

Useful MEDICAL telephone numbers and websites (rev. Oct 2025)

HELPLINE
(914) 813-6100

Westchester Library System Senior Benefits programs <https://seniors.westchesterlibraries.org/senior-benefits/>
 Demystifying Medicare <https://seniors.westchesterlibraries.org/demystifyingmedicare/>
 Medicare Rights Center, helpline (800) 333-4114 <https://www.medicarerights.org/>
 Medicare Interactive <https://www.medicareinteractive.org/>

**To make an appointment to
speak with a counselor at a
convenient location
(914) 417-9102**

FEDERAL

Coordination of Benefits (Aug 2022)	(855) 798-2627	...
Durable Medical Equipment suppliers	(800) MEDICARE	https://www.medicare.gov/medical-equipment-suppliers/
Extra Help online applications	...	https://secure.ssa.gov/i1020/start
Extra Help brochure	...	https://www.ssa.gov/pubs/EN-05-10508.pdf
MEDICARE helpline	(800) MEDICARE	https://www.medicare.gov/ (includes planfinders for health & drug plans)
Medicare & You Handbook		https://www.medicare.gov/pubs/pdf/10050-Medicare-and-You.pdf
FEHB and Medicare	...	https://www.myfederalretirement.com/medicare-fehb/
Home healthcare or facilities finder	(800) 628-5972	https://www.medicare.gov/care-compare/
Senior Medicare Patrol (fraud)	(800) 333-4374	https://www.nysenior.org/senior-medicare-patrol/
Social Security (incl. Extra Help)	(800) 772-1213	https://www.ssa.gov/
Special Enrollment Periods (chart, Jan 2025)		https://www.medicareinteractive.org/pdf/SEP-Chart.pdf
Tricare for Life	...	https://tricare.mil/Plans/PlanFinder
VA and Medicare	...	https://www.va.gov/

NYS

Commence Health (formerly Livanta)	(866) 815-5440	https://www.livantaqio.com/en/states/new_york
Dept of Social Services (DSS) by county	...	https://socialservices.westchestergov.com/about-us/dss-district-offices
Eldercare info and locator	(800) 677-1116	https://eldercare.acl.gov/home
EPIC (with fee/deductible schedules)	(800) 332-3742	https://www.health.ny.gov/health_care/epic/
EPIC brochure	...	https://www.health.ny.gov/forms/doh-5080.pdf
Health Care Proxy info for NYS	...	https://www.health.ny.gov/professionals/patients/health_care_proxy/
HIICAP: State Health Ins. Assist. Program	(800) 701-0501	https://www.shiphelp.org/about-medicare/regional-ship-location/new-york
Medicaid helpline	(800) 541-2831	https://www.health.ny.gov/health_care/medicaid/
Medigap planfinder by NYS zipcode	...	https://myportal.dfs.ny.gov/web/guest-applications/medicare-monthly-premiums
Medigap planfinder for CT	...	https://portal.ct.gov/-/media/CID/1_LifeHealth/Medicare_Supplement_Insurance_Rates.pdf?la=en
Medigap (Supplemental plans) guide (2022)	...	https://www.medicare.gov/sites/default/files/2022-03/02110-medigap-guide-health-insurance.pdf
Medicare Savings Program (MSP) info + appl'n	...	https://www.health.ny.gov/health_care/medicaid/program/update/savingsprogram/
NY Connects (NYS Office for the Aging)	(800) 342-9871	https://nyconnects.ny.gov/consumersite/index.php

WESTCHESTER (see also "Health-related" on reverse)

Dept of Health	813-5000	https://health.westchestergov.com/
 Dept of Sr Programs and Services (DSPS)	813-6100	https://seniorcitizens.westchestergov.com/
Livable Communities Westchester	813-6441	https://seniorcitizens.westchestergov.com/livable-communities
Westchester Disabled on the Move (Medicaid)	968-4717	https://wdom.org/

OTHER Westchester County Services

Dept of Social Services (DSS) - 995-3333, Mon-Fri except holidays

White Plains, 85 Court St., 8:30am – 5pm
Peekskill, 750 Washington St., 9am – 5pm

