



# Assistance and Resources for California Health Care Consumers

For over 20 years, Health Access, a statewide coalition of consumer, labor, ethnic, senior, faith, and other organizations, has been dedicated to achieving quality, affordable health care for all Californians. Part of this work includes collecting consumer health care stories in California, both in-person and on the web at <http://health-access.org/shareyourstory.aspx>. Although Health Access staff are unable to provide legal assistance and/or case management services, there are a number of resources throughout the state that consumers can contact for further help with health care issues.

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For low-income Californians who need **legal advice and/or representation** on health care issues:

- The **Health Consumer Alliance** (<http://healthconsumer.org/>) has a number of brochures and resources about health care programs and can provide legal assistance for residents of 13 counties (see chart with contact information); Residents in rural areas can contact **California Rural Legal Assistance, Inc.**, ([www.crla.org](http://www.crla.org)) for advice on legal issues (see chart with contact information)

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For Californians in need of **assistance finding local community services**, including help with health care:

- <http://211.org>, operated by the United Ways, allows users to search (by city or zip code) to find local call centers for referrals to social services, such as help with food, housing, employment, health care, counseling and more
- Contact phone numbers for **county welfare departments** (health and human services/social services) can be found at <http://www.dss.cahwnet.gov/foodstamps/PG839.htm>

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For senior (or disabled) Californians with **Medicare** coverage:

- California Health Advocates ([www.cahealthadvocates.org](http://www.cahealthadvocates.org)) offer free individual counseling about Medicare and other health care issues is available through the **Health Insurance Counseling and Advocacy Program (HICAP)**, with offices in every county in California and a toll-free hotline: **800-434-0222** (see chart with contact information)
- [www.medicare.gov](http://www.medicare.gov) is the official U.S. government site for people with Medicare and is maintained by the federal Department of Health and Human Services

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For those Californians with questions about or issues with a **hospital bill**:

- [www.hospitalbillhelp.org](http://www.hospitalbillhelp.org) was created to explain to consumers how to deal with bills from hospitals and explain the rights of uninsured and underinsured Californians in obtaining a fair price for hospital care

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For Californians enrolled in a private **Health Maintenance Organization (HMO)**:

- The **HMO Help Center** ([www.healthhelp.ca.gov](http://www.healthhelp.ca.gov)) at the Department of Managed Health Care and the **Office of the Patient Advocate** (<http://opa.ca.gov/>) helps to explain about health care rights and helps consumers understand how to use their health care benefits (including how to file a complaint and request an Independent Medical Review): **888-466-2219**



For Californians who have **purchased private, individual coverage**:

- the Department of Insurance ([www.insurance.ca.gov](http://www.insurance.ca.gov)) has set up a **DOI consumer hotline**, at **800-927-HELP** or (213) 897-8921, to answer questions about DOI-regulated insurance products, and the DOI website has more information about how consumers can file a complaint against a health insurer or request an Independent Medical Review (look under the tab named Consumers >> Health Related Insurance Information)
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For Californians **living with a disability** and seeking access to health care or other services:

- **Disability Rights California** ([www.pai-ca.org](http://www.pai-ca.org)) offers patient-rights advocacy, legal advice and representation, and other services for individuals with physical, psychiatric, and developmental disabilities with offices in Sacramento, Los Angeles, Bay Area, San Diego, and Fresno (see chart with contact information): **800-776-5746**
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For Californians **living with HIV/AIDS** seeking legal assistance and other services:

- The **AIDS Legal Referral Panel** (<http://www.alrp.org/>) serves persons living with HIV disease or AIDS who reside in the San Francisco Bay Area counties of Alameda, Contra Costa, Marin, San Francisco, San Mateo, Solano, and Sonoma: (415) 701-1100 (San Francisco) or (510) 451-5353 (Oakland)
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For Californians **working in the arts and entertainment industries**:

- The **Artists Health Insurance Resource Center**, or **AHIRC**, ([www.ahirc.org](http://www.ahirc.org)) provides an up-to-date, comprehensive and unbiased database of health care resources for artists, performers, freelancers and the self-employed, and has written brief guides on getting affordable health care and health insurance in major cities, including, Los Angeles, Orange County, Sacramento, San Francisco/Oakland, San Jose, and San Diego.
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For **small business owners** in California with questions about health care:

- The **Health Coverage Guide** ([www.healthcoverageguide.org/](http://www.healthcoverageguide.org/)) from the California HealthCare Foundation has everything small business owners and their advisors need to know about offering health insurance and is an unbiased resource on cost estimates, tax savings, coverage options, legal rights, and more.
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For Californians seeking casework and other assistance from their **elected representatives**:

- Local **State Senators and Assembly members** office contact information can be found by searching by zip code at <http://www.leginfo.ca.gov/yourleg.html> or <http://www.legislature.ca.gov/port-zipsearch.html>
  - **Congressional Representatives'** office contact information can be found at [http://clerk.house.gov/member\\_info/index.html](http://clerk.house.gov/member_info/index.html);
  - Casework assistance with federal agencies is available from **Senator Boxer's** office by calling (415) 403-0100 (or <http://boxer.senate.gov/en/services/assistance/index.cfm>) and from **Senator Feinstein's** San Francisco office by calling (415) 393-0707
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<b>Health Consumer Alliance</b>				
<b>County</b>	<b>Program</b>	<b>Phone</b>	<b>Address</b>	<b>City</b>
Alameda	The Community Health Advocacy Project	(510) 250-5270	1735 Telegraph Avenue	Oakland CA 94612
El Dorado	The Health Rights Hotline	(888) 354-4474 or (916) 551-2100	519 12th Street	Sacramento, CA 95814
Fresno	The Fresno Health Consumer Center	(559) 570-1200 or (800) 300-1277	1401 Fulton Street, Suite 700	Fresno, CA 93721
Imperial	The Health Consumer Center of Imperial Valley	(760) 353-0220	449 Broadway Street	El Centro, CA 92243
Kern	The Kern Health Consumer Center	(661) 321-3982	615 California Avenue	Bakersfield, CA 93304
Los Angeles	The Health Consumer Center of Los Angeles	(800) 896-3203	13327 Van Nuys Blvd	Pacoima, CA 91331-3099
Orange	The Orange County Health Consumer Action Center	(714) 571-5200	2101 North Tustin Ave	Santa Ana, CA 92705
Placer	The Health Rights Hotline	(888) 354-4474 or (916) 551-2100	519 12th Street	Sacramento, CA 95814
Sacramento	The Health Rights Hotline	(888) 354-4474 or (916) 551-2100	519 12th Street	Sacramento, CA 95814
San Diego	The Consumer Center for Health Education & Advocacy	(877) 734-3258	1475 Sixth Avenue	San Diego, CA 92101
San Francisco	The Community Health Advocacy Project	(415) 354-6360	50 Fell Street, First Floor	San Francisco CA 94102
San Mateo	The Health Consumer Center of San Mateo County	(650) 558-0915 or (800) 381-8898	521 East Fifth Avenue	San Mateo, CA 94402
Yolo	The Health Rights Hotline	(888) 354-4474 or (916) 551-2100	519 12th Street	Sacramento, CA 95814

<b>California Rural Legal Assistance, Inc.</b>				
<b>County</b>	<b>City / Program</b>	<b>Phone</b>	<b>Address</b>	<b>City</b>
Fresno	Fresno	(559) 441-8721	2115 Kern Street, Suite 370	Fresno, CA 93721
Imperial	El Centro	(760) 353-0220	449 Broadway St.	El Centro, CA 92243
Kern	Delano	(661) 725-4350	629 Main Street	Delano, CA 93215
Kern	Lamont	(661) 845-9066	9715 Main Street	Lamont, CA 93241
Madera	Madera	(559) 674-5671	117 South Lake Street	Madera, CA 93638
Monterey	Monterey	(831) 375-0505	2100 Garden Road #D	Monterey, CA 93940
Monterey	Salinas	(831) 757-5221	3 Williams Road	Salinas, CA 93905
Riverside	Coachella	(760) 398-7261	1460 6th Street	Coachella, CA 92236
San Diego	Oceanside	(760) 966-0511	215 S. Coast Highway, Ste. 201	Oceanside, CA 92054
San Joaquin	Stockton	(209) 946-0605	20 N. Sutter, Ste. 203	Stockton, CA 95202
San Luis Obispo	Paso Robles	(805) 239-3708	3350 Park Street	Paso Robles, CA 93446
San Luis Obispo	San Luis Obispo	(805) 544-7997	1011 Pacific Street, #A	San Luis Obispo, CA 93401
Santa Barbara	Santa Barbara	(805) 963-5981	324 E. Carrillo Street, Suite B	Santa Barbara, CA 93101
Santa Barbara	Santa Maria	(805) 922-4563	2050 "G" South Broadway	Santa Maria, CA 93454
Santa Clara	Gilroy	(408) 847-1408	7365 Monterey Road, Suite H	Gilroy, CA 95020
Santa Cruz	Santa Cruz	(831) 458-1089	501 Soquel Avenue, Suite D	Santa Cruz, CA 95062
Santa Cruz	Watsonville			
Sonoma	Santa Rosa	(707) 528-9941	725 Farmers Lane, #10, Bldg. B	Santa Rosa, CA 95405
Stanislaus	Modesto	(209) 577-3811	801 15th Street, Suite B	Modesto, CA 95354
Ventura	Oxnard	(805) 483-8083 or (805) 486-1068	338 South "A" Street	Oxnard, CA 93030
Yuba	Marysville	(530) 742-5191	511 "D" Street	Marysville, CA 95901



