



## **ANSWERS TO FREQUENTLY ASKED QUESTIONS**

### **Are there fees for LSE's services?**

No. LSE's services are free.

### **What types of legal issues can LSE help with?**

LSE only helps with civil (not criminal) legal matters. In addition, LSE only provides help in situations where a senior's basic human needs are at stake, including things like food, shelter, public benefits, safety and independence.

### **What happens when someone calls LSE with a problem LSE can't help with?**

LSE maintains a referral panel and makes a referral, at a reduced fee if the person is of limited financial means, to a private attorney.

### **What area of the state does LSE serve?**

LSE provides services statewide.

### **How does LSE provide services?**

LSE has a statewide Helpline that can be reached at 1-800-750-5353. All first calls for help should be directed to the Helpline. Helpline Attorneys are able to help with a broad range of legal issues and questions. Most of the seniors who call LSE receive only Helpline services.

In certain circumstances, including elder abuse and financial exploitation, eviction, foreclosure, and public benefit appeals, LSE may be able to provide an attorney to assist a senior in an administrative or court proceeding. To make that possible, LSE has staff attorneys located at five Area Offices in Scarborough, Lewiston, Augusta, Bangor and Presque Isle.

### **Does LSE draft wills?**

No. Callers who need help with a will are referred to a member of the private bar for help. Reduced fee referrals may be possible for very low income seniors.

### **Does LSE handle divorces?**

No. Callers who need help with a divorce or child custody issue are referred to a member of the private bar for help.



### Does LSE draft Powers of Attorney?

LSE will only assist with a POA if a senior has no assets including no real property. LSE's service in this area is limited because LSE does not provide any estate planning or MaineCare planning advice. Seniors with assets are referred to the private bar for assistance. Reduced fee referrals may be possible for very low income seniors.

### Can a professional, family member, or friend call and request LSE's services on behalf of a senior?

LSE must receive the initial request for assistance from the senior who needs help or someone with legal authority (Power of Attorney or Guardian) to speak for the senior.

### What if the senior who needs help can't use the phone due to hearing issues?

If a senior is not able to use the phone, LSE will work with those helping the senior to make arrangements for an intake to be done in person.

### Is LSE able to serve seniors that do not speak English?

Yes. LSE uses both telephone and in-person interpreter services to ensure seniors who do not speak English or are not proficient in English can access LSE's services.

### Does LSE provide anything other than free legal help?

Yes. LSE provides information on Medicare and MaineCare eligibility and benefits.

LSE also has a statewide Medicare Part D Appeals Unit that helps seniors and people with disabilities of any age who have (or are eligible for) Medicare get needed prescription medications. That Unit can be reached at 1-877-774-7772.

### How is LSE Funded?

LSE receives a wide variety of local, state, federal, and private funding. LSE is also supported by individual donors.

For more information, call the Legal Services for the Elderly Helpline for free, confidential legal advice.

**LSE Helpline**  
**1-800-750-5353**

