

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

Did you know that October was Breast Cancer Awareness month? HICAP did, and since our office remained closed to the public we decided to share some of our team pictures with you here!



Volunteer Program

This month our newly trained volunteers joined us for the Medicare Annual Open Enrollment period that began on October 15th, and they are such a welcome addition to the

team!! We are excited to say that we have 3 volunteer registered HICAP counselors assisting and increasing the number of available appointments for our Fresno and Madera Medicare beneficiaries. Give us a call and schedule your **free, confidential, and unbiased** counseling appointment today at (559) 224-9117. We are open Monday - Friday 8am – 5pm.

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. **Our next scheduled volunteer orientation and training begins on January 10th.**

HICAP Innovation



As our senior centers reopen in Fresno and Madera counties, your HICAP is working diligently to accommodate their needs. Pre-Pandemic, HICAP would visit senior centers in-person, but

due to Pandemic restrictions and closures many seniors were faced with finding new ways to manage their Medicare benefits. HICAP remained open virtually and offered phone appointments but this did not capture everyone who needed help. Many seniors are not equipped for virtual appointments or able to complete a phone appointment. HICAP continued to advocate for our senior communities and supplied senior centers with assortments of HICAP, CMS (Centers for Medicare & Medicaid Services), and SMP (Senior Medicare Patrol) literature to help inform beneficiaries of Medicare updates and Fraud Scams. HICAP also provided virtual presentations when senior centers could accommodate the technology.

HICAP is now scheduling in-person presentations!!!! This month HICAP presented to the following senior centers and senior residential communities: Roseview Terraces, Inspiration Park Senior Center, and Senior Citizen's Village. Next month, HICAP

will be presenting at the following:

- Ted C. Willis Senior Center on Monday, November 1st at 10:30am
- Pinedale Senior Center on Thursday, November 4th at 10am
- L.C. Hotchkiss Terraces on Monday, November 8th at 10:30am.

Please contact our office if you have any questions or would like more information about scheduling a presentation (559) 224-9117.

Senior Medicare Patrol: Avoid Marketing Scams During 2022 Medicare Open Enrollment!!



There are limits on how companies and agents selling Medicare plans can contact you and what they can say. For example:

- **You should never get a phone call from a company you don't have a relationship with.**
- **A company must not represent itself as Medicare, Social Security, or Medicaid.**
- **You shouldn't get information — like leaflets, flyers, door hangers, etc. — on your car or at home from a company you don't have an appointment with.**
- **An agent can't come back to your home without an invitation.**
- **They can't mislead you about coverage for prescriptions or services. Always review your Explanation of Benefits (EOB) to be sure your coverage matches what was promised.**
- **They can't promise that you can keep your Medigap plan (supplemental plan) when you sign up for a Medicare Advantage plan. The truth is, you can't have both a Medigap plan and a Medicare Advantage plan.**

If you are a Medicare beneficiary and feel you have been a victim of a marketing violation 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.

Q & A with the CDC regarding vaccinations and boosters

Question: Am I still considered “fully vaccinated” if I don’t get a booster shot?

Answer: Yes. Everyone is still considered fully vaccinated two weeks after their second dose in a 2-shot series, such as the Pfizer-BioNTech or Moderna vaccines, or two weeks after a single-dose vaccine, such as the J&J/Janssen vaccine.

Question: What is the difference between a booster shot and an additional dose?

Answer: A booster shot is administered when a person has completed their vaccine series and protection against the virus has decreased over time. Additional doses are administered to people with moderately to severely compromised immune systems. This additional dose of an mRNA-COVID-19 vaccine is intended to improve immunocompromised people’s response to their initial vaccine series.

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



valley
CAREGIVER
RESOURCE CENTER

FORMALLY INVITES YOU TO ATTEND:
25TH ANNUAL CELEBRATION OF CARE

CASABLANCA
Evening

**SAVE THE DATE:
FRIDAY, OCTOBER 29TH, 2021
WOLF LAKES PARK**

FOR MORE INFORMATION, PLEASE CONTACT:
Rob Chapa, Outreach and Development
559-224-9154
rchapa@valleycrc.org

Here's looking at you, kid...

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
Program of The Valley Caregiver Resource Center**



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