



# What is the Health Consumer Alliance (HCA)?

The HCA is a network of ten consumer assistance programs operated by community-based legal services organizations across the state of California. The HCA offers free assistance online, over-the-phone or in-person at independent, community-based offices throughout the state, helping people who are struggling to get or maintain health coverage and resolve problems with their health plans. We also provide statewide policy advocacy to resolve systemic health care issues impacting Californians.

## Who do we help?

We help Californians: apply for and keep their health coverage, including Medi-Cal and Covered California; dispute denials of health services and prevent disruption in care; find the appropriate doctor or provider; and address and resolve billing problems.

The HCA is the official Consumer Assistance Program supported by the California Department of Managed Health Care and Covered California. These agencies refer consumers to HCA, as do application assistors and community-based organizations.

## How do I get help?

Call HCA's Statewide Toll-free number: 1-888-805-3536 to be connected to the HCA program in your area.

**HCA Statewide Toll Free** 1.888.804.3536

[Healthconsumer.org](https://www.healthconsumer.org)

## Who are the HCA Partners?

The HCA's independent consumer assistance projects, housed within Legal Aid organizations, are supported by the National Health Law Program and the Western Center on Law & Poverty.

The HCA's direct service partners are:

- Bay Area Legal Aid
- California Rural Legal Assistance
- Central California Legal Services
- Greater Bakersfield Legal Assistance
- Inland Counties Legal Services
- Legal Aid Society of Orange County
- Legal Aid Society of San Diego
- Legal Aid Society of San Mateo County
- Legal Services of Northern California
- Neighborhood Legal Services of Los Angeles County

In addition, HCA includes two statewide support centers:

- Western Center on Law & Poverty (Western Center)
- National Health Law Program (NHLP)