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

Address: 3350 W. Mineral King, Visalia CA.  93291

Office: (559) 713-2875 | 800-321-2462  
Toll Free: (800) 434-0222

Phone: 559-713-2875  
Fax: (559) 713-3732

Email: [ktaa@tularecounty.ga.gov](mailto:ktaa@tularecounty.ga.gov)

Website: <https://ktaaa.org/index.cfm/services/medicare-counseling-hicap/>

Program Manager: Dori Silveria | 559-623-0199 | [dsilveria@tularehhsa.org](mailto:dsilveria@tularehhsa.org)

*\*\*\*Serving both Tulare and Kings Counties*

**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.

***\*\*\*Kings County Human Services Agency Call Center: 877-410-8813\*\*\****

**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 or Fax**
  + Download a streamlined application from <https://www.countyofkings.com/Sys/Sso/Login?ReturnUrl=/home/showpublisheddocument/16143/636335626066730000>
  + Mail application to Human Services Agency  
    1400 W. Lacey Blvd., Building #8  
    Hanford, CA 93230
* **Apply by Phone**
* Call 877-410-8813

**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**

* **Anthem Blue Cross Partnership Plan**

Contact numbers: (800) 407-4627 | TTY/TDD (888) 757-6034

Website: <https://mss.anthem.com/california-medicaid/home.html>

* **CalViva Health**

Contact number: (888) 893-1569 | TTY/TDD (800) 431-0964

Website: <https://www.calvivahealth.org/>

**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 (MADERA)**

Contact number: 855-207-4866

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

Address: 330 N Harris St STE 101, Hanford, CA 93230

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.