3.6 Senior Scams & Frauds**

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### **Prizes & Sweepstakes Scams**

Senior citizens are the “high value” targets in this scheme. Many times scam artists will ask that seniors put down an advance payment to guarantee prize “winnings.” Others will ask that the senior citizen provide personal information before receiving “winnings.” These should be signs to avoid the questionable businesses or persons. The bottom line is, if the offer sounds too good to be true, it probably is.

### **Counterfeit Drug Scams**

Due to the nature of aging, seniors are again the main target for these types of scams. The biggest potential these types of senior drug scams offer is through online “pharmacies.” Many of these online pharmacies will advertise cheaper, yet more effective, medications than the reputable pharmacy provides you. When the drugs arrive, they are often useless knockoffs.

### **Funeral & Cemetery Fraud**

Unfortunately, death is a part of life and often on the minds of senior citizens. It is also on the minds of those who seek to target the senior citizens’ money through scams. This may come from vendors who insist that embalming or having a casket is part of the cremation process. It is often a result of vendors selling expensive and unnecessary funeral services.

### **Telemarketing Fraud**

According to the FBI, individuals 60 years or older are prime targets for telemarketing fraud. Predators will often offer senior citizens a “free” or “low cost” vacation as long as you “act now.” If you hear such lines as the ones above, hang up. There are numerous other examples of telemarketing fraud that target the elderly.

### **Magazine Subscription Scams**

Seniors are often the targets of magazine subscription scams. Beware of telephone calls from people who offer “free” or “special” deals on particular magazines. These magazine scam artists may offer seniors a subscription for “dollars a day” that last for multiple years without telling them the important details.

### **Nigerian Letter or “419” Fraud**

Nigerian letter frauds target seniors due to the trusting nature of the aging population. These letters offer the “opportunity” to share some percentage of millions of dollars, which the author, usually some sort of government official, is trying to transfer to America and to you and your bank account specifically.

### **Identity Theft**

Identity theft occurs when someone assumes your identity in order to use your name or other personal information to perform a fraud or other criminal act.

Criminals can receive personal information through your wallet, trash, or from your credit cards or bank account numbers. Your Personal information is so abundant that you may not be able to prevent the theft of your identity. However, you can take steps to minimize your risk.

# Central Midlands AAA/ADRC Senior & Disability Service Directory

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## **3.6 Senior Scams & Frauds**

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### **Jury Duty Scam**

This has been verified by the FBI ([see FBI article](#)). Please pass this on to everyone in your email address book. It is spreading fast so be prepared should you get this call. Most of us take those summonses for jury duty seriously, but enough people skip out on their civic duty, that a new and ominous kind of fraud has surfaced.

The caller claims to be a jury coordinator. If you protest that you never received a summons for jury duty, the scammer asks you for your Social Security number and date of birth so he or she can verify the information and cancel the arrest warrant. Give out any of this information and bingo; your identity was just stolen.

The fraud has been reported so far in 11 states, including Oklahoma, Illinois, and Colorado. This (swindle) is particularly insidious because they use intimidation over the phone to try to bully people into giving information by pretending they are with the court system. The FBI and the federal court system have issued nationwide alerts on their web sites, warning consumers about the fraud.

### **Cell Phone Kiosk Scam**

Cell Phone kiosks in malls offer a variety of products and services for many of the national cell phone services. However, not all of these kiosks are actually company owned. Many of them are “authorized resellers” of national product lines. This means that while they can use the trademark names, advertising, and offer the services and products of a nationally known company, they are not a company store.

While company stores often offer discounts and special incentives, resellers do not have to extend the same pricing to their customers. For example, a reseller may offer a phone for several hundred dollars and suggest that this is a great price, with rebates that the customer must file and then wait for payment. The national chain store may offer the same service contract pricing and sell the same phone for several hundred dollars less.

Often, kiosks are operated by high pressure salespersons that make their offers sound very attractive and pressure the consumer to make a decision “now.” They depend on people buying on impulse. Once the customer signs the contract and learns that they have paid more than the company rate, they cannot terminate the contract without paying a high non-refundable penalty.

### **Tips for seniors – Be Smart**

- ❖ **Know your Finances and Medical Services**
- ❖ **Keep Track of your Medical / Financial records**
- ❖ **Know where and how long to keep your records**
- ❖ **Let someone you trust know where and how you file your important records**
- ❖ **Never give your personal medical / financial information to people you do not know!**
- ❖ **Know where to report any fraud or scam**
- ❖ **Keep track of your medical appointments & billing**

***To report or discuss Medicare Fraud call Central Midlands Council of Governments  
803- 376-5390***

***Or Lt. Governor’s Office on Aging 1-800-868-9095***