

Inland Agency HICAP

Health Insurance Counseling and Advocacy Program

One-On-One Counseling

- ✓ Help individuals understand Medicare
- ✓ Compare Medicare health plan options
- ✓ Help clients understand bills and assist with challenging and filing appeals
- ✓ Long Term Care counseling
- ✓ Prescription Drug counseling and comparison



Outreach & Education

- ✓ Educate Clients on how to be better health care consumers.
- ✓ Refer clients to counselors
- ✓ Presentations and Workshops throughout the Community
- ✓ Explain all the various parts of Medicare
- ✓ Focused outreach on low-income and mental health

Information and Referral Assistance

- ✓ Answer questions, address concerns and assist with referrals
- ✓ Screen client problems and schedule one-on-one appointments with a volunteer counselor in their area
- ✓ Explain Basic Medi-Cal eligibility requirements and assist with referrals to local Department of Health Care Services
- ✓ Manage all Riverside, San Bernardino, Inyo and Mono County incoming calls from the State toll-free HICAP assistance line

1-800-434-0222

www.inlandagency.org

Inland Agency - HICAP is the federally mandated State Health Insurance Assistance Program (SHIP) for Medicare. Funded by a grant from the California Department of Aging, all HICAP services are free.