

SERVICES CROSS ROAD

PROVIDED IN THE COMMUNITY

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GLOSSARY OF TERMS

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A

Abuse (personal) - Includes the physical, mental financial and sexual abuse of an older adult. Physical includes hitting, slapping, kicking, and restraining. Neglect includes the failure to provide necessities for physical, intellectual, and emotional well-being. Financial Exploitation includes the unauthorized use of an older person's money or property. Emotional Abuse includes threats, humiliation, intimidation, yelling, brow-beating or name calling. Sexual includes any unwarranted sexual advances.

Access Services - One of three priority areas designated by the Older Americans Act to help meet elders' needs. Access Services refers to such services as Transportation, Outreach and Information and Referral which help to facilitate access to existing supporting services. See [Priority Services](#).

Activities Of Daily Living (ADLs) - Self-care tasks/activities, including the ability to bathe/shower, dress/undress, eat, voluntarily control urinary and fecal discharge, transfer in and out of bed or chair, and walk, which are used to measure the Functional Impairment Level of an Applicant or a Client.

Adaptive Housing Services - Funding for minor housing adaptations or modifications in order to allow clients to live independently in the community.

ADA Level Service - Van transportation for individuals who cannot get to the bus or ride the bus.

Adult Day Care - A daytime community-based program for adults with functional impairments that provides a variety of health, social, and related support services in a protective setting.

Adult Day Health Services (ADH) - Services provided by adult day health programs approved for operation by the Massachusetts Division of Medical Assistance, and whose general goal is to provide an alternative to twenty-four (24) hour a day long-term institutional care through an organized program of health care and supervision, restorative services and socialization.

Advocacy - A process whereby the needs of elder persons are brought to the attention of decision-makers at all levels of government and in the private and non-profit sectors. It includes the clarification of problems and the provision of possible solutions, the formulation of policy issues, policy development, and recommendations concerning resource allocation, and analysis of various social trends as they are likely to affect elder persons.

Advocate - A person who gives you support or protects your rights.

Aging And Disability Resource Consortia (ADRC) - A collaborative effort of AoA and the Centers for Medicare & Medicaid Services (CMS), designed to streamline access to long-term care; providing a 'no wrong door' entry system into the service network. The ADRC program provides states with an opportunity to effectively integrate the full range of long-term supports and services into a single, coordinated system.

Aging Network - A differentiated system of federal, state and local organizations and institutions which are responsible for serving and/or representing the needs of elder persons. In Massachusetts the term generally refers to the independent but coordinated system of Executive Office of Elder Affairs, Aging Service Access Points (ASAPs), Area Agencies on Aging (AAA), Councils on Aging, Nutrition Projects, and Provider Agencies.

Aging Services Access Point (ASAP) - Private, non-profit, state-designated agencies under contract with the Executive Office of Elder Affairs that provides a single-entry point for seniors to access a variety of programs and services. Formerly known as "Home Care Corporation".

Ambulatory Care - All types of health services which are provided on an outpatient basis, in contrast to services provided in the home or to persons who are inpatients. While many inpatients may be ambulatory, the term ambulatory care usually implies that the patient must travel to a location to receive services which do not require an overnight stay.

Ambulatory Surgical Center - A place other than a hospital that does outpatient surgery. At an ambulatory (in and out) surgery center, you may stay for only a few hours or for one night.

Americans With Disabilities Act (ADA) - Legislation passed in 1990 which establishes comprehensive prohibition of discrimination on the basis of disability.

Appeal Process (Medicare) - The process you use if you disagree with any decision about your health care services. If Medicare does not pay for an item or service you have been given, or if you are not given an item or service you think you should get, you can have the initial Medicare decision reviewed again. If you are in the Original Medicare Plan, your appeal rights are on the back of the Explanation of Medicare Benefits (EOMB) or Medicare Summary Notice (MSN) that is mailed to you from a company that handles bills for Medicare. If you are in a Medicare managed care plan, you can file an appeal if your plan will not pay for, or does not allow or stops a service that you think should be covered or provided. The Medicare managed care plan must tell you in writing how to appeal. See your plan's membership materials or contact your plan for details about your Medicare appeal rights. See [Organization Determination](#).

Applicant - An individual who has applied for services. One becomes an applicant when they enter into a defined intake procedure by telephone, mail or in person, documented by staff recording initial data.

Area Agency On Aging (AAA) - An agency designated by the Executive Office of Elder Affairs and charged with the responsibility to plan, fund and support programs and services under the Older Americans Act. AAAs grant or contract with public and private organizations to promote services for older persons, within a specific Planning and Service Area.

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Assessment - The gathering of information to rate or evaluate your health and needs, such as in a long-term care facility.

Assistive Devices - Tools that enable individuals with disabilities to perform essential job functions, e.g., telephone headsets, adapted computer keyboards, enhanced computer monitors.

At Risk - An elder who fails to, or is unable to provide for him/herself one or more of the necessities essential for physical and emotional well-being (food, clothing, shelter, personal care, and medical care) so that he/she is not able to safely remain in the community without intervention.

C

Caregiver - A caregiver of an older adult is anyone who provides physical, financial, and/or emotional support for an older adult whose daily activities are limited by diminished mental or physical function.

Caregiver Burden - The emotional, physical, and financial toll that caregiving can have on a caregiver which can increase his/her stress level.

Caregiver Specialists - Employee of an ASAP who provides education and support for caregivers.

Caregiver Service Scholarship - Limited funding to provide assistance and relief to a caregiver while addressing the needs of the elder they take care of. The purpose is to tend to a need identified by the caregiver that will allow them to provide care successfully.

CareTeam - Anyone who is providing any sort of support to the older adult and most importantly the older adult him/herself. This team includes the older adult, the caregiver(s) (primary, secondary, long distance, etc.), medical professionals, allied health professionals, lawyers, homemakers, home health aides, and anyone else who contributes to supporting the health and independence of the older adult.

CareTeam Binder - A binder in which all important information regarding the CareTeam and the caregiving process can be kept. Three essential parts of this CareTeam binder are the contact information of anyone associated with the CareTeam, a hospital log in which an in depth record is kept of the older adult's medical appointments, and a daily journal so that everyone who cares for the older adult can write down exactly what was done and how it went.

Case Coordination And Assistance - A service that allows individuals to obtain information about public benefits and services.

Case Management - A process used by a doctor, nurse, social worker or other professional to manage your health care. Case managers make sure that you get needed services, and track your use of facilities and resources.

Case Manager - A nurse, doctor, or social worker who arranges all services that are needed to give proper care to a consumer.

Central Mass Family Caregiver Support Program (CMFCSP) - A program designed to give education, training and assistance to caregivers. This is a federally funded program.

Certified Nursing Assistant (CNA) - CNAs are trained and certified to help nurses by providing non-medical assistance to patients, such as help with bathing, dressing, and using the bathroom.