**HICAP Offices**

County	Program	Phone	Address	City
Alameda	HICAP Legal Assistance for Seniors	(510) 839-0393	464 7th St	Oakland, CA 94607
Alpine	Area 12 on Aging	(209) 532-6272	19074 Standard Road	Sonora, CA 95370
Amador	Area 12 on Aging	(209) 532-6272	19074 Standard Road	Sonora, CA 95370
Butte	Passages	(530) 898-6716	2491 Carmichael Drive, Suite 400	Chico, CA 95928
Calaveras	Area 12 on Aging	(209) 532-6272	19074 Standard Road	Sonora, CA 95370
Colusa	Passages	(530) 898-6716	2491 Carmichael Drive, Suite 400	Chico, CA 95928
Contra Costa	Contra Costa County Office on Aging	(800) 510-2020	2530 Arnold Drive, Suite 300	Martinez, CA 94553
Del Norte	Del Norte Wellness Center	(707) 464-7876	550 E. Washington Blvd.	Crescent City, CA 95531
El Dorado	Legal Services of Northern California, Inc.	800-434-0222	3950 Industrial Blvd., Suite 500	West Sacramento, CA 95691
Fresno	Valley Caregiver Resource Center	(559) 224-9117	3845 N. Clark, Ste. 201	Fresno, CA 93726
Glenn	Passages	(530) 898-6716	2491 Carmichael Drive, Suite 400	Chico, CA 95928
Humboldt	Area 1 Agency on Aging	(707) 444-3000	434 7th Street	Eureka, CA 95501
Imperial	Elder Law and Advocacy	(858) 565-8772 x203	3675 Ruffin Road, Suite 315	San Diego, CA 92123
Inyo	Inyo-Mono Area Agency on Aging	(760) 873-6364 or (877) 462-2298	568 W. Line St.	Bishop, CA 93514
Kern	Kern County Aging and Adult Services	(661) 868-1000	5357 Truxtun Ave.	Bakersfield, CA 93301
Kings	Kings/Tulare Area Agency on Aging	(559) 730-2551 or (800) 321-2462	4031 W. Noble Ave.	Visalia, CA 93277
Lake	Senior Advocacy Services	800-434-0222 or (707) 526-4108	3262 Airway Drive, Suite C	Santa Rosa, CA 95403
Lassen	LSNC-Senior Legal Programs	(530) 223-0999	1647 Hartnell Ave, #8	Redding, CA 96002
Los Angeles	Center for Health Care Rights	(213) 383-4519 or (800) 824-0780	520 S. Lafayette Park Place, Ste. 214	Los Angeles, CA 90057
Marin	Senior Advocacy Services	800-434-0222 or (707) 526-4108	3262 Airway Drive, Suite C	Santa Rosa, CA 95403
Mariposa	Area 12 on Aging	(209) 532-6272	19074 Standard Road	Sonora, CA 95370
Mendocino	Senior Advocacy Services	800-434-0222 or (707) 526-4108	3262 Airway Drive, Suite C	Santa Rosa, CA 95403
Merced	Merced County Area Agency on Aging	(209) 385-7550	851 West 23rd Street	Merced, CA 95340
Modoc	LSNC-Senior Legal Programs	(530) 223-0999	1647 Hartnell Ave, #8	Redding, CA 96002
Mono	Inyo-Mono Area Agency on Aging	(760) 873-6364 or (877) 462-2298	568 W. Line St.	Bishop, CA 93514
Monterey	Alliance on Aging	(831) 655-1334	2200 Garden Road	Monterey, CA 93940
Napa	Senior Advocacy Services	800-434-0222 or (707) 526-4108	3262 Airway Drive, Suite C	Santa Rosa, CA 95403
Nevada	Legal Services of Northern California, Inc.	800-434-0222	3950 Industrial Blvd., Suite 500	West Sacramento, CA 95691
Orange	Orange County Council on Aging	(714) 560-0424	1971 E. 4th Street, Suite 200	Santa Ana, CA 92705
Placer	Legal Services of Northern California, Inc.	800-434-0222	3950 Industrial Blvd., Suite 500	West Sacramento, CA 95691
Plumas	Passages	(530) 898-6716	2491 Carmichael Drive, Suite 400	Chico, CA 95928
Riverside	Inland Agency	(951) 241-8723	1737 Atlanta Avenue, Suite H-5	Riverside, CA 92507
San Benito	Senior Network Services	(831) 462-5510	1777A Capitola Road	Santa Cruz, CA 95062
San Bernardino	Inland Agency	(951) 241-8723	1737 Atlanta Avenue, Suite H-5	Riverside, CA 92507
San Diego	Elder Law and Advocacy	(858) 565-8772 x203	3675 Ruffin Road, Suite 315	San Diego, CA 92123
San Francisco	Self Help for the Elderly	(415) 677-7600	407 Sansome Street	San Francisco, CA 94111
San Joaquin	Legal Services of Northern California, Inc.	800-434-0222	3950 Industrial Blvd., Suite 500	West Sacramento, CA 95691
San Luis Obispo	Central Coast Commission for Senior Citizens	(805) 928-5663	528 South Broadway	Santa Maria, CA 93454
San Mateo	Self Help for the Elderly	(650) 627-9350	1710 S. Amphlett Blvd. #302	San Mateo, CA 94402
Santa Barbara	Central Coast Commission for Senior Citizens	(805) 928-5663	528 South Broadway	Santa Maria, CA 93454
Santa Clara	Council on Aging: Silicon Valley	(408) 296-8290	2115 The Alameda	San Jose, CA 95126
Santa Cruz	Senior Network Services	(831) 462-5510	1777A Capitola Road	Santa Cruz, CA 95062



