

PRESCRIPTION GUIDEBOOK

**Programs to help
with high drug costs
and tips for safely
managing your
medications**



NORTHWESTERN ILLINOIS AREA AGENCY ON AGING

Rockford Plaza
2576 Charles Street
Rockford, Illinois 61108-1605

815/226-4901
800/542-8402

815/226-8984 (FAX)
niaaa@nwilaaa.org

www.nwilaaa.org

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PREFACE

The Northwestern Illinois Area Agency on Aging (NIAAA) is a not-for-profit agency authorized by the Illinois Department on Aging to plan, coordinate, and administer programs for older persons in northwestern Illinois including Boone, Carroll, DeKalb, Jo Daviess, Lee, Ogle, Stephenson, Whiteside and Winnebago Counties. NIAAA's goal is to develop a comprehensive network of services for older persons in order to assist them to remain independent and in their own homes as long as possible.

NIAAA works at the local level with agencies servicing seniors listed in this directory to coordinate services and pool resources. NIAAA also funds social and nutrition services with Title III Older Americans Funds under a three year area plan. These services are available to individuals sixty years of age and older on a donation basis. No person is denied service due to unwillingness or inability to contribute. Please contact the NIAAA office for further information.

PRESCRIPTION GUIDE

Northwestern Illinois Area Agency on Aging (NIAAA) has developed this guidebook to inform you about various programs that may help reduce your out of pocket costs for prescription drugs. In addition, this guide provides drug-safety information to help you better manage taking your medications. If you have questions or need further assistance with any of the information in this Prescription Guide, contact NIAAA at (815) 226-4901 or (800) 542-8402.

This booklet is published by the Northwestern Illinois Area Agency on Aging which operates with funds available under the Older Americans Act and State of Illinois General Revenue Funds. The Illinois Department on Aging and the U.S. Administration on Aging are recognized for their support of the area agency. Neither is responsible for the contents of this document.

The Northwestern Illinois Area Agency on Aging does not discriminate in admission to programs or activities or treatment of employment in programs or activities in compliance with the Illinois Human Rights Act; the U.S. Civil Rights Act; Section 504 of the Rehabilitation Act; the Americans with Disabilities Act of 1990; the Age Discrimination Act; the Age Discrimination in Employment Act; and the U.S. and Illinois Constitutions. If you feel you have been discriminated against, you have a right to file a complaint with the Illinois Department on Aging. For information, call Senior HelpLine 1-800-252-8966 (Voice and TTY), or contact Janet B. Ellis, Executive Director, NIAAA, 2576 Charles Street, Rockford, Illinois 61108, phone (815) 226-4901 or 1-800-542-8402 (voice) or 226-8984 (fax).

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PRESCRIPTION GUIDE

MEDICARE PART B

Medicare Part B generally does not provide prescription coverage. However, Part B will help pay for the following prescription drugs only in limited situations.

- immunosuppressive drugs following an organ transplant
- nebulization medications
- certain oral anti-cancer agents
- certain multiple sclerosis drugs
- certain prescriptions used in an external pump
- glucose monitor related diabetic supplies (test strips and lancets)
- drugs administered at a doctor's office that generally cannot be self administered

Talk to your doctor or call 1-800-MEDICARE for more information on Part B covered medications.

MEDICARE PRESCRIPTION PROGRAM

The Medicare Prescription Program (called Part D) offers prescription coverage to all persons with Medicare Part A or B coverage. Medicare oversees, but does not administer the prescription coverage; it is available through private insurance companies contracted with Medicare. The coverage is available through stand-alone plans (offering drug coverage only) or through Medicare Advantage Plans, which may combine Medicare health benefits and drug coverage. There are over 40 plans to choose from in Illinois. It is against Medicare rules to have more than one plan.

Part D is an optional program; however, if you do not enroll when first eligible, and later change your mind, a 1% per month penalty will be assessed. This penalty does not apply to individuals who already have prescription coverage that is "as good or better than Part D". This is called "creditable coverage" (ex-Veteran's coverage, retirement insurance, etc.) If someone loses creditable coverage, they will have approximately two months to obtain a Part D plan and they will not be assessed a penalty.

