

# HICAP Monthly Newsletter

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*Free Service to Medicare Beneficiaries*

April Issue 2023

HICAP is here to help Monday- Friday, 8am - 5pm  
Give us a call at (559) 224-9117 or 1-800-434-0222

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**April is Volunteer Appreciation Month!!!**  
HICAP volunteers are “Presidential”  
They *Embrace, Embody, and Champion* for our Program



## THE PRESIDENT'S VOLUNTEER SERVICE AWARD

Many do not know that Health Insurance Counseling and Advocacy Programs are volunteer based, and that volunteer counselors must complete the same exact training as HICAP staff counselors. "All" HICAP counselors must be registered with the California Department of Aging and complete continued education annually to remain registered. It is not easy, and the responsibility is not taken lightly. HICAP Volunteer Coordinator, Laura Robinson and her team work together to provide training and support to all of our wonderful volunteers who we appreciate greatly.

HICAP volunteers **embrace** the mission of HICAP enthusiastically and provide support to Medicare beneficiaries year after year. They meet challenges head on and advocate for their clients as if they were assisting their best friends. Our team finds such delight in their participation and appreciation for their passion to serve. With their support, HICAP is able to provide counseling services to even more beneficiaries. In fact, HICAP was able to assist an additional 54 Medicare beneficiaries during the 2023 Annual Medicare Open Enrollment Period.

HICAP volunteers **embody** the education, professionalism, and empathy that one needs to provide excellent counseling services for Medicare beneficiaries. More often than not, HICAP volunteers are retired teachers, lawyers, doctors, and other business professionals that are able to understand the complexities of Medicare coverage.

These unique volunteers provide a level of empathy that organically guides their approach since they are often Medicare beneficiaries themselves.

HICAP volunteers *champion* for our Medicare beneficiaries through their advocacy. As a Program Manager, it brings me great pride in our program when I overhear our volunteers making a conference call to the Social Security Administration to assist their client, or I hear them contacting the beneficiary's physician to confirm their coverage and put their client's mind to rest. Advocacy at its finest!

HICAP believes in honoring our outstanding volunteers and recognizing the impact that they make. This year HICAP will be honoring all of our volunteers with *The President's Volunteer Service Award* during our annual *HICAP Volunteer Appreciation Event on April 28, 2023*. This award was founded by the President's Council on Service and Civic Participation in 2003 to recognize the important role of volunteers in America's strength and national identity. The award honors individuals whose service positively impacts communities in every corner of the nation and inspires those around them to take action.

Each of our volunteer counselors will receive their official President's Volunteer Service Award coin, medallion, and personalized certificate of achievement and letter signed by President Joseph R. Biden, Jr. There are three award levels; Bronze (100-249 hours), Silver (250-499 hours) and Gold (500+ hours). It is with great honor that I share our three eligible volunteers below:

*Mr. Gyan Shanker - Bronze*

*Mr. Wayne Clarke - Bronze*

*Mr. Wayne McMillen - Gold*

All HICAP volunteers, including our two newest team members, *Linda Simpson* and *Barbara Schlueter* will also be receiving a HICAP service certificate and small gift of appreciation. We hope that our volunteers know that we not only appreciate them on April 28th but every day!

On February 1, 2023, HICAP unexpectedly lost one of our Volunteers, *Mr. Wayne McMillen*. Wayne served HICAP and Medicare beneficiaries for over 17 years honorably and wholeheartedly. Wayne was not just our team member but was also our friend. We miss him greatly and will all be sharing our "Wayne-isms" (as we call them), for years to come. Wayne served as our on-site volunteer HICAP counselor at the Clovis Senior Center for many years. We regularly receive calls from his clients sharing stories of the support he provided for them and it is admirable.

HICAP is not just a program but it is a team of caring individuals made up of both staff and volunteers that work together to provide the support that our Fresno and Madera Medicare beneficiaries need and deserve.



Happy National Volunteer Month!

