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

Point of contact: Dori Silveria, Program Manager, 559-623-0199

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

Office: (559) 713-2875 | 800-321-2462  
Toll Free: (800) 434-0222  
Fax: (559) 713-3732

Hours of operation: Monday to Thursday from 8AM – 5:30PM

Email: [dsilveri@tularehhsa.org](mailto:dsilveri@tularehhsa.org) | ktaa@tularecounty.ga.gov

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

**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 <https://www.coveredca.com/apply/>
* Apply by Mail or Fax
  + Download a streamlined application from the [Department of Health Care Services website](http://www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/SingleStreamApps.aspx), or request an application by calling Toll Free 1 (800) 300-1506.
* Apply by Phone
  + Call Toll Free 1 (800) 300-1506
  + Customers have the ability to check case information 24 hours a day via the Interactive Voice Response System (IVR). Call 1 (877) 410-8816 to obtain information regarding your case.

***For more information visit the Human Services Agency at:***

Address: 5957 S Mooney Blvd, Visalia, CA 93277

Phone: 800-834-7121| (855) 421-6770 – Toll Free

Lobby Hours:Monday to Thursday 7:30 AM - 5:00 PM, Friday 8AM – 12PM

**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

Phone number: (800) 407-4627 || TTY/TDD (888) 757-6034

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

* Health Net Community Solutions, Inc

​Phone number: (800) 675-6110 || TTY/TDD (800) 431-0964

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

* Bakersfield PACE (Specialty Plan)

Phone number: 661-872-3860

Website: <https://www.bakersfieldpace.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 (Tulare)**

* [Porterville Social Security Office 93257](https://ssofficelocation.com/offices/california/porterville/porterville-social-security-office-93257/)  
  890 W Morton Avenue  
  Porterville, California 93257
* [Hanford Social Security Office 93230](https://ssofficelocation.com/offices/california/hanford/hanford-social-security-office-93230/)  
  330 North Harris St  
  Hanford, California 93230
* [Delano Social Security Office 93215](https://ssofficelocation.com/offices/california/delano/delano-social-security-office-93215/)  
  2234 Girard Street  
  Delano, California 93215
* [Visalia Social Security Office 93292](https://ssofficelocation.com/offices/california/visalia/visalia-social-security-office-93292/)  
  1901 E Noble Avenue  
  Visalia, California 93292

**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.