Most people cannot have retiree insurance and Part D. *Therefore, be very careful when deciding which drug coverage to enroll in, because you could lose your retirement health insurance benefits.*

You can sign up for a plan or change plans only during the open enrollment period each year, November 15–December 31. There are exceptions to this rule however. For example, individuals who become eligible for Medicare during the year, whether by turning 65 or by disability status, are allowed to sign up 3 months prior to Medicare eligibility, the month of eligibility and 3 months after Medicare eligibility. Other exceptions will allow you to change plans during the year as well, such as moving out of state, moving into or out of a nursing home, and becoming eligible for the IL Cares Rx program.



HOW PART D WORKS

Premiums	Most plans have a monthly premium, the amount you pay to have the coverage.
Deductibles	Some plans have deductibles, generally ranging from \$0—\$275.
Co-pays	The amount you pay for the drug. Some plans have fixed pricing while other plans' charges are based on a percentage of the cost of the drug.
Coverage Gap	Also called the "Donut Hole," after \$2,510 in drug costs is reached, most plans stop paying for meds until the total annual cost reaches \$5,726.25.
Catastrophic Coverage	After \$5,726.25 in drug expenses, your co-pay is reduced to 5%, meaning you will pay only 5% of the cost of the drug.

Each Medicare drug plan has a Formulary that determines which drugs will be covered under their Part D plan and the price that will be charged based on whether the drug is generic, brand name, etc. Formularies are generally broken down into Tiers or Levels. For example:

- Tier or Level 1 - Generic Drugs
- Tier or Level 2 - Preferred brand name drugs
- Tier or Level 3 - Non-preferred brand name drugs
- Tier or Level 4 - Specialty Drugs (Cancer treatment or other high cost drugs)

NIAAA and Information & Assistance site staff are available to help you pick a plan, sign up for a plan, and provide general information to help you make an informed decision. Visit www.Medicare.gov, which provides information on Part D plans and a web tool to help you choose the plan that best meets your needs. You can also call 1-800-MEDICARE to speak with a representative who will assist you with your questions.

EXTRA HELP

Extra Help, also called the Low Income Subsidy (LIS), is a federal program through the Social Security Administration that helps Medicare beneficiaries pay for the costs associated with their Medicare Prescription Plan. It works with your Part D plan to lower the costs you would have to pay. If you qualify, Extra Help will pay your Part D premium and deductible and will substantially lower the cost of your Part D plan's co-pays. In addition, Extra Help provides drug coverage through the Coverage Gap (Donut Hole), meaning those who receive this help will experience no lapse in coverage. To qualify, you must meet the following guidelines:

	Income (less than)	Assets (less than)
Single	\$1,300/mo	\$11,990
Married	\$1,750/mo	\$23,970

The Extra Help application is available at your local Social Security office or by calling 1-800-772-1213. You can apply for Extra Help directly over the internet at www.ssa.gov. NIAAA and I&A site staff can assist in completing this form.

IL CARES RX

IL Cares Rx is an Illinois program that helps qualified persons pay for medications. This program will coordinate with Part D, similar to Extra Help. IL Cares Rx will also help those who are not in a Medicare Prescription Plan. To qualify for IL Cares Rx, you must be 65 or older or 16 years of age or older and disabled. You must be living in Illinois when you apply and meet the following annual income guidelines:

Household of 1	\$24,808
Household of 2	\$32,916
Household of 3 or more	\$41,023

For those with Part D: IL Cares Rx will pay your Medicare Prescription Plan premium and deductible and help lower your co-payments for your medications. However, Illinois only works with three stand-alone Part D plans, United Healthcare's AARP, UnitedHealthRx Basic, and Wellcare Signature. The State also coordinates with OSF Care Preferred, a Medicare Advantage plan that combines both health insurance and prescription coverage in one plan. ***If you choose any other Part D plan, the state will only help pay towards your monthly premium!***

If you qualify for IL Cares Rx, you would pay the following co-pays:

- \$2.25 for generics
- \$5.60 for preferred brand drugs
- \$15 for non-preferred brand drugs

Once your drug costs reach \$2,510, you would then pay your co-pay plus 20% of the actual cost of the drug. The State will pick up the remaining 80%. If your drug costs reach \$5,726.25, the 20% co-insurance would be reduced to 5% of the actual cost of the drug.

