

# IMPORTANT TELEPHONE NUMBERS

Center for Medicare Advocacy 800-633-4227

Tax Department 800-382-9463

Consumer Protection 800-842-2649

Office of the Healthcare Advocate 866-466-4446

Department of Veterans' Affairs 860-616-3600

Windsor Police Non-Emergency 860-688-5273

Windsor Locks Police Non-Emergency 860-627-1461

Windsor Senior Services 860-285-1992

Windsor Locks Senior Center 860-627-1425

STATE REPRESENTATIVE

## PEGGY SAYERS

REPRESENTING WINDSOR AND WINDSOR LOCKS | 60TH ASSEMBLY DISTRICT

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Capitol: (860) 240-8585  
[www.housedems.ct.gov/Sayers](http://www.housedems.ct.gov/Sayers)



Dear Friends & Neighbors,

It is my honor to serve as your state representative and I will continue to work diligently to address key issues that affect our quality of life. To help keep you informed I have provided some information about services for seniors.

If you ever need my assistance, please feel free to contact me.

Sincerely,

A handwritten signature in black ink that reads "Peggy Sayers". The signature is fluid and cursive.

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STATE REPRESENTATIVE

## PEGGY SAYERS

# SENIOR NEWS

## THE CONSUMER LAW PROJECT FOR ELDERS

The Consumer Law Project for Elders (a project of Connecticut Legal Services, Inc.) provides free legal assistance to Connecticut residents age 60 or over who have questions about consumer rights, debt or collection problems, receipt of bills for items never purchased, identity theft, bankruptcy, dispute of goods or services purchased and unfair and undisclosed loan terms. For more information, call 1 (800) 296-1467.



## CONTINUING CARE BILL OF RIGHTS

We created a bill of rights for seniors living in continuing care retirement communities. This bill of rights gives residents a voice in decisions that affect them within these communities. It also gives residents more independence in making decisions about their medical care and assisted living services.

## HELP WITH YOUR ENERGY BILL

Most gas and electric utility companies participate in Forgiveness or Winter Protection Programs, helping low-income residents avoid shutoffs, and a Matching Payment Program to help low-income customers maintain year-round services while paying down delinquent balances. For more information, contact your utility company.

**Eversource: 800-286-2828 - Connecticut Natural Gas 860-524-8361**



## VARIABLE ELECTRIC RATES

Last year, Connecticut became the first state in the nation to protect residents from electricity providers who offer a low introductory rate that increases rapidly afterwards. The protections enacted require variable rate suppliers to give their customers a 60-day notice before the end of their contracts. Suppliers cannot charge these customers a termination or early cancellation fee and must allow customers who want to switch to standard service the ability to do so within 72 hours. We also set up a process for Public Utilities Regulatory Authority (PURA) to further investigate and take measures to completely eliminate variable electric rates when a customer's contract expires.

## PRESCRIPTIONS AVAILABLE IN 90 DAY SUPPLIES

Sometimes illness or difficulty with transportation can make it hard to get to the pharmacy to refill a monthly prescription. It also can be a challenge if you are heading south for the winter and need more than a monthly supply of your medications. We passed a law that enables you to get a 90 day supply. This will allow you to have a three-month supply of a prescription and not have to worry about getting to the pharmacy each month. Co-pays and other insurance restrictions will still apply.



## REVIEW OF HEALTH CARE COVERAGE DENIALS

When a health insurance carrier denies coverage, sometimes it's because they don't have sufficient information. Health carriers are now required to offer the patient's health care professional an opportunity for a conference with a clinical peer employed by the carrier when a denial is issued. A clinical peer is a physician or health care professional who holds a license in a similar specialty to one who would normally manage the medical service being reviewed. The conference is intended to be a peer-to-peer conversation in which your health provider can make the case for your coverage.

## HELPING SENIORS AGE IN PLACE

Between 2009-2014, the State of Connecticut saved \$103 million per year for a total of \$620 million. We did this by providing Home Care Services and keeping seniors in their own home. I am currently working on an informational forum "Building on Our State Successes", which addresses what Connecticut needs to continue doing to ensure that our seniors can age in place, in their own communities, while also saving money.