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

1-800-701-0501

or

1-800-342-9871

(you will be asked to enter your zip code)
or visit our web site at

www.aging.ny.gov

Free language interpretation services are available.

For general information call

1-800-Medicare

(1-800-633-4227)

For the most up to date information on Medicare, log on to www.medicare.gov

NEW YORK STATE OF OPPORTUNITY. Office for the Aging

Andrew M. Cuomo
Governor
Corinda Crossdale
Director

Do you have questions about Medicare or your health insurance?

HIICAP is federally-funded by the Administration for Community Living (ACL) and also receives funding from New York State through the New York State Office for the Aging.

HIICAP provides you and your loved ones with information and counseling about Medicare and other health insurances. Trained staff and volunteers will answer your questions.

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

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 prevention and screening visits that keep you healthy or helps to find health problems
- explore Long Term Care services like paying for nursing home care or understanding long term care insurance