IL Cares Rx has two levels, **PLUS** and **BASIC**. Which level of coverage you receive depends on your annual income. PLUS coverage will help pay for any drug covered under your Part D plan's formulary. BASIC coverage will only lower the co-pays for drugs used to treat the following conditions: Alzheimer's disease, Arthritis, Cancer, Diabetes, Glaucoma, Heart and blood pressure problems, HIV/AIDS, Lung disease and smoking related illnesses, Multiple sclerosis, Osteoporosis, and Parkinson's disease. For medicine not covered under the BASIC coverage, you will pay what your Part D plan charges as its co-pays, which will be higher than the co-pays IL Cares Rx charges.

Finally, in order to obtain the IL Cares Rx benefits that coordinate with Part D, the State requires you to complete an **Extra Help** application, even if



you know you do not qualify for Extra Help benefits. The State does this to ensure that all who are eligible to receive the federal Extra Help benefit do so, thereby saving the State's dollars for those who do not meet Extra Help criteria.

For those without Part D: IL Cares Rx will help lower the cost of prescriptions for those who qualify for the program and are not eligible for Medicare. IL Cares Rx has two levels, **PLUS** and **BASIC**. Which level of coverage you receive depends on your annual income. PLUS will help pay for any drug covered under the State's formulary. BASIC will only lower the co-pays for drugs used to treat the following conditions: Alzheimer's disease, Arthritis, Cancer, Diabetes, Glaucoma, Heart and blood pressure

problems, HIV/AIDS, Lung disease and smoking related illnesses, Multiple sclerosis, Osteoporosis, and Parkinson's disease. For the medicine not covered under the Basic level, you will receive discounts to help lower your drug costs.

You may apply online for IL Cares Rx, check the status of your application and obtain further information at www.cbrx.il.gov. Paper applications are available from the Illinois Department on Aging, NIAAA and Information & Assistance sites.

MEDICAID

Medicaid is a State program that helps pay for prescriptions for individuals 65 years of age and older or younger individuals with a disability. **Note:** *If someone is eligible for Medicare or has a Medicare Prescription Plan (Part D), Medicaid will not pay for their prescriptions.*

To qualify for Medicaid coverage, assets (excluding house, car and household possessions) must be below \$2,000 for one person (special rules apply for married couples). Your income is then compared to the Federal Poverty Level. If your income is below the Poverty Level, you qualify for coverage. If your income is above the Poverty Level, you must "spend down" the amount of income above the Poverty Level on medical expenses (like a deductible). Once the "spend down" has been met, you will be eligible for Medicaid benefits.

Application for Medicaid benefits can be made at any local county HFS office. The application is also available for download at www.dhs.state.il.us. NIAAA and

Information & Assistance site staff are available to assist in the completion of Medicaid applications.

VETERAN'S BENEFITS

Veterans can receive medications through the VA. Pharmacy services are provided free to:

- veterans receiving medication for treatment of service-connected conditions
- veterans rated with 50% or more service-connected disability
- veterans whose annual income does not exceed the maximum VA pension

Non-service-connected veterans and veterans with a disability rated less than 50% receiving medication on an outpatient basis from VA facilities for the treatment of non-service-connected ailments are charged \$8 for each 30-day supply.



Veterans can sign up for a Part D plan, but are not required to, since VA coverage is considered creditable coverage. Some veterans have chosen to sign up for Part D because the medication they need is unavailable through the VA program or they want the Part D plan in case they go to a non VA doctor who would prescribe a medication.

