



## Alameda County HICAP Counseling Services

Free, unbiased information on Medicare. **Call 510-839-0393** (unless indicated) for a 1-hour appointment. No walk-ins please.

### In-Person Counseling:

City	Location	Counselor	Times
Alameda	<b>Mastick Senior Center</b> 1155 Santa Clara Ave Alameda, CA 94501	Mychal Williams	<b>2<sup>nd</sup> and 4<sup>th</sup> Wednesdays:</b> 10am and 11:30am
Albany	<b>Albany Senior Center</b> 846 Masonic Ave Albany, CA 94706	Bill Scaglione	<b>1<sup>st</sup> &amp; 3<sup>rd</sup> Wednesdays:</b> 1:30pm and 3pm
Berkeley	<b>North Berkeley Senior Center</b> 1901 Hearst Street Berkeley, CA 94709	Natalie Vinton	<b>One Thursday a month (variable):</b> 10am and 11:30am
	<b>South Berkeley Senior Center</b> 2939 Ellis Street Berkeley, CA 94703	Diane Heinze	<b>1<sup>st</sup> and 3<sup>rd</sup> Tuesdays:</b> 12:30pm, 1:30pm, and 2:30pm



City	Location	Counselor	Times
Castro Valley	<b>Aitken Senior Center</b> 17800 Redwood Rd, Castro Valley, CA 94546	Mike Mandel	<b>2<sup>nd</sup> and 4<sup>th</sup> Mondays:</b> 12pm and 1pm
Dublin	<b>Dublin Senior Center</b> 7600 Amador Valley Blvd Dublin, CA 94568	Edmund Lam (Cantonese 粵語 Mandarin 普通話 English)	<b>2<sup>nd</sup> Wednesdays:</b> 12:30pm, 1:30pm, and 2:30pm
Fremont	<b>Fremont Family Resource Center</b> 39155 Liberty St Fremont, CA 94538 (Room C-300)	Dianne Chun	<b>1<sup>st</sup> and 3<sup>rd</sup> Wednesdays:</b> 9:30am and 11am
Hayward	<b>Hayward Senior Center</b> 22325 N 3rd St Hayward, CA 94546	TBD	<b>2<sup>nd</sup> and 4<sup>th</sup> Mondays*:</b> 1:00 pm and 3:00 pm*  *Available Starting June 2026
Livermore	<b>Livermore Senior Center</b> 4444 East Ave, Livermore, CA 94550	Nancy Kung (Mandarin 普通話)	<b>1<sup>st</sup> &amp; 3<sup>rd</sup> Wednesdays:</b> 9:30am, 10:30am, and 11:30am



City	Location	Counselor	Times
Oakland	<b>Asian Cultural Center</b> 388 9th St Suite 290 Oakland, CA 94607	Edmund Lam (Cantonese 粵語 Mandarin 普通話 English)	<b>3<sup>rd</sup> Thursdays</b>  <b>*Call 510-637-0455</b>
	<b>Asian Health Services</b> 818 Webster Street Oakland, CA 94607	Edmund Lam (Cantonese 粵語 Mandarin 普通話 English)	<b>1<sup>st</sup> and 3<sup>rd</sup> Tuesdays:</b> 10am, 11am, 12pm, 1pm, and 2pm  <b>*Call 510-986-6800</b>
	<b>Downtown Oakland Senior Center</b> 200 Grand Ave Oakland, CA 94610	Jacob Sytsma (Spanish español)	<b>2<sup>nd</sup> and 4<sup>th</sup> Mondays:</b> 9am, 10am, and 11am
	<b>East Bay Korean American Senior Services Center</b> 1723 Telegraph Ave Oakland, CA 94612	Yoon Kim (Korean 한국어, 조선말)	<b>*Call 510-235-6179</b>
	<b>Family Bridges</b> 375 14th Street Oakland, CA 94612	Edmund Lam (Cantonese 粵語 Mandarin 普通話 English)	<b>*Call 510-839-2022</b>



