Sources by Fact

Who to Contact: Free Help for Older Adults and Families. Book 2 of The Sitting Room Series.

This list matches each fact in the book to its sources, chapter by chapter. The book itself lists each source once, with the chapters that use it. Websites were checked in October 2026. Pages move and change, so search for the title if a web address no longer works.

1. Who This Book Is For and How to Use It

Social Security: waits are usually shorter in the morning, later in the week, and later in the month

Social Security Administration. "Contact Social Security by Phone." ssa.gov/agency/contact/phone.html

Form CMS-10106 lets 1-800-MEDICARE share information with a person you name; the person sets how long it lasts and can cancel it at any time

Centers for Medicare & Medicaid Services. "CMS-10106: 1-800-MEDICARE Authorization to Disclose Personal Health Information." cms.gov/cms10106-authorization-disclose-personal-health-information

An appointed representative (Form SSA-1696) helps with a claim or appeal; a representative payee manages payments for someone who cannot; these are different roles

Social Security Administration. "Representing Social Security Claimants." ssa.gov/representation

Social Security Administration. "Representative Payee Program." ssa.gov/payee

A provider may share information that bears on a family member's part in care unless the person objects; it is allowed, not required

Code of Federal Regulations. "45 CFR 164.510, Uses and disclosures requiring an opportunity for the individual to agree or to object." ecfr.gov/current/title-45/subtitle-A/subchapter-C/part-164/subpart-E/section-164.510

U.S. Department of Health and Human Services, Office for Civil Rights. "A Health Care Provider's Guide to the HIPAA Privacy Rule: Communicating with a Patient's Family, Friends, or Others Involved in the Patient's Care." hhs.gov/sites/default/files/provider_ffg.pdf

The FTC will never demand money, make threats, tell you to transfer money, or promise a prize

Federal Trade Commission. "Contact the Federal Trade Commission." ftc.gov/contact

Social Security: scammers threaten arrest and ask for gift cards, prepaid debit cards, wire transfers, cryptocurrency, or cash by mail

Social Security Administration. "Protect Yourself from Scams." ssa.gov/scam

2. Where to Start

The Eldercare Locator: a public service of ACL; 1-800-677-1116, weekdays 8 a.m. to 9 p.m. Eastern; chat during the same hours; relay or 711; Spanish and other languages

Eldercare Locator, U.S. Administration for Community Living. "Contact Information." eldercare.acl.gov/Public/About/Contact_Info/Index.aspx

Eldercare Locator, U.S. Administration for Community Living. "About." eldercare.acl.gov/Public/About/Index.aspx

USAging. "Eldercare Locator." usaging.org/eldercareloc

Area Agencies on Aging serve nearly every community; more than 600 of them and nearly 300 Native American aging programs, reached through the Eldercare Locator

USAging. "Eldercare Locator." usaging.org/eldercareloc

211: run by local United Ways and partners; dial 211; confidential; bills, food, housing, health care; local 211s set their own hours

211. "211 Connects You to Expert, Caring Help." 211.org

United Way of Greater Atlanta. "About 211." unitedwayatlanta.org/about-211

BenefitsCheckUp is NCOA's free, confidential benefits screener

National Council on Aging. "The New and Improved BenefitsCheckUp." ncoa.org/article/the-new-and-improved-benefitscheckup

3. Medicare and Medicaid

You sign up for Medicare Part A and Part B through Social Security

Social Security Administration. "Medicare." ssa.gov/medicare

Medicare is federal health insurance for people 65 and older and some people under 65 with certain disabilities or conditions

Medicare.gov. "What's Medicare?" medicare.gov/what-medicare-covers/your-medicare-coverage-choices/whats-medicare

Medicare does not pay for long-term custodial care; Medicaid may if the person qualifies

Medicare.gov. "Long-Term Care." medicare.gov/coverage/long-term-care

1-800-MEDICARE, 1-800-633-4227, around the clock except some federal holidays; TTY 1-877-486-2048; live chat

