



During the COVID-19 pandemic, the Loudoun County VICAP Program counselors are committed to providing the same free, trusted, confidential and unbiased Medicare counseling services they have provided in previous years; however, some operational changes have been made.

We have developed a system to provide safe, creative and socially-distanced ways to continue serving you during this time. We believe that these measures are important for your safety, as well as the safety of our Medicare counselors. We will be moving to a virtual service delivery method. This means that all counseling will be provided via email, mail and telephone. We will not be providing face-to-face counseling during the pandemic.

If you are a Medicare beneficiary and want VICAP counselors to help you understand your own Medicare options, etc., call the Loudoun VICAP help line at **703-737-8036** or email AAAMedicare@Loudoun.gov.

Thank you for your support and patience. The Loudoun VICAP Medicare counseling program looks forward to serving you.