

## DISCOUNT AND FINANCIAL BENEFITS LISTING



Discounts for senior citizens may be provided at various locations.

Establishments are located throughout the Philadelphia area.

Always be sure to inquire before making a purchase.

*Philadelphia Corporation for Aging  
Helpline Department  
642 N Broad Street  
Philadelphia, PA 19130-3409  
215-765-9040 215-765-9041 (TDD)  
MON-FRI 8:30 AM – 5:00 PM*

### ***TABLE OF CONTENTS***

#### **LEGAL**

Community Legal Services	1
Philadelphia Commission on Human Relations	2

Senior Law Center	2
Temple University — Elderly Law Project	3
Temple University — Legal Aid Office	3
Victims Compensation Program	4

Women Against Abuse — Legal Center	4
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## **MEDICAL**

Direct Mobile Dental Services	5
EyeCare America	5
Health Care Centers	6
Pennsylvania Breast and Cervical Cancer Early Detection Program	7
PA MEDI	8

## **PHARMACEUTICAL DISCOUNT PROGRAMS**

AARP Prescription Discounts	9
Free RX Plus	9
Medicare Prescription Drug Coverage	9
Medicine Assistance Tool	10
PACE	10
PACENET	11

## **RECREATION/ADDITIONAL BENEFITS**

Bureau of State Parks	13
Morris Animal Refuge	13
PA Bureau of Dog Law Enforcement	14
PA Fish Commission and Boat Commission	14
PA Game Commission	14
PA Historical and Museums Commission	15
Pennsylvania SPCA	15

## **TRANSPORTATION**

Amtrak	16
Bureau of Driver Licensing	16
Delaware River Port Authority	17
ModivCare Solutions, LLC	18
PATCO	18
SEPTA	19

## **UTILITIES**

Assurance Wireless	21
Energy Coordinating Agency	21
Neighborhood Energy Centers	22
LIHEAP	24
PECO	25
Pennsylvania Public Utility Commission	26
Philadelphia Gas Works	27
Philadelphia Water Department	28
Philadelphia Water Revenue Bureau	29
SafeLink Wireless	31
Utility Emergency Services Fund	32
Verizon	33

## **VARIOUS OTHER FINANCIAL BENEFITS**

AARP Tax-Aide Sites	34
Benefits Check Up	34
BenePhilly	34
Division of Housing and Community Development	36
Basic Systems Repair Program	36
Restore, Repair, Renew	36
Low-Income Senior Citizen Real Estate Freeze	37
Philadelphia County Assistance Office	38
District Offices	38
Property Tax/Rent Rebate Program	39
Real Estate Installment Plan	40
Social Security Administration	41
Social Security Offices	42
Tenant Union Representative Network (TURN)	44
Emergency Fund Coalition Donation Form	45



## **LEGAL**

### **COMMUNITY LEGAL SERVICES (CLS)**

Center City Office  
1424 Chestnut Street, Philadelphia, PA 19102  
215-981-3700

[www.clsphila.org](http://www.clsphila.org)

Hours: Mon. – Fri. 9:00 AM -5:00 PM

North Philadelphia Law Center  
1410 W. Erie Avenue, Philadelphia, PA 19140  
215-227-2400

Landlord Tenant Help Center  
1339 Chestnut Street, 10<sup>th</sup> Floor, Philadelphia, PA 19103  
215-981-3700

Community Legal Services provides free legal advice and representation to low income residents of Philadelphia. To qualify, income cannot be more than 125% of the federal poverty line (in rare cases people with slightly higher incomes can be helped). One must be a Philadelphia resident; however, if legal problem occurred when you were a Philadelphia resident you may still be eligible. Only civil cases are handled. Assistance with: public benefits, employment, housing issues, debt and consumer rights, utilities, family law, helping those with criminal records, and services for senior citizens.

CLS assists seniors in the following areas:

**Elder abuse:** CLS does *not* usually handle these cases but can offer resources and advice.

**Estate Recovery Program:** CLS provides advice and representation concerning Estate Recovery, which is the program through which the DHS tries to reimburse itself for the costs of providing Medicaid-funded long term services and supports after the care recipient passes away.

**Guardianship:** CLS provides advice, as well as representation in certain cases, to people who are trying to avoid having a guardianship appointed for them or end a guardianship.

**Hoarding:** Philadelphia Hoarding Task Force can help. CLS makes referrals to resources related to organizing, health, legal help, cleaning and more is offered.

**Home and Community Based Services:** CLS provides advice and representation to people whose eligibility to receive Long Term Services and Supports at home is denied or terminated, and those who are denied the services and hours of care that they need to live safely at home.

**Medicaid:** CLS represents people who have legal problems getting or keeping Medicaid.

**Medicare:** CLS provides advice and representation for many legal issues related to Medicare, including enrollment problems, appeals of service coverage denials, eligibility for the Medicare Savings Program and the Extra Help program, and balance billing issues.

**Nursing Homes:** CLS provides legal advice and representation to people facing involuntary nursing home discharges, denials of Medicaid or Medicare coverage, and residents' rights or quality of care problems.

**Personal Care Homes:** CLS provides legal advice and representation to Personal Care Home residents with involuntary discharges, residents' rights issues and quality of care concerns.

**Property Taxes:** CLS helps Philadelphia seniors who are struggling with their property taxes. Homeowners are assisted in qualifying for affordable payment agreements or other programs that will save their home from being lost at sheriff sale for unpaid property taxes.

Wills, Estates, Powers of Attorney: CLS does not draft wills, living wills, or powers of attorney; it also does not probate estates.

**PHILADELPHIA COMMISSION ON HUMAN RELATIONS (PCHR)**

601 Walnut Street, Suite 300 South, Philadelphia, PA 19106

215-686-4670

[www.phila.gov/departments/philadelphia-commission-on-human-relations](http://www.phila.gov/departments/philadelphia-commission-on-human-relations)

[pchr@phila.gov](mailto:pchr@phila.gov)

Hours: Mon. – Fri. 8:30 AM - 4:30 PM

The Philadelphia Commission on Human Relations is the City of Philadelphia’s official civil rights agency. It enforces laws that prevent discrimination and promote equality. PCHR works to: enforce anti-discrimination laws, especially the Fair Practices Ordinance; administer the Fair Chance Hiring law, which prevents discrimination against people with criminal records; investigate complaints of discrimination and violations of civil rights laws; resolve community conflicts through dialogue and other dispute resolution methods; educate the public on their legal rights and responsibilities.

Complaints can be filed regarding such issues as: employers illegally asking about criminal background; employment discrimination; housing or property discrimination and public accommodations discrimination. Assistance is also offered in registering or terminating life partnerships and conflicts with neighbors which have not escalated to violence and not being litigated in court.

**SENIORLAW CENTER**

Two Penn Center

1500 JFK Boulevard, Suite 1501, Philadelphia, PA 19102

215-988-1244

215-988-1242 — Intake Line

1-877-727-7529 — SeniorLAW Helpline

[www.seniorlawcenter.org](http://www.seniorlawcenter.org)

SeniorLAW Center provides civil legal services across Pennsylvania.

**Philadelphia County**

Two Penn Center

Phone: 215-988-1242 — Intake Line (Mon. – Thurs. 10:00 AM – 12:00 PM)

Walk-Ins: For emergencies only (when office is open) (Tues. –Thurs. 9:00 AM – 12:00 PM)

Emergencies: elder abuse, eviction, loss of home (mortgage foreclosure, imminent eviction), recent utility shut-off, frozen bank account, unauthorized use of bank account or credit card

Victims of elder abuse may walk in or call any time or call any time the office is open. Monthly Community Legal Clinics are held at senior-focused sites. Services are provided to homebound seniors also.

**Bucks and Montgomery Counties**

Phone: 610-910-0210

In Person: By appointment only

**Chester and Delaware Counties**

Phone: 610-910-0215

In person: By appointment only

**Statewide**

Pennsylvania SeniorLAW HelpLine: 1-877-PA SR LAW (1-877-727-7529)

Intake Hours: Mon. – Thurs. 10:00 AM-12:00 PM

Emergencies: The HelpLine has many options for those facing emergencies and most calls are returned within 24-48 business hours.

Both SeniorLAW Center and Pennsylvania SeniorLAW Helpline offer interpretation services for limited English speakers in 150 languages.

SeniorLAW Center provides direct individual legal services and representation focusing on problems in the major areas of housing, family law, elder abuse, financial exploitation, consumer protection, and advance planning. Within these areas, priority areas of law are:

Housing: landlord/tenant matters, evictions, homeownership matters, mortgage foreclosures, tax foreclosures, sheriff sales, clearing title to property/tangled titles, deed transfers, real estate and inheritance taxes, and other housing problems facing older homeowners and tenants including custody and support for grandparents raising grandchildren and other kinship caregivers; grandparent visitation; protection from abuse and family violence; and financial exploitation.

Elder Abuse and Financial Exploitation: prevention of elder abuse, family violence, financial exploitation, defiant trespass, and other family law problems.

Grandfamilies/Kinship Care: custody and support for grandparents raising grandchildren and other kinship caregivers, grandparent visitation.

Advance Life Planning: simple wills, healthcare and financial powers of attorney, advance healthcare directives, living wills, administration of small estates, Medicaid Estate Recovery counseling.

Consumer Protection (limited services): consumer fraud, home repair contractor problems, unfair sales practices, collection and debt problems, property damage, utilities, warranties and contracts, and other consumer problems.

Other Civil Legal Issues: advice, information, brief services and referrals through Pennsylvania SeniorLAW HelpLine.

Other services include: community outreach and education, professional training programs, advocacy for long term solutions and responses, legal advice, information, brief services and referrals.

### **TEMPLE UNIVERSITY — ELDERLY LAW PROJECT**

215-204-6887 — Intake Line (Tues. – Thurs. 9:00 AM – 12:00 PM)

Temple Elderly Law Project provides free general legal assistance and referral to persons 60 and over. Clients must be residents of Philadelphia. The Elderly Law Project offers legal assistance with benefits and entitlements which include: denials and appeals from SSI, Social Security, public assistance, Social Security Disability, Veteran's Administration benefits, Medicare, Medicaid, Healthy Horizons, railroad retirement benefits, nutrition and food stamps. Walk-ins not accepted.

### **TEMPLE UNIVERSITY — LEGAL AID OFFICE**

1719 N. Broad Street, Philadelphia, PA 19122

215-204-1800

Hours: Mon. – Fri. 9:00 AM – 5:00 PM

The Legal Aid Office provides legal aid for civil cases including: custody, support, paternity, adoption, Social Security and disability issues for those with HIV, cancer, and physical disabilities. One must be a low income Philadelphia resident. No walk-ins taken. Individuals must have appointments.

**VICTIMS COMPENSATION ASSISTANCE PROGRAM (VCAP)**

1-800-233-2339 — For PA Residents only

1-717-783-5153

[www.pccd.pa.gov](http://www.pccd.pa.gov)

VCAP provides financial assistance to victims of crime and their families who have suffered an out-of-pocket loss as a direct result of a crime. Compensation benefits could include: medical expenses, loss of earnings, stolen benefit cash, funeral expenses, loss of support (homicide cases only), crime-scene cleanup expenses, relocation expenses, travel costs, childcare, and counseling expenses. VCAP is regarded as the payer of last resort. To receive compensation:

The crime must have occurred in Pennsylvania.

The crime must be reported or a Protection from Abuse Order, Sexual Violence Protection Order, or Protection from Intimidation Order must be filed within 3 days.

The victim must cooperate with police, courts, and VCAP.

The victim must file the claim within 2 years of the crime.

The victim must not be involved in illegal activity that caused the crime.

The victim must have a minimum loss of at least \$100 because of the crime (if they are less than 60 years old).

The best way to file a claim is with the help of a Victim Advocate at a local Victim Service Program. One may file a claim themselves online or contact VCAP directly at 1-800-233-2339 for assistance.

**WOMEN AGAINST ABUSE — LEGAL CENTER**

100 S Broad Street, Suite 1341, Philadelphia, PA 19110

215-386-1280

215-686-7082 — Legal Center

1-866-SAFE-014 (1-866-723-3014) — Philadelphia Domestic Violence Hotline (24-hour service)

Women Against Abuse's Legal Center provides free legal advocacy and representation for survivors of all gender identities dealing with relationship violence-related legal matters including protection from abuse (PFA), child custody and child support, legal options counseling, safety planning, and court accompaniment.

Attorney representation: Women Against Abuse provides free attorney representation to individuals seeking protection from abuse or child custody and support.

Court advocacy: Women Against Abuse court advocates provide direct legal assistance and safety planning to victims of domestic violence in court may be unfamiliar with the Legal Center. Advocates help clients navigate the complex legal process. Court advocates are stationed in Philadelphia Family Court, where protection from abuse cases are heard, and in Philadelphia's two criminal courtrooms dedicated to domestic violence cases.

New initiatives: The Legal Center launched two new programs — the Telephone Outreach Program and the Fast-Track Attorney Program — to reach more victims of domestic violence and provide appropriate assistance.

Women Against Abuse provides emergency shelter and transitional housing.

