March 2015

Dear Friends:

The Department of Senior Affairs is pleased to partner with Blue Cross Blue Shield of New Mexico to produce this Quick Guide to Senior Services. The 2015 Quick Guide to Senior Services contains contact information about new resources as well as those that have served the Albuquerque area throughout the years. Our seniors, their Caregivers and friends will all have a wealth of information in one place to help them live better and answer their questions in our updated Quick Guide to Senior Services.

Look inside these pages to see the variety of resources available to you in our community, including:

- Benefits and Assistance Programs
- In-Home Care and Caregiver Resources
- Consumer and Legal services
- Senior Centers
- Education Programs
- Nutrition Resources
- Health and Wellness Programs
- And More!
- Home Services

Please call our Senior Information Line at (505) 764-6400 for information regarding the services and program offered by the City of Albuquerque’s Department of Senior Affairs. Individuals are available to help you Monday through Friday, between 8:00 a.m. and 5:00 p.m. If you prefer to gather information via the computer, our website is www.cabq.gov/seniors and our e-mail address is seniorinformation@cabq.gov.

Age Well Albuquerque!
Senior Information & Assistance Program
Linking Seniors and Services Together
505-764-6400

TABLE OF CONTENTS

SERVICES & OPPORTUNITIES ................................................................. ii
INFORMATION .................................................................................... iii
BENEFITS & ASSISTANCE PROGRAMS ........................................... 1-3
CONSUMER & LEGAL ASSISTANCE ............................................. 3-4
DISABILITIES PROGRAMS ............................................................... 4-5
EDUCATION ....................................................................................... 5
EMPLOYMENT .................................................................................... 6
HEALTHCARE .................................................................................... 6-8
HOMESERVICES ................................................................................ 8
HOUSING .......................................................................................... 8-9
IN-HOME CARE & CAREGIVER RESOURCES ............................... 9-11
   CENTENNIAL CARE (MEDICAID) .................................................. 10
NUTRITION RESOURCES ................................................................. 11-13
PET RESOURCES ............................................................................... 13
PHYSICAL FITNESS .......................................................................... 13-14
SENIOR & MULTIGENERATIONAL CENTERS ............................ 15
TRANSPORTATION ........................................................................... 16
VOLUNTEER PROGRAMS - DEPARTMENT OF SENIOR AFFAIRS .... 16
SERVICES AND OPPORTUNITIES

Senior Information & Assistance Program
(505)764–6400

* Information, referrals, and assistance on senior concerns/issues.
* Linkages to senior services and to other community resources.

Recreation
- Breakfast and Lunch
- Recreation and Learning
- 4 Sports and Fitness Ctrs & Programs
- 6 Senior Centers
- 2 Multigenerational Center
- Planet 50+ Activities

Senior Social Services
- Care Coordination
- Home Chores, Repair, Retrofit
- Senior Information Line

Volunteer Programs
- Retired & Senior Volunteer Program (R.S.V.P.)
- Foster Grandparent Program
- Senior Companion Program

Transportation/Nutrition
- Home-Delivered Meals
- Satellite Senior Centers
  - Recreation
  - Lunch
- Transportation

The information in this Quick Guide to Senior Services is correct, to the best of our knowledge, as of January 2015. Inclusion of a service does not imply endorsement, nor does exclusion reflect on the quality of service.

The Department of Senior Affairs requests contributions to offset expenses for some services and materials: meals, exercise classes, transportation, and Home Chores, Home Repair, and Home Retrofit services. No one will be denied service if he/she chooses not to contribute.
INFORMATION

Department of Senior Affairs – DSA Senior Information, 714 Seventh SW........764-6400
Information & referral to community services for Bernalillo County residents aged 60+,
caregivers, and service providers.

Ask United Way – Albuquerque, 2340 Alamo Ave SE.................................Main: 247-3671
2nd Floor, M-F, 8a.m. – 5p.m.................................................................Info & Referral: 211 or 245-1735

AARP Information Center – Albuquerque, 1930 Juan Tabo Blvd NE, Ste J, 87112.........830-3096
Mon.-Thurs., 10 a.m. – 4 p.m., Fri. 10a.m. - 1 p.m.

Eldercare Locator, Monday – Friday, 9 a.m. – 8 p.m., Eastern Time ...............1-800-677-1116
..............................................................................................................www.eldercare.gov

Information Center for New Mexicans with Disabilities.........................TTY 505-272-0321
..............................................................................................................1-800-552-8195

Information resources for New Mexico seniors outside Bernalillo County:
New Mexico Aging & Long Term Services Dept........................................www.nmaging.state.nm.us
Santa Fe (Aging & Disability Resource Center)........................................1-800-432-2080
Albuquerque...............................................................................................222-4500 or 1-866-842-9230

Sandoval County Senior Program................................................................867-7535
Camino del Pueblo, (Mail: P.O. Box 40, Bernalillo 87004).

Torrance County Senior Office....................................................................384-5010
809 South 1st street (Mail to: P.O. Box 177, Moriarity 87035
Providing public transportation and handicap accessible vehicles

Valencia County Older American Program..................................................864-6739 or 864-2663
715-A South Main, Belen 87002

EMERGENCY

Emergency..........................911 Alq Citizens Contact Center
For City Wide Information 311
(Mon. - Sat. 6 a.m - 9 p.m., Sun. 9 a.m. - 6 p.m.)

Non-Emergency
City Police..............................242-2677 City Fire/Rescue..............................833-7397
Sheriff’s Department..........798-7000 County Fire Department/Rescue.....798-7000 Adult
Adult Protective Services (APS) (24/7)* .........................................................1-866-654-3219

Investigates allegations of abuse, neglect, and/or exploitation of individuals 18 years & older. Offers
services to prevent or remedy above situations.

Agora Help-line......................................................................................277-3013 or 1-866-HELP-1-NM
Crisis and non-crisis. All-issues, free, confidential listening service. Free resource referrals.

NM Crisis (24/7)*..................................................................................1-855-662-7474
Albuquerque Ambulance (24/7)*.................................................................761-8200
Albuquerque Rape Crisis Center (24/7)*....................................................266-7711 or 1-888-811-8282
Shelter from Domestic Violence, Suicide Crisis Line (24/7)*.........................272-2920
The Safe House (24/7)*.............................................................................Statewide 1-800-773-3645 or Albuquerque 247-4219
New Mexico Poison/Drug Information (24/7)*...........................................1-800-222-1222
Utility Emergencies (24/7)* Electricity....246-5700; Gas........246-7300; Water......857-8250
*(24/7) = 24 hours per day, 7 days per week.
BENEFITS AND ASSISTANCE PROGRAMS

Medicare and Related Programs

Benefits Counseling – Bernalillo County Regional Office...............................1-800-432-2080
The statewide HIBAC benefits counseling program provides information, assistance, and counseling relating to Medicare, Medicaid, supplemental health insurance, and other benefits programs.

