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

Address:  
3500 Coffee Road Suite 19, Modesto CA 95355

Phone: (209) 558-4540  
Fax: (209) 558-8104

Office hours: Monday – Friday from 8:30AM – 4:30PM

Point of Contact:

Maria Profeta  
(209) 525-4616  
[profetam@stancounty.com](mailto:profetam@stancounty.com)

**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**

You can apply for Medi-Cal at any time by mail, phone, fax, online or in person.  
  
**Mail**  
Applications may be mailed to the county at:  
  
Stanislaus County CSA  
PO Box 42  
Modesto, CA 95353-0042  
  
  
**Phone**  
Applications may be initiated by calling the Customer Service Center at 1-877-652-0734  
  
**Fax**  
Applications may be faxed to 209-558-2189  
  
**Online**  
Online applications can be completed at:

* [CoveredCA.com](https://www.coveredca.com/apply/)  
  **OR**
* [BenefitsCal.com](https://benefitscal.com/)

**In Person**  
Applications can be taken or dropped off in person at any of CSA’s offices:

* CSA Main Office - 251 E. Hackett Road, Modesto, CA 95358
* CSA Housing & Homeless Access Center - 912 D Street, Modesto, CA (Homeless Customers only)
* CSA South County Service Center - 1310 West Main Street, Turlock, CA 95380
* CSA East County Service Center - 1405 West F Street, Ste #1, Oakdale, CA 95361
* CSA West County Service Center - 101 W. Las Palmas Ave, Patterson, CA 95363

**Paper applications may be obtained in various languages at:**[DHCS.CA.GOV](https://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/SingleStreamApps.aspx)

**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>

* **Health Plan of San Joaquin**

Contact number: ​(888) 936-7526 | TTY/TDD (209) 942-6306

Website: <https://www.hpsj.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 (Stanislaus)**

Address: 1521 N Carpenter Rd, Suite E1, Modesto, CA - 95351  
Phone: 888-748-7698

**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.