Medicare.gov. "Talk to Someone." medicare.gov/talk-to-someone

SHIPs give free, unbiased help to people with Medicare, families, and caregivers; 1-877-839-2675; no cost

State Health Insurance Assistance Program. "About SHIP." shiphelp.org/about-ship

SMPs help prevent, detect, and report health care fraud, errors, and abuse; 1-877-808-2468

SMP Resource Center. "Senior Medicare Patrol." smpresource.org

No national Medicaid line; Medicaid.gov lists each state's contacts

Medicaid.gov. "Where Can People Get Help With Medicaid & CHIP?" medicaid.gov/about-us/where-can-people-get-help-medicaid-chip

PACE: who qualifies; no PACE premium with Medicaid; with Medicare only, a premium for the long-term care part and a Part D premium

Medicare.gov. "PACE." medicare.gov/sign-up-change-plans/different-types-of-medicare-health-plans/pace

Social Security: 1-800-772-1213, weekdays 8 a.m. to 7 p.m. local time; automated services around the clock; TTY 1-800-325-0778

Social Security Administration. "Contact Social Security by Phone." ssa.gov/agency/contact/phone.html

BFCC-QIOs help people with Medicare with quality concerns; two companies; numbers by region; Acentra hours

Centers for Medicare & Medicaid Services. "Beneficiary and Family Centered Care Quality Improvement Organizations." cms.gov/bfcc

Acentra Health. "Beneficiary Helpline" (all regions). eboardlookup.acentra.com/bene/Helpline

Commence Health BFCC-QIO. "Contact Us." commencehealthqio.cms.gov/en/contact

TTY users can dial 711 to reach any number through the relay service

Federal Communications Commission. "711 for Telecommunications Relay Service." fcc.gov/consumers/guides/711-telecommunications-relay-service

The appeal notice tells you how to reach the BFCC-QIO

Medicare.gov. "Getting a Fast Appeal in a Hospital." medicare.gov/claims-appeals/your-right-to-a-fast-appeal/getting-a-fast-appeal-in-a-hospital

4. Help with Everyday Costs

Extra Help lowers or removes Part D costs for people with limited income and resources; how to apply

Social Security Administration. "Extra Help with Medicare Prescription Drug Plan Costs." ssa.gov/medicare/part-d-extra-help

Medicare Savings Programs pay Part A and B premiums and, for some, cost sharing; run by the state

Medicare.gov. "Medicare Savings Programs." medicare.gov/basics/costs/help/medicare-savings-programs

SNAP: apply in your state; households with a member 60 or older have a higher resource limit and only have to meet the net income test; a simplified application for people 65 and older in some states

U.S. Department of Agriculture, Food and Nutrition. "SNAP Eligibility." fna.usda.gov/snap/recipient/eligibility

U.S. Department of Agriculture, Food and Nutrition. "Elderly Simplified Application Project." fna.usda.gov/snap/elderly-simplified-application-project

Meals on Wheels: for adults 60 and older who have trouble shopping or cooking; find a provider by ZIP code; eligibility varies; meals may be free, by donation, or on a sliding scale

Meals on Wheels America. "Find Meals." mealsonwheelsamerica.org/find-meals

LIHEAP helps with energy costs; the National Energy Assistance Referral line, 1-866-674-6327, weekdays 9 a.m. to 7 p.m. Eastern; energyhelp.us

Administration for Children and Families, Office of Community Services. "Low Income Home Energy Assistance Program (LIHEAP)." acf.gov/ocs/programs/liheap

LIHEAP Clearinghouse, National Center for Appropriate Technology. "National Energy Assistance Referral." liheapch.ncat.org/node/1516

The Weatherization Assistance Program, and how to apply

U.S. Department of Energy. "Weatherization Assistance Program" and "How to Apply for Weatherization Assistance." energy.gov/scep/wap