THANK YOU

HICAP  
Health Insurance  
Counseling and  
Advocacy Program

Free Service to Medicare Beneficiaries

Volunteers

Wayne, Gyan,  
Linda, and  
Barbara...

Your impact on our community  
and the HICAP team has been  
immeasurable! With your support,  
HICAP is able to provide  
counseling services to even more  
beneficiaries than ever.

With appreciation,

Jennifer, Laura, Jean, Maria, & Sujey



SHIP  
State Health Insurance  
Assistance Program



Supported by  
California  
Department  
of AGING

A program of

valley  
CAREGIVER  
RESOURCE CENTER



This project was supported, in part by grant number 905AF00052-02-01, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy. HICAP operates with financial assistance and support from the Fresno-Madera Area Agency on Aging. Este proyecto fue apoyado, en parte, por la subvención número 905AF00052-02-01 de la Administración para la Vida Comunitaria de los EU, el Departamento de Salud y Servicios Humanos, Washington, D.C. 20201. Se alienta a los beneficiarios que emprenden proyectos bajo el patrocinio del gobierno a expresar libremente sus hallazgos y conclusiones. Por lo tanto, los puntos de vista u opiniones no representan necesariamente la política oficial de la Administración de Vida Comunitaria. HICAP opera con asistencia financiera y apoyo de la Agencia de Envejecimiento del Área de Fresno-Madera.

## Upcoming May Events

See where **HICAP** will be next month:

**Madera Chamber of Commerce: National Day of Prayer, Senior Luncheon**

When: Thursday, 5/04/23

Where: Hatfield Hall, Madera Fairgrounds

Time: Noon- 1:30pm

**AARP's Virtual Medicare Seminar**

When: Friday,

## HICAP Social Media

HICAP would like to encourage our beneficiaries to follow us on social media.

**HICAP Community Outreach Coordinator, Sujey Martinez** creates our wonderful HICAP posts. Below are HICAP's April posts in case you missed them.....

5/05/23  
 Where: Virtual  
 Time: Noon

**Education Summit and Resource Fair**

When: Saturday, 5/06/23  
 Where: NorthPointe Community Church  
 Time: 8am-2pm

**Medical Application Assistance Day (MAAD)**

Hosted at VCRC  
 When: Wednesday, 5/10/23  
 Time: All Day  
 \*\* Contact HICAP to schedule your appointment.

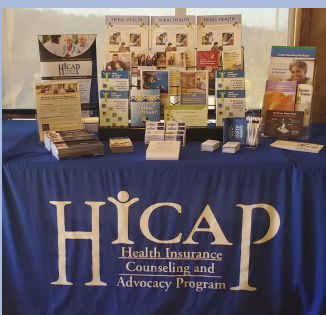
**Senior Community Resource Fair**

When: Friday, 5/12/23  
 Where: Woods Mobile Estates  
 Time: 10am-2pm

**Union Local Seiu 521 People with Disabilities Caucus**

When: Monday, 5/15/23 4/20/23  
 Time: 6:30pm

If you are interested in scheduling a HICAP presentation please contact us at (559) 224-9117.



**Need to file an appeal?**



Our services include, but are not limited to...

**Appeal and Billing Problems**

- ❖ Ambulance bills
- ❖ Laboratory bills
- ❖ Medical bills
- ❖ And more!

**DOCUMENTS NEEDED**

**Provider's Bill**

**Medical Authorization**

**Medicare Summary Notice**

**Any other evidence you would like to submit. Such as previous diagnosis, surgeries, etc., that could pertain to this claim.**

**LET'S CONNECT** MONDAY - FRIDAY (559) 224-9117  
 8AM - 5PM (800) 434-0222



**FREE LEGAL AID WORKSHOP**

Hybrid (in-person and virtual)  
 Thursday, June 29, 2023  
 2:00 pm to 4:00 pm

[CLICK TO REGISTER HERE](#)

