

# 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](http://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



- ▶ **Concierge Care Navigators** – Registered Nurses providing care management, in-home assessments and online care plans to support wellness.
- ▶ **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](http://WWW.COASC.ORG)**



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Council on Aging - Southern California is a nonprofit 501(c)(3) organization

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