

Aging Matters for seniors in 18-county area

By Anthony Zuccarini
Marketing Specialist

Ruth Dockins was there when the partnership began 14 years ago. In 2001, CLAIM partnered with Aging Matters, also known as the Southeast Missouri Area Agency on Aging.

Aging Matters is a nonprofit serving 18 counties in southeast Missouri. Its goal is to provide quality services to enhance the health, safety and well-being of persons, age 60 and older, enabling them to live in their own homes for as long and independently as possible.

As the public information director at Aging Matters, Dockins sees firsthand how the partnership benefits her organization.

“CLAIM has been very beneficial to us,” she said. “Medicare isn’t easy to understand, and CLAIM provides us with training and the ability to speak to someone so that we are able to impart that knowledge to our customers.”

Medicare is difficult to navigate with all of its moving parts, and then you throw in prescription drugs and it becomes nearly impossible for the average consumer to understand.

According to Dockins, at least 80 percent of the calls to Aging Matters are Medicare questions.

“Last year, from July 1 to June

HELPING US

MAKE A DIFFERENCE

Aging Matters



“We get such good training from CLAIM. “We feel we can always get the training we need and we are able to get in contact with who has the answers we’re seeking.””

RUTH DOCKINS
PUBLIC INFORMATION DIRECTOR

About Aging Matters

Location: Cape Girardeau.

Aging Matters mission:

Provide quality services to enhance the health, safety and well-being of persons 60 and older, enabling them to live in their own homes.

Clients: Serves 18 counties (yellow on map).

CLAIM partner: 14 years.



WEB: agingmatters2u.com

30, we had 14,000 telephone referrals,” she said, “and the majority of those were questions about Medicare.”

Interaction with Medicare enrollees is high for Aging Matters. According to the National Council on Aging, seven of the 18 counties covered by Aging Matters show that almost everyone eligible for a

Medicare savings program or low income subsidy has been enrolled.

And CLAIM is always there to help along the way.

“We get such good training from CLAIM,” Dockins added. “We feel we can always get the training we need and we are able to get in contact with who has the answers we’re seeking.”