

November

ISSUE
HICAP NEWSLETTER

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

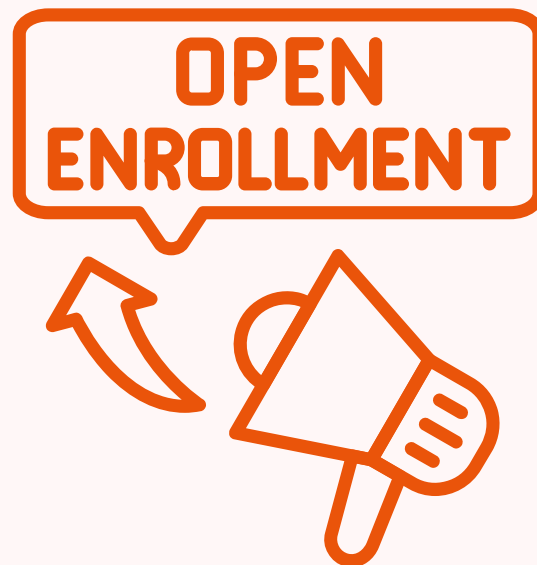


Preventing Medicare Fraud



OPEN ENROLLMENT IS OCTOBER 15-DECEMBER 7, 2024

It's Medicare Open Enrollment! Now is the time to secure the best coverage for your needs. Our team is here to help you find the right plan and get the support you deserve.



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Bring documents with personal identifiable information- such as old bank statements, bills, old tax returns, and outdated Medicare documents- to be shredded safely.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



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**

NOVEMBER HIGHLIGHTS

THANKSGIVING 2024



Congrats to the HICAP team for winning Best Team Effort in the VCRC Thanksgiving Table Decorating Contest.



This holiday season, we're thankful for the opportunity to serve Medicare beneficiaries and their families. Whether you're navigating Medicare options or protecting yourself from fraud, HICAP is here to help you every step of the way.

Let's celebrate gratitude, health, and community this Thanksgiving. If you or a loved one have questions about Medicare, reach out to HICAP. We're here to support you!



KEEP YOURSELF SAFE FROM MEDICARE FRAUD

Guard Your Medicare Number

Treat it like a credit card number. Never give it out over the phone to unsolicited callers emails or texts.

Beware of Free Offers

Scammers often promise free medical equipment or testing. Legitimate Medicare representatives will never call you to offer free items.

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.

YOUR HEALTH AND FINANCIAL SECURITY ARE TOO IMPORTANT TO RISK!



ATTENTION

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



HOSPICE FRAUD ALERT!

Have you suddenly lost
access to your doctor?

Are your specialists
refusing to see you?

Can't get your medications
at the pharmacy?



For additional information on
healthcare fraud, visit
cahealthadvocates.org

BEWARE!

You may have been tricked into
signing up for a program that is
medically unnecessary for you.

Hospice is a benefit, *covered*
by Medicare and it is *meant for*
Medicare beneficiaries with a
terminal illness.

Some hospice agencies may
approach you outside of
supermarkets or may show up to your
home unannounced and recruit non-
terminally ill Medicare beneficiaries
by offering you free items or services
and calling themselves a "program
that helps seniors."

If you or someone you know signed
up for free services but now face
issues accessing medical care,
please contact the Senior Medicare
Patrol immediately at:

855-613-7080

ALERTA DE FRAUDE DE HOSPICIO

¿Ha perdido repentinamente
el acceso a su médico?

¿Sus especialistas se
niegan a verlo?

¿No puede obtener sus
medicamentos en la farmacia?



Para obtener información
adicional sobre el fraude de
casos de salud, visite
cahealthadvocates.org

¡CUIDADO!

Es posible que lo hayan engañado
para que se inscriba en un
programa que es **médicamente
innecesario** para usted.

El hospicio es un beneficio, *cubierto
por Medicare y está destinado a los
beneficiarios de Medicare con una
enfermedad terminal.*

Algunas agencias de hospicio
pueden acercarse a usted fuera
de los supermercados o pueden
presentarse en su casa sin previo aviso
y reclutar beneficiarios de Medicare
sin enfermedad terminal ofreciéndole
artículos o servicios gratuitos y
llamándose a sí mismos un “programa
que ayuda a las personas mayores”.

Si usted o alguien que conoce se
inscribió en servicios gratuitos pero
ahora enfrenta problemas para acceder
a la atención médica, comuníquese con
la Patrulla de Medicare para Personas
Mayores de inmediato al:

855-613-7080

Este Proyecto fue apoyado en parte por la subvención número
90MPPG0019-04-00 de la Administración para la Vida
Comunitaria de los Estados Unidos, Departamento de Salud y
Servicios Humanos, Washington, D.C. 20201

DON'T MISS OUT ON IMPORTANT INFORMATION!
 Stay in the loop by following us on our social media platforms.
 Join our online community today.

National Family Caregiver Month



valley CAREGIVER RESOURCE CENTER
HICAP
 Health Insurance Counseling and Advocacy Program

Caring for a loved one on Medicare?
 You're not alone. HICAP is here to support family caregivers by offering free, unbiased assistance with Medicare. Let HICAP help make Medicare simpler and more accessible. Together, we can make sure you and your family have the support you need!

Call HICAP Today!
(559) 224-9117

MEDICARE'S EXTRA HELP PROGRAM CAN HELP!

If you're caring for someone on Medicare, here's a program that could make a big difference: Medicare Extra Help!

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.

Caregivers can assist their loved ones by helping them apply online at SSA.gov, by contacting their local Social Security office or by contacting your local HICAP office.

Call HICAP Today To Find Out How
(559)224-9117



Hit that follow button!

f @Valley Caregiver Resource Center

@Valley_Caregiver_Resource_Center

@Valley Caregiver Resource Center

@CaregiverValley

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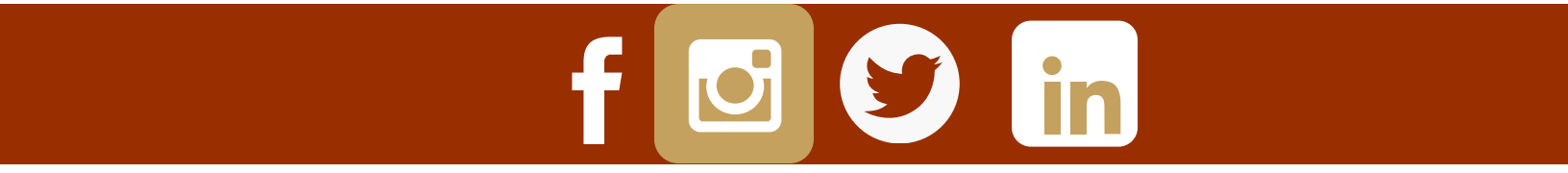
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 5363 N Fresno St.
 Fresno, Ca 93710

valley CAREGIVER RESOURCE CENTER **SMP**
 Senior Medicare Patrol Preventing Medicare Fraud

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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

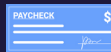
This event is the 2nd wednesday
of every month.

**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.

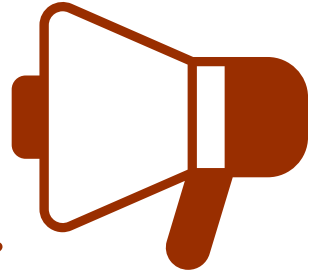
Families or persons with income too high to qualify for a free Medi-Cal program may have a Share of Cost.

☎ (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

This project is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$331,736.00 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.