

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.

Staff Updates

The HICAP team would like to “Thank” Ms. Soliz for taking the time to call and share her experience with HICAP counselor, Laura Robinson. Ms. Soliz stated, “*It was so good to hear someone be on my side and that I can trust.*” Calls like this are greatly appreciated and we strive to provide individualized and compassionate assistance to all of our clients. Thank you, Ms. Soliz and thank you, Laura for advocating for our clients!!

Please join us in saying a “temporary” farewell to our part-time HICAP counselor in training Alicia Echaniz. Alicia has been a wonderful attribute to the HICAP team and she will be missed greatly! We couldn’t let her go completely and are grateful she has committed to returning as a HICAP volunteer in August.

We are happy to share that Program Manager, Jennifer Webb has been asked to serve on **The Fresno Center** Advisory Board for the California Tobacco Control Program Project. This project works directly with community leaders and the Saint Agnes **RISE** project. Jennifer is excited to help educate the southeast Asian, Hispanic, and African American communities about Medicare Cessation Programs and their benefit coverage. If you are interested in learning more about Medicare Cessation benefits please contact **HICAP at (559) 224-9117 or (800) 434-0222** to speak with a HICAP counselor.

Lastly, we would like to highlight team member, Jean Kendrick who is working towards her Long Term



Care Counseling Registration. Jean has been a Registered HICAP counselor for over a year and has assisted hundreds of Medicare Beneficiaries with their coverage concerns. We know she will be a wonderful advocate for Medicare Beneficiaries and their Long Term Care. Way to go Jean!!

Fundraising Event



Volunteer Program

HICAP is moving along with training our 3 new volunteers. They are all moving from the shadowing phase of their training into leading this next month. During their leading phase they will be able to counsel clients and practice all they have learned under the direct supervision of a registered HICAP counselor. We are excited to have them join our team just in time to prepare for our busy season....Open Enrollment October 15th - December 7th. We are thankful for all of our volunteers and their commitment to the HICAP mission.

If you are interested in volunteering you may contact our HICAP Volunteer Coordinator, Laura Robinson directly at (559) 224-9117 ext. 304 or email: lrobinson@valleycrc.org

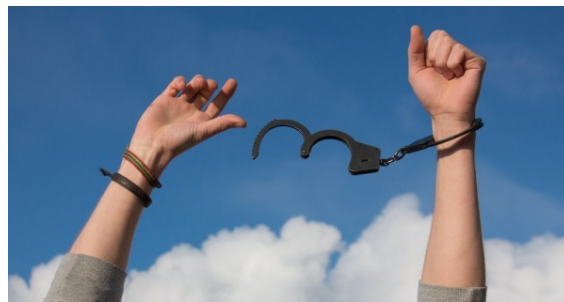
HICAP Innovation



California Phones
Keeping you connected.

The HICAP team recently attended a CTAP (California Telephone Assistance Program) services presentation to find innovative ways to communicate with our deaf and disabled clients. HICAP is happy to refer clients and their family members to this free program to help assist with independent communication

Senior Medicare Patrol



Medicare hemorrhages billions of dollars every year due to fraud. Older Americans should know that these crooks lurk not only in doctors' offices, hospitals, and clinics, but they also prowl in places that one might not expect. A leader in the U.S. Department of Justice's Health Care Fraud Unit singled out five surprising places fraudsters operate. Read a story from AARP to learn where. Contact your local HICAP and speak with an SMP liaison at (559) 224-9117 or (800) 434-0222 if you suspect Medicare fraud, errors, or abuse.

Medicare Information

Open Enrollment Reminder October 15th- December 7th

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

To help prepare you for your appointment HICAP encourages you to create your own account at the Social Security Administration to view your work credits and your retirement benefits eligibility. Please click on this link to get started:

https://www.ssa.gov/myaccount/?gclid=EAIaIQobChMIo4CBwoK-SQIVoT6tBhowMA6hEAAYASAAEgJq5PD_BwE

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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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, and Jennifer,

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



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