HUD housing counselors, 1-800-569-4287, TTY 202-708-1455; HECM counseling required for the borrower, a non-borrowing spouse, and any other owner

U.S. Department of Housing and Urban Development. "Housing Counseling." hud.gov/stat/sfh/housing-counseling

Code of Federal Regulations. "24 CFR 206.41, Counseling." ecfr.gov/current/title-24/subtitle-B/chapter-II/subchapter-B/part-206/subpart-B/section-206.41

VA phone numbers and hours

U.S. Department of Veterans Affairs. "Contact Us" and "Helpful VA Phone Numbers." va.gov/contact-us

Aid and Attendance, added to a VA pension for those who need help with daily activities

U.S. Department of Veterans Affairs. "VA Aid and Attendance Benefits and Housebound Allowance." va.gov/pension/aid-attendance-housebound

Added compensation for a spouse in a nursing home or needing regular aid and attendance, for a veteran rated 30 percent or more

United States Code. "38 U.S.C. 1115, Additional compensation for dependents." law.cornell.edu/uscode/text/38/1115

Extra Help by phone through Social Security

Social Security Administration. "Contact Social Security by Phone." ssa.gov/agency/contact/phone.html

Help from an accredited VSO representative is free; no fees before the first decision; the Inspector General's warning on pension poaching

U.S. Department of Veterans Affairs. "VA Accredited Representative FAQs." va.gov/resources/va-accredited-representative-faqs

United States Code. "38 U.S.C. 5904, Recognition of agents and attorneys generally." law.cornell.edu/uscode/text/38/5904

U.S. Department of Veterans Affairs, Office of Inspector General. "Pension Poaching" fraud alert. June 2025. vaoig.gov

Tax Counseling for the Elderly (60 and older), VITA, AARP Foundation Tax-Aide; 1-800-906-9887 and 1-888-227-7669

Internal Revenue Service. "Free Tax Return Preparation for Qualifying Taxpayers." irs.gov/individuals/free-tax-return-preparation-for-qualifying-taxpayers

5. Abuse and Scams

APS takes reports of abuse, neglect, self-neglect, and exploitation of older adults and adults with disabilities; there is no national hotline; the NAPSA directory

U.S. Administration for Community Living. "Adult Protective Services Final Rule" fact sheet. April 2024. acl.gov

National Adult Protective Services Association. "Help in Your Area." napsa-now.org/help-in-your-area

Eldercare Locator, U.S. Administration for Community Living. "Contact Information." eldercare.acl.gov/Public/About/Contact_Info/Index.aspx

You do not need proof to report

National Center on Elder Abuse, U.S. Administration for Community Living. "Suspect Abuse?" ncea.acl.gov/suspectabuse

APS balances safety with self-determination; an adult not ruled incapacitated by a court can accept or refuse services

National Adult Protective Services Association. "Ethical Principles." 2026. napsa-now.org

U.S. Administration for Community Living. "Adult Protective Services Final Rule" fact sheet. April 2024. acl.gov

Abuse in long-term care facilities goes to the state licensing agency; in some states APS takes these reports; Georgia sends them to DCH

National Center on Elder Abuse, U.S. Administration for Community Living. "Suspect Abuse?" ncea.acl.gov/suspectabuse

Georgia Department of Human Services, Division of Aging Services. "Adult Protective Services." aging.georgia.gov/adult-protective-services

Georgia Department of Community Health. "Healthcare Facility Regulation: Complaints." dch.georgia.gov/node/9751

The ombudsman acts with the resident's or a representative's consent, and in most cases needs it before reporting abuse

Code of Federal Regulations. "45 CFR 1324.19, Duties of the representatives of the Office." ecfr.gov/current/title-45/subtitle-B/chapter-XIII/subchapter-C/part-1324/subpart-A/section-1324.19

Georgia APS: 1-866-552-4464, option 3

Georgia Department of Human Services, Division of Aging Services. "Adult Protective Services." aging.georgia.gov/adult-protective-services

