

Why Volunteer?

HICAP volunteers make a difference in the lives of seniors and persons with disabilities every day. They are a trusted and respected source of information for Medicare beneficiaries throughout the state of California.

HICAP does not sell or endorse any products or companies. Medicare beneficiaries can be assured that volunteers are impartial and will assist them in making the most informed health insurance decisions.



California Department of Aging
1300 National Drive, Suite 200
Sacramento, CA 95834
www.aging.ca.gov/HICAP

Mission Statement

HICAP's mission is to provide accurate and objective counseling, advocacy, and assistance with Medicare, health insurance, managed care, long-term care, and related health coverage plans for Medicare beneficiaries, their representatives, or persons imminent of Medicare eligibility, and educate the public on Medicare and health coverage issues.



LOCAL HELP FOR PEOPLE WITH MEDICARE

HICAP is part of the national SHIP program.

The California Department of Aging developed this brochure with a grant from the Centers for Medicare and Medicaid Services (CMS), the federal Medicare agency.



Become a Volunteer Today!



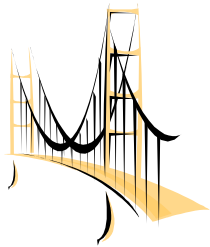
To volunteer call HICAP
at
1-800-434-0222



WHAT IS HICAP?

HICAP is the Health Insurance Counseling and Advocacy Program. HICAP is part of a national network of State Health Insurance and Assistance Programs (SHIP).

HICAP offers free, unbiased counseling and educational services to assist Medicare beneficiaries and their families to make informed decisions on topics related to health insurance.



How to Volunteer

**CALL HICAP at
1-800-434-0222**

About Our Volunteers

Volunteers serve in local HICAP offices throughout California. Volunteers bring a variety of life and work experience to HICAP and provide a valuable service to their communities.

HICAP Volunteers

- Educate Medicare beneficiaries about their health insurance choices
- Help individuals identify and/or enroll in Medicare prescription drug plans and Medicare Health Plans
- Assist with Medicare-related insurance claims and prepare Medicare appeals
- Compare long-term care insurance policies and explain what each policy provides

HICAP Volunteers also

- Provide administrative support
 - Participate in community outreach activities
 - Provide educational presentations to the public
 - Work on special projects
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Who Can Volunteer?

Anyone can be a HICAP Volunteer except licensed insurance agents, insurance brokers, and financial planners.

Individuals who are reliable, computer savvy, able to assure confidentiality, have a caring attitude and a desire to make a difference are encouraged to join the HICAP team.



What's Required?

HICAP volunteers must complete training applicable to their chosen role.

Volunteer Counselors must complete a minimum 24 hour classroom training and a 10 hour internship.