

Center for Health Care Rights (CHCR)

Organization Mission

The **Center for Health Care Rights (CHCR)** is a nonprofit health care advocacy organization dedicated to the mission of assuring consumer access to quality health care through education, counseling, informal advocacy and legal services. CHCR's Medicare direct services empower elderly and disabled consumers and their family members to use Medicare, Medi-Cal and other health benefits effectively, make informed health care choices and take appropriate action to resolve their health care problems. Since 1984, CHCR has provided free Medicare advocacy and health insurance counseling services to thousands of Medicare beneficiaries and their families in Los Angeles County annually.

Our Services

CHCR provides free Medicare and related health insurance education, counseling and legal services to Los Angeles County residents. CHCR services are funded primarily by the California Department of Aging Health Insurance Counseling and Advocacy Program (HICAP) grants currently administered by the Los Angeles County Area Agency on Aging and the Los Angeles City Department of Aging. CHCR services are also supported with grant funding provided by the State Bar of California Legal Services Trust Fund Program.

Community Education Services

CHCR Staff conduct education programs for consumers and professionals on Medicare, Medicare Part D Drug Coverage, Medi-Cal, Long Term Care Options, Medicare Advantage Plans, Medicare Supplemental Health Insurance, the Cal MediConnect Program, and other health care topics. For more information on CHCR community education workshops, contact our Community Education Department at (213) 383-4519 Ext. 3037.

Telephone Counseling and Legal Services

CHCR's telephone hotline provides Los Angeles County residents with easy access to one-on-one assistance with questions and problems relating to Medicare, Medi-Cal and other health care issues. CHCR's telephone hotline hours are Monday-Friday, 9am - 5pm. Persons who have an urgent health care problem will receive a same day callback. To schedule a telephone appointment, call 1-800-824-0780.

In-Person Counseling Services

CHCR provides in-person counseling services at the CHCR office and at community sites throughout Los Angeles County. HICAP Volunteer Counselors provide in person counseling assistance to help community members understand Medicare benefits, identify ways to close gaps in Medicare coverage and learn about programs for low income beneficiaries that reduce their medical costs. For more information about the HICAP Volunteer Counselor Program, call 1-800-824-0780 Ext. 3006.