

HICAP NEWSLETTER

December

2024
ISSUE



HICAP
Health Insurance
Counseling and
Advocacy Program

WE ARE HERE TO HELP!

MONDAY-FRIDAY

8AM TO 5PM



Your **HICAP** Counselors serve as your local State Health Insurance Program and Senior Medicare Patrol! Contact us for all things related to Medicare, including Medicare fraud prevention, detection, and reporting!

Give us a call at
(559) 224-9117 or 1(800)434-0222

A program of

valley
CAREGIVER
RESOURCE CENTER

MEDICARE ADVANTAGE OPEN ENROLLMENT JANUARY 1-MARCH 31, 2025

WHAT CAN YOU DO DURING THIS TIME???



Switch to another Medicare Advantage Plan with or without drug coverage



Drop your Medicare Advantage Plan and go back to Original Medicare



Join a Medicare drug plan

Free, Confidential, Unbiased Appointments.



CONTACT US

Book your appointment today!

(559) 224-9117
(800) 434-0222

Drive Thru Shredding Event For Seniors & Caregivers

Senior Medicare Patrol & Valley Caregiver Resource Center want to protect you and your loved ones from Medicare Fraud and Identity Theft.

Bring documents with personal identifiable information- such as old bank statements, bills, old tax returns, and outdated Medicare documents- to be shredded safely.

Free Event!

Saturday March 8, 2025
10am-12pm

Valley Caregiver Resource Center Parking Lot
5363 N Fresno St.
Fresno, Ca 93710



We ask for all participants to remain in their car. Staff members will unload your box for you. A mobile shredding company will immediately shred your personal documents:

- One banker box per participant (cardboard boxes and/or containers cannot be left)
- No cardboard, binderclips, binders, or electronic media will be accepted
- Residential shredding only (no commercial shredding allowed)
- Truck will be available for 2 hours or until full

For More Information, please contact your local SMP at (559) 224-9117

Evento De Trituración De Paso en Automovil Para personas mayores y cuidadores

Senior Medicare Patrol y Valley Caregiver Resource Center quieren protegerlo a usted y a sus seres queridos del fraude de Medicare y el robo de identidad.

Lleve documentos con información de identificación personal (como extractos bancarios antiguos, facturas, declaraciones de impuestos antiguas y documentos de Medicare obsoletos) para que sean destruidos de manera segura.

¡Evento gratuito!
Sábado 8 de Marzo de 2025
10am-12pm

Valley Caregiver Resource Center Estacionamiento
5363 N Fresno St.
Fresno, Ca 93710



Les pedimos a todos los participantes que permanezcan en sus vehículos. El personal descargará su caja por usted. Una empresa de destrucción de documentos móviles destruirá inmediatamente sus documentos personales:

- Una caja de cartón por participante (no se pueden dejar cajas de cartón ni contenedores)
- No se aceptarán cartones, clips, carpetas ni medios electrónicos
- Solo trituración residencial (no se permite trituración comercial)
- El camión estará disponible durante 2 horas o hasta que se llene

Para obtener más información, comuníquese con su SMP local al (559) 224-9117

MEDICARE BENEFICIARIES NEED HELP PAYING FOR YOUR PRESCRIPTIONS?

HICAP
Health Insurance
Counseling and
Advocacy Program



Call HICAP!
The Health
Insurance
Counseling and
Advocacy Program



ELIGIBILITY CRITERIA

- Individuals age 65 or older on Medicare
- Individuals younger than 65 with a disability and on Medicare

- Requirements for LIS/Extra Help are available on the National Council on Aging (NCOA) website: www.ncoa.org
- Requirements for MSP (Medicare Savings Plans) are available on the Medicare website: www.medicare.gov

Please contact your local HICAP and schedule a free and confidential appointment to receive up to date income requirements.

559-224-9117 ● **800-434-0222**



happy
holidays

from:
valley
CAREGIVER
RESOURCE CENTER



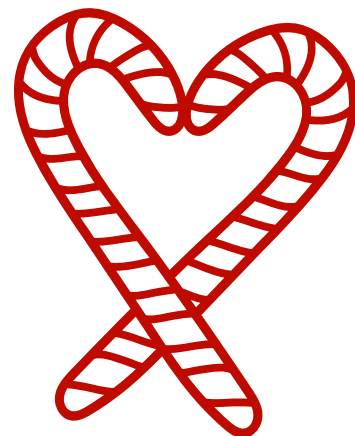
Season's Greetings

Season's Greetings from HICAP!

