

**What is the PA Medicare Education and Decision Insight Program (PA MEDI)
at Diakon Community Services?**

Diakon Community Services is a non-profit organization that provides services for the 50+ community across several counties. The PA MEDI Program is a Medicare counseling program funded by the Department of Aging and contracted by 37 Area on Aging Agencies across PA. Diakon is a subcontractor who manages PA MEDI Programs in Columbia, Montour, Luzerne, Pike, Schuylkill, and Wyoming Counties.

Our focus is to educate and advocate for people who do not understand their Medicare health insurance.

We are not affiliated with the government systems that provide Medicare.

We do not sell insurance, nor are we licensed brokers.

We offer a no-cost solution to beneficiaries who have Medicare concerns based on specific training we received from the Department of Aging.

Although our program has some paid staff, its success rests solely on our committed volunteers, who work tirelessly to assist people with their Medicare needs.

Our mission at an appointment with one of our Medicare counselors is to lessen the stress Medicare can create.

What we can accomplish at an appointment:

- Explain Medicare and your options.
- Explain your Medicaid coverage.
- Provide current income/ resource limits and assist you in applying for any income-based programs that will make Medicare more affordable.
- Give you guidance on how to apply for Medicare Part A and Part B.
- Show you options when choosing a Prescription Drug Plan (Part D) or a Medicare Advantage Plan
- Show you cost comparisons of Medigap plans in your area.
- Enroll, switch, and disenroll you from your Part D or Advantage Plan.
- Assist you with Medicare billing issues or concerns.
- Assist you through a Medicare appeals process.

What we cannot accomplish at an appointment:

- We cannot enroll you into Medicare. You can only enroll in Medicare Part A and Part B through the Social Security Administration. We can assist you by providing information on how to apply for Part A and/or Part B. However, enrollment can only be accomplished by calling the SS office or online at the SSA.gov website.
- We cannot enroll you in a Medigap plan. We can assist you through the enrollment process by calling the insurance company you want to sign up with; however, since we are not licensed brokers, we cannot enroll you directly in the plan.
- We cannot determine your eligibility status with Medicaid. We can assist you in filling out the applications and submitting them to our local county assistance office; however, the ultimate determination comes directly from them.
- We cannot provide any non-Medicare health insurance counsel.
- We cannot provide any dental or vision supplemental insurance.

All counseling sessions are by **appointment ONLY**.

Annual Open Enrollment Period October 15-December 7

During the Open Enrollment period, you may change your prescription drug plan or Medicare Advantage plan for the next year. Diakon has several enrollment events across the county to assist you with those changes. Please call our office at the beginning of September to schedule an Open Enrollment appointment.

If you are new to Medicare or have other Medicare-related issues, please call your local PA MEDI Program.

Columbia and Montour Aging Office
702 Sawmill Road, Suite 201, Bloomsburg, PA 17815
Phone: 570-784-9272, Ext 3110

Luzerne and Wyoming Aging Office
93 N. State St., Wilkes-Barre, PA 18701
Phone: 570-822-1158, Ext. 2395

Pike County Aging
150 Pike County Blvd., Hawley, PA 18428
Phone: 570-775-5550, Ext. 1313

Schuylkill County PA MEDI
2020 W. Norwegian St., Pottsville, 17901
Phone: 570-624-3026