

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 290,000 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 (SHIP) and is the most dependable source of unbiased and accurate Medicare related information.

CALL US – WE CAN HELP

Our HICAP Call Center is open Monday through Friday, 8:00am to 4:00pm.

 (714) 560-0424 or (800) 434-0222

 www.coasc.org

What We Do

HICAP offers personalized one-on-one counseling to assist beneficiaries in understanding their Medicare benefits and choosing options best-suited for their needs.

HICAP Counselors Can:

- ▶ Compare and evaluate insurance plans
- ▶ Assist with problems
- ▶ Assist with cost-saving options

HICAP Counselors Explain:

- ▶ Medicare benefits and enrollment
- ▶ Medicare Advantage Plans (Part C)
- ▶ Prescription Drug Plans (Part D)
- ▶ Medigap Plans (supplemental policies)
- ▶ Long-term care services and support



HICAP

a Program of Council on Aging

Council on Aging Programs

Helping Seniors Remain Healthy, Connected & Protected



- ▶ **Answers Guide** – Yearly publication filled with information on healthcare, caregiving, finance, and legal guidance for Orange County.
- ▶ **Friendly Visitor Program** – Provides companionship and social support to isolated, frail adults in Orange County.
- ▶ **Health Insurance Counseling and Advocacy Program (HICAP)** – Provides free, unbiased, individual Medicare counseling and seminars.
- ▶ **Long-Term Care Ombudsman Program** – Advocates for the rights of older and disabled adults living in skilled nursing and residential care facilities.
- ▶ **ReConnect Program** – Assists Orange County's adults age 60+ to manage and improve their emotional health and overall well-being.
- ▶ **Senior Protection Program & FAST** – Educational seminars to help you avoid financial predators and limited consultation on matters of abuse.
- ▶ **SmileMakers Guild** – Mobilizes community support and provides holiday gifts to over 6,000 residents in long-term care facilities in Orange and Riverside Counties.
- ▶ **Volunteer** – Attend our monthly General Volunteer Orientation to learn about our programs and volunteer opportunities.

88%

**OF EVERY DOLLAR SPENT
DIRECTLY SUPPORTS OUR
PROGRAMS & SERVICES**

We are funded by individuals,
businesses, grants, and
government programs.
**VOLUNTEER AND LEARN MORE AT
WWW.COASC.ORG**



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