For more information on pharmacy benefits for veterans, contact your nearest Veteran's Affairs office or facility. You can also visit www.pbm.va.gov on the web for further information.

AIDS DRUG ASSISTANCE PROGRAM (ADAP)

The AIDS Drug Assistance Program (ADAP) provides assistance for medications used to treat AIDS or HIV. The Illinois Department of Public Health administers the program for Illinois residents of any age who are being treated for these conditions. The program provides a drug benefit of up to \$2,000 per month. In order to receive coverage under ADAP, individuals cannot have full Medicaid (without a spend-down) or Medicare Part D and assistance through Extra Help or IL CaresRx. Applicants with health insurance could still receive help with their drug costs; however, they cannot have greater than 80% coverage on drugs through their plan. To qualify, gross annual household income must be at or below 400% of the federal poverty level.

Visit www.idph.state.il.us/health/aids/adap.htm for more information or to download the application for benefits. You may also call 1-800-825-3518 to talk with someone who can answer questions about the ADAP program.

DRUG MANUFACTURER PROGRAMS

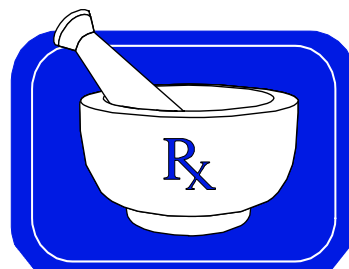
Drug Manufacturers often have programs to make their medications available to individuals with low to middle incomes who could not otherwise afford the cost of their prescriptions. You are not eligible for these manufacturer programs if you have existing pharmaceutical coverage, such as health insurance, Medicare Part D, Medicaid, ILCares Rx, etc. Each company determines which of their products will be available through their particular program.

Requirements vary greatly by manufacturer; some will allow more income than others, while other manufacturers may let you deduct medical expenses in order to qualify. You and your doctor will have to obtain and complete the drug company application and then send it to the company for their consideration. If approved, the manufacturer will usually supply 3 months worth of your prescription for free or at a low cost. Some companies send the prescription to your home while others will only send the medication to your doctor's office for you to pick up. Each pharmaceutical manufacturer lists their eligibility requirements, drugs they cover, and information on how to apply.

Visit these sites that have compiled information and applications from many different drug manufacturer programs. www.needymeds.com or www.rxassist.org

The National Organization for Rare Disorders, Inc. (NORD) works with a variety of pharmaceutical manufacturers to help eligible individuals obtain new drugs approved by the FDA, before they become available to the general public. NORD's website has further information on how to apply for assistance.

Visit www.rarediseases.org/programs/medication.



DISCOUNT PLANS

Discount Plans provide varying discounts off the price you pay for prescriptions at the pharmacy. These plans are usually not considered insurance. There are many discount cards available. Most plans provide discounts in the 10-25% range, although some cards provide even higher discounts. Some plans limit your purchases to participating pharmacies, certain quantities or cover generic vs brand name drugs. A number of plans charge an annual or monthly fee to participate. Should you decide to pursue a discount plan, be sure to check it out thoroughly!

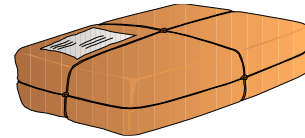
Illinois offers the **Illinois Rx Buying Club**, a discount program which claims to provide an average savings of 20% on both brand and generic drugs. There is also a mail order service providing even greater savings. The card is accepted at 50,000 locations nationwide. To qualify for this program, you must be an Illinois resident and have annual household income equal to or less than 300% of the Federal Poverty Level. There is a \$10 annual fee to participate in the program.

Contact NIAAA or your local Information & Assistance site for more information. You can also visit www.illinoisrxbuyingclub.com for information or to download an application.

For consumer tips on mail order and Internet pharmacy programs, contact the Food and Drug Administration at 1-888/463-6332 or on-line at www.fda.org.

