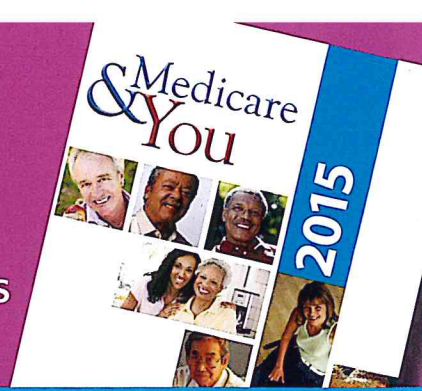


# HICAP

## Health Insurance Counseling & Advocacy Program

A No-Cost Service to Help Maximize Your Medicare Benefits



Promoting the independence, health and dignity of adults through compassion, education, and advocacy.

A non-profit 501(c)(3) corporation



### What We Do

Medicare is complex and confusing. Beneficiaries often have difficulty choosing the coverage best suited for their needs. Our HICAP Counselors can provide the information needed to maximize your benefits while minimizing your costs. All services are provided at no cost to you.

#### HICAP counselors can explain:

- Benefits and enrollment
- Prescription drug plan coverage
- Medicare Advantage plans
- Supplemental policies (Medigap)
- Affordable Care Act
- Limited income assistance programs
- Long-term care insurance

#### In addition, HICAP staff can:

- Help recognize and combat Medicare fraud and abuse
- Assist low-income seniors and persons with disabilities find and apply for benefits through our Benefits Enrollment Center (BEC)

### Who We Are

The Council on Aging – Orange County has been a trusted source of unbiased information for over 42 years, providing programs and services to more than 275,000 adults and families annually.

The Council on Aging's HICAP counselors are state-registered staff and volunteers that offer unbiased, individualized counseling and group seminars about Medicare and other related health insurance topics. Trained extensively on Medicare rules and regulations, our HICAP Counselors are experts in helping you understand your options to maximize your benefits.

HICAP is part of the national network of State Health Insurance and Assistance Programs, a member of California Health Advocates, and funded in part by the California Department of Aging. HICAP is the most dependable source of unbiased, accurate, and up-to-date Medicare-related information for Orange County residents.



# HICAP

## Health Insurance Counseling & Advocacy Program

A No-Cost Service to Help Maximize Your Medicare Benefits



### How to Get Help:

Our HICAP call center is open Monday through Friday, 8 am to 4 pm. Personalized counseling in multiple languages is available.

### Find us in the community

Our counselors are located at more than 50 sites throughout Orange County. Call for a list of counseling locations and group seminars.



Council on Aging – Orange County  
HICAP Program  
1971 E. 4th Street, Suite 200  
Santa Ana, CA 92705-3917

714.479.0107  
714.479.0234 fax  
www.coaoc.org



LOCAL HELP FOR PEOPLE WITH MEDICARE

A non-profit 501(c)(3) corporation

This publication was supported in part by a federal grant from the Administration on Aging (AoA), Administration for Community Living (ACL), U.S. Department of Health and Human Services (DHHS). Grantees carrying out projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official AoA, ACL, or DHHS policy.

## Council on Aging Programs

- **Benefits Enrollment Centers (BEC)** – Help low income, Medicare eligible seniors and persons with disabilities identify and apply for benefit programs.
- **Long-Term Care Ombudsman Program** – Advocates for the rights of Orange County's older and disabled adults living in skilled nursing and residential care facilities.
- **ReConnect Program** – Reintegrates Orange County's isolated adults and older adults into the community, incorporating healthy and meaningful activities into their lives.
- **Friendly Visitor Program** – Provides over 4,000 hours annually of companionship and social support to isolated, frail adults.
- **Financial Abuse Specialist Team (FAST)** – Refers individuals to appropriate community resources and educates them about fraud committed by scam artists, caregivers, friends, and family members.
- **SmileMakers Guild** – Mobilizes community support and provides holiday gifts to over 3,700 residents of skilled nursing and residential care facilities.
- **Education** – Provides seminars for individuals and corporations covering important topics such as Medicare, caregiving, long-term care and healthy aging.
- **Answers Guide**– Packed with informative articles, *Answers* is Orange County's premier resource with valuable information on housing, caregiving, healthcare resources, community services and Medicare comparison charts.

**88%** of every dollar spent directly supports our programs & services.

We are funded by individuals, corporations, grants, and government programs.

We rely on the support of dedicated volunteers.

Volunteer and learn more at [www.coaoc.org](http://www.coaoc.org)