



Consumer Resources

Health insurance is complex and confusing. Consumers attempting to navigate the insurance market often need help and straightforward, unbiased guidance. This section offers resources to help consumer assess and compare their health coverage options, as well as resources for comparing the quality of health care providers.

Agency & Web Site	Provides Help With	Phone Number
<u>Medicare.gov</u>	The official government site for people with Medicare. The site provides comprehensive information on Medicare, including an online tool for comparing drug plans and finding a plan that covers your medications.	800.MEDICARE (800.633.4227)
<u>Health Insurance Counseling and Advocacy Program (HICAP)</u>	Volunteers provide free telephone and in-person counseling about the Medicare program and Medicare coverage options.	800.434.0222 See Web site for office locations.
<u>CalMedicare.org</u>	Online consumer resource provides basic information about Medicare in California.	NA
<u>BenefitsCheckUp</u>	An online service to help people explore their drug coverage options and their eligibility for assistance with medication costs.	See Web site.
<u>Social Security Administration</u>	Federal agency provides information on enrollment and eligibility for Medicare and help paying for the Medicare drug benefit for people with low incomes.	800.772.1213 See Web site for office locations.
<u>County Social Services Office</u>	County agencies provide information on enrollment and eligibility for Medi-Cal and help paying for the Medicare drug benefit for people with low incomes.	See Web site for county phone numbers and office locations.
<u>California Department of Insurance</u>	State agency provides information on many types of insurance including Medicare supplement insurance or "Medigap." See their <u>Guide to Medicare Supplement Insurance</u> .	800.927.4357 (213.897.8921 in the Los Angeles area or from out of state)
<u>HMO Help Center</u>	The California Department of Managed Health Care regulates all HMOs in California and provides help with resolving problems with Medicare HMOs like denials for care.	888.466.2219
<u>Healthcare Quality Report Card</u>	The California Office of the Patient Advocate rates and compares the quality of California's HMOs and medical groups.	NA
<u>Medi-Cal Program</u>	Medi-Cal is California's Medicaid health care program. This program pays for a variety of medical services for children and adults with limited income and resources.	NA
<u>Healthy Families Program</u>	Healthy Families Program is a low-cost health coverage program for children ages 0 through 19.	888.747.1222
<u>CalHospitalCompare.org</u>	This site rates quality of care, patient experience, and safety measures for hospitals in California.	NA
<u>California Nursing Home Search</u>	Compare long-term care services in California. Evaluate your needs and find health care services by city, county, or zip code. Detailed information on nursing homes, home health care, hospice services, congregate living health facilities, residential care, continuing care retirement communities, adult day health care, adult day care, and other long-term care options.	NA