Health Insight New Mexico.................................................................998-9898 or 1-800-663-6351
Medicare Quality Improvement Organization (QIO) reviews concerns from Medicare patients & their families about early discharge & quality of medical care received under Medicare.

Medicare Information.............................................................................1-800-633-4227
Provides information about enrollment, replacement cards, change of address ........www.medicare.gov
plan choices, billing questions, Medicare approved discount cards, Medicaid & more.

Senior Medicare Patrol (SMP), N.M. Aging & Long Term Services Dept........1-800-432-2080
Educates Medicare and Medicaid beneficiaries on ways to protect Medicare and Medicaid funding.
Responds to concerns about providers who perhaps have committed fraud against Medicare and Medicaid.
Free counseling services for beneficiaries regarding Medicare & Medicaid billing.

Social Security Eligibility and Applications................................................1-800-772-1213(Toll Free)
The Social Security Administration..............................................................www.socialsecurity.gov

New Mexico Human Services Department
Income Support Division (ISD)
www.state.nm.us/hsd

Northeast: 4330 Cutler NE.............................................................................222-9600
for residents east of San Mateo & north of Central, Mon. - Fri., 8a.m. - 4:30p.m.

Northwest: 1041 Lamberton Place NE..........................................................841-7700
for residents west of San Mateo & north of Central

Southeast: 1711 Randolph Rd SE.................................................................383-2600
for residents south of Central & east of the river, including the East Mountain area

Southwest: 3280 Bridge SW......................................................................841-2300
for residents west of the river & south of Central, including Isleta Pueblo

EBT Card/SNAP, formally Food Stamps – Eligibility information at your nearest area office.
(See addresses/phone #s listed above.)

Medicaid (Institutional)
Coverage for high or low level nursing home care, other medical expenses and Medicare Part B premium. Must qualify medically and financially. (See addresses/phone #s listed above.)

Medicaid (Non-Institutional) .................................................................1-800-772-1213 (Toll Free)
Financial aid with medical expenses for persons receiving SSI or TANF. Covers medical bills and Medicare Part B premium. Aged (65+), blind and/or disabled must first apply for Supplemental Security Income (SSI) at the Social Security Administration.

QMB – (Qualified Medicare Beneficiaries)
Assistance with Medicare co-insurance, Medicare deductible and Medicare Part B premium for low income Medicare beneficiaries. (See addresses/phone #s listed above.)

SLMB–(Specified Low Income Medicare Beneficiaries)
Assistance with Medicare Part B premium only for low income Medicare beneficiaries. (See addresses/phone #s listed above.)
Social Security Administration

Social Security Administration, 4300 Cutler NE ................................................. 1-800-772-1213 (Toll Free)
Open 9 a.m. – 3 p.m. ................................................................................................. www.socialsecurity.gov

Disability Benefits
Benefits determined by past earnings for permanently disabled persons who have worked 5 of the last 10 years prior to becoming disabled.

Retirement (age 62 - 67) Dependent, Survivor’s Benefits.
Benefits determined by earnings & averaged over most of a worker’s lifetime.

Supplemental Security Income (SSI)
Supplemental financial assistance for persons who are blind, disabled or 65 years old or older and whose income and certain assets are below the SSI eligibility amount. Recipients automatically qualify for Medicaid.

V.A. Administration and Benefits/Services

Mayor’s Office of Veterans’ Affairs, City of Albuquerque, One Civic Plaza NW......(505)768-3011
Offers one source center for many different kinds of services for all veterans in Albuquerque. Help is provided for veterans’ families and survivors in achieving the quality of life deserved after their service for our country. Assists in referring veterans and family members to the most appropriate resources that can address needs such as immediate counseling after serving on a combat deployment; assistance with a disability claim; finding healthcare; locating employment; education support; or meeting housing concerns. Additional information is available at http://www.cabq.gov/mayors-office-of-veterans-affairs/.

V.A. Regional Office, 500 Gold SW................................................................................. 1-800-827-1000
Provides information on eligibility and benefits available to veterans................................................ www.va.gov

Utility Assistance Programs

Good Neighbor Fund (Electric only)................................................................................... 967-8045
Rio Grande Food Project, 600 Coors Blvd. NW, Abq. 87121. Must call for appointment.
Mon., Wed., Fri. 8:00 am - 10:30 am. FAX: 1-855-457-7560

Heat New Mexico Fund (Gas only).................................................................................. 872-1171
Salvation Army, 4301 Bryn Mawr Dr. NE. Funding available starting January 2nd until March 31st or when funding runs out.

Low Income Home Energy Assistance Program (LIHEAP).............................................. 222-9160
Assists income-eligible households by giving a one time payment toward energy bills. October through August 31. Applications taken at local Income Support Division (ISD) offices:
Northeast: 4330 Cutler NE........................................................................................................ 222-9600
for residents east of San Mateo & north of Central
Northwest: 1041 Lamberton Place NE................................................................................... 841-7700
for residents west of San Mateo & north of Central
Southeast: 1711 Randolph Rd SE .......................................................................................... 383-2600
for residents south of Central & east of the river, including the East Mountain area
Southwest: 3280 Bridge SW................................................................................................ 841-2300
for residents west of the river & south of Central, including Isleta Pueblo

Low Income Telephone Assistance Program (LITAP) - Century Link or LIHEAP ........1-800-244-1111
A link-up service that provides a discount on telephone service to Medicaid, Qualified Medicare Beneficiaries (QMB) & LIHEAP recipients. Required documentation: Medicaid card or LIHEAP certificate.
Low-Income Water Credit Program..........................................................615-0663
Small discount possible for Bernalillo County homeowners/occupants who meet income guidelines. Water bill must be current. Mon. - Fri., 9 a.m. – 12 p.m. or 1 p.m. – 3 p.m.
For other available resources, call DSA Senior Information..........................764-6400

Safelink Wireless, 5101 Copper Ave. NE, Alb........................................321-4638
Individuals may qualify for free cell phone and minutes if they participate in Federal Public Housing Assistance, Food Stamps, Medicaid, TANF, LIHEAP, Free National School Lunch.

