



CHCR/HICAP Overview

March 28, 2023

Sandy Risdon, MA MSW
Senior Case Supervisor



Navigating Medicare



Medicare & You 2023

The official U.S. government
Medicare handbook



**U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services**

7500 Security Blvd.
Baltimore, MD 21244-1850

Official Business
Penalty for Private Use, \$300

CMS Product No. 10050-02
September 2022

This handbook has special information for Southern California.

Call this number for free, personalized health insurance counseling:

**SHIP for California—California Health Insurance Counseling &
Advocacy Program (HICAP)
1-800-434-0222**



Moving?

Visit ssa.gov, or call Social Security at 1-800-772-1213.
TTY users can call 1-800-325-0778. If you get RRB benefits,
contact the RRB at 1-877-772-5772. TTY users can call
1-312-751-4701.

¿Necesita usted una copia de este manual en Español?

Llame al 1-800-MEDICARE (1-800-633-4227). Los usuarios de
TTY pueden llamar al 1-877-486-2048.

Got questions or comments about this handbook?

Email us at medicareandyou@cms.hhs.gov.



Center for Health Care Rights (CHCR)

- A non-profit advocacy organization that provides **free** education and help with Medicare and other health insurance for Medicare beneficiaries in LA County.
- Funding for our services is provided by the California Department of Aging Health Insurance Counseling and Advocacy Program, via the City and County of Los Angeles Area Agencies on Aging.
- Call **(800)824-0780** to schedule an appointment (LA County Residents ONLY)
- www.healthcarerights.org
- Statewide HICAP number: 1-800-434-0222

Health Insurance Counseling and Advocacy Program (HICAP)

- Administration for Community Living (ACL) oversees the State Health Insurance Program (SHIP).
- SHIP is a national program that offers one-on-one assistance, counseling, and education to Medicare beneficiaries, their families, and caregivers to help them make informed decisions about their care and benefits.
- HICAP is California's SHIP program.



Navigating Medicare



Center for Health Care Rights (CHCR)

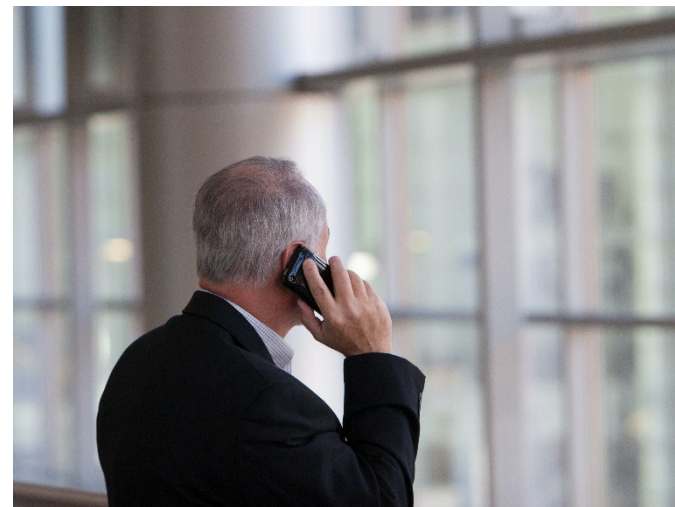
Services provided:

- **One-on-one counseling and advocacy for Medicare beneficiaries**
 - Over the phone, or
 - In-person at sites throughout LA County, often by volunteer HICAP counselors
- **Community Education and Outreach**
 - Medicare workshops and trainings for beneficiaries, caregivers, and social service and health care professionals
 - In-person and online
 - In partnership with community-based organizations, senior centers, and other agencies

Center for Health Care Rights (CHCR)

Services unique to HICAP:

- We are state-registered counselors with SHIP ID numbers; this means we can call a designated Medicare phone number to:
 - Get information about a beneficiary's benefits,
 - Get information about service denials,
 - File complaints,
 - Assist with Part D plan enrollment
 - Resolve other issues



Many HICAP programs are primarily volunteer-driven, and some are based out of the local AAA office.

Center for Health Care Rights (CHCR)

Common issues we assist with:

- Medicare eligibility/new to Medicare
- Coordination of benefits
- Extra Help and Medicare Savings Programs
- Part D/Medicare Advantage Plan Finder Searches
- Balance billing for dual eligibles
- Medi-Cal 250% Working Disabled Program
- Medi-Cal Share of Cost
- Medicare appeals
- Medicare secondary payer issues
- Skilled Nursing Facility/Hospital Discharges



Call HICAP for free, unbiased
Medicare assistance:
1-800-824-0780 or 213-383-4519
www.healthcarerights.org