

Health Insurance Counseling & Advocacy Program (HICAP)

FREE Unbiased Medicare Counseling



Who We Are

The Council on Aging – Southern California has been a trusted nonprofit since 1973. We provide unbiased information, programs and services to more than 275,000 adults and families annually.

The Council on Aging's HICAP counselors are California state-registered staff and volunteers, offering individualized counseling and group seminars about Medicare and other related health insurance topics.

HICAP is part of the national network of State Health Insurance Assistance Programs, and funded in part by the California Department of Aging. HICAP is the most dependable source of unbiased, accurate, and up-to-date Medicare related information for Riverside, San Bernardino, Inyo and Mono counties.

CALL US — WE CAN HELP

Our HICAP Call Center is open Monday through Friday, 9am to 4pm. Call for counseling locations and group seminars.

 (909) 256-8369 or (800) 434-0222

 www.coasc.org

What We Do

Medicare is often complex and confusing. We offer personalized counseling and advocacy to assist beneficiaries in understanding their Medicare benefit options and choosing benefits best-suited for their needs.

HICAP Can:

- ▶ Compare and evaluate insurance plans
- ▶ Assist when problems occur
- ▶ Assist with low income benefit programs
- ▶ Provide Medicare education seminars

HICAP Counselors Explain:

- ▶ Medicare benefits and enrollment
- ▶ Medicare Advantage Plans (Part C)
- ▶ Prescription Drug Plans (Part D)
- ▶ Medigap Plans (supplemental policies)
- ▶ Low income assistance programs
- ▶ Long-term care services and support
- ▶ Medicare fraud and abuse



HICAP

a Program of Council on Aging

Become a Registered HICAP Counselor

Counsel and Advocate for Medicare Rights and Benefits



The Council on Aging – Southern California is looking for qualified candidates to become HICAP Volunteer Counselors.

There are more than 800,000 seniors and disabled adults who qualify for Medicare services in Orange, Riverside, San Bernardino, Inyo and Mono counties.

As a Health Insurance Counseling and Advocacy Program (HICAP) Volunteer Counselor you will help provide free assistance with Medicare at our HICAP Call Center or at one of the Senior or Community Centers located throughout the five counties.

Counseling can include an analysis of insurance needs, side-by-side policy comparisons, help with filing claims and appeals, or filling out applications for assistance.

HICAP Volunteer Counselors receive extensive initial training to learn Medicare. Afterwards there is one-on-one mentorship training with an experienced HICAP Counselor prior to taking the state registration test.

Those completing the program will be registered with the California Department of Aging.

**WE ARE IN NEED OF
HICAP COUNSELORS
WHO ARE BILINGUAL IN
ENGLISH AND SPANISH**

**Contact our
Volunteer Coordinator**

(909) 256-8369 x308

Please note: Persons who hold a current license to sell insurance or who receive financial or other remuneration from any health insurer, including managed care plans (HMOs), Part D plans or health care providers are ineligible.



**Council
on Aging**
Southern California

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