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Certified Home Health Agency (CHHA) - A home health agency which has met the Medicaid and Medicare conditions of participation and standards for Home Health Agencies in Massachusetts providing nursing care, rehabilitation therapies and home health aide service in the community. Certified means approved by the Department of Public Health for reimbursement under Medicare, Medicaid and other insurance policies.

Chapter 604 - The law mandating the reporting and investigating of elder abuse and neglect and the provision of services for elder abuse and neglect.

Chiropractic - A system of healing based on the idea that the relationship between the spinal column and function in the human body is a significant health factor and the normal transmission of nerve energy is essential to the restoration and maintenance of health. Chiropractic does not attempt to treat a disease but rather to improve the hosts defense abilities and mechanisms to assist the body to heal itself.

Chore Services - Heavy chores may include such things as vacuuming (including moving of furniture to vacuum), washing floors and walls; defrosting freezers; cleaning ovens; cleaning attics and basement to remove fire and health hazards. Chore Services are designed to help make frail elders' homes inhabitable.

Chronically Ill - Having a long lasting or recurrent illness or condition that causes a person to need help with Activities of Daily Living and often other health and support services, for example Parkinson's Disease or Alzheimer's disease. At a minimum, the condition is expected to last for at least 90 consecutive days.

Client/Consumer - A person who is seeking services from an organization.

Community-Based Services - Services designed to help older people remain independent and in their own homes; can include senior centers, transportation, delivered meals or congregate meals site, visiting nurses or home health aides, adult day care, and homemaker services.

Community Care Ombudsman Program (CCO) - Assists people age 60 and over who receive home care, day care services and other community services. The CCO responds to inquiries from elders and their families; educates consumers about their rights and responsibilities; counsels consumers about concerns with their services; refers consumers to appropriate resources for help and investigates and resolves complaints through mediation.

Community Choices - A program for Mass-Health recipients who have been determined nursing home eligible. In this program the individual can receive a higher level of services but the total cost of care should not exceed the amount the state would spend on nursing home placement.

Community Health Center - Also referred to as a neighborhood health center. An ambulatory health care program usually serving a catchment area which has scarce or nonexistent health services or a population with special health needs. These centers attempt to coordinate federal, state, and local resources in a single organization capable of delivering both health and related social services to a defined population. While such a center may not directly provide all types of health care, it usually takes responsibility to arrange all medical services needed by its patient population.

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Community Mental Health Center - A facility that provides the following services: Outpatient services, including specialized outpatient services for children, the elderly, individuals who are chronically ill, and residents of the CMHC's mental health services area who have been discharge from inpatient treatment at a mental health facility. Services possibly offered are 24 hour a day emergency care services, day treatment, other than partial hospitalization services, or psychosocial rehabilitation services, screening for patients considered for admission to State mental health facilities to determine the appropriateness of such admission, and consultation and education services.

Community Spouse - Spouse of the person applying for or receiving Medicaid/MassHealth long-term care services.

Companions - Companions provide regularly scheduled visits to frail elders providing socialization, medical escort, errands, light meal prep and respite to family caregivers.

Comprehensive And Coordinated Service System - Program of interrelated services, including health, social and nutrition, designed within a particular Planning and Service Area to meet the needs of elder persons

Complaint (Of Fraud Or Abuse) - A statement, oral or written, alleging that a provider or beneficiary received a Medicare benefit of monetary value, directly or indirectly, overtly or covertly, in cash or in kind, to which he or she is not entitled under current Medicare law, regulations, or policy. Included are allegations of misrepresentation and violations of Medicare requirements applicable to persons or entities that bill for covered items and services.

Complementary and Alternative Medicine - A group of diverse medical and health care systems, products and practices that are usually not considered part of conventional medicine.

Comprehensive Outpatient Rehabilitation Facility - A facility that provides comprehensive rehabilitation services under the supervision of a physician to outpatients with physical disabilities. Services include physical therapy, occupational therapy, and speech pathology services.

Confidentiality - Is an understanding that certain information will not be disclosed to other individuals without expressed permission. This term is used in many settings i.e. medical, social services, human services, financial and legal.

Congregate Meals - A program authorized under Title III-C of the Older Americans Act which provides one meal a day (usually lunch) Monday through Friday at senior centers, churches and other locations. Each meal contains at least 1/3 of the current daily Recommended Dietary Allowance of nutrients and considers the special dietary needs of the elderly.

Conservatorship - The legal process by which a probate court appoints one or more persons to handle the financial affairs of a person determined to be incompetent or otherwise unable to do so.

Consumer Directed Care (CDC) - A service delivery model for personal assistance services, such as homemaking, personal care, chore transportation, companion and other assistance with daily living activities, which provides increased flexibility and control to the consumer in authorizing needed services.

Consumer Rights - Laws designed to protect the consumer against illegal acts by persons selling consumer goods to the public.

Continuous Ambulatory Peritoneal Dialysis - A type of dialysis where the patient's peritoneal membrane is used as the dialyzer. The patient dialyzes at home, using special supplies, but without the need for a machine. See [Peritoneal Dialysis](#).

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Continuous Cycling Peritoneal Dialysis - A type of dialysis where the patient generally dialyzes at home and utilizes an automated peritoneal cyler for delivering dialysis exchanges. See [Peritoneal Dialysis](#).

Continuum Of Care - The entire spectrum of specialized health, rehabilitative, and residential services available to the frail and chronically ill. The services focus on the social, residential, rehabilitative and supportive needs of individuals as well as needs that are essentially medical in nature.

Contract - A legally binding agreement between two or more parties for specific purposes. Contracted activities must be accomplished within a definite time period and must comply with stated criteria.

Coordinated Care - A program to better manage long term care services provided to frail elders. The goal is being accomplished by addressing the fragmentation of services, overlapping responsibilities and duplication of effort in the Commonwealth of Massachusetts' current long term care system. This interagency initiative more effectively manages the services purchased by both state agencies by consolidating in the two agencies the activities that involve intake, assessment, authorization and case management of both institutional and community-based long term care.

Coordination Of Benefits - A program that determines which plan or insurance policy will pay first if two health plans or insurance policies cover the same benefits. If one of the plans is a Medicare health plan, Federal law may decide who pays first.

Councils On Aging (COA) - Established to meet the needs of older adults in a specific community. The functions and activities provided may vary but most include advocacy, information and referral, social, recreational and educational programs. Provide a link to local services. Every city/town in Central Massachusetts has an established Council on Aging.

Covered Function - Functions that make an entity a health plan, a health care provider, or a health care clearinghouse.

Covered Services - Specific services that a health plan or an organization will provide payment.

