Who We Are

The Council on Aging – Southern California has been a trusted nonprofit since 1973. We provide unbiased information, programs and services to more than 275,000 adults and families annually.

The Council on Aging’s HICAP counselors are California state-registered staff and volunteers, offering individualized counseling and group seminars about Medicare and other related health insurance topics.

HICAP is part of the national network of State Health Insurance Assistance Programs, and funded in part by the California Department of Aging. HICAP is the most dependable source of unbiased, accurate, and up-to-date Medicare related information for Orange County residents.

What We Do

Medicare is often complex and confusing. We offer personalized counseling and advocacy to assist beneficiaries in understanding their Medicare benefit options and choosing benefits best-suited for their needs.

HICAP Counselors Can:
- Compare and evaluate insurance plans
- Assist when problems occur
- Assist with low income benefit programs
- Provide Medicare education seminars

HICAP Counselors Explain:
- Medicare benefits and enrollment
- Medicare Advantage Plans (Part C)
- Prescription Drug Plans (Part D)
- Medigap Plans (supplemental policies)
- Low income assistance programs
- Long-term care services and support
- Medicare fraud and abuse

CALL US — WE CAN HELP

Our HICAP Call Center is open Monday through Friday, 8am to 4pm. Call for counseling locations and group seminars.

(714) 560-0424 or (800) 434-0222
www.coasc.org

HICAP
a Program of Council on Aging
Council on Aging Programs
Helping Seniors Remain Healthy, Connected & Protected

- **Answers Guide** – Yearly publication filled with information on healthcare, caregiving, finance, legal and Medicare comparison charts for Orange County.

- **Benefits Enrollment Centers (BEC)** – Helps Medicare beneficiaries with low-income benefit program information and application assistance.

- **Education** – Seminars on topics such as Medicare, long-term care and safety.

- **Friendly Visitor Program** – Provides companionship and social support to isolated, frail adults in Orange County.

- **Health Insurance Counseling and Advocacy Program (HICAP)** – Provides free, unbiased, individual Medicare counseling and seminars.

- **Long-Term Care Ombudsman Program** – Advocates for the rights of Orange County’s older and disabled adults living in skilled nursing and residential care facilities.

- **ReConnect Program** – Assists Orange County’s adults age 60+ to manage and improve their emotional health and overall well-being.

- **Senior Protection Program & FAST** – Educational seminars to help you avoid financial predators and limited consultation on matters of abuse.

- **SmileMakers Guild** – Mobilizes community support and provides holiday gifts to over 5,000 residents in long-term care facilities in Orange County.

- **Volunteer Opportunities** – Learn about volunteering during our Changing Lives Tour offered the third Wednesday of every month.

88% OF EVERY DOLLAR SPENT DIRECTLY SUPPORTS OUR PROGRAMS & SERVICES

We are funded by individuals, businesses, grants, and government programs.

VOLUNTEER AND LEARN MORE AT WWW.COASC.ORG

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Council on Aging - Southern California is a non-profit 501(c)(3) corporation

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