



To contact the Elderly Benefit Specialist  
of Ozaukee County call:

(262) 284-8120 (Northern part of county)

(262) 238-8120 (Southern part of county)

**Toll Free: (866) 537-4261**

**Ageing & Disability Resource  
Center of Ozaukee County**

121 W. Main Street

Port Washington, WI 53074

[www.co.ozaukee.wi.us/Aging](http://www.co.ozaukee.wi.us/Aging)

E-mail: [adrc@co.ozaukee.wi.us](mailto:adrc@co.ozaukee.wi.us)

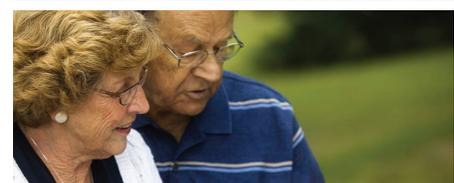
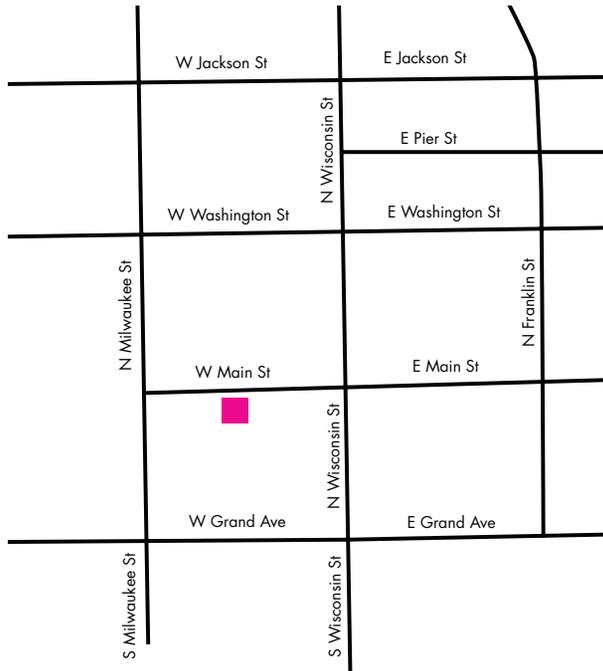


**ELDERLY  
BENEFIT  
SPECIALIST  
PROGRAM**

*Ageing and Disability  
Resource Center (ADRC)  
of Ozaukee County*

**WE CAN HELP**

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## What is an Elderly Benefit Specialist?

An Elderly Benefit Specialist is a person trained to help older adults (60 years of age and older) cut through the “red tape” of private or government benefits. An Elderly Benefit Specialist will explain programs and evaluate all options that will enable a person to make informed decisions. Private information remains confidential. The Ozaukee County Elderly Benefit Specialist receives on-going training in the areas of benefit and entitlement programs, as well as legal issues affecting older adults.



### WE CAN HELP:

- Explain benefit programs and qualifications.
- Suggest actions that can be taken to secure benefits or appeal negative decisions related to public benefits and insurance payments.
- Help cut the “red tape” of complicated paperwork by providing assistance and accurate information over the phone or in person.
- Advocate on the older adult’s behalf with other involved parties.

- Explain what legal action or other possible solution is required and, if necessary, make a referral to an attorney or other agency.

*(Representation may take the form of paper reviews and reconsiderations through the appeals process, including in-person hearings before an administrative law judge or a hearing officer.)*

A SeniorLAW Attorney provides supervision and support to the Elderly Benefit Specialist. Services provided include information, assistance, and advocacy on a variety of topics, including such areas as:

- Health Care Funding: Medicare, Medical Assistance, SeniorCare, Medicare Supplement Insurance, Spousal Impoverishment, and billing problems with medical providers.
- Financial Benefits: Social Security/ Disability, Supplemental Security Income (SSI), Energy Assistance, and FoodShare Program.
- Housing: Landlord/tenant issues or other housing related concerns.
- Consumer/Finance: Collection practices and unfair sales practices or fraud.
- Counseling on private and public insurance options including Medicare Part D.
- Elder Rights: Disabilities issues, elder abuse and neglect, and nursing home resident rights.

Because the Ozaukee County Elderly Benefit Specialist Program is operated under the Older American’s Act guidelines, there are no charges for services. Donations are accepted and are used to provide additional services to clients.



## Who is eligible for help from the Ozaukee County Benefit Specialist?

Anyone, 60 years of age or older who needs help in understanding or in securing a public or private benefit, is eligible for help from The Ozaukee County Elderly Benefit Specialist.

## Who should seek help from the Elderly Benefit Specialist?

- Persons who want to know more about their benefits.
- Persons who need help organizing paperwork and applying for benefits.
- Persons denied a benefit they believe they are entitled to receive.