



HICAP DISCLOSURE STATEMENT

Thank you for contacting the Health Insurance Counseling and Advocacy Program (HICAP). HICAP services are intended to help you understand Medicare, health insurance, and other options for financing health and long-term care services in an objective manner that supports your independent decisions. The HICAP Counselor assumes no responsibility for decisions made or actions taken by you as a result of our counseling.

HICAP Counseling services are provided by Counselors registered by the California Department of Aging who are acting in good faith to provide information about health insurance policies and benefits to you, the client. HICAP Counselors are also authorized by law to act in a limited capacity as informal advocates to attempt to resolve issues you may have relating to your health care plans. All information provided by the client is considered confidential. **Any information provided by a counselor cannot be construed to be legal advice, and the HICAP Counselor is not liable for acts and omissions in providing counseling to recipients of this service, unless the acts or omissions of the Counselor are grossly negligent or there is intentional misconduct on the part of the Counselor.** Services provided by HICAP do not include the filing of any lawsuits against any private insurer or managed health care plan (Welfare and Institutions Code, Section 9541 (c) Chapters 1090 & 1097, Statutes of 1996). HICAP is administered by the California Department of Aging.

If you have any questions please call us at 1-800-434-0222.

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Serving Riverside, San Bernardino, Inyo and Mono Counties