## **MEDICAL**

### **DIRECT MOBILE DENTAL SERVICES (DMD)**

Clinic: 147 Montgomery Avenue  
Bala Cynwyd, PA 19004

1-610-664-7795

Hours: Mon. – Fri. 9:00 AM – 5:00 PM

Mailing address: PO Box 2205  
Bala Cynwyd, PA 19004

Direct Mobile Dental Services (DMD) is the mobile dental provider for over 300 nursing and assisted living facilities. Services include: dental exams, teeth cleaning, gum treatments, teeth whitening, denture fabrication, denture repair, x-rays, extractions, fillings, crowns, bridges, root canals. DMD also has a traditional office services at the clinic. Medicaid and all major PPO Dental Plans accepted.

### **EYECARE AMERICA**

1-877-887-6327

[www.eyecareamerica.org](http://www.eyecareamerica.org)

[eyecareamerica@aao.org](mailto:eyecareamerica@aao.org)

EyeCare America provides eye care through a pool of volunteer ophthalmologists. Much of the care is provided at no out-of-pocket-cost to the patient.

**Seniors Program:** The Seniors Program connects eligible seniors 65 and older with local volunteer ophthalmologists who provide a medical eye exam often at no out-of-pocket cost, and up to one year of follow-up care for any condition diagnosed during the initial exam, for the physician services.

To qualify for this program a patient must be a U.S. citizen or legal resident who is 65 and over. They must not belong to an HMO or have eye care benefits through the VA. Patients must not have seen an ophthalmologist in 3 or more years.

**Glaucoma Program:** The Glaucoma Program provides a glaucoma eye exam at no cost to those who are eligible and uninsured. Those who are eligible and insured are billed normal office procedure, and responsible for any co-payments. (This is an awareness program to provide a baseline glaucoma eye exam to those who may not be aware they are at increased risk.)

To qualify for this program a patient must be a U.S. citizens or legal resident. They must not belong to an HMO or have eye care benefits through the VA. They must not have had an eye exam in 12 months or more, and be at increased risk for glaucoma, determined by their age, race and family history.

Ophthalmologists only provide services within program guidelines. Additional services which may be required for a patient's care such as, hospitals, surgical facilities, anesthesiologists and medications are the patient's responsibility and beyond the scope of EyeCare America services.

EyeCare America provides medical eye care only. The program does not provide eyeglass prescriptions or cover the cost of eyeglasses. Patients who are eligible for the Seniors Program and require re-referrals to other ophthalmologists for specialty care, must contact EyeCare America (or have their EyeCare America volunteer ophthalmologist contact EyeCare America) in order to continue receiving care through the program. EyeCare America may be able to locate another volunteer ophthalmologist to provide the needed care.



## **HEALTH CARE CENTERS**

Sponsored by Philadelphia Department of Public Health Ambulatory Health Services

1930 S. Broad Street, Philadelphia, PA 19145  
215-685-6769

Philadelphia Department of Public Health Ambulatory Services operates City health centers throughout Philadelphia. The centers provide primary medical care and support services to enrolled patients of all ages. They accept Medicare, Medicaid, HMO plans, and most health insurance. For those who are uninsured, the centers charge a small fee based on family size and income.

Services offered: diagnosis and treatment of chronic and acute illnesses, medical checkup and medications for enrolled patient, behavioral health services, medication-assisted treatment for opioid use disorder, prenatal care, family planning and pregnancy options counseling; breastfeeding support services, mammography screenings, comprehensive pediatric care for infants, children and teens, immunizations for infants, children and teens, children's developmental assessment, healthy weight nutrition counseling for children and teens, nutrition counseling and health education, flu shots, HIV, STD, and STI testing, HIV Pre-Exposure Prophylaxis, basic dental care, emergency dental care, lab tests, x-rays and tests for tuberculosis, referrals to specialty services for enrolled patients, social work support that connects patients to follow-up care, education/counseling and other services. For those who are non-English speakers, translation and interpretation services are provided to health center patients and their families.

City Health Centers are listed below:

- |    |   |  |
|----|---|--|
| #1 | 1930 S. Broad Street, Flr. 2<br>Philadelphia, PA 19145<br>Hours: Mon. – Fri. 7:45 AM – 4:00 PM<br>(Clinic opens at 1 PM on 1 <sup>st</sup> Wed of each month. Hours subject to change with service demand.)         | 215-685-6570<br><br>Walk-in STD testing and treatment <b><u>only</u></b>                       |
| #2 | 1700 S. Broad Street, Unit 201<br>Philadelphia, PA 19145<br>Hours: Mon., Tues., Wed., Fri. 8:00 AM – 4:30 PM<br>Thurs. 8:00 AM – 7:30 PM<br>Sat. 8:00 AM – 12:00 PM   | 215-685-1803 (Medical)<br>215-685-1822 (Dental)  |
| #3 | 555 S. 43 <sup>rd</sup> Street<br>Philadelphia, PA 19104<br>Hours: Mon. 7:30 AM – 8:00 PM<br>Tues. – Fri. 7:30 AM – 5:00 PM   | 215-685-7504 (Medical)<br>215-685-7506 (Dental)  |
| #4 | 4400 Haverford Avenue<br>Philadelphia, PA 19104<br>Hours: Mon., Wed., Thurs., Fri. 8 AM – 4:30 PM<br>Tues. 8:00 AM – 8:00 PM  | 215-685-7601 (Medical)<br>215-685-7605 (Dental)  |
| #5 | 1900 N. 20 <sup>th</sup> Street<br>Philadelphia, PA 19121<br>Hours: Mon., Wed., Thurs., Fri. 7:30 AM – 5:00 PM<br>Tues. 8:00 AM – 8:00 PM<br>(Walk-in STD testing and treatment available when that clinic is open) | Walk-in STD testing and treatment available<br>215-685-2933 (Medical)<br>215-685-2938 (Dental) |

- #6 301 W. Girard Avenue  
Philadelphia, PA 19123  
Hours: Mon., Tues., Thurs., Fri. 8:00 AM – 4:30 PM  
Wed. 8:00 AM – 8:00 PM  
215-685-3803 (Medical)  
215-685-3816 (Dental)
- #9 131 E. Cheltenham Avenue  
Philadelphia, PA 19144  
Hours: Mon., Tues., Thurs., Fri. 8:00 AM – 4:30 PM  
Wed. 8:00 AM – 7:30 PM  
215-685-5701 (Medical)  
215-685-5738 (Dental)
- #10 2230 Cottman Avenue  
Philadelphia, PA 19149  
Hours: Mon. – Fri. 7:00 AM – 4:00 PM  
Sat. By Appointment  
215-685-0639
- Strawberry Mansion Health Center  
2840 W. Dauphin Street  
Philadelphia, PA 19132  
Hours: Mon., Wed., Fri. 7:30 AM – 4:30 PM  
Tues. 7:30 AM – 4:30 PM  
4:30 – 7:30 PM (By Appointment Only)  
Thurs. 8:00 AM – 4:30 PM  
215-685-2401

**PENNSYLVANIA BREAST AND CERVICAL CANCER EARLY DETECTION PROGRAM (PA-BCCEDP)** (formerly called The Healthy Woman Program)

Access Matters Information Hotline number: 215-985-3300 or 1-800-848-3367  
(Call the above numbers to find a provider in Bucks, Chester, Delaware, Montgomery, and Philadelphia counties.)

[www.health.pa.gov/topics/programs/Pages/PABreastandCervicalCancerEarlyDetectionProgram](http://www.health.pa.gov/topics/programs/Pages/PABreastandCervicalCancerEarlyDetectionProgram)

The Pennsylvania Breast and Cervical Cancer Early Detection Program (PA-BCCEDP) is a free breast and cervical cancer early detection program of the Pennsylvania Department of Health. It is funded by the Department of Health and through a grant from the Centers for Disease Control and Prevention.

Free services for those meeting the eligibility standards include: mammograms, Pap and HPV tests; and follow-up diagnostic tests for abnormal screening results.

**Eligibility requirements:**

- |         |  |            |
|---------|--|------------|
| 1. Age: | Breast cancer screening and diagnostics    | ages 40-64 |
|         | Cervical cancer screenings and diagnostics | ages 21-64 |

Those under 40 may be eligible if they have symptoms. Also those under 40 who are at high risk for breast cancer may be eligible for services. High risk includes genetic mutations, family history, and some other factors. Consulting a health care provider is recommended. Those 65 or older may be eligible if they do not have Medicare Part B.

2. Residency: Must be a Pennsylvania resident.

3. Income: Family's gross income must be at or below 25% of federal poverty income guidelines.

4. Insurance Must be uninsured or underinsured. Underinsured individuals have health insurance but it does not cover breast or cervical cancer screening, diagnostic services, or both, offered by PA-BCCEDP or they are financially unable to pay any required deductible or co-payment.

Those enrolled in Medicare Part B or Medicaid are not eligible. Those in Medicaid Family Planning Services program *only* are considered underinsured; therefore they are eligible for PA-BCCEDP.

5. Gender: One who is a biological woman may be eligible.  
 One who is transgender (M to F) and has taken or is taking hormones may be eligible.  
 One who is a transgender man (F to M) may be eligible if the person still has breasts, a cervix, or both.

### **PA MEDI (formerly APPRISE)**

PA MEDI is a free, confidential health insurance counseling program designed to assist Pennsylvania's Medicare beneficiaries in understanding their Medicare insurance benefits and coverage, comparing Medicare prescription drug plans, and completing applications for the government programs that help pay Medicare expenses. Counselors are specially trained to answer questions and provide reliable, objective, easy-to-understand information about original Medicare, Medicare Supplemental Insurance, Medicare Advantage Plans, Medicaid, Long-Term Care Insurance, and Medicare prescription drug plans. Program representatives are also available to assist with filing Medicare appeals.

Counselors can:

Help people decide which Medicare health plan is right for them by explaining how each plan works, its benefits, its coverage amounts, and its costs.

Help people understand their insurance benefits by reviewing their Medicare Summary Notice or Explanation of Benefits, which explain what services have been paid for, what you may owe, and what your appeal rights are.

Explain various assistance programs that may help pay their Medicare deductibles and Part B premiums and assist with the necessary applications.

Explain the Medicare Prescription Drug Benefit (Part D) and the various assistance programs that may help pay the premiums, deductibles and co-pays.

Contact one of the two local offices below:

Albert Einstein Medical Center  
 Kormen Building 124  
 1200 Tabor Road, Philadelphia, PA 19141  
 215-456-7600 Mon. – Fri. 8:00 AM – 4:30 PM  
 800-783-7067 Thurs. – Fri.

Serves the following zip code areas: 191\_\_\_\_  
 11, 14, 15, 16, 18, 19, 20, 24, 26, 28, 29, 35, 36, 38, 40, 41, 44, 49, 50, 52, and 54.

Center for Advocacy for the Rights and Interests of the Elderly (CARIE)  
 Two Penn Center Plaza  
 1500 JFK Boulevard, Suite 1500, Philadelphia, PA 19102-1718  
 215-545-5728

Serves the following zip code areas: 191\_\_\_\_  
 02, 03, 04, 05, 06, 07, 12, 21, 22, 23, 25, 27, 30, 31, 32, 33, 34, 37, 39, 42, 43, 45, 46, 47, 48, 51, and 53

## **PHARMACEUTICAL DISCOUNT PROGRAMS**

### **AARP PRESCRIPTION DISCOUNTS**

1-877-422-7718 (Optum Rx)

[www.aarp-pharmacy.com](http://www.aarp-pharmacy.com)

AARP Prescription Discounts provided by Optum Rx helps people to save money at the pharmacy on FDA-approved medications, both brand name and generic, nationwide. The discount card is free. There is a card for AARP members and a card for non-members.

AARP is a nonprofit, nonpartisan organization dedicated to empowering individuals 50 and older. Optum Rx is the Pharmacy Benefit Manager that administers the prescription discounts program. Optum Rx processes all pharmacy claims and operates a home delivery pharmacy.

To get a card individuals can go to the website, [www.aarp-pharmacy.com](http://www.aarp-pharmacy.com), and select “Get your Rx card” to either print, download, text or email a card to themselves. Those who are AARP members may also call Optum Rx and request a card. Those who are AARP members can sign up for home delivery of their prescriptions. They may also create an online account which allows access to setting medication reminders, giving caregiver access, and checking home delivery order status.

The discount card is not insurance and cannot be used in combination with insurance. It can be used at many pharmacies nationwide, and the card does not expire.

### **FREE RX PLUS**

322 North Shore Drive, Building 1B, Suite 200, Pittsburgh, PA 15212

1-888-412-0869

[www.FreeRxPlus.com](http://www.FreeRxPlus.com)

Free Rx Plus is a free program. Cardholders present their cards at participating pharmacies and receive discounts on their prescriptions. Discounts vary depending on the medication and the pharmacy. Discounts typically range from 15% to 75%.with the largest savings on generic medications.

Most chains and independent pharmacies throughout the entire United States including Puerto Rico participate in the program. The card has no expiration date and can be shares with family and friends. Cards may be printed from the website, texted to one’s phone, or a hard UV coated card may be requested via mail.

Pet owners can save on their pets’ prescriptions. Owners should ask the veterinarian to write a prescription with the human equivalent of the medication and use the card to receive savings.

### **MEDICARE PRESCRIPTION DRUG COVERAGE**

U.S. Centers for Medicare & Medicaid Services

7500 Security Blvd., Baltimore, MD 21244

1-800-MEDICARE (1-800-633-4227)

1-877-486-2048 (TTY)

[www.medicare.gov](http://www.medicare.gov)

Medicare prescription drug coverage helps pay for needed prescription drugs. Medicare drug coverage is optional and is offered to everyone with Medicare. To get Medicare drug coverage, individuals must join a Medicare-approved plan that offers drug coverage. Each plan can vary in cost and specific drugs covered.