The National Elder Fraud Hotline, 1-833-372-8311, weekdays 10 a.m. to 6 p.m. Eastern; case managers; for fraud against anyone 60 or older; the case manager remains your contact; English, Spanish, and other languages

U.S. Department of Justice, Office for Victims of Crime. "National Elder Fraud Hotline." ovc.ojp.gov/program/stop-elder-fraud/providing-help-restoring-hope

Reporting to the FTC, ReportFraud.ftc.gov and 1-877-382-4357; the FTC never demands money

Federal Trade Commission. "Contact the Federal Trade Commission." ftc.gov/contact

Social Security: a call threatening arrest unless you pay right away is a scam

Social Security Administration. "Protect Yourself from Scams." ssa.gov/scam

Report Medicare billing for care not given to the Senior Medicare Patrol

SMP Resource Center. "Senior Medicare Patrol." smpresource.org

The National Domestic Violence Hotline: 1-800-799-7233, text START to 88788, any hour; for domestic violence and relationship abuse

National Domestic Violence Hotline. thehotline.org

6. Care Homes and Hospitals

Ombudsman programs advocate for residents of nursing homes, assisted living, board and care, and similar homes; find a program through Consumer Voice

National Consumer Voice for Quality Long-Term Care. "Get Help: Long-Term Care Ombudsman Program" state directory. theconsumervoice.org/get_help

U.S. Administration for Community Living. "Long-Term Care Ombudsman Program." acl.gov

Legal Information Institute, Cornell Law School. "42 U.S. Code 3002, Definitions," paragraph (35), long-term care facility (Older Americans Act of 1965, section 102). law.cornell.edu/uscode/text/42/3002

A nursing home must post the numbers of the licensure office and the ombudsman program

Code of Federal Regulations. "42 CFR 483.10, Resident rights." ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-483/subpart-B/section-483.10

Care Compare covers nursing homes, home health, hospice, hospitals, and doctors

Centers for Medicare & Medicaid Services. "CMS Care Compare Empowers Patients When Making Important Health Care Decisions." September 3, 2020. cms.gov/newsroom

Centers for Medicare & Medicaid Services. "Five-Star Quality Rating System." Modified September 30, 2026. cms.gov/medicare/health-safety-standards/certification-compliance/five-star-quality-rating-system

A Medicare home health agency must tell patients about the state home health hotline

Code of Federal Regulations. "42 CFR 484.50, Condition of participation: Patient rights." ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-484/subpart-B/section-484.50

Abuse goes to APS; complaints about a licensed provider go to the licensing agency (Georgia: Healthcare Facility Regulation)

National Center on Elder Abuse, U.S. Administration for Community Living. "Suspect Abuse?" ncea.acl.gov/suspectabuse

Georgia Department of Community Health. "Healthcare Facility Regulation: Complaints." dch.georgia.gov/node/9751

A hospital that takes Medicare must have a grievance process, name whom to contact, set time frames, and give a written decision

Code of Federal Regulations. "42 CFR 482.13, Condition of participation: Patient's rights." ecfr.gov/current/title-42/chapter-IV/subchapter-G/part-482/subpart-B/section-482.13

Home health: a provider must see the person in person and confirm the need; leaving home is hard and takes great effort; equipment has a 20 percent share; custodial care alone is not covered; part-time home health aide services alongside skilled care; part-time skilled services; a Medicare-certified agency; covered services cost nothing; the provider gives a list of agencies

Medicare.gov. "Home Health Services." medicare.gov/coverage/home-health-services

Medicare does not pay for custodial care such as help with bathing and dressing when that is the only care needed

Medicare.gov. "Long-Term Care." medicare.gov/coverage/long-term-care

Medicare.gov. "Home Health Services." medicare.gov/coverage/home-health-services

Fast appeal deadlines: no later than the day of discharge; noon the day before the date on the notice for skilled nursing, home health, hospice, and outpatient rehabilitation