Silver Horizons, .................................................................................884-3881
Provides electric, gas, water, propane, firewood, food pantry and utility assistance for low income seniors (62 and over) who live in Bernalillo County. The applicant must have a disconnect notice or a bill that is 30 or more days past due. Call to find out the date, time and location of our next Senior Assistance Fair.

CONSUMER AND LEGAL ASSISTANCE

Advance Directives: Packet containing NM Power of Attorney for Health Care and Instructions for Health Care and End-of-Life Decisions, and Cremation Authorization. Available at the Department of Senior Affairs’ Senior Information office (764-6400) and at monthly Advance Directives workshops provided by the Senior Citizens’ Law Office at North Valley Senior Center (761-4025). Financial power of attorney forms also available at these workshops.

Albuquerque Bar Association
Lawyer Referral Service..........................................................243-2615
$50/30 min. consultation with an attorney. No walk-ins accepted. Mon. - Fri., 9 a.m. - 3 p.m.
Legal FACS..........................................................256-0417
Free legal aid for income-eligible individuals or families, depending on service priorities.

Albuquerque Code Enforcement Zoning Counter..................................................924-3857
Housing..........................................................924-3450

Attorney General’s Office
Consumer Protection Division..............................222-9000, 222-9100 or 1-800-678-1508
Santa Fe........................................................................www.nmag.gov
Assistance with consumer complaints..............................1-800-678-1508
www.ago.statenm.us

Better Business Bureau of Southwest..............................346-0110 or 1-800-873-2224
Provides information on local companies and charities..........................www.bbbbsw.org

Bridge to Justice Program..........................................................797-6066 or 1-800-876-6227
$30/30 minutes with an attorney

Certificates
Certified copies of certificates of births occurring in New Mexico. $10 fee. Valid government-issued photo ID required. Information on how to get out-of-state birth certificates. Death Certificates not issued in Albuquerque, however, available through NM Vital Records in Santa Fe.*

Vital Records, Albuquerque..........................................................841-4183
Birth Certificates..........................................................841-4185
Death Certificates..........................................................1-866-534-0051
*New Mexico Vital Records & Health Statistics, Santa Fe..............................1-505-827-0121
www.vitalchek.com

Division of Insurance, N.M. Public Regulation Commission,
Santa Fe..............................1-888-427-5772 or 1-800-947-4722 or 505-827-4601
Investigates complaints regarding all types of insurance..............................www.nmprc.state.nm.us

Investment Fraud, Securities Division, 2550 Cerrillos Rd, Santa Fe, NM........1-800-704-5533 ext 3
PO Box 25101, 87504-5101..........................................................1-505-476-4580 (Legal Help-Line)
DISABILITIES PROGRAMS

Albuquerque Stroke Club ...............................................................(VM) 349-1629
Stroke survivors, their caregivers and families: information and assistance, resources, support groups, social activities; possible assistance for emergency transportation, mobility devices, etc. Call for further information.

Community Outreach Program for the Deaf (COPD) .................................................. 255-7638
Advocacy, vocational, rehab and interpreting services .................................................. Fax 255-8029

Curb-Side Residential Trash Collection, City of Albuquerque Solid Waste Dept ........................................... 761-8100 or 311
Requires a doctor’s letter that can be faxed “Attention Residential.” ........................................... (FAX) 761-8187
Special arrangements for people with a disability or illness who need assistance getting garbage cart to curb.

Curb-Side Solid Waste Collection ...................................................................................... 761-8100
Residential trash collection ................................................................................................. (FAX) 761-8300

DSA Home Retrofit Program, Department of Senior Affairs ........................................... 764-6400
Wheelchair ramps, grab bars, safety rails and bathroom safety equipment for income-eligible people of all ages living within city limits. Services to income-eligible county seniors aged 60+ as funding allows.

Adelante (Back in Use) ........................................................................................................ 341-7171
www.backinuse.com or 341-7171
Receives donated Durable Medical Equipment and gives usable equipment out to those in need who can’t afford to pay for it. No delivery. Call for item availability.

Handicap License Plates and Placards
Refer to Transportation Section of this Quick Guide on page 16 under ID Card/Motor Vehicle Division for locations, addresses and phone numbers. Free applications at State Motor Vehicle Division (MVD) Offices; small fee at private MVD offices.

Independent Living Resource Center 4665 Indian School Rd Ste #100 ................................................................. 266-5022
Independent living services either free or for a fee for people ............................................ (Voice & TTY) 1-800-260-5022
with disabilities in their own homes .................................................................................. (FAX) 266-5150
EDUCATION

Defensive Driving Classes
Classes for persons aged 50+ which can entitle them to a discount on their auto insurance.
Small fee for classes.

AAA Driver Improvement Program ................................................................. 291-6611
Classes on-line....................................................................................................... 291-6611
American Automobile Association, 10501 Montgomery Blvd. NE
Mon. - Fri., 9 a.m. - 5:30 p.m., Sat., 10 a.m. - 2 p.m.

AARP Driver Safety Program/Mature Driving 1931 Juan Tabo Blvd. NE, Suite J
To register for a class, contact a local senior center. For class information,
call the AARP Information Center, Mon. - Fri., 10 a.m. – 4 p.m.............................................. 830-3096

Central New Mexico Community College (CNM).............................................. Info Desk 224-3000
Offers occupational & trade classes, Arts & Science courses................................Enrollment 224-3160
a customized workforce training program........................................................................ www.cnm.edu

Community Education................................................................. For Registration and information 224-5506
Lifelong learning opportunities for students of all ages on many topics
ranging from basic art classes, computer literacy, and more. Fees are reasonable.

G.E.D., Adult Basic Education, and English as a Second Language: $10........ 224-4282

Department of Senior Affairs – DSA Senior Centers............................................. 764-6400
Offer a variety of classes including computer, language, literature/writing, art, dance,
drama, and more for ages 50+. Call individual senior center for details.
(See “Senior Centers” for telephone numbers.)

Life Long Learning for NewMexicans (LLL)..................................................... 888-7370; Catalog 888-7370
Offers affordable daytime academic courses for adults aged 50+.............................. www.lifelonglearningnm.org
No membership fee. Small fee per class.

OASIS (Enriching the Lives of Mature Adults).................................................. 889-0927
Arts, humanities and health maintenance classes/fieldtrips for persons aged 50+........ www.oasisnet.org
Membership & class fees. Volunteer opportunities. Intergenerational tutoring.