OR CALL



**FREE LEGAL AID WORKSHOP...**

Is a two-hour hybrid workshop hosted by **Valley Caregiver Resource Center.**

This workshop will have guest speakers from **Central California Legal Services.**

They will educate and answer questions about **basic estate planning tools such as wills, trusts, power of attorney, and advanced healthcare directives.**

Brought to you by **HICAP**  
 Health Insurance Counseling and Advocacy Program

Free Service to Medicare Beneficiaries

(559)-224-9117

Monday - Friday  
 8AM - 5PM

5363 N. Fresno St.  
 Fresno, CA 93710

**FOLLOW US!**





Please visit our webpage at the Valley Caregiver Resource Center website for more information about your Fresno and Madera HICAP.



JUST IN FROM  
Medicare.gov



## RESOURCE NEWS

The **Affordable Connectivity Program (ACP)** is a government program that helps pay for internet service!

Through this program, you or someone you know may qualify for a **monthly discount on a new or existing internet service plan!**

You may also qualify for a one-time **device discount of up to \$100** for a laptop, desktop computer, or tablet from participating providers!

As part of our dedication to health equity, **HICAP** recognizes how essential internet access has become for our community members.

Research suggests increased broadband Internet access is associated with improved health outcomes.

To apply visit [AffordableConnectivity.gov](https://AffordableConnectivity.gov) or call **1-877-384-2575** to request an application.



This project was supported in part by grant number 916680002-01-01 from the U.S. Administration for Community Care, Department of Health and Human Services, Washington, D.C. 20205. Services, including projects under government supervision, are administered by contractors and specialized staff in accordance with the terms of the contract. HICAP is not a government agency and does not have the authority to enforce any law. HICAP is not a government agency and does not have the authority to enforce any law. HICAP is not a government agency and does not have the authority to enforce any law. HICAP is not a government agency and does not have the authority to enforce any law.

## Important HICAP Announcement!



## BIG CHANGES COMING SOON.....

### Know Your Notices

Want to see your Medicare Summary Notice online?

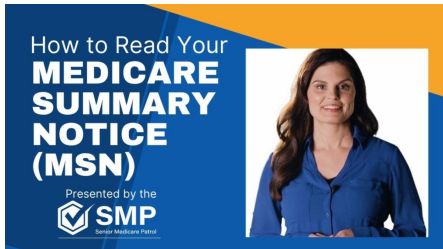
Electronic Medicare Summary Notices (eMSNs)



The eMSN is an electronic version of your Original Medicare claims statements, called a **Medicare Summary Notice (MSN)**. You'll get an email every month when MSNs are available in your Medicare account, instead of waiting 3 months for a paper copy. With eMSNs, you can:

- Track your monthly claims and costs
- Eliminate stacks of paper – save or print only what you need
- Check your remaining deductible amount
- Catch errors in billing and services

# Click on the picture *below* to learn how to read your Medicare Summary Notice (MSN)



- Help **prevent fraud** by making sure you're billed only for the services you've gotten

## How to sign-up for eMSNs

1. **Log into (or create) your Medicare account** and select "My account settings."
2. Under the "Email and document settings" section at the top of your account homepage, select "Edit" next to Medicare Summary Notices (MSNs).
3. Under "How do you want to get your MSNs?" select "Electronically" then "Save Changes."

**If you choose eMSNs, you will no longer receive printed copies of your MSNs in the mail.**



# FREE LEGAL AID WORKSHOP

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Thursday, June 29, 2023  
2:00 pm to 4:00 pm

[CLICK TO REGISTER HERE](#)

OR CALL

**valley**  
CAREGIVER  
RESOURCE CENTER  
(559)-224-9154

## FREE LEGAL AID WORKSHOP...


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This workshop will have guest speakers from **Central California Legal Services**.


They will educate and answer questions about **basic estate planning tools such as wills, trusts, power of attorney, and advanced healthcare directives**.

