

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.

HICAP Team Announcement

The HICAP team continues to grow and change during this time of transition. This month Outreach Coordinator, Mayra Guerrero resigned and has moved onto new endeavors. We will miss you Mayra and wish you all the best!!

HICAP Innovation

We are always looking for new and innovative ways to educate and maintain communication with both our current and future clientele and here we go again..... HICAP has now added a new QR code to our advertisements and all forms of communication.

What is a QR code and how does it work?

Basically, a QR code works in the same way as a barcode at the supermarket. It is a machine-scannable image that can instantly be read using a Smartphone camera. Every QR code consists of a number of black squares and dots which represent certain pieces of information. When your Smartphone scans this code, it translates that information into something that can be easily understood.

Obviously, that's all well and good, but what actually is the point of a QR code? Surely you can just type in a web address on your phone and visit the website that way? While that may be true, the point of a QR code is to simplify the process. Smartphone keyboards are tricky compared to desktop/laptop keyboards and most of the time, people simply can't be bothered to type in website addresses on their Smartphone. A QR code is used to simplify the process and therefore, entice more people into visiting a website or a piece of content.



Volunteer Program



HICAP continues to encourage all those interested in volunteering to apply.

Our **HICAP Volunteer Orientation** event will be held **April 19th through the 22nd**. For more information, please contact our Volunteer Coordinator, Laura Robinson at (559) 224-9117 ext. 304

April is Volunteer Appreciation month and we couldn't be more grateful for our wonderful volunteers. We will be celebrating them and all they do on **April 30th** with a special event created just for them!

Senior Medicare Patrol

Senior Medicare Patrols (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse.

People across the country are reporting getting emails and texts out of the blue, asking them to complete a limited-time survey about the Pfizer, Moderna, or AstraZeneca vaccine. (And no doubt, there may be one for Johnson & Johnson, too.) In exchange, people are offered a free reward but asked to pay shipping fees.

If you get an email or text like this, STOP. It's a scam!!

Read a [story](#) from the Federal Trade Commission.



Medicare Information



Your Medicare card is proof of your Medicare insurance. HICAP often receives calls regarding misplaced Medicare cards and below is information regarding replacements:

If your Medicare card was lost, stolen, or destroyed, you can ask for a replacement by using your online [my Social Security](#) account.

If you don't already have an account, you can create one online. Go to [Sign In or Create an Account](#).

Once you are logged in to your account, select the "Replacement Documents" tab. Then select "Mail my replacement Medicare Card."

Your Medicare card will arrive in the mail in about 30 days at the address on file with Social Security. If you do not receive your new Medicare card after 30 days, there may be something that needs to be corrected, like your mailing address. Make sure the mailing address is correct. If not, you can update it using your personal *my* Social Security account.

If you need to know your new Medicare Number, please visit [myMedicare.gov/account](https://www.medicare.gov/account) and sign in. You can see your Medicare Number and print an official copy of your card. If you don't have a [myMedicare.gov/account](https://www.medicare.gov/account) yet, go to 'create an account' and follow the instructions. If you can't or prefer not to use the online service, you can call 1-800-MEDICARE (1-800-633-4227 TTY 1-877-486-2048).

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.

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
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[Visit our website](#)

