

**From:** Wolf, Anne <awolf@aging.sc.gov>

**To:** Kinney, Rebecca (ACL/AOA) (Rebecca.Kinney@acl.hhs.gov) <Rebecca.Kinney@acl.hhs.gov>

**CC:** Strong, Crystal <cstrong@aging.sc.gov>

Kester, Tony <kester@aging.sc.gov>

**Date:** 11/21/2014 1:39:00 PM

**Subject:** FW: ACOG/AAA Open Enrollment

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Hi Rebecca,

We have had the following information conveyed to us. Is there any policy/guideline regarding denying assistance at the regional level? Any assistance you are able to provide would be greatly appreciated.

Thanks,  
Anne

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**From:** Strong, Crystal  
**Sent:** Friday, November 21, 2014 1:34 PM  
**To:** Wolf, Anne  
**Subject:** FW: ACOG/AAA Open Enrollment  
**Importance:** High

FYI

Crystal K. Strong  
Program Manager  
State Health Insurance and Senior Medicare Patrol Programs  
Lt. Governor's Office on Aging  
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**From:** Karen Carter [<mailto:kcarter@scacog.org>]  
**Sent:** Friday, November 21, 2014 1:33 PM  
**To:** Aging, PSA Help; Strong, Crystal  
**Cc:** Steve Pelissier; Kim Reyes; Tim Womack  
**Subject:** ACOG/AAA Open Enrollment  
**Importance:** High

Please be aware that the ACOG/AAA has stopped accepting calls for the Open Enrollment for Medicare. This has occurred due to the very high volume in calls and a staff shortage. The staff will be working on current calls until they are completed. If the work is completed before December 5, the staff will accept calls for a short amount of time.

The message on our line states that people should contact Medicare via their website or telephone number.

**Karen B. Carter, AAA Director**  
**Appalachian Council of Governments**  
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