Medicare.gov. "Getting a Fast Appeal in a Hospital." medicare.gov/claims-appeals/your-right-to-a-fast-appeal/getting-a-fast-appeal-in-a-hospital

Code of Federal Regulations. "42 CFR 405.1206, Expedited determination procedures for inpatient hospital care." ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-405/subpart-J/section-405.1206

A Senate committee chairman's 2024 letter: one large referral company paid by facilities at move-in, with listings limited to facilities that pay it

U.S. Senate Special Committee on Aging, Chairman Robert P. Casey Jr. Letter to A Place for Mom. June 17, 2024. casey.senate.gov

7. Legal Help

LSC funds civil legal aid for people with low incomes and does not take clients; the LSC finder

Legal Services Corporation. "Get Legal Help" and "What Is Civil Legal Aid?" lsc.gov

LawHelp.org lists nonprofit legal aid in every state and territory, with free guides and court forms

Pro Bono Net. LawHelp.org. lawhelp.org

NAELA's member directory, by ZIP code

National Academy of Elder Law Attorneys. "Find a Lawyer." naela.org/findlawyer

Make legal plans early, while the person can understand and take part

Alzheimer's Association. "Planning Ahead for Legal Matters." alz.org/help-support/caregiving/financial-legal-planning/planning-ahead-for-legal-matters

Georgia probate courts appoint and oversee guardians

Council of Probate Court Judges of Georgia. gaprobate.gov

8. Crisis Lines

988: call, text, or chat, any hour; free and confidential; press 1 for veterans, press 2 or text AYUDA for Spanish; relay or 711 then 988

988 Suicide and Crisis Lifeline. "Get Help." 988lifeline.org/get-help

988 Suicide & Crisis Lifeline. "Get Help" and "Deaf, Hard of Hearing, Hearing Loss." 988lifeline.org

The Veterans Crisis Line: 988 then 1, text 838255, chat; enrollment not required

Veterans Crisis Line. veteranscrisisline.net

The Georgia Crisis and Access Line, 1-800-715-4225, around the clock; mobile crisis teams and crisis beds; a 988 partner

Georgia Department of Behavioral Health and Developmental Disabilities. "Crisis System of Georgia." dbhdd.georgia.gov/crisis-system-georgia

Poison Help, 1-800-222-1222, any hour, free and confidential, with interpreters

Health Resources and Services Administration. "Poison Help." poisonhelp.hrsa.gov

National Capital Poison Center. "Contact Us." poison.org/contact-us

Call 911 first if the person stops breathing, collapses, or has a seizure

Massachusetts Department of Public Health. "When to Call the Poison Control Center, and When to Call 911." mass.gov/info-details/when-to-call-the-poison-control-center-and-when-to-call-911

9. Caregivers and Memory Loss

The Alzheimer's Association Helpline: 1-800-272-3900, around the clock, more than 200 languages; chat hours; relay

Alzheimer's Association. "24/7 Helpline." alz.org/help-support/resources/helpline

The ADEAR Center: 1-800-438-4380, weekdays 8:30 a.m. to 5 p.m. Eastern; adear@nia.nih.gov

U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. "Federal Health Information Centers and Clearinghouses" (ADEAR Center entry). odphp.health.gov

Family Caregiver Alliance: 1-800-445-8106; CareNav; hands-on services mainly in the Bay Area

Family Caregiver Alliance. "What We Do." caregiver.org/about-fca/what-we-do

The National Family Caregiver Support Program's services, run through Area Agencies on Aging

U.S. Administration for Community Living. "National Family Caregiver Support Program." acl.gov/programs/support-caregivers/national-family-caregiver-support-program

U.S. Administration for Community Living. "National Family Caregiver Support Program Evaluation: Final Report, Executive Summary." acl.gov/sites/default/files/programs/2017-02/NFCSP_Final_Report-executive-summary.pdf

Adult day programs give care and a break for the caregiver

Eldercare Locator, U.S. Administration for Community Living. "Adult Day Care." eldercare.acl.gov