UNM Continuing Education............................................................................ www.dce.unm.edu
Information and Registration............................................................................ 277-0077
10% discount for senior citizens aged 65+ for most classes.
EMPLOYMENT

HELP - New Mexico, Inc.................................................................766-4936
Income eligibility work experience program for low income adults 18+. Provides assistance with employment counseling, job placement and training.

New Mexico Work Force Connections...........................................843-1900
501 Mountain Road NE - Testing and assessment, resume assistance. www.jobs.state.nm.us
employment counseling, assistance with job placement & training.
Information on unemployment benefits, etc..................................841-4000

Title V Senior Employment Programs
Work experience programs to retrain low-income persons aged 55+ and assist them with job placement. Twenty hours per week at minimum wage.

Goodwill Industries Senior Community Service Employment Program..................................................881-6401
5000 San Mateo NE...........................................................................998-2896
National Indian Council on Aging..................................................292-2001
10501 Montgomery NE, #210 87111........................................www.nicoa.org........................................(FAX) 292-1922

HEALTH CARE

Addiction Referral Programs
ALANON www.nmal-anon.org.........................................................262-2177
Alcoholics Anonymous Information..............................................(Spanish) 266-3688; (English) 266-1900
Gamblers Anonymous .....................................................................260-7272
Gamblers Hotline (New Mexico Council on Problem Gambling)..........................................................1-800-572-1142
Narcotics Anonymous .....................................................................260-9889
Nicotine Anonymous .....................................................................265-8113
Overeaters Anonymous ..................................................................891-2664
Albuquerque Metropolitan Central Intake (AMCI)..........................272-9033

Health Information Lines
Alzheimer’s Helpline.....................................................................266-4473 or 24-hour hotline 1-800-272-3900
Answers questions about Alzheimer’s, dementia and aid programs; gives referrals to appropriate services.

New Mexico Health Exchange........................................www.bewellnm.com........................................1-855-NMHIX (66449)
Health insurance under the Affordable Care Act.

Prescription Drug Information Line................................1-800-432-2080 NM State Attorney General’s Office compares prices........www.ago.state.nm.us of randomly selected drugs at local pharmacies.

Health Programs - Senior
American Heart and Stroke Association......................................(505)353-5800
Mission is to build healthy lives free of Cardio Vascular diseases and stroke.

GEHM Clinics - Geriatric Education and Health Maintenance - UNM College of Nursing
Nurse-managed clinics provide a variety of health promotion services for persons 55 & over. Services include: blood pressure & diabetes screening; health assessments; counseling related to nutrition, health problems, aging process, medication management; diabetic self-management education and more. Appointments required for fitness physicals. Donations accepted but not required. All clinics held from 9 a.m. - 1p.m. Call the following senior centers for clinic dates at their centers:

Barelas, 714 7th SW............................................................................764-6436
Highland, 131 Monroe NE..................................................................256-2000
Los Volcanes, 6500 Los Volcanes NW..............................................767-5999
Manzano Mesa Multigenerational Center, 501 Elizabeth SE.......................275-8731

www.jobs.state.nm.us
Health Programs – Other

Albuquerque Speech, Language and Hearing Center ......................................................... 247-4224
9500 Montgomery NE, Suite 215, Dispenses a comprehensive range of hearing aids, speech and language evaluations and therapy, hearing tests and related services. A wide range of insurance accepted. Mon. - Thurs., 8 a.m. - 6 p.m., Fri., 8 a.m. - 5 p.m.

General dentistry at:
2116 Hinkle SE .................................................................................................................. 843-7493 or 765-5683
1231 Candelaria NW ....................................................................................................... 345-8300 or 345-8309
6900 Gonzales SW ........................................................................................................... 836-5422 or 831-2534

Dental Care in Your Home ................................................................................................. 615-0951
Complete dental care for individuals who are home bound due to illness, accident, special needs or age.

First Choice Community Health Care
For information regarding locations and medical/dental appointments, call .......... 831-2534 or 873-7400

Stanford Public Health Office, 1111 Stanford NE ................................................................ 841-4100
Preventive health services. S.T.D. (Sexually Transmitted Disease) clinic. Issues birth certificates.

Prescription Drug Assistance Program
Information about free & discounted prescription drugs
MEDBANK — NM Aging & Long Term Services Dept ..................................................... 1-800-432-2080

Mental Health Programs

NAMI (National Alliance on Mental Illness), Albuquerque ................................................ 256-0288
10 a.m. - 1 p.m.; Support, education and advocacy for those dealing with mental health issues. If no answer, leave message.

UNM Psychiatric Center, 2600 Marble NE ........................................................................ 272-2800
Inpatient, outpatient and emergency psychiatric care; specialized clinics.

Geriatric–Psychiatric Unit ................................................................................................. 272-8314
Short-term hospital treatment for persons over 55 suffering from emotional disturbances.

Psychiatric Emergency Crisis Unit .................................................................................. 272-2920
A 24-hour service staffed by clinicians to respond to individuals with any type of psychiatric emergency. Psychiatric Unit for Persons 55+.

Senior Outpatient Clinic – for persons aged 60+ ............................................................. 272-2174
Information available about depression for persons aged 65+ ........................................... 272-2174

Senior Wellness Programs

Blue 60Plus ......................................................................................................................... 816-4454
A no cost program offered by Blue Cross/Blue Shield of New Mexico (BC/BSNM) for seniors 60 and older. The program helps members stay active and healthy through educational seminars, social activities and health screenings. You do not need to be a BC/BSNM member to join.
**Presbyterian Senior Connection** ........................................................................................................... 823-8352
A community membership program, for ages 60 and over, focusing on the special wellness needs of seniors. Provides health promotion, education and social opportunities. Reasonable one-time enrollment fee.

**American Red Cross Emergency Minor Home Repair** ................................................................. 265-8514
7445 Pan American W. Fwy NE. Minor repairs for occupant homeowners who live within the city limits and meet income eligibility requirements. www.redcrossnewmexico.org

**Department of Senior Affairs Home Services Programs**
*Contributions requested. No one will be denied services if he/she chooses not to contribute.*

**DSA Home Chores** ................................................................. 764-6400
Chore services such as seasonal light yard cleaning and installation of smoke detectors for frail and/low income Bernalillo County homeowner occupants aged 60+.

**DSA Home Retrofit** ................................................................. 764-6400
Wheelchair ramps, grab bars and bathroom safety equipment. Under 60 years old, disabled individuals within city limits only, must meet income guidelines. 60+ throughout Bernalillo County with no income criteria.

**DSA Minor Home Repair** ................................................................. 764-6400
Minor repairs for low income homeowner occupants over 60 within Bernalillo County. Non-licensed work only.

