

## Important Numbers:

Health Insurance Counseling and  
Advocacy Program (HICAP)  
(800) 434-0222 or  
(650) 627-9350

Center for Independence of the  
Disabled (CID)  
(650) 645-1780 (voice)  
(650) 522-9313 (TDD)

Nuestro Canto de Salud  
650-373-1080 (voice)

Department of Managed Care  
To register a complaint against an  
HMO, call the complaint line at:  
(888) HMO-2219  
(800) 400-0815  
(877) 688-9891 (TDD)

Department of Insurance  
To register a complaint against a  
non-HMO insurer, call the  
Consumer Hotline at:  
(800) 927-4357  
(213) 897-8921

## For More Information Contact the Legal Aid Society:

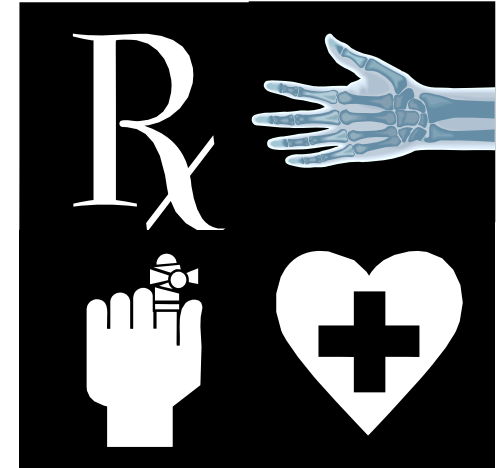
(650) 558-0915 or  
(800) 381-8898  
[www.legalaidsmc.org](http://www.legalaidsmc.org)

Hours:  
9:00 a.m. - noon and  
1:00 p.m. - 5:00 p.m.  
Monday through Friday

Legal Aid Society  
of San Mateo County  
521 East 5<sup>th</sup> Avenue  
San Mateo, CA 94402

Last revised April 2011

LEGAL AID SOCIETY  
OF SAN MATEO COUNTY



## HEALTH CONSUMER CENTER OF SAN MATEO COUNTY

*We help San Mateo County residents who  
have health care problems or questions. We  
help with: Medi-Cal, Healthy Families,  
Healthy Kids, Denti-Cal, Medicare,  
ACE, and private insurance.*

## WE CAN HELP

**If you have Medi-Cal, Healthy Families, Denti-Cal, Medicare, Healthy Kids, ACE, or private insurance, or if you do not have insurance, we can:**

- ◆ advise you about applying for health insurance and help you appeal if you are denied;
- ◆ help you appeal a Medi-Cal or Medicare termination;
- ◆ help you appeal a Medi-Cal or Denti-Cal denial of a service or medication;
- ◆ advise you about medical bills;
- ◆ help you get the health care you need, for example: if you need referrals to specialists, prescription medication, and durable medical equipment.

- ◆ help you understand the rules of your health insurance plan
- ◆ advise you about how to complain against your health Plan.

## OUR SERVICES

**Our services are free.**

**We offer consumers:**

- ◆ legal advice and advocacy;
- ◆ self-help materials;
- ◆ referrals to other agencies;
- ◆ public education and Outreach, including presentations and trainings.

*The Health Consumer Center of San Mateo County helps San Mateo County residents overcome barriers to health care through education, representation, problem resolution, and self help.*

Hablamos Ingles y Español,  
llame al:  
**1-800-381-8898**

The Health Consumer Center of San Mateo County, an affiliate of the Health Consumer Alliance, is funded by *The California Endowment*.



[www.healthconsumer.org](http://www.healthconsumer.org)