



Pat Quinn, Governor
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More than 150,000 Seniors were helped by State's HelpLine

*Department on Aging staff links seniors with program and services,
including important prescription benefits*

SPRINGFIELD – The Illinois Department on Aging (IDoA) assisted almost 157,000 seniors and their caregivers through its Senior HelpLine during the last fiscal year (July 1, 2008, to June 30, 2009).

Senior HelpLine staff offer **HELP**. When speaking with callers staff will: **H**elp you locate services in your community; **E**valuate your needs and answer questions; **L**ink you to local case management services; and **P**rovide information and assistance.

“During these tough economic times, older adults may need extra assistance to remain in their homes and communities,” said IDoA Director Charles D. Johnson. “The Department is pleased to offer this special assistance to older adults and their caregivers so they can know about programs and services available to them.”

Breakdown of the number of calls the Senior HelpLine received:

- FY05 (July 1, 2004, to June 30, 2005) = 104,168
- FY06 (July 1, 2005, to June 30, 2006) = 118,966
- FY07 (July 1, 2006, to June 30, 2007) = 132,226
- FY08 (July 1, 2007, to June 30, 2008) = 147,915
- FY09 (July 1, 2008, to June 30, 2009) = 156,896

The majority of the calls received by Senior HelpLine staff concern prescription assistance benefits. Senior HelpLine staff work with older adults and their caregivers to provide information regarding the state's pharmaceutical assistance program, Illinois Cares Rx, and helps individuals better understand how it coordinates with federal Medicare Part D. Illinois Cares Rx provides wrap-around coverage to fill in the gaps created by Medicare Part D and offers drug coverage for people who do not have Medicare.

For information about program and services to assist older adults and their caregivers in Illinois, call the Department on Aging Senior HelpLine at 1-800-252-8966 or TTY (hearing impaired) call 1-888-206-1327.

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