

## Insurance Counseling (VICAP)

Age Requirements

0-5

,

6-12

,

13-21

,

22-55

,

56-60

,

60+

Available 24/7

No

Other Eligibility Criteria

Ages 60 and over.

Family

No

Intake Contact

Christine Lester

Intake Process

Phone, call for an appointment.

Report Problems

Call the Agency

Self Refer

Yes

Appalachian Agency for Senior Citizens (AASC)

<http://www.aasc.org/>

<http://www.aasc.org/services/carecoordination.html>

Main

(276) 964-4915

Toll-Free

(800) 656-2272

Wardell Industrial Park  
216 College Ridge Road  
24609 VA  
United States

Monday: 8:00 am-4:30 pm

Tuesday: 8:00 am-4:30 pm

Wednesday: 8:00 am-4:30 pm

Thursday: 8:00 am-4:30 pm

Friday: 8:00 am-4:30 pm

Saturday: Closed

Sunday: Closed

Fee Structure

No Fee

Languages Spoken

English

Virginia Insurance Counseling and Assistance Program (VICAP) is a free counseling program for individuals age 60 and older and their families that is part of the Care Coordination services of Appalachian Agency for Senior Citizens. VICAP helps to understand Medicare, Medicaid and medical bills. Assistance in deciding about Medicare Part D Plans, Medicare Supplement Insurance or Medigap and/or Long Term Care insurance is also provided. Counseling can be provided by telephone or in person.

Also will assist eligible clients with filing insurance papers, understanding insurance policies and Medicare processes. Volunteers also assist with evaluating Medicare health plans and long term care insurance policies. Volunteers do not sell insurance or receive commissions.

Service Area(s)

Buchanan County

,

Dickenson County

,

Russell County

,

Tazewell County

Email

[rmatney@asc.org](mailto:rmatney@asc.org)