

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



Please join us in congratulating our three newly registered HICAP counselors..... Maria Martinez, Gyan Shanker, and Sandra Knudson. Your hard work has paid off just in time to assist with Medicare Open Enrollment (October 15th- December 7th) and your team could not be more thankful for each one of you!!

Volunteer Program



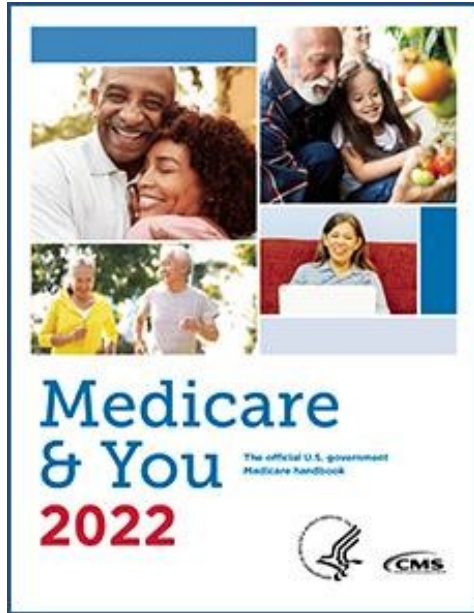
HICAP counselors regularly receive calls for assistance with ambulance appeals and this month HICAP invited Donna Hankins from our local Fresno American Ambulance office to review how and

when Medicare covers ambulance services, what beneficiaries may pay

out of pocket, non-emergency vs. emergency transportation, and how to appeal an ambulance bill.

If you are a Medicare beneficiary and have been billed incorrectly or you have questions regarding what Medicare covers for both your non-emergency and emergency transportation needs, call HICAP at (559) 224-9117! Our counselors are trained and able to provide Medicare beneficiaries with *free, confidential, and unbiased* counseling assistance. We are open Monday- Friday from 8am -5pm.

HICAP Innovation



This year HICAP has equipped every registered counselor with their own library of Medicare and You 2022 booklets to better serve our clientele. We now have copies of English (large print available), Spanish (large print available), Braille in both English and Spanish, and Audio versions in both English and Spanish.

In addition, we ordered the Northern & Central California versions that include Medicare Special Needs Plans (SNP), Medicare Advantage information specific to your county, PACE plans, and Medicare Prescription Drug Plans for Northern California.

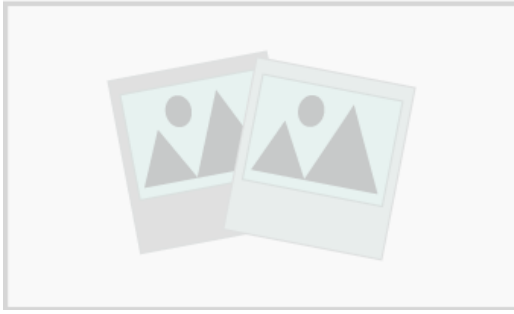
Please note this new edition includes updates on COVID-19 related items and services as well.

If you are a Medicare beneficiary or becoming one and would like to receive a copy please contact our office and we would be happy to provide one at (559) 224-9117, Monday –Friday 8am -5pm.

You may also visit www.medicare.gov and download a digital copy if you prefer.

Senior Medicare Patrol:

Protect Yourself from Ambulance Fraud!!



Report potential ambulance fraud, errors, or abuse if:

- An ambulance was not medically necessary, and a wheelchair van or other automobile could have transported you safely
- You were transported in an unapproved ambulance, like a tax
- You see on your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) charges for: More mileage than the actual distance traveled in the ambulance trip or Advanced life support (ALS) instead of basic life support (BLS) or if it shows an emergency transport when it was not an emergency
- Your ambulance was not staffed by two emergency medical technicians (EMTs)
- You were transported from your house to a non-covered destination like your doctor's office, a community mental health center, a psychiatric facility (outside of a hospital), or an independent lab not connected with a hospital or Skilled Nursing Facility (SNF)

If you are a Medicare beneficiary and feel you have been a victim of ambulance fraud please contact HICAP and speak to one of our Senior Medicare Patrol Liaisons to report your incident. Our

liaisons are trained and work with the National SMP program to prevent, detect, and report cases of Medicare fraud to the Centers of Medicare and Medicaid Services for further investigation if required. Give us a call at (559) 224-9117, Monday- Friday 8am -5pm.

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CDC Recommendations for COVID-19 Vaccine Boosters

On Friday, the CDC recommended booster shots of the Pfizer COVID-19 vaccine for people at highest risk of serious illness and those in high risk occupational and institutional settings. Specifically, CDC guidance now states that people who received their second shot at least six

months ago:

Should receive a booster shot if they are:

- 65 years old or older
- 18 years old or older and live in a long-term care setting
- aged 50–64 years and have underlying medical conditions

May receive a booster shot, based on their individual benefits and risks, if they are:

- 18–49 years old and have underlying medical conditions
- 18–64 years year old, and at increased risk for COVID-19 exposure and transmission because of occupational or institutional setting. The CDC website includes a complete list, but it includes front line healthcare workers and congregate care staff.

CDC will evaluate available data in the coming weeks to swiftly make additional recommendations for other populations, as well as for people who received the Moderna or Johnson & Johnson vaccines.

Medicare beneficiaries pay nothing for COVID-19 vaccines or their administration, and there is no applicable copayment, coinsurance or deductible.

Medicare Information

Open Enrollment Reminder cards have been mailed!!

Call your local HICAP at (559) 224-9117 or (800) 434-0222 to schedule your appointment now before we book up!!



IT'S TIME TO CALL!

HICAP
Health Insurance
Counseling and
Advocacy Program

OPEN ENROLLMENT IS
OCTOBER 15 – DECEMBER 7

CALL TO SCHEDULE YOUR APPOINTMENT TO REVIEW YOUR MEDICARE PLAN CHOICES

HICAP is a program of the Valley Caregiver Resource Center serving Medicare beneficiaries in Fresno and Madera counties. HICAP counseling services are provided by counselors registered with the California Department of Aging who are acting in good faith to provide information about health insurance policies and benefits to you, the client. Counseling is free, confidential, and unbiased.

www.valleycrc.org
(559) 224-9117 • (800) 434-0222



Fundraising Event



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

Fresno County COVID-19 Vaccination Sites

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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** ☐

Jean, Laura, Jennifer, Maria, and Dinora

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



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