Counseling - Relating to a client (via interview, discussion, or lending an empathetic ear) to advise and to enable the other person and/or his/her family to resolve problems (concrete or emotional) or to relieve temporary stresses encountered by them. May be done on a one to one basis or on a group basis and may be conducted by paid, donated and/or trained volunteer staff.

Criminal Offender Record Information (CORI) - A person's criminal history. You will have a Massachusetts CORI if you have ever been charged with a crime in a state or federal court in Massachusetts, whether your case ended with a conviction, a finding of not guilty, charges were dismissed, or another outcome. CORI reports help protect public safety by allowing employers, school administrators, public housing officials, and others to screen out potentially dangerous ex-offenders.

Critical Unmet Need - A need of an individual that is unmet. Can include; meal preparation, food shopping, transportation for medical appointments, any activity of daily living and home health services.

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Crisis Intervention - Services provided to elders in crisis situations which threaten their emotional, physical or environmental well being. Crisis intervention workers serve clients through intra-agency and inter-agency referrals, advocacy, provisions of home care services and good use of community and family resources. Clients' needs may include such services as those related to fuel emergencies, homelessness, dangerous and unhealthy living situation, financial difficulties, possible exploitation, alcohol and drug abuse, eviction, inadequate health care, and poor family and individual functioning. Staff also provides consultation to other providers and community members.

Cueing - Supervising or directing the actions of an individual with a cognitive impairment; such as reminding an individual to take their medicine, showing them how to eat etc.

Curb To Curb - Individuals using a transportation service must be able to get to the curb to meet the vehicle and to their destination from the curb at the end of their trip.

Custodial Care - Non-skilled, personal care, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving round, and using the bathroom. It may also include care that most people do themselves, like using eye drops. In most cases, Medicare doesn't pay for custodial care.

D

Daily Maximum (Or Daily Benefit Maximum) - Specified dollar amount that is the maximum amount paid per day for covered services. Policies may pay the full daily maximum regardless of the cost of care or may pay a percent of actual expenses up to the specified daily maximum amount. Some policies specify a single Daily Maximum for all covered services (for example, nursing home care, assisted living facility, home care) and other policies have one Daily Maximum for nursing home care and a lower amount for other covered services.

Deinstitutionalization - Policy which calls for the provision of supportive care and treatment for medically and socially dependent individuals in the community rather than in an institutional setting.

Department Of Elder Affairs (DEA) - Former name for the Executive Office of Elder Affairs.

Department Of Health And Human Services - DHHS administers many of the "social" programs at the Federal level dealing with the health and welfare of the citizens of the United States. It is the "parent" of Centers for Medicare & Medicaid (CMS).

Diabetic Durable Medical Equipment - Purchased or rented ambulatory items, such a glucose meters and insulin infusion pumps, prescribed by a health care provider for use in managing a patient's diabetes.

Dialysis - Dialysis is a treatment that cleans your blood when your kidneys do not work. It gets rid of harmful wastes and extra salt and fluids that build up in your body. It also helps control blood pressure and helps your body keep the right amount of fluids. Dialysis treatments help you feel better and live longer, but they are not a cure for permanent kidney failure. See [hemodialysis](#) and [peritoneal dialysis](#).

Dialysis Center (Renal) - A hospital unit that is approved to furnish the full spectrum of diagnostic, therapeutic, and rehabilitative services required for the care of the ESRD dialysis patients (including inpatient dialysis) furnished directly or under arrangement.

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Disability - For Social Security purposes, the inability to engage in substantial gainful activity by reason of any medically determinable physical or mental impairment that can be expected to result in death or to last for a continuous period of not less than 12 months. Special rules apply for workers aged 55 or older whose disability is based on blindness. The law generally requires that a person be disabled continuously for 5 months before he or she can qualify for a disabled worker cash benefit. An additional 24 months is necessary to qualify under Medicare.

Discharge Planning - A process used to decide what a patient needs for a smooth move from one level of care to another. This is done by a social worker or other health care professional. It includes moves from a hospital to a rehabilitation center, nursing home or to home care. Discharge planning may also include the services of home health agencies to help with the patient's home care.

Discount Drug List - A list of certain drugs and their proper dosages. The discount drug list includes the drugs the company will discount.

Discrimination - Difference in treatment of one group of persons by other persons usually based in age, gender, race, religion, disability, sexual preference.

E

Elder Abuse - An act or omission which results in serious physical or emotional injury to an elderly person; this includes financial exploitation. Protective Service Agencies receive and investigate reports of elder abuse or neglect. The purpose of Protective Services is to prevent, eliminate or remedy the effects of abuse to an elderly person.

Elder Affairs - See [Executive Office of Elder Affairs](#).

Eldercare - Public, private, formal, and informal programs and support systems, government laws, and finding ways to meet the needs of the elderly, including: housing, home care, pensions, Social Security, long-term care, health insurance, and elder law.

Elder Care Advisor - Provides enhanced information and referral services that is conducted in the home. The advisor provides information about community services in the area and may help to create and implement a care plan. There is also short-term follow up provided and referrals are made when necessary.

Elderly Nutrition Program - The Elderly Nutrition Program is a federal and state funded nutrition program, administered by the Executive Office of Elder Affairs, which allows local elder services agencies to provide nutritious meals to senior citizens.

Elder Services Corps (ESC) - A program of the Executive Office of Elder Affairs through which elder persons receive a stipend for volunteer services to public and/or private non-profit service corporations.

Emergency and Crisis Services - A set of services that are available in emergency and crisis situations 24 hours a day and seven days a week. These services could include; crisis counseling, crisis outreach, crisis residential treatment services or crisis hotlines.

Emergency Care - Care given for a medical emergency when an individual's health is in serious danger and when every second counts.

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Emergency Medical Services (EMS) - Services utilized in responding to the perceived individual need for immediate treatment for medical, physiological, or psychological illness or injury.

Emergency Medical Technician (EMT) - Or Ambulance Technician, are terms used to denote a healthcare provider of emergency medical services.

End-Stage Renal Disease (ESRD) Services - The type of care or service furnished to an End-Stage Renal Disease (ESRD) patient. Such types of care are transplantation; dialysis; outpatient dialysis; staff assisted dialysis; home dialysis; and self-dialysis and home dialysis training.

End-Stage Renal Disease (ESRD) Treatment Facility - A facility, other than a hospital, which provides dialysis treatment, maintenance, and/or training to patients or caregivers on an ambulatory or home-care basis.

Enhanced Community Options Program (ECOP) - Provides an enhanced service package for those elders who are very frail and in need of services to remain in the community.

Escort - Accompanying a client to his/her destination.

Escorted Transportation Services - A services that allows an individual to accompany an older adults or person with a disability on their shopping trips, medical appointments, social activities, hospitals or where they would like assistance.

Executive Office Of Elder Affairs (EOEA) - The State unit on aging in Massachusetts mandated to implement and administer services designed to insure the dignity and independence of elders. Formerly called the Department of Elder Affairs (DEA).

