

Where to go for questions or help?

Aging and Disability Resource Centers (ADRC)*

ADRC Contacts	Counties Served	Website	Phone #
Northwest Florida Area Agency on Aging, Inc.	Escambia, Okaloosa, Santa Rosa, Walton	www.nwflaaa.org	(850) 494-7101
Advantage Aging Solutions	Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	www.aaanf.org	(850) 488-0055
Elder Options	Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union	www.agingresources.org	(352) 378-6649
Elder Source, The Area Agency on Aging of Northeast Florida	Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia	www.myeldersource.org	(904) 391-6600

Area Agency on Aging of Pasco-Pinellas, Inc.	Pasco, Pinellas	www.agingcarefl.org	(727) 570-9696
Senior Connection Center, Inc	Hardee, Highlands, Hillsborough, Manatee, Polk	www.seniorconnectioncenter.org	(813) 740-3888
Senior Resource Alliance	Brevard, Orange, Osceola, Seminole	www.seniorresourcealliance.org	(407) 514-1832
Area Agency on Aging for Southwest Florida, Inc.	Charlotte, Collier, De Soto, Glades, Hendry, Sarasota	www.aaaswfl.org	(239) 652-6900
Area Agency on Aging of Palm Beach/Treasure Coast, Inc.	Indian River, Martin, Okeechobee, Palm Beach, St. Lucie	www.youragingresourcecenter.org	(561) 684-5885
Aging and Disability Resource Center of Broward County, Inc.	Broward	www.adrcbroward.org	(954) 745-9567
Alliance for Aging, Inc.	Miami-Dade, Monroe	www.allianceforaging.org	(305) 670-6500

* Source: <http://elderaffairs.state.fl.us/does/arc.php>

Agency for Health Care Administration (AHCA)

To file a complaint with the Agency for Health Care Administration (AHCA) regarding the Statewide Medicaid Managed Care (SMMC), visit https://ahca.myflorida.com/Medicaid/statewide_mc/plans_FY18-23.shtml, or call 1-877-254-1055. For TDD, dial 1-866-467-4970.

Statewide Senior Legal Helpline



The Florida Senior Legal Helpline provides legal advice and brief services over the telephone to financially eligible Floridians 60 years of age and older about Medicaid issues and other civil legal problems. We provide advice about the Medicaid Long-Term Care waiver including the income and asset limits and the application process. Although we do not prepare trusts or legal documents like wills or deeds, we can give general advice to those with excess assets and income. For those enrolled in the waiver, we can advise how to request additional services and how to appeal if those requests are denied. We can sometimes facilitate communication between applicants and agencies to help applicants obtain or provide information which will advance their own advocacy. If you need legal assistance over and above the telephone services we provide, or you need an attorney to represent you, we will inform you about other programs in your community which may be able to help.

For more information, please visit <https://bals.org/senior-legal-helpline> or call 1-888-895-7873

Disability Rights Florida



Disability Rights Florida is a nonprofit organization that provides legal advocacy and rights protection for adults and children with a wide range of disabilities. Their staff attorneys, advocates and investigators address civil rights violations, abuse and neglect, and discrimination. For more information visit https://disabilityrightsflorida.org/our_work/services or call 800-342-0823, TDD call 800-346-4127.

Local Legal Aid Programs

Legal Aid Assistance Programs	Counties Served	Website	Phone #
Bay Area Legal Services	Hillsborough, Pasco, Pinellas, Manatee, Sarasota	https://bals.org	(800) 625-2257
Coast to Coast Legal Aid of South Florida	Broward	http://www.coasttoastlegalaid.org	(954) 736-2456
Community Legal Services of Mid-Florida	Citrus, Flagler, Hernando, Lake, Marion, Orange, Osceola, Putnam, Seminole, Sumter, Volusia	http://www.clsmf.org	(800) 405-1417
Emerald Coast Legal Aid (Northwest Florida Legal Services)	Escambia, Santa Rosa	https://www.nwfls.org	(850) 432-3999
Florida Rural Legal Services	Charlotte, DeSoto, Glades, Hardee, Hendry, Highlands, Indian River, Lee, Martin, Okeechobee, Palm Beach, Polk, St. Lucie	http://www.frls.org	(888) 582-3410
Gulf Coast Legal Services	Pinellas, Manatee, Sarasota, and Wimauma	https://gulfcoastlegal.org	(800) 230-5920
Jacksonville Area Legal Aid	Alachua, Baker, Bradford, Clay, Columbia, Dixie, Duval, Gilchrist, Hamilton, Lafayette, Levy, Madison, Nassau, St. Johns, Suwannee, Taylor, Union	http://www.jaxlegalaid.org	(904) 245-1041

Legal Aid Service of Broward County	Broward	http://www.browardlegalaid.org	(954) 765-8950
Legal Aid Society of Palm Beach County	Palm Beach	https://legalaidpbc.org	(800) 403-9353
Legal Aid Society of the Orange County Bar Association	Brevard, Orange, Osceola, Seminole	http://www.legalaidocba.org	(407) 841-8310
Legal Services of Greater Miami	Miami-Dade, Monroe	http://legalservicesmiami.org	Miami-Dade: (305) 576-0080, Monroe: (866) 686-2760, Text-Telephone: (305) 446 7570
Legal Services of North Florida	Bay, Calhoun, Escambia, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Okaloosa, Santa Rosa, Wakulla, Walton, Washington	http://www.lsnf.org	Tallahassee: (850) 385-9007, Pensacola: (850) 432-8222, Ft. Walton Beach: (850) 862-3279, Panama City: (850) 769-3581, Quincy: (850) 875-9881
Seminole County Bar Association Legal Aid Society	Seminole	http://scbalas.com	(407) 834-1660
Three Rivers Legal Services	Duval, Alachua, Columbia, Baker, Clay, Nassau, St. Johns, Bradford, Gilchrist, Levy, Madison, Union, Dixie, Taylor, Suwannee, Lafayette, Hamilton	http://www.trls.org	(866) 256-8091

Last updated: December 2020