**Home Owners Rehabilitation Programs**
Office of Neighborhood Revitalization, City of Albuquerque ................................................................. 767-5825
Bernalillo County Housing Dept., 1900 Bridge SW ................................................................. 314-0208

**Weatherization (Central New Mexico Housing Corporation)** ................................................................. 345-4949
703 Osuna Rd NE, Ste #2. Weatherization for low-income occupant homeowners within Bernalillo, Sandoval, Torrance, and Valencia counties and some pueblos. Assessment for energy conservation measures. Does not provide skirting for mobile homes. No water bills paid.

**Albuquerque Apartments** ................................................................. www.apartmentguide.com
Search for information on affordable rental housing. Check with libraries & community centers about accessing their computers.

**Housing Discrimination**
Housing Discrimination Hotline ................................................................. 1-800-669-9777
U.S. Dept of Housing & Urban Development (HUD)
Albuquerque Human Rights Office ................................................................. 924-3380
Plaza Del Sol Bldg., 600 2nd St. NW, Suite 520

**Landlord/Tenant Problems – New Mexico Legal Aid**, 301 Gold SW 87102................................................................. 243-7871
Public benefits, domestic violence victims only, landlord, and other civil legal matters for low-income persons.
Housing, continued

Office of Neighborhood Coordination ................................................................. 924-3914
........................................ www.cabq.gov/planning/our-department/office-of-neighborhood-coordination
Peak Management Inc., 401 Alvarado St. SE, Suite A, 87108 ........................................ 830-9808
Listings of housing for independent disabled seniors, HUD assisted and 30% of income.

Rental Assistance and Public Housing Information

Albuquerque Housing Authority, 1840 University Blvd. SE ........................................ 764-3920
Bernalillo County Housing Dept., 1900 Bridge SW .................................................. 314-0200

Reverse Home Equity Loan Information ................................................... www.aarp.org/money/revmort
Government program allowing seniors to draw down money on their home equity.
For information visit AARP website.

IN-HOME CARE AND CAREGIVER RESOURCES

Abuse, Neglect and Exploitation

NM Aging and Long Term Services Department
Adult Protective Services (APS) Intake ................................................................................... 1-866-654-3219

New Mexico Children, Youth & Families
Statewide Central Intake & Foster Future Hotline ........................................ 1-855-333-7233 (from cell phone #7233)
Investigates all allegation of ABUSE, NEGLECT and/or EXPLOITATION........ www.state.nm.us/cyfd
of individuals 18yrs and older. Offers services to prevent or remedy above situations.

Care Coordination

DSA Care Coordination ................................................................................................. 764-6400
Comprehensive in-home assessment of persons aged 60+, linkage with appropriate services & on-going follow up.

Homemaker Services

For eligibility assessment, call DSA Senior Information ............................................. 764-6400
Homemaker services for Bernalillo County seniors aged 60+ who need help with two or more activities of daily living.

Respite Care

Adult Day Services (Licensed),
Safe and pleasant places for frail elders aged 60+ and adults with disabilities age 18+ to stay during the day.
Prevent premature institutionalization, provide respite for caregivers and provides social and recreational activities. Snacks, lunch and limited transportation to and from site. Limited Area Agency on Aging Resources are available to support adult daycare services for people aged 60+.

Cornucopia, 2002 Bridge Blvd. SW ........................................................................ 877-1310
Share Your Care ............................................................................... www.shareyourcare.org 298-1700
Barelas, 714 Seventh SW .................................................................................... 764-6445
Bear Canyon, 4645 Pitt NE ................................................................................. 291-6219
Los Volcanes, 6500 Los Volcanes NW .............................................................. 836-8797
North Valley, 3825 Fourth NW ............................................................................. 761-4001
Ponderosa, 5301 Ponderosa NE ......................................................................... 881-8982
Respite Care
For eligibility assessment, call DSA Senior Information .............................................764-6400
In-home care for frail elders whose caregivers need temporary relief.

Respite Voucher Program, Alzheimer’s Association ..............................................266-4473 or 1-800-272-3900
Financial assistance for caregivers of individuals with Alzheimer's/dementia.

Extensive Long-Term Care Programs
(Nursing Home Alternatives)

Centennial Care (Medicaid), Human Services Department
Application questions, Medicaid Expansion Hotline .............................................1-855-637-6574
General questions, Medicaid benefits/coverage/getting a new Medicaid card ..........1-888-997-2583

Centennial Care (Medicaid), Managed Care Organizations,
Member Services Toll Free Contact numbers:

Blue Cross/Blue Shield ........................................................................................................1-866-689-1523
Molina Health Care .............................................................................................................1-877-373-8986
Presbyterian Health Plan .....................................................................................................505-923-5157
Outside Albuquerque .........................................................................................................1-888-806-8793
United Healthcare Community Plan ..................................................................................1-877-236-0826

InnovAge Greater NM PACE Program, 904-A Las Lomas, Albuquerque ..................................924-2650
Program of All-inclusive Care for the Elderly (PACE): Day health center including medical clinic, adult day care, social services, rehabilitation, transportation, in-home services & inpatient care (when needed) for seniors aged 55+ who live in Bernalillo County or within 30 minutes travel from the center. Free for Medicare & Medicaid recipients. Private pay accepted.

NM Aging & Long Term Services Department, Aging and Disability Resource Center
Centennial Care (Medicaid), Community based Central Registry Waiting List ...............1-800-432-2080

Caregiver and Other Services

Alzheimer’s Helpline ........................................................................................................266-4473 or 1-800-272-3900

The Care for Caregiver Program, Area Agency on Aging .............................................842-8206
Offering free, one day retreats for Caregivers 60 years old or older or who are caring for someone 60 or older. Meeting in a supportive atmosphere to discuss and share experiences. Call for further information.

Department of Senior Affairs’ Senior Information office ...........................................764-6400
For information & literature about other support services, such as personal emergency response systems, support groups, grocery stores & pharmacies that deliver to the home, assisted living facilities, nursing homes, hospices, homemaker agencies, & case management programs.

Long-Term Care Ombudsman Program .......................................................................222-4500 or 1-866-842-9230
Responds to complaints from or on behalf of residents of nursing homes.....www.nmaging.state.nm.us and adult residential care homes (assisted living). Advocates for residents to resolve complaints.

N.M. Aging & Long Term Services Dept. Resource Center ........................................1-800-432-2080
Information and referral to programs or providers in the Long-Term Care System (services for consumers who have limitations in their ability to perform activities of daily living due to physical and/or cognitive impairment).
NUTRITION RESOURCES

Department of Senior Affairs

Senior & Multigenerational Centers and Satellite Senior Center Meal Sites

*Lunch contributions requested. No one will be denied services if he/she chooses not to contribute.

