



Questions about Medicare?

The Virginia Insurance Counseling and Assistance Program (VICAP) for residents of the City of Alexandria is now based in the Department of Community and Human Services, Division of Aging and Adult Services.

VICAP is part of a nationwide network of health insurance assistance programs that provides free, individual insurance counseling to Medicare beneficiaries, their families and caregivers.

Services include:

- Individual counseling on Medicare Parts A, B, C (health plans), Medicare Part D (prescription plans), and Medigap plans
- Presentations on Medicare for people new to Medicare or soon to be eligible (Check www.alexandriava.gov/Aging for dates)
- Help resolving Medicare claims or billing issues
- Help filing for Medicare-related benefits

Assistance with understanding:

- Medicaid
- Long-term care insurance
- Eligibility and applications for low-income assistance programs

For more information or to become a trained and certified volunteer VICAP counselor, call 703.746.5999 option 1, and ask for the VICAP counselor.



Department of Community and Human Services

