

The Health Insurance Information, Counseling and Assistance Program (HIICAP) is federally-funded by the Administration for Community Living (ACL) and also receives funding from the New York State Office for the Aging.

To obtain HIICAP services, contact your local office (or department) for the aging at

1-800-701-0501

(you will be asked to pronounce the county that you wish to speak to) or visit

www.aging.ny.gov

Free language interpretation services are available.

For general information call

1-800-Medicare

(1-800-633-4227)



**Office for
the Aging**

Kathy Hochul
Governor

Greg Olsen
Acting Director

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Do you have
questions about
Medicare or your
health insurance?



**HIICAP
has the
answers.**



**Health Insurance
Information, Counseling
and Assistance Program**



The Health Insurance Information, Counseling and Assistance Program (HIICAP) provides you and your loved ones with information and counseling about Medicare and other health insurance. Trained staff and volunteers will answer your questions.

The services provided by HIICAP are **free and objective**.

The answers to your questions are just a free phone call away. See the back page of this brochure for contact information.

HIICAP can help you:

- ▶ Understand the Medicare prescription drug benefit (Medicare Part D) and how to select the best plan
- ▶ Understand low-income subsidy programs, including Extra Help and Medicare Savings Programs (MSPs)
- ▶ Find ways to pay for your medications or medical equipment
- ▶ Understand and apply for the Elderly Pharmaceutical Insurance Coverage (EPIC) program
- ▶ Choose between original Medicare and Medicare Advantage plans including health maintenance organizations (HMOs), preferred provider organizations (PPOs), private fee-for-service (PFFS), and special needs plans
- ▶ Understand Medicare rules and your medical bills
- ▶ Report possible Medicare fraud or abuse
- ▶ Provide information on how to appeal a decision by Medicare, your managed care provider or other health insurance company
- ▶ Discover ways to fill in Medicare's gaps
- ▶ Learn how to file a Medicare or Medigap complaint
- ▶ Learn about Medicare covered prevention and screenings that can identify health problems
- ▶ Explore long term care services like paying for nursing home care or understanding long-term care insurance