

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 Outreach Coordinator, Mayra Guerrero at (559) 224-9117 ext. 306.

HICAP Team Announcement

Our Fresno/Madera HICAP program is happy to announce a new member to our team! Alicia Echaniz, is our new administrative assistant and counselor in-training.

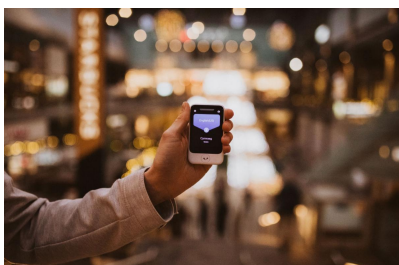
Alicia brings many years of community service experience to our team and will be assisting with bilingual calls. With the growing need for more bilingual speakers to better serve our community, we could not be more than appreciative to have Alicia as our new staff member.

HICAP Innovation

We hope to reach our entire community and assist those who may be limited due to their native languages. To acknowledge our growing community, we have implemented translators to our HICAP staff. Each HICAP team member has been outfitted with a Pocketalk translator which assists with 74 languages.

The team has been successfully assisting Medicare Beneficiaries with their translators for about a month and are excited about the continued barriers that will be broken.

Attached is more information on our translators for information purposes only: <https://www.pocketalk.com/features/>



[Features - Pocketalk - Pocketalk : Pocketalk](https://www.pocketalk.com/features/)

Two-way voice translation. Pocketalk is a multi-sensory two-way translation device. Pocketalk utilizes the best translation engines around the world to provide a consistently accurate experience across 82 languages, including localized dialects and slang.

www.pocketalk.com

Volunteer Program

HICAP continues to encourage all those interested in volunteering to apply. The Madera Tribune has recently published an article covering our HICAP Volunteer Program and our need for more volunteer outreach. You may view our newly published article on The Madera Tribune newspaper or online article link



here: <http://www.maderatribune.com/single-post/volunteer-opportunity-opens-up-for-maderans>

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

Finding Care

With the constant changes in primary or specialized care due to COVID-19, we advise beneficiaries to utilize their resources in finding new care that can better serve them. Medicare.gov offers a database that can find Medicare covered doctors, specialized care, hospitals etc., nearest you at: <https://www.medicare.gov/care-compare/>

Medicare.gov

Find Medicare-approved providers near you & compare care quality for nursing homes, doctors, hospitals, hospice centers, more. Official Medicare site.

www.medicare.gov

Insulin Savings Program

According to the Centers for Medicare & Medicaid Services (CMS), "1 in 3 Medicare beneficiaries has diabetes". Millions of Medicare beneficiaries rely on their insulin medication, but due to increasing costs, it unfortunately is a barrier for many. Part D deductibles and especially coverage gaps, which many beneficiaries might know as "the donut hole", affect their copays throughout the year. Many can pay high copays during this coverage gap, and unfortunately those needing their insulin, are obligated to meet these costs. CMS announced the "**Part D Senior Savings Model**" program, that took into effect January 1st of this year. The Senior Savings Model or also known as the "**Insulin Savings Program**", aids in offering a consistent/lower cost copay for eligible Medicare Beneficiaries under participating Part D or Medicare Advantage Plans. For more information, please visit the CMS innovation center at:

<https://innovation.cms.gov/innovation-models/part-d-savings-model>

Part D Senior Savings Model | CMS Innovation Center

The Centers for Medicare & Medicaid Services (CMS) announced a new Model beginning in Calendar Year (CY) 2021, the Part D Senior Savings Model (or the

“Model”), and the corresponding Request for Application (RFA) process for participation from eligible pharmaceutical manufacturers and Part D sponsors in all states and territories.

[innovation.cms.gov](https://www.innovation.cms.gov)

COVID-19 Vaccination Resources for Fresno & Madera Counties

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, Alicia and Mayra

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



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[Visit our website](#)