Expedited Appeal - A Medicare Advantage organization's second look at whether it will provide a health service. A beneficiary may receive a fast decision within 72 hours when life, health or ability to regain function may be jeopardized.

F

Financial Abuse - Illegally or unethically exploiting by using funds, property or other assets of an older person for personal gain, etc.

Financial Eligibility - Assessment of an individual's available income and assets to determine if he/she meets eligibility requirements for a specific program.

Fixed Route System - A system of providing transportation of individuals (other than by aircraft) on a vehicle which is operated along a prescribed route according to a fixed schedule.

Foot Care - Particularly important for the care of individuals with diabetes, foot care includes applying ointments, nail clipping etc.

Formal Caregiver - An individual paid to provide care.

Frail Elder Waiver - For individuals who are determined clinically eligible for placement in a nursing home. This is a demonstration grant approved by the Federal government that allowed individuals 300% over the Federal poverty level in monthly income, and with a limited amount of assets, receive MassHealth benefits.

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Friendly Visitor - A volunteer who visits isolated elders in their homes up to one or two hours per week.

Functional Eligibility - Assessment of an individual's care needs to determine if he or she meets Medicaid/MassHealth eligibility requirements for payment of long-term care services. The assessment may include a person's ability to perform Activities of Daily Living and/or the need for skilled care.

G

Geriatric Care Managers (GCMs) - May hold a variety of professional degrees in various human services fields. These professionals may organize workers, schedule appointments, fill out applications, review potential in-home services, community services, as well as long term care facilities. Each GCM may offer any combination of the following: assessing and identifying needed services, creating and implementing a comprehensive plan of care, coordinating and ongoing monitoring of medical and homecare needs and services, long term care placement, advice, counseling and family mediation.

Gerontologist - A professional who specializes in elder care. Usually has a degree in psychology, sociology, nursing or other related field. Usually works with elders to evaluate and assist individuals, groups and families. Also could conduct research in the field of aging relating to the biological, sociological and psychological phenomena associated with aging.

Grievance - A complaint about the way your Medicare health plan is giving care. For example, you may file a grievance if you have a problem calling the plan or if you are unhappy with the way a staff person at the plan has behaved toward you. A grievance is not the way to deal with a complaint about a treatment decision or a service that is not covered. See [Appeal Process](#).

Grievances And Complaints - Information about grievances and complaints submitted to an organization.

Guardianship - The legal process determined by State law by which a probate court appoints one or more individuals to handle the personal and financial affairs of a minor or person determined to be mentally incompetent. The Executive Office of Elder Affairs contracts with five (5) agencies to provide Guardianship services to elders who have been abused and a court has determined to be at risk or harm, and to lack decision-making capacity. The primary objective is to act as an adjunct to protective services when no other less restrictive means are available to protect elders who are lacking the capacity to consent to services.

H

Hands-On Assistance - Physical assistance from another person, without which the individual would not be able to perform an Activity of Daily Living.

Habilitation Therapy - A professional conducts an assessment with a consumer who has a diagnosed disability and their caregivers to offer suggestions on how to maximize the consumer's remaining skills.

Handicap Placard/Plate - The Massachusetts Registry of Motor Vehicles determines eligibility and provides an individual with a disability, whether they are the owner, operator or a passenger of a vehicle, with the right to park in spaces designated for persons with a disability.

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Health Care Provider - A person who is trained and licensed to give health care. Also, a place that is licensed to give health care. Doctors, nurses, and hospitals are examples of health care providers.

Hearing - A procedure that gives a dissatisfied claimant an opportunity to present reasons for the dissatisfaction and to receive a new determination based on the record developed at the hearing.

Hemodialysis - A method of dialysis in which blood from a patient's body is circulated through an external device or machine and then returned to the patient's bloodstream. Such an artificial kidney machine is usually designed to remove fluids and metabolic end products from the bloodstream by placing the blood in contact with a semi-permeable membrane, which is bathed on one side by an appropriate chemical solution, referred to as dialysate.

Home And Community-Based Service Waiver Programs (HCBS) - The HCBS programs offer different choices to some people with Medicaid/MassHealth. If you qualify, you will get care in your home and community so you can stay independent and close to your family and friends. HCBS programs help older adults and individuals with disabilities. These programs give quality and low-cost services.

Home Care Program - The Home Care Program is administered throughout the Commonwealth through contracts with 27 private non-profit corporations called Aging Services Access Points (ASAPs). It is a system of services for elder persons in Massachusetts to assist them in securing and maintaining maximum independence in their home environment. The ASAPs provide case management services that include a comprehensive, interdisciplinary needs assessment and care plan. ASAPs contract with a variety of service providers to address the identified needs of eligible elders in the Home Care Program. These services may include: homemaker, personal care, transportation, home delivered meals, laundry service, grocery shopping services, adult day care, chore services, companionship, personal emergency response, adaptive housing, and emergency shelter.

Home Care Services - Services provided under the home care program. Home care services include: case management, chore, companionship; emergency shelter, homemaker, home delivered meals, information and referral; protective services, respite care; social day care; transportation laundry services, and home health services in a limited way.

Home Delivered Meals (HDM) - A program authorized under Title III-C of the Older Americans Act which provides, five or more days per week, at least one home delivered hot or other appropriate meal per day to elder persons who are home bound or for whom congregate meal facilities are not accessible.

Home Health Agency - An organization that gives home care services, like skilled nursing care, physical therapy, occupational therapy, speech therapy, and personal care by home health aides.

Home Health Aide Services - The provision of care in the home under the supervision of a registered nurse, or if appropriate, a physical, speech or occupational therapist. Home Health Aide Services are performed by trained personnel who assist patients in following physicians' instructions and established plans of care. Services include, but are not limited to, assisting the patient with activities of daily living, exercising, taking medications ordered by a physician which are ordinarily self-administered, assisting the patient with necessary self-help skills and reporting to the professional supervisor any changes in the patient's condition or family situation.

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Home Health Care - Limited part-time or intermittent skilled nursing care and home health aide services, physical therapy, occupational therapy, speech-language therapy, medical social services, durable medical equipment (such as wheelchairs, hospital beds, oxygen, and walkers), medical supplies, and other services.

Home Monitoring System - A system that will alert the caregiver when an individual wearing the transmitting device wanders outside of the designated area. Useful for individuals who are prone to disorientation, restlessness and wandering.

Home Patients - Medically-able individuals, who have their own dialysis equipment at home and after proper training, perform their own dialysis treatment alone or with the assistance of a helper.

Homebound - Normally unable to leave home unassisted. To be homebound means that leaving home takes considerable and taxing effort. A person may leave home for medical treatment or short, infrequent absences for non-medical reasons, such as a trip to the barber or to attend religious service. A need for adult day care doesn't keep you from getting home health care.

