

## **Senior Resources Honors MMAP Volunteer Susan Das during Older Americans Month May 2015**



Susan Das has been a Senior Resources volunteer counselor with our Medicare/Medicaid Assistance Program (MMAP) for over 18 years. She began in 1997 and won the MMAP Volunteer of the Year award in 1998! She soon assumed the responsibilities of serving as a site coordinator for Muskegon County then on to serving as a regional coordinator for Muskegon, Oceana and Ottawa Counties until 2009 when she returned to her current volunteer role as the Muskegon County site coordinator.

Vickie DeCheney our current Regional MMAP Coordinator said when she thinks of Susan six key words come to mind: knowledgeable, concise, dependable, polite, trustworthy, and steadfast. She said, "Susan exemplifies the theme of

Older Americans Month of 'Getting Into the Act' as an older adult who has stayed active and has made a significant impact. She certainly has made a positive impact on the quality of life for thousands Medicare/Medicaid beneficiaries in our lakeshore region!"

MMAP counselors help people understand Medicare eligibility, enrollment, coverage, claims and appeals. They explain Medicare Health Plan Options and Medicare Summary Notices. They help with exploring long term care financing options including long term care insurance and they help identify and report Medicare/Medicaid fraud and abuse. Statewide MMAP counselors have assisted thousands of Michigan's elder and disabled citizens and saved them many millions of dollars in out of pocket expenses bringing peace of mind to those who are often confused and frightened when they deal with unfamiliar and daunting government systems.

Senior Resources' MMAP program has over 30 specially trained counselors like Susan Das who can meet with beneficiaries on a one to one basis to help navigate the sometimes overwhelming maze of government services. Senior Resources' 2014 Annual Report stated that MMAP counselors served 5,357 people in our region and also reached 4, 259 via speaking engagements and outreach events. In total, MMAP counselors provided 4,325 hours of service.

Are you an older adult who wants to 'Get Into the Act'? Call 1-800-803-7171 to learn more about MMAP and becoming a volunteer counselor!