There are 2 ways to get Medicare drug coverage:

1. Medicare drug plans. These plans add drug coverage to Original Medicare, some Medicare Cost Plans, some Private Fee-for-Service plans, and Medical Savings Account plans. Individuals must have Part A (Hospital Insurance) and/or Part B (Medical Insurance) to join a separate Medicare drug plan.
2. Medicare Advantage Plan (Part C) or other Medicare health plan with drug coverage. People get all of their Part A, Part B and drug coverage through these plans. One must have Part A and Part B to join a Medicare Advantage Plan, and not all of these plans offer drug coverage.

For help comparing plan costs contact the APPRISE Program. Extra Help (Part D) is a program to help people with limited income and resources pay Medicare prescription drug program costs, like premiums, deductibles, and coinsurance.

### **MEDICINE ASSISTANCE TOOL**

571-350-8643

<https://medicineassistancetool.org>

Pharmaceutical Research and Manufacturers of America (PhRMA) created Medicine Assistance Tool (MAT) building upon the Partnership for Prescription Assistance (PPA). MAT provides individuals with a single point of access to numerous public and private programs as well as connecting them with more transparent information about the cost of medicine.

MAT is not its own patient assistance program but rather a search engine for many of the patient assistance resources the biopharmaceutical industry offers. The service is free and confidential. Individuals may use the online tool or call and use the automated phone system to give information about their prescriptions and receive contact information for appropriate programs.

MAT helps individuals find programs and resources they may be eligible for but does not process the enrollment applications for these programs or assist in renewing expiring benefit cards.

### **PACE (PHARMACEUTICAL ASSISTANCE CONTRACT FOR THE ELDERLY)**

1-800-225-7223

[www.aging.pa.gov/aging-services/prescriptions/Pages/default.aspx](http://www.aging.pa.gov/aging-services/prescriptions/Pages/default.aspx)

Pennsylvania's prescription assistance programs for older adults, PACE and PACENET, offer low-cost prescription medication to qualified residents, age 65 and older.

### **Eligibility**

PACE and PACENET eligibility is determined by your previous calendar year's income. Currently, Social Security Medicare Part B premiums are excluded from income.

To be eligible for **PACE**, one must be:

- 65 years of age or older,
- A Pennsylvania resident for at least 90 days prior to the date of application,
- Not be enrolled in the Department of Public Welfare's Medicaid prescription benefit.

Income: For a single person total income must be \$14,500 or less.

For a married couple combined total income must be \$17,700 or less.

Once enrolled in the PACE program a benefit card will be sent.

Generic prescription costs are \$6.00. Single-source Brand prescription costs are \$9.00.

Many PACE and PACENET cardholders will save money by being enrolled in one of these programs along with Medicare Part D. For answers to questions about how PACE and PACENET can work together with Medicare Part D, call 1-800-225-7223.

Applications can be completed online, emailed, mailed in, or faxed. Also, Benefits Data Trust (BDT) partners with the PACE and PACENET programs and helps individuals complete the enrollment application. Contact them at 1-866-712-2060.

Online: <https://pacecares.magellanhealth.com>

Email: [papace@magellanhealth.com](mailto:papace@magellanhealth.com)

Fax: 1-888-656-0372

Mail: PACE

PO Box 8806, Harrisburg, PA 17105-8808

### **PACENET (PHARMACEUTICAL ASSISTANCE CONTRACT FOR THE ELDERLY NEEDS ENHANCEMENT TIER)**

1-800-225-7223

[www.aging.pa.gov/aging-services/prescriptions/Pages/default.aspx](http://www.aging.pa.gov/aging-services/prescriptions/Pages/default.aspx)

Pennsylvania's prescription assistance programs for older adults, PACE and PACENET, offer low-cost prescription medication to qualified residents, age 65 and older.

### **Eligibility**

PACE and PACENET eligibility is determined by your previous calendar year's income. Currently, Social Security Medicare Part B premiums are excluded from income. PACENET's income limits are somewhat higher than those for PACE.

To be eligible for **PACENET**, one must be:

65 years of age or older,

A Pennsylvania resident for at least 90 days prior to the date of application,

Not be enrolled in the Department of Public Welfare's Medicaid prescription benefit.

Income: For a single person total income must be between \$14,500 and \$27,500.  
For a married couple combined total income must be between \$17,700 and \$35,500.

Once enrolled in the PACENET program a benefit card will be sent.

Generic prescription costs are \$8.00. Single-source Brand prescription costs are \$15.00.

Many PACE and PACENET cardholders will save money by being enrolled in one of these programs along with Medicare Part D. For answers to questions about how PACE and PACENET can work

together with Medicare Part D, call 1-800-225-7223.

Applications can be completed online, emailed, mailed in, or faxed. Also, Benefits Data Trust (BDT) partners with the PACE and PACENET programs and helps individuals complete the enrollment application. Contact them at 1-866-712-2060.

Online: <https://pacecares.magellanhealth.com>  
Email: [papace@magellanhealth.com](mailto:papace@magellanhealth.com)  
Fax: 1-888-656-0372  
Mail: PACE  
PO Box 8806, Harrisburg, PA 17105-8808

## **RECREATION/ADDITIONAL BENEFITS**

### **BUREAU OF STATE PARKS**

PA Department of Conservation and Natural Resources (DCNR)  
Rachel Carson State Office Building,  
8 Floor, PO Box 8551, Harrisburg, PA 17105-8551  
1-717-787-6640  
1-888-727-2757 (1-888-PA-PARKS) — Reservations  
Email: [ra-parkininfo.gov](mailto:ra-parkininfo.gov)  
[www.dcnr.pa.gov/about/Pages/State-Parks](http://www.dcnr.pa.gov/about/Pages/State-Parks)  
Hours: Mon. – Sat. 7:00 AM – 5:00 PM

Bureau of State Parks provides admission to Pennsylvania State Parks. PA State Parks do not charge any entrance fees or day use fees. DCNR (PA Department of Conservation and Natural Resources) does charge a non-refundable transaction fee on all reservations and registrations. There is also a non-refundable fee per reservation for all changes made to a reservation, except for adding nights to the reservation. The non-refundable fees are non-refundable without exception. Reservations can be made online, or by phone call, or one can email their postal address to receive an information packet.

There are fees to reserve the lodgings and for base campsites, group camping, boating, park-operated swimming pools, and picnic groves, and pavilions. Prices vary depending on type of amenity and whether one is a Pennsylvania resident or non-resident. Senior citizens 62 and over and people with disabilities can get a reduced campsite price.

### **MORRIS ANIMAL REFUGE**

1242 Lombard Street, Philadelphia, PA 19147  
215-735-9570  
[www.morrisanimalrefuge.org](http://www.morrisanimalrefuge.org)  
Hours: Mon., Tue., Wed., Fri., Sat., Sun. 11:00 AM – 4:00 PM  
Closed to the public on Thursdays.

Morris Animal Refuge was founded in 1874. It is a non-profit organization committed to adoption, education, and high-quality care with goal of finding positive and humane outcomes for animals in need. They offer programs to support pet owners in the community and keep animals out of shelters and with their families. Morris Animal Refuge has one start an adoption by completing the Adoption Questionnaire at <https://www.morrisanimalrefuge.org/adoption-form>. Protocol for adopting dogs and cats differ, so one should contact the office for the specifics. Animals are spayed/neutered, up-to-date on vaccinations, flea treated, and microchipped.



### **PA BUREAU OF DOG LAW ENFORCEMENT**

Department of Agriculture

2301 N Cameron Street, Harrisburg, PA 17110

1-717-787-4737

[www.agriculture.pa.gov/Animals/DogLaw](http://www.agriculture.pa.gov/Animals/DogLaw)

Hours: Mon. – Fri. 8:00 AM – 4:00 PM

All dogs 3 months or older must be licensed by January 1<sup>st</sup> of each year to avoid fines. There are both annual and lifetime licenses available. Discounts are available to older adults and people with disabilities. Dog Licenses are available from the City of Philadelphia’s licensing agent Animal Care and Control Team of Philadelphia (ACCT Philly). ACCT Philly is located at 111W. Hunting Park Avenue, Philadelphia, PA 19140. Their phone number is 267-385-3800. Senior citizens and people with disabilities can obtain licenses for their dogs at a reduced price.

### **PA FISH AND BOAT COMMISSION**

1601 Elmerton Avenue, P O Box 67000, Harrisburg, PA 17110

1-717-705-7800

[www.fishandboat.com](http://www.fishandboat.com)

Hours: Mon. – Fri. 8:00 AM – 4:00 PM

Licenses may be purchased using the following methods:

Online: [www.huntfishpa.gov](http://www.huntfishpa.gov)

In person: visit License Issuing Agents, County Treasurer offices, or Fish and Boat Commission offices

By phone: 877-707-4085 (Mon.-Fri. 8:00 AM-3:45 PM)

There are discounts available to those 65 and over for annual, multi-year, and lifetime licenses and permits. A valid Pennsylvania fishing license is required of persons 16 and over to fish or angle for any species of fish. The license must be upon one’s person and provided upon request of an officer. It is recommended that one review the Summary of Fishing Regulations and Laws before fishing. An online version is available at [www.FishinPA.com](http://www.FishinPA.com) or hard copies at Fishing License agents. Military waivers are available for certain active duty personnel. Disabled veterans who meet certain criteria may qualify for a free fishing license. People deemed permanently disabled do not need a license at all. Contact the PA Fish and Boat Commission for specifics on these programs.

### **PA GAME COMMISSION (PGC)**

2001 Elmerton Avenue, Harrisburg, PA 17110-9797

1-717-787-4250

1-717-787-2084 – Licensing

SE Regional Office

253 Snyder Road, Reading, PA 19605,

610-926-3136

Email: [pgccomments@pa.gov](mailto:pgccomments@pa.gov)

[www.pgc.pa.gov](http://www.pgc.pa.gov)

Hours: Mon. – Fri. 8:00 AM – 4:00 PM

Most general and add-on licenses are available in person at License Issuing Agents or online at [www.huntfishpa.gov](http://www.huntfishpa.gov). There are some types of licenses and permits which are only available from County Treasurer's offices. Adult Hunting Licensees may be issued to Pennsylvania residents 17 through 64. Senior Hunting Licenses may be issued to Pennsylvania residents 65 and older and at a lower cost. There are also Lifetime and Lifetime Combination licenses available.

### **PA HISTORICAL AND MUSEUMS COMMISSION**

State Museum Building

300 North Street, Harrisburg, PA 17120

1-717-787-3362

[www.phmc.pa.gov](http://www.phmc.pa.gov)

Hours: Mon. – Fri. 8:30 AM – 5:00 PM

The Pennsylvania Historical and Museum Commission (PHMC) is the official history agency of the Commonwealth of Pennsylvania. PHMC is responsible for the collection, conservation, and interpretation of Pennsylvania's historic heritage. It includes an agency-wide working group dedicated to addressing diversity, equity, inclusion and access. PHMC provides reduced admission fees to PA State Historical and Museum Commission sites and properties. PA residents 65 and over are eligible. The Museums for All program enables low-income families to visit participating museums at a minimal general admission fee with the presentation of an Electronic Benefits Transfer Card (EBT) card along with identification. Museums open various hours; check before visiting.

Bureau of Historic Sites and Museums

Commonwealth Keystone Building

400 North Street, Harrisburg, PA 17120

1-717-787-2723

### **PENNSYLVANIA SPCA** (Society for the Prevention of Cruelty to Animals)

350 E. Erie Avenue, Philadelphia, PA 19134

215-426-6300

Email: [info@pspca.org](mailto:info@pspca.org) (General questions)

[adoptions@pspca.org](mailto:adoptions@pspca.org) (Adoptions)

[www.pspca.org](http://www.pspca.org)

Adoption Hours: Mon. - Fri. 2:00 PM – 7:00 PM

Sat. – Sun. 11:00 AM – 6:00 PM

PSPCA, which was founded in 1867, rescues animals from cruelty and neglect, rehabilitates them medically and behaviorally, and places them with new, loving families. Adoptions are presently done by appointment. Available animals can be viewed online. Animals are spayed/neutered, up-to-date on vaccinations, flea treated, microchipped, and have had a behavioral evaluation. Cash, Visa, Mastercard, American Express, and Discover cards are accepted for payment of adoption fees.

Veterinary care is offered at their clinic Mon. – Sat. 8:00 AM – 5:30 PM

## **TRANSPORTATION**

### **AMTRAK**

William H. Gray 30<sup>th</sup> Street Station  
2955 Market Street, Philadelphia, PA 19104  
1-800-872-7245 (1-800-USA-RAIL)  
TTY: 1-800-523-6590  
[www.amtrak.com](http://www.amtrak.com)

Amtrak travelers 65 years of age and over are eligible to receive a 10% discount on most rail fares on most Amtrak trains. On cross-border services operated jointly by Amtrak and VIA Rail Canada, a 10% senior discount is applicable to travelers age 60 and over.

The discounts are not valid with Saver or Flexible Fares, on the Auto Train, or certain Amtrak Thruway connecting services. The senior discount does not apply to sleeping accommodations, business class and first class. These upgrades are permitted upon payment of the full accommodation charges. The senior discount may not be combinable with other discount offers; refer to the terms and conditions for each offer. Valid proof of age is required when purchasing tickets and onboard the train.