I-SAVE RX

I-SaveRx is a program designed to save Illinois residents 25-50% on medication refills by ordering prescriptions through pharmacies in Canada, Ireland and the United Kingdom.



The program provides a three month supply for refills; it does not cover short-term use prescriptions such as antibiotics or other meds you might need for only a week or two. Your doctor will need to supply your prescription(s) to the program.

There are no income, asset, or age guidelines. The only requirement is that you be an Illinois resident. There is no fee to participate in the I-SaveRx program, other than the actual cost of your medications. More information and an online application are available at www.I-SaveRx.net. You may also call toll-free to 1-866-472-8333 to find out if your medications are covered by the program.

BENEFITS CHECKUP

Benefits CheckUp is not a program that provides pharmaceutical assistance. Rather, it is a website that can help you determine if you qualify for some of these programs. On the site, you fill out a questionnaire that asks questions about your age, insurance status, household income, etc. With this information, Benefits CheckUp will provide information on the specific programs for which you may be eligible. This service is provided free of charge.

In addition to screening for pharmaceutical assistance programs, Benefits CheckUp can determine if you may qualify for a variety of other programs, such as energy assistance, senior property tax relief, veterans' assistance, subsidized insurance, and much more.

Visit www.benefitscheckup.com for more information or to complete the online screening tool.

PHARMACY GENERIC PROGRAMS

A few national chain pharmacies allow individuals to purchase their generic drugs at low cost. Target, Walmart, and Sam's Club all have \$4 generics programs. Kmart allows customers to purchase a 3 month supply of generic meds for \$15 (No website with this information). Visit the following websites or call your local pharmacy for more information.

www.target.com www.walmart.com

www.samsclub.com

INTERNET PHARMACIES

Some people are shopping the Internet looking for better pricing on their prescriptions. Should you pursue this, consider ordering from pharmacies sanctioned by the National Association of Boards of Pharmacy. NIAAA does not endorse any particular pharmacy and strongly encourages you to investigate a pharmacy to be sure of its legitimacy and good practices. For your convenience, we have listed several websites to shop.

www.aarp-pharmacy.com
www.cvs.com
www.drugplace.com
www.drugstore.com

www.familymeds.com
www.riteaid.com

At www.drx.com, you can enter the medications you take. The site will then compare prices from several online pharmacies and list them on one page, allowing you to easily determine the best available savings.



CANADIAN PHARMACIES

Some pharmacies in Canada, and other countries, are allowing Americans to purchase their medications through their pharmacies. According to an Associated Press article (10/12/02), "Buying prescription drugs outside the country for use at home violates federal regulations, but it is a growing practice among some older Americans seeking relief from high prices." If you wish to investigate this option, the following sites are listed for your convenience.

www.canadarx.net
www.rxnorth.com

For those without internet access, there are two companies that assist individuals in obtaining medicine from Canada. They are:

Patient Assistance Services
(800) 598-8664
Charges a one time \$25 fee

Canadian Drugs Online
(877) 469-9619
No fee is charged



EMERGENCY DRUG ASSISTANCE

Some service agencies and organizations, such as the Salvation Army, senior agencies, churches, etc, have limited funds to help pay for medical needs, including prescription assistance. Contact NIAAA or your local I&A office for more information.

CRUSADER CLINIC

Crusader Clinic, in Rockford and Belvidere, Illinois, are Federally Qualified Health Centers. This designation allows Crusader Clinic to offer their medical services on a sliding fee scale based on family size and household income. The clinic also has a pharmacy which can provide a variety of medications at significantly reduced prices.

Crusader's pharmacy is a "closed pharmacy," meaning that patients must be treated by a physician at Crusader Clinic in order to have their medications filled at the pharmacy. Patients who have their primary doctor at Crusader, but have specialists at other medical facilities, could still have their medications filled by the Crusader pharmacy.



In addition to low prices on medications, Crusader's Pharmacy offers an additional benefit; the pharmacy employs a Medication Subsidy Specialist. This individual helps Crusader clients obtain their prescription drugs at the lowest possible cost or at no cost.