Breakfast and lunch for seniors aged 50+. Fee charged.

Bear Canyon Senior Center, 4645 Pitt NE, 87111..............................................................767-5959
Highland Senior Center, 131 Monroe NE, 87108...............................................................256-2000
Palo Duro Senior Center, 5221 Palo Duro NE, 87110.......................................................888-8102

Breakfast. Fee charged. Lunch for seniors aged 60+. Contribution requested.* Fee charged for guests under age 60. Must call before 12:00 noon the day before you want a reservation.

Barelas Senior Center, 714 Seventh SW, 87102.................................................................764-6436
Los Volcanes Senior Center, 6500 Los Volcanes NW, 87121............................................767-5999
Manzano Mesa Multigenerational Center, 501 Elizabeth SE, 87123.............................275-8731
North Domingo Baca Multigenerational Center, 7521 Carmel Ave. NE 87113............764-6475
North Valley Senior Center, 3825 Fourth NW, 87107.......................................................761-4025

Lunch for seniors aged 60+. Contribution requested.* Fee charged for guests under age 60. Must call before 12:00 noon the day before you want a reservation. Activities and socialization opportunities. Transportation provided for neighborhood participants at some sites. Monday through Friday, 9 a.m. - 2 p.m.

Satellite Senior Center Meal Sites

Alameda Satellite, 9800 Fourth NW, 87114..............................................................897-8896
Armijo Satellite, 1714 Centro Familiar SW, 87105.........................................................873-0047
Embudo Towers Satellite, 8010 Constitution NE, 87110................................................764-6467
**Satellite Senior Center Meal Sites, con’t.**

- **Encino Gardens Satellite**, 412 Alvarado SE, 87108........................................... 764-6467
- **Encino Terrace Satellite**, 609 Encino Place NE, 87102........................................... 764-6467
- **La Amistad Satellite Senior Center**, 415 Fruit NE, 87102........................................... 848-1395
- **La Mesa/Cesar Chavez Community Center**, 7505 Kathryn SE, 87108........................................... 256-2680
- **Los Duranes Community Center**, 2920 Leopoldo NW, 87104........................................... 767-5900
- **Mountain Communities/Tijeras Senior Center**, #10 Tijeras Ave., Tijeras, 87059... 286-4220
- **Pajarito Satellite Senior Center**, 6080 Isleta Blvd SW, 87105........................................... 873-6617
- **Paradise Hills Satellite**, 5901 Paradise Blvd NW 87114........................................... 314-0246
- **Rio Bravo Satellite Senior Center**, 3910 Isleta Blvd. SW, 87105........................................... 873-6647
- **Shalom House**, 5500 Wyoming NE, 87109........................................... 823-1434
- **South Valley Multi-Purpose Senior Center**, 2008 Larrazalo Rd. SW, 87105.... 468-7604
- **Taylor Ranch Community Center**, 4900 Kachina Street NW, 87120........................................... 768-6006
- **Thomas Bell Community Center**, 3001 University SE, 87106........................................... 848-1333
- **Wainwright Manor Satellite**, 5601 Gibson SE, 87108........................................... 764-6467
- **Whispering Pines Satellite Senior Center**, #6 Lark Road, Tijeras, 87059... 281-8003

**Home-Delivered Meals**

- **Albuquerque Meals-On-Wheels** ................................................................................. 823-8060
  Home-delivered meals and daily social contact for the elderly, homebound, convalescing, and disabled. Special diets available and special rates may be available. No age restrictions. Mon. thru Fri., 9 am - 2 pm.

- **DSA Home-Delivered Meals, Department of Senior Affairs**
  Initial requests.......................................................... 764-6400
  Meal delivery information.......................................................... 764-6433
  Home-delivered meals for frail homebound elderly 60+ who cannot cook for themselves and have no one available to cook for them. Heart-healthy meals. Limited frozen weekend meals. Contributions requested. No one will be denied services if he/she chooses not to contribute.

**Other Food Sources**

- **Commodities**
  Call for locations: **Roadrunner Food Bank**................................................................. 247-2052 ext. 125
  TEFAP (The Emergency Food Assistance Program) emergency food boxes for low-income persons distributed at various food pantries................................................................. www.rrfb.org

- **EBT Card/SNAP, formally Food Stamps**, Income Support Division, N.M. Human Services Department
  Eligibility information at nearest area Income Support Office:

  - **Northeast**: 4330 Cutler NE...................................................................................... 222-9600
    for residents east of San Mateo & north of Central
  - **Northwest**: 1041 Lamberton Place NE.................................................................... 841-7700
    for residents west of San Mateo & north of Central
  - **Southeast**: 1711 Randolph SE.................................................................................. 383-2600
    for residents south of Central & east of the river, including the East Mountain area
  - **Southwest**: 3280 Bridge SW...................................................................................... 841-2300
    for residents west of the river & south of I-40, including Isleta Pueblo
Other Food Sources, continued

**ECH**O Inc. CSFP, 300 Menaul Blvd. NW, Suite 226............................................................242-6777
Box of food each month if income and age eligible. Need proof of income, proof of residency, birth certificate for children 6 years old and younger, and picture ID.

**Salvation Army Emergency Food Project**, 4301 Bryn Mawr NE..........................................872-1171
Groceries for persons who are in need. Require proof of residency and income plus a picture ID. ID also needed for other household members.

**The Storehouse**, 106 Broadway SE..........................................................................................842-6491
Emergency food boxes and clothing for low-income, unemployed or homeless persons. A monthly food box program for elderly and disabled homebound persons. Require New Mexico photo ID and birth certificate for children. Hours are 8:45 a.m. to 11 a.m. Tuesday to Friday. Saturdays 8:45 a.m. to 11 a.m. (Food only.)

**PET RESOURCES**

**Animal Humane Society of New Mexico** ...............................................................................255-5523
Adoptions, spay/neuter services, vaccination clinics, donor-subsidized Veterinary clinic for qualified individuals, trap-neuter-return for feral cats, etc.

**City of Albuquerque, Animal Welfare** ..................................................................................764-1170
Low cost/free spay and neuter for cats and dogs for qualified individuals, animal noise, licenses, adoptions, rescue group lists, education, etc.

