



Long-Term Care

For more information about the resources below, contact each organization directly.

Email SeniorHungerSolutions@BivinsFoundation.org to update a listing.

Long-Term Care Insurance

The Texas Department of Insurance (TDI) has an online guide to Long-Term Care Insurance in Texas. This includes:

- A list of companies selling long-term care insurance in Texas.
- Guidance on paying for long-term care.
- Information on what LTC insurance covers, deciding if it is right for you, and how LTC insurance policies work.
- FAQs on long-term care insurance rates with explanations for the reason of rate increases and your options.
- A guide to insurance fraud.
- Who to call with questions or complaints.
- A LTC insurance policy comparison worksheet.

Texas Department of Insurance

 800-252-3439

Long-Term Care Ombudsman Program


The Area Agency on Aging of the Panhandle (AAA) has a Long-Term Care Ombudsman Program with two main functions: 1) To educate residents on their rights within long-term care facilities; and, 2) To work to resolve concerns and complaints on regular visits to every nursing home and assisted living facility in the top 26 counties of the Texas Panhandle.

In doing so, they maintain a list of every nursing home and assisted living facility in the region. This can be useful to individuals and families in finding a home that is right for them or their loved one. They also can provide resources and tips on finding a home along with insight into what they observe on their visits across the Panhandle.

Contact the LTC Ombudsman Program a list of facilities in the area, tips on finding a home, help with any concerns or complaints in a long-term care facility, and information on residents' rights.

Area Agency on Aging of the Panhandle | Long-Term Care Ombudsman Program

 (806) 350-7148, Option 1

 415 SW 8th Ave. Amarillo, TX 79101

The LTC Ombudsman program may also work with Texas Health and Human Services to assist residents and their families with reporting complaints about the care or treatment received by someone in long-term care. This includes allegations of abuse, neglect, or exploitation.

There is an option to file a complaint online utilizing the **Texas Unified Licensure Information Portal (TULIP)** or by phone at 800-458-9858. Agents answer calls Monday through Friday from 7 a.m. to 7 p.m. Central time. If you call outside those hours, leave a voicemail and an employee will return your call by the next workday.

Program of All-Inclusive Care of the Elderly (PACE)

PACE (Program of All-Inclusive Care of the Elderly) is a unique program designed to help elderly members of the community remain in their homes as long as possible. Participants enrolled in the program receive a comprehensive plan of care that is individualized to their needs.

The program is provided by the Jan Werner Adult Day Care Center and serves older adults in Canyon and Amarillo who are at least 55 years old and can safely live in the community.

The program includes transportation, meals, medical services, physical rehab, and social services which the participant can receive up to five days a week depending on their desired schedule and needs at the Jan Werner facility.

Jan Werner Adult Day Care | PACE

 (806) 374-5516

 3108 S. Fillmore St. Amarillo, TX 79110

Note: Information is subject to change.

Please contact the organizations directly for all questions or any additional information regarding services. The Mary E. Bivins Foundation does not coordinate services, offer referrals, or provide any direct guidance.

Email SeniorHungerSolutions@BivinsFoundation.org to update a listing.

Dial 2-1-1 to speak with a representative about local community resources and assistance.



An initiative
of the



Addressing food insecurity among older adults in Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher and Wheeler Counties.