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Oakland	<b>Legal Assistance for Seniors</b> 333 Hegenberger Rd Suite #850 Oakland, CA 94621	Terri Doyle	<b>Every Thursdays:</b> 1pm, 2pm, and 3pm
		Belle Huang (Spanish español)	<b>2<sup>nd</sup> and 4<sup>th</sup> Thursdays:</b> 10am, 11am, and 12pm
		Pat Macholl	<b>1<sup>st</sup> Wednesdays:</b> 1 pm, 2pm, and 3pm  <b>1<sup>st</sup> Fridays:</b> 9:30am, 10:30am, and 11:30am
	<b>LifeLong East Oakland</b> 10700 MacArthur Blvd (Foothill Square) Oakland, CA 9460	Arnie Becker	<b>*Call 510-981-4100</b>
	<b>North Oakland Senior Center</b> 5714 Martin Luther King Jr Way Oakland, CA 94609	Natalie Vinton	<b>One Monday a month (variable):</b> 10am and 11:30am



City	Location	Counselor	Times
Pleasanton	<b>Pleasanton Senior Center</b> 5353 Sunol Blvd Pleasanton, CA 94566	Edmund Lam (Cantonese 粵語 Mandarin 普通話 English)	<b>2<sup>nd</sup> and 4<sup>th</sup> Thursdays:</b> 1pm, 2pm, and 3pm
	<b>Tri-Valley Career Center</b> 5860 Owens Dr 3rd Floor, Pleasanton, CA 94588	Johnny Roland (Japanese 日本語)	<b>4<sup>th</sup> Mondays:</b> 9am, 11am, 1pm, and 3pm
San Leandro	<b>San Leandro Senior Community Center</b> 13909 E 14th St San Leandro, CA 94578	Carol Sandoval	<b>2<sup>nd</sup> and 4<sup>th</sup> Wednesday</b> 10am, 11am, and 12pm



Phone/Zoom Counseling:

Counselor	Times	Contact Via
Alan Miller	<b>2<sup>nd</sup> &amp; 4<sup>th</sup> Tuesdays:</b> 12pm, 1pm, and 2pm	Phone and Zoom
Alison Hightower	<b>1<sup>st</sup> &amp; 3<sup>rd</sup> Thursdays:</b> 1:30 and 3pm	Phone and Zoom
Ashok Desai (Hindi हिन्दी, Gujarati ગુજરાતી)	<b>1<sup>st</sup> &amp; 3<sup>rd</sup> Thursdays:</b> 9am, 10am, and 11am	Phone Only
Bob Gibney	<b>3<sup>rd</sup> Thursdays:</b> 10am, 11am, and 12pm  <b>2<sup>nd</sup> &amp; 4<sup>th</sup> Tuesdays:</b> 10am, 11am, and 12pm	Phone and Zoom
Dan Norton	<b>1<sup>st</sup> &amp; 3<sup>rd</sup> Wednesdays:</b> 10am, 11am, and 12pm	Phone Only
Dennis Lum	<b>3<sup>rd</sup> Wednesdays:</b> 9:30am, 10:30am, and 11:30am	Phone and Zoom



<b>Counselor</b>	<b>Times</b>	<b>Contact Via</b>
Diana Gray	<b>1<sup>st</sup> and 3<sup>rd</sup> Wednesdays:</b> 12pm and 1pm	Phone Only
Jan Quilici	<b>1<sup>st</sup> &amp; 3<sup>rd</sup> Mondays:</b> 1pm, 2pm, 3pm <b>1<sup>st</sup> &amp; 3<sup>rd</sup> Wednesdays:</b> 1pm, 2pm, and 3pm	Phone Only
Ken Arora (Punjabi ਪੰਜਾਬੀ, پنجابی, Hindi हिन्दी)	<b>2<sup>nd</sup> &amp; 4<sup>th</sup> Mondays:</b> 1pm, 2pm, 3pm, and 4pm	Phone Only
Nancy Coumou	<b>Every Wednesday:</b> 10am and 12pm	Zoom Only
Mary Wilson	<b>1<sup>st</sup> &amp; 3<sup>rd</sup> Tuesdays:</b> 10am	Phone Only
Robert Glickstein	<b>Every Monday:</b> 9:30am and 11am	Phone Only



<b>Counselor</b>	<b>Times</b>	<b>Contact Via</b>
Shubha Fanse  (Urdu اُردُو, Hindi हिन्दी,, Marathi मराठी, Gujarati ગુજરાતી)	<b>1<sup>st</sup> &amp; 3<sup>rd</sup> Tuesdays:</b> 9:30am, 10:30am, and 11:30am	Phone Only
Terry Kranitz	<b>2<sup>nd</sup> &amp; 4<sup>th</sup> Thursdays:</b> 10:30am, 11:30am, and 12:30pm	Phone Only