Homemaker - Trained personnel, working under agency supervision to provide assistance in home management, including light housekeeping, laundry, grocery shopping and meal preparation.

Homemaker Services - In-home help with meal preparation, shopping, light housekeeping, money management, personal hygiene and grooming, and laundry.

Hospice - Hospice is a special way of caring for people who are terminally ill, and for their family. This care includes physical care and counseling. Hospice care is covered under Medicare Part A (Hospital Insurance).

Hospice Care - A special way of caring for people who are terminally ill, and for their family. This care includes physical care and counseling. Hospice care is covered under Medicare Part A (Hospital Insurance).

I

Independent Living Center (ILC) - An agency designed to meet the needs of individuals with disabilities and their families. Funded by state dollars.

Independent Living Services - Offered through Independent Living Centers; four core services are offered, advocacy, information and referral, skills training and peer counseling.

Indigent Care - Health services provided to the poor or those unable to pay. Since many indigent patients are not eligible for federal or state programs, the costs which are covered by Medicaid are generally recorded separately from indigent care costs.

Informal Care - Care provided by family members or friends who are not paid to provide care.

Informal Caregiver - A family member, friend, or any other person who provides long-term care without pay.

Information & Referral (I&R) - The maintenance and distribution of current, concrete information regarding public and private services/resources for older adults and their caregivers, including assessment of type of assistance needed by either, and referral to appropriate services. Information and referral can be conducted by telephone, email, mail or in person and is available without regard to a person's income.

In-Home Services - A category of services under the federal Older Americans Act that must be provided by all Area Agencies on Aging. In-home services include homemaker, home health aides, visiting and telephone reassurance, chore maintenance, in-home respite care (including adult day care) and minor home modifications.

Instrumental Activities Of Daily Living (IADLs) - Tasks such as ability to prepare meals, do housework, go shopping, do laundry, medication management, transportation, money management, use the telephone, get around when outside of the home.

Interdisciplinary Case Management - Client's needs and service plan are discussed and agreed upon by a nurse and case manager

L

Lesbian Gay Bisexual Transgender Initiative (LGBT) - A state wide initiative to provide information, supportive services and education to the older adult LGBT community.

Legal Services Program For The Elderly - Under Title IIIB of the Older Americans Act, federal funding is provided through the Executive Office of Elder Affairs and regional Area Agencies on Aging to ten Legal Assistance Program Grantees for the Elderly. Legal advice, counseling and representation provided by an attorney or other person under the supervision of an attorney. These programs provide free legal assistance to people sixty years of age and older in civil matters, prioritizing those elders in the greatest economic and social need. Although each Legal Assistance office establishes its own case priorities with its Area Agency on Aging, the following types of cases are generally handled on behalf of elderly clients: Denials or termination of government benefits (such as Medicare, Medicaid, Social Security, SSI, Veteran's Benefits), tenant's rights issues (including defense against eviction), denials of applications to public and subsidized housing, defense against unwarranted guardianships or conservatorships, and nursing home resident's rights.

Licensed Nursing Care - Health service ordered by a physician that require the skills of registered nurses, licensed practicing nurses, physical therapist, occupational therapists or other skilled personnel.

Licensed Practicing Nurse - Type of nurse who is trained to provide a range of health care services and administer technical nursing procedures. They have obtained one year of education outside of high school and have passed the state licensing exam.

Long-Term Care - A variety of services that help people with health or personal needs and activities of daily living over a period of time. Long-term care can be provided at home, in the community, or in various types of facilities, including nursing homes and assisted living facilities. Most long-term care is custodial care. Medicare doesn't pay for this type of care if this is the only kind of care you need.

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Long-Term Care Services - Services that include medical and non-medical care to people with a chronic illness or disability. Long-term care helps meet health or personal needs. Most long-term care assists people with Activities of Daily Living, such as dressing, bathing, and using the bathroom. Long-term care can be provided at home, in the community, or in a facility. For purposes of Medicaid eligibility and payment, long-term care services are those provided to someone requiring a level of care equivalent to that received in a nursing facility.

Long-Term Disability - A disability that lasts for more than 90 days.

M

Managed Care In Housing - A program which provides supportive care and services to elders who meet state home care impairment and income guidelines but are not Medicaid eligible and who live in housing complexes or designated neighborhoods. Services include: daily care, i.e. homemaker, personal care, meals on wheels, skilled services, 24 hour access to care; a personal emergency response system; a responsible person overnight. This program is for persons at risk of nursing home placement.

Massachusetts Association Of Older Americans (MAOA) - A private, non-profit elder advocacy group.

Massachusetts Councils On Aging (MCOA) - A state-wide association of Councils on Aging.

MassHealth/Medicaid Waiver Program - A financial waiver program (which includes the Spousal Waiver and 300% SSI Waiver) generates Federal funding to be used to provide in home services for older people who are nursing home eligible but wish to remain in the community with home care service.

Mass Immunization Center - A location where providers administer pneumococcal pneumonia and influenza virus vaccination and submit these services as electronic media claims, paper claims, or using the roster billing method. This generally takes place in a mass immunization setting, such as a public health center, pharmacy, or mall but may include a physician's office setting.

Meals On Wheels (MOW) - A program for providing home-delivered meals to elderly and individuals with a disability without regard to income. The program is funded through a combination of federal funds through Title IIC of the Older Americans Act and state funding

Medic Alert Bracelet - A tool designed for individuals with a known medical diagnosis or allergy. It is also worn by individuals who are at risk of wandering. Identification information is in a national registry that is accessible to all emergency personnel. The client wears the bracelet with all of the coded information.

Medically Necessary - Services or supplies that: are proper and needed for the diagnosis or treatment of your medical condition, are provided for the diagnosis, direct care, and treatment of your medical condition, meet the standards of good medical practice in the local area, and aren't mainly for the convenience of you or your doctor.

Medication Dispensing System - A machine that signals an alert when medication is to be taken. It is connected to a Personal Emergency Response System (PERS) and a call center is notified if the medication is not taken. The machine can be preloaded up to 40 days.

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Mental Health Services - Variety of services provided to people of all ages, including counseling, psychotherapy, psychiatric services, crisis intervention, and support groups. Issues addressed include depression, grief, anxiety, stress, as well as severe mental illnesses.

Mistreatment - Any action that is likely to harm an individual. Mistreatment may be in the forms of the use of medications or treatments, isolation, or physical or chemical restraints which harm or are likely to harm the patient or resident.

Multi-Purpose Senior Center (MPSC) - The Older Americans Act calls upon local Area Agencies on Aging (AAAs) to establish "a focal point for comprehensive service delivery", with an emphasis on locating such focal points at senior centers that offer a variety of community-based services under one roof.

N

Naturally Occurring Retirement Community (NORC) - NORCs connect older adults in the community with each other and community based care services. It allows them to be connected to services and remain in their home and community safely.

