



Getting Started with Masonic Assistance

How to Reach Masonic Assistance

You may contact Masonic Assistance by calling (888) 466-3642 or emailing masonicassistance@mhcuc.org.

As our intake calls are quite lengthy, you will likely receive a voicemail the first time you call. Please do not be discouraged. Please provide your name, contact information, and the best time to reach you. If you are calling on behalf of someone else, please provide their name as well. We will respond to your inquiry by the end of the next business day.

If you are requesting services or support for someone else, we must speak with you before contacting that person.

What to Expect During Your Intake Call

Please allow up to 30 to 60 minutes for your intake call. Your intake call is our opportunity to better understand your situation and to help you determine what services can best serve your family. During this conversation, we will:

- Answer any questions you may have about the Masonic Homes and Masonic Outreach
- Ask you a variety of questions to better understand your situation, including:
 - Your current living situation
 - Financial information
 - Health information
- Prequalify you for our programs and services
- Educate you on the relief services and resources that are available to your family and possible benefits that may be available – through Masonic Assistance and other organizations
- Explain the application process and the waitlist for the Masonic Homes (if applicable)

Intake Call Checklist

Please gather the following information in advance of your intake call so that we can complete your application and assist you more quickly.

- Mason's name, lodge affiliation (if known), date of birth, and date of death (if applicable)
- Mason's spouse/partner's name (if applicable)
- Estimated worth of current assets (bank balances, property, vehicles, investments, life insurance, etc.)
- Amount owed in debts (credit cards, taxes and other government debts, personal loans, etc.)
- Current income and expenses (We will create a budget during the call for those applying for Masonic Outreach Services. It may be beneficial for those needing financial guidance, as well.)
- Current benefits (health insurances, veterans', long-term-care insurance, etc.)
- Contact information for trusted personal family members/friends with whom we can communicate to ensure your welfare (with your approval)

Application Process

Our application process is nearly the same for the Masonic Homes and Masonic Outreach Services and includes the following:

- 1. Initial Document Request:** Masonic Assistance will send you specific forms to be completed and returned. We may request for items only specific to your situation which may need review by our financial and management teams. Once returned to our office and reviewed with no further questions, the application will be sent.
- 2. Application Stage:** Application is sent requesting documents which coincide with the questions on the application. With the application the Masonic Homes will request additional Health Related documentation and MOS will request expense and income documentation

Masonic Assistance will review your completed documents and will assist you with any questions, if needed.