### **BUREAU OF DRIVER LICENSING**

General Mailing Address  
Pennsylvania Department of Transportation  
1101 S. Front Street, Harrisburg, PA 17104  
1-800-932-4600  
[www.dmv.pa.gov](http://www.dmv.pa.gov)

#### **Disability Parking Placard or Disability Registration Plate**

The application for the placard must be completed by the person with the disability and a healthcare provider or, in some cases, a police officer. To apply for a Person with Disability Parking Placard, MV-145A form should be completed. There is no fee.

To apply for a Person with Disability Registration Plate, MV-145 form should be completed. The fee is \$11.00.

#### **Driver's License Fee**

The fee for a 2-year Renewal is \$20.00 for those 65 and over. The form DL-143 should be completed.

PennDOT does not publish individual Driver License Center phone numbers. If one needs assistance with a particular PennDOT Driver License Center, contact the Driver and Vehicle Services Customer Call Center at 717-412-5300. Hearing impaired callers can dial 711 and a staff member will assist you.

#### **"Non-Driver's ID" — Photo Identification Card**

A Non-Driver's ID is similar in appearance to a driver's license can be obtained at Driver License Centers: It is not a driving product.

One may mail the appropriate form, following the instructions listed on the form, to PennDOT, or visit one's local Driver License Center. One should take along Form DL54A, an acceptable proof of identification, one's Social Security Card, and a check or money order for appropriate fee. If one is 18 or older two acceptable forms of address verification are also required.

For those products expiring 7/21 or later, a \$32.50 fee is required. Any PA driver who voluntarily surrendered his license for medical reasons can obtain the special ID free of charge.

### Photo ID for those Experiencing Homeless

Pennsylvanians experiencing homelessness can be issued a free initial photo ID or renewal. Individuals will be required to apply in person at a PennDOT Driver License Center and must meet identification and other requirements.

### Retired Status Registration

Customers who qualify for retired status registration pay \$10 per year processing fee instead of the full registration renewal fee. The form to complete is MV-371.

### **Eligibility Requirements**

Applicant, regardless of age, must be retired and receiving Social Security, SSI payments, retirement benefits or other pension and annuities. Part-time employment is permitted if you are retired from your principle occupation. If someone receives only unemployment compensation or public assistance or is a student, he does not qualify.

Total income from all sources must not exceed \$19,200. Other income included in calculating "total income" is interest, dividends, capital gains, business income, rental income, wages, public assistance, unemployment compensation, cash gifts, life insurance and death benefits. Income is based on estimated income for the upcoming registration year.

If only one spouse qualifies, the vehicle must be titled and registered in the name of the individual who meets the above qualifications. If the vehicle is registered in both names jointly, at least one of them must meet the requirements. The qualified person must be the principal driver of the vehicle unless physically or mentally incapable of driving. If both spouses qualify, each may register one vehicle for the \$10.00 processing fee. The vehicle must be a passenger vehicle or truck with a gross weight less than 9,000 lbs.

### **DELAWARE RIVER PORT AUTHORITY**

Senior Citizen Discount Program

1-856-968-2000 or 215-218-3750

1-877-567-DRPA (3772)

Email: [customerservice@drpa.org](mailto:customerservice@drpa.org)

<http://www.drpa.org/senior-discount.html>

General information and Customer Service

Toll free number

The Delaware River Port Authority (DRPA) offers a discount to senior drivers 65 years of age and older who have an active New Jersey E-Z Pass account. The program is intended for those with vehicles registered in New Jersey, Pennsylvania or Delaware. The discount applies to the four bridges operated by DRPA: Benjamin Franklin Bridge, Walt Whitman Bridge, Betsy Ross Bridge, and Commodore Barry Bridge.

The vehicle registration must be in the applying senior's name only. If all individuals named on the registration are not age-eligible seniors, the application will be rejected.

To open a New Jersey E-Z Pass account:

Apply online at [www.ezpassnj.com](http://www.ezpassnj.com), or call 1-888-288-6865.

Then complete the DRPA Senior Discount Program Application and send it to:  
DRPA Revenue Operations, P O Box 1949, Camden, NJ 08101-1949

**MODIVCARE SOLUTIONS, LLC**

(formerly Logisticare Solutions, LLC)

520 N Delaware Avenue, Suite 801, Philadelphia, PA 19123

<https://modivcare.com>**Reservation Lines in Pennsylvania**

1-877-718-4201	Centene Allwell/Health Net
1-866-588-5122	Humana National Medicare (MCR)
1-877-835-7412	PA Medicaid
1-877-659-6137	Philadelphia/PA AmeriHealth VIP Care
1-877-917-4146	Philadelphia/Keystone VIP Choice
1-866-418-9812	UnitedHealthcare Medicare National

ModivCare manages non-emergency medical transportation. The organization helps state governments and managed care organizations run transportation and integrated health care programs. Rides can be reserved 30 days in advanced but must be at least three days in advance. Riders can make reservations by phone or online.

**PATCO**

Port Authority Transit Corporation

P.O. Box 4262, Lindenwold, NJ 08021

215-922-4600 - PA Residents

1-856-772-6900 - New Jersey Residents

[www.ridepatco.org](http://www.ridepatco.org)**FREEDOM Card and FREEDOM SHARE Card**

The FREEDOM Card is a “stored-value“ card (like an E-Z pass) with a tiny computer chip and mini-antennae inside. It is available at PATCO ticket vending machines. It is only accepted at PATCO fare gates.

The FREEDOM SHARE Card has the same benefits of FREEDOM Card but has the added convenience of being accepted at SEPTA Key Card readers. They are accepted on all SEPTA modes of transport except Regional Rail. These cards are only available at FREEDOM Card Service Centers. The FREEDOM SHARE card is an account-based system where transaction information is stored on a central computer rather than on the actual physical card like the current FREEDOM Cards.

1-877-373-677 — FREEDOM Card Service

Email: [freedomcardservice@ridepatco.org](mailto:freedomcardservice@ridepatco.org)

Hours: Mon. - Fri. 7:00 AM – 7:00 PM

[www.patcofreedomcard.org](http://www.patcofreedomcard.org) — Manage account online**Reduced Fare Program (RFP) FREEDOM Smart Card**

The Reduced Fare Program (RFP) allows eligible individuals to travel between any two PATCO stations during off-peak hours regardless of distance traveled. The reduced fare is set as half the lowest full fare. Medicare card holders, individuals 65 and older, and disabled individuals are eligible. It is valid on weekdays from 9:00 AM to 4:00 PM, and from 7:00 PM to 6:00 AM. It is valid all day on Saturday and Sunday.

Those in this program receive a photo ID FREEDOM Smart Card by applying in person at Broadway Station. Broadway Station, 100 S. Broadway, Camden, NJ 08103. Hours: Mon. to Fri. 7:00 AM to 3:00 PM

Seniors should bring photo ID and proof of age. Disabled individuals should bring their Medicare card and photo ID. Eligibility status may be limited by the nature and type of disability. Contact the FREEDOM Card Service with any questions.

**SEPTA****City, Suburban and Regional Rail Lines**

1234 Market Street, 4th Floor, Philadelphia, PA 19107

215-580-7800 Customer Service

215-580-7853 TDD/TTY

215-580-7871 Lost and Found

[www.septa.org](http://www.septa.org)

Hours: Mon. – Fri. 7:00 AM - to 7:00 PM; Sat. – Sun. 8:00 AM – 5:00 PM

Senior citizens, age 65 and older, with a valid ID, ride free rides at all times on all Transit Routes (bus, trolley, trackless trolley, Broad Street/Broad Ridge Spur Line, Market Frankford/Norristown High Speed Line) and on Regional Rail for travel to/from stations located in the Commonwealth of Pennsylvania. Half Fare for (50% of Weekday Fare) for travel to/from New Jersey and the State of Delaware remains in effect.

To ride, seniors must use either a PA Driver License or PA Non-Driver Identification Card with a magnetic strip which can be swiped at the fare box or turnstile reader or a SEPTA Key Senior Photo ID Card. Licenses and ID cards issued after July 2017 cannot be used. One will need to get a SEPTA Key Senior Photo ID card.

Riders with disabilities may travel at a discounted rate on all SEPTA services at all times, with a SEPTA Key Reduced Fare ID with funds loaded in the Travel Wallet SEPTA Key Reduced Fare ID. One cannot show the pass and then pay the discounted fare in cash.

<b>WHERE TO APPLY FOR A SEPTA KEY SENIOR PHOTO ID CARD OR A SEPTA KEY REDUCED FARE CARD</b>	
SEPTA Headquarters (Lower Lobby) 1234 Market Street, Philadelphia, PA Mon. - Fri. 8:00 AM – 6:00 PM (Senior ID Card) Mon. – Fri. 8:00 AM – 5:00 PM (Reduced Fare Card) 215-580-7145, Press #6	<b>SAME DAY ISSUANCE</b> By Appointment Only
SEPTA Accessible Travel Center Room 109 Suburban Station Mon. – Fri. 8:00 AM – 4:00 PM (Senior ID Card) Mon. – Fri. 8:00 AM – 4:30 PM (Reduced Fare Card)	<b>SAME DAY ISSUANCE</b>
Participating Pennsylvania Senate and House offices in Bucks, Chester, Delaware, Montgomery, and Philadelphia counties (Check with legislator.)	Cards issued via mail. Allow 4-6 weeks for delivery.

SEPTA Regional Rail Passenger Service offer in person services to provide travel information and respond to questions from 5:00 AM until approximately 1:30 AM at Jefferson and Suburban Stations, and 7 AM to 12:20 AM at 30<sup>th</sup> Street Station.

Customized Community Transportation (CCT-Connect)

Shared-Ride Program

1234 Market Street, 4<sup>th</sup> Floor, Philadelphia, PA 19107-3780

215-580-7145 Main Number

215-580-7712 TDD/TTY

Hours: Mon. - Fri. 8:00 AM – 4:00 PM

215-580-7700 CCT-Connect Reservation & Early Cancellations

Mon. - Fri. 7:00 AM – 4:00 PM; Sat. and Sun. 7:30 – 4:00 PM

215-580-7720 “Where’s My Ride”

(Available 24 hours)

[www.septa.org](http://www.septa.org)

Customized Community Transportation (CCT Connect) provides paratransit service to individuals with disabilities and senior citizens. The Shared-Ride Program is a door-to-door, advance-reservation, ride-sharing service, offered on a space-available basis to senior citizens 65 years of age and residents of Philadelphia. This service can be used to travel within the City of Philadelphia and to any location in the surrounding counties within three miles of the City’s border.

In Shared Ride service, passengers with different origins or destinations share the same vehicle. Customers may travel 24 hours daily, 7 days a week, space permitting. Reservations are accepted 1-3 days in advance of travel date.

The State of Pennsylvania Lottery Fund contributes 85% of the service cost. Seniors pay 15% of the service cost, and all payments must be made in cash.

## **UTILITIES**

### **ASSURANCE WIRELESS**

P. O. Box 5040, Charleston, IL 61920-9907

1-877-608-8923

[www.assurancewireless.com](http://www.assurancewireless.com)

Assurance Wireless Unlimited includes free each month:

- Free unlimited data
- Free unlimited text
- Free unlimited minutes
- Free 10GB hotspot data
- New customers receive a free smartphone.

### **Eligibility**

A household is eligible if one member of the household:

- Qualifies for the Lifeline Program
- Receives benefits under the free and reduced price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision
- Received a Pell Grant during the current award year
- Experienced a substantial loss of income. (Contact the company for more details regarding income.)

When this temporary government benefit program ends, if eligible, one will continue to receive Assurance Wireless Lifeline Service.

### **Lifeline Program**

Lifeline Program is a government program that helps low-income consumers with a discount on monthly service for: voice (telephone), broadband internet access service (internet service), or a combination of telephone and internet service. Lifeline works with both landline and wireless providers.

One may qualify based on income (at or below 135% of federal poverty guidelines) or if one participates in: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Veterans and Survivors Pension Benefit, and Federal Public Housing Assistance (FPHA).

### **ENERGY COORDINATING AGENCY (ECA)**

106 W. Clearfield Street, Philadelphia, PA 19133

215-609-1000

Email: [info@ecasavesenergy.org](mailto:info@ecasavesenergy.org)

[www.ecasavesenergy.org](http://www.ecasavesenergy.org)

Energy Coordinating Agency (ECA) is a non-profit corporation that provides low-income energy services, and administers high-quality energy conservation, education, heating and home repair services to reduce households' energy costs and stabilize families in their communities. ECA coordinates a network of Neighborhood Energy Centers (NECs) which each serve as a one-stop shop for low income energy services including weatherization, heating system repair and replacement, home repair, bill payment assistance, budget counseling, and home energy education.

### **Conservation**



Conservation services assure that income eligible clients maintain a comfortable living climate throughout the year. To apply, contact the nearest NEC.

The Weatherization Program is a free federally-funded program for eligible homeowners and tenants. It provides free air sealing and energy efficiency improvements. To apply, call 215-609-1000 or complete the form on the website.

The PGW Home Comfort Program is a no-cost program to reduce natural gas usage and designed to improve the overall energy performance in the homes of selected PGW customers who meet income and usage qualifications.

### Delaware Energy Services

Residents of Delaware seeking weatherization services can call 302-504-6111 for assistance or complete the form on the website.

