



Satisfied Clients

“I don’t know what I would’ve
done without you”

“It really helped to have
someone to talk to”

“I talked to 10 other people
today and you guys were the
first to understand me in my
situation”

“I wish I were there, I would
give you a big bear hug”

“Thank you for assisting, your
concern is evident. It is good
to know help is in place so we
lose no one between the
cracks of paperwork”



HICAP

Bakersfield Office

5357 Truxtun Avenue

Bakersfield, CA

(661) 868-1000

HICAP TOLL FREE

1-800-434-0222

Fax (661)-247-8344

Open: Monday-Friday

8:00 a.m. to 5:00 p.m.

Outreach Locations in

Bakersfield, California City, Delano,
Frazier Park, Lake Isabella, Lamont,
Lost Hills, Shafter, Taft, Tehachapi,
Ridgecrest and Wasco

Call for outreach location days and times



Scan this
Code to Visit
our Public
Website



SHIP

State Health Insurance
Assistance Program

“This publication is supported by the Administration
for Community Living (ACL), U.S. Department of
Health and Human Services (HHS) as part of a
financial assistance award totaling \$350,314 with 100
percent funding by ACL/HHS. The contents are
those of the author(s) and do not necessarily
represent the official views of, nor an endorsement,
by ACL/HHS, or the U.S. Government.”

Kern County Aging & Adult
Services Department

HICAP

Health Insurance Counseling &
Advocacy Program



*Helping you make
sense of Medicare and
Health Insurance*

661-868-1000

1-800-434-0222

What is HICAP?



The Health Insurance Counseling and Advocacy Program (HICAP) is a volunteer - supported program that provides assistance with Medicare problems and help with health insurance issues.

The program provides unbiased information to help you make the best choice for your individual health care needs.

HICAP does not sell, endorse, or recommend any specific insurance.

HICAP assistance is free, and includes community education services and individual counseling.

There are 24 agencies serving all 58 counties in California.



How can HICAP help you?

Your local HICAP agency can help you with information and counseling on:

- Understanding your rights as a health care consumer
- Medicare benefits, including how to appeal Medicare claim denials
- Private Medicare supplement health insurance
- Medicare + choice options (PPO, MSA, Part D)
- Medicare Advantage (HMO) benefits and rights including how to appeal denials
- Long-term care insurance

Who does HICAP serve?

- Current Medicare beneficiaries
- Persons about to receive Medicare benefits
- Family or representatives of Medicare beneficiaries
- Persons planning for retirement
- Medicare & Medi-Cal beneficiaries (Dual eligible)



Volunteers

HICAP is also a good way to get involved in your community.

To learn about becoming a part of this special team, call your local HICAP office.

Registered Counselors

HICAP counseling services are provided by trained counselors, registered by the California Department of Aging who are acting in good faith to provide information about health insurance policies and benefits to you, the client. This information shall not be constructed to be legal advice, and the volunteer HICAP counselor is generally not liable for acts and omissions in providing counseling to recipients of this service. (W& I Code, Section 9541 (f).)