

FACT SHEET

MMAP Inc. Michigan Medicare/Medicaid Assistance Program

Where: 1279 Cedar St. NE
What: Funded by a grant through the Michigan Office of Services to the Aging, the program provides a variety of services to seniors, including help in understanding Medicare/Medicaid.
Contact: Rebecca Phillips, 222-7004, or e-mail Rebecca@aaawm.org

MAKING A DIFFERENCE: FRANCES MAYCROFT

EDITOR'S NOTE: "Making a Difference" profiles someone whose good works make our community a better place.

BY ERIN FETTIG
THE GRAND RAPIDS PRESS

Frances Maycroft doesn't like sitting around.

"I've been busy most of my life," she said. "I just can't sit home."

She was a teacher before she had a family and raised

three children. She kept busy volunteering for activities with her kids and then her grandkids.

In 1997, her husband of nearly 44 years died, and she found herself wanting more to do in the community. So she looked for opportunities to give back.

She took a course called Senior Leadership to learn ways to be active in her community. She ended up as the treasurer of Advocates for

Senior Issues.

Through that program, she heard about Michigan Medicare/Medicaid Assistance Program, a program funded by the federal government to help seniors make decisions about their health insurance.

It sounded interesting to her, since she is on Medicare and knows choosing the right plan can be confusing.

She works every Thursday from 9 a.m. to noon helping

people navigate their Medicare plans.

People often call in wanting to know what prescription drug plan best suits them. She takes down all their medication information, types it into the computer and helps them decide what will cover them best.

She finds her volunteer work a little like being a detective, because it often involves investigating or researching a question.

It's important to have dedicated volunteers who can give good, helpful advice, said Rebecca Phillips, MMAP regional coordinator. And that's just what Maycroft is, she said.

"It's like clockwork. The only time she is not here is if she can't get out of her driveway," Phillips said.

Maycroft said she finds the work gratifying, especially during the open-enrollment period, when everyone is re-assessing drug plans. Many people have multiple questions, and she can help calm their fears.



PRESS PHOTO/ERIN FETTIG

"Hopefully, I am doing something to help someone," Maycroft said.

She said she is convinced volunteering is helping her life, too.

"You have to keep busy," she said. "If you don't, what's the use?"

If you know someone who is making a difference in the community, contact Your Life at 222-5585 or e-mail: yourlife@grpress.com.