

HICAP

FRESNO/MADERA (PSA-14)

Virtual Updates!

Greetings!

We have some insightful updates and resources for Medicare Beneficiaries and their families. We cannot stress enough that our program continues to stay open for phone and virtual appointments to better serve our community during these unprecedented times. To call for our free one-on-one Medicare counseling, please contact our office at (559) 224-9117. We are also offering presentations upon request. For more details and information, please contact our Program Manager, Jennifer Webb at (559) 224-9117 ext. 301.

Staff Updates



Your Fresno-Madera HICAP team wishes you all a wonderful and safe Holiday season. Our office will be closed on Friday, December 31st in observance of the New Year Holiday.

Volunteer Program

The January Volunteer training and orientation registration is officially closed and we are excited to welcome our new trainees on January 10, 2022!!

Our next HICAP Volunteer Training and Orientation is scheduled for April 11-14th, it is never too early to register so give us a call

and help make a difference in the lives of many.

If you are interested in volunteering and would like to learn more about opportunities available in the HICAP program please contact our Volunteer Coordinator, Laura Robinson by phone at (559) 224-9117 ext. 304 or email lrobinson@valleycrc.org.

HICAP Innovation



International
Day of
Persons with
Disabilities
3 DECEMBER

This month, HICAP would like to highlight International Day of Persons with Disabilities that was observed on December 3. According to the United Nations, an estimated 46% of people age 60 and over live with a disability

worldwide, and in the United States alone, one in four adults have some type of disability. Your Fresno-Madera HICAP works diligently to assist and support disabled Medicare beneficiaries and make all of our services accessible. If you are a disabled Medicare beneficiary and in need of assistance, we are here to help!

- We are able to assist clients that call using the California Telephone Assistance Program (CTAP).
- We can provide *Medicare and You* books in both English and Spanish Braille.
- We are happy to provide second party assistance with proper authorization documentation for beneficiary representatives.
- Our offices are handicap accessible.

Let our registered HICAP counselors help you navigate the complicated world of Medicare and your rights.....Did you know that there are Special Needs Plans (SNPs) with limited membership to people with specific diseases or characteristics? Medicare SNPs are a type of Medicare Advantage Plan (like an HMO or PPO). These unique plans tailor their benefits, provider choices, and drug formularies to best meet the specific needs of the groups they serve. This is an example of the information we can provide you during your **free, confidential**, and **unbiased** counseling appointment. We can review your current coverage and make sure you are informed of all of your options and when you can make changes, we can assist with billing questions and appeals, but most importantly.....we help advocate for your needs! Our office is open Monday thru Friday from 8am -5pm, give us a call to schedule an appointment at (559) 224-9117.

Senior Medicare Patrol: Annual Open Enrollment is over but the *Fraudsters* are not done yet!

Dishonest companies will say almost anything to get you to buy their product or service and take advantage of your Medicare benefits. Here are steps to take before you buy any health product or service:

- **Do some research.** Search for the name of the treatment or product online, plus the words “review,” “complaint,” or “scam.”
- **Ask a health professional first.**

Find out:

- Does this product or treatment actually work?
- What’s the scientific evidence?
- How will it interact with other supplements or drugs the person you’re caring for takes?
- **Be skeptical about products that come with guarantees or promises.** Some companies want to take advantage of your hope.
- **Know that “natural” doesn’t mean either safe or effective.** In fact, “natural” can be both harmful and ineffective. And some “natural” products might interfere with proven treatments recommended by a doctor.
- **Evaluate the claims.** Ads must be truthful, not misleading. But remember, you are the best defense against health scams. Don’t assume that some government agency has approved a claim just because you see it in an ad.
- **Know that the government wouldn’t hide proven remedies from you.** If an ad offers a treatment that the seller claims the government or pharmaceutical industry doesn’t want you to know about, it’s a scam.

If you think you’ve spotted fraud, contact your local HICAP at (559) 224-9117 Monday thru Friday 8am-5pm. Our registered counselors are trained Senior Medicare Patrol Liaisons and can help you prevent, detect, and report Medicare fraud.

Medicare Information: *How Medicare covers the COVID-19 vaccine shots and boosters*

Original Medicare Part B covers COVID-19 vaccines, including an additional dose for certain at-risk populations, regardless of

whether you have Original Medicare or a Medicare Advantage Plan. You will owe no cost-sharing, meaning you should pay nothing for the shot(s) and boosters. You should bring your red, white, and blue Medicare card with you to your vaccination appointment, even if you have a Medicare Advantage Plan.

Important Reminder: There is a difference between a third shot and booster! If you or someone you know has an autoimmune disorder we encourage you to speak with your health care provider to learn more about your individual vaccine and booster needs, so that you remain properly protected against COVID-19!!!!

Fundraising Event

HICAP is a program of the Valley Caregiver Resource Center and VCRC organizes two annual fundraising events to help support our programs and keep providing free and low-cost services to our community members:

- Spring: Annual Golf Tournament
- Fall: Annual Celebration of Care

We welcome interested parties to contact Executive Director, Michelle DiBuduo to learn more about how you can volunteer, donate, or sponsor one of our upcoming events:

Executive Director: Michelle DiBuduo

Phone: (559)224-9154

Email: mdibuduo@valleycrc.org

COVID-19 Vaccination Resources for Fresno & Madera Counties

For all the latest and up to date information regarding COVID vaccinations please visit the below resources:

Fresno County vaccine schedule:

<https://www.co.fresno.ca.us/home/showpublisheddocument?id=51485>

To inquire about Fresno County vaccines:

<https://www.co.fresno.ca.us/departments/public-health/covid-19/covid-19-vaccine-information>

Fresno County vaccination sites:

<https://www.co.fresno.ca.us/Home/ShowDocument?id=52599>

[Fresno County COVID-19 Vaccination Sites](#)

Fresno County COVID-19 Vaccination Sites Aria Health Centers - Riverdale 3554 W. Mt. Whitney Ave. Riverdale 93656 (559) 867-4000 Valley Health Team - San Joaquin 21890 W. Colorado Ave. San Joaquin 93660 (559) 693-2462

www.co.fresno.ca.us

To inquire about Madera County vaccines:

<https://www.maderacounty.com/government/public-health/covid-19/covid-vaccination>

Madera County detailed information and frequently asked questions:

<https://www.maderacounty.com/home/showpublisheddocument?id=23754>

[COVID-19 Vaccine Frequently Asked Questions](#)

COVID-19 Vaccine Frequently Asked Questions January 5, 2021 • Dialysis centers • Intermediate care facilities for persons who need non -continuous nursing supervision and supportive care • Home health care and in-home supportive services • Community health workers, including promotors • Public health field staff • Primary Care clinics, including Federally Qualified Health Centers.

www.maderacounty.com

For program updates and more information, please visit our website:

<https://valleycrc.org/hicap-program/>

[HICAP Program - Valley Caregiver Resources Center](#)

Contact Information. Jennifer Webb Program Manager, HICAP Phone: (559) 224-9117 or (800) 434-0222 Email: jwebb@valleycrc.org HICAP is a member of the National State Health Insurance Assistance Program (SHIP) network.

valleycrc.org

We are always here to help and share our services!

Best Wishes, from the

Fresno/Madera HICAP Team □

Jennifer, Laura, Jean, Maria & Dinora
Gyan, Sandra, Wayne C. Dan, and Wayne M.

**The Health Insurance Counseling and Advocacy Program (HICAP) is a
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