Crusader Clinic has two locations in Rockford and one in Belvidere, but patients living outside these areas can also take advantage of their services. To speak with someone at Crusader's Pharmacy, call (815) 490-1630 in Rockford and (815) 547-0288 in Belvidere.

CUTTING COSTS

The following are some additional tips which may help lower your out-of-pocket medicine costs.



- When filling a new prescription, have your doctor prescribe a limited amount. Then, if you should develop side effects and need a different prescription, you would not have medication you had paid for but cannot use.
- Contact your local pharmacy to see if there might be a significant price break for large quantities of the medication you take. For ongoing conditions, medications are often less expensive in quantities of 100. The cost is usually less because staff time is not needed to count out pills, as many drugs already come in 100 count bottles. Many mail order pharmacies offer reduced pricing if you purchase your medications in bulk quantities.
- Make sure you comparison-shop before filling a new prescription. Call around for the lowest price as prices can vary greatly. If you find a cheaper medicine elsewhere, ask your regular pharmacist if he or she can match the lower price.

MANAGING YOUR MEDICATIONS

While not all older adults are on prescription medication, the average older person is taking more than four prescription medications at once, in addition to two over-the-counter medications. Because of this, there are concerns about people taking medications appropriately, drug and food interactions, side effects, etc. Older adults tend to be more sensitive to drugs than younger adults, because of slower metabolisms and organ functions. All this affects how a drug will be absorbed into the bloodstream, how it will react in the organs, and how quickly it will be eliminated from the body. Conditions such as arthritis, poor eyesight and memory lapses can make it difficult to take their medication correctly. Studies have shown that between 40 and 75 percent of older adults don't take their medications at the right time or in the right amount. Communication between patients and health care providers is very important in making sure that medications are taken safely and effectively. The information on the following pages is provided to help you make sure you are taking your medications properly and to equip you with questions to ask your doctor about the prescriptions he/she is giving you.

Medication Tip



Use a pillbox, calendar or some other device to help you keep track of your daily medication use.

DRUG INTERACTIONS

Of all the problems faced in taking medication, drug interactions are probably the most dangerous. When two or more drugs are mixed in the body, an interaction may occur, producing uncomfortable or even dangerous side effects. Drug interactions may make your medication less effective or even increase the action of a particular drug. Read the label every time you use a non-prescription or prescription drug and take time to learn about drug interactions. In doing so you can reduce the risk of potentially harmful drug interactions and side effects with knowledge and common sense.



Drug interactions fall into three broad categories

Drug/drug interactions occur when two or more drugs react with each other. The drug-drug interaction may cause unexpected side-effects. For example, mixing a drug to help you sleep (a sedative) and a drug you take for allergies (an antihistamine) can slow your reactions and make driving a car very dangerous. A person taking blood thinning medication should not take aspirin, which will thin the blood even more.

Drug/food/beverage interactions result from drugs reacting with foods or beverages. Some drugs are better absorbed with certain foods, and some drugs shouldn't be taken with certain foods. For example, mixing alcohol with some drugs may cause you to feel tired or slow your reactions.

Drug/condition interactions may occur when an existing medical condition makes certain drugs potentially harmful. For example, if you have high blood pressure, you could experience an unwanted reaction if you take a nasal decongestant. It is important that your doctor know your medical history so that medications can be prescribed according to your medical condition.

COMMUNICATION IS KEY

As a consumer, you have an important role to play as part of your "medical education team." Together with your health care professionals (doctors, pharmacists, nurses, etc.), you should decide what treatment options are best for you. Too often, people don't ask their doctors about the medicine prescribed because they feel the doctor is "too busy" or they don't know the right questions to ask. It is important to take time to ask questions about how to use medications safely and appropriately. This can prevent misunderstandings and head off potential problems.