Brought to you  
by

**HICAP**  
Health Insurance  
Counseling and  
Advocacy Program  
Free Service to Medicare Beneficiaries

 (559)-224-9117

 Monday - Friday  
8AM - 5PM

 5363 N. Fresno St.  
Fresno, CA 93710

FOLLOW US!



[Please click here to register for the Free Legal Aid Workshop](#)





**CALIFORNIA HEALTH ADVOCATES**  
Medicare: Policy , Advocacy and Education



**Industry News: New  
Medicare Complaint Button**  
Beneficiaries Can Report Issues with  
Medicare Coverage to  
California Health Advocates

[Please click on the image to make a report](#)



# BECOME A HICAP VOLUNTEER

Health Insurance Counseling and Advocacy Program

*Free Service to Medicare Beneficiaries*



**Learn to help others navigate through the confusing world of Medicare.**

HICAP volunteer duties consist of:

- Counseling (after completion of required training)
- Administrative duties
- Fundraising and event support
- Outreach within the Fresno and Madera communities

**JOIN OUR TEAM, CONTACT US!** 

LAURA ROBINSON  
 Volunteer Coordinator  
 LROBINSON@VALLEYCRC.ORG  
 (559) 224-9117 EXT. 304  
 Valley Caregiver Resource Center  
 5363 N. Fresno St.  
 Fresno, CA 93710

This project was supported, in part by grant number 90SAPG0052-02-01, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy. HICAP operates with financial assistance and support from the Fresno-Madera Area Agency on Aging. Este proyecto fue apoyado, en parte, por la subvención número 90SAPG0052-02-01 de la Administración para la Vida Comunitaria de los E.U., el Departamento de Salud y Servicios Humanos, Washington, D.C. 20201. Se alienta a los beneficiarios que emprenden proyectos bajo el patrocinio del gobierno a expresar libremente sus hallazgos y conclusiones. Por lo tanto, los puntos de vista u opiniones no representan necesariamente la política oficial de la Administración de Vida Comunitaria. HICAP opera con asistencia financiera y apoyo de la Agencia de Envejecimiento del Área de Fresno-Madera.

# APPLYING FOR MEDI-CAL *as a* MEDICARE BENEFICIARY

with **HICAP**  
Health Insurance  
Counseling and  
Advocacy Program  
*Free Service to Medicare Beneficiaries*



## IT'S AS EASY AS 1, 2, 3!

# 1

Get in contact with  
Medi-Cal at **HICAP**

### MEDI-CAL APPLICATION ASSISTANCE DAY FOR FRESNO COUNTY

During your scheduled appointment, a Fresno County Eligibility Worker may provide assistance with:

- General program questions
- Application assistance with: Medi-Cal, CalFresh, CalWorks
- Ongoing cases
- Understanding letters received

**CALL HICAP TO SCHEDULE YOUR APPOINTMENT**

MONDAY-FRIDAY 8AM-5PM ☎️ (559) 224-9117

This event is the 2nd wednesday  
of every month.

**GIVE US A CALL AND WE WILL  
SCHEDULE YOU IN!**

☎️ (559)-224-9117

🕒 Monday - Friday  
8AM - 5PM

📍 5363 N. Fresno St.  
Fresno, CA 93710



This project was supported, in part, by grant number H02496002-02-04 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, DC, 20201. Services underlying projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions stated herein are those of the author(s) and do not necessarily represent the official position or policies of the Administration for Community Living, U.S. Department of Health and Human Services. HICAP is a program of the California Department of Aging. HICAP is a program of the California Department of Aging. HICAP is a program of the California Department of Aging. HICAP is a program of the California Department of Aging.

# 2

### Gather these important documents

- Legal names of all people included in the application
- Social Security cards
- Proof of Address: Utility Bills (i.e. PG&E), insurance documents, etc.
- Proof of Identity: Passports, driver's license, etc.
- Income and Tax information: W2 forms, pay stubs, bank Statements, etc.
- Property: Car title, etc.