Mount Vernon, 100 East First St., 8:30am – 5pm
Yonkers, 131 Warburton Ave., :30am – 5pm

Dept of Senior Programs and Services (DSPS) – 813-6300 - 9 South Frist Ave., 10th Floor, Mount Vernon, Mon-Fri except holidays, 8:30am – 4:30pm

HEALTH-RELATED

Alzheimer’s Assn, Hudson Valley Chapter	(800) 272-3900
Guiding Eyes for the Blind	(800) 942-0149, x2222
Dept of Social Services Westchester	995-3333
iCanConnect (combined hearing and vision loss)	(516) 944-8900 x122
Nursing Home complaint hotline	(888) 201-4563
Senior Medicare Patrol (fraud)	(800) 333-4374
Sign language interpreter requests	995-2956
Westchester Jewish Community Services: Senior Care	761-0600 x2340
VA health connect helpline NY/NJ	(800) 877-6976
Lighthouse (visually impaired)	(212) 769-7820

HOUSING, UTILITIES, RESIDENCES, NUTRITION, HOME CARE

Dept of Social Services (DSS) – meals, SNAP, eviction, home energy, NYSEDA, etc.	995-3333
Dept of Senior Programs and Services (DSPS) – nutrition, home care, long-term care, Care Circles, etc.	813-6300
Feeding Westchester (meal kits)	923-1100
HomeFront (home repairs by volunteers)	(800) 887-4673
Rent Administration Office for Westchester	948-4434
Rental help (emergency, NYS ERAP)	(844) 691-7368, or 211
Residential Opportunities	428-4507
School Tax Relief (STAR)	local tax assessor
Section 8 voucher	995-2415
Tax Abatement (Tax Commission)	995-4325
Westhab Supportive Housing programs	345-2800

TRANSPORTATION

Bee-Line	813-7777
Medicaid Transportation Management (MAS)	(866) 883-7865
Older Driver Program (DSPS)	813-6188
ParaTransit and “Taxi”	995-7272
Reduced Fare Card	813-7777
TRA – Transportation Resources Access (was Westfair Rides; now incl. Ride Connect)	764-3533

FRAUD and LEGAL

Dept of Social Services (DSS) – Senior Crime Busters, protective services for adults, etc.	995-3333
CLARO (Civil Legal Advice & Resource Office)	(877) 574-8529
Consumer Protection (Westchester)	995-2155
Elder Abuse (DSPS)	813-6436
Fair hearings (NYS)	DSS: 995-3920, NYS: (800) 342-3334
Legal Services of the Hudson Valley	(877) 574-8529
Mediation Center (Cluster Community Services)	963-6440
NYS Attorney General complains hotline	(800) 771-7755
PACE Women’s Justice Center	422-4069
Senior Crime Busters (DSPS)	995-2190
Welfare fraud (DSS)	(888) 377-0009

MISCELLANEOUS for seniors

Dept of Senior Programs and Services - Adult Day Care, senior clubs and centers, family counseling, long-term safe centers, special needs registry, etc.	813-6300
Dept of Social Services (DSS) – temporary financial services, safety net, family assistance, etc.	995-6055
Disabilities, Office for People with	995-2957
Eldercare locator	(800) 677-1116
Emergency Response System (PERS)	813-6300
End-of-Life Coalition (now through Wartburg)	573-5569
ID cards (Westchester Co. Clerk)	995-3088
Independent Living Center	682-3926
Livable Communities Initiative (DSPS)	813-6441
Project Time Out, respite for caregivers (WJCS)	761-0600, x2340
Safety Net Assistance (DSS)	995-6055
Special Needs Registry (for evacuations, etc.)	211
Supplemental Security Income (SSI) Medicaid	813-6023
Supplemental Security Income (SSI) federal office	(800) 772-1213
Telephone discount (Lifeline)	(800) 234-9473
Vets Service Agency	995-2145
WestCOP (fostering self-sufficiency)	592-5600