

## SERVICES

### Health Advocacy

- ◆ Advocate with health professionals to ensure maximum care and communication
- ◆ Accompany you on appointments
- ◆ Daily phone check-ins
- ◆ Administer doctor's care plans
- ◆ Navigate the medical system
- ◆ Ensure the best care in the hospital
- ◆ Manage doctor's appointments
- ◆ Generate detailed list of medications
- ◆ Create list of pertinent physician information
- ◆ Oversee prescription ordering and delivery

### BONDED AND INSURED



### Mail and Money Management

- ◆ Sort and process personal mail
- ◆ Identify, resolve problems and pay bills
- ◆ Manage bank deposits, bank and credit card statements and check registers
- ◆ Organize and prepare records for income tax purposes
- ◆ Identify and prevent scams and fraudulent activity

### Medical Insurance Services

- ◆ Review and reconcile bills with Medicare and/or secondary insurance
- ◆ Assist in resolving incorrect bills or reimbursements

### Other

- ◆ Assist eligible veterans and their spouses to apply and qualify for the VA Aid and Attendance benefit for long term or in-home care
- ◆ Research and arrange referrals to community resources
- ◆ Monitor services with regular updates to family and friends
- ◆ Act as Executor of your estate and/or Power of Attorney



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## A WORD FROM AMIE

After being a personal assistant to my 85 year old mother for several years, wearing many different hats to do the tasks she wished she could still do for herself, I started thinking about all the older folk whose children cannot assist them in the same way.

If you are growing older, I know how hard it is to let go of the things you've done your whole life by yourself. I know that it's even harder to consider having someone else assist you with those things.

If you are the child of an older person, I know how you may worry. I know the guilt you may feel because you can't do everything you'd like to do for your mother or father. I know you struggle to balance working and/or taking care of your own family with care of your parent.

My goal is to help make your life a little easier with Heartfelt Solutions for Seniors - to give you or your loved one their own personal assistant – so that everyone can live a quality life.

*Member of*



## MEET THE PRESIDENT

Amie Hyman received her Master's degree in social work from the University of Chicago and worked with human service agencies in direct service and administrative capacities for more than 20 years. Her experience includes all aspects of business and fiscal management and administration as well as counseling and case management for children and adults.



In 2004, Amie created a successful home business with emphasis on sales and marketing as well as financial/administrative consultation and assistance to nonprofit agencies. She is a licensed social worker, an AARP trained money manager volunteer and a member of the American Association of Daily Money Managers.

She has been attending to the medical, personal, tax, financial, real estate, insurance and mobility needs of her 85-year-old mother since 2005 and developed Heartfelt Solutions for Seniors in 2009 as a result.

Amie is a compassionate and resourceful professional with thorough knowledge of geriatric services and networks within the Chicago area. Diligent and thorough with excellent follow through, she has an uncanny ability to get answers, resolve disputes and get things done on behalf of her client.

304 Glenwood Avenue  
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**Heartfelt**  
SOLUTIONS FOR SENIORS

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*Your  
Personal  
Assistant!*

*Offering health  
advocacy; money, mail  
and medical insurance  
management services;  
resources/referrals and  
more!*