**Best Friends Animal Society** ...............................................................................................440-3441
Adoptions, information about sterilizing the unowned street cats in your neighborhood

**Best Friends Pet Cremation** ..................................................................................................345-5615
Cremation and cemetery

**New Mexico Animal Friends** ...............................................................................................881-7297, option 3
Adoptions, information about sterilizing the unowned street cats in your neighborhood

**PHYSICAL FITNESS**

Department of Senior Affairs - Senior Sports & Fitness.........................................................880-2800

**DSA Senior Exercise Program**: Exercise to Music (low impact aerobics), Stretch & Tone, Stability Balls, and Gentle Exercise classes at all 7 Centers and many satellite centers.

**DSA Adapted Aquatics**: Centers Transport to exercise classes for individuals with arthritis and/or limited mobility in a warm water therapy pool.

**DSA Winter Sports Program**: Lessons & day trips in snowshoeing, downhill & cross country skiing, & overnight ski trips to Colorado.

**DSA Winter Sports Competitions**: Downhill & cross country skiing, snowboarding, snowshoeing, snowball throwing for accuracy & distance, team ice hockey, & ice skating.

**DSA Albuquerque 50+ Olympics**: Competitions in 26 sports and 100+ events each spring) for Albuquerque/Bernalillo County residents aged 50+. Winners advance to both State and National Senior Olympics. Year round practices, leagues, & workshops also offered.
DSA Weight Training/Fitness Facilities: State-of-the-art exercise equipment to assist seniors to improve strength & maintain a healthy lifestyle. Prior to use, participants are advised to attend an orientation.

Los Volcanes 50+ Sports & Fitness Center ................................................. 767-5985
6500 Los Volcanes Rd., NW, SuiteB.
Manzano Mesa Multigenerational Fitness Room ...................................... 275–8731
501 Elizabeth SE, 87123. Open to those aged 18+.
North Domingo Baca Multigenerational Fitness Room ............................ 764-6496
7521 Carmel Ave. NE, 87113. Open to those aged 18+.
North Valley Fitness Room ...................................................................... 761–4025
Palo Duro 50+ Sports & Fitness Center ..................................................... 880-2800
3351 Monroe NE, 87110

JCC Pro Fitness Center, Jewish Community Center, 5520 Wyoming NE ........ 332–0565
State-of-the-art fitness facility with complete cardiovascular line, resistance & stretching area, indoor track, & physical therapy. Registration & monthly fees.

Mall Walkers

Coronado Mall, 6600 Menaul NE. Monday - Saturday, 6a.m. - 10a.m.; Sunday starting at 9:30 am. Enter at entrance just west of Penny’s truck court. Register at Coronado Mall Customer Service desk.
Cottonwood Mall, 10000 Coors Blvd NW. Monday - Saturday, 7a.m. - 9a.m.; Sunday 10a.m. - 6p.m. Any entrance.
Winrock Mall, 2100 Louisiana NE. Mall walking daily at 6:30 am. Enter through any entrance. Join the free In Stride Mall Walkers program. Registration takes place the last Tuesday of the month from 8:30 a.m. - 10a.m. in the food court.

New Heart, Inc., 601 Lomas Blvd. NE ......................................................... 881-8195
Non-profit center for wellness, exercise, cardiac rehabilitation and classes for diabetes prevention & management.

Presbyterian Healthplex 6301 Forest Hills Dr. NE ..................................... 823–8399
Presbyterian Healthplex is a senior-focused wellness & rehab facility. Expertly staff trained in disease management. Registration and monthly fees.

Presbyterian Aquatics Therapy Program ................................................. 823–8300
Warm water therapy to reduce pain & increase range of motion & strength for individuals with arthritis & limited mobility. Classes are directed by instructors who guide participants through stretching, strengthening, & aerobics. $35 for initial evaluation & then $51 per month.

Taylor Ranch Community Center, 4900 Kachina Rd. NW 87120 ............ 768–6006
Fitness facility on Albuquerque Westside. Treadmills, bikes, steppers, elliptical trainers & weight machines for a complete workout. Monday - Friday, 8:00 a.m. - 9:00 p.m.; Saturday 9:00 a.m. - 3:00 p.m.

YMCA Physically Challenged & Determined Wellness Program ............ 292–2298
McCleod YMCA, 12500 Comanche NE. Wellness information, exercise techniques, & personal goal setting for people with physical challenges & seniors who have been sedentary most of their adult life. Annual or monthly YMCA membership fee.
SENIOR & MULTIGENERATIONAL CENTERS
City of Albuquerque/Bernalillo County Department of Senior Affairs

Recreational activities, meals, educational opportunities, social services, health screenings and much, much more are provided for the 50+ population. Open 8:00 a.m. to 5:00 p.m., Monday through Friday; Saturday and evening hours vary at each site. Planet50+ is a specially designed program for Baby Boomers still in the workforce with course offerings after 5 p.m. and on Saturdays; please call 764-6400 for a current schedule or visit us online: www.cabq.gov (Planet50+). (See Nutritional Resources page for listing of City of Albuquerque Satellite Senior Centers.)

Barelas, 714 7th St. SW, 87102.................................................................764-6436
Bear Canyon, 4645 Pitt NE, 87111..............................................................767-5959
Highland, 131 Monroe NE, 87108............................................................256-2000
Los Volcanes, 6500 Los Volcanes NW, 87121.........................................767-5999
North Valley, 3825 4th NW, 87107............................................................761-4025
Palo Duro, 5221 Palo Duro NE, 87110......................................................888-8102
Manzano Mesa Multigenerational Center, 501 Elizabeth SE, 87123...........275-8731
North Domingo Baca Multigenerational Center, 7521 Carmel Ave. NE, 87113......764-6475

The two Multigenerational Centers are for all ages, providing recreational activities, meals, educational opportunities, social services, health screenings and much more for participants age 6 and over. Open 8:00 a.m. to 9:00 p.m. - Monday through Friday, 9:00 a.m. to 3:00 p.m. on Saturdays.