As we gather with family and friends this holiday season, it's a wonderful time to reflect on the importance of health, happiness, and peace of mind. At the Health Insurance Counseling and Advocacy Program (HICAP), we're here to help you navigate your Medicare needs so you can enjoy the holidays stress-free. Whether you need one-on-one counseling, help understanding Medicare's preventive services, or guidance for caregivers, our team is here to support you through the holidays and beyond. Contact Us Today! Make Medicare one less thing to worry about this holiday season. Call the Fresno-Madera HICAP at (559)224-9117 to schedule an appointment or request more information.

From all of us at HICAP, we wish you a holiday season filled with joy, good health, and peace. Thank you for allowing us to serve you this year!

Happy Holidays!
The HICAP Team





ATTENTION



MEDICARE FRAUD OF THE MONTH FOR DECEMBER IS DURABLE MEDICAL EQUIPMENT (DME)

Unsolicited Calls & Offers

Be wary of phone calls or ads claiming “qualification” for free or low-cost DME. Scammers may try to collect Seniors’ Medicare information to bill for unnecessary equipment.

Medicare Fraud Risk

Once fraudsters have an individuals Medicare information, they can submit fraudulent claims, potentially jeopardizing access to legitimate health care needs.

Check Your Statements

Regularly review your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) for unfamiliar charges. Reporting any discrepancies quickly can help stop fraud.

**PLEASE CALL 1-855-613-7080 FOR MORE
INFORMATION IF YOU ARE A VICTIM OF
MEDICARE FRAUD OR ABUSE**

The Health Insurance Counseling and Advocacy Program (HICAP) is excited to bring our

FREE Medicare presentations

to your agency. We would also love to be a part of your community engagement events. Let us provide your clients, staff, or community members with the tools and knowledge they need to navigate Medicare with confidence.



**Call HICAP today at
(559) 224-9117**



DON'T MISS OUT ON IMPORTANT INFORMATION!

Stay in the loop by following us on our social media platforms.
Join our online community today.



MEDICARE CAN HELP!
EXTRA HELP
Program

Medicare Extra Help, also known as Low-Income Subsidy (LIS), is a federal program that helps beneficiaries with limited income and resources cover prescription drug costs. It can cover premiums, deductibles, and co-pays, making medications more affordable and easing financial stress for both beneficiaries and caregivers.

Apply online at [SSA.gov](https://ssa.gov), by contacting your local Social Security office or by contacting your local HICAP office.
Call HICAP Today To Find Out How
(559)224-9117

HICAP Health Insurance Counseling and Advocacy Program
valley CAREGIVER RESOURCE CENTER



January 1st
COVERAGE BEGINS

Open enrollment has ended, if you signed up for a new plan your new coverage will begin January 1st.

If you missed open enrollment, you may still be eligible for a Special Enrollment Period based on specific life events.

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

Call HICAP Today
(559)224-9117

valley CAREGIVER RESOURCE CENTER

If you have any questions feel free to reach out to our team.

Hit that follow button!

 @Valley Caregiver Resource Center

 @Valley_Caregiver_Resource_Center

 @Valley Caregiver Resource Center

 @CaregiverValley



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

Free Services
Confidential & Unbiased

Whether you are new to Medicare, currently on Medicare, or a victim of Medicare fraud...

HICAP can help!

- Medicare Advantage Plan Enrollment Assistance
- Understanding Medicare Rights and Benefits
- Coverage options
- Medicare Grievances and Appeals
- Contact Us
559-224-9117
www.valleycrc.org
- One-On-One Medicare Counseling



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.

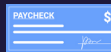
**GIVE US A CALL AND WE WILL
SCHEDULE YOU IN!**



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 information: Social Security Award letter, pay stubs, 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.

138% of the federal poverty level (FPL) is what will be used to determine whether you qualify for Medi-Cal.



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

☎ (559)-224-9117 🕒 Monday - Friday 8AM - 5PM 📍 5363 N. Fresno St. Fresno, CA 93710





JOIN
US



HICAP
Health Insurance
Counseling and
Advocacy Program

Become a HICAP Volunteer!

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!**

Free
Orientation
& Training
Session

LAURA ROBINSON



Volunteer Coordinator
Lrobinson@valleycrc.org



(559) 224-9117 EXT. 304



Valley Caregiver
Resource Center
5363 N. Fresno St.
Fresno, CA 93710



We are always here to help and share our services!
Best Wishes, from the Fresno/Madera HICAP Team
Carla, Crystal, Debra, Gyan, Jean, Laura, Linda, Wayne

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

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



SHIP
State Health Insurance
Assistance Program



Contact Information:

HICAP Program Manager, Crystal Tate
Phone: (559) 224-9117 or (800) 434-0222

Email: Ctate@valleycrc.org

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

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