Disclaimer: Please bring all documents enclosed in a secure folder. Do not share documents/personal information with anyone other than the Eligibility Worker on site.

# 3

### Fill out the initial application for Fresno County

Eligibility is income-based, and considers assets.

- Homeowners
  - Individuals: \$130,000 limit
  - Couples: \$195,000 limit

Families or persons with income too high to qualify for a free Medi-Cal program may have a Share of Cost.

The SMP Resource Center has produced a tip sheet warning about the most common Medicare fraud schemes, including:

- Ambulance Fraud
- COVID-19 Fraud
- Durable Medical Equipment Fraud
- Genetic Testing Fraud
- Home Health Care Fraud
- Hospice Fraud
- Medical Identity Theft
- Medicare Card Scams
- Medicare Marketing Violations and Enrollment Fraud
- Nursing Home Care Fraud
- Outpatient Mental Health Care Fraud
- Pharmacy and Prescription Drug Fraud
- Telehealth Fraud

[Click here to view the above examples of Medicare fraud in more detail.](#)

HICAP is a program of **Valley Caregiver Resource Center** and we would like to invite you to participate in our annual ***Celebration of Care*** scheduled for **Friday, October 27, 2023**. Please contact VCRC Executive Director, Michelle DiBuduo at (559) 224-9154 for ticket and sponsorship information.

\*\*\* We welcome and appreciate Live and Silent Auction items\*\*\*

OCTOBER 27, 2023 | CLOVIS VETERANS HALL



**SAVE THE DATE**

**FOR QUESTIONS, PLEASE CONTACT:**  
Michelle DiBuduo, Executive Director  
5363 N. Fresno Street, Fresno, CA 93710  
Phone: 559-224-9154 | Fax: 559-224-9179 | mdibuduo@valleycrc.org

**RESERVATION FORM**

We Would Like to Support VCRC's 2023 Celebration of Care at the Following Sponsorship Level:

|  |   |
|--|---|
| <input type="checkbox"/> <b>PRESENTING SPONSOR</b> <b>\$10,000</b> | <input type="checkbox"/> <b>SAPPHIRE SPONSOR</b> <b>\$5,000</b> |
| <input type="checkbox"/> <b>EMERALD SPONSOR</b> <b>\$3,000</b>     | <input type="checkbox"/> <b>RUBY SPONSOR</b> <b>\$1,500</b>     |

Total Amount Due: \$ \_\_\_\_\_

Check Enclosed     Pay By Credit Card

Pay By (Date): \_\_\_\_/\_\_\_\_/\_\_\_\_

Checks made payable to: Valley Caregiver Resource Center or VCRC. For credit card payments, please see the attached 'credit card form' or call VCRC to process.

Please reserve \_\_\_\_\_ tickets at \$150.00 each.

We are unable to attend, a donation is enclosed in support of VCRC.

Please keep our donation if the event is changed due to COVID-19.

Company/Organization: \_\_\_\_\_

Contact Person: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_

Authorizing Signaturer: \_\_\_\_\_

Valley Caregiver Resource Center is a 501(c)(3) charitable organization. Contact your tax advisor regarding deduction of donations.

We are always here to help and share our services!

**Best Wishes, from the  
Fresno/Madera HICAP Team** □

Maria, Laura, Jean, Sujey, Gyan, Wayne C.,  
Linda, and Jennifer



For program updates and more  
information, please visit our website:  
<https://valleycrc.org/hicap-program/>

**Contact Information: HICAP Program Manager, Jennifer Webb**

**Phone: (559) 224-9117 or (800) 434-0222**

**Email: [jwebb@valleycrc.org](mailto:jwebb@valleycrc.org)**

**Address: 5363 N. Fresno St. Fresno, CA. 93710**

**HICAP is a part of the National State Health Insurance Program (SHIP)  
network and supported by the California Department of Aging.**

Supported by:



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Valley Caregiver Resource Center | 5363 N. Fresno Street, Fresno, CA 93710

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