The ARCH locator lists respite by state; ARCH does not provide care or check the agencies it lists

ARCH National Respite Network and Resource Center. "National Respite Locator." archrespite.org/caregiver-resources/respitelocator

The VA Caregiver Support Line, 1-855-260-3274, weekdays 8 a.m. to 8 p.m. Eastern

U.S. Department of Veterans Affairs. "VA Caregiver Support Program." caregiver.va.gov

A person with dementia who is missing: search nearby, and call 911 after 15 minutes, saying the person has dementia

Alzheimer's Association. "Wandering." alz.org/help-support/caregiving/safety/wandering

10. Serious Illness and Hospice

Palliative care is specialized medical care for people with a serious illness, at any age and stage, alongside curative treatment; the CAPC directory

Center to Advance Palliative Care. "What Is Palliative Care?" getpalliativecare.org/whatis

Center to Advance Palliative Care. "Palliative Care Provider Directory." getpalliativecare.org/provider-directory

Hospice is for a person certified as terminally ill, with comfort care in place of care to cure

Medicare.gov. "Hospice Care." medicare.gov/coverage/hospice-care

CaringInfo gives free information on serious illness

National Alliance for Care at Home. "About CaringInfo." caringinfo.org/about

Hospice nursing services must be routinely available 24 hours a day, 7 days a week

Code of Federal Regulations. "42 CFR 418.100, Condition of participation: Organization and administration of services." ecfr.gov/current/title-42/chapter-IV/subchapter-B/part-418/subpart-D/section-418.100

Hospice fast appeal by the deadline on the notice

Medicare.gov. "Getting a Fast Appeal in a Hospital." medicare.gov/claims-appeals/your-right-to-a-fast-appeal/getting-a-fast-appeal-in-a-hospital

11. After a Death

Estates go to the county court that handles them; in Georgia, the probate court where the person lived

Council of Probate Court Judges of Georgia. gaprobate.gov

The funeral home usually reports the death to Social Security; otherwise call 1-800-772-1213 with the person's details

Social Security Administration. "When Someone Dies." ssa.gov/personal-record/when-someone-dies

Medicare.gov. "Report a Death." medicare.gov/basics/report-a-death

Social Security Administration. "Contact Social Security by Phone." ssa.gov/agency/contact/phone.html

The Funeral Rule: prices by phone, an itemized general price list at an in-person arrangements discussion, and the right to choose only what you want, apart from a basic services fee

Federal Trade Commission. "Funeral Rule: Price List Essentials." ftc.gov

Code of Federal Regulations. "16 CFR Part 453, Funeral Industry Practices." ecfr.gov/current/title-16/chapter-I/subchapter-D/part-453

12. Georgia, as an Example

Georgia Division of Aging Services, 1-866-552-4464, options 2, 3, 4, 5, and 7

Georgia Department of Human Services, Division of Aging Services. "FAQs." aging.georgia.gov/faqs

Georgia Department of Human Services, Division of Aging Services. "Aging and Disability Resource Connection." aging.georgia.gov/contacts/aging-and-disability-resource-connection

Georgia Department of Human Services, Division of Aging Services. "GeorgiaCares." aging.georgia.gov/georgiacares

Georgia Department of Human Services, Division of Aging Services. "Long-Term Care Ombudsman Program." aging.georgia.gov/node/86

Georgia APS: weekdays 8 a.m. to 7 p.m.; online form; not a first responder

Georgia Department of Human Services, Division of Aging Services. "Adult Protective Services." aging.georgia.gov/adult-protective-services

State of Georgia. "Report Elder Abuse." Georgia.gov, last updated June 2026. georgia.gov/report-elder-abuse

Healthcare Facility Regulation complaints, 1-800-878-6442, weekdays 8 a.m. to 5 p.m. Eastern, and online; abuse in long-term care facilities

Georgia Department of Community Health. "Healthcare Facility Regulation: Complaints." dch.georgia.gov/node/9751

