

Brought to you by  
**Altenheim Resource Services**

Empowering older adults and caregivers through information, education, and support  
Contact us with questions about aging or caregiving issues

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## **SCAMS**

### A Government Agency Called Me

"The [Social Security Administration](#) (or Medicare or the IRS) just called and wanted me to confirm my personal information (SSN, Medicare number, date of birth, etc)." No. They. Didn't. Government entities will not cold call you. They do not need to confirm your personal information. They have it! Don't give these callers information. Do not answer the call or hang up if you did answer! If you have a question about your account at any government agency, call them directly with the number provided on the official website or on your account correspondence.

### I'm Paying My Bill on a Social Media Page

Mountaineer Gas included an insert in their most recent bill about a fake Facebook page posing as the company and they warn consumers "Please do not interact with any other social media page using the name 'Mountaineer Gas Company'. Contact Mountaineer Gas Company at 1 800 834-2070 if you need to verify that you are interacting with a legitimate Mountaineer Gas Company employee.

### Medicare Enrollment Scams

Our local SHIP counselor shared a Medicare Minute tip sheet that warns beneficiaries of marketing scams. We are warned to watch out for people who \*ask for our personal information, \*say they represent Medicare, \*send you unsolicited texts or emails or telephone you, \*pressure you to enroll in their plan, or \*offer gifts for enrollment in their plan. Report potential marketing violations to your local SHIP counselor or the Senior Medicare Patrol.

## **EYEDROP INFORMATION**

Do you use over-the-counter eye drops? Many people have issues with dry eyes and their optometrists have recommended lubricant eye drops. There are several brand name drops as well as generic drops. The FDA warned consumers that several products were being recalled and not to use them. Check the FDA website for a [list of the eyedrops that have been recalled](#).

## **CAREGIVING: NATIONAL FAMILY CAREGIVERS MONTH**

We honor our caregivers in November recognizing that thousands of hours of uncompensated care has been provided! In 2021, it was estimated that [the equivalent of \\$600 BILLION +](#) was provided by unpaid caregivers. Caregiving is a difficult task that has emotional, physical, psychological, financial, and work-related implications. Offer support. Offer to help with a specific task. (Take them dinner, do an errand, sit with their care receiver.) It's a lonely job. Send a card or a note.

## **THE HOLIDAYS ARE COMING**

It's hard to believe that the holidays are just around the corner. Thanksgiving is a little over two weeks away and then it's a whirlwind of shopping and cooking and visiting. Sometimes the holidays are the only times families visit. Pay attention to your loved one. Do you notice changes from the last time you were together? Is mail stacked up? Are there shut-off notices? Is the food in the refrigerator out-of-date? Is personal hygiene declining? Has your loved one lost weight? If you notice changes, find out what services are available to help and talk to your family member. In-home assistance, grocery deliveries, or transportation programs can make a big difference in a loved one's independence. If you need free, confidential information on services that may help your loved one, give us a call!