Other Centers

Albuquerque:
South Valley Multi-Purpose Senior Center, 2008 Larrazolo Rd. SW, 87105........468-7341
Taylor Ranch Community Center, 4900 Kachina St. NW................................768-6006

Belen:
Belen Multi-Purpose Senior Citizens Center.............................................864-6739 or 864-2663
715-A South Main, 87002........................................................................www.co.valencia.nm.us

Del Rio Senior Citizens Center, 351 Rio Communities Blvd., 87002........864-7500

Bernalillo:
Bernalillo Senior Citizens Center, 255-B Camino del Pueblo, 87004..............867-9448

Bosque Farms:
Bosque Farms Community Center, 950 North Bosque Loop, 87068...............869-5133

Corrales:
Corrales Senior Center, 4324-A Corrales Rd., Corrales, NM 87048..............897-3818

Los Lunas:
Fred Luna Senior Citizens Center, 315 Don Pasqual Rd..............................839-3853
Meadow Lake Senior Citizens Center, 100 Cuero Lane.............................865-8824

Rio Rancho:
Meadowlark Senior Center, 4330 Meadowlark Lane SE, 87124..................891-5018
Meadowlark Meal Program, 4330 Meadowlark Lane SE, 87124...............896-8313

For more information about other recreational opportunities and fun sports and fitness programs, call the Department of Senior Affairs - DSA Senior Information.................................................764-6400
**TRANSPORTATION**

**Catholic Charities**, 3301 Candelaria NE, 87107 ................................................................. 724-4659
Transportation to medical appointments, grocery shopping ........................................... www.ccasfnn.org
and business offices for seniors 60+. Services free but donations are welcome. Registration and 1 week notice required. One ride per week.

**City Transit** ......................................................................................................................... www.cabq.gov/transit

**ABQ Ride** .............................................................................................................................. 243-7433
$1.00 for persons under 62. $0.35 for persons over 62 with a government issued picture ID or driver’s license with date of birth. Fee for original card: $2.00. Act Now discounted bus pass: $30.00. Regular/$12.00 Seniors.

**ABQ Mini-Ride/Sun Van**
For applications call ..................................................................................................................... 724-3100
For reservations call ..................................................................................................................... 243-7433
For certified mobility impaired persons living within Albuquerque & most of Bernalillo County.
$2.00 one way. Wheelchair capable.

**Department of Senior Affairs - DSA Transportation Program** ........................................ 764-6464
Medically-related or other transportation for persons age 60+. Wheelchair capable.
Rides scheduled on first call basis. Requests may be made the day before or up to one week prior to the date that a ride is needed.

Seniors with special transportation needs: call DSA Senior Information ................................ 764-6400
Contributions requested. No one will be denied services if he/she chooses not to contribute.

**ID Cards (for persons without drivers’ licenses) can be purchased at:**

**NM Motor Vehicle Division (MVD)** www.mvd.newmexico.gov ............................................. 1-888-683-4636
Monday - Friday 8 am - 4 pm. State operated - No age limit. $18.00 for 4-year card/$34.00 8 year card. Free for persons age 75+.

- **Bernalillo**, 829 Camino del Pueblo, Bernalillo ................................................................. 867-4131
- **Montgomery Plaza**, 4575 San Mateo NE, Suite G-190.................................................... 875-0715
- **Rio Bravo**, 3211 Coors SW, D-10 ..................................................................................... 452-9239
- **Rio Rancho**, 4114 Sabana Grande Ave ............................................................................. 1-888-683-4636 or 891-5014
- **Sandia Vista**, 11500 Menaul NE, Suite F-1 $10.00 4year ID. $18.00 8 year ID ............. 292-4570
- **Metro**, 801 4th St NW, Suite M ....................................................................................... 764-6650
- **Tijeras**, #12 Camino Municipal, Tijeras ........................................................................... 281-2250

**VOLUNTEER PROGRAMS - DEPARTMENT OF SENIOR AFFAIRS**

**Foster Grandparent Program** ............................................................................................. 764-6412
Volunteer opportunities for seniors (aged 55 and over) to work with special needs children; stipend available for those that qualify.

**RSVP (Retired & Senior Volunteer Program)** ...................................................................... 764-1616
Recruits and facilitates the placement of volunteers (aged 55 and over) in public and non-profit organizations to meet community needs.

**Senior Companion Program** ............................................................................................... 764-1612
Volunteer opportunities for seniors (aged 55 and over) to work with homebound elderly; stipend available for those that qualify.
MOST FREQUENTLY CALLED TELEPHONE NUMBERS

City of Albuquerque Department of Senior Affairs.................................................................764-6400

City of Albuquerque Department of Senior Affairs Administration Offices...........764-6432

311 (City of Albuquerque Citizens Contact City-Wide Information Center).................311

911(Emergency).........................................................................................................................911

Albuquerque Ambulance (24/7).............................................................................................761-8200

Animal Control.......................................................................................................................311

Animal Humane Association..............................................................................................255-5523

Fire Department (City of Albuquerque Fire/Rescue).........................................................833-7397

(County Fire Department/Rescue).......................................................................................798-7000

Poison Control (New Mexico Poison/Drug Information).............................................1-800-222-1222

Police Department (Albuquerque Police Department)........................................242-2677/242-COPS

Road Services (New Mexico Highway and Transportation Department).................798-6600

Sheriff’s Department (Bernalillo County Sheriff’s Department)..............................798-7000

Solid Waste Management Department

(Garbage/Trash Pick-up Information)..............................................................................761-8100
(Residential Large Item Pick-up)......................................................................................761-8100

Utilities

(PNM – Public Service Company of New Mexico).........................................................246-5700
(New Mexico Gas Company).........................................................................................1-888-664-2726

Water Utility Authority Albuquerque Bernalillo County(Billing Inquiries)..............842-9287
(Emergencies After Hours)..............................................................................................857-8250
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By phone: 1-866-597-6505 • TTY/TDD 711

We are open 8 a.m. - 8 p.m., local time, 7 days a week. If you are calling from February 15 - September 30, alternate technologies (for example, voicemail) will be used on the weekends and holidays.

The benefit information provided is a brief summary, not a complete description of benefits. For more information contact the plan. Limitations, copayments, and restrictions may apply. Benefits, formulary, pharmacy network, provider network, premium and/or co-payments/co-insurance may change on January 1 of each year. You must continue to pay your Medicare Part B premium.

Blue Cross and Blue Shield of New Mexico offers Blue Cross Medicare Advantage (HMO)SM, Blue Cross Medicare Advantage (HMO-POS)SM and Blue Cross Medicare Advantage (PPO)SM.

Plans available in Bernalillo, Cibola, Guadalupe, Los Alamos, Mora, Rio Arriba, San Miguel, Sandoval, Santa Fe, Socorro, Torrance and Valencia counties. HMO, HMO-POS and PPO plans are provided by Blue Cross and Blue Shield of New Mexico, a Division of Health Care Service Corporation, a Mutual Legal Reserve Company (HCSC), an independent licensee of the Blue Cross and Blue Shield Association. HCSC is a Medicare Advantage organization with a Medicare contract. Enrollment in HCSC’s plans depends on contract renewal.

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