Questions to Ask Your Physician Before Taking a New Medication

- ✓ What is the name of the medicine and what is it for? (Is this the brand or generic name?)
- ✓ Is a generic version of this drug available?
- ✓ How and when do I take it...and for how long?
- ✓ What foods, drinks, other medicines, dietary supplements, or activities should I avoid while taking this medicine?
- ✓ When should I expect the medicine to begin to work, and how will I know if it is working? Are there any tests required with this medicine (for example, to check liver or kidney function)?
- ✓ Are there any side effects? What are they? What do I do if they occur?
- ✓ Will this medicine work safely with the other prescription and non-prescription medicines I am taking? Will it work safely with any dietary/herbal supplements I am taking?
- ✓ Can I get a refill? If so, when?
- ✓ How should I store this medicine?
- ✓ Is there any written information available about the medicine? (If needed, is it available in large print or another language?)
- ✓ Can the medicine be split or crushed? (Some tablets and capsules must be swallowed whole.)
- ✓ It is important to share the most current information about your medical history with your doctor.

Tell Your Doctor

- about all the drugs you take. This includes over-the-counter medications. If you have several doctors, make sure they all know what the others have prescribed for you. You may want to have one doctor manage all your medications.
- if you experience side effects such as dizziness, diarrhea, constipation, upset stomach, sleep changes, incontinence, blurred vision, mood changes, rash or other symptoms after taking new drugs. Do not assume that new symptoms are normal.
- about any allergies you have to certain foods and drugs.
- if you follow any special diet or take dietary supplements.
- if you use alcohol or tobacco.
- about your medical condition, especially if you have diabetes or kidney or liver disease. These health conditions often affect a drug's ability to work.



SAFE MEDICATION USE

The more you know about your medications and the more you communicate with your health professionals, the better your chances are for avoiding potential problems with medicines. Safety tips to consider are listed in the next column.

You Should

- ◆ keep a record of all your current medications with you at all times, including name, dose, time it needs to be taken, and other instructions.
- ◆ learn as much as you can about your drugs. Find out as much as you can by asking questions, reading labels and pharmacy inserts.
- ◆ take your medication until it is gone. Many people stop taking medication, such as antibiotics, once they start to feel better. Some drugs take longer to work than others and the doctor has prescribed the drug for a certain length of time for a reason. If you feel you need to stop taking a medication, contact your doctor.
- ◆ not forget to take your medicines. Use a memory aid to help you—a calendar, pill box, etc.
- ◆ have your doctor review your medications annually or semi-annually. Don't forget to include any over-the-counter medicine you take, as well as vitamins, dietary supplements and herbal products.
- ◆ store medicine in the original container, where the label identifies it and gives directions.
- ◆ not take someone else's medicine.
- ◆ keep your appointments for monitoring tests done by your doctor or by a laboratory.
- ◆ discard outdated medicine. Go through your medicine cabinet at least once a year to get rid of old or expired medicine. Throw old medications down the toilet or sink rather than throwing them into a trash can. This will prevent pets or small children from accidentally getting into them.

INFORMATION and ASSISTANCE

Trained Information and Assistance (I&A) staff answer questions about services available through local, state and federal assistance programs.



BOONE COUNTY

Boone County Council on Aging
(815) 544-9893
1-800-961-5336

OGLE COUNTY

Rock River Center
(815) 732-3252
1-800-541-5479

CARROLL COUNTY

Carroll County Senior Services Organization
(815) 244-1800
1-866-214-1959

STEPHENSON COUNTY

Stephenson County Senior Center
(815) 235-9777
1-800-424-6696

DEKALB COUNTY

Elder Care Services
(815) 758-6550

WHITESIDE COUNTY

Whiteside County Senior Center
(815) 626-7707
1-800-645-2859

JO DAVIESS COUNTY

Stephenson County Senior Center
(815) 235-9777
1-800-424-6696

WINNEBAGO COUNTY

Lifescape Community Services
(815) 963-1609
1-800-779-1189

LEE COUNTY

Lee County Council on Aging
(815) 288-6563
1-888-239-9228

ALL COUNTIES

Northwestern Illinois
Area Agency on Aging
(815) 226-4901
1-800-542-8402