

# Virginia Insurance Counseling and Assistance Program (VICAP)

Age Requirements

60+

Available 24/7

No

Other Eligibility Criteria

Anyone that is Medicare eligible or Medicare pre-eligibility (regardless of age) can receive counseling.

Family

Yes

Intake Contact

VICAP Intake Line

Intake Process

Call 804-343-3014 to access intake for counseling or counselor assignment. Please leave a message and someone will return your call as soon as possible.

Intake Contact Telephone

(804) 343-3014

Provider Refer

Yes

Residency Requirements

Must live in our service areas

Self Refer

Yes

The SPAN Center

<https://spancenter.org/>

<https://seniorconnections-va.org/services/finding-options-resources/medicare-in...>

<https://www.facebook.com/seniorconnectionscaaa/>

@sccaaa

Main

(804) 343-3014

TTY/TTD

(804) 343-3008

1300 Semmes Avenue  
23224 VA  
United States

Monday: 8:30 am-5:00 pm  
Tuesday: 8:30 am-5:00 pm  
Wednesday: 8:30 am-5:00 pm  
Thursday: 8:30 am-5:00 pm  
Friday: 8:30 am-5:00 pm  
Saturday: Closed  
Sunday: Closed

Fee Structure

Call for Information

Languages Spoken

English

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Language Line available

Virginia Insurance Counseling and Assistance Program (VICAP) is a free counseling program for individuals with Medicare, their families and/or caregivers. VICAP counsels individuals on Medicare, Medicaid, Medigap and Long-Term care Insurance. Anyone with Medicare, regardless of age, can receive counseling services.

Trained volunteers serve as counselors who work with clients to make informed decisions on about Medicare Supplement Insurance, Medicare Health plans and Medicare Part D Prescription Drug coverage plans.

Counselors can also assist eligible clients with tracking insurance claims and resolving complaints.

Counseling can be provided by telephone or in person.

VICAP is a part of a nationwide network of counseling programs through the State Health Insurance Assistance Program (SHIP).

Service Area(s)

Charles City County

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Chesterfield County

,

Goochland County

,

Hanover County

,

Henrico County

,

New Kent County

,

Powhatan County

,

Richmond City

Email

[seniorconnections@youraaa.org](mailto:seniorconnections@youraaa.org)