**[Health Insurance Counseling and Advocacy Program (HICAP)](http://fmaaa.org/health-insurance-counseling-and-advocacy-program-hicap/)**

**Address:**  
Kern County Aging and Adult Services  
5357 Truxtun Ave. (just east of Mohawk)  
Bakersfield, CA 93309  
ATTN: Health Insurance Counseling and Advocacy Program

**Phone:** (661) 868-1000  
**Toll Free:** (800) 434-0222  
**Fax:** (661) 868-0922  
**Email:** [aginginfo@kerncounty.com](mailto:aginginfo@kerncounty.com)

Website: <https://www.kerncounty.com/government/aging-adult-services/services/health-insurance-counseling>

**Program Director:**

* Jeremy Oliver: (661) 868-1034

**Program Manager:**

* Lupe Garcia: (661) 868-1067

**Medi-Cal**

* Medi-Cal is a public health insurance program which provides medical coverage to eligible persons of all ages who are unable to afford the cost of their medical care. Medi-Cal members receive a [Benefits Identification Card(BIC)](https://www.dhcs.ca.gov/formsandpubs/forms/Forms/MC%2019.pdf) which allows them to see doctors in the network.

**How to Apply**

* **Apply online**
  + To apply for benefits online, please visit [BenefitsCal.com](https://benefitscal.com/).
  + Apply at <https://www.coveredca.com/apply/>
* **Apply by Mail**
  + Obtain a Medi-Cal application from the following locations:

**Main Office**

Department of Human Services  
100 E. California Avenue  
Bakersfield, CA 93307  
(661) 631-6807

**Satellite Offices**

**Delano**  
1816 Cecil Ave  
Delano, CA 93215  
(661) 721-5134

**Lake Isabella**7050 Lake Isabella Blvd, Suite 130  
Lake Isabella, CA 93240  
(760) 549-2006

**Lamont**  
8300 Segrue Road  
Lamont, CA 93241  
(661) 635-4000

**Mojave**  
2340 Hwy 58  
Mojave, CA 93501  
(661) 824-7500

**Ridgecrest**  
145 E Ridgecrest Blvd  
Ridgecrest, CA 93555  
(760) 499-5200

**Shafter**  
115 Central Valley Hwy  
Shafter, CA 93263  
(661) 746-8300

**Taft**119 North 10th Street  
Taft, CA 93268  
(661) 763-0200

* **Apply by Phone**
* Call 661-631-6807

**Covered California**

* If you do not qualify for Medi-Cal, you may qualify for other health coverage through Covered California. Visit the website to find out if you and your family qualify for financial assistance to make coverage more affordable. You will be able to compare and choose health coverage that best fits your needs and budget.
* Californians in need of health insurance can visit [www.coveredca.com](https://www.coveredca.com/) or call 1(888) 975-1142 to enroll in coverage.

**MEDI-CAL MANAGED CARE PLANS**

* **HealthNet Community Solutions**

Contact numbers: (800) 675-6110 | TTY/TDD (800) 431-0964

Website: <https://www.healthnet.com/content/healthnet/en_us.html>

* **Kern Family Health Care**

Contact number: (800) 391-2000 | TTY/TDD (800) 735-2929

Website: <https://www.kernfamilyhealthcare.com/>

**MEDI-CAL MANAGED CARE HEALTHCARE OPTIONS**

Hours of operation: Monday to Friday from 8AM – 6PM, closed on Holidays

Website: https://www.healthcareoptions.dhcs.ca.gov/contact-us

* Call Health Care Options (HCO) Medi-Cal Managed Care at 1-800-430-4263 (TTY 1-800-430-7077) or HCO Coordinated Care Initiative at 1-844-580-7272 (TTY 1-800-430-7077). The call is free.

**HCO contact information**

Phone numbers:

* Medi-Cal Managed Care: 1-800-430-4263 (TTY 1-800-430-7077)
* Coordinated Care Initiative: 1-844-580-7272 (TTY 1-800-430-7077)
* Express Lane / CalFresh: 1-844-212-0003

**Mailing address:**

CA Department of Health Care Services  
Health Care Options  
P.O. Box 989009  
West Sacramento, CA 95798-9850

***\*\*\** *You can get this information for free in other languages and formats.***

**DENTI-CAL**

* *Medi-Cal Dental Services has a comprehensive approach to dental health care.*

Phone number:  1-800-322-6384 || Hearing impaired beneficiaries can call 1-800-735-2922 for

Teletext Typewriter (TTY). Ask the operator to call the Denti-Cal Toll-Free Beneficiary Line at 1-800-322-6384.

Website: [https://www.denti-cal.ca.gov](https://www.denti-cal.ca.gov/)

**Ombudsman**

* The Medi-Cal Managed Care Office of the Ombudsman helps solve problems without taking sides. The goal is to make sure members get all medically necessary covered services in the plan contract.

Phone: 1-888-452-8609

Email: [MMCDOmbudsmanOffice@dhcs.ca.gov](mailto:MMCDOmbudsmanOffice@dhcs.ca.gov)

Website: [www.dhcs.ca.gov/services/medi-cal/Pages/MMCDOfficeoftheOmbudsman.aspx](http://www.dhcs.ca.gov/services/medi-cal/Pages/MMCDOfficeoftheOmbudsman.aspx)

Office hours: Monday to Friday from 8AM – 5PM, closed on Holidays

**MEDICARE**

Main number: (800) 633-4227

Website: <https://www.ssa.gov/benefits/medicare/>

**SOCIAL SECURITY ADMINISTRATION (Kern)**

Contact number: [(866) 476-1489](https://www.google.com/search?q=SOCIAL%20SECURITY%20ADMINISTRATION%20(Kern)&rlz=1C1CHBF_enUS969US969&oq=SOCIAL+SECURITY+ADMINISTRATION+(Kern)&aqs=chrome..69i57j0i22i30l3.305j0j7&sourceid=chrome&ie=UTF-8&tbs=lf:1,lf_ui:4&tbm=lcl&sxsrf=AOaemvIXv-04903CMDTIbEGqBFp0ACIm2w:1640676134691&rflfq=1&num=10&rldimm=2164711931309833470&lqi=CiVTT0NJQUwgU0VDVVJJVFkgQURNSU5JU1RSQVRJT04gKEtlcm4pIgOIAQFIzcaArdSVgIAIWjMQABABEAIQAxgAGAEYAiIjc29jaWFsIHNlY3VyaXR5IGFkbWluaXN0cmF0aW9uIGtlcm6SARZzb2NpYWxfc2VjdXJpdHlfb2ZmaWNlqgErEAEqJyIjc29jaWFsIHNlY3VyaXR5IGFkbWluaXN0cmF0aW9uIGtlcm4oAA&ved=2ahUKEwiw88vx-oX1AhVQbc0KHbshBWgQvS56BAgEECM&rlst=f)

Website: <https://www.ssa.gov/>

Address: 5300 Office Park Dr, Bakersfield, CA 93309

Hours of operation: Monday to Friday from 9AM – 4PM, except holidays

**Reporting Fraud**

California Department of Health Care Services (DHCS) asks that anyone suspecting Medi-Cal fraud, waste, or abuse to call the DHCS Medi-Cal Fraud Hotline at 1(800) 822-6222.