### Heater Hotline

215-568-7190

Winter hours: 24 hrs. a day

Spring/Summer hours: 7:00 AM – 5:00 PM

The Heater Hotline provides free repairs for income eligible homeowners with broken, gas, oil, coal, or electric heating systems. This program can perform preventative maintenance and heater cleanouts during spring and summer months.

Free repairs:

Oil burners

Chimney and flue

Gas valve

Circulator and blowers

Thermostats and heating controls

Heating pipes and gas leaks

Call for emergencies. Other inquiries can be handled by completing the form on the website.

### Home Conservation Workshops

Home Conservation Workshops are offered to teach the audience how to weatherize their homes, conserve energy, and save money. To get a representative to host a workshop on energy conservation, call 215-609-1000 or complete the form on the website.

### Neighborhood Energy Centers (NEC's)

Neighborhood Energy Centers (NEC's) each serve as a one-stop shop for low income energy services including weatherization, heating system repair and replacement, home repair, bill payment assistance, budget counseling, and home energy education. Trained Energy Counselors, well-versed in utility programs offer a wide variety of services beyond basic utility services. Sites with one asterisk (\*) are also part of Utility Emergency Services Fund's (UESF) network of Utility Grant neighborhood intake sites. Sites with two asterisks (\*\*) assist with the senior citizen discount on water bills.

Neighborhood Energy Centers are listed below.

ACHIEVEability\* \*\*

215-557-8484 ext. 8839

59 N. 60<sup>th</sup> Street, Philadelphia, PA 19139

[www.achieveability.org](http://www.achieveability.org)

Serves West Philadelphia, West Park, and Overbrook

Center in the Park* ** 5818 Germantown Avenue, Philadelphia, PA 19144 <a href="http://www.centerintheparkphila.org">www.centerintheparkphila.org</a> Serves Northwest Philadelphia	215-848-7722
Congreso de Latinos Unidos* 216 W. Somerset Street, Philadelphia, PA 19133 <a href="http://www.congreso.net">www.congreso.net</a> Serves North Philadelphia, East of Broad Street	215-763-8870
Diversified Community Services* ** Dixon House 1920 S. 20 <sup>th</sup> Street, Philadelphia, PA 19145 <a href="http://www.dcsphila.org">www.dcsphila.org</a> Serves South Philadelphia, West of Broad Street	215-336-3511
Germantown Avenue Crisis Ministry* ** 35 W. Cheltenham Avenue, Philadelphia, PA 19144 <a href="http://www.crisisministry.org">www.crisisministry.org</a> Serves Northwest Philadelphia	215-843-2340
Greater Philadelphia Asian Social Service Center (GPASS)* ** 4943 N. 5 <sup>th</sup> Street, Philadelphia, PA 19120 <a href="http://www.gpasspa.org">www.gpasspa.org</a> Serves North Philadelphia, Olney, Logan, and Nicetown	215-456-1662
HACE* ** Main Office 167 W. Allegheny Avenue, Suite 200, Philadelphia, PA 19140 <a href="http://www.hacecdc.org">www.hacecdc.org</a> Serves North Philadelphia	215-426-8025
HACE* ** Frankford Office 4907 Frankford Avenue, Philadelphia, PA 19124 <a href="http://www.hacecdc.org">www.hacecdc.org</a> Serves Frankford, Kensington, Philadelphia, and Northeast	215-437-7867
Hunting Park Neighborhood Advisory Committee (NAC)* ** 3760 N. Delhi Street, Philadelphia, PA 19140 <a href="http://www.huntingparknac.org">www.huntingparknac.org</a> Serves North Philadelphia, Nicetown, Logan, and Olney	215-225-5560
Mt. Vernon Manor CDC NAC 631 N. 39 <sup>th</sup> Street, Philadelphia, PA 19104 <a href="http://www.mvmcdc.org/programs/resident-services">www.mvmcdc.org/programs/resident-services</a> Serves Mantua, East Parkside, and Powelton Village	215-475-9492
New Kensington CDC ** 2771 Ruth Street, Suite 1, Philadelphia, PA 19134 <a href="http://www.nkcdc.org">www.nkcdc.org</a> Serves Kensington, Frankford, and Northeast Philadelphia	215-427-0350
Nicotown CDC* **	215-329-1824

4300 Germantown Avenue, Philadelphia, PA 19140

[www.nicetowncdc.org](http://www.nicetowncdc.org)

Serves West Oak Lane, North Philadelphia, Nicetown, Olney, and Logan

Southwest CDC\* \*\*

215-729-0800

6328 Paschall Avenue, Philadelphia, PA 19142

[www.southwestcdc.org](http://www.southwestcdc.org)

Serves Southwest Philadelphia

Strawberry Mansion CDC\* \*\*

215-235-7505

2829 W. Diamond Street, Philadelphia, PA 19121

[www.strawberrymansioncdc.org](http://www.strawberrymansioncdc.org)

Serves North Philadelphia, West of Broad Street

United Communities Southeast Philadelphia\* \*\*

215-468-1645

2029 S. 8<sup>th</sup> Street, Philadelphia, PA 19148

[www.ucsep.org](http://www.ucsep.org)

Serves South Philadelphia, East of Broad Street

We Never Say Never\* \*\*

215-452-0440

4427 Lancaster Avenue, Philadelphia, PA 19104

Serves West Philadelphia, Overbrook, and West Park

### **LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)**

1348 W. Sedgley Avenue, Philadelphia, PA 19132-2498

215-560-1583 Hotline

1-866-857-7095 Statewide Toll-free Hotline

711 PA Relay (for those with hearing and/or speech disabilities)

[www.dpw.pa.gov/services/assistance/pages/LIHEAP.aspx](http://www.dpw.pa.gov/services/assistance/pages/LIHEAP.aspx)

Hours: Mon. – Fri. 8:00 AM - 5:00 PM

The Low Income Home Energy Assistance Program (LIHEAP) helps low-income families pay their heating bills in the form of a cash grant. Households in immediate danger of being without heat can also qualify for crisis grants. The cash grant is a one-time payment sent directly to the utility company/fuel provider to be credited to one's bill. This grant does not have to be repaid. Cash grants are based on household size, income, and fuel type. Assistance is offered to homeowners and renters once per program year.

How to apply:

Online at [www.compass.state.pa.us](http://www.compass.state.pa.us)

Request an application by calling either of the hotlines or 711.

Applications are also available at the local County Assistance Office. (For Philadelphia, see the office listed above.)

One must provide names, dates of birth, Social Security Numbers, and proof of income for all household members, and a recent heating bill. Once the application is processed one will receive written notice of whether one qualifies and the amount of the grant.

### **CRISIS Program**

The Crisis grant may be available if one has an emergency situation and is in jeopardy of losing their heat.

Households can receive more than one Crisis grant, as necessary, during the season until the maximum yearly benefit amount is reached.

Emergency situations may include:

Broken heating equipment or leaking lines that must be fixed or replaced;  
Lack of fuel;  
Termination of utility service;  
Danger of being without fuel (less than a 15 day supply);  
Having utility service terminated (received a notice that service will be shut off within the next 60 days);

If LIHEAP is open, one must apply for LIHEAP before applying for Crisis.

### **PECO**

PECO Customer Solution Center  
2301 Market Street, Philadelphia, PA 19103  
1-800-494-4000 - Customer Service (Language translation is available.)  
1-800-841-4141 – Emergencies  
[www.peco.com](http://www.peco.com)  
Hours: Mon. – Fri. 8:00 AM – 5:00 PM

Payments can be mailed to: PECO  
P. O. Box 37629, Philadelphia, PA 19101

PECO, headquartered in Philadelphia, is Pennsylvania's largest electric and natural gas utility serving Bucks, Chester, Delaware, Lancaster, Montgomery, Philadelphia, and York counties. PECO is a subsidiary of Exelon Corporation, the nation's leading competitive energy supplier.

### **Customer Assistance Program (CAP)**

1-800-774-7040

PECO's Customer Assistance Program (CAP) can provide a monthly credit on one's bill. The credit is based on the household's gross income and energy use.

### **Eligibility**

The CAP credit is based on monthly gross household in relation to the Federal Poverty Level, amount of energy used in the last 12 months, and the percentage of household income that goes to energy costs. The credit is applied to one's bill each month, and can change depending on how much energy is used. Customers will receive a larger credit during months when more energy is used. Also, recipients must use PECO for both their electric and natural gas supply.

How to apply:

Provide the address and phone number with one's account; full name and birthdate of each household member; proof of income during the past 30 days for each household member; and Social Security Number for each household member (optional). Contact PECO to find out which documents may be used as proof of income. If applicable, one may complete the No-Income Form.

One may apply online at [www.secure.peco.com/CAPAssistance/CAPRateApplication](http://www.secure.peco.com/CAPAssistance/CAPRateApplication) .

Download an application in English or Spanish and submit it.

Email: [PECOCAP@exeloncorp.com](mailto:PECOCAP@exeloncorp.com)

Fax: 1-855-358-9369

Mail: PECO CAP

P.O. Box 467429, Atlanta, GA 31146-9801

### **Customer Assistance and Referral Evaluation Services (CARES)**

1-800-774-7040

PECO's Customer Assistance and Referral Evaluation Services (CARES) is a referral and information service designed to assist special-needs, low-income customers who have a temporary personal or financial hardship that prevents the payment of the utility bill.

#### **Low Income Usage Reduction Program (LIURP)**

1-800-675-0222 Mon.-Fri. 8:00 AM-5:30 PM

Low Income Usage Reduction Program (LIURP) offers a free virtual energy assessment. One gets a virtual visit from a PECO energy advisor; a personalized report with recommendations for improving energy efficiency and an evaluation of major appliances, like the refrigerator; and a pack of free energy-saving items (such as LED bulbs and a smart power strip) based on one's specific needs. Items are sent once the checkup is complete.

LIURP also offers a free In-Home Energy Checkup. An energy advisor visits the home personally to find ways of saving energy and money. In addition to installing free energy-saving devices, the energy advisor will review a comprehensive assessment report with the customer.

#### **Eligibility**

Annual household income must be at or below 200% of the Federal Poverty Level. One must have high usage. Contact PECO for details about high usage and income levels.

#### **Matching Energy Assistance Fund (MEAF)**

1-800-774-7040

PECO's Matching Energy Assistance Fund (MEAF) is an energy assistance program that enables PECO to assist low-income, residential customers in its service territory with bill payment.

#### **Eligibility**

Total household income must be at or below 175% of the Federal Poverty Income Guidelines. The maximum grant is \$500 (per commodity) but must bring the past due balance to zero. Customers are eligible for MEAF assistance every 24 months and should apply at the MEAF agency in their county. In Philadelphia County, the MEAF agency is:

Utility Emergency Services Fund  
1608 Walnut Street, Suite 600, Philadelphia, PA 19103

215-972-5170

One should contact PECO to determine if their household qualifies. This program accepts donations.

#### **PENNSYLVANIA PUBLIC UTILITY COMMISSION (PA PUC)**

General Mail

400 North Street, Keystone Building, Harrisburg, PA 17120

1-800-692-7380 711 For people with speech or hearing loss

[www.pa.puc.gov](http://www.pa.puc.gov)

The Pennsylvania Public Utility Commission (PA PUC) oversees the entities which provide utility services across the state including: electricity, natural gas, pipeline transmission of natural gas and hazardous materials, motor carrier transportation of passengers and property, railroad crossings, telecommunications, water and waste water collection and disposal.

#### **Lifeline Program**

Lifeline Program is a government program that helps low-income consumers with a discount on monthly service for: voice (telephone), broadband internet access service (internet service), or a combination of telephone and

internet service. Lifeline works with both landline and wireless providers.

One may qualify based on income (at or below 135% of federal poverty guidelines) or if one participates in: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Veterans and Survivors Pension Benefit, and Federal Public Housing Assistance (FPHA). One should contact their telephone or Internet service provider to ask if they are a Lifeline Program provider. If they are, they can help you; or one may also contact the PA PUC.

[www.PAPowerSwitch.com](http://www.PAPowerSwitch.com)

PAPowerSwitch is the official electric shopping website of the Pennsylvania Public Utility Commission (PA PUC). In Pennsylvania, one can choose the company that generates their home or business's electricity —also known as the electric supplier. This means that one has the power to switch to a competing supplier for a better price or a specific service one wants such as green/renewable energy.

[www.PAGasSwitch.com](http://www.PAGasSwitch.com)

PAGasSwitch is the official natural gas shopping website of the PA PUC. In Pennsylvania, one can choose the company that generates their home or business's natural gas — also known as the natural gas supplier. This means that one has the power to switch to a completing supplier that can offer the lowest price or provide a specific service.

### **PHILADELPHIA GAS WORKS**

800 W. Montgomery Avenue

Philadelphia, PA 19122

215-235-1212	Emergencies (Available 24 hours a day, 7 days a week)
215-235-1000	Billing, Customer Service, LIHEAP, Make a Payment. Request a Meter Reading (8:00 AM - 6:00 PM)
215-235-1777	Bill collection —Collections, payment arrangements, and shut-off notices (8:00 AM – 4:00 PM)
215-684-6535	File or Follow up on a Claim
215-235-2175	Informacion y servicio en Espanol
215-236-4646	Hearing impaired TTY (Mon. – Fri 8:00 AM – 5:00 PM)
855-PGW-SOLVES	Energysense (savings, rebates, incentive programs)
215-235-2050	Parts and Labor Plan (Get major gas appliances covered)

[www.pgworks.com](http://www.pgworks.com)

Philadelphia Gas Works (PGW) is owned by the City of Philadelphia and is the largest municipally owned gas utility in the country. Its operations are managed by a non-profit corporation, the Philadelphia Facilities Management Corporation (PFMC).

