



Get Help!

If you need immediate help getting access to services through either Medicare or Medi-Cal, call the Health Consumer Alliance at **1-888-804-3536**.

If you are having a medical emergency, call 911.

Do you need more help understanding your Medicare or Medi-Cal benefits? Want to talk to someone about health coverage choices that fit your needs? Here's how!

Help with Medicare Choices

To Enroll

Medicare Program

Call this number to enroll in a Medicare health plan, or to find out more about benefits and rights.

Phone: 1-800-MEDICARE (1-800-633-4227)

TTY: 1-877-486-2048

To Get More Information

Health Insurance Counseling & Advocacy Program (HICAP)

Volunteer counselors in California provide free and objective help with Medicare.

Phone: 1-800-434-0222

To Get Help With a Problem

Medicare Rights Center

This nonprofit organization gives information and counseling nationwide to help older adults and people with disabilities access affordable health care.

Phone: 1-800-333-4114

Email: info@medicarerights.org

Help with Medi-Cal

To Enroll

County Medi-Cal Office

Your local Medi-Cal office can answer questions and help you apply for Medi-Cal and other benefits.

To Get More Information

Medi-Cal Member Helpline

Call this number to get help applying for Medi-Cal, learning about services, finding providers, or filing a complaint.

Phone: 1-800-541-5555

Mental Health Services

Call this number with questions about the Medi-Cal Mental Health Services in your area. You can also contact the Mental Health ombudsman.

Phone: 1-800-896-4042

TTY: 1-800-896-2512

Email 1: MHombudsman@dhcs.ca.gov

Email 2: CountySupport@dhcs.ca.gov

To Get Help With A Problem

Medi-Cal Ombudsman Program

If you are a Medi-Cal member and are having a problem with your health plan, call this number. The ombudsman investigates member complaints and helps with urgent enrollment problems.

Phone: 1-888-452-8609

Email: MMCDOmbudsmanOffice@dhcs.ca.gov

Help with Specific Care Choices

If you are enrolled in a PACE, Cal MediConnect, FIDE SNP, D-SNP, or Medicare Advantage Plan and need help, call your health plan. Look on the back of your health plan card for the best phone number.

Cal MediConnect or PACE: To Enroll

Health Care Options (HCO)

Call HCO for help enrolling or disenrolling from a plan and for questions about your eligibility. You can also call a PACE or Cal MediConnect plan directly for enrollment help.

Phone: 1-844-580-7272

Cal MediConnect or PACE: To Get Help With A Problem

Cal MediConnect and PACE Ombudsman Program

Call this Ombudsman if you are a PACE or Cal MediConnect member and need help with a problem.

Phone: 1-855-501-3077

TTY: 1-855-874-7914

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