



The Senior LinkAge Line

The Senior LinkAge Line is a free, statewide service of the Minnesota Board on Aging in partnership with Minnesota's area agencies on aging. The Senior LinkAge Line helps older Minnesotans and caregivers find answers and connect to the services and support they need. The service is in high demand but has limited resources to meet it.

2024 Data

- Received 122,077 calls
- Answered 70% of calls received
- 94% approval rating on post-call survey
- Helped people save \$4,316,711 on prescription drug costs
- During Medicare Open Enrollment (Oct 15-Dec 7), received an average of 699 calls per day, peaking at 1,274, with 63% of calls answered due to high demand.

From the Forest to Home

Tom, who had been living in a tent in a national forest before being admitted to a nursing facility, was referred to the Senior LinkAge Line when his Medicare coverage was about to end. He wasn't medically ready for discharge and had no permanent housing.

Lee, a Senior LinkAge Line staff member, quickly arranged a transitional bed while searching for a permanent home. Within 90 days, Tom was secured in a stable living situation. Lee continued to support Tom by helping with transportation, SNAP benefits, Meals on Wheels, and finding household goods for his new apartment.

Tom is now fully recovered from frostbite and thriving in his new home. He remains grateful for Lee's ongoing support and the assistance from the Senior LinkAge Line, which helped him transition to a stable, independent life.

Navigating Medicare to Save Thousands

Dennis called the Senior LinkAge Line seeking assistance with his Medicare Part D plan. His monthly premium had increased from \$0 to \$17, and, to make matters worse, his current plan no longer covered one of his critical diabetic medications.

Brenda, at the Senior LinkAge Line, carefully guided Dennis through the process of comparing plans on Medicare.gov. After reviewing several options, many of which did not cover his prescriptions, Brenda found a more affordable plan that not only had a lower premium but also included coverage for his medication.

Thanks to Brenda's thorough research and dedication, Dennis was able to save an impressive \$7,400 in 2024. He was incredibly grateful for the assistance.



March 18, 2025

Chair Noor and members of the Human Services Committee,

I am writing to you in support of HF 1472, a bill supporting the Minnesota Board on Aging's work through additional staff.

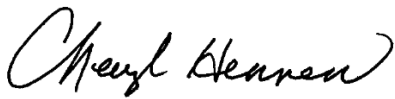
OOLTC, a program of the Minnesota Board on Aging, recognizes the importance of a strong leader in the state's transitioning demographics. As our population ages, we collectively need the resources and support required to ensure quality of life for all Minnesotans. Specifically, OOLTC supports the following provisions in the bill:

- An additional FTE to ensure compliance with federal regulations: as federal regulations change, an increasingly likely possibility, dedicated staff who can track changes and ensure statewide compliance will become even more essential. Older adults, including those receiving long-term services and supports, will benefit from this additional staff.
- Additional staff for the Senior LinkAge Line: older adults receiving long-term services and supports rely on the Senior LinkAge Line to provide clear information about their options for care. Adequate staffing for this resource is essential.

Supporting Minnesota Board on Aging staff with the additional colleagues they need to continue their work and plan for the future will support older adults across the state.

Thank you for your work supporting older adults in Minnesota and for supporting HF 1472.

Sincerely,



Cheryl Hennen
State Ombudsman
Office of Ombudsman for Long-Term Care