PGW Customer Service Centers are listed below:

#### **Frankford**

4410 Frankford Avenue, Philadelphia, PA 19124

Thurs., Fri. 9:00 AM – 5:00 PM

#### **Germantown**

210 W. Cheltenham Avenue, Philadelphia, PA 19144

Tues., Wed., Fri. 9:00 AM – 5:00 PM

#### **North Philadelphia**

1337 W. Erie Avenue, Philadelphia, PA 19140

Mon., Wed., Thurs., 9:00 AM -5:00 PM

#### **South Philadelphia**

1601 S Broad Street, Philadelphia, PA 19148

Mon., Wed., Thurs., 9:00 AM -5:00 PM

West Philadelphia

5230 Chestnut Street, Philadelphia, PA 19139

Mon., Tues., Wed., Fri. 9:00 AM – 5:00 PM

**Customer Assistance Referral and Evaluation Program (CARES)**

215-235-1000

The PGW CARES program provides payment assistance to residential customers with special circumstances. These may include medical emergencies, unemployment, or other temporary hardships. One should call 215-235-1000 for eligibility information.

**PGW's Customer Responsibility Program (CRP)**

215-684-6100

PGW's Customer Responsibility Program (CRP) can help low-income customers better afford their PGW bills and keep their gas service on.

**Eligibility**

The PGW CRP program discount is based on household size, household income, and average gas bill. One must show proof of gross household income for the past 30 days, and the name, Social Security cards, and date of birth for each household member.

One may apply online at the website or mail an application to:

PGW Customer Responsibility Program

P. O. Box 3529, Philadelphia. PA 19122-0529

**PGW Senior Citizen Discount Program**

215-235-1000

PGW Senior Citizen Discount Program is not currently open to new participants. Members who enrolled in the program prior to September 1, 2003 may call PGW for assistance.

**PHILADELPHIA WATER DEPARTMENT**

The Philadelphia Water Department supplies drinking water, wastewater, and storm water services to customers within the City of Philadelphia.

**Conservation Assistance Program (CAP)**

Administered by CMC Energy Services

877-902-1888

<https://water.phila.gov/financial-assistance/>

The Philadelphia Water Department's Conservation Assistance Program provides water conservation devices and education to low-income customers (at or below 150% of poverty level), yielding average water usage savings of more than 25 percent for participants.

**Homeowner's Emergency Loan Program (HELP)**

HELP Loan — Philadelphia Water Department

1101 Market Street, 6<sup>th</sup> Floor, Philadelphia, PA 19107

215-685-4901

Email: [PWDHelpLoan@phila.gov](mailto:PWDHelpLoan@phila.gov)

[www.phila.gov/programs/homeowners-emergency-loan-program-help/](http://www.phila.gov/programs/homeowners-emergency-loan-program-help/)

The Homeowner's Emergency Loan Program (HELP) offers zero-interest loans for repairs to water service lines and sewer lines. Philadelphia Water Department (PWD) customers are responsible for repairing the pipes and fixtures that carry water from the City's water mains to their home. Customers often use HELP loans to fix problems with water service lines or sewer lines that connect their home to City pipes.

These loans can also be used to replace service lines that are made of lead, which may pose a health risk.

To apply:

One must either: receive a Notice of Defect (NOD) from the Philadelphia Water Department and need repairs; or want to replace a water service line that is made of lead. A Notice of Defect is not required for replacing a lead service line.

The applicant must own the property. It must be residential or if mixed use, primarily residential. It must not contain more than 4 units. The payment agreements (if applicable) must be current, and the property must be served by an operable water meter. The applicant cannot be delinquent on the monthly water bill(s) for more than 2 cycles for the property with the NOD and other properties owned by the applicant. The applicant must consent to the placement of a lien on the property for the amount of the total cost of the work.

One can apply online, via email, or through the mail. PWD will contact applicants regarding inspection, cost estimate, signing for the loan, and scheduling repairs.

#### **PHILADELPHIA WATER REVENUE BUREAU**

Municipal Services Building

1401 JFK Boulevard, Philadelphia, PA 19102

215-685-6300 Customer Service (8:30 AM -5:00 PM)

For water meter problems call customer service 24 hours a day, 7 days a week

215-686-5216 Appeal a written decision on a water bill dispute (Tax Review Board office)

Email: [wrbhelpdesk@phila.gov](mailto:wrbhelpdesk@phila.gov)

[www.phila.gov/departments/departments-of-revenue](http://www.phila.gov/departments/departments-of-revenue)

The Philadelphia Water Revenue Bureau provides all billing and collection functions for water and sewer charges.

Authorized Payment Centers are listed below:

#### **Center City**

Municipal Services Building

1401 JFK Boulevard, Concourse Level, Philadelphia, PA 19102

Mon. – Fri. 8:30 AM – 5:00 PM

#### **North Philadelphia**

Hope Plaza

22<sup>nd</sup> and Somerset Streets, Philadelphia, PA 19132

Mon. – Fri. 8:30 AM – 5:00 PM

#### **Northeast Philadelphia**

7522 Castor Avenue, Philadelphia, PA 19111

Mon. – Fri. 8:30 AM – 5:00 PM

#### **Senior Citizen Water Bill Discount**



Seniors in Philadelphia may qualify for a 25% discount on their bill.

### **Eligibility**

One must be 65, live at the address on the application, have the bill in their name and have a total annual income (for all household members) of \$32,300 or less. One must complete an application form. One must show photocopies of documents that establish proof of age, address, and household income. Applications require 2 separate proofs of residency. Examples of acceptable documents are listed on the application form.

One may apply online or by mail. Application-related questions may be emailed to: [watercap@phila.gov](mailto:watercap@phila.gov). To apply online, documents must be scanned to submit electronically. If applying by mail, send photo copies not original documents. Anyone who goes to a partner location for help completing the application must then mail all their information in.

### **Tiered Assistance Program (TAP)**

### **Eligibility**

If an applicant's household income is at or less than 150% of the Federal Poverty Level, they may have their water bill payment fixed at between 2% and 3% of household income. Those above this income level but who have special hardships may apply to have their payment fixed at 4% of household income. One must complete an application form. Applications require 2 separate proofs of residency, proof of household income, and proof of special hardship (if requesting help on that basis.). Examples of acceptable documents are listed on the application form.

One may apply online or by mail. Application-related questions may be emailed to: [watercap@phila.gov](mailto:watercap@phila.gov). To apply online, documents must be scanned to submit electronically. If applying by mail, send photo copies not original documents. Anyone who goes to a partner location for help completing the application must then mail all their information in.

Along with the NEC's on Pages 24 and 25 that are marked with two asterisks (\*\*), partner locations also include these organizations:

Action AIDS 1216 Arch Street, Philadelphia, PA 19107	215-981-0088
Catholic Social Services — Casa del Carmen 4400 N. Reese Street, Philadelphia, PA 19140	267-331-2500
Catholic Social Services — Southwest Family Center 6214 Grays Avenue, Philadelphia, PA 19142	215-724-8550
City Hall North 22 <sup>nd</sup> and Somerset Streets, Philadelphia, PA 19132	215-685-9745
Community Legal Services 1410 W. Erie Avenue, Philadelphia, PA 19140	215-227-2400 (CLS clients only)
Community Legal Services 1424 Chestnut Street, Philadelphia, PA 19102	215-981-3700 (CLS clients only)
Concilio 141 E. Hunting Park Avenue, Philadelphia, PA 19124	215-627-3100

Impact Services, Corporation  
5847 Germantown Ave., Philadelphia, PA 19144

215-987-6503

Municipal Services Building  
1401 JFK Boulevard, Philadelphia, PA 19102

Mon., Wed., Fri. 9:00 AM – 4:00 PM

People's Emergency Center  
325 N. 39<sup>th</sup> Street, Philadelphia, PA 19104

267-777-5854

Philadelphia Fight  
1207 Chestnut Street, 3<sup>rd</sup> Floor, Philadelphia, PA 19107

215-525-2615

Project Home  
1515 Fairmount Avenue, Philadelphia, PA 19130

215-232-7272

Urban League of Philadelphia  
121 S. Broad Street, 6<sup>th</sup> Floor, Philadelphia, PA 19107

215-985-3220

Utility Emergency Services Fund  
1608 Walnut Street, 6<sup>th</sup> Floor, Philadelphia, PA 19103

215-972-5170

### **SafeLink Wireless**

P.O. Box 160490, Hialeah, FL 33016-9997

1-800-SafeLink (1-800-723-3546)

Enrollment and Plan Changes

Mon.-Sat. 8:00 AM – 10:00 PM

1-800-378-1684

Technical Support Only

8:00 AM-12:00 AM (7 days/week)

1-866-902-5756

Fax

[www.safelinkwireless.com](http://www.safelinkwireless.com)

SafeLink Wireless is a program provided by TracFone Wireless, Inc. SafeLink Unlimited includes talk, text and data with international calling and 10GB hotspot plus a free smartphone. Service includes 350 voice minutes; 4.5 GB of data; free smartphone (WiFi and data compatible); free voice minutes and unlimited texts; voicemail/caller ID/3-way calling; 911 access; 411 directory assistance at no additional cost, and nationwide coverage on America's best networks.

If one uses their own phone, they will receive a free SIM card. SafeLink's Keep Your Own SmartPhone plan does require a compatible or unlocked smartphone.

### **Lifeline Program**

Lifeline Program is a government program that helps low-income consumers with a discount on monthly service for: voice (telephone), broadband internet access service (internet service), or a combination of telephone and internet service. Lifeline works with both landline and wireless providers.

One may qualify based on income (at or below 135% of federal poverty guidelines) or if one participates in: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Veterans and Survivors Pension Benefit, and Federal Public Housing Assistance (FPHA).

### **UTILITY EMERGENCY SERVICES FUND (UESF)**

1608 Walnut Street, Suite 600, Philadelphia, PA 19103  
215-972-5170

### **Oil Assistance Program**

215-814-6837

The Utility Emergency Services Fund (UESF) provides direct oil assistance for low-income Philadelphia residents who are unable to afford the cost of an oil delivery. The maximum assistance available is 200 gallons of oil.

### **Eligibility**

Applicants must be Philadelphia residents who have not received a fuel oil grant in the last 12 months. They must have applied for LIHEAP when available and be at or below 175% of the Federal Poverty Level (to be determined at the time of application).

### **Shelter to Permanent Housing Program**

215-814-0394

Through a partnership with the City's Office of Supportive Housing (OSH), UESF helps families exit the shelter system by assisting with their back utility arrearages. With a cleared utility bill, families can become eligible for permanent housing.

### **Eligibility**

Applicants must be residents of a City Shelter, have a utility arrearage that prohibits them from obtaining housing, and have a referral from shelter to the Office of Supportive Housing.

### **Utility Grant Program**

215-814-6837

The Utility Emergency Services Program (UESF) provides financial assistance to low-income Philadelphia residents who are facing utility terminations or who have had their utilities shut-off. PECO, PGW, and the Philadelphia Water Department match each dollar UESF provides. UESF's financial assistance, the matching utility bill credit, and any contribution by the individual must zero out the utility bill. One may apply every two years. Household income must be at or below 175% of current federal poverty guidelines.

Along with the NEC's on Pages 24 and 25 that are marked with an asterisk, UESF's network of Utility Grant neighborhood intake sites also includes these organizations:

#### **Action Wellness**

1216 Arch Street, 6<sup>th</sup> Floor, Philadelphia, PA 19107 215-981-0088

#### **City Hall North – OCEO**

22<sup>nd</sup> and Somerset Streets, Philadelphia, PA 19132 215-685-9745

#### **Concilio**

141 E. Hunting Park Avenue, Philadelphia, PA 19124 215-627-3100

#### **People's Emergency Center**

325 N. 39<sup>th</sup> Street, Philadelphia, PA 19104 267-777-5854

#### **Urban League of Philadelphia**

121 S. Broad Street, 6<sup>th</sup> Floor, Philadelphia, PA 19107 215-985-3220

### **Water Conservation Housing Stabilization Program**

267-639-8248

The Utility Emergency Services Program's (UESF) Water Conservation Housing Stabilization Program provides financial assistance to pay off past due bills; plumbing repairs and modifications to help decrease water usage; and in-home water conservation education.

**Eligibility**

Applicants must be water customers with high usage, high arrearages, and high water bills, and must meet income criteria of 175% of the Federal Poverty Level (to be determined at time of application).

**VERIZON**

1-800-VERIZON (1-800-837-4966)

**Lifeline Program**

Lifeline Program is a government program that helps low-income consumers with a discount on monthly service for: voice (telephone), broadband internet access service (internet service), or a combination of telephone and internet service. Lifeline works with both landline and wireless providers.

One may qualify based on income (at or below 135% of federal poverty guidelines) or if one participates in: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Veterans and Survivors Pension Benefit, and Federal Public Housing Assistance (FPHA).

**Link-Up**

Link Up assistance helps qualified residents of federally recognized Tribal lands pay the activation fee or installation charges for Lifeline service. If one is eligible for Lifeline service and resides on federally recognized Tribal lands, they automatically qualify for Link Up.