Georgia Department of Human Services, Division of Aging Services. "Adult Protective Services." aging.georgia.gov/adult-protective-services

Georgia Medicaid: apply on Georgia Gateway at any hour; 1-877-423-4746 for applications and eligibility; county DFCS office

Georgia Division of Family and Children Services. "Medicaid." dfcs.georgia.gov/medicaid

Georgia Department of Community Health. "Contact Us" (Georgia Medicaid). medicaid.georgia.gov/node/1416

Georgia Senior Legal Aid, 404-389-9992, for Georgians 60 and older; option 7

Atlanta Legal Aid Society. "Get Help" and "Contact." atlantalegalaid.org

Georgia Department of Human Services, Division of Aging Services. "FAQs." aging.georgia.gov/faqs

The Elderly Legal Assistance Program: free, for Georgians 60 and older; county numbers

Georgia Department of Human Services, Division of Aging Services. "Elderly Legal Assistance Program." aging.georgia.gov/node/85

The Georgia Crisis and Access Line, 1-800-715-4225

Georgia Department of Behavioral Health and Developmental Disabilities. "Crisis System of Georgia." dbhdd.georgia.gov/crisis-system-georgia

Acentra Health, 1-888-317-0751

Acentra Health, BFCC-QIO under contract with the Centers for Medicare & Medicaid Services. "Georgia: Beneficiary Helpline." acentraqio.com/bene/statepages/georgia

United Way of Greater Atlanta 211; text your ZIP code and need to 898211

United Way of Greater Atlanta. "About 211." unitedwayatlanta.org/about-211

Where to Get Help

Eldercare Locator number and hours

Eldercare Locator, U.S. Administration for Community Living. "Contact Information." eldercare.acl.gov/Public/About/Contact_Info/Index.aspx

Eldercare Locator, U.S. Administration for Community Living. "About." eldercare.acl.gov/Public/About/Index.aspx

988 by call, text, or chat

988 Suicide and Crisis Lifeline. "Get Help." 988lifeline.org/get-help

Substance Abuse and Mental Health Services Administration. "Crisis Help." Updated June 3, 2026. samhsa.gov/find-support/in-crisis

SHIP

State Health Insurance Assistance Program. "About SHIP." shiphelp.org/about-ship

State Health Insurance Assistance Program. "Local Medicare Help." shiphelp.org/local-medicare-help

Medicare Care Compare

Centers for Medicare & Medicaid Services. "CMS Care Compare Empowers Patients When Making Important Health Care Decisions." September 3, 2020. cms.gov/newsroom

Centers for Medicare & Medicaid Services. "Five-Star Quality Rating System." Modified September 30, 2026. cms.gov/medicare/health-safety-standards/certification-compliance/five-star-quality-rating-system

Adult Protective Services through the Eldercare Locator or NAPSA; Georgia routes

U.S. Administration for Community Living. "What If I Suspect Abuse, Neglect, or Exploitation?" acl.gov/programs/protection-and-advocacy-systems/what-if-i-suspect-abuse-neglect-or-exploitation

National Adult Protective Services Association. "Help in Your Area." napsa-now.org/help-in-your-area

State of Georgia. "Report Elder Abuse." Georgia.gov, last updated June 2026. georgia.gov/report-elder-abuse

Georgia Department of Human Services, Division of Aging Services. "Adult Protective Services." aging.georgia.gov/adult-protective-services

Abuse in a care home: the licensing agency; Georgia's Healthcare Facility Regulation

National Center on Elder Abuse, U.S. Administration for Community Living. "Suspect Abuse?" ncea.acl.gov/suspectabuse

Georgia Department of Community Health. "Healthcare Facility Regulation: Complaints." dch.georgia.gov/node/9751

Legal aid

Legal Services Corporation. "Get Legal Help" and "What Is Civil Legal Aid?" lsc.gov

Pro Bono Net. LawHelp.org. lawhelp.org