



## Getting Started with Masonic Assistance

### How to Reach Masonic Assistance

You may contact Masonic Assistance by calling (888) 466-3642 or emailing [intake@mhcuc.org](mailto:intake@mhcuc.org). Our business hours are Monday through Friday from 9:00am-5:00pm.

Please note that our intake calls can be lengthy, so you may reach our voicemail when you call. Don't be discouraged—we make every effort to respond as quickly as possible. Kindly leave your name, contact information, and the best time to reach you. If you are calling on behalf of someone else, please also provide their name. 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 first speak with you before contacting that person.

### What to Expect During Your Intake Call

Please allow 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 Services
- 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 relief services, resources and benefits that may be available through Masonic Assistance and other organizations
- Explain the application process for Masonic Homes and/or Masonic Outreach Services

## Intake Call Checklist

Please gather the following information in advance of your intake call:

- Mason's name, lodge affiliation (if known), date of birth, and date of death (if applicable)
- Name and date of birth for person(s) seeking services
- Estimated worth of all assets (bank balances, property, vehicles, investments, life insurance, etc.)
- Amount owed in debts (credit cards, taxes and other government debts, personal loans, etc.)
- Current monthly income and expenses
- Current benefits (health insurances, veterans' benefits, 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

The application for both Masonic Homes and Masonic Outreach Services (MOS) takes place in two stages:

- 1. Initial Documents Stage:** Masonic Assistance will send you specific forms to be completed and returned. We may request items specific to your situation for review by our financial and management teams. Once these items have been returned to our office and reviewed with no further questions, we will send the application.
- 2. Application Stage:** Masonic Assistance will send you an application. You will be required to complete this document and provide additional supporting documentation, such as copies of your photo ID and bank statements. During this phase of the application process, Masonic Homes will request additional health-related documentation and both Masonic Homes and MOS will request additional expense and income documentation.

Masonic Assistance, along with the Masonic Homes and Masonic Outreach Services teams, will be available to answer your questions and provide guidance throughout the application process.