**VARIOUS OTHER FINANCIAL BENEFITS****AARP FOUNDATION TAX-AIDE**

1-888-AARPNOW (1-888-227-7669)

Contact the number above for assistance from the volunteer-based tax assistance and preparation program. Tax-

Aide volunteers are certified by the IRS and assist with both state and federal returns. The nationwide tax help program is aimed at people 50 and older and those who have low to moderate incomes, but Tax-Aide is open to anyone free of charge. One does not have to be an AARP member.

The following options have been offered to help taxpayers to fill out and file their tax returns:

In person:	traditional in-person service
Low-contact:	Taxpayer meets with Tax-Aide volunteers in 1 or 2 meetings to exchange documents
Contact free:	Taxpayers interact online and by phone and exchange documents electronically
Self-preparation:	Tax-Aide gives taxpayers free access to software to use in preparing their own taxes. Tax-Aide volunteers can coach taxpayers through the process via computer screen-sharing.

### **BENEFITS CHECK UP**

251 18<sup>th</sup> Street South, Suite 500, Arlington, VA 22202

1-800-794-6559 Mon.-Fri. 9:00 AM-5:00 PM

<https://benefitscheckup.org>

Benefits Check Up is a free service sponsored by the National Council on Aging (NCOA). Benefits Check Up helps people identify programs that may improve the quality of their lives. To begin, one should enter their zip code and then answer some other questions to help narrow down the online search. Benefits Check Up explains what benefit programs the caller may be eligible for and how to apply for them. It is a completely confidential service.

### **BENEPHILLY**

Benefits Data Trust Office

Centre Square West, 1500 Market Street, Suite 2800, Philadelphia, PA 19102

215-207-9100

215-207-9111

1-844-848-4376 BenePhilly Hotline (Mon.-Fri. 9:00 AM-5:00 PM)

<https://bdtrust.org/benephilly>

BenePhilly is a free program that helps low-income Philadelphians to enroll in critical benefits and services. Trained specialists assist in completing applications and provide follow-up. Serves people of all ages.

Some of the programs the organization assists with include:

Pharmaceutical Assistance Contract for the Elderly (PACE/PACENET)

Supplemental Nutrition Assistance Program (SNAP)

Low Income Home Energy Assistance Program (LIHEAP)

Property Tax/Rent Rebate

Medicaid

Medicare Extra Help

Medicare Savings Program

Children's Health Insurance Program (CHIP)

Qualified Health Plan

Homestead Exemption

Supplemental Security Income (SSI)

Social Security Disability (SSDI)

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

Unemployment Insurance (UI)

Temporary Assistance for Needy Families (TANF)

Earned Income Tax Credit (EITC)

Child Tax Credit (CTC)

Free Application for Federal Student Aid (FAFSA)  
Childcare Subsidy (CCIS)

BenePhilly Center locations offer free one-on-one support at these locations:

PA Career Link Philadelphia, NW  
5847 Germantown Avenue, Philadelphia, PA 19144  
215-298-9292 (Mon.-Fri. 7:00 AM-3:00 PM)

Catholic Social Services  
Southwest Family Services Center  
6214 Grays Avenue, Philadelphia, PA 19142  
215-724-8550, ext. 6 (Mon.-Fri. 9:30 AM-5:30 PM)

City of Philadelphia  
Municipal Services Building  
1401 JFK Boulevard, Philadelphia, PA 19102  
215-685-9745 (Mon.-Thurs. 10:00 AM-3:00 PM)

Esperanza  
4261 N. 5<sup>th</sup> Street, Philadelphia, PA 19140  
215-324-0746, ext. 108 (Mon.-Fri. 8:30 AM-5:30 PM)

Impact Services Corporation — Allegheny  
1952 E. Allegheny Avenue, Philadelphia, PA 19134  
215-739-1600, ext. 156 (Mon.-Fri. 9:00 AM-5:00 PM)

PennAsian Senior Services  
PACE Center  
6926 Old York Road, Philadelphia, PA 19126  
215-572-1234

Philadelphia FIGHT  
1207 Chestnut Street, 3<sup>rd</sup> Floor, Philadelphia, PA 19104  
215-525-0464 (Mon.-Fri. 9:00 AM-5:00 PM)

Utility Emergency Services Fund  
1608 Walnut Street, Suite 600, Philadelphia, PA 19103  
215-814-6839; 215-814-6841; 215-814-6843 (Mon.-Fri. 9:00 AM-5:00 PM)

United Communities Southeast Philadelphia  
Houston Center  
2029 S. 8<sup>th</sup> Street, Philadelphia, PA 19148  
215-468-1645, ext. 7200 (Mon.-Fri. 9:00 AM-5:00 PM)

### **DIVISION OF HOUSING AND COMMUNITY DEVELOPMENT**

1234 Market Street, 17<sup>th</sup> Floor, Philadelphia, PA 19107  
215-686-9749  
215-686-9803 TDD

[www.phila.gov/departments/division-of-housing-and-community-development](http://www.phila.gov/departments/division-of-housing-and-community-development)

As part of the Department of Planning and Development, the Division of Housing and Community Development (DHCD) funds programs that help Philadelphians buy their first home, or repair the one they are in, save families from foreclosure or eviction, help people with HIV/AIDS find permanent housing, and people with disabilities to live more independently.

### **Basic Systems Repair Program**

<https://phdcphila.org/residents/home-repair/basic-systems-repair-program>

The Basic Systems Repair Program (BSRP) provides free repairs to correct electrical, plumbing, heating, structural and roofing emergencies in eligible owner-occupied homes in Philadelphia.

### **Eligibility**

One must provide gross annual household income, source of that income, and number of people in the household. One must also provide proof of the emergency. It can be a violation notice from L&I, a Notice of Defect from PGW, clear photos showing damage to ceiling from roof leak, or photos showing accumulation of sewage in basement from plumbing leak.

Eligible emergencies may include:

- Dangerous electrical conditions, such as overheating or sparking wiring or entire circuits that won't stay on
- Leaking or broken sewer lines and/or water service lines
- Violations from the Philadelphia Water Department; Philadelphia Gas Works, PECO, or Philadelphia L&I
- Roof leaks which have caused a 4 square foot or larger section of ceiling to collapse. (Small roof leaks are not considered emergencies.)

To apply:

Online: <https://phdcphila.org/application-form>

Mail: Philadelphia Housing Development Corporation (PHDC)  
1234 Market Street, 17<sup>th</sup> Floor, Philadelphia, PA 19107  
ATTN: B. Abdullahi

Call: 215-448-2160 Mon.-Thurs. 9:00 AM-4:00 PM; Fri. 9:00 AM- 12:00 PM  
215-448-2184 TDD

### **Restore, Repair, Renew**

<https://phdc.phila.org/residents/home-repair/restore-repair-renew>

Restore, Repair, Renew is a program to help Philadelphia homeowners access low-interest rate loans to invest in their properties. Lenders participating in the program are offering 10-year, 3% fixed Annual Percentage Rate loans.

One receives assistance determining eligibility, receiving financial counseling, help identifying necessary repairs, connection to a participating lender, assistance finding a contractor, and help applying for the loan.

### **Eligibility**

One must be a Philadelphia homeowner whose primary residence needs repairs. One must have a credit score above 580, have homeowner's insurance, and must be up to date on public utilities and taxes or be on a payment plan with the City. One should not have L&I violations or will eliminate violations as part of this program.

Eligible repairs can include:

- Roofing, siding, foundation, and masonry
- Sidewalk and driveway resurfacing/replacement and outside stair repair
- Window and door repair and replacement
- Adaptations that allow for easier access to and mobility within a home
- Fixtures, plumbing, sewer, and waterline repairs and replacements
- HVAC system and water heater repair or replacement
- Electrical repairs
- Treatments related to lead-based paint
- Mold and radon mitigation
- And repairs, improvements, and upgrades related to health, safety and quality of life.

Contact program partners:

CLARIFI  
215-866-5200  
[rrr@clarifi.org](mailto:rrr@clarifi.org)

Philadelphia Council for Community Advancement  
215-567-7803  
[awilliams@philapcca.org](mailto:awilliams@philapcca.org)

### **LOW-INCOME SENIOR CITIZEN REAL ESTATE FREEZE PROGRAM**

Philadelphia Department of Revenue  
Municipal Services Building  
1401 JFK Boulevard, Philadelphia, PA 19102  
Email: [revenue@phila.gov](mailto:revenue@phila.gov)  
[www.phila.gov/senior-freeze](http://www.phila.gov/senior-freeze)  
215-686-6442

The Philadelphia Department of Revenue will prevent one's Real Estate Tax Bill from increasing if one meets certain age and income requirements.

Under the Real Estate Tax Freeze, the amount of property tax paid each year will not increase, even if the property assessment or tax rate changes. If tax liability decreases due to a lower property assessment or a tax rate decrease the amount of Real Estate Tax owed will also be lowered to the new amount. Applications are for new applicants; those who participated the previous year are automatically enrolled the next year. However, applicants must reapply if anything regarding the deed changes.

### **Eligibility**

For the age requirement, an eligible senior is someone who meets any of the following descriptions:

- Age 65 or older;
- Lives in the same household with a spouse who is 65 or older; or
- Age 50 or older who is a widow of someone who reached the age of 65 before passing away.

For the income requirement, applicants will have:

- a total income of \$27,000 or less for a single person
- or \$35,500 or less for a married couple.

For those who are eligible and live in cooperative buildings, there is a separate application; and enrollment status must be shared with the building's property management.

Download and complete an application form (<https://www.phila.gov/document/application-for-senior-citizen-real-estate-tax-freeze/>). Mail application and proof of age to:



Philadelphia Department of Revenue  
P. O. Box 53190, Philadelphia, PA 19105

Or return in person to one of the following locations:

Municipal Services Building  
Department of Revenue, 1401 JFK Boulevard – Concourse, Philadelphia, PA 19102

Northeast Municipal Services Center  
7522 Castor Avenue, Philadelphia, PA 19152

Hope Plaza  
22<sup>nd</sup> and Somerset Streets, Philadelphia, PA 19132

### **PHILADELPHIA COUNTY ASSISTANCE OFFICE**

Headquarters  
801 Market Street, Philadelphia, PA 19107  
215-560-7226  
<https://www.dhs.pa.gov/Services/Assistance/Pages/CAO-Contact.aspx>  
Hours: Mon.-Fri. 8:00 AM 5:00 PM

Pennsylvania offers assistance and other services to people and families in need. One can submit applications and renewals at the local county assistance office drop box or online using COMPASS (<https://www.compass.state.pa.us/compass.web/Public/CMPHome>). Caseworkers are available at the county assistance office to answer questions in person or over the phone, if the office is closed to the public.

Available benefits and services include: Supplemental Nutrition Assistance Program (SNAP), Cash Assistance, Health Care coverage (Medical Assistance), Home Heating Assistance (LIHEAP), Family planning, Services, Help with Childcare, School Meals, and Long-Term Living Services.

District Offices are listed below. Office hours are Mon.-Fri. 8:00 AM-5:00 PM.

Boulevard, 4109 Frankford Avenue, Philadelphia, PA 19124-4508	215-560-6500
Cheltenham, 301 E. Cheltenham Avenue, 1st Floor, Philadelphia, PA 19144-5751	215-560-5200
Delancey, 5740 Market Street, 2 <sup>nd</sup> floor, Street, Philadelphia, PA 19139-3204	215-560-3700
Elmwood, 5740 Market Street, 1 <sup>st</sup> Floor, Philadelphia, PA 19139-3204	215-560-3800
Glendale, 5201 Old York Road, Philadelphia, PA 19141-9943	215-560-4600
Liberty, 219 E. Lehigh Avenue, Philadelphia, PA 19125-1099	215-560-4000
Long Term and Independent Services	
5070 Parkside Avenue, Philadelphia, PA 19131	215-560 5500
Low-Income Energy Assistance Program (LIHEAP)	
1348 W. Sedgley Avenue, Philadelphia, PA 19132-2498	215-560-1583
Ridge/Tioga, 1350 W. Sedgley Avenue, Philadelphia, PA 19132-2498	215-560-4900
Somerset, 2701 N. Broad Street, 2 <sup>nd</sup> floor, Philadelphia, PA 19132-2743	215-560-5400
South, 1163 S. Broad Street, Philadelphia, PA 19147	215-560-4400

Unity, 4111 Frankford Avenue, Philadelphia, PA 19124

215-560-6400

West, 5070 Parkside Avenue, Philadelphia, PA 19131-4747  
215-560-6100

### **PROPERTY TAX/RENT REBATE PROGRAM**

Pennsylvania Department of Revenue  
Philadelphia – Center City  
110 N. 8<sup>th</sup> Street, Suite 204A  
Philadelphia, PA 19107-2412  
215-560-2056  
1-888-222-9190 Information

Pennsylvania Department of Revenue  
Philadelphia - Northeast  
Academy Plaza Shopping Center  
3240 Red Lion Road, Philadelphia, PA 19114-1109  
215-821-1860

Pennsylvania Department of Revenue  
Harrisburg – Strawberry Square  
Harrisburg, PA 17128-0101  
1-717-783-1405

<https://www.revenue.pa.gov/IncentivesCreditsPrograms/PropertyTaxRentRebateProgram>

PA Department of Revenue's rebate program provides property tax or rent rebate to benefits eligible Pennsylvanians age 65 and older; widows and widowers age 50 and older; and people with disabilities age 18 and older. The Property Tax/Rent Rebate Program is a program supported by the Pennsylvania lottery. The rebate program also receives funding from slots gaming. Applicants must reapply every year because rebates are based on annual income and property taxes or rent paid in each year.

