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) 868-1001

Arvin
800 Walnut Drive
Arvin, CA
(661) 854-1521

Lake Isabella
6405 Lake Isabella Blvd
Lake Isabella, CA
(760) 379-4992

Ridgecrest
400 N China Lake Blvd
Ridgecrest, CA
(760) 384-5888

Wasco
1280 Poplar Street
Wasco, CA
(661) 758-2755

Kern County
Aging & Adult Services Department

HICAP
Health Insurance Counseling & Advocacy Program

Helping you make sense of Medicare and Health Insurance

(661) 868-1000
Toll Free 1-800-434-0222

The Health Insurance Counseling and Advocacy Program (HICAP) is supported by a grant from the California Department of Aging.
What is HICAP?

The Health Insurance Counseling and Advocacy Program (HICAP) is a volunteer-supported program that provides assistance with Medi-Care 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)
- Medicare Advantage (HMO) benefits and rights including how to appeal denials
- Long-term care insurance

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 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. This information shall not be construed by legal advice, and the HICAP counselor is not liable for acts and omissions in providing counseling to recipients of this service." (Welfare and Institutions Code, Section 9541 (F) (4)).