



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.

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.

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.

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.

1-800-333-4114

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.

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.

1-800-896-4042 TTY: 1-800-896-2512

MHombudsman@dhcs.ca.gov

CountySupport@dhcs.ca.gov

To Get Help With A Problem

Medi-Cal Ombudsman Program

Medi-Cal members with questions, call this number. The ombudsman investigates member complaints and urgent enrollment problems.

1-888-452-8609

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.

1-844-580-7272

Cal MediConnect or PACE: To Get Help

Ombudsman Program

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

1-855-501-3077

TTY: 1-855-874-7914