For a homeowner, income cannot exceed \$35,000.00. A renter's income cannot exceed \$15,000.00. Those eligible can receive up to \$650.00. Some homeowners may receive supplemental rebates up to \$975.00. All applicants will need to provide proof of age, all yearly income, and paid real estate tax receipts. Renters will need their rent receipts. Though all Social Security income must be shown only 50% if the Social Security income is used for eligibility income.

One may file online using the myPATH system (<https://mypath.pa.gov/> / ) One can download an application or request one be mailed to them. The Property Tax or Rent Rebate Claim Form is PA-1000. The Property Tax or Rent Rebate Program Instruction Booklet (with a form included) is the PA-1000 Booklet. Email individual requests to: [ra-forms@pa.gov](mailto:ra-forms@pa.gov). Bulk requests should be emailed to: [ra-bulkforms@pa.gov](mailto:ra-bulkforms@pa.gov).

Completed applications can be mailed to: Pennsylvania Department of Revenue  
PO Box 28053, Harrisburg, PA 17128-0503

Rebates begin to be distributed on July 1st as required by law. The best way to check rebate status is by visiting "Where's My PA Property Tax/Rent Rebate?" (<https://mypath.pa.gov/> / )

### **REAL ESTATE INSTALLMENT PLAN**

Philadelphia Department of Revenue  
Municipal Services Building  
1401 JFK Boulevard, Philadelphia, PA 19102  
Email: [revenue@phila.gov](mailto:revenue@phila.gov)

[www.phila.gov/revenue/installment-plan](http://www.phila.gov/revenue/installment-plan)

215-686-6442

The Real Estate Installment Program is for all senior citizens and low-income taxpayers who own and live in their homes. If eligible, one can pay their current-year Real Estate Tax in monthly installment. Application must be received by the end of March. If approved, one will receive 8 monthly installment notices that cover the period between May and December.

If all 8 payments are made, one is automatically enrolled for the following year. Applicants will be mailed a coupon book in December, and the first of 12 payments will be due in January of the following year. If any payments are missed, the applicant's tax balance will be in default. They will be removed from the program and all taxes, including "additions" (interest and charges added to the original tax amount), will be due at that time.

### **Eligibility**

To be eligible for this program as a senior citizen, one must be at least 65 years old, or have a spouse who lives in the same household who is at least 65 years old. Proof of age must be provided.

To be eligible as a low-income taxpayer, there are income requirements based upon family size. See application for details (<https://www.phila.gov/media/20200617095614/Real-Estate-Tax-Installment-Plan-application-2021.pdf>).

Any change to one's deed or an increase in income will cancel the installment plan. The Department of Revenue must be notified of any changes.

Download and complete an application form (<https://www.phila.gov/media/20200617095614/Real-Estate-Tax-Installment-Plan-application-2021.pdf>). Mail application and required documentation to:

Philadelphia Department of Revenue  
P. O. Box 53190, Philadelphia, PA 19105

Or return in person to one of the following locations:

Municipal Services Building  
Department of Revenue, 1401 JFK Boulevard – Concourse, Philadelphia, PA 19102

Northeast Municipal Services Center  
7522 Castor Avenue, Philadelphia, PA 19152

Hope Plaza  
22<sup>nd</sup> and Somerset Streets, Philadelphia, PA 19132

### **SOCIAL SECURITY ADMINISTRATION**

1-800-772-1213 Mon.–Fri. 8 AM–7 PM

1-800-325-0778 TTY

<https://www.ssa.gov>

<https://www.ssa.gov/phila/index.htm> Philadelphia Region Home Page

Social Security

Social Security provides replacement income for qualified retirees and their families.

Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI)

Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) programs provide assistance to people with disabilities.

The SSDI program pays benefits to individuals and certain family members if they are “insured.” This means that they worked long enough – and recently enough - and paid Social Security taxes on their earnings.

The Supplemental Security Income (SSI) program provides monthly payments to adults and children with a disability or blindness who have income and resources below specific financial limits. SSI payments are also made to people 65 and older without disabilities who meet the financial qualifications. One may be eligible to receive SSI monthly payments even if already receiving SSDI or retirement benefits.

While the SSDI and SSI programs are different, the medical requirements are the same. If one meets the non-medical requirements, monthly benefits are paid if one has a medical condition expected to last at least one year or result in death.

There are two ways to receive benefits either by Direct Deposit or onto a Direct Express Debit Mastercard. Contact Social Security with any questions about this 1-800 772-1213 (1-800-325-0778 TTY).

Medicare

1-800-Medicare (1-800-633-4227)

1-877-486-2048 TTY

<https://www.medicare.gov>

Medicare is a health insurance program for people age 65 and older. Certain people younger than 65 can also qualify, including those with disabilities and those who have permanent kidney failure. This program helps with the cost of health care, but it does not cover all medical expenses or the cost of most long-term care. If one chooses to have Original Medicare (Part A and B) coverage, one can buy a Medicare Supplemental Insurance (Medigap) policy from a private insurance company.

Part A (hospital insurance) helps pay for inpatient care in a hospital or limited time at a skilled nursing facility (following a hospital stay). Part A also pays for some home health care. Part B (medical insurance) helps pay for services from doctors and other health care providers, outpatient care, home health care, durable medical equipment, and some preventive services. Medicare Part D is for prescription plans.

Other parts of Medicare are run by private insurance companies that follow rules set by Medicare.

Supplemental (Medigap) policies help pay Medicare out-of-pocket copayments, coinsurance, and deductible expenses. Medicare Advantage Plan (previously known as Part C) includes all benefits and services covered under Part A and Part B — prescription drugs and additional benefits such as vision, hearing, and dental — bundled together in one plan.

Most people 65 and over are eligible for free hospital insurance (Part A) if they have worked and paid Medicare taxes long enough. One can enroll in medical insurance (Part B) by paying a monthly premium. Those with higher incomes will pay a higher premium.

Medical Assistance (Medicaid)

Medicaid is a health coverage program which is administered by states, according to federal requirements. The program is funded jointly by the states and the federal government. In many states, SSI (Supplemental Security Income) recipients may be automatically eligible for Medicaid. An SSI application is an application for Medicaid.

Medicaid helps pay doctor and hospital bills. Questions about the program should be directed to the local County Assistance Office. See them listed on Page 38.

Below is a list of Social Security offices.

701. E. Cheltenham Avenue, Philadelphia, PA 19144	866-495-0255 (Phone Service Only)
2 Penn Center, 1500 JFK Boulevard, Suite 2000 A, Philadelphia, PA 19102	866-613-3969 (Phone Service Only)
Mid-Atlantic Social Security Center 300 Spring Garden Street, Philadelphia, PA 19123	800-772-1213
Social Security Administration Office of Hearing Operations 833 Chestnut Street, #502, Philadelphia, PA 19107	800-772-1213 (Mon.-Fri. 8:00 AM-4:30 PM)
9300 Ashton Road, Philadelphia, PA 19114	866-331-7840 (Phone Service Only)
2929 N Broad Street, Philadelphia, PA 19132	877-319-0727 (Phone Service Only)
Imperial Plaza 3400 Aramingo Avenue, Philadelphia, PA 19134 855-248-0233 (Phone Service Only)	
3336 S. Broad Street, Philadelphia, PA 19145	877-575-5191 (Phone Service Only)
4240 Market Street, Philadelphia, PA 19104	877-445-9977 (Phone Service Only)
Social Security Administration Card Center — Philadelphia 2 Penn Center, 1500 JFK Boulevard, Suite 2000 B, Philadelphia, PA 19102	877-541-5846

WHO DO I CONTACT SOCIAL SECURITY OR MEDICARE?			
TOPIC	SOCIAL SECURITY	MEDICARE	RESOURCES
How do I report a death?	X		Contact your local Social Security

			Office or call 1-800-772-1213 (1-800-325-0778 TTY)
How can I check Medicare eligibility?	X		<a href="http://www.ssa.gov/benefits/medicare">www.ssa.gov/benefits/medicare</a>
What does Medicare cover?		X	<a href="http://www.medicare.gov/what-medicare-covers">www.medicare.gov/what-medicare-covers</a>
How do I sign up for Hospital Insurance? (Part A)	X		<a href="http://www.ssa.gov/benefits/medicare">www.ssa.gov/benefits/medicare</a>
How do I sign up for Medical Insurance? (Part B)	X		<a href="http://www.ssa.gov/benefits/medicare">www.ssa.gov/benefits/medicare</a>
How do I apply for Extra Help with Medicare Prescription drug coverage (Part D)	X		<a href="http://www.ssa.gov/benefits/medicare/prescriptionhelp">www.ssa.gov/benefits/medicare/prescriptionhelp</a>
How can I check the status of Medicare Part A or Part B claims?		X	<a href="http://www.mymedicare.gov">www.mymedicare.gov</a>
Where do I find forms for filing a Medicare appeal or let someone speak with Medicare on my behalf?		X	<a href="http://www.medicare.gov/claims-appeals/how-do-i-file-an-appeal">www.medicare.gov/claims-appeals/how-do-i-file-an-appeal</a>
How to appeal an income-related monthly adjustment amount decision? for people who pay a higher Part B or D premium, if their income is over a certain amount	X		<a href="http://www.ssa.gov/benefits/disability/appeal.html">www.ssa.gov/benefits/disability/appeal.html</a>
How can I request a replacement Medicare card online?	X		<a href="http://www.ssa.gov/myaccount">www.ssa.gov/myaccount</a>
If I already get benefits or have Medicare, how do I report a change of address or phone number?	X		<a href="http://www.ssa.gov/myaccount">www.ssa.gov/myaccount</a>
What do Medicare health and prescription drug plans in my area cost and what services do they offer?		X	<a href="http://www.medicare.gov/plan-compare">www.medicare.gov/plan-compare</a>
Which doctors, health care providers, and suppliers participate in Medicare?		X	<a href="http://www.medicare.gov/forms-help-resource/find-compare-doctors-hospitals-other-providers">www.medicare.gov/forms-help-resource/find-compare-doctors-hospitals-other-providers</a>
Where do I find publications about Medicare?	X	X	<a href="http://www.ssa.gov/pubs/?topic=Medicare">www.ssa.gov/pubs/?topic=Medicare</a> <a href="http://www.medicare.gov/publications">www.medicare.gov/publications</a>
Where can I find out more about a Medicare prescription drug plan (Part D) and enroll?		X	<a href="http://www.medicare.gov/drug-coverage-part-d/how-to-get-prescription-drug-coverage">www.medicare.gov/drug-coverage-part-d/how-to-get-prescription-drug-coverage</a>
Where can I find a Medicare Supplement Insurance (Medigap) policy in my area?		X	<a href="http://www.medicare.gov/medigap-supplemental-insurance-plans">www.medicare.gov/medigap-supplemental-insurance-plans</a>

**TENANT UNION REPRESENTATIVE NETWORK (TURN)**

100 S. Broad Street, Suite 800, Philadelphia, PA 19110  
215-940-3900

267-443-2500 — Sign up for Renter's Rights Webinar

<https://www.rturn.net>

Tenant Union Representative Network (TURN) is a non-profit corporation whose members are part of a city-wide tenant movement to improve the rights and living conditions of people living in rental housing. The mission of TURN is to advance and defend the rights and interests of tenants and homeless people.

TURN offers tenant rights workshops, individual counseling, hotline assistance, and tenant union organizing assistance. Philadelphia residents can be assisted with: defense in eviction actions, rental unit repair problems, assistance with housing discrimination claims, referrals for households to access additional support services, subsidy and relocation services to qualifying tenants (only when referred by the City of Philadelphia).

Counseling services are free of charge. There are no income restrictions for counseling.

Free services include: housing counseling assistance, tenants rights classes, renters webinar.

Paid services include:

Landlord property background check

A "riskiness" rating based on the information available in relation to law and standard practices is provided.

Rental property inspection

A report which identifies needed repairs and includes a lead paint inspection is provided.

***PLEASE HELP OLDER PHILADELPHIANS IN TIME OF NEED!!!***

EMERGENCY FUND COALITION FOR OLDER PHILADELPHIANS  
**EMERGENCY FUND**  
 Philadelphia Corporation for Aging (PCA)  
 PCA Helpline

The PCA Helpline has provided this booklet “**Discount and Financial Benefits Listing**” to you at **no cost** or obligation. We ask you to consider aiding a senior in need by **making a donation to the Emergency Fund**.

The Emergency Fund Coalition for Older Philadelphians, sponsored by the Philadelphia Corporation for Aging (PCA), offers small grants to needy elderly, age 60 +, to meet emergency energy, food, housing, and medical needs. The Coalition was formed to increase emergency resources and to lessen competition for scarce dollars.

PCA is a founding member of the Emergency Fund Coalition for Older Philadelphians. Administrative costs are absorbed by PCA, so every dollar raised goes directly to needy older individuals.

Thank you!

**Please detach and return:**

---

Name \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

**Enclosed is my contribution of:**

\$5.00 \_\_\_\_\_ \$15.00 \_\_\_\_\_

\$10.00 \_\_\_\_\_ \$25.00 \_\_\_\_\_

Other: \$ \_\_\_\_\_

Checks payable to “**PCA Emergency Fund**”

Mail your **tax-deductible** contribution to:

**Philadelphia Corporation for Aging  
 Attn: Emergency Fund  
 642 N Broad Street  
 Philadelphia, PA 19130-3409**