

# 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 an "Introductory and Overview on Medicare" presentation for organizations or groups. For more details and information, please contact our Program Manager, Jennifer Webb at (559) 224-9117 ext. 301.

### Volunteer Program

We would like to officially welcome our 3 new volunteers to the HICAP Team. We are so excited to have Mr. Gyan Shanker, Mrs. Sandra Knudson, and Ms. Thao Xiong join us!! They each bring years of community service and advocacy experience to support the HICAP Mission. They recently completed their orientation and virtual training. Next they will be completing their individual internships before becoming registered HICAP counselors with the California Department of Aging.

**Welcome once again Gyan, Sandra, and Thao!!**

HICAP continues to encourage all those interested in volunteering to apply. For more information please contact Volunteer Coordinator, Laura Robinson at (559) 224-9117 ext. 304



### April is Volunteer Appreciation Month

We couldn't be more grateful for our wonderful volunteers. We will be celebrating them and all they do on **April 30<sup>th</sup>** with a special virtual event created just for them!

**Please read about each one of our amazing volunteers below:**

**Mr. Wayne McMillen** – Wayne is truly one in a million and has been a HICAP counselor for over **15 years!!!** Wayne counsels remotely at the Clovis Senior Center when they are open and since the COVID-19 Pandemic, he has been graciously accepting appointments from the HICAP team directly. Wayne is the definition of a true advocate and our community is better off because of him. Recently, Wayne was featured in the Madera Tribune regarding

the HICAP volunteer program and we are thankful for his continued support. We invite you to view this article here: <http://www.maderatribune.com/single-post/volunteer-opportunity-opens-up-for-maderans>

**Mrs. Claire Pisching** – Claire has served as a HICAP counselor and Senior Medicare Patrol Liaison for over **9 years** before she recently retired in February of 2021. We miss you Claire!! Claire received the President’s Volunteer Service Award in 2013 recognizing all of her efforts providing community service here in Fresno and Madera County. Recently, Claire was featured in the Madera Tribune regarding her work with the Senior Medicare Patrol. We invite you to view this article here: <http://www.maderatribune.com/single-post/group-urges-public-safety-awareness-amid-covid-19-scams>

**Mr. Daniel Kearns** – Dan is one of a kind and HICAP is lucky to have him! Dan has been a HICAP Counselor for over **3 years** and going strong! Dan brings a great tool kit to the HICAP Team compiled of knowledge, kindness, and patience. Dan has helped to advocate for Medicare Beneficiaries weekly throughout the COVID-19 Pandemic and we are truly grateful for his commitment to the HICAP mission.

**Mr. Wayne Clarke** – Wayne is our “Go Getter” and has been a HICAP Counselor for over **2 years**. We hope he continues for many years to come! Wayne has continued to volunteer weekly throughout the Covid-19 Pandemic and his positive energy has been comforting to not only our Medicare Beneficiaries but also the entire HICAP Team. Wayne continues to be eager to learn more about Medicare Benefits during these quickly evolving times and shares his newfound knowledge with his clients.

**Mr. Peter Newell** – Peter is the newest volunteer to HICAP Team having served a little over **2 years** as a HICAP counselor. Peter should had been a lawyer in another life...his documentation skills are unmatched! Peter’s compassion for helping others shines throughout his work and his advocacy for Medicare Beneficiaries is a highlight here at HICAP.



## **HICAP Innovation and Earth Day- April 22, 2021**

Going electronic is easy with Medicare online resources

Earth Day, is a great time to think about ways to reduce your carbon footprint. Medicare’s online resources make reducing your use of paper easier.

**Switch to the electronic version of the “Medicare & You” handbook**

If you have an eReader (like an

iPad, Kindle Fire, Surface, or Galaxy Tab), you can [download a free digital version](#) of “Medicare & You” and other Medicare publications to your eReader and take them with you on-the-go.

Don’t have an eReader? You can still [sign up to get a paperless version](#). If you sign up, we’ll send you an email in September when the new eHandbook is available. The email will explain that instead of getting a paper copy in your mailbox each fall, you’ll get an email linking you to the online handbook. The [online version of the handbook](#) contains all the same information as the printed version. .

**Get your “Medicare Summary Notices” electronically (also called “eMSNs”)**

For anyone with Original Medicare Part A or Part B, eMSNs contain the same information as paper MSNs. You can sign up for eMSNs by creating or logging into your [Medicare account](#). If you choose to get eMSNs, you won’t get printed copies of your MSNs in the mail every quarter. Instead, we’ll send you an email each month when an eMSN is available in your account.

[Sign up](#) today to get your electronic Medicare information quickly and securely — and reduce your carbon footprint for Earth Day.

## Senior Medicare Patrol

An official said that burgeoning scams involving coronavirus vaccination cards could undermine people's safety and the success of the nation's largest mass vaccination effort. The clash has escalated as businesses and universities say they'll require proof of vaccination before allowing Americans to board cruises, enter some stores, and even return to college classes, prompting some vaccine-hesitant people to search for false IDs or make their own. Read a [news story](#)



## Medicare Information

How to file an appeal if your Medicare Advantage Plan doesn't cover an item or service.....

If you have a Medicare Advantage Plan, you know it covers a lot of items and services, like prescription drugs, diabetic test supplies, cardiovascular screenings, and hospital visits. But, what should you do if your plan won't cost an item or service you need? You have the right to ask your Medicare Advantage Plan to provide or pay for items or services you think should be covered, provided, or continued. To resolve these differences with your plan, learn how to file an appeal. Here are 4 tips to help you get started:

1. **Get help:** If you want help filing an appeal, contact your local HICAP at (559) 224-9117
2. **Gather information:** Ask your doctor, other health care providers, or supplier for any information that may help your case.
3. **Keep copies:** Be sure to keep a copy of everything you send to your plan as part of your appeal.
4. **Start the process:** Follow the directions in your plan's initial denial notice and plan materials. You have 60 days from the date of the coverage determination. If you miss the deadline, you must provide a reason for filing late. [See what information to include in your written request](#)

Once you start the appeals process, you can disagree with the decision made at any level of the process and can generally go to next level. [Learn more about appeals in a Medicare Advantage Plan](#)

## 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](http://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](http://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](mailto:jwebb@valleycrc.org) HICAP is a member of the National State Health Insurance Assistance Program (SHIP) network.

[valleycrc.org](http://valleycrc.org)

**We are always here to help and share our services!**

**Best Wishes, from the**

**Fresno/Madera HICAP Team** □

Jennifer, Laura, Jean, & Alicia

**The Health Insurance Counseling and Advocacy Program (HICAP) is a  
Program of The Valley Caregiver Resource Center**



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