Neglect - When caregivers do not give a person the care or the goods or services needed to avoid harm or illness. It may also refer to when an older adult does not recognize the negative consequences of not accessing goods or services for him/herself which may result in harm or illness.

Neighborhood Health Center - Also referred to as a community health center. An ambulatory health care program usually serving a catchment area which has scarce or nonexistent health services or a population with special health needs. These centers attempt to coordinate federal, state, and local resources in a single organization capable of delivering both health and related social services to a defined population. While such a center may not directly provide all types of health care, it usually takes responsibility to arrange all medical services needed by its patient population.

Nurse Practitioner - A nurse who has two or more years of advanced training and has passed a special exam. A nurse practitioner often works with a doctor and can do some of the same things a doctor does.

Nursing Care - Health service ordered by a physician that require the skills of registered nurses, licensed practicing nurses, physical therapist, occupational therapists or other skilled personnel.

Nutrition Program - The Massachusetts Nutrition Program is the second largest program operated by the Executive Office of Elder Affairs. Twenty-eight (28) nutrition projects, located throughout the Commonwealth, serve millions of meals to elders each year. Meals are provided at congregate meal sites as well as to homebound elders. Additionally, the Nutrition Screening Counseling program operates a commodity foods program, a homeless elder meals program and sponsors a variety of nutrition education programs.

O

Occupational Health Services - Health services concerned with the physical, mental, and social well-being of an individual in relation to his or her working environment and with the adjustment of individuals to their work. The term applies to more than the safety of the workplace and includes health and job satisfaction.

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Occupational Therapy - Services given to help you return to usual activities (such as bathing, preparing meals, housekeeping) after illness.

Office For Civil Rights - This office is part of HHS. Its HIPPA responsibilities include oversight of the privacy requirements.

Older Americans Act (OAA) - The 1965 federal legislation authorizing funding for services for older Americans. This Act provides money and direction for a multitude of services designed to enrich the lives of senior citizens, for example, adequate housing, income, employment, nutrition and health care. The "OAA" is the basis for funding support services (known as Title IIIB), nutritional services (known as Title IIIC), health promotion (known as Title IIID) and the senior aide employment program (Title V).

Options Counseling - An interactive, short-term process to assist older adults and their caregivers to make an informed choice about how and where to receive their long-term support services, allowing for the wide use of community based-options.

Organizational Determination - A health plan's decision on whether to pay all or part of a bill, or to give medical services, after you file an appeal. If the decision is not in your favor, the plan must give you a written notice. This notice must give a reason for the denial and a description of steps in the appeals process. See [Appeals Process](#).

Outpatient Care - Medical or surgical care that does not include an overnight hospital stay.

Outpatient Hospital - A portion of a hospital which provides diagnostic, therapeutic (both surgical and nonsurgical), and rehabilitation services to sick or injured persons who do not require hospitalization or institutionalization. Part of the Hospital providing services covered by SMI, including services in an emergency room or outpatient clinic, ambulatory surgical procedures, medical supplies such as splints, laboratory tests billed by the hospital, etc.

Outpatient Hospital Care - Medical or surgical care provided by a hospital to you if you have not been admitted as an inpatient but are registered on hospital records as an outpatient. If a doctor orders that you must be placed under observation, it may be considered outpatient care, even if you stay under observation overnight

Outpatient Services - A service you get in one day (24 hours) at a hospital outpatient department or community mental health center.

P

Palliative Care - This is care that provides comfort and treatment but will not cure the condition. This allows individuals with chronic conditions to live comfortably.

Paratransit - Door-to-door shuttle van services, usually by appointment.

Passive Neglect - Unintentional failure to fulfill a caretaking obligation; infliction of distress without conscious or willful intent; etc.

Patient - An individual who receives health, homemaker or hospice services at home from an individual employed by a home health agency or a hospice program.

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Patient Advocate - A hospital employee whose job is to speak on a patient's behalf and help patients get information or services they need.

Patient Lifts - Equipment to move a patient from a bed or wheelchair using your strength or a motor.

Peer Counseling - A service offered through an Independent Living Center that pairs a staff member and consumer with similar disabilities so they are able to work with someone who can relate to or understand what they are experiencing.

Peritoneal Dialysis - A procedure that introduces dialysate into the abdominal cavity to remove waste products through the peritoneum (a membrane which surrounds the intestines and other organs in the abdominal cavity). It functions in a manner similar to that of the artificial semi permeable membrane in the hemodialysis machine. Three forms of peritoneal dialysis are continuous ambulatory peritoneal dialysis, continuous cycling peritoneal dialysis, and intermittent peritoneal dialysis.

Personal Care - Nonskilled, personal care, such as help with activities of daily living like bathing, dressing, eating, getting in and out of bed or chair, moving around, and using the bathroom. It may also include care that most people do themselves, like using eye drops. The Medicare home health benefit does pay for personal care services.

Personal Care Attendant (PCA) Program - A Medicaid/MassHealth program that helps Medicaid/MassHealth eligible members with long-term disabilities live at home by providing funds for them to hire Personal Care Attendants (PCAs) to assist them with their personal care needs.

Personal Emergency Response Systems (PERS) - Medical communications alerting systems that allow an elder experiencing a medical emergency at home to access medical service via an electronic transmitter to a central monitoring station.

Pharmacy Outreach Program - Operated by the Massachusetts College of Pharmacy and Health Sciences, under contract with the Massachusetts Executive Office of Elder Affairs, as a public service to the people of the Commonwealth. Any Massachusetts resident may utilize the MassMedLine toll-free telephone number, 1-866-633-1617, and website, www.massmedline.com to inquire about prescription drug medication support programs that are available at low cost or free of charge. Clients are welcome to ask any questions regarding their medications and general health. The purpose of the Pharmacy Outreach Program is to work closely with local and statewide healthcare resources, your physicians and you to help relieve the burden of your medication expenses.

Physical Abuse - Infliction of physical pain or injury, physical coercion; confinement; slapping, bruising, sexually molesting, cutting, lacerating, burning, restraining, pushing, shoving; etc.

Physical Injury - Includes but not limited to death, brain damage, or disfigurement, or any non-trivial injury including but not limited to fracture of a bone, skin bruising, intramuscular injury, puncture wound, abrasion, laceration, burn, bleeding, impairment of a bodily system or organ, excessive bedsores or similar condition or harmful symptoms resulting from the use of medication or chemicals without informed consent or authorization, unconsensual sexual touching, sexual penetration or sexual exploitation.

Physical Therapy - Treatment of injury and disease by mechanical means, such as heat, light, exercise, and massage.

Physician Services - Services provided by an individual licensed under state law to practice medicine or osteopathy. Physician services given while in the hospital that appear on the hospital bill are not included.

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Post-Acute Care (PAC) - Also known as subacute care or transitional care. Type of short-term care provided by many long-term care facilities and hospitals which may include rehabilitation services, specialized care for certain conditions (such as stroke and diabetes) and/or post-surgical care and other services associated with the transition between the hospital and home. Residents on these units often have been hospitalized recently and typically have more complicated medical needs. The goal of subacute care is to discharge residents to their homes or to a lower level of care.

Preventive Medicine - Care which has the aim of preventing disease or its consequences. It includes health care programs aimed at warding off illnesses, (e.g., immunizations), early detection of disease (e.g., Pap smears), and inhibiting further deterioration of the body (e.g., exercise or prophylactic surgery). Preventive medicine is also concerned with general prevention measures aimed at improving the healthfulness of the environment.

Preventive Services - Health care to keep you healthy or to prevent illness (for example, Pap tests, pelvic exams, flu shots, and screening mammograms).

Primary Care - A basic level of care usually given by doctors who work with general and family medicine, internal medicine (internists), pregnant women (obstetricians), and children (pediatricians). A nurse practitioner (NP), a State licensed registered nurse with special training, can also provide this basic level of health care.

Priority Services - Under the federal Older Americans Act, local Area Agencies on Aging must assure that an "adequate proportion" of funds are spent on certain priority services, such as access, in-home, and legal assistance.

Private Care Manager - A professional who assess the needs of an individual and monitors and coordinates that care, treatment and services.

Private Contract - A contract between you and a doctor, podiatrist, dentist, or optometrist who has decided not to offer services through the Medicare program. This doctor can't bill Medicare for any service or supplies given to you and all his/her other Medicare patients for at least 2 years. There are no limits on what you can be charged for services under a private contract. You must pay the full amount of the bill.

Programs Of All-Inclusive Care For The Elderly (PACE) - PACE combines medical, social, and long-term care services for frail people. PACE is available only in states that have chosen to offer it under Medicaid. To be eligible, you must:

- Be 55 years old, or older,
- Live in the service area of the PACE program,
- Be certified as eligible for nursing home care by the appropriate state agency , and
- Be able to live safely in the community.

The goal of PACE is to help people stay independent and live in their community as long as possible, while getting high quality care they need.

Protective Services Program - Investigates and, when appropriate, intervenes in cases where there is evidence that an elder has been neglected, abused or financially exploited by someone in a domestic setting. The protective services system is anchored by a 24 hour, seven day a week emergency hotline. It is empowered by Massachusetts General Law Chapter 19A to take steps that ensure that elder victims of physical and emotional abuse, neglect, and financial exploitation receive protective and supportive services. Elders must consent to services, but in situations where an elder lacks the capacity to provide consent, court ordered services may be provided

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Psychiatric Facility (Partial Hospitalization) - A facility for the diagnosis and treatment of mental illness on a 24-hour basis, by or under the supervision of a physician.

Psychological Abuse - Infliction of mental anguish by demeaning, name calling, insulting, ignoring, humiliating, frightening, threatening, isolating, etc.

Purchased Services - Most of the services an ASAP/Home Care Corporation or Area Agency on Aging offers are purchased from other agencies. Such services are known as "purchased services". For example: homemaker, personal care, transportation, home delivered meals and social day, these services are purchased from provider agencies and form the largest account in the home care budget

Q

Quality Of Care - Can be defined as a measure of the degree to which delivered health services meet established professional standards and judgments of value to the consumer.

Quality of Life - Includes self perceived health status, mental status, sexual function and stress level, helps to explain an individual's general well-being.

R

Reasonable And Necessary Care - The amount and type of health services generally accepted by the health community as being required for the treatment of a specific disease or illness.

Reassessment- May be done by a home visit or telephone call with the client, family and service providers to obtain information. Reassessment is the process of determining eligibility for home care services and the appropriateness of the care plan.

Reconsideration Or Review - The first step in the Medicare Part A and Part B appeal processes. Beneficiary sends a written request to the intermediary showing his or her disagreement with the Part A or Part B payment allowed for claim and asks that the payment decision be reviewed.

Referral (Medical) - A written OK from your primary care doctor for you to see a specialist or get certain services. In many Medicare Managed Care Plans, you need to get a referral before you can get care from anyone except your primary care doctor. If you don't get a referral first, the plan may not pay for your care.

Registered Nurse - A nurse who has graduated from a formal program of nursing education and has been licensed by an appropriate state authority. RNs are the most highly educated of nurses with the widest scope of responsibility, including all aspects of nursing care. RNs can be graduated from one of three educational programs: two-year associate degree program, three-year hospital diploma program, or four-year baccalaureate program.

Rehabilitation - Rehabilitative services are ordered by your doctor to help you recover from an illness or injury. These services are given by nurses and physical, occupational, and speech therapists. Examples include working with a physical therapist to help you walk and with an occupational therapist to help you get dressed.

Rehabilitation (As Distinguished From Vocational Rehabilitation) - A restorative process through which an individual develops and maintains self-sufficient functioning consistent with his/her capability.

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Rehabilitation Services - Services designed to improve/restore a person's functioning; includes physical therapy, occupational therapy, and/or speech therapy. May be provided at home or in long-term care facilities. May be covered in part by Medicare.

Religious Accommodation - No person shall be considered to be abused or neglected for the reason that such person, in accordance with his/her express or implied consent, is being furnished or relies upon treatment by spiritual means through prayer alone in accordance with a religious method of healing in lieu of medical treatment.

Respite - The in-home care of a chronically ill beneficiary intended to give the caregiver a rest. Can also be provided in a hospice or nursing home (as with hospice respite care).

Respite Care - The in-home care of a chronically ill beneficiary intended to give the caregiver a rest. Can also be provided in a hospice or nursing home (as with hospice respite care).

Risk Management - Service in which trained professionals or volunteers come into the home to provide short-term care (from a few hours to a few days) for an older person to allow caregivers some time away from their caregiving role.

S

Schedule Restrictions - Transportation scheduled to preset destinations on specific days or at specific times i.e. nutrition sites at midday.

Self Dialysis - Dialysis performed with little or no professional assistance (except in emergency situations) by an End Stage Renal Disease (ESRD) patient who has completed an appropriate course of training, in a dialysis facility or at home.

Senior Aide - An individual 55 years or older who is enrolled in the Senior Community Service Employment Program. See [Senior Community Service Employment Program](#).

Senior Centers - Focal points within a city/town that coordinate a comprehensive set of services where older adults can, receive advocacy, socialization, nutritional meals, health services and participate in activities that will enhance their involvement in and with the community. They may offer outreach services to homebound older adults. Not every city/town in Central Massachusetts has an established Senior Center.

Senior Community Service Employment Program (Senior Aides) - Part-time employment for elder persons who meet specified income criteria. Funded under Title V of the Older Americans Act, the program of Labor, and on the local level by the Executive Office of Elder Affairs, the National Council of Senior Citizens, and the National Council on Aging. Work sites and activities are within the aging and other social service networks and provide a compliment to existing services to elders.

Senior Companions - Elder Service Corps enrollees and Senior Aides who are assigned to provide company and supervision to lonely, or socially isolated elder people, and to provide relief to family members with dependent elderly relatives.

Service Plan - Also referred to as a care plan or treatment plan. Written document which outlines the types and frequency of the long-term care services that a consumer receives. It may include treatment goals for him or her for a specified time period.

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Serving The Health Information Needs Of Elders Program (S.H.I.N.E.) - A program of the Executive Office of Elder Affairs which provides free, confidential and unbiased health insurance counseling. S.H.I.N.E. is a volunteer network of health benefits counselors who provide information to elders about Medigap Insurance, Medicare, HMOs, public benefits, retiree health plans, individual insurance, prescription drug charge coverage, health insurance counseling, long term care insurance and other health insurance options.

Skills Training - Teaching the consumer independent living skills including cooking, laundry, budgeting, finding housing and financial management. Independent living skills are any skills that are critical for a person to live independently and productively.

Skilled Care - A type of health care given when you need skilled nursing or rehabilitation staff to manage, observe, and evaluate your care.

Skilled Nursing Care - A level of care that includes services that can only be performed safely and correctly by a licensed nurse (either a registered nurse or a licensed practical nurse).

Sliding Fee - A fee for services that fluctuates according to the income of the person- receiving the service and utilization of certain home care services.

Social Day Care (SDC) - Provides an individualized program of social activity for elders who require daytime supervision because of physical impairment or social or emotional problems that impair their capacity for self-care. Activities of social day care include: assistance with walking, assistance with mealtime activities, assistance with grooming, and nutrition services including minimum of one meal per day. This differs from "Adult Day Health Care" in that it does not focus on health-related services

Socialization - Activities that encourage an individual to interact with others, may include cultural, intellectual, educational, social and physical activities.

Speech-Language Therapy - Treatment to regain and strengthen speech skills.

Staff Assisted Dialysis - Dialysis performed by the staff of the renal dialysis center or facility.

Standby Assistance - Caregiver stays close by the individual to watch over the individual and provide physical assistance if necessary as they perform Activities of Daily Living. Someone who does not need hands-on help might need standby assistance if they are unsteady or have physical movement limitations.

State Health Insurance Assistance Program - A State program that gets money from the Federal Government to give free local health insurance counseling to people with Medicare.

State Home Care Program - A state funded program that utilizes case and care managers, nurses, and information and referral specialists to coordinate a service plan for older adults in order to assist them to secure and maintain maximum independence in their home environment.

State Pharmacy Assistance Program - A state program that provides people assistance in paying for drug coverage, based on financial need, age or medical condition and not based on current or former employment status. These programs are run and funded by the states.

State Or Local Public Health Clinic - A facility maintained by either State or local health departments that provide ambulatory primary medical care under the general direction of a physician.

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State Unit On Aging - Authorized by the Older Americans Act. Each state has an office at the state level which administers the plan for service to the aged and coordinates programs for the aged with other state offices.

Supervisory Care - Long-term care service for individuals with memory or orientation problems such as Alzheimer's disease. Supervision ensures that the individual does not harm him/herself or others because of memory, reasoning, and orientation to person, place or time are impaired.

Supplemental Nutritional Assistance - Services for eligible individuals that provides home delivered meals and other nutrition related services. See [Nutrition Program](#).

Support Groups - Groups of people who share a common bond, e.g., caregivers, who come together on a regular basis to share problems and experiences. May be sponsored by social service agencies, senior centers, religious organizations, as well as organizations such as Central Massachusetts Agency on Aging.

Supportive Day Care Services - Provides social activity for elders who require daytime supervision due to physical impairment or social, emotional problems that impair their capacity for self-care. Activities include; assistance with mealtime, grooming, and walking. Program provides a minimum of one meal a day. Supportive Day Care Services differs from Adult Day Care because it is not focused on health-related services.

T

Telecommunications Device For The Deaf (TDD) - A Teletype machine that assists individuals with hearing impairments and communication disorders to converse over the phone.

Telemedicine - Professional services given to a patient through an interactive telecommunications system by a practitioner at a distant site.

Telephone Reassurance - Service for older individuals who need regular telephone conversations to check on their safety and well-being

Title III - Refers to Title III of the Older Americans Act. This Act provides federal funding for social services to elders.

Transportation Services - Also referred to as escort services. Provides transportation for older adults to services and appointments. May use bus, taxi, volunteer drivers, or van services that can accommodate wheelchairs and persons with other special needs.

Treatment - Something done to help with a health problem. For example, medicine and surgery are treatments.

Treatment Options - The choices you have when there is more than one way to treat your health problem.

Treatment Plan - Frequently referred to as care plan or service plan. Written document which outlines the types and frequency of the long-term care services that a consumer receives. It may include treatment goals for him or her for a specified time period.

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TTY - A teletypewriter (TTY) is a communication device used by people who are deaf, hard of hearing, or have a severe-speech impairment. A TTY consists of a keyboard, display screen, and modem. Messages travel over regular telephone lines. People who don't have a TTY can communicate with a TTY user through a message relay center (MRC). An MRC has TTY operators available to send and interpret TTY messages.

U

Urgently Needed Care - Care that you get for a sudden illness or injury that needs medical care right away, but is not life threatening. Your primary care doctor generally provides urgently needed care if you are in a Medicare health plan other than the Original Medicare Plan. If you are out of your plan's service area for a short time and cannot wait until you return home, the health plan must pay for urgently needed care.

V

Vehicle Conversion - The process of making certain adjustments to the older adult's car that allow him/her to continue driving safely.

Vision Rehabilitation Services - Services to assist adults with vision problems modify their environment in order to increase independence. These services are provided by Massachusetts Association for the Blind (MAB)

Visiting Nurse Association (VNA) - A voluntary health agency which provides nursing and other services in the home. Basic services include health supervision, education and counseling; bedside care; and the carrying out of physicians' orders. Personnel include nurses and home health aides who are trained for specific tasks of personal bedside care. These agencies had their origin in the visiting or district nursing provided to sick poor in their homes by voluntary agencies.

Vocational Rehabilitation - The process of facilitating an individual in the choice of or return to a suitable vocation. When necessary, assisting the patient to obtain training for such a vocation. Vocational rehabilitation can also mean to preparing an individual regardless of age, status (whether U.S. citizen or immigrant) or physical condition (disability other than End Stage Renal Disease/ESRD) to cope emotionally, psychologically, and physically with changing circumstances in life, including remaining at school or returning to school, work, or work equivalent (homemaker).

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