<b>HICAP Offices (cont.)</b>				
Shasta	LSNC-Senior Legal Programs	(530) 223-0999	1647 Hartnell Ave, #8	Redding, CA 96002
Sierra	Legal Services of Northern California, Inc.	800-434-0222	3950 Industrial Blvd., Suite 500	West Sacramento, CA 95691
Siskiyou		800-434-0222		
Solano	Senior Advocacy Services	800-434-0222 or (707) 526-4108	3262 Airway Drive, Suite C	Santa Rosa, CA 95403
Sonoma	Senior Advocacy Services	800-434-0222 or (707) 526-4108	3262 Airway Drive, Suite C	Santa Rosa, CA 95403
Stanislaus	Aging and Veterans Services	(209) 558-4540	121 Downey Avenue Suite 101	Modesto CA 95354
Sutter	Legal Services of Northern California, Inc.	800-434-0222	3950 Industrial Blvd., Suite 500	West Sacramento, CA 95691
Tehama	Passages	(530) 898-6716	2491 Carmichael Drive, Suite 400	Chico, CA 95928
Trinity	LSNC-Senior Legal Programs	(530) 223-0999	1647 Hartnell Ave, #8	Redding, CA 96002
Tulare	Kings/Tulare Area Agency on Aging	(559) 730-2551 or (800) 321-2462	4031 W. Noble Ave.	Visalia, CA 93277
Tuolumne	Area 12 on Aging	(209) 532-6272	19074 Standard Road	Sonora, CA 95370
Ventura	Area Agency on Aging	(805) 477-7310	646 County Square Drive, Suite 1	Ventura, CA 93003
Yolo	Legal Services of Northern California, Inc.	800-434-0222	3950 Industrial Blvd., Suite 500	West Sacramento, CA 95691
Yuba	Legal Services of Northern California, Inc.	800-434-0222	3950 Industrial Blvd., Suite 500	West Sacramento, CA 95691

<b>Disability Rights California</b>			
<b>Program</b>	<b>Phone</b>	<b>Address</b>	<b>City</b>
Sacramento Regional Office	(916) 488-9950	100 Howe Ave., Suite 235-N	Sacramento, CA 95825
Bay Area Regional Office	(510) 267-1200	1330 Broadway, Suite 500	Oakland, CA 94612
Fresno	(559) 476-2000	567 West Shaw, Suite C-3	Fresno, CA 93704
Los Angeles Regional Office	(213) 427-8747	3580 Wilshire Blvd., Suite 902	Los Angeles, CA 90010-2512
San Diego Regional Office	(619) 239-7861	1111 Sixth Ave., Suite 200	San Diego, CA 92101

**Questions about a Health Access Card?**

"Health Access Cards" are provided by the FamilyPACT program, a clinical program administered by the California Department of Public Health's Office of Family Planning.

Neither Health Access Foundation nor Health Access California is affiliated in any way with the "Health Access Card" or the FamilyPACT program.

For more information, please visit the [www.familypact.org](http